



# QUEENSTOWN LAKES DISTRICT COUNCIL

Permit System Information

# 1 Permit system implementation and operation

## 1.1 Permit Principles

Council has adopted the following principles, aims and objectives, permit type and purposes.

Guiding Principles	
<p><b>Principles</b> The key principles guiding the allocation of parking permits are:</p> <ul style="list-style-type: none"> <li>• Parking permits should assist critical services to carry out their various functions</li> <li>• In most cases parking permits should offer convenience but not an exemption from the cost of parking</li> <li>• All permits should be priced, even with minimal administration fee</li> <li>• All permits should be linked to a vehicle's registration</li> </ul>	
<p><b>Aims and Objective</b> QLDC's aims and objectives for the management and supply of car parking in the district:</p> <ul style="list-style-type: none"> <li>• Prioritise the safe and efficient movement of people, services and goods on the road network;</li> <li>• Facilitate a transformational shift to public transport;</li> <li>• Provide an outstanding customer experience at QLDC operated on and off-street facilities;</li> <li>• Support place-making, amenity and good urban design outcomes; and</li> <li>• Ensure a fiscally responsible approach to providing, managing and pricing parking facilities and that benefits cover costs</li> </ul>	
Permit Type	Purpose
<b>Small Passenger Service Vehicle Rank Permits (SPSV Rank Permits)</b>	<p>The small passenger service vehicle parking permit process is designed to:</p> <ul style="list-style-type: none"> <li>• Control and manage Council controlled passenger ranks in the district</li> <li>• Assist NZTA in ensuring regulations and requirements of SPSV are met and monitored throughout the district</li> </ul>
<b>75 Plus Free Parking Permit</b>	<p>The 75+ parking permit is designed to:</p> <ul style="list-style-type: none"> <li>• Provide free parking in time restricted and pay and display areas for residents aged 75 years old and over</li> </ul>
<b>Annual Community Service Permit</b>	<p>The annual community service permit is designed to:</p> <ul style="list-style-type: none"> <li>• Support occasions and circumstances where individuals or organisations require short term parking in areas for community service or assistance purposes</li> <li>• Support activities such as, community ride sharing or not for profit organisations operational requirements that benefit members of the community on a regular or recurring basis at no cost.</li> </ul>

<b>Temporary Permit</b>	<p>The Temporary permits are designed to:</p> <ul style="list-style-type: none"><li>• Support developments, alternations and constructions zones in a manner that allows Council to consider safety, loss of revenue, cost of installing or removing infrastructure</li><li>• Enable short term use such as for containers and skips, renovations or a bridging permit prior to a Corridor Access Request</li><li>• Allow event organisers access to legally place cones to reserve parking spaces to assist in the running events.</li><li>• Foster collaboration across council departments to ensure appropriate and safe traffic management is in place</li><li>• Support street appeals</li><li>• Allow film production companies to legally place cones to reserve parking for film equipment vehicles.</li></ul>

## 1.2 Permit criteria - Small Passenger Service Vehicles Rank

The purpose of the SPSV rank permit is to regulate access to council-controlled ranks. Permits are issued to vehicles, not drivers, and are valid for one year.

Conditions for issue are:

- All drivers of the permitted vehicles must hold a current NZTA P endorsement and meet all requirements of the endorsement
- Vehicle must have a current certificate of fitness (displayed)
- Vehicles must have a small passengers service licence (SPSL) (displayed)
- Vehicle must have in car security camera compliant with clauses 3.10, 3.11 and 3.12 of the Land Transport Rule: Operator Licensing 2017, with a Council able to access the material stored on the camera (which must be stored for at least 168 hours after being recorded) Vehicle must have a small passenger service licence
- Health and Safety process and procedures must be up to date and available for inspection
- Complaints process must be provided at time of application
- NZTA driver complaints process must always be available to passengers  
<https://www.nzta.govt.nz/contact-us/complaints/complaint-about-a-specific-matter/>
  - Driver complaints including fare disputes are to be referred to NZTA.
  - Use of Council rank complaints should be reported to QLDC
- Fare/km rate must be agreed with passenger(s) prior to departure
- Driver must follow pick up rank rules and etiquette code of practise
- Permit does not allow parking in any other areas outside of marked zones
- Top light sign required

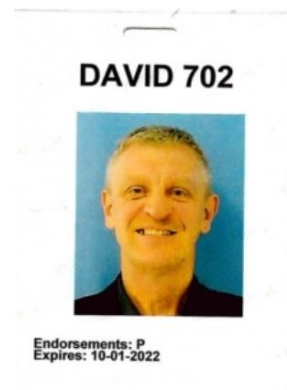
A verifiable breach of any of the above criteria may result in the permit being revoked by Council.

### 1.2.1 Explanation of conditions applying to SPSV rank permits

#### 1.2.1.1 P Endorsement Requirements – Issued to drivers

All drivers of small passenger service vehicles must hold a Passenger (P) endorsement on their driver licence and have a current ID card displayed while driving.

To obtain a P endorsement, drivers must have held a full class of driver licence (other than class 6) for at least 2 years, be medically fit to drive, and be a fit and proper person (as evaluated against NZTA criteria).



