GOLD COAST.

Priced parking areas and pricing
For the most up-to-date and accurate parking information, please visit parking.qld.gov.au or contact Gold Coast City Council.

Parking Technology
Gold Coast is leading the charge towards a more sustainable and efficient parking system by implementing smart parking technology. This cutting-edge technology leverages real-time data and artificial intelligence to optimize parking availability and usage.

Benefits of Parking Technology
- Improved parking availability: Smart parking technology allows for the real-time display of available parking spaces, ensuring that drivers can quickly find a spot.
- Enhanced customer experience: With the ability to reserve parking spaces in advance, customers can avoid the hassle of searching for available spots.
- Reduced traffic congestion: By providing parking options that are closer to the destination, smart parking technology helps to reduce the overall number of vehicles on the road.
- Increased revenue for the council: The implementation of smart parking technology can generate additional revenue through the sale of parking reservations.

How to Use Parking Technology
- Download the official parking app or visit the webpage.
- Search for available parking spaces near your destination.
- Reserve a parking space in advance if available.
- Pay for your parking reservation using a credit card or mobile wallet.

Why Invest in Parking Technology?
- The gold coast is one of the world's most popular tourist destinations, with over 10 million visitors annually. Parking technology is essential to support this level of demand.
- Smart parking technology is an integral part of the city's sustainability goals, aiming to reduce traffic congestion and greenhouse gas emissions.
- By offering a more efficient and user-friendly parking experience, smart parking technology can enhance the overall visitor experience.

Fees and Fines
- Full details on parking fees and fines can be found on the official website at parking.qld.gov.au.

Before you go
- Check parking availability in real-time using the official app or website.
- Consider using public transport or car-sharing services to reduce parking costs.
- Always check for any updates or changes to parking regulations.

Contact Information
- For more information contact Gold Coast City Council at 133 133.

Note: The information provided is subject to change. For the most up-to-date details, please visit the official website or contact Gold Coast City Council.
Are the sensors accurate?
Yes. The sensors are very accurate. They record the exact time that a vehicle enters and departs a parking bay. Each sensor is tested daily to ensure it is working correctly. If the sensor malfunctions, the sensor automatically switches off for the day and alerts our parking management staff.

Where does my parking time start?
Your parking time starts as soon as your car enters the bay and activates the in-ground sensor, not when you step out to pay for it at the meter or on your phone. This sensor is on you, as the driver, as soon as you drive into the parking bay as well as your car and the bay signage by the sign for that bay.

How do the sensors affect me as a driver?
The sensors are not linked to parking meters.

Are sensors linked to parking meters?

Sensors and parking meters are two separate devices and are therefore not linked to one another.

Why did the City of Gold Coast install the sensors?
Sensors offer a more consistent and accurate approach to parking management by encouraging drivers to comply with parking restrictions.

This promotes the steady turnover of parking spaces and helps to make on-street parking more readily available for shoppers, visitors and residents.

It also enables the optimal supply of available parking spaces and makes equitable charging for the high number of vehicles in the city each day.

The sensors will further allow a more efficient use of our parking meters, making them last longer and help with future planning.

Are sensors installed in non-standard size loading zones bays?
No. Parking officers will continue to enforce parking restrictions for these bays in line with the sign. The expectation for commercial drivers using non-standard size loading zones bays is that they remain the same time as the parking meter.

What if the sensor time is slightly different to the time on my watch/clock?
The sensors are synchronised through a standard second, which is set to Australian Eastern Standard Time. The devices used by parking officers in issue infringement notices are synchronised through the same service.

Where are the new parking meter machines installed?

The sensors are installed throughout the city, with some additional machines installed in these areas to support new infrastructure and legal requirements. In-ground sensors have been installed in Highcross business and tourist areas to optimise key turnarounds.

Why do paid parking bays, and some timed parking bays, have numbers?
High-demand parking bays have been readily marked with a unique four-digit number. Monitors are required to enter the specific key number if their vehicle is parked in one of these bays to ensure accurate parking meter readings.

These key numbers are assigned to in-ground sensors that record when a vehicle arrives and departs a bay, providing the parking service to inform for daily parking statements and for any Transaction Management.

Some areas have bays that are numbered and yet do not have paid parking. How does the City know whether they have to pay for parking (look out a meter) or not?
The customer must read the parking sign closest to the bay the customer has parked in.

Some signs indicate METER requires a parking fee to be paid.

Some signs indicate METER requires a parking fee to be paid.

If you have a valid parking permit, will the new system recognise this?

There is no change to the permit process. The valid permit will still need to be displayed on the vehicle, and an officer will still ensure a valid permit is checked before issuing an infringement.

