

**From:** [Official Information](#)  
**To:** [Section 7 \(2\) \(a\)@stuff.co.nz](#)  
**Cc:** [Official Information](#)  
**Subject:** Final response - LGOIMA 439939 - [Section 7 \(2\) \(a\)](#) - Parking fine revenue  
**Date:** Monday, 2 December 2024 4:04:47 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:**

*I'm interested in some updated information re parking fines in Hamilton's central city.*

*Please correct me if my understanding is faulty*

*As I understand it, from 1 October we had higher parking fines (set nationally) with HCC getting that revenue in the city.*

*On the same day, we also had the new one-hour free parking system.*

*Is there any new data for October so far compared to the same period last year regarding the following:*

- 1. What is the total fines revenue HCC has received compared to the same period last year.*
  - 2. We assume there's been an increase - how much of that is attributable to higher fines and how much to more tickets being issued as people make mistakes adapting to the new system?*
  - 3. Stats on the number of parking tickets from Oct 1 this year compared to last also appreciated. If an increase, what's it attributed to?*
- If the data hasn't been compiled yet but will be available at a future date, can I ask to get the latest stats when they're available.*

**Our response:**

If you wish to attribute any of the below, please use Tania Hermann, Hamilton City's Council Operate and Maintain Unit Director.

1. **What is the total fines revenue HCC has received compared to the same period last year? – Information provided below is a comparison between October 2023 and October 2024 (this information doesn't include traffic infringement notices e.g. WOF and vehicle registration). It should be noted these are the fines issued not necessarily what HCC has received through payments.**

**October 2024**

Parking longer than paid time: 234 fines. Value \$7,109.00

Failed to correctly activate the parking machine: 752 fines. Value \$52,640.00. This was introduced with the new kiosks on 1 April so data is new this year.

Parked over time limit (For example: parking longer than a P120 or P180): 334 fines. Value \$12,950.00 (These figures are related to the whole city, we can't distinguish between central city).

Parking fine notices (Other parking related fines i.e. clearways, load zones, broken yellow lines etc): 1831 infringements. Value \$124,909.00 (These figures are related to the whole city, we can't distinguish between central city)

Parking in a mobility parking space: 17 infringements. Value \$12,750.00

Towage: 42 tows. Value \$3,818.50

**Total fine notices issued = 3168 (excludes tows)**

**Total fines issued = \$210,358.00 (excludes tows) This figure is not revenue collected; it's based on total infringements issued in October. We will not know the true amount collected for several months because people may not have paid these or could be appealing the fine notice.**

### **October 2023**

Parking in an expired meter space: 585 fines. Value \$11,730.00

Failed to correctly activate the parking machine: 0 fines. Value \$0 (*we were still operating the old parking meters in October 2023, hence \$0*)

Parked over time limit: fines 1791. Value \$45,462.00

Parking infringement notices: 3238 infringements. Value \$103,353.00

Parking in a mobility parking space: 28 infringements. Value \$4,200.00

Towage: 53 tows. Value \$2,862.40

**Total fine notices issued = 5642 (excludes tows).**

**Total fines issued = \$164,745.00**

## **2. We assume there's been an increase, how much of that is attributable to higher fines and how much to more tickets being issued as people make mistakes adapting to the new system?**

On average, more than 50,000 people park in the central city a month. Much has changed between October 2023 and October 2024, so the comparison is not straightforward. A true comparison would be 2024 to 2025.

Since April 2024, Council's introduced several new parking changes to the central city including new kiosks replacing old parking meters, alternative payment options, all day parking areas implemented, two hours free parking to one hour on 1 October and payment zones. When new changes for the community are proposed, especially technology, it is important we give them a chance to get it right. Since April, our parking staff have spent a lot of time informing and educating customers on how to register at the kiosks and the Pay My Park app.

Increase in \$ value between 2023 and 2024, at this stage, is believed to be a combination of the Government's fine increase on 1 October 2024 and the new fine of failing to activate the parking machine with the new kiosks. This could be down to several reasons including people simply not registering or failing to complete transactions. From 1 April to 1 October, parking officers took an education approach first before issuing a ticket and parkers would have received one warning notice prior to receiving a fine. Warning notices started out three times higher than the October 2024 infringements.

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](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

**Ngaa mihi**

**Keeley Faulkner**

Official Information Advisor & Legal Support Officer

Legal services

Governance & Assurance Team | Partnerships, communication & Maaori

Email: [officialinformation@hcc.govt.nz](mailto:officialinformation@hcc.govt.nz)



**Hamilton City Council | Private Bag 3010 | Hamilton 3240 | [www.hamilton.govt.nz](http://www.hamilton.govt.nz)**



[Like us on Facebook](#)



[Follow us on Twitter](#)

*This email and any attachments are strictly confidential and may contain privileged information. If you are not the intended recipient, please delete the message and notify the sender. You should not read, copy, use, change, alter, disclose or deal in any manner whatsoever with this email or its attachments without written authorisation from the originating sender. Hamilton City Council does not accept any liability whatsoever in connection with this email and any attachments including in connection with computer viruses, data corruption, delay, interruption, unauthorised access or unauthorised amendment. Unless expressly stated to the contrary the content of this email, or any attachment, shall not be considered as creating any binding legal obligation upon Hamilton City Council. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of Hamilton City Council.*

