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# Enforcement – Deep Dive Report

## Recommendation

That the Board:

- i. Receive the report.

## Executive summary

The following report provides information on parking enforcement services. It discusses the operational performance, infringement types and the implications of the Auckland Transport (AT) parking's future platform.

This report provides analysis to compare the performance of enforcement, compliance and adjudication activity in the current financial year, with that planned over the same period and to the prior years. It highlights future financial risks and describes opportunities to leverage technology and enhance customer experience. It excludes parking operations activity, which was reported to the December 2015 Board meeting.

## Background

Enforcement activities contribute to wider transport outcomes including safety, efficient traffic movement and quality urban environments. Auckland Transport parking enforcement activities are directed towards increased compliance, to ensure fair and equitable access to parking.

Officers prioritise enforcement activity in locations where there are safety concerns, and to areas that have the highest demand pressures and compliance issues. The Enforcement team works closely with Community Transport and external stakeholders in programmes such as increasing safety awareness.

Safety programmes include safety at the school gate, shared space programme and cycle lane enforcement.

The enforcement activity includes four types of issuance:

- Parking Infringement Notices (PINS)
- Traffic Infringement Notices (TINS)
- Special Vehicle Lane Infringement Notices (SVL)
- Tow Infringement Notices

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- Infringement notices, once issued, have 153 days to be collected by Auckland Transport directly or Baycorp. The notices which remain uncollected, if not exempted by the Adjudication team, are lodged with the court.

## Financial Overview

\$	FULL YEAR 2015/16			
	Annualised Actuals	Plan	Budget	Last Year Actual
Revenue	30,136,117	32,087,653	31,934,301	31,781,980
Expenses	39,839,761	40,509,962	42,276,903	40,423,445
Net Surplus	(9,703,644)	(8,422,309)	(10,342,602)	(8,641,465)
Net Surplus Margin %	(32.2%)	(26.2%)	(32.4%)	(27.2%)

The expenses include operational costs and depreciation.

Collection (debt recovery) rates are a key performance metric. For every \$100 of fines, revenue collected is as follows:

Recovery per \$100	PINS	TINS	SVL
Recovered by AT	79.60	56.60	77.00
Recovered by Baycorp/ Courts	18.30	32.10	18.30
Court award of non-financial penalty in lieu	0.80	4.20	0.50
Written off by Court	0.10	0.30	-
Written off by AT	1.20	6.80	4.20

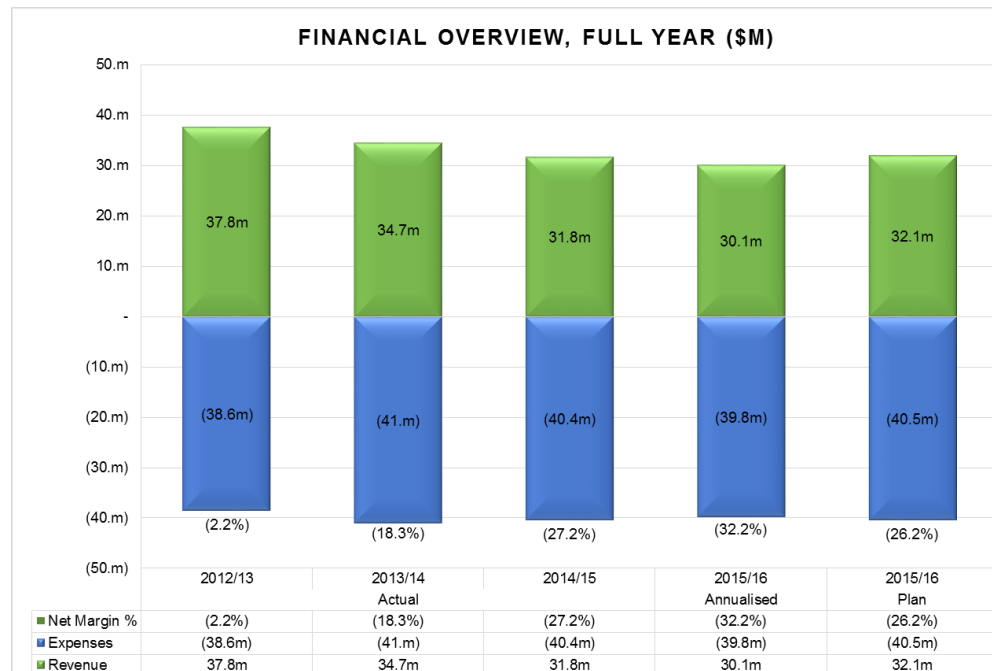
The cost of lodging an infringement with the court is \$30. If the verdict is in AT favour, the lodgement fee is returned. The current recovery of this fee is 87% i.e. AT is successful in 87% of cases forwarded to MOJ for recovery (excluding legacy receipts).

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## Assets

The enforcement function is not asset intensive. In common with other AT activities, technology is playing an increasing role in the function. The following table provides a breakdown of assets used:

\$	Current Book Value
Enforcement cameras & components	25,262
Handheld PDA's & components	226,570
Android devices & PINforce upgrade	332,408
Licence plate recognition/Vehicle Mounted Enforcement	35,491
Licence plate recognition/SVL	35,470
Licence plate recognition	58,255
Pathway interface upgrades & enhancements	60,403
	773,860



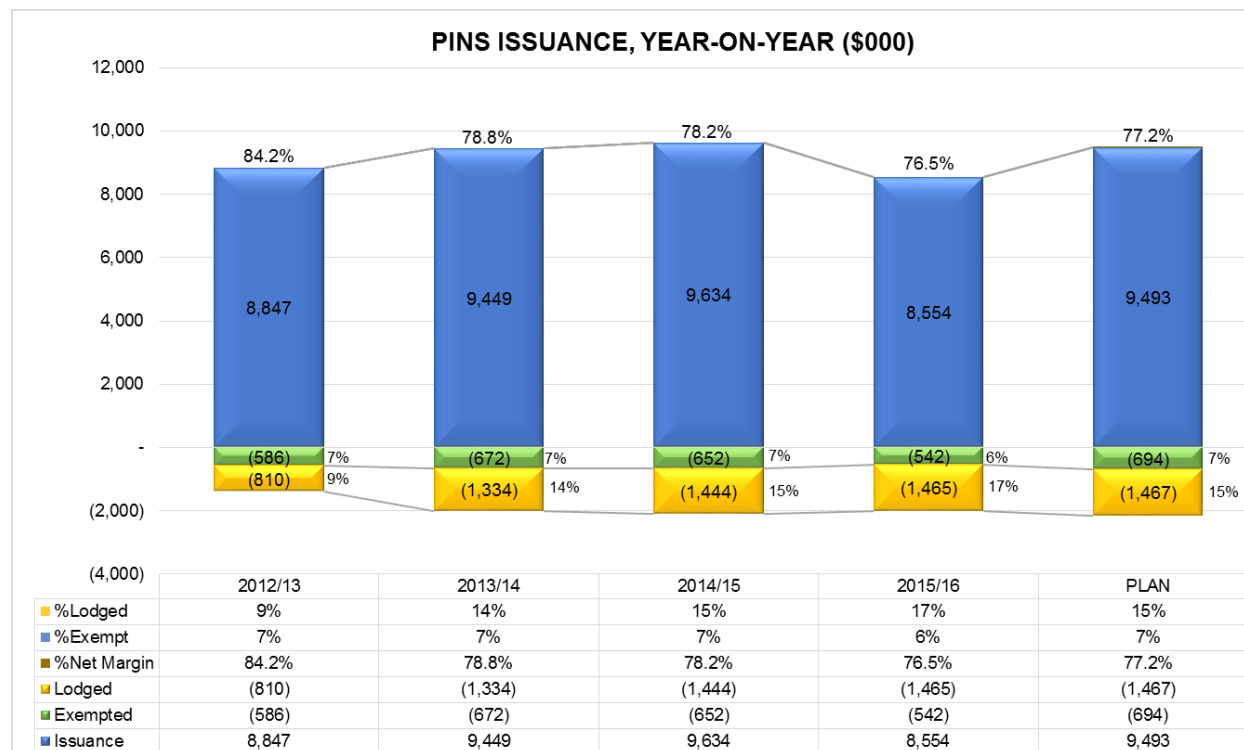
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There is an ongoing reduction in parking infringement issuance volume. As customers increasingly comply, and as AT makes it easier for them to do so, revenue decreases in enforcement (not having a valid parking ticket), but increases in parking revenue (having a valid ticket).

