

# SMART PARKING



Council is excited to bring Smart Parking technology to the Toowoomba Region from July 2022. The introduction of this new technology will not only mean parking in the CBD will be easier than ever but will be a catalyst for other project innovations across our Region.

## Generally, what is changing?

- You will have the choice to pay by cash, credit or debit card, or via the new Council app when parking in the CBD.
- Council is moving to a bay identification system for on-street parks in the CBD. If paying via an on-street parking machine, this bay number will be required for input. If paying by the app, the system will use GPS to identify the parking bay.
- The Smart Parking project will see the installation of small in-ground vehicle detection sensors for on-street bays, and approximately 170 new (or repurposed) pay machines, in the CBD.
- The first 30-minutes of on-street parking within the CBD will be free. Any additional parking fees can be paid at a pay machine, or you can simply pay via the Council app.
- Council will be introducing a Licence Plate Recognition (LPR) vehicle to support the system inside and outside of the CBD, within Council's existing zoned parking areas.

# FREQUENTLY ASKED QUESTIONS

*\*FAQs may be revised as project updates occur. Please check our website for the latest version.*

## Where is the CBD Smart Parking area?

The purple (City Centre) and green (Outer City Centre) areas on the map below denote where CBD Smart Parking initially applies.

## Will cash and card payment options continue?

Yes, you will have the choice to pay by cash, card, or via the new Council app when parking in the CBD.

## Will the CBD parking time limits still apply?

Yes, the one-, two- and three-hour-time limit signage across the CBD will still apply to on-street parking bays with this payment system. Existing time periods for all off-street car parks will also remain.

You can only park and pay for the maximum time that corresponds to the space you are using. The first 30-minutes will be free, therefore, if you park in a two-hour car park and need it for the maximum time you will pay for 1.5 hours.

## How much is it to park?

The first 30-minutes of parking is free for on-street CBD parking with the existing rate of \$1.90 per hour applying after that. For

all-day parking, Council's off-street car parks are a better alternative with cheaper flat daily rates. Some car parks offer a discount for 5-day tickets. To check rates and car parks, visit [www.tr.qld.gov.au/cbdsmartparking](http://www.tr.qld.gov.au/cbdsmartparking)

## When will the system be reviewed?

Once installed, the system will regularly be reviewed by Council and the supplier.

