

10 March 2023

[REDACTED]  
Kia ora [REDACTED]

## **Parking Transactions**

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 14 February 2023. You requested the following information:

1. Who owns/runs the Paymypark app and the parking meters? Does someone get a cut from use of the parking app?
2. If you have credit in your Paymypark account, do you still get charged the extra 50c transaction fee?
3. Why do you get charged extra, given new legislation came into effect in December that regulates merchant service fees for people using credit or pay wave?
4. Why can't I buy \$1 worth of parking through my app when I can at a parking meter. If \$1 is the minimum than I shouldn't be charge \$1.25 surely?
5. Do you know how many people use the Start/Stop function? Do you have data showing how many people using it pay the full 2 hrs (i.e., perhaps forget to stop it, similar to me forgetting to tag off with my snapper card and getting stung the higher rate)
6. Do you have updated figures on the most [lucrative parking space](#) as per the 2020 story?

Wellington City Council has granted your request for information.

### **Question 1 - Who owns/runs the Paymypark app and the parking meters? Does someone get a cut from use of the parking app?**

The Council owns the Parking meters, which are supplied and maintained by Global Parking Solutions. The Paymypark App is owned by Arthur D Riley Co Ltd and the Council have a contract in place with Arthur D Riley Co Ltd to use this application.

Arthur D Riley charges a fee for users to top up their Paymypark account. All charges are made clear in the terms and conditions agreed to by the customer prior to making any purchase. A portion of the fee includes commission, this commission amount is commercially sensitive and will not be disclosed. The decision to withhold this has been made under section 7(2)(b) of the Act as the release of the information would likely unreasonably prejudice the commercial position of Arthur D Riley.

### **Question 2 - If you have credit in your Paymypark account, do you still get charged the extra 50c transaction fee?**

No. Account users pay a one-off fee when topping up their Paymypark account, but do not pay any further fees on each individual parking transaction made.

**Question 3 - Why do you get charged extra, given new legislation came into effect in December that regulates merchant service fees for people using credit or pay wave?**

The 50c surcharge fee covers the transaction and merchant fees Council is charged by the bank for credit card and payWave transactions. The [Retail Payment System Act 2022](#) does not affect Council's ability to charge this surcharge fee.

**Question 4 - Why can't I buy \$1 worth of parking through my app when I can at a parking meter. If \$1 is the minimum than I shouldn't be charge \$1.25 surely?**

**Paymypark App**

There are two options that can be selected for on-street parking within the Paymypark App:

**Fixed Period**

This allows the user to quickly select a fixed period to pay for parking in 15-minute increments up to the time limit for the park being purchased (typically 120 mins or 2 hours) Therefore 15 mins is charged at \$1.25 which is 25% of the full hourly cost of \$5 per hour.

**Start- Stop**

This function allows you to select the exact amount of time that you have parked for. You start the time when you arrive, and you stop when you leave, and the App will only charge you for the total time that you utilised the park up to the time restriction allocated to the particular park that you are using. When you use this function, the App will assume that you will be staying for the full period of the time restriction and will refund you the difference when you stop the parking session, thereby ensuring that you only pay of the period that you have used the park.

Customers can purchase \$1 worth of parking when using Paymypark's start/stop function on their app. When using the fixed period option, this is set to 15minute increments to ensure the user experience is kept simplified.

**Parking Meter**

When paying directly using a parking meter, you can buy \$1 worth of parking only when paying by cash. A \$1 cash payment would buy a customer 12 minutes of parking; therefore 12 minutes is charged at 20% of the full hourly cost of \$5 per hour.

When paying by card, the payment price points are set at 30minute increments to ensure the user experience is kept simplified.

**Question 5 - Do you know how many people use the Start/Stop function?**

The following statistics cover the date range from 1 January 2022 to 31 December 2022:

19,842 customers used the start stop function at least once  
512,017 start/stop transactions were made by these customers

**Do you have data showing how many people using it pay the full 2 hrs (i.e., perhaps forget to stop it, similar to me forgetting to tag off with my snapper card and getting stung the higher rate)**

The start/stop function sets parking to the maximum time limit which can vary depending on the parking location or day of the week, this can be for 2 hours, 3 hours or 10-12 hours.

370,095 (72%) of customers actively stopped their parking before the maximum time was reached

**Question 6 - Do you have updated figures on the most lucrative parking space as per the 2020 story?**

The following statistics cover the date range from 1 January 2022 to 31 December 2022:

<b>Ranking</b>	<b>Parking Bay</b>	<b>Location</b>	<b>Metering &amp; Paymypark App</b>	<b>Enforcement</b>	<b>TOTAL</b>
1st	2265	Featherston Street	\$7,644	\$7,461	\$15,105
2nd	2268	Featherston Street	\$8,793	\$5,468	\$14,261
3rd	2266	Featherston Street	\$8,136	\$5,933	\$14,069
4th	2979	Willeston Street	\$8,574	\$5,415	\$13,989
5th	3162	Cuba Street	\$6,704	\$7,238	\$13,942
<b>Grand total</b>					<b>\$71,366</b>

Please note:

- Figures include GST
- The data above has been gathered from all metered parking. Metered parking is only located in the Central Business District (CBD).
- The total includes both parking user charges and fines from the period of 1 January 2022 to 31 December 2022.

**Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Ollie Marchant  
**Official Information**