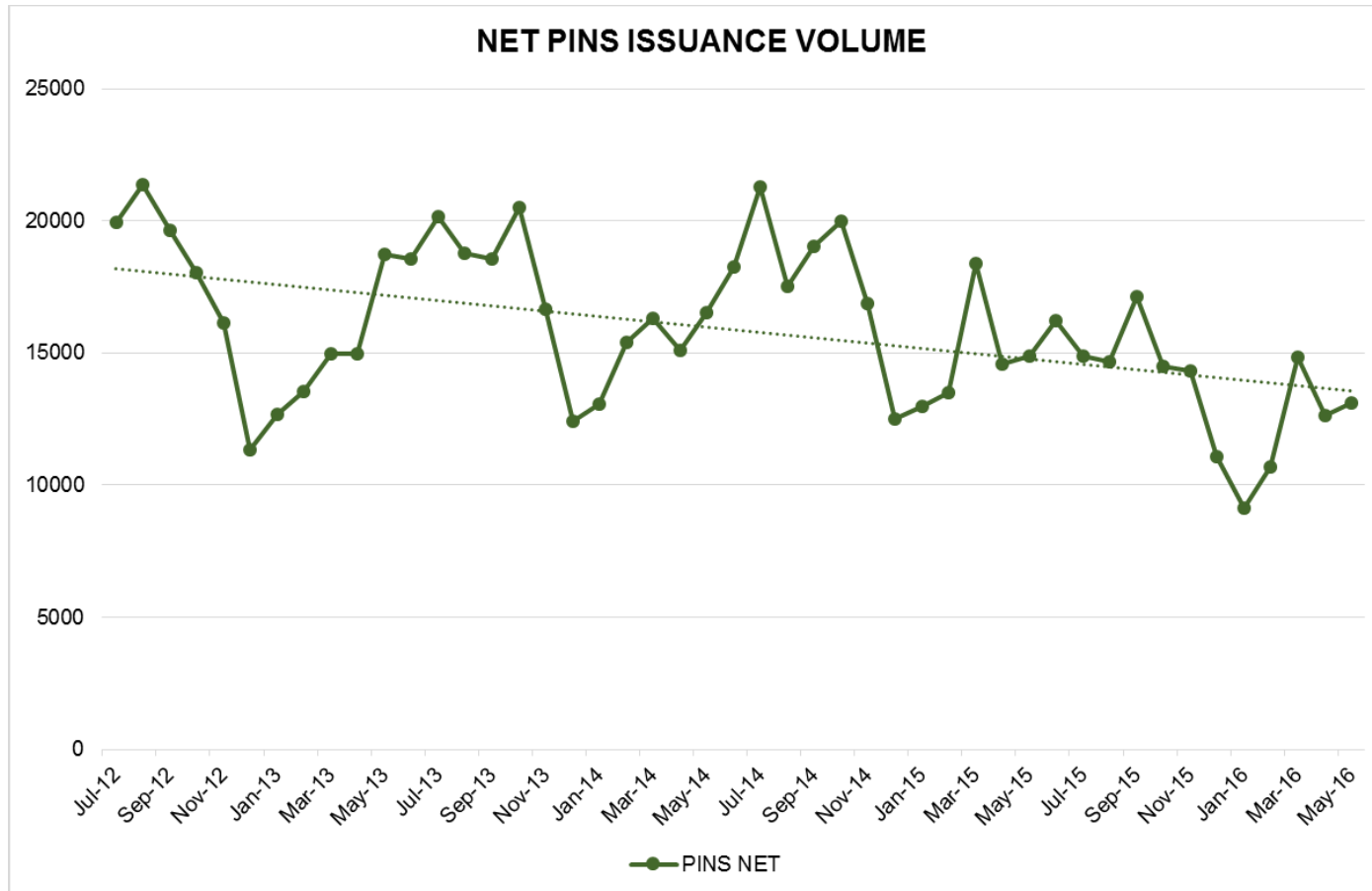
Recoveries are substantially greater than that lodged at court in 2012/13 and 2013/14, due to release of legacy receipts, (following the amalgamation of the Local Councils).

## Parking Fines

Parking Infringement Notices (or PINS) are issued for exceeding time limits in time restricted zones or in areas where parking is prohibited e.g. on footpaths or bus stops.