## Are there any new jobs as a result of the move to Smart Parking?

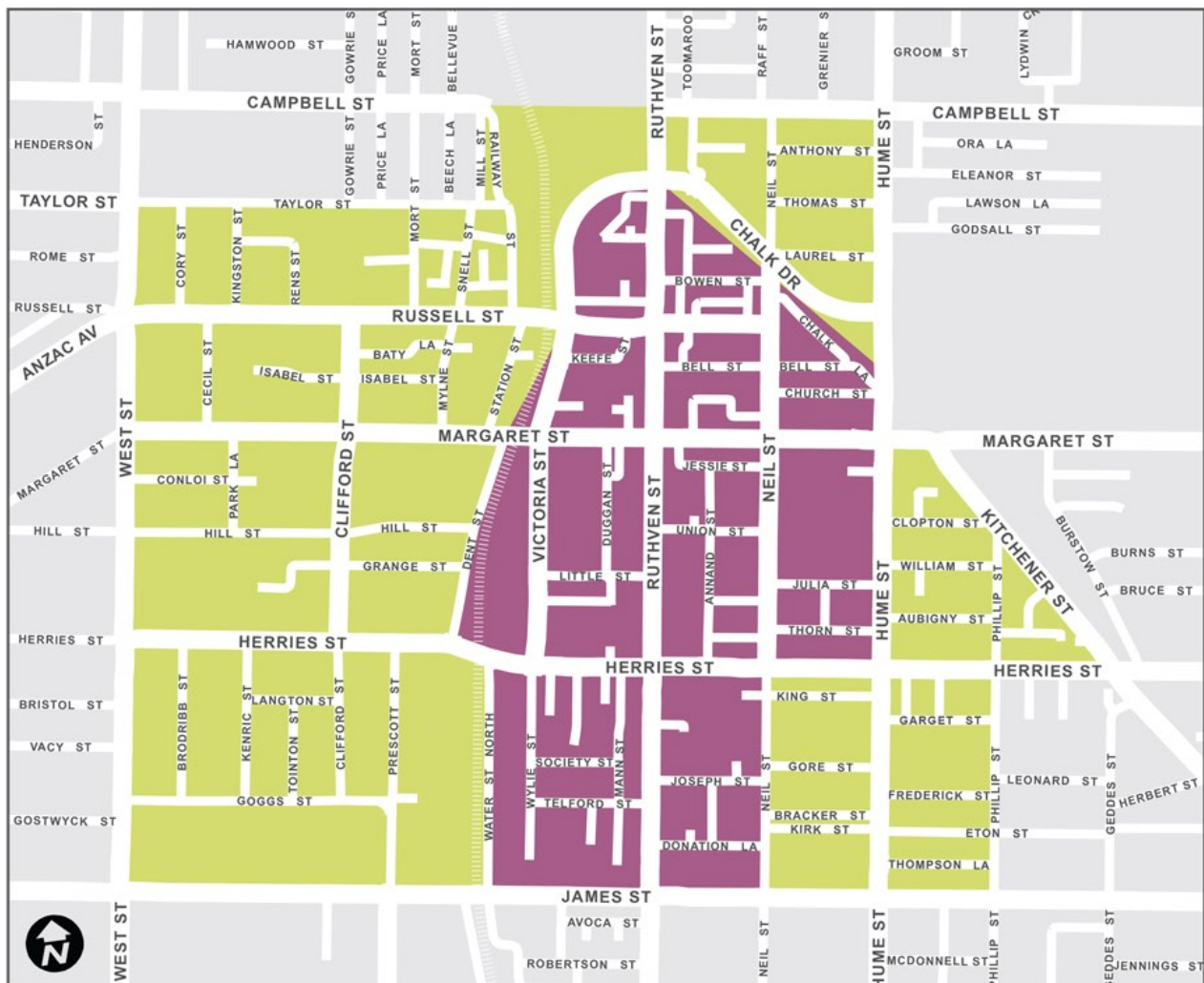
No job losses and potentially, future job opportunities.

## Is this plan expected to increase revenue for the Toowoomba Region?

Given this is a significant change to how parking works, this has not yet been established. It is ultimately determined by the compliance rate.

## What is happening with the Grand Central car park?

Grand Central operates as an independent business. Parking rates and the amount of free parking at Grand Central are not determined by Council.





# How will the new system work?

## How will the smart technology work?

Parking sensor devices will be installed in, on, or above, the road surface at both on and off-street parking spaces across the CBD. The sensors will record when a parking space is occupied and the duration of the vehicle's stay. Parking availability information will be accessible via the mobile app, enabling drivers to find out in advance where they may be able to find a vacant parking space.

## Will I still be able to pay for a park using a ticket machine?

Yes. Two models of pay machines will be installed that will either accept card-only payments, or a combination of cash and card.

## Will I need to enter my registration?

No. As Council moves to a bay identification system, only the space ID is required for input.

## What if I don't have a Smartphone?

It doesn't matter if you don't have a smartphone – you can still use cash or card at the on-street pay machines.

## What do the sensors look like?

The on-street parking sensors are very small and will not be noticeable once installed. Examples are shown below.



## Displaying a paid ticket - why don't I need to do this?

The new technology eliminates the need for you to display a ticket in your vehicle in on-street or off-street parking areas. This will reduce the environmental impact caused by paper waste and minimise the inconvenience of returning to the car to display the ticket.

# How does the new mobile app work?

## Where can Council's mobile app be downloaded?

Council's mobile app is a free-to-download payment application available for Android, Apple and Windows that allows users to pay for their parking without having to go to a parking meter. Further information can be found on Council's website.

## How long do I have to sign up for?

There is no binding contract period. You are free to cancel your subscription at any time.

## What methods of payment does the mobile app accept?

You can pay by credit and debit card using Visa or MasterCard.

## What is the main benefit of the mobile app?

When paying by cash or card, you estimate how long you will park and make a payment to cover this period. That remaining time will expire once the car leaves the parking space. Research shows motorists typically overpay by 30 per cent using this method. Payment via the app is only made once you press 'stop' to end the parking session and the car departs the space, so you only pay for what you use.

