

SMART PARKING SOLUTION

Frequently Asked Questions

In September 2022 the City of Bunbury launched its new system for managing parking across the city. The Smart Parking system was designed to minimise the operational cost of parking while also providing the City with essential analytics to constantly improve the parking experience based on real data.

The parking system includes in-ground sensors, which provide the City with immediate occupancy rate data. The system also allows the City to identify parking trends and solutions through genuine statistical data and offence information.

The City has compiled a list of Frequently Asked Questions relating to its Smart Parking system:

Q: WHY DOES THE CITY NEED THE SMART PARKING SYSTEM?

A: Smart parking makes it easy and convenient for visitors and workers to park in the city. It's important to remember that parking largely remains free, but it's vital we support our local business owners by keeping time limits in place to create a churn of vehicles. The maintenance for Smart Parking is also very inexpensive compared to the City's old system, so the City gets to save money and provide an improved and forward-thinking service.

Q: ARE THERE FREE PARKING AREAS IN BUNBURY?

A: Parking is largely free in the City of Bunbury. All on-street parking is free, however is subject to time restrictions. 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. The City has several carparks that are either free all-day or offer a three-hours-free period.

Q: HOW DO THE IN-GROUND SENSORS WORK?

A: Every car bay in the city is fitted with an in-ground sensor that is activated when a motorist parks. Each bay is numbered and for paid carparks motorists enter the bay number into the allocated parking meter and then use a card to pay the appropriate fee. For the free areas, motorists simply observe the time restriction. The sensors also provide the City with real-time data and help to identify abandoned vehicles or motorists who have parked much longer than the time limit allows.

Q: HOW DOES A VISITOR KNOW HOW LONG THEY CAN PARK?

A: There is plenty of signage across Bunbury, so make sure you read the signs when parking. You can also use the Park Bunbury app. 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, there are time restrictions in the CBD locations so everyone can visit their favourite shops and cafes. Most of these are two-hour (2P) and three-hour (3P), with some four-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 are peripheral carparks that 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.

For those commuters who prefer to park a little closer to the workplace, the City is offering heavily discounted permits for the paid carparks. These permits are offered annually and provide a 50 per cent discount at a designated carpark on Monday to Friday fees, plus you get Saturday for free. This will allow you to park in any bay within the carpark you are permitted, and you can come and go as you please.

Q: DO WE NEED AN APP TO PARK IN THE CITY OF BUNBURY?

A: The short answer is NO! The Park Bunbury app adds 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. A secondary QR Code based app will soon be released to make the experience even easier. Simply scan the QR code located on signs across City carparks, input the bay number and pay. The City is constantly looking for new ways to simplify the experience for our community.

Q: WHERE IS PAYMENT REQUIRED?

A: Payment is only required in carparks where customers intend to stay longer than the time limit allows along with a handful (listed below) that have no free parking period. These are the busiest carparks in Bunbury, and the City needs to ensure the bays turn over regularly enough to ensure local businesses can continue to be supported and customers can continue to access their favourite stores. These locations are:

- Wellington Street Carpark (upper, middle and lower)
- Wittenoom Street Carpark (main and north)
- Bunbury Regional Entertainment Centre Carpark
- Koolambidi Woola Carpark
- Ommaney Street Carpark
- Cobblestone Carpark

Q: HOW DO THE PARKING METERS WORK?

A: Nine parking meters are installed in the central carparks where payment might be needed, and customers don't want to use an app. No ticket is necessary though, visitors simply just input their bay number into the meter, pay and walk away. If you are simply utilising a free period, you don't even need to visit the meter. Just be back before your time expires.

Q: HOW DO VISITORS FIND THESE PARKING LOCATIONS?

A: The Wayfinding App is available in the app store of your chosen device and is named Park Bunbury. The City also has an easy-to-follow brochure (also available on the City's website) that will help visitors identify the best place to park their vehicles.

Q: HOW DOES THE SMART PARKING SYSTEM RECOGNISE IF I HAVE PAID.

A: It is important to remember the City recognises payment against a bay number and not a vehicle registration. Customers need to ensure they enter the correct bay number to avoid receiving an infringement. Using a pay-by-bay system allows the City to further keep the price of parking low.

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

The City looks forward to continually improving this project so the community can enjoy the benefits of Smart Parking at more locations.