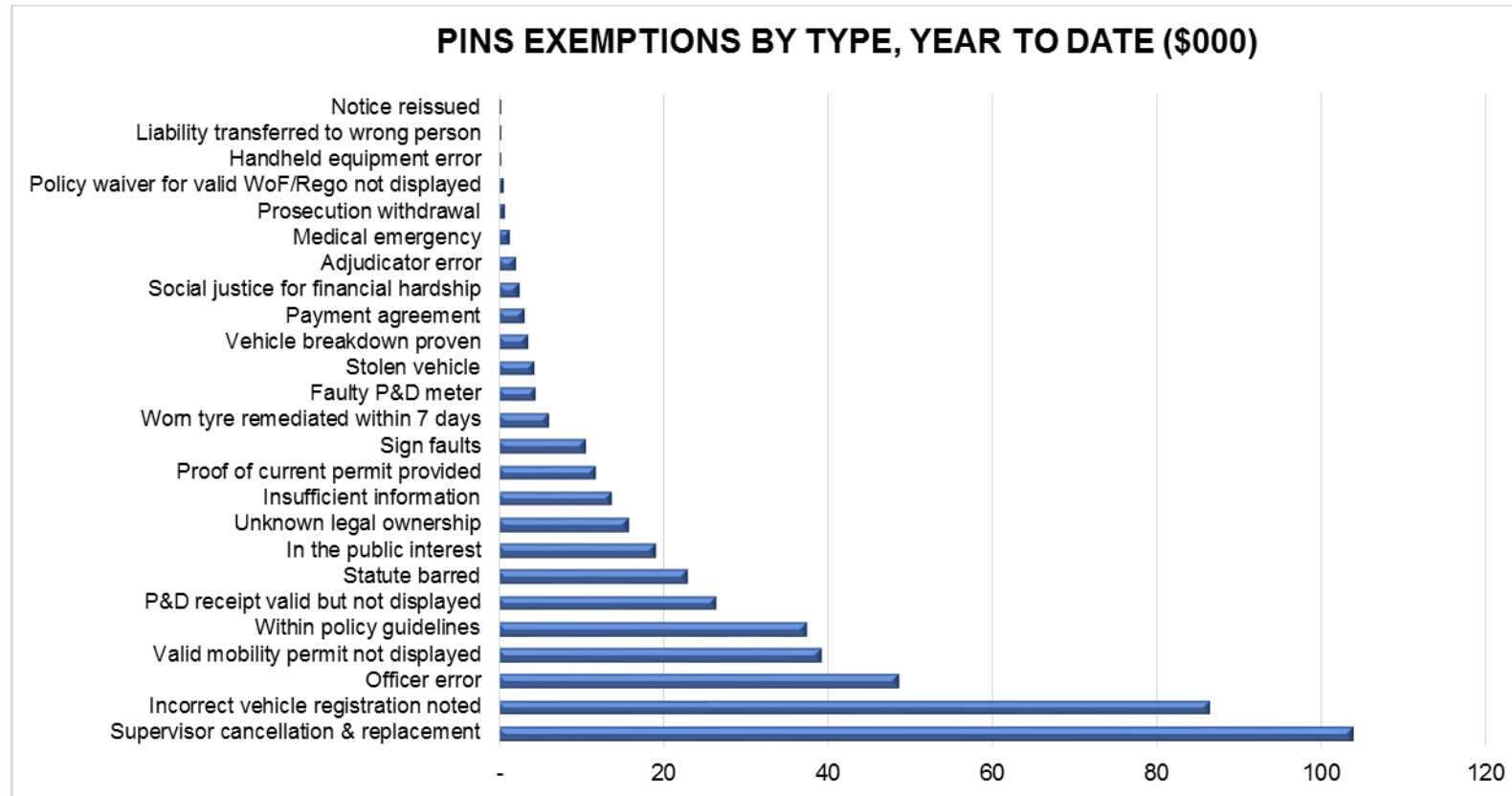
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The Central City Parking Zone (CCPZ) went live from November 2012. Paid parking and exceeding time limit infringements are reducing more significantly than other parking notices, and more so in the CBD (although seen Auckland-wide as a trend).

Car parking spaces are reducing due to increased bus and cycle-ways, city construction (including the CRL) and use of shared spaces in key streets (Federal, O’Connell, Elliot etc.).

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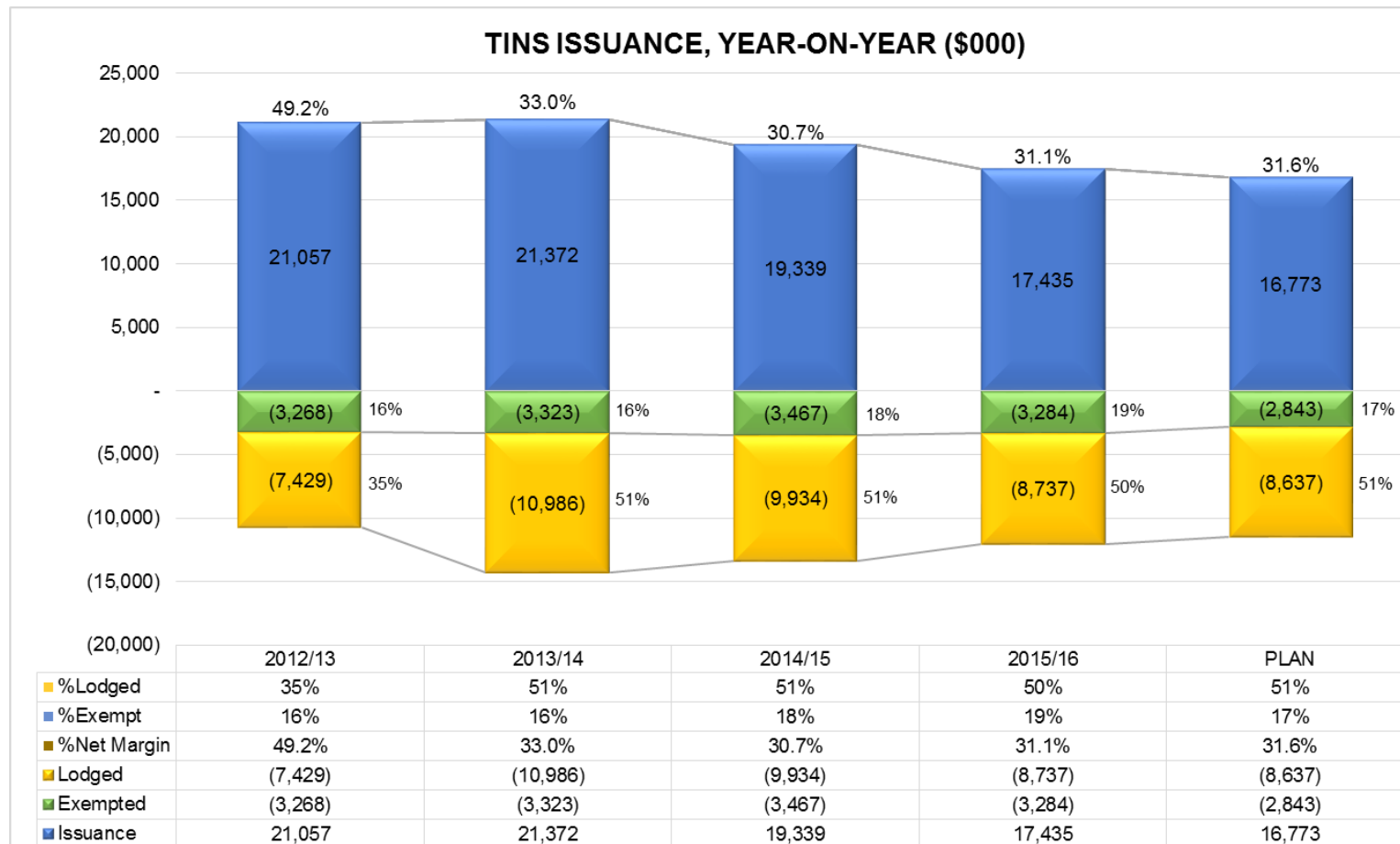


- Supervisor cancellation is for issuing a replacement ticket to the vehicle at the time of the original issuance.
- Officer error occurs when the adjudication team deems the ticket has been issued incorrectly by the compliance officer. This may include incorrect registration (figures/letters transposed), wrong location noted and occasionally wrong offence issued (after discussions with supervisor). This differs from supervisor cancellation in that the ticket is not then re-issued correctly.
- A ticket is statute barred when the ticket penalty period has expired, and it can no longer be lodged with MOJ
- Within policy guidelines, a ticket is later found to have insufficient evidence of infringement, or proof of compliance is provided
- A void notice is the replacement one ticket with another e.g. where the time limit has been extended further and penalty increases accordingly