### 1.2.1.2 Certificate of Fitness – Issued to vehicles

All small passenger service vehicles must have a current Certificate of Fitness (CoF). Drivers must inspect vehicles and make sure the CoF is current before starting service.



### 1.2.1.3 Small Passenger Service Licence (SPSL) – issued to drivers or owners of a service

The SPSL label for the operator of the service must be displayed in any vehicle being operated under that licence. Note: The operator may not be the driver of the vehicle.

SPSL labels confirm who is operating the vehicle and that the operator has an SPSL. The label shows passengers who has ultimate responsibility for the service being provided.



### 1.2.1.4 In Car Security Camera

All small passenger service vehicles must have a NZTA approved in vehicle security camera with recall history of 168 hours. Current approved security cameras can be found in table 2.

**Table 2: NZTA approved in car security cameras**

Approved make and model	Date approved
VerifEye TaxiCamQC MKIV Rev G	28 Feb 2011
Taxi Sentinel J250-4	3 March 2011
Sigtec Snapshot Mark4 Camera PV3040.001	9 March 2011
IVSE Mini 3 Series	22 March 2011
Indigo Security Model: HDV04P	13 April 2011
Lintek Model: TaxiTrek T1	20 April 2011
Hikvision Model: DS-8104HM-M	21 April 2011
SOSS-TB-420SP CAM420SP	21 April 2011
KD 300 - 3rd Eye Model: MDR5015	16 May 2011
Autoview Model: AVTS8	16 May 2011
* Taxi Guard Model: TXDVCM04	9 June 2011
DTY MV757	5 July 2011
Cozy Livecam	4 August 2011
VentureVoip Model: Taximon 1104	22 August 2011
Seorim Technology Model: F1-110G	9 November 2012
BLTC (Batterylink Taxi Camera) Model: SDVR002	22 April 2013
BLTC (Batterylink Taxi Camera) Model: MDR5015	22 April 2013
Viewtech Model: VT411	14 October 2013
Hi-Tech Taxi Cameras Model: VJT100	10 January 2014
TaxiPro Security Camera System TP100	5 September 2014
Lintek Global Model: Taxi Trek T2	13 July 2016
HI-TECH 2 Model: VJT200	28 February 2017

The table will be updated from time to time. In the event an applicant can verify the proposed security camera has NZTA approval and is not on the current list, this will be accepted as meeting the criteria.

Vehicles are required to display the use of cameras to passengers. Example stickers are shown below:



#### *1.2.1.5 Health and Safety Requirements*

Health and safety plans and procedures must be presented at time of permit application. The Health and Safety at Work Act 2015 (HSWA) focuses on work 'activity' rather than on the physical workplace, defines duties and duty holders, facilitates effective worker engagement, and fosters a co-operative and consultative relationship between duty holders.

HSWA overlaps with transport regulations requiring transport operators to do what is reasonably practicable to ensure the health and safety of themselves, passengers and other road users. It is important that vehicles owners and all drivers understand their roles, duties, and key principles and make sure they discharge their duties properly.

The health and safety register must be sighted at the time of permit application and confirmed as up to date.

#### *1.2.1.6 Complaints Process*

Vehicle owners must keep a register of complaints for a period of two years and show it to an enforcement officer if asked. There is no prescribed form for the register but should contain the following information:

- name, address, and contact details of the person making the complaint
- date, time, and location of the event
- the identity of the driver/vehicle
- the details of the complaint
- the name of the person taking the complaint and the date/time it was received
- what action was taken as a result of the complaint and who took that action
- a record that the complainant has been advised of the result
- any documents such as the letter or a printout of the complaint, and any letter or email communication with the complainant.

NZTA's complaints process for driver complaints must always be available to passengers on request and is found here: <https://www.nzta.govt.nz/contact-us/complaints/complaint-about-a-specific-matter/>

#### *1.2.1.7 Fare/Km Rate Agreement*

Drivers must agree the cost or basis for determining the cost of a trip with the passenger before the trip (including applicable extra charges and GST).

For example, drivers can agree to a total price or use an agreed distance or time rate. At the end of the trip drivers cannot charge any more than the agreed amount, including deductions for any pre-payment made by the passenger.

#### *1.2.1.8 Rank Rules and Etiquette*

Council, in partnership with major SPSV operators, has agreed a Code of Practice for the use of its SPSV ranks. It is expected that this Code of Practice is always adhered to by drivers and operators.

All permit applicants will be required to sign a copy of the Code of Practice.

The Code of Practice requires drivers and operators to:

- have an up to date “Permit” at all times
- accept the first hire unless there is a lawful reason to refuse, for example, drivers believe that personal safety is at risk.
- take the best route for the passenger unless the passenger asks for an alternative, or the trip has more than one passenger with different drop off points.
- always be with the vehicles and available for hiring immediately if occupying some or all the rank.
- not remain on a rank or any portion of a rank unless willing to accept any lawful hiring that may be offered.
- move vehicles up a rank (whether the rank is a single length or broken into sections) as space becomes available and spaces must not be filled in any other manner.
- not leave broken-down vehicles on a rank longer than is reasonably necessary.
- not congregate unnecessarily on, or obstruct, the carriageway or footway, and behaviour must not cause any annoyance or disturbance to residents or other persons in the vicinity
- consider not smoking while using the ranks
- not tout for business on ranks
- only enter ranks legally and safely i.e. no illegal U-Turns on to ranks.