How do I register for the PayStay app?
PayStay can be downloaded from the App Store on iPhones and Android devices, and is also available at paystay.com.au.

Register the app and register your details including credit card and vehicle registration.

What if I don’t own a smartphone?
Many vehicles can be attached to a PayStay app account.
Up to 10 vehicles can be registered per account.

Is there a transaction fee for using the PayStay app?
A payment transaction on 3 July 2018 was charged a transaction fee of $1.75. This transaction fee is charged after 1 July 2019.

What if I forget to press stop on the PayStay app when I drive away?
You will continue to be charged until you press “Stop” or the maximum amount as indicated by the parking meter’s display is reached.

Can transactions be reported for audit purposes?
No, a history of all transactions is available at paystay.com.au.

Remote statement email will now provide payment history.

For more information contact our Parking Enforcement Officers (PEO) to obtain an encrypted version of your transaction. PEO can be reached on 1300 362 111 or email paystay@goldcoast.qld.gov.au. You will be required to provide your name, address, email, phone, time and date of payment, parking meter machine number and location, date and time paid and payment method.

Can records be split for private and work related parking expenses?
Reports are generated for each vehicle and are unable to be split between private and work related use for that vehicle.

Has this technology been used elsewhere?

Yes. The City of Gold Coast has been leading the way with the installation of in-ground sensors in the city of Gold Coast. The sensors are used in many locations around the world for various applications, including traffic management, mobility analysis, and parking enforcement. The City of Gold Coast has implemented this technology to improve the efficiency and fairness of parking management.

How can I find information on long-term off-street parking?

The City of Gold Coast has developed its own internal system for managing long-term off-street parking. Information on long-term off-street parking is available through the City of Gold Coast’s website or by contacting the City’s customer service team.

Off-street parking is available in various locations across the city. Weekly or monthly tickets can be purchased from any City of Gold Coast service centre with the exception of Bayswater Car Park. These must be purchased directly from the ticket machine at the car park.
The customer must read the parking sign closest to the bay the customer has parked in.

Signs that indicate ‘HOTEL’ require a parking fee to be paid.

Signs that do not have ‘HOTEL’ on them are time-based, monitored by the in-ground sensors that record the customer parking times.

Regulated paid parking bays will have signage that includes the following information:

- the time limit if it is applicable (e.g. 1P = 1 hour maximum parking)
- the sign will include the term ‘HOTEL’
- the days and times will be stated on the sign;
- the area is regulated for parking.

Unregulated paid parking bays will have signage that includes:

- the time limit if it is applicable (e.g. 1P = 1 hour maximum parking)
- the days and times will be stated on the sign; where applicable
- this area is regulated for parking.

Unregulated unregulated parking bays will have no signage.

- this area is NOT regulated for parking.

How do you extend your stay in a timed parking bay? Will the new technology provide payment options to do this?

Staying in a parking bay beyond the maximum allowable time is prohibited. This remains unchanged and risks infringement.

- Fixed areas are signed accordingly (e.g. 1P = 1 hour maximum parking) and have not changed.

Currently, If you are not the allocated time that you have paid for there’s no capacity to get a refund for the time not used. Will the new phone app (PayStay) allow a user to only pay for what they use and only be charged for this amount of parking?

Yes, the PayStay app will only charge you for the most amount of time you have parked for. You select start and stop times through the app for exact times.

If you pay for time at the meter with a credit or debit card you can choose your time in 15 minute increments.

If you pay by card, you will pay for the time based on the value of coins inserted and the hourly rate for that area.

Note: A 30c per transaction fee was charged on PayStay transactions prior to 1 July 2015. No transaction fee is charged after 1 July 2015.

How will the City issue infringement notices? Has this process changed?

City parking officers will be alerted by the in-ground sensors if a vehicle has overstayed the time limit. The process for issuing an infringement will remain the same as it is currently, i.e. the officer attends the vehicle to check details and gather evidence before taking any action. The City does not retain account holders’ information from the payment app.

I have a valid paid parking permit, will the new system recognise this?

There is no change to the permit process. The valid permit will still need to be displayed on a vehicle, and an officer will still ensure a valid permit is checked before issuing an infringement.

How do I register for the PayStay app?

PayStay is available from the App Store of iOS and Androd Devices, and is also available at PayStay.com.au.

Download the app and register your details including credit card and vehicle registration.

What if I don’t own a smartphone?

Phone 1300 322 111 and use text option.

How many vehicles can be attached to a PayStay app account?

Up to 10 vehicles can be registered per account.

Is there a transaction fee for using the PayStay app?

A $2 per transaction fee was charged on PayStay transactions prior to 1 July 2016. No transaction fee is charged after 1 July 2016.