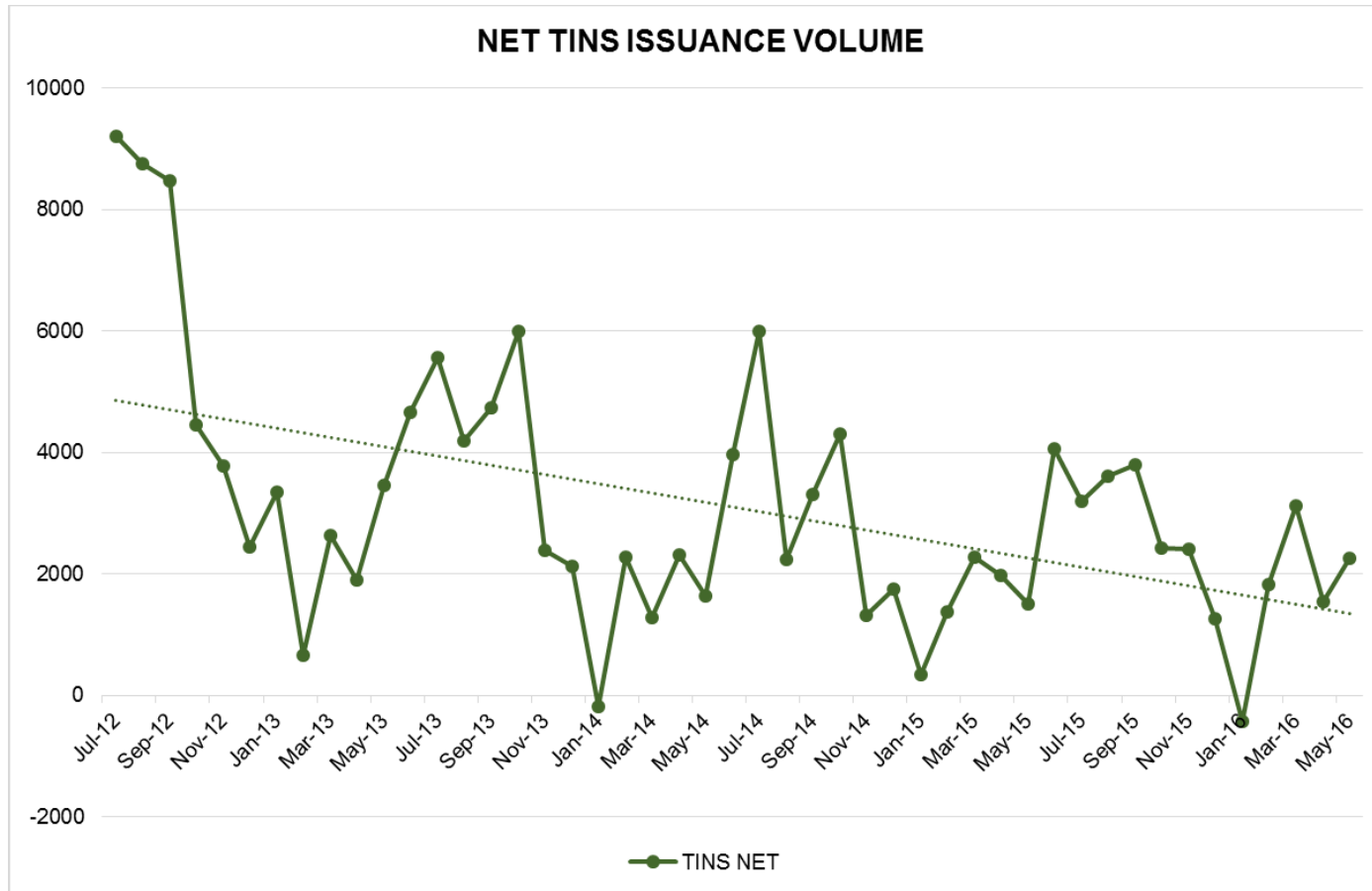
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## Traffic Infringements

Traffic Infringement Notices (or TINS) are issued on expired vehicle WoF (Warrant of Fitness) / CoF(Commercial Certificate of Fitness) and expired vehicle registrations (national legal requirements). Half of the money recovered on all traffic infringement issuances is passed on to the Ministry of Transport (MoT).



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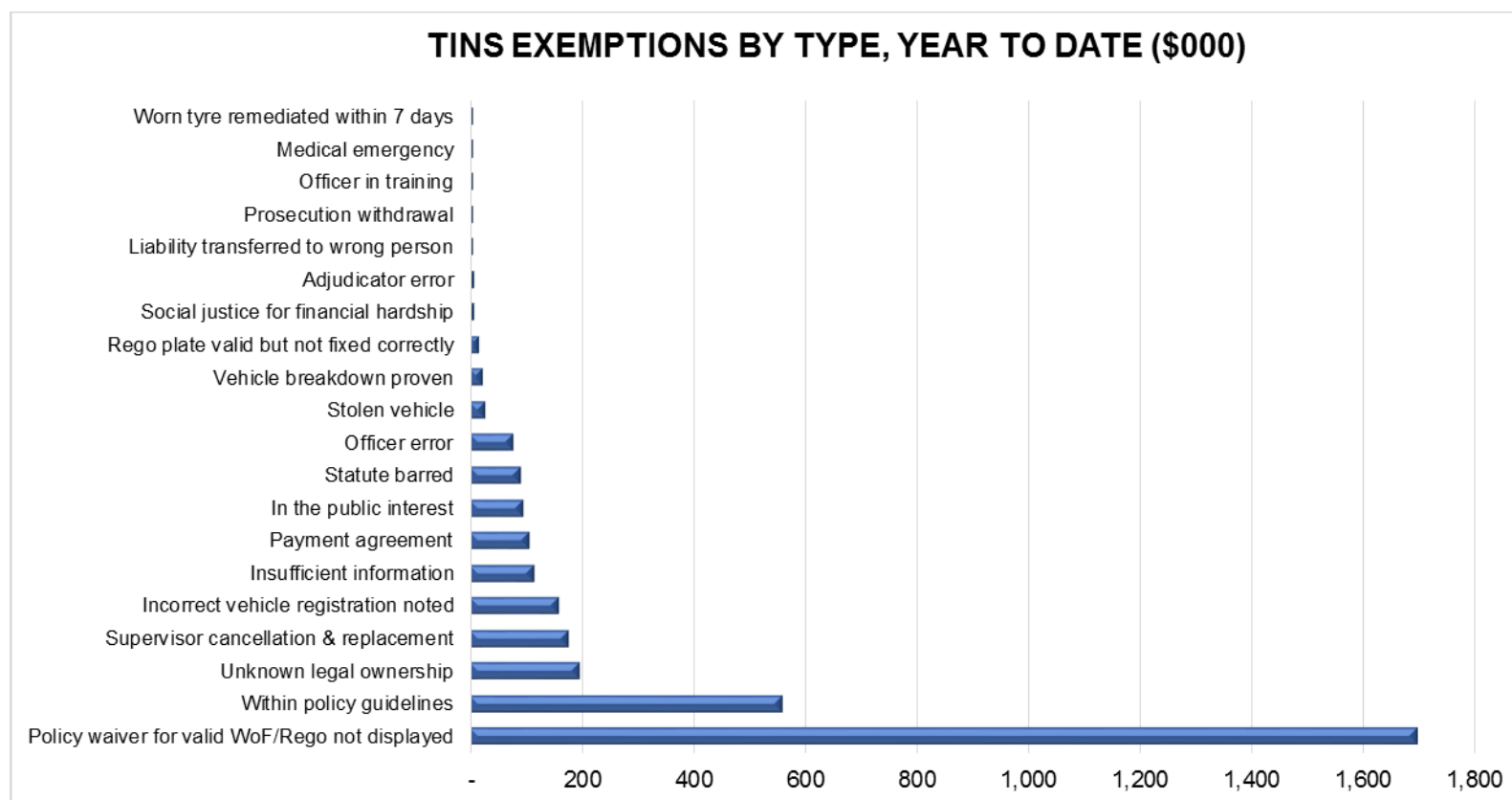
Changes to the WoF requirements for new vehicles and vehicles first registered after January 2000 came into effect in 2014 and no longer require six-monthly inspections. TINS volume was already declining prior to the new reforms, suggesting greater compliance in general.