#### *1.2.1.9 Top Light*

A top light is required to ensure potential passengers are aware that the vehicle is available for hire.

Minimum requirements for compliant top signs are:

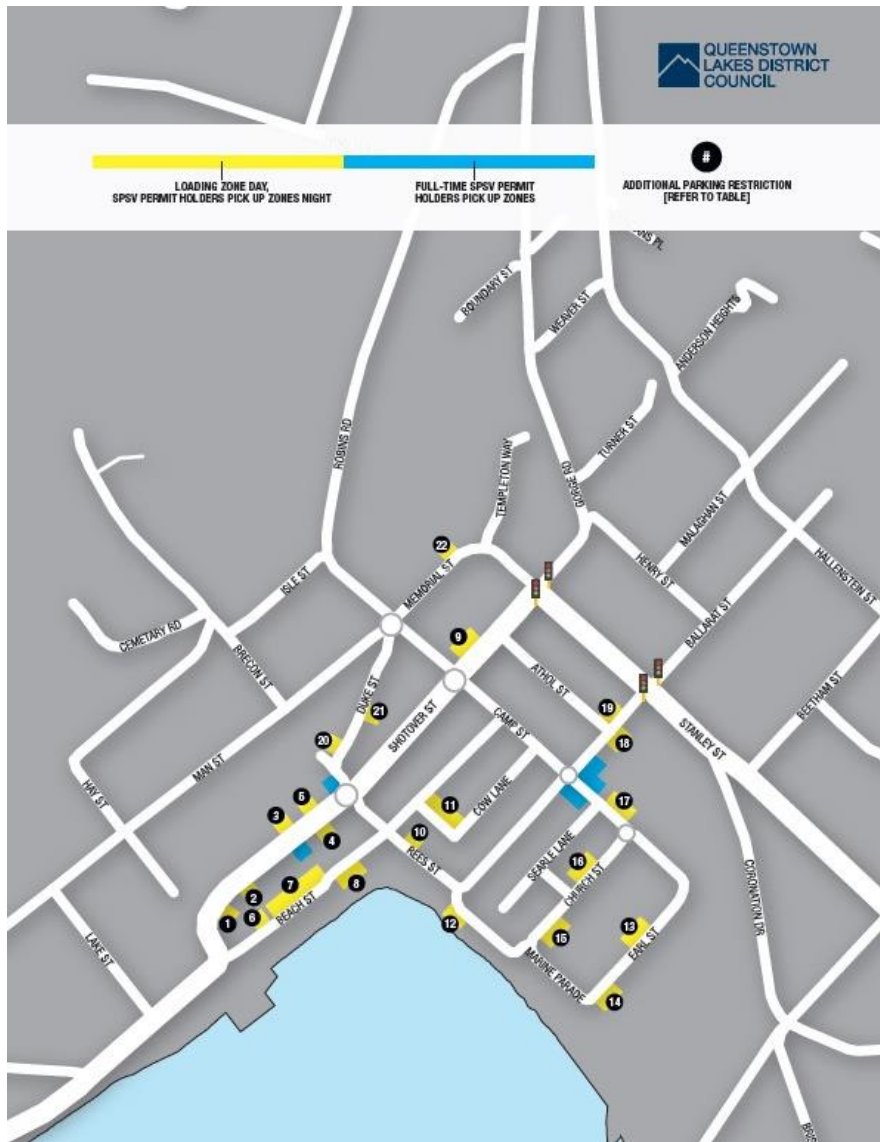
- Minimum letter height – 50mm.
- Minimum letter width – 10mm
- Minimum width of word – 150mm
- Forward facing colours to be white/amber/black
- Rear facing colours to be red/amber/black
- Sign to fit within a cube of 500mm x 400mm x 400mm (unless specifically exempted by NZTA or QLDC Regulatory Department)
- Centrally mounted in the forward third of the vehicle’s roof
- Any advertising must be in

#### *1.2.1.10 Parking Outside of Ranks*

Permits only allow parking in marked Council controlled ranks. Ranks are sign posted and locations are determined by resolution of the Traffic & Parking Sub-Committee. Permit holders will be updated from time to time as rank locations change by resolution.



Maps showing confirmed ranks as at 1 July 2019.



#### 1.2.1.11 Permit Duration & Display

Permits are valid for one year and it is the permit holder's responsibility to monitor the expiry date, seek a new permit and provide the required information to Council during the application process.

Permit must always be displayed on the lower left side (passenger side) of front window screen.

#### 1.2.1.12 Breaches of conditions and permit revocation

Breaches to these conditions will be referred to the Manager, Regulatory for review and any breach may result in the revocation of a vehicle permit (regardless of whether the vehicle is driven by multiple drivers) and no refund provided.

Further commentary on this process including appeals can be found at section 1.6 [here](#).

