

From: [Official Information](#)
To: [REDACTED]
Cc: [Official Information](#)
Subject: Final response - LGOIMA 386309 - [REDACTED] - PayMyParking app
Date: Wednesday, 27 March 2024 4:36:30 pm
Attachments: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)

Kia ora,

We refer to your information request below. Hamilton City Council provides the following response.

Your request:

Please explain the payment structure for the PayMyPark app from HCC, including:
(1) Any one-off or setup fees
(2) Any ongoing fees
(3) Any commissions paid (e.g. if part of parking fees is retained by PayMyPark rather than flowing to HCC)

Our response:

1. **Any one-off or setup fees**

Registering for the PayMyPark app is free, however you need a credit card/ internet banking to pay for parking via the app. Any smart phone or mobile device can download and access the app.

2. **Any ongoing fees**

The fees and charges for PayMyPark can be found [here](#) under Finances, in the 'Our Top Up Fee Structure' section.

3. **Any commissions paid (e.g. if part of parking fees is retained by PayMyPark rather than flowing to HCC)**

The supplier does not receive any commission on parking fees paid. The App is included as part of the contract we have in place with our compliance management system supplier AD Riley Ltd.

There is also information on the website about the on street parking and the PayMyPark App and where this app is applicable and FAQ's <https://hamilton.govt.nz/parking-and-transport/parking/on-street-parking/>

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngaa mihi

Keeley Faulkner

Official Information Coordinator

Governance & Assurance Team | Business Services

Email: officialinformation@hcc.govt.nz



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I support flexibility at work. While it suits me to send this email now, I don't expect a response outside of your own working hours.

From: noreply@hamilton.govt.nz <noreply@hamilton.govt.nz>

Sent: Wednesday, February 28, 2024 3:58 PM

To: Official Information <officialinformation@hcc.govt.nz>

Subject: OIA Request - HCC-OIA-240228-KZQPO



We've received a request for you.

This request was received on 28 February 2024 @ 3:57PM.

Here's your reference number and the request details:

UUID

HCC-OIA-240228-KZQPO

Name

[REDACTED]

Email

[REDACTED]

Phone number

[REDACTED]

Detailed description of request

Please explain the payment structure for the PayMyPark app from HCC, including:

- (1) Any one-off or setup fees
- (2) Any ongoing fees
- (3) Any commissions paid (e.g. if part of parking fees is retained by PayMyPark rather than flowing to HCC)

Thanks.

Organisation

Attachments

Created

28 February 2024 @ 3:57PM

If you have any questions in the meantime, feel free to call us on [\(07\) 838 6699](tel:078386699) or [email our customer service team](#).

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260 Anglesea Street
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