

9(2)a

Conservation House
18 Manners Street
Wellington
doc.govt.nz

Ref: OIAD-6110

Tēnā koe 9(2)a

Thank you for your request to the Department of Conservation (DOC), received on 18 February 2026, in which you asked for:

... the following for Dolomite Point / Punakaiki (Pancake Rocks) car park:

- 1. Start date and legal/administrative basis*
- 2. Signage and visibility requirements*
- 3. Communications / advertising to the public and locals*
- 4. Local users' annual permit ("locals pass")*
- 5. Enforcement arrangements and contractor oversight*
- 6. Evidence requirements for breach notices*

On 12 March 2026, Nick Pearce phoned you to discuss your request. In this call he noted that your request had a significant amount of information in scope and asked you to refine your request. You maintained your initial request and to allow us to respond to the large quantity of information in scope, on 13 March 2026 we extended the timeframe to 10 April 2026.

We have considered your request under the Official Information Act 1982.

In May 2024, DOC advised the Minister of Conservation that DOC does not currently charge for any DOC managed car parks, and that there was a solid case for implementing car park charges as a revenue generation and visitor management tool. The Minister agreed, and an International Visitor Levy (IVL) investment proposal was developed to pilot paid car parking at DOC car parks. Various car parks were considered for the pilot, and ultimately a three-site pilot was approved by the Minister of Conservation on the 14 of October 2024. The three sites selected for the pilot were at Aoraki Mount Cook, Franz Josef, and Dolomite Point.

Your questions and our responses are listed below:

- 1. Start date and legal/administrative basis*
**The date paid parking commenced at this site and any internal approval documents that confirm commencement (e.g., decision papers, approvals, implementation plans).*
Paid parking at the Dolomite Point Car Park began on 15 December 2025. The commencement date and related details were made public on a pilot web page on DOC's website. This page is available at: [Paid parking pilot programme: Our work](#).

For the southern car park at Dolomite Point, DOC has a licence to occupy from the New Zealand Transport Authority (NZTA). The table at the bottom of this letter contains a

reference to this release licence, specifically Item 1. The northern carpark is on Public Conservation Land.

2. *Signage and visibility requirements*

**Copies of any signage standards/specifications or guidance used by DOC for this paid parking pilot (including requirements for entry signage, tariff signage, “20-minute free” signage, and signage near parking bays/payment points).*

**A site plan/map (or equivalent) showing the locations of all paid-parking signs and payment machines/QR/payment instructions at Dolomite Point/Punakaiki as at the date paid parking commenced, and any updates since.*

**Copies of any audits, inspections, checklists, or compliance sign-offs confirming signage was installed and compliant at Dolomite Point/Punakaiki (including dates).*

Neither DOC nor its parking services provider, Stellar, was required to conform to any signage standards or specifications at the Dolomite Point site. Any parking signage used is at DOC’s and Stellar’s discretion, and no formal audits or inspections of the signage were required or completed. The table below contains a reference to a document relevant to your request which outlines signage systems and designs that have been used (Item 2).

3. *Communications / advertising to the public and locals*

** Copies of DOC communications specifically about Dolomite Point/Punakaiki paid parking prior to commencement, including:*

** media releases, website updates, social media posts,*

** community/local engagement communications,*

** letters/emails/notices to local councils, residents, or community groups (if any),*

** any communications specifically referencing the local users’ annual permit (locals pass) and how locals were informed.*

** Any documents explaining DOC’s strategy for informing Grey District (Greymouth) locals about paid parking and the local users’ permit option.*

DOC undertook a comprehensive two-stage engagement approach and three stage communications strategy for the paid parking pilot. The publicly available documents relevant to this are referenced and linked in OIAD Response Attachment 2 – List of Public Engagements.

4. *Local users’ annual permit (“locals pass”)*

** Policy documents describing eligibility criteria, pricing rationale (e.g., why \$10 per vehicle per year), evidence required (rates bill/utility bill), and how/where permits can be purchased.*

** The number of local permits issued for the Grey District since commencement (aggregated data is fine).*

The table below contains reference to a document relevant to your request, specifically Item 3.

The total number of local permits purchased for Dolomite Point Car Park, as of 2nd March 2026, was 137. Our data does not allow us to identify permits by customer district council boundary. Manually undertaking this task would require reviewing each permit and assessing the district boundary to which it is registered. I am therefore refusing this part of your request under section 18(f) of the OIA, as the information cannot be made available without substantial collation or research.

5. *Enforcement arrangements and contractor oversight*

** The name of the enforcement contractor(s) for Dolomite Point/Punakaiki and copies of:*

** the contract (or the relevant sections) relating to signage requirements, evidence standards, dispute handling, cancellation discretion, and escalation/debt collection practices; and/or*

** DOC's contractor management plan / KPIs relevant to paid parking enforcement.*

** Any complaint statistics or reports DOC holds about paid parking enforcement at Dolomite Point/Punakaiki (e.g., number of appeals, number cancelled, common reasons).*

The name of the enforcement contractor for Dolomite Point Car Park is LPR Enforcement Services Limited; trading as Stellar. The table below contains a reference to a document relevant to your request, specifically Item 4.

The enforcement statistics available are limited to Breach Notices only, which show a total of 1241 issued at Dolomite Point car parks as of 27 March 2026, with 727 of these paid.

6. *Evidence requirements for breach notices*

** DOC policies or guidance (if any) about what evidence must be retained/provided to motorists to substantiate a breach notice (e.g., ANPR/LPR entry/exit records, signage photos, time logs).*

The table below contains reference to a document relevant to your request, specifically Item 4.

I have decided to release the relevant parts of the documents listed below, subject to information being withheld under one or more of the following sections of the Official Information Act, as applicable:

- personal contact details of officials, under section 9(2)(a) – to protect the privacy of natural persons, including deceased people,
- commercially sensitive information, under section 9(2)(b)(ii) – to protect the commercial position of the person who supplied the information, or who is the subject of the information,
- free and frank expression, under section 9(2)(g)(i) – to maintain the effective conduct of public affairs,
- commercially sensitive information, under section 9(2)(i) - to enable a Minister of the Crown or any department or organisation holding the information to carry out, without prejudice or disadvantage, commercial activities, and
- information, under section 9(2)(j) – to enable the Crown to negotiate without disadvantage or prejudice.

In making my decision, I have considered the public interest considerations in section 9(1) of the Official Information Act and determined there are no public interests that outweigh the grounds for withholding.

You are entitled to seek an investigation and review of my decision by writing to an Ombudsman as provided by section 28(3) of the Official Information Act.

Please note that this letter (with your personal details removed) and attached documents may be published on the Department's website.

If you would like to discuss this response with us, please contact Joe Ellingham, Principal Commercial and Revenue Advisor, by email to 9(2)a

Nāku noa, nā

Catherine Wilson
Director Heritage and Visitors
Department of Conservation
Te Papa Atawhai

Table 1 – Schedule of Documents

Item	Date	Document description	Decision
1	25 November 2025	Licence to Occupy Land – NZTA/DOC – State Highway 6 Punakaiki	Released in part <i>9(2)(a) signatures</i>
2	6 November 2025	DOC Dolomite Signage Presentation	Released in full
3	27 August 2025	Paid Car Park Pilot Price Structure	Released in part <i>9(2)(a) / 9(2)(j) / 9(2)(g)(i)</i>
4	15 September 2025	Stellar MSA Contract	Released in part <i>9(2)(a) / 9(2)(i) / 9(2)(b) (ii)</i>