What if I forget to press stop on the PayStay app when I drive away?

You will continue to be charged until you press “stop” or the maximum amount as indicated by the parking zone’s signage is reached.

Can transactions be reported or printed for audit purposes?

Yes, a History of all transactions is available at www.paystay.com.au.

Credit card statements will also provide payment history.

For coin payments please contact our Customer Contact Centre to obtain an emailed receipt on 1300 758 622 (1300 468 328), 07 3842 8211 or email mel@welcomestay.com.au. You will be required to provide your name, address, email, phone, time and date of payment, parking meter machine number and location, bay number, amount paid and payment method.

Can records be split for private and work related parking expenses?

Reports are generated for each vehicle and are unable to be split between private and work related use for that vehicle.

Has this technology been used elsewhere?

The PayStay technology is a field leader in parking technology, and various components of this technology are in use in cities in Australia and around the world. Full integration of technology is a new innovation in the parking industry and will provide many benefits for the community and business groups in terms of parking key turnover and availability on the Gold Coast.

Where can I find information on long-term off-street parking?

Off-street parking is available in various locations across the city. Weekly or monthly tickets can be purchased from any city customer service centre with the exception of Bruce Bishop Car Park. These must be purchased directly from the ticket window at the car park.
the time limit if it is applicable (e.g. 1P = 1 hour maximum parking)
the days and times will be stated on the sign, where applicable
this area is regulated for parking.

Numbered unregulated parking bays will have no signage.
this area is NOT regulated for parking.

How do you extend your stay in a timed parking bay? Will the new technology provide payment options to do this?

Staying in a parking bay beyond the maximum allowable time is prohibited. This remains unchanged and results in infringement.
Timed areas are signed accordingly (e.g. 1P = 1 hour maximum parking) and have not changed.

Currently, if you don’t use the allocated time that you have paid for there’s no capacity to get a refund for the time not used. Will the new phone app (PayStay) allow a user to only pay for what they use and only be charged for this amount of parking?

Yes, the PayStay app will only charge you for the exact amount of time you have parked for. You select start and stop through the app for exact costs.
If you pay for time at the meter with a credit or debit card you can choose your time in 15 minute increments.
If you pay by coin, you will pay for the time based on the value of coins inserted and the hourly rate for that area.
Note: A 32c per transaction fee was charged on PayStay transactions prior to 1 July 2015. No transaction fee is charged after 1 July 2015.

How will the City issue infringement notices? Has this process changed?

City Parking officers will be alerted by the in-ground sensors if a vehicle has overstayed the time limit. The procedure for issuing an infringement will remain the same as it is currently. i.e. the officer attends the vehicle to check details and gather evidence before taking any action. The City does not retain account holders’ information from the payment app.

I have a valid parking permit, will the new system recognise this?

There is no change to the permit process. The valid permit will still need to be displayed on a vehicle, and an officer will still ensure a valid permit is checked before issuing an infringement.

How do I register for the PayStay app?

PayStay is available from the App Store of iOS and Android devices, and is also available at paystay.com.au.
Download the app and register your details including credit card and vehicle registration.

What if I don't own a smartphone?

Phone 1200 322 111 and use text options.

How many vehicles can be attached to a PayStay app account?

Up to 10 vehicles can be registered per account.

Is there a transaction fee for using the PayStay app?

A 32c per transaction fee was charged on PayStay transactions prior to 1 July 2015. No transaction fee is charged after 1 July 2015.

What if I forget to press stop on the PayStay app when I drive away?

You will continue to be charged until you press “Stop” or the maximum amount as indicated by the parking zone’s signage is reached.

Can transactions be reported or printed for audit purposes?

Yes, a history of all transactions is available at www.paystay.com.au.
Credit card statements will also provide payment history.
For coin payment, please contact our Customer Contact Centre to obtain an emailed receipt on 1300 GOLDCOAST (1300 463 236), 07 5582 8211 or email mail@goldcoast.qld.gov.au. You will be required to provide your name, address, email, phone, time and date of payment, parking meter machine number and location, bay number, amount paid and payment method.

Can records be split for private and work related parking expenses?

Reports are generated for each vehicle and are unable to be split between private and work related use for that vehicle.

Has this technology been used elsewhere?

The chosen vendor is a field leader in parking technology, and various components of this technology are in use in cities in Australia and around the world. Full integration of technology is a new innovation in the parking industry and will provide many benefits for the community and businesses in terms of parking bay turnover and availability on the Gold Coast.

Where can I find information on long-term off-street parking?

Off-street parking is available in various locations across the city. Weekly or monthly tickets can be purchased from any City customer service centres with the exception of Bruce Bishop Car Park. These must be purchased directly from the ticket window at the car park.
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