The compliance team issue about 3,000 friendly reminders each month, for vehicles at the end of the month prior-to-expiry and on the road.

A warning notice is then issued if the WoF has expired, but less than 28 days expired. Warnings have also been trending down, from 32,000 in 2013 to 18,841 in the last year.



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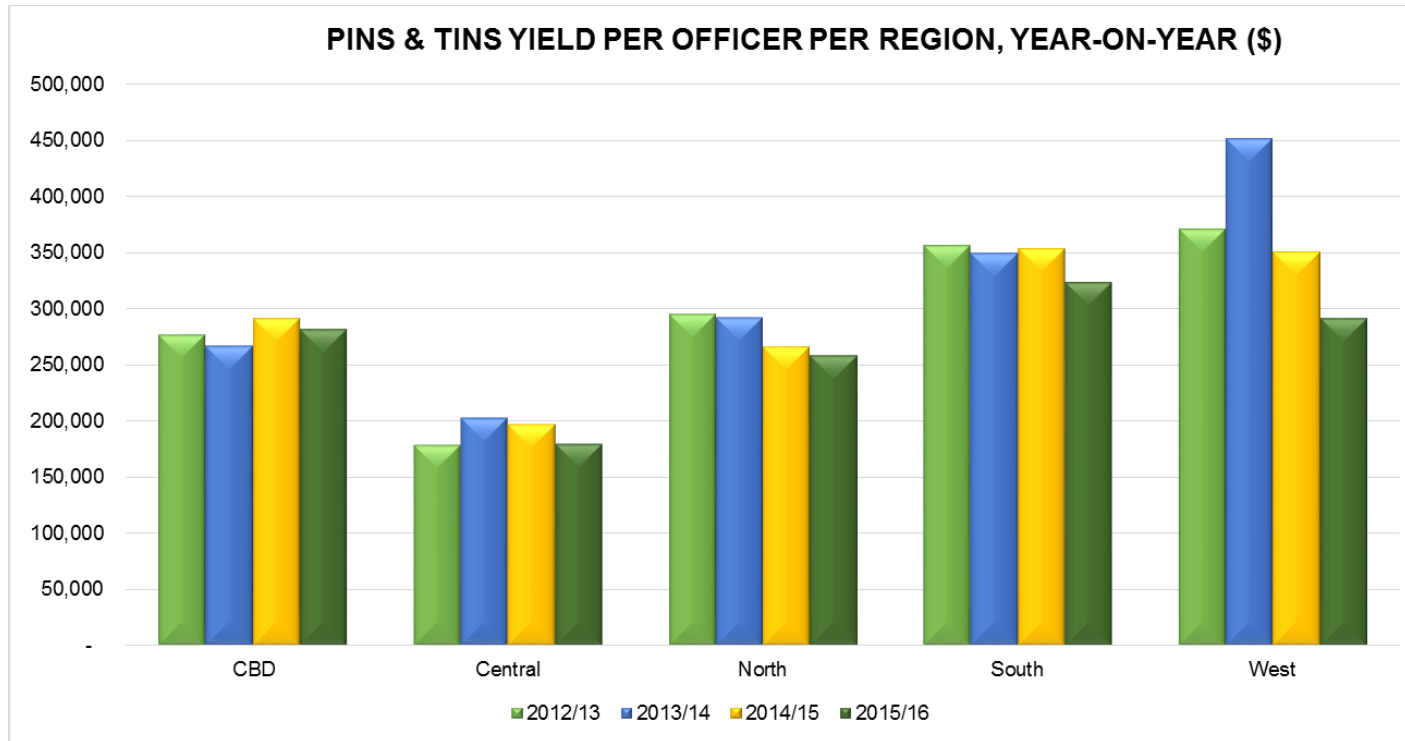
### Yield/Officer – Parking and Traffic Infringement Notices

Enforcement is provided seven days a week (in the CBD) regardless of weather. It enables the effective turnover of all on street parking spaces, to provide fair and equitable access to this limited resource. Most regular enforcement activity surrounds busy town centres and city centres. Rural areas have fewer restrictions (and less demand), and the service levels in these areas rise and fall based on compliance activity.

With the commencement of CRL construction, officers in the CBD will be required to ensure compliance of a high turnover of short-term parking. While this encourages compliance, it would potentially mean a reduction in yield/officer. It is essential however to ensure fluidity of traffic in and out of the CBD and to reduce the highly likely bottlenecks. Yield is not a performance target.