### 1.2.1.13 Prohibited activity

It is a prohibited activity to have any signs displaying any sexually explicit, lewd or otherwise offensive content. Refer to **Queenstown Lakes District Operative Plan**, Chapter 18, Activity table 4 – District Wide Rules and the **Activities in Public Places Bylaw 2016**.

## 1.3 Permit criteria – 75 Plus

The purpose of this permit is to enhance accessibility to town centres for residents and ratepayers 75 years and over. Conditions for issue are:

- Queenstown Lakes District residents or ratepayers only (proof of address/rateable property required)
- Must be 75 plus on the day of application
- Hold a current New Zealand driver's license
- Permit is assigned to a vehicle and it must be driven by the 75 plus driver
- Permit must always be displayed on vehicle dash
- Permit is valid only in time restricted parking areas subject to charge. Permit allows for parking free of charge for the stated time on street or in off street carparks.
- Permit is not valid for bus stops, SPSV ranks, clearways, loading zones, residential parks, carpool parks, mobility parks (without CCS permit) or other restricted parks.
- Valid for 3 years unless surrender with licence.

Parking in a location where the permit is not valid may result in a parking infringement e.g. loading zones, yellow lines, bus stops.

## 1.4 Permit criteria – Annual Community Service

The purpose of this permit is to support the provision of, or access to, community services at no cost. Permits are made available to vehicles used by voluntary, community and non-profit organisations.

There are two main types of Community Service Permits.

### 1.4.1 Community Permits

Community permits are available to community organisations/groups and volunteers who use paid parking in the course of their volunteer work. The principal purpose of the organisation or individual is the provision of a service or a form of assistance to persons living or working in the Queenstown Lakes district. It is not carried on for the pecuniary profit or gain of its members.

Approval of these permits sits with the Customer Service and Property & Infrastructure teams and permits are valid for one year.

Conditions for issue of a Community permit are:

- Permit is assigned to a vehicle
- The vehicle must be being used by a community, voluntary or not for profit organisation for the permit to apply i.e. permits are not for individual personal use
- Permit must always be displayed on vehicle dash

- Permit is valid only in time restricted parking areas subject to charge. Permit allows for parking free of charge for the stated time in on street or off street parking spaces.
- Permit is not valid for bus stops, SPSV ranks, clearways, loading zones, residential parks, carpool parks, mobility parks (without CCS permit) or other restricted parks.

#### 1.4.2 Carpool Permits

As part of the [Queenstown Town Centre Transport Strategy](#), Council is committed to addressing issues of congestion and parking availability within the Queenstown town centre.

Council has 29 dedicated free carpooling car parks across the Ballarat and Boundary St Carparks for carpool permit holders. Location and numbers of car parks is determined by resolution of the Traffic & Parking Sub-Committee and may be subject to change.

Permits are valid for one year and the conditions for issue of a carpooling permit are:

- Permit is assigned to an individual holding a valid New Zealand driver's licence
- Individual must live outside the Queenstown exclusion zone ([link to map](#))
- Individual must consent to sharing personal contact details with other carpool permit holders (to facilitate carpooling)
- 120 permits are available each year by ballot
- All permits of the individuals carpooling must be displayed on the dash of the vehicle travelled in that day
- A minimum of three permits must be displayed
- Vehicles must be parked in an allocated carpool car park
- Vehicles can occupy the carpool car park for a maximum 10-hour period in any 24 hours
- Possession of a permit does not guarantee availability of car park

#### Ballarat Street Carpark carpool spaces



## Boundary Street Carpark carpool spaces



In order to qualify for a carpooling, permit the applicant must live outside the Queenstown carpooling exclusion zone.



### 1.4.3 Permit criteria – Temporary Permits

The purpose of is to support the delivery of trade services, events (including annual street appeals) and film in the district.

Trade/Construction permit:

- Requires proof of service or time requirement
- For use of temporary parking for building requirements or alterations or construction
- Approval from the Customer Service and Infrastructure & Property teams
- Maximum permit length 6 weeks

