

The City of Bunbury is currently in the process of installing an exciting new Smart Parking Solution. This means a period of transition while various parts of the new system are rolled out.

Many visitors would have noticed the majority of the old ticket machines have stopped dispensing tickets. That's because the City has turned them off. While a functional solution is needed to help manage the high demand for parking within Bunbury, the City is implementing an easier solution that will also provide important analytical information to facilitate ongoing improvements.

To make this transition easier for everyone, the City has compiled a list of Frequently Asked Questions:

**Q: Why does the City need to update its parking system?**

*A: The current ticket machines have been operational for more than 12 years and are now obsolete. The cost of maintaining these exceeds the cost to replace them with this new solution. The maintenance for Smart Parking is also very inexpensive compared to the old machines, so the City gets to save money and provide an improved and forward-thinking service.*

**Q: Will parking remain free in Bunbury?**

*A: Parking remains free in the City of Bunbury. The need to display a ticket has simply been removed. All on-street parking will be managed by sensors installed in the ground. There is no need for the customer to do anything other than observe the time limit displayed on the signs and ensure they return to their vehicle once that time limit expires.*

**Q: How do the new sensors work?**

*A: The sensors will activate when a motorist parks in a bay. This information will provide real time occupancy rates in all of the City's parking bays. Once fully implemented, visitors can use the amazing new Wayfinding App to find parking availability and plan their journey. It will also help the City to identify abandoned vehicles and motorists who have parked much longer than the time limit allows.*

**Q: How does a visitor know how long they can park?**

*A: The City needs to ensure parking bays turn over to ensure all community members and visitors have access to parking bays in the City of Bunbury. To facilitate this, the City will be installing appropriate time limits in the CBD locations so everyone can visit their favourite shops and cafes. Many of these will be 2-hour (2P) and 3-hour (3P), and some 4-hour (4P) limits which is generally enough time for shoppers to visit their favourite shops and have lunch. For those who need to stay a little longer the City has several carparks only a few short minutes' walk from the CBD. Remember: No one can leave their vehicle in a public place for more than 24 hours, regardless of whether you have paid.*



**Q: What if I work in the City of Bunbury? Or what if I want to park all day in the City of Bunbury?**

*A: For those locals who provide valuable services to the community, there will be peripheral carparks that will provide free, unmetered all-day parking. All of these locations are a very short walk past some amazing cafes and businesses and will provide somewhere to park without having to feed a meter or monitor time. This way, the business community has somewhere to park while customers can have improved, but time limited access to shop fronts. Customers who need to stay in the City longer can also utilise these carparks. These locations will include Cobblestone, Parkfield and Holman Street carparks.*

**Q: Do visitors need an app to park in the City of Bunbury?**

*A: The short answer is NO! The app that is being designed will add value to the new Smart Parking Solution, but it is not dependent on it. The app will provide great information to the community such as:*

- *Where to park*
- *Availability of bays at each location*
- *Local information*

*The app will also provide a payment option at those rare locations where a payment is required but it is only one option. Meters will also be provided at these locations.*

**Q: Where will payments be required?**

*A: Payment will only be required in the central carparks where customers intend to stay longer than the time limit allows. These are the busiest carparks in Bunbury, and the City needs to ensure the bays turn over regularly enough so that bays are always available and local businesses can continue to be supported. These locations are:*

1. *Wellington Street Car Park (upper, middle and lower)*
2. *Wittenoom Street Car Park (main and north)*
3. *Bunbury Regional Entertainment Centre Car Park (BREC north and south)*
4. *Foreshore Car Park*
5. *Ommaney Street Car Park*

**Q: How do the new parking meters work?**

*A: The City has switched off 119 ticket machines in total. Most will be replaced with sensors, but eight new parking meters will be installed in the central carparks for visitors who want to park a little longer than the free time allocated and are happy to pay. No ticket is necessary though, visitors simply just input their vehicle registration into the meter and walk away.*

**Q: How do visitors find these parking locations?**

*A: The new Wayfinding App will help visitors, but for now the City will be printing an easy-to-follow brochure that will also help visitors identify the best place to park their vehicles.*

**Q: Can visitors still use the Pay Stay app?**

*A: The PayStay app can still be used until 5th September. Where the ticket machines have been switched off, the requirement for PayStay (or any form of payment) has been removed*

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This exciting new parking solution has been carefully designed to make parking easier in the City of Bunbury while also saving the community money and providing a foundation for continuous improvement.

The City looks forward to completing this project so the community can enjoy the benefits of this Smart Parking Solution.