

Resolution of Council

17 February 2025

Item 13.10

Expanding Parking Payment Options with an App Based Solution

Moved by Councillor Wilson (Arkins), seconded by Councillor Maxwell -

It is resolved that:

(A) Council note:

- (i) many local councils across Australia have introduced app-based parking payment options to improve convenience for residents, businesses, and visitors;
- (ii) providing a digital payment option alongside existing parking meters will offer greater flexibility for users, particularly those who prefer contactless transactions or wish to remotely extend their parking session within permitted limits;
- (iii) any new parking payment technology must be seamlessly integrated with existing parking meters, ensuring users can choose between app and meter, cash or card payments without disruption;
- (iv) an app-based system should prioritise user accessibility, including functionality for those with disabilities, those who speak other languages, and clear instructions for use; and
- (v) that while expanding digital options, Council remains committed to ensuring that residents and visitors who prefer or rely on physical meters and cash payments can continue to use them without disadvantage;

(B) Council support:

- (i) the introduction of an app-based parking payment system that complements existing parking meters, rather than replacing them;
- (ii) a procurement process that prioritises user-friendly and accessible technology with proven integration capabilities, ensuring compatibility between app payments, parking meters, and enforcement systems;

- (iii) public education and communication efforts to ensure residents, businesses, and visitors understand how to use the app alongside traditional payment methods; and
 - (iv) ongoing monitoring of the system's effectiveness, with a review after 12 months to assess uptake, user experience, and any operational challenges; and
- (C) the Chief Executive Officer be requested to:
- (i) investigate suitable app-based parking payment solutions and report back to Council on capability and features, integration requirements, and costs;
 - (ii) ensure any selected system is fully compatible with Council's existing enforcement software and does not create inconsistencies in parking compliance;
 - (iii) develop an implementation timeline that includes a public awareness campaign, staff training, and a transition period for users; and
 - (iv) report to Council within 6 months on progress and expected timelines for introducing the new payment option.

Carried unanimously.

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