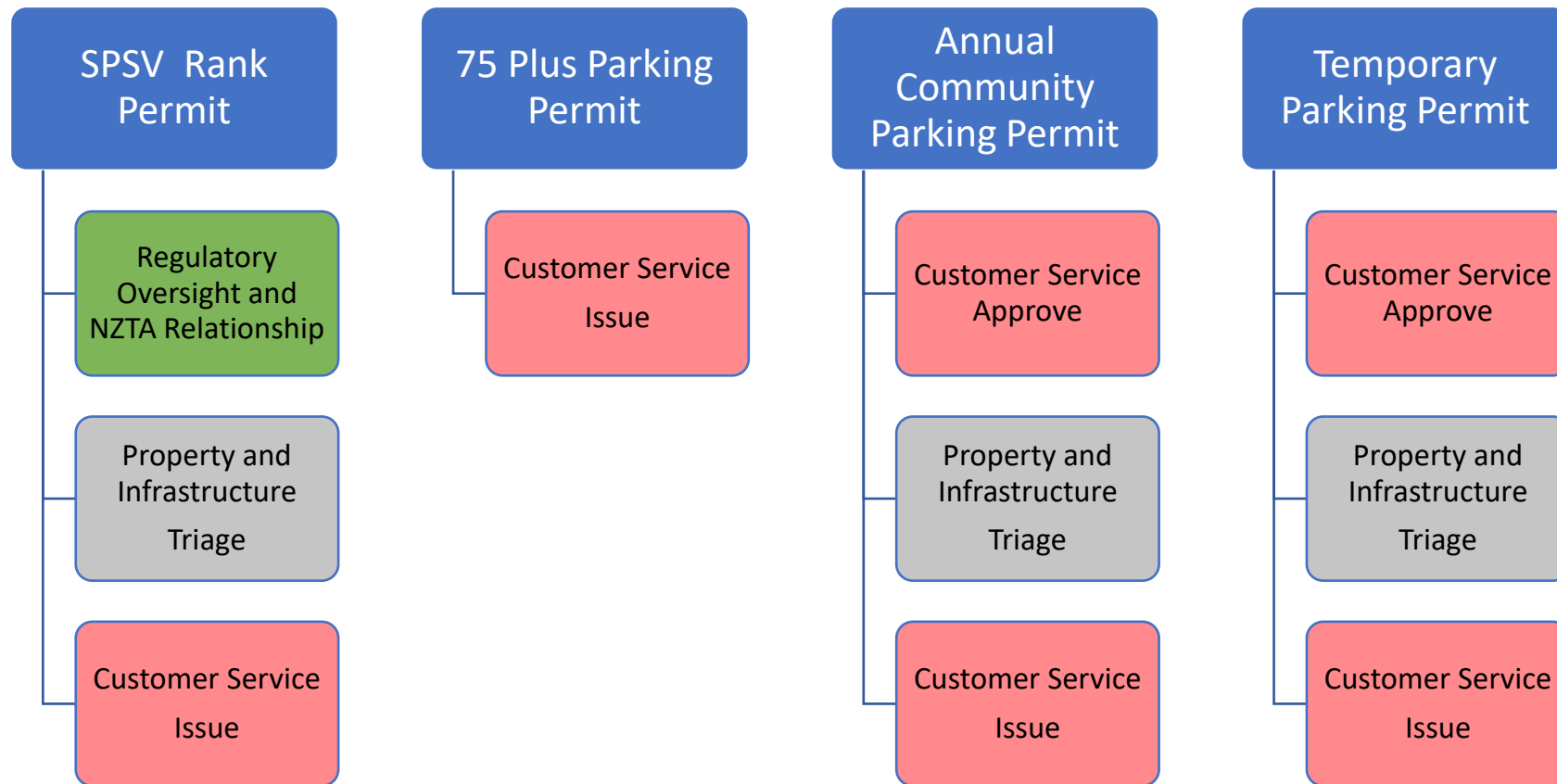
Event permit:

- For one off events
- Traffic management plan approved prior to permit issue where applicable
- Approval from Infrastructure and Property team
- Authorised by the Community Facility Team Leader or Relationship Manager Arts and Events
- Maximum permit length 14 days

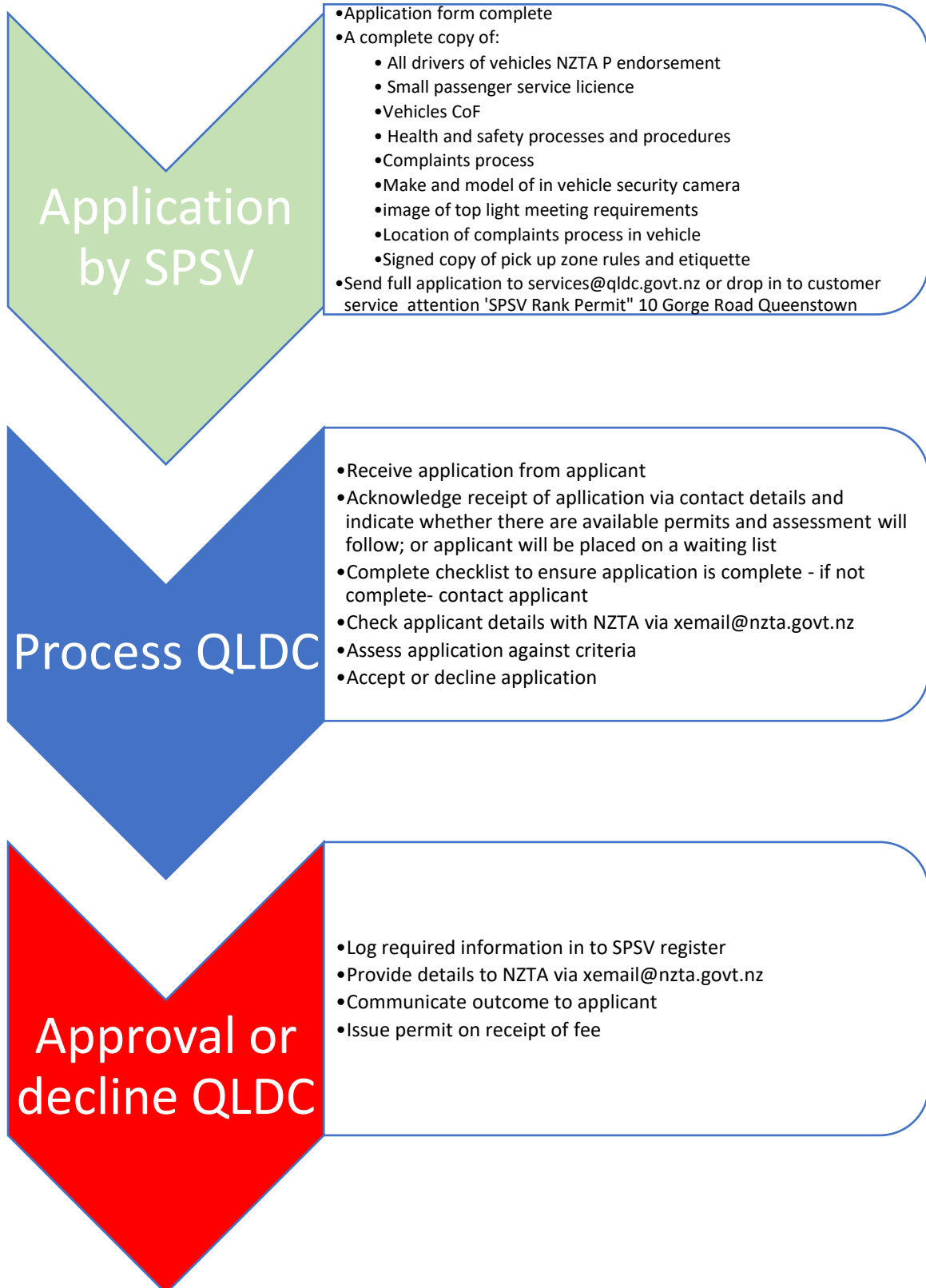
Film Permit:

