

10.19.Addendum to Item 10.14 - Review of On-street Parking Infrastructure

AUTHOR	Eoin Cunningham, Manager Traffic & Transport Operations
ENDORSED BY	Gary Parsons, Director Open Space and Infrastructure
ATTACHMENTS	Nil
CSP LINK	2. Our Built Infrastructure 2.1 Infrastructure and assets meet diverse community needs 2.3 Prioritise sustainable and active transport 2.4 Efficient traffic mobility and parking 5. Our Civic Leadership 5.2 Strong civic leadership and customer focussed services 5.3 Community is engaged in what Council does 5.4 Council services are efficient and easy to access

PURPOSE:

This report is an addendum to Item 10.14 – Review of On-Street Parking Infrastructure and provides additional information in relation to fees and charges.

RECOMMENDATION:

1. THAT the addendum to the Review of On-Street Parking Infrastructure report to the Council meeting on the 28 October 2024 (item 10.14) be received.

Parking Fees

One of the main objectives of pay parking is to provide equitable access to parking. By charging a fee for parking, these schemes aim to reduce the time a driver occupies a space, making more parking available, and increasing access especially in busy commercial areas.

Pay parking fees set by councils are determined through a Council resolution. On 24 June 2024, Council approved the 2024-2025 Financial Year Fees & Charges.

Under Section 96 of the Road Transport (General) Regulation 2021, council must bear the cost of administering a pay parking scheme, including the cost of providing, controlling, maintaining, and regulating pay parking devices installed. Council acts in accordance with the NSW Road Transport (General) Regulation 2021 including payment of all administration fees associated with the parking meter operation.

The Orikan proposal, which was accepted by Council, includes a 8.25% service fee for using premium services such as the PayStay App, Touch N Go meters, and phone payments for parking. These services provide additional features such as payment for a specific period which the user has parked and remote top up of parking to avoid fines.

It should be noted that there are no service fees for using the traditional parking metres.

Service fees for the additional pay parking system features are commonplace. Three of the four tender submissions received by Council proposed service fees between 6%-10%. Similar service fees for premium pay parking services are charged in several Australian cities including:

- Australian Capital Territories 11.5% Service Fee
- City of Parramatta 11.5% Service Fee
- City of Melbourne 10% Service Fee
- City of Hobart 11.5% Service Fee
- City of Perth 11.5% Service Fee
- City of Fremantle 11.5% Service Fee
- Cairns Regional Council 10% Service Fee
- City of Newcastle 10% Service Fee

PayStay App service fees

Before completing payment on either a Touch & Go box or the PayStay mobile app, the original parking rate and final payment amount, including the service fee are displayed. This is in line with Australian Consumer Law as the final fee is clearly displayed. However, the proportion of the fee that is attributed to the service fee wasn't disclosed and has resulted in concerns raised by customers about the transparency of the fee.

Council staff have met with Orikan in response to these concerns. Orikan agreed to update the app with an information button next to the total fee, which will display the full breakdown of the cost of parking, to assist in making the fee components more transparent. This change

has been made in the latest release of the Application, and it will be pushed to all users in the coming days.

PayStay Reminder Services Fees

Council staff also discussed with Orikan the community concerns regarding charges for reminder services. Orikan have since stopped charging for push notifications via the application, and are charging for the text message reminders only.

PayStay Services include a reminder service for a fee of 34 cents per session. Users who have the notifications enabled receive a 30-minute reminder by push notification to alert them about the remaining time on their parking session, to prompt parkers to return to their vehicle or pay for additional time if it is needed. Ten minutes before the session expires, users then receive a text message notification reminding them that their parking session is about to end. In-app notifications are also provided upon expiry of the parking session and if the user's vehicle is driving when the parking session has not been terminated.

New users will be defaulted to 'choose each time' and there will be a clickable button to toggle reminders off if they are not required by the user. There will be a clear statement prior to the customer clicking to start the parking that 'fees may apply' (noting no fee applies unless the SMS reminder is sent). Phone users have various settings on their phone to either allow, schedule, or block in-app or push messages. Text messages have a higher certainty of successful and timely delivery and are designed to help mitigate the risk of receiving fines or forgetting to extend their parking session.

Legislation

- Transport Administration Act 1988
- Transport Administration (General) Regulation 20218
- Roads Act 2013