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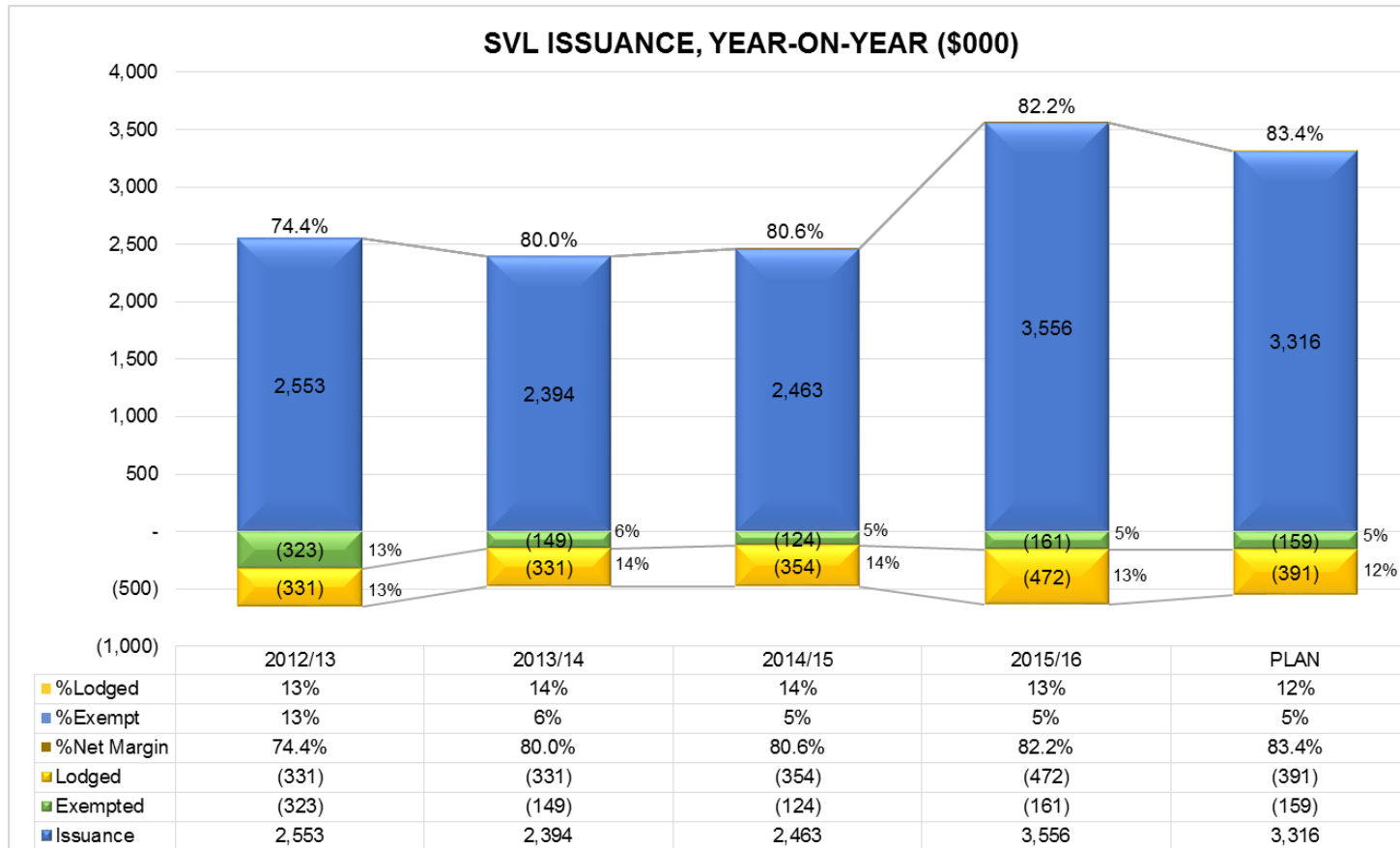


The above graph depicts the value of fine revenue generated by officers, by region, year-to-date. The South and West regions have higher values in comparison to the rest of the regions.

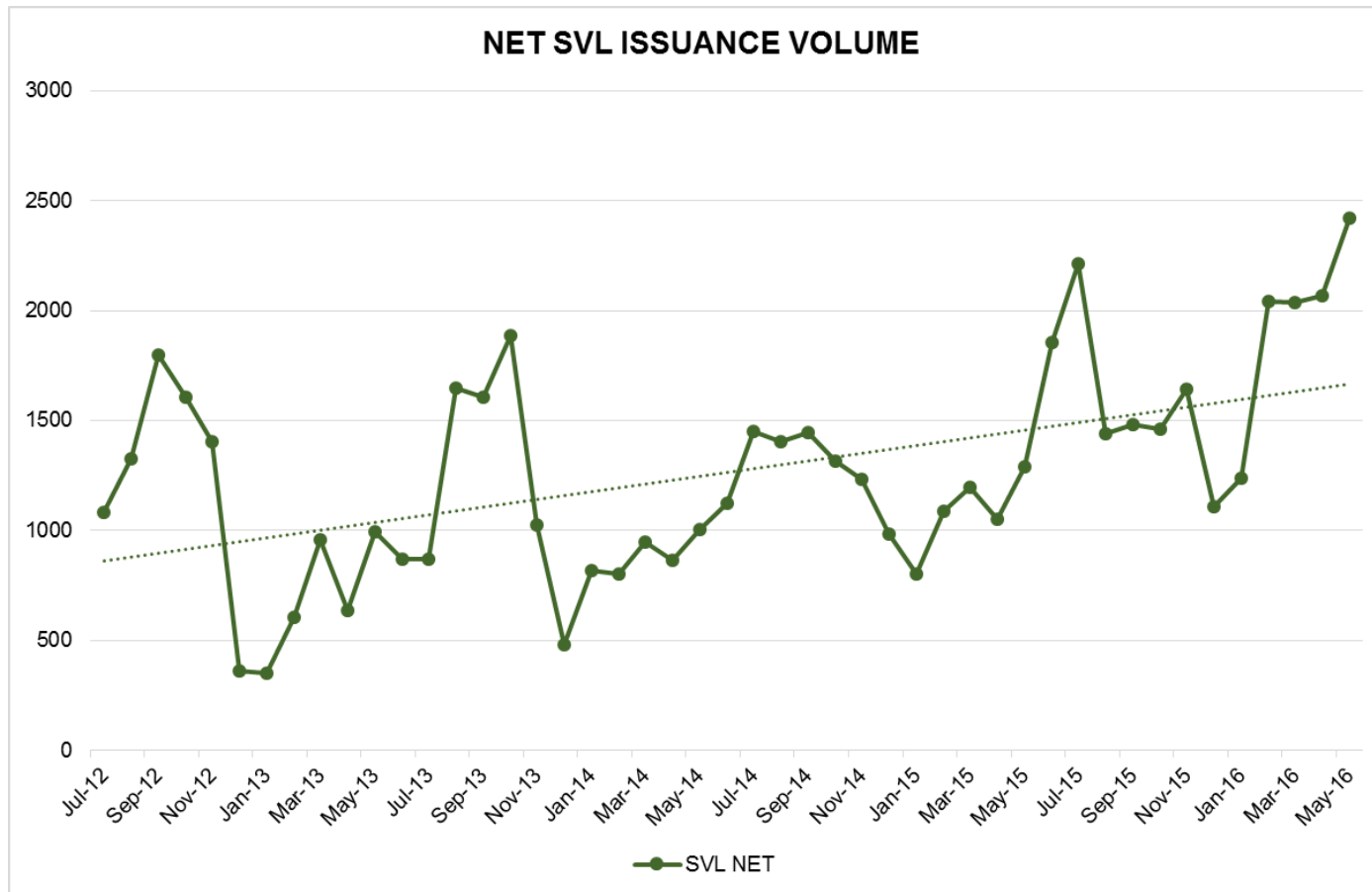
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## Special Vehicle Lanes

Special Vehicle Lane Infringement Notices (SVL) are issued for dedicated bus lanes, T2 and T3 lanes.