- For specific purposes
- If also involves private property, prior consultation with landowners and occupiers required
- Traffic management plan approved prior to permit issue where applicable
- Approval from Customer Service and Infrastructure & Property teams
- Maximum permit length 6 weeks

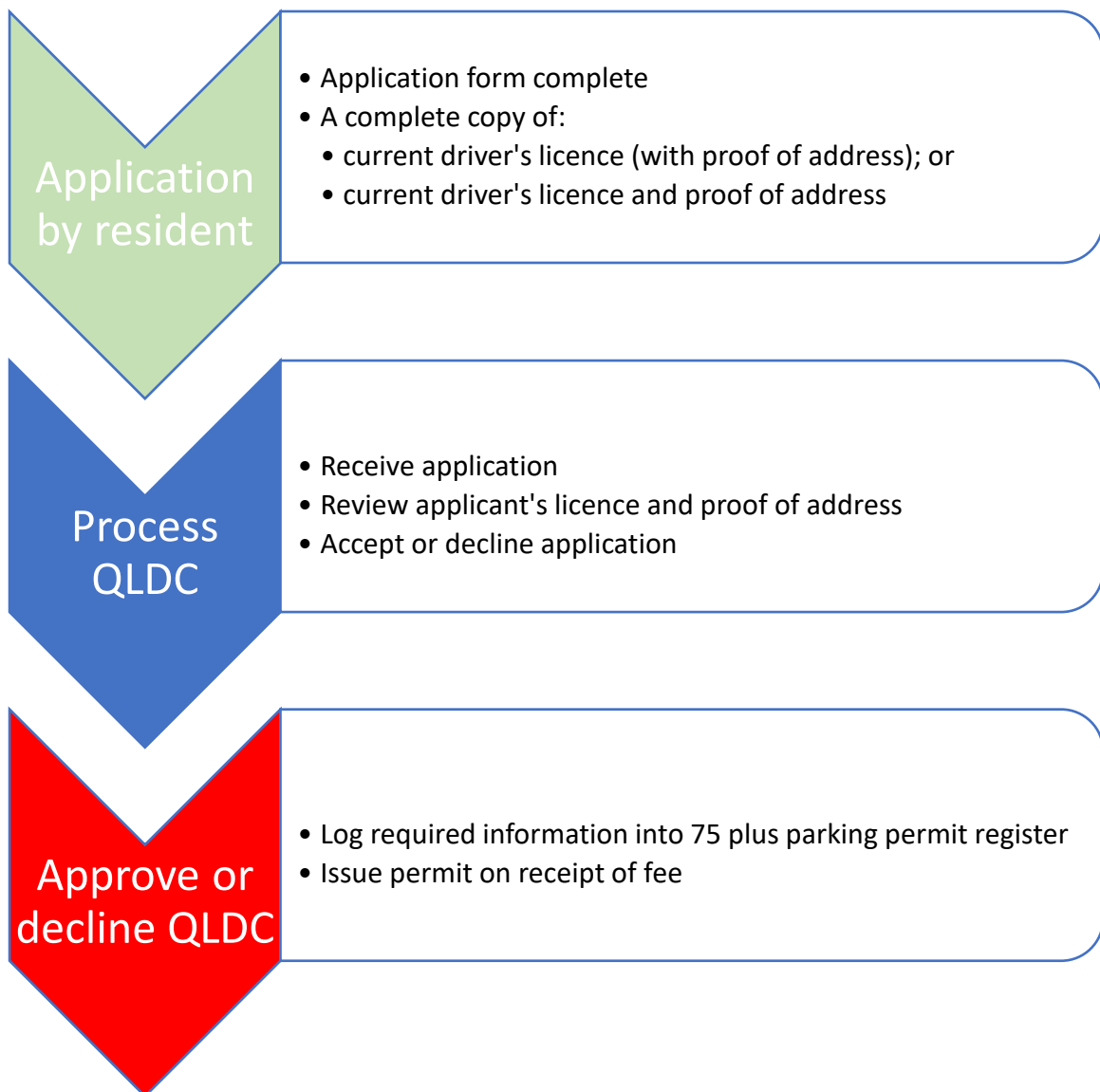
1.5 Departmental roles in permit processing system



