

22 April 2026

[REDACTED]  
C/- [REDACTED]  
Sent via email to [REDACTED]

## **Request for Official Information LG26-0083 - Parking Infringements and CCTV Enforcement**

Dear [REDACTED],

Thank you for your request for information held by the Queenstown Lakes District Council (QLDC). On 27 March 2026 you requested the following information under the Local Government Official Information and Meetings Act 1987 (LGOIMA):

### **Regarding the parking contractor being paid a fixed hourly fee for issuing parking infringements and CCTV [Closed Circuit Television] enforcement, together with a fixed call out fee for after hours.**

- 1. Is there a limit to the number of hours they can claim? Or are the number of hours able to be claimed unlimited?**
- 2. Can you please outline the KPIs [Key Performance Indicator] that any contractor providing this service (for issuing parking infringements) are.**
- 3. Can you please break down, by month, what the costs were for hourly fees for issuing parking infringements, paying CCTV enforcement, and the fixed call out fees for after hours for the past 12 months.**

### **Regarding the amount received as revenue for parking infringements and the amount for costs. In relation to the past 12 months:**

- 4. Can you please provide a breakdown of revenue and costs for parking infringements?**
- 5. Can you please advise how many infringement notices were challenged?**
- 6. Can you please advise how many of these challenges (both the number and the related revenue that was not received) were upheld and the recovered revenue related to these?**
- 7. Can you please advise whether the costs for following up and addressing challenges includes legal costs and QLDC staff costs for investigating the challenges? If not, please advise what the QLDC staff costs and legal costs for addressing and investigating challenges were.**

## **QLDC RESPONSE**

In response to your request, both the QLDC Finance Team and the QLDC Regulatory Team were consulted.

## Decision to release information

1. **Is there a limit to the number of hours they can claim? Or are the number of hours able to be claimed unlimited?**

The number of hours is not limited or fixed. However, all hours are agreed with QLDC in advance and are scaled based on operational demand.

4. **Can you please provide a breakdown of revenue and costs for parking infringements?**

The table below provides a breakdown of revenue and costs for parking infringements covering the period from 1 April 2025 to 31 March 2026:

Description	Total (NZD)
Parking infringement contract (of which includes parking patrols, call outs and CCTV)	1,041,950
Internal staff costs (of which includes salaries, annual leave, Kiwisaver, ACC levies and uniforms)	148,372
Legal fees	-
Court lodgement fee	450,713
Court administration fee (10 percent)	68,329
Provide for doubtful debts	499,991
Bad debt expense	790,076
Operations - other	862,165
<b>Sub-total</b>	<b>3,861,595</b>
Parking infringement revenue	4,202,246
Court fee recovery	451,403
<b>Sub-total</b>	<b>4,653,649</b>
<b>Parking Enforcement Net Operating Surplus/(Deficit)</b>	<b>792,054</b>

5. **Can you please advise how many infringement notices were challenged?**

A total of 7,812 parking waiver requests were received by QLDC between 29 March 2025 and 29 March 2026.

6. **Can you please advise how many of these challenges (both the number and the related revenue that was not received) were upheld and the recovered revenue related to these?**

The table below provides a breakdown of parking waiver requests received by QLDC between 29 March 2025 and 29 March 2026:

Total of parking infringements waived	4,934
Total of parking infringements not waived	2,856
Total of parking waivers yet to be processed	2
Total of parking waiver requests	7,792

The total revenue forgone by QLDC due to waived infringements amounts to \$657,620.00.

### **Decision to refuse information**

QLDC has good reason under section 17(e) of the LGOIMA for refusing part of your request. QLDC considers it is necessary to refuse the requested information on the basis of the following grounds:

- Section 17(e) – that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

Section 17(e) of the LGOIMA clarifies that a local authority is not required to provide information that it does not hold, or that cannot be located despite reasonable efforts. This ensures that agencies are not required to create new information in order to respond to a request.

#### **6. Can you please advise how many of these challenges (both the number and the related revenue that was not received) were upheld and the recovered revenue related to these?**

QLDC has undertaken reasonable steps to identify the information requested within scope of item 6 of your request, including consultation with relevant QLDC teams. However, no information has been identified within scope of this part of your request. In particular, Council does not hold any information that separately records or reports recovered revenue related to parking infringements waived. Accordingly, there is no information held within scope of item number of your request.

For completeness, while QLDC provided information above on the number of upheld challenges and associated revenue not received, it does not separately track any recovered revenue in relation to these.