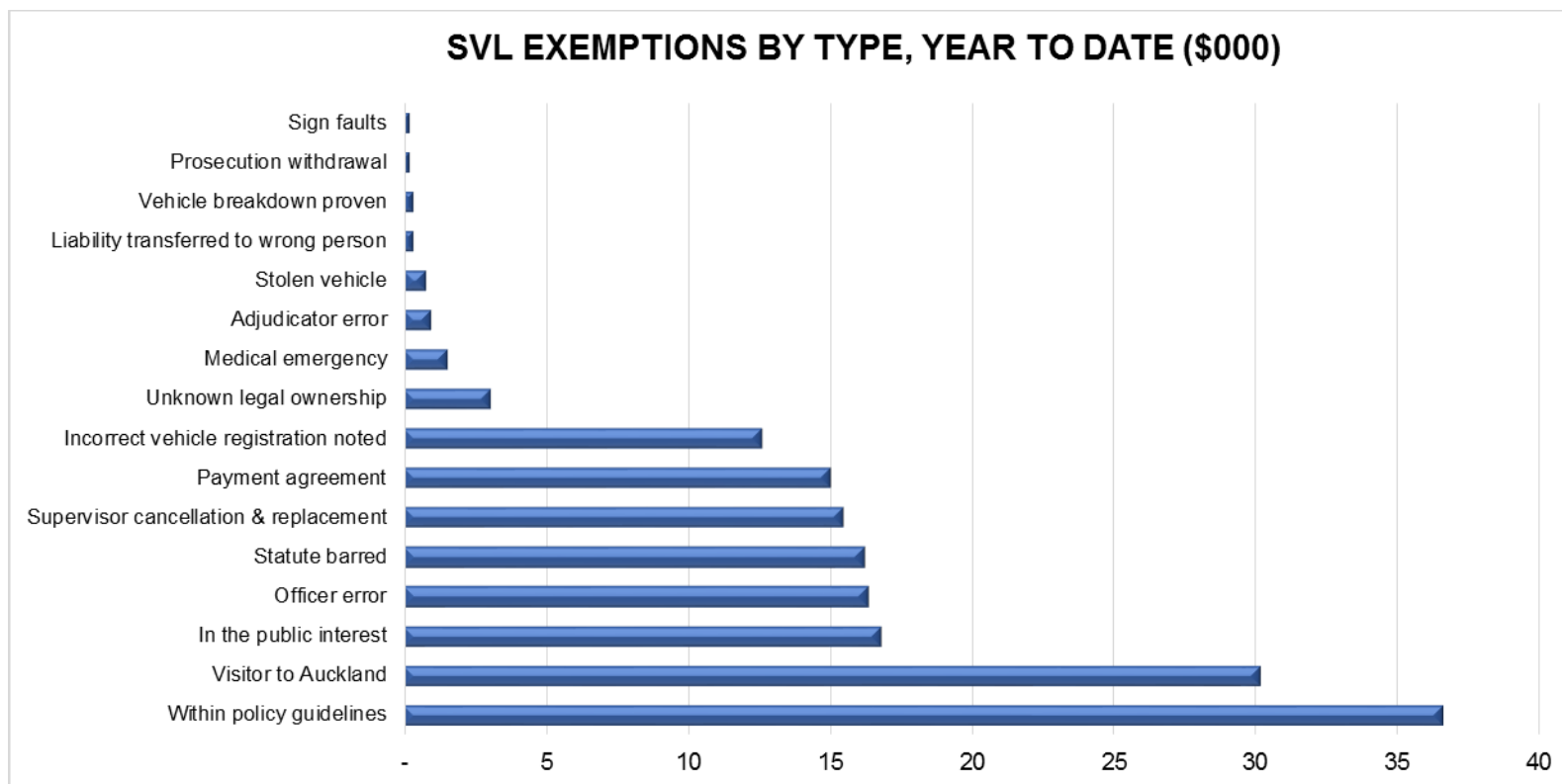
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Special vehicle lane issuance continues to increase. It is likely this will continue as more bus lanes are rolled out by AT Metro.

During the festive season, enforcement is scaled back to accommodate tourists and visitors and to reflect reduced need for congestion reduction.

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Within policy guidelines includes situations where AT cannot prove the right number of occupants in a vehicle (normally T2 and T3) and bus lane use by people who are recent residents of Auckland.

The 'In public interest' category is generally when customers provide supporting documentation around financial hardship.

## Special Events

The parking officers contribute to ensuring traffic movement and prevention of unsafe congestion around venues.

This financial year, the enforcement team had been involved with 67 sporting events (including Cricket World Cup, NRL Nines, and the Super-Rugby); 66 community events (including ANZAC, Christmas, Polyfest and Chinese New Year); 17 major international concerts (including Fleetwood Mac, Madonna, AC/DC and the Ragamuffin Festival) and 11 entertainment events (including 'The Block' televised event, NZ Fashion Week and Cirque de Soleil) at an estimated cost above 'business as usual' of \$101,000.

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In April 2017 the World Masters Games comes to Auckland. It is the world’s largest multisport event, with around 25,000 athletes participating in 28 sports spread across 45 venues. Athletes will be encouraged to use public transport to get to and from their events.

## Towing

Special events towing makes up approximately 5 - 10% of all tows. The remaining tows are done for safety, special vehicle lane and clearway reasons.

Legislation dictates that AT can only claim back \$53.50 in towing costs. Actual towing costs range between \$65 and \$109. AT also does not pass on release charges from the towing yard.

Recovery of contracted towing costs is low, and includes the storage fee (\$18/day/vehicle) charged by the contractor providing the service. This cost is paid by AT Enforcement. The expected time of disposal for the abandoned vehicles is a maximum of 90 days. The cost of storage outweighs the disposal or sale of vehicles.

AT loses over \$750,000 per annum on towing operations.

<b>\$000 Year-to-date</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>
Towing issuance	665	691	703	750
Abandoned vehicle costs	(1,147)	(1,349)	(1,388)	(1,517)
	<b>(482)</b>	<b>(657)</b>	<b>(685)</b>	<b>(767)</b>

## Risks

The introduction of bus lanes, cycle lanes and major construction in the CCPZ reduces the number of on-street car spaces. Reduced parking availability and higher levels of voluntary compliance is reducing enforcement revenue. This trend is likely to continue.

## What Next

### Fines revision

The average parking penalty ticket in Auckland is \$33, the lowest fine is \$12 (parking fine for under 30 minutes). The infringement fee for parking over the time limit in Westminster, London is £80. They achieve around 98% compliance. The infringement fee for parking over the time limit in New South Wales is \$96 and they also report very high compliance.

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Infringement fees are set under the Land Transport (Offences and Penalties) Regulations 1999, Schedule 1B, Part 1.

The Ministry of Transport sets issuance fines. The current infringement fees for overstaying time restrictions have not increased since 1999. In this time the cost of parking in cities has increased significantly. With the increase in parking rates there has been an observed increase in non-compliance for on-street parking restrictions. Therefore it is assumed that the value of an infringement is no longer a deterrent to complying with the parking restriction, which is the purpose of the fine in the first place.

It is acknowledged that this is a particular problem of the larger cities and may not be so in all areas of New Zealand. The infringement fees are maximum values and each Council is free to set the value of their fines at any level below the maximum.

Some analysis into the infringement behaviour in certain areas of central Auckland found that the average value of a time restriction infringement in streets surrounding the CBD was \$15.50. In the same area the cost of a day's parking in a parking building is around \$20.00.