*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:** Section 7 (2) (a) [@stuff.co.nz](mailto:Section 7 (2) (a)@stuff.co.nz)>

**Sent:** Monday, November 4, 2024 3:02 PM

**To:** Section 7 (2) (a) [@hcc.govt.nz](mailto:Section 7 (2) (a)@hcc.govt.nz)>

**Subject:** Re: Parking fine revenue

Æ and we also discussed how the latest stats may not give a "true" picture because of a grace period for fines etc and that some stats further down the track may be more useful for comparisons. Any kōrero on that also welcome.

Section 7 (2) (a)

senior reporter

Section 7 (2) (a)

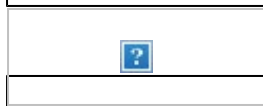
500 Anglesea Street,

Hamilton 3204

Private Bag 3086,

Waikato Mail Centre,

Hamilton



On Mon, 4 Nov 2024 at 14:58, **Section 7 (2) (a)** <[Section 7 \(2\) \(a\)@hcc.govt.nz](mailto:Section 7 (2) (a)@hcc.govt.nz)> wrote:

Hi **Section 7 (2) (a)**

I'll lodge this with the team to investigate. They'll need a little bit of time to sort the information. So you're still wanting the following:

*I'm interested in some updated information re parking fines in Hamilton's central city. Please correct me if my understanding is faulty*

*As I understand it, from 1 October we had higher parking fines (set nationally) with HCC getting that revenue in the city.*

*On the same day, we also had the new one-hour free parking system.*

*Is there any new data for October so far compared to the same period last year regarding the following:*

- 1. What is the total fines revenue HCC has received compared to the same period last year.*
- 2. We assume there's been an increase - how much of that is attributable to higher fines and how much to more tickets being issued as people make mistakes adapting to the new system?*
- 3. Stats on the number of parking tickets from Oct 1 this year compared to last also appreciated. If an increase, what's it attributed to?*

*If the data hasn't been compiled yet but will be available at a future date, can I ask to get the latest stats when they're available.*

Ngaa mihi,

**Section 7 (2) (a)**

---

**From:** **Section 7 (2) (a)** <[Section 7 \(2\) \(a\)@stuff.co.nz](mailto:Section 7 (2) (a)@stuff.co.nz)>

**Sent:** Monday, November 4, 2024 1:50 PM

**To:** **Section 7 (2) (a)** <[Section 7 \(2\) \(a\)@hcc.govt.nz](mailto:Section 7 (2) (a)@hcc.govt.nz)>

**Subject:** Re: Parking fine revenue

Hi again - any progress on the early indications data (knowing there'll be a follow up blurb when things more established as discussed by phone)?

**Section 7 (2) (a)**

senior reporter

**Section 7 (2) (a)**

500 Anglesea Street,

Hamilton 3204

Private Bag 3086,

Waikato Mail Centre,

Hamilton





On Fri, 18 Oct 2024 at 08:04, Stephen Ward <[Section 7 \(2\) \(a\)@stuff.co.nz](mailto:Section 7 (2) (a)@stuff.co.nz)> wrote:

p.s. I'm really interested in the central city areas where changes were introduced from 1 October.

Cheers.



E mihi ana,

Section 7 (2) (a)

**From:** Section 7 (2) (a) <[redacted]@stuff.co.nz>

**Sent:** Wednesday, October 16, 2024 3:19 PM

**To:** Tania Hermann <Tania.Hermann@hcc.govt.nz>; Amy Mackay

Section 7 (2) (a) <[redacted]@hcc.govt.nz>

**Subject:** Parking fine revenue

Kia ora kōrua Tania and [redacted].

I'm interested in some updated information re parking fines. Please correct me if my understanding is faulty.

As I understand it, from 1 October we had higher parking fines (set nationally) with HCC getting that revenue in the city.

On the same day, we also had the new one-hour free parking system.

Is there any new data for October so far compared to the same period last year regarding the following:

1. What is the total fines revenue HCC has received compared to the same period last year.

2. We assume there's been an increase - how much of that is attributable to higher fines and how much to more tickets being issued as people make mistakes adapting to the new system?

If the data hasn't been compiled yet but will be available at a future date, can I ask to get the latest stats when they're available.

Ngā mihi,

Section 7 (2) (a)

senior reporter

Section 7 (2) (a)

500 Anglesea Street,

Hamilton 3204

Private Bag 3086,

Waikato Mail Centre,

Hamilton



The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Stuff Limited does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Stuff Limited does not accept legal responsibility for the contents of this message or attached files.

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Stuff Limited does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Stuff Limited does not accept legal responsibility for the contents of this message or attached files.

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Stuff Limited does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Stuff Limited does not accept legal responsibility for the contents of this message or attached files.

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Stuff Limited does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Stuff Limited does not accept legal responsibility for the contents of this message or attached files.