#### **7. Can you please advise whether the costs for following up and addressing challenges includes legal costs and QLDC staff costs for investigating the challenges? If not, please advise what the QLDC staff costs and legal costs for addressing and investigating challenges were.**

QLDC has undertaken reasonable steps to identify the information requested within scope of item 7 of your request, including consultation with relevant QLDC teams. However, no information has been identified within scope of this part of your request. In particular, Council does not hold any information that separates or itemises costs associated with following up and addressing challenges into specific categories such as legal costs or QLDC staff costs for investigating those challenges.

As a local authority, QLDC are committed to providing access to information that it holds. However, pursuant to section 17(e) of the LGOIMA, QLDC are unable to provide the requested information because this information is not recorded or held in the format requested.

### **Decision to withhold information**

QLDC has good reason under sections 6(c) and 7(2)(b)(ii) of the LGOIMA for withholding the information requested in items 2 and 3 of your request. QLDC considers it is necessary to withhold the requested information on the basis of the following grounds:

- Section 6(c) – that making this information available would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial.
- Section 7(2)(b) - the withholding of the information is necessary to protect information where the making available of the information—
  - (ii) would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

**Section 6(c)** of the LGOIMA permits information to be withheld where its release would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, as well as the right to a fair trial. This provision ensures that sensitive operational and investigative information is protected to support effective law enforcement and uphold the integrity of the justice system.

**2. Can you please outline the KPIs that any contractor providing this service (for issuing parking infringements) are.**

In this instance, the document containing the Key Performance Indicators (KPIs) is the contract with the contractor and internal staff. This document includes detailed operational guidance used to ensure consistency in enforcement, with KPIs primarily focused on the accuracy of ticketing and response timeframes for attendance.

For completeness, there are no KPIs for contractors or internal staff relating to the number of infringement notices issued.

However, releasing this document could enable individuals to anticipate enforcement approaches or identify patterns in decision-making, which may compromise current and future enforcement operations. It could also prejudice fair trial rights, undermine ongoing investigations, and reduce public confidence in QLDC's enforcement processes.

**Section 7(2)(b)(ii)** of the LGOIMA provides for the withholding of information where its release would be likely to unreasonably prejudice the commercial position of any person or organisation. This provision recognises the need to protect commercially sensitive information, the disclosure of which could undermine competitive positions or adversely affect the ability of parties to operate effectively in the market.

**3. Can you please break down, by month, what the costs were for hourly fees for issuing parking infringements, paying CCTV enforcement, and the fixed call out fees for after hours for the past 12 months.**

In this instance, the requested information is withheld as it relates to commercially sensitive procurement arrangements between QLDC and its contractor. Releasing detailed pricing structures—such as hourly rates, CCTV enforcement charges, and call-out fees—would be likely to prejudice QLDC's ability to obtain best value in future procurement processes by disadvantaging it in negotiations and undermining fair competition between suppliers. This risk is heightened given that the CCTV enforcement contract has recently been taken to market, meaning the information remains commercially current and sensitive.

QLDC does not consider that the public interest in disclosure outweighs the need to withhold this information, as the release of granular pricing details would provide limited additional transparency while posing a real risk to Council's commercial position.

For aggregated total costs of these services, please refer to the table provided in response to item 4 of your request.

### **Public interest considerations**

In assessing whether to withhold information, QLDC carefully evaluates the public interest—particularly whether disclosure would enhance transparency, accountability, or informed public engagement. This assessment includes weighing those benefits against the potential harm that could result from releasing the information.

QLDC acknowledges the public interest in transparency, accountability, and good governance in local authority decision-making, and is committed to releasing information wherever possible. However, in this case, QLDC considers that the public interest in disclosure is outweighed by the need to maintain effective enforcement; and protect the commercial position of the party concerned. Releasing this information could reasonably prejudice the integrity of effective enforcement and the commercial position of the party concerned.

Accordingly, QLDC has determined that sections 6(c) and 7(2)(b)(ii) of the LGOIMA apply. No overriding public interest has been identified that would justify release of the withheld information.

### **Right to review the above decision**

Note that you have the right to seek an investigation and review by the Ombudsman of this decision. Information about this process is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with QLDC, please contact [Naell.Crosby-Roe@qldc.govt.nz](mailto:Naell.Crosby-Roe@qldc.govt.nz) (Director Democracy Services).

QLDC trusts that the above information satisfactorily answers your request.

Kind regards,

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