The study also found that up to 50% of infringements were being issued to recidivist offenders. This is where someone received more than five infringements of the same type in a year. This is evidence that there are a high number of people that are prepared to take the risk rather than paying for parking. One person received over 200 infringements in a year.

In 2015, the AT legal team asked MoT to review of the tow admin fee and maximum infringement fines. The feedback received was that this was not a high priority however it may be looked into in the last quarter of 2016.

Overstaying infringements are subject to incremental fees as set out below, with each being "or such lesser amount as is fixed by the local authority": A simplified fee level structure is proposed to replace the current six stepped infringement fee levels with three levels.

<b>Current Infringement Fee Levels</b>	<b>Fee (\$)</b>
Not more than 30 minutes	12.00
More than 30 minutes but not more than 1 hour	15.00
More than 1 hour but not more than 2 hours	21.00
More than 2 hours but not more than 4 hours	30.00
More than 4 hours but not more than 6 hours	42.00
More than 6 hours	57.00

<b>Proposed Infringement Fee Levels</b>	<b>Fee (\$)</b>
Not more than 30 minutes	25.00
More than 30 minutes	50.00
Failure to pay where payment is required	60.00

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## Towing yard

A tow yard in New Lynn is planned, using a currently under-utilised AT property, to prevent the loss of revenue in contracted towing costs. AT is also looking at an initiative to outsource abandoned vehicles in an attempt to reduce storage and labour costs.

## Permanent parking penalty signs

Planned at high-use special event areas fixed to poles (or other) which can be 'flipped' down when required for use. Five initial sites planned for this at Eden Park, Mt Smart, Tamaki Drive, the Auckland Domain, and Vector Arena.

## On going projects

The completion of the AT parking future platform capital projects and consequential revenue is expected within the next few months:

- *Licence plate recognition (LPR)*: Extending the reach of the current enforcement team by implementing bus lane enforcement options using fixed cameras
- *Vehicle Mounted Enforcement (VME)*: Extending the reach of the current enforcement team by introducing cameras to broaden the reach and frequency of enforcement activities across larger geographies
- *Pinforce and Pathway upgrades*: Supporting both of these technologies with upgraded inhouse interfaces







## Attachments

Attachment Number	Description
1	Rash map: infringements issued - Time-restricted parking and Pay & Display parking – August 2014 – July 2015
2	Relative costs of all-day parking. CBD fringe and Pay & Display areas – August 2014 – July 2015

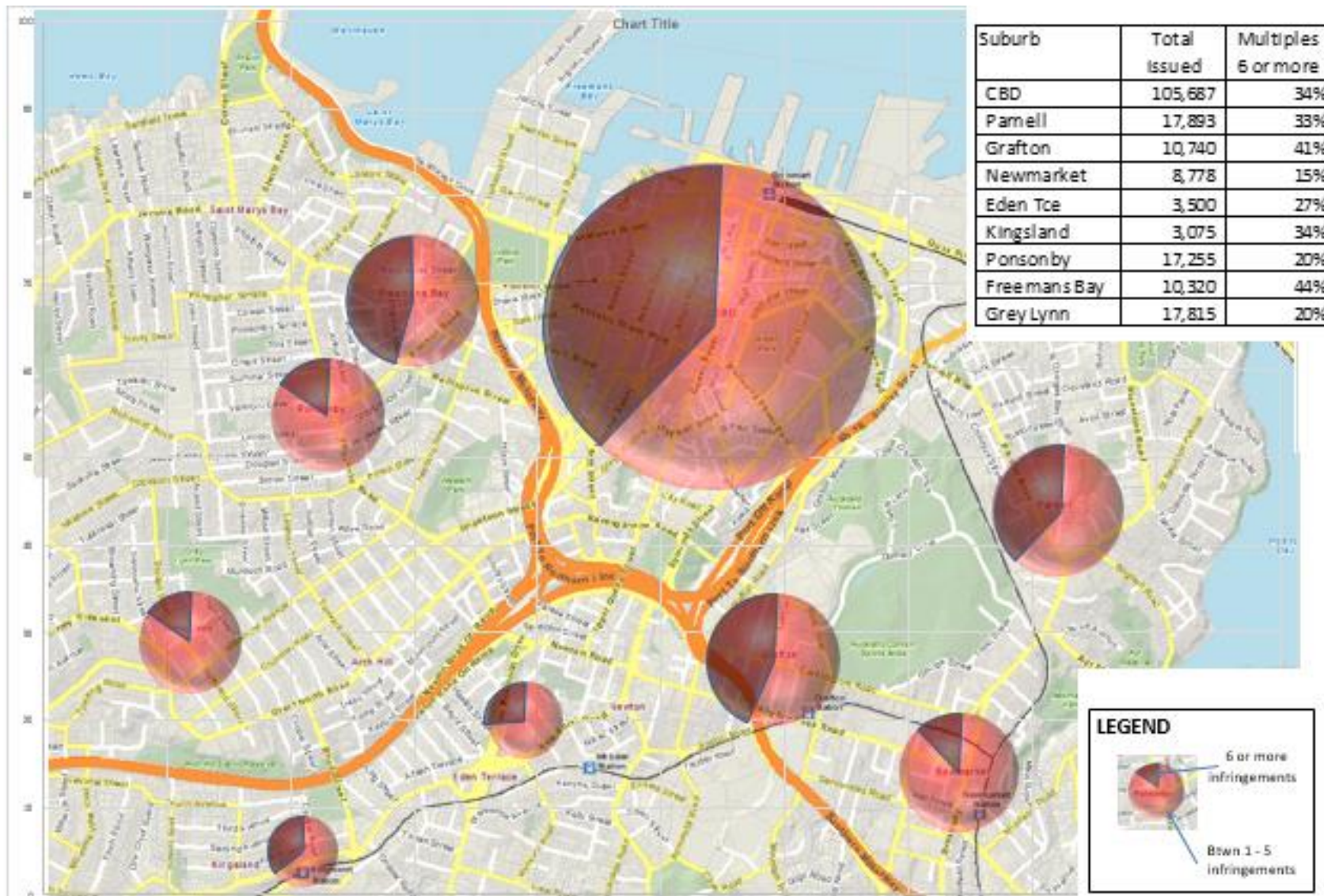


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## Document ownership

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Rash map: infringements issued - Time-restricted parking and Pay & Display parking – August 2014 – July 2015



## Relative costs of all-day parking. CBD fringe and Pay &amp; Display areas – August 2014 – July 2015

Area	Off-street: Daily parking	On-street: Daily parking	Avg. value of infringement (*)	Max. cost of infringement (*)
CBD	\$24 (AT daily rate)	\$56	\$15.50	\$57
Newmarket	\$8 (Tournament EB)	\$16	\$14.30	\$57
Parnell	\$12 (Wilson casual)	\$29	\$16.20	\$57
Kingsland	n/a	\$22	\$13.50	\$57
Grafton	\$8 (Wilson EB)	\$16	\$18.00	\$57
Remuera	n/a	\$16	\$14.00	\$30
Ponsonby (non P&D)	n/a	\$0	\$13.50	\$42

(\*) Basis for cost of infringement: infringements issued in the period