### 1.5.1 SPSV Permit Process

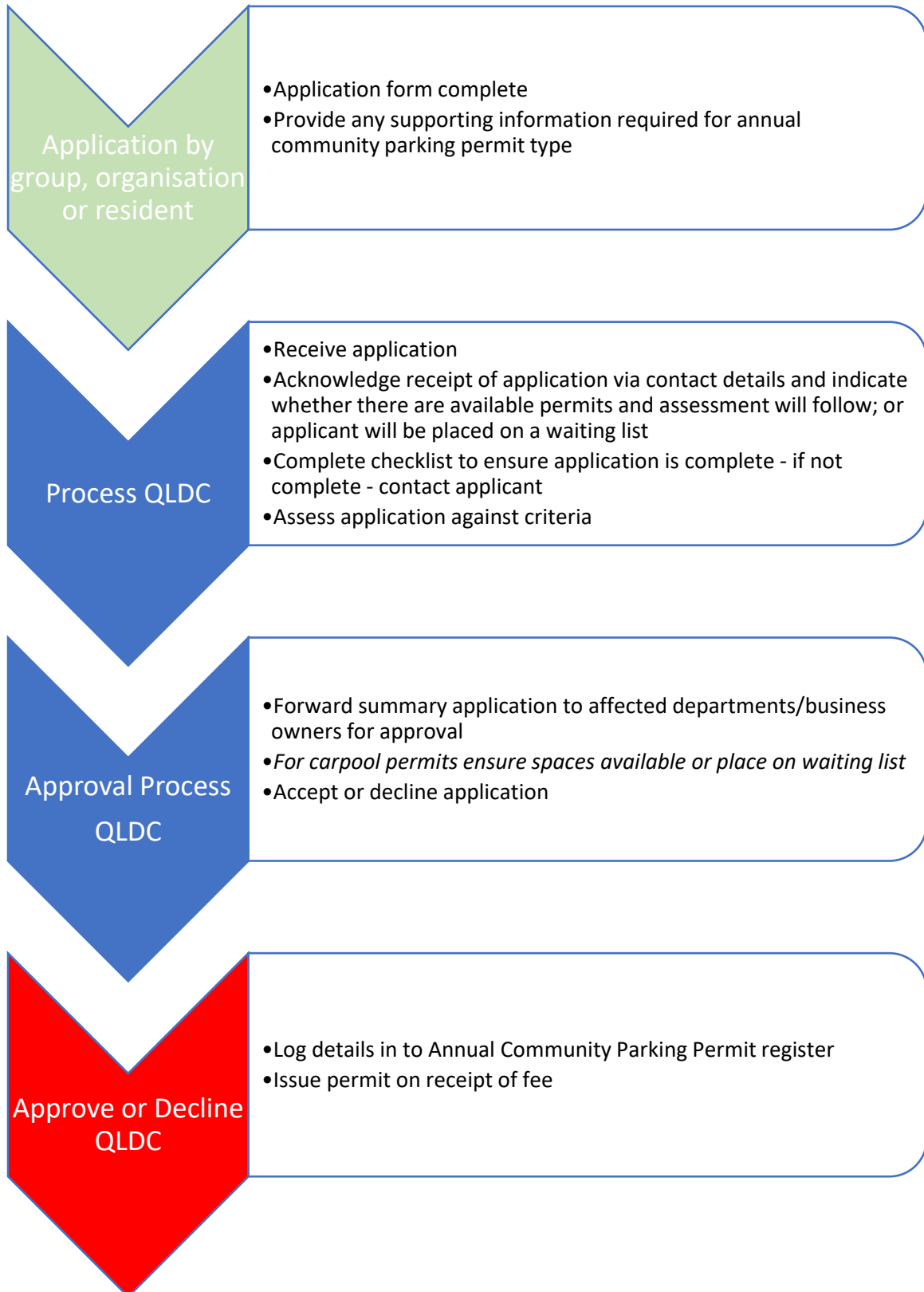


## 1.5.2 75 Plus Parking Permit Process

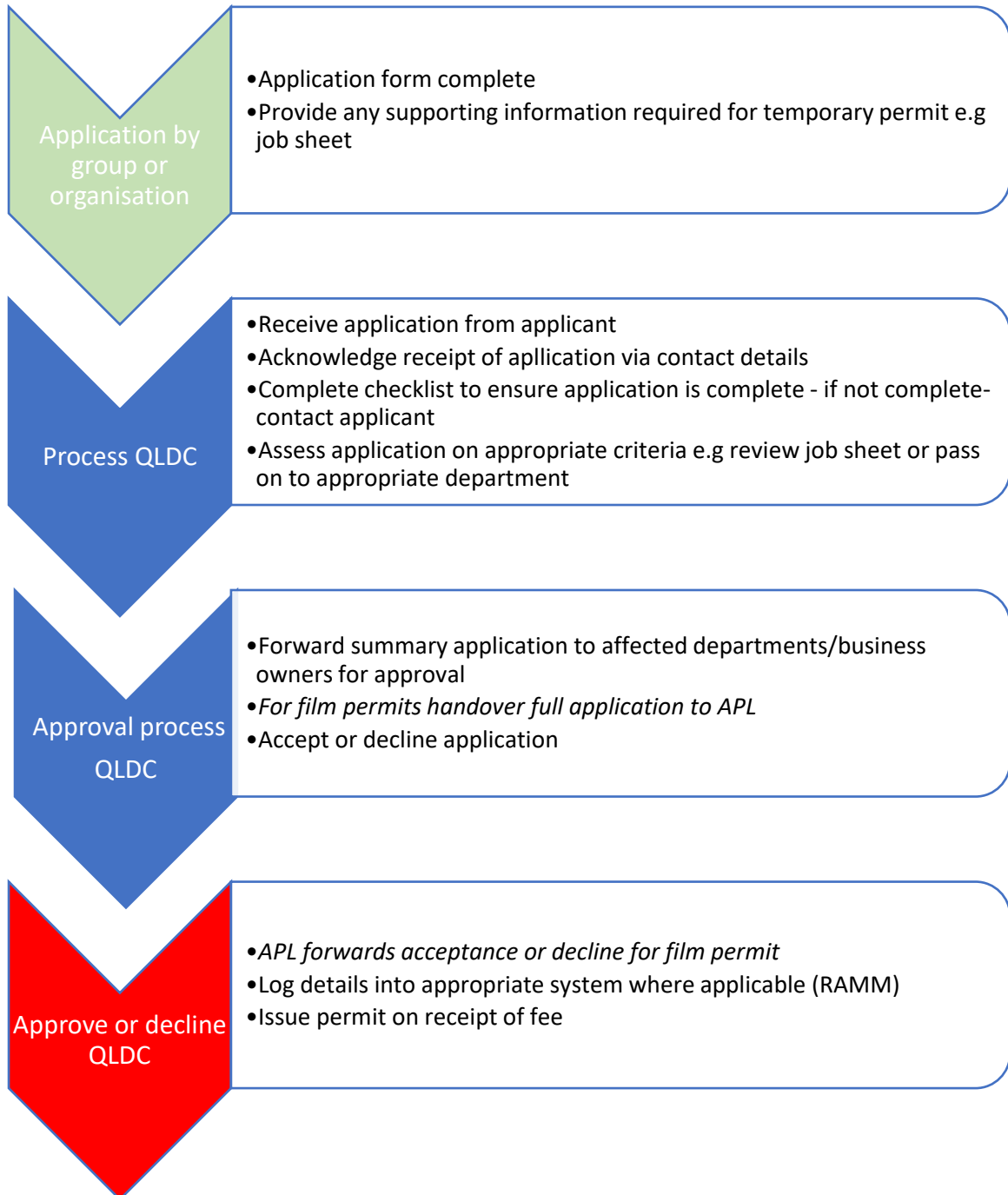




### 1.5.3 Annual Community Parking Permit Process



#### 1.5.4 Temporary Parking Permit Process



## 1.6 Declining or revoking permits

If a permit is declined based on incomplete information, advise the applicant of the need to reapply.

If a permit is declined based on not meeting criteria, advise the applicant accordingly.

If the applicant wishes to appeal a decline decision the appeal will be assessed by the relevant manager as shown below.

<b>Permit type</b>	<b>Appeal decision-maker</b>
SPSV	Manager, Regulatory
Community services	Manager in P&I
Temporary	Manager in P&I
75 Plus	Manager, Customer Service

A decision will be made, and the applicant advised by the appropriate manager/team, within 5 days of the appeal.

Before a permit-holder is advised that a permit is to be revoked based on a breach of conditions, the breach must be verified through physical observation or documentation review by Manager, Regulatory or Manager, P&I.

Breaches of permit conditions include:

- Permit used on vehicle other than permitted vehicle
- Repetitive infringements for parking in non-permitted areas
- NZTA regulation breach including loss of P endorsement (SPSV specific)
- Behaviour at council ranks-breach of rules and etiquette conduct (SPSV specific)

Permits for 75 plus are to be cancelled on surrender of licence. This is not considered a breach of conditions.

If permit holder wishes to appeal a revocation decision the appeal will be assessed by the relevant manager as shown below.

<b>Permit type</b>	<b>Appeal decision-maker</b>
SPSV	Manager, Regulatory
Community services	Manager in P&I
Temporary	Manager in P&I

A decision will be made, and the applicant advised the appropriate department manager, within 5 days of the appeal.