## When will the app be available to use?

The app will be available for download prior to the changes taking effect from July 2022.

## Will there be alerts in the app if time is running out?

Yes. You will receive a reminder 15 minutes before the end-time so that you have the chance to extend your parking, where available.

## Can I reserve a parking space with the app?

No. You can find available car parks on the mobile app, but you can't reserve a space before your arrival.

## I use several cars – can I still use the app?

The app has a registered account and as the pay-by-space system is adopted, you will be able to register multiple vehicle registration numbers for selection when parking.

## How does the app accommodate 30 minutes of free parking, or other free parking times?

The app is based on time usage and will automatically only start charging for your parking after 30 minutes have expired. For example, if you start a parking session at 4 pm you will be charged from 4.30 pm; however, if the parking in that area is free of charge from 5 pm, the app will limit your parking session (and your payment) to 30 minutes between 4.30 pm to 5 pm only.

## What if I forget to end the parking session?

A parking session will never go on longer than the time you initially set for the session, or the maximum possible parking time in a given area. You will receive a reminder 15 minutes before the end of your planned session so that you have the chance to extend your parking, where available.

## Where does the app work?

Within the greater Toowoomba CBD parking area.

## What if I have problems with the app?

You can contact Council on **131 872** or UbiPark customer and app support at <https://ubipark.com/contact/>. UbiPark FAQs are also available <https://www.upark.com.au/faq/>

# Where is Licence Plate Recognition being used?

## Where will Licence Plate Recognition (LPR) be used?

LPR may be used inside and outside of the CBD within Council's existing zoned parking areas, to support compliance. The LPR will integrate with the Smart Parking system to determine if any overstay occurs.

## Vehicle registration numbers - what will mine be used for?

Accessing and using registration numbers for compliance purposes is a normal, legally-approved process. Any infringement notice must always list a registration number. The difference now is that we are linking the registration number with the payment technology to determine payment and overstay, rather than walking from car to car to observe such transactions. We will not be collecting or disclosing any of your personal information.

## How does the number plate scanning vehicle work?

LPR vehicles scan, mark and photograph a vehicle's location from any angle with reliable and efficient technology.

## Does the number plate scanning vehicle only work on cars parked at 90-degree angles?

No, the LPR vehicle can scan from all angles.

## Does the number plate scanning vehicle work on cars parked bumper-to-bumper?

Yes, and it is illegal to park closer than one metre to another vehicle.

## Do the number plate scanning vehicles issue fines, or do they alert staff on foot about potential infringements?

They alert the Smart Parking System of an overstay.

## Are there any changes for disability parking permit holders?

### What will happen with disabled parking?

Disabled parking will remain exactly the same as it currently operates, with permits still to be clearly displayed. Disability parking permit conditions are available at [www.tr.qld.gov.au/cbdsmartparking](http://www.tr.qld.gov.au/cbdsmartparking)

### Are there any different charges for concession card holders or pensioners?

No. This remains unchanged with the introduction of Smart technology.

### How do people with disability permits use the system?

This system has not changed for people with a blue disability permit. Permits must be clearly displayed so the permit number and expiry date are visible from the outside of the vehicle.

### I'm using my disability permit in a car that is not my own. How will the licence plate scanning vehicle see that I hold a permit?

The permit is attached to a person rather than to a vehicle, so as long as the permit is clearly displayed there will be no concerns.

## How is enforcement managed?

### How do infringement notices work?

Parking infringements may be issued as per the current system, with parking inspectors putting paper parking fines on cars or handing a ticket to the driver. Infringements may be mailed out to the registered vehicle's address if there are adverse conditions for the tickets to be placed on car windows.

### Appealing a fine - how do I appeal without a ticket?

Parking transaction details are contained in the Smart Parking software. If you believe you should not have been fined and wish to lodge an appeal, Council staff will be able to access saved information about the parking transaction for your vehicle registration. More information about disputing a parking fine is available at [www.tr.qld.gov.au/cbdsmartparking](http://www.tr.qld.gov.au/cbdsmartparking)

### Will parking tickets arrive in the mail?

In some circumstances, infringements are posted out. This happens for a variety of reasons and is part of the current parking process.

### How will people know they've been fined?

By either a ticket on the windscreen, a ticket handed to the driver, or posted to the registered vehicle's address.