



18 September 2018

Dear [REDACTED]

Re: OIA request - parking fee waivers

Thank you for your Official Information Act request received 23 August 2018 seeking the following of Waitemata District Health Board (DHB):

- *I am requesting the amount of car parking fees you have waived at both Waitākere and North Shore Hospitals.*
 1. *How many car parking fees have you waived for patients and visitors each year for the past three years at Waitākere Hospital?*
 2. *How many car parking fees have you waived for patients and visitors each year for the past three years at North Shore Hospital?*
 3. *How much did each ticket that was waived cost?*

In response, Waitemata DHB charges for parking at North Shore Hospital, Waitakere Hospital and 44 Tahoroto Road for patients, visitors and staff.

An additional site at Mason Clinic in Pt Chevalier charges staff but is free for visitors.

Waitemata DHB has the largest resident population of any DHB in the country, currently standing at over 630, 000 people. Our population is also one of the fastest-growing in New Zealand and it is critical that we provide parking infrastructure to meet the needs of our community. We strive to be fair to our visitors and offer the longest free grace period of any hospital across Auckland at 20 minutes.

Data in relation to waived fees is not retained by individual site but by total tickets issued and, if required, can be provided by month.

The number of waived tickets for the previous three years is:

Year	Total number of waived parking fees
August 2015 – July 2016	51,400
August 2016 – Jul 2017	57,017
August 2017 – July 2018	63,463

Please note that the above numbers include groups of patients who are exempt from paying for car parking. These include patients who need to come to our hospital sites frequently for

renal dialysis, parents with children in our Special Care Baby Units and women accessing our breast screening services.

It should also be noted that these numbers include waived tickets provided to Waitakere Union Health – a low-cost GP clinic located on the grounds of Waitakere Hospital.

There is no record of the cost of each waived ticket as each ticket provides for a single exit from the car park. Minimum cost for parking is \$4.00 and maximum daily cost is \$20.40.

The minimum and maximum cost of waived parking is:

Year	Cost based on \$4.00	Cost based on \$20.40
August 2015 – July 2016	\$205,600	\$1,048,560
August 2016 – July 2017	\$228,068	\$1,163,146
August 2017 – July 2018	\$253,852	\$1,294,645

Additional statistics started to be recorded in 2018 which has allowed the following information to be tracked:

Number of vehicles exiting Waitemata DHB paid parking sites within the allocated grace period (January – July 2018)	494,405
Number of vehicles exiting Waitemata DHB paid parking sites paying minimum parking tariff (January – July 2018)	124,200

The above categories account for around 65 percent of visitors to our hospital sites.

Car parking services are essential to the requirements of Waitemata DHB to allow easy access for patients, visitors and whanau. Car parking in close proximity to the hospital in well-lit, secure areas is essential to ensure the safety of staff working shift patterns 24/7.

Car parking in DHB grounds is not subsidised by central or local government.

I trust that this information meets your requirements. Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

Yours sincerely



Robert Paine
Chief Financial Officer
Waitemata District Health Board