

Frequently asked questions – Park Safe

Licence Plate Recognition – Park Safe Vehicles

What are Park Safe vehicles?

The Park Safe vehicles are equipped with technology referred to as Licence Plate Recognition (LPR) that allows the vehicle to monitor parked vehicles for compliance to parking regulations. It consists of a computer, software, high speed cameras and integrated GPS.

What does it do exactly? Where will they be?

The vehicles will drive through parking areas and take photographs of vehicle registrations. Only a single pass is required to determine the majority of illegally parked vehicles. All alerts are verified by a City Parking Officer to ensure a breach has occurred.

How does Park Safe work?

The Park Safe vehicle is used to patrol parking areas capturing images of parked vehicles and recording the vehicle location (GPS coordinates), registration number and time. This information will be used to issue a notice for illegal parking to the registered owner via post.

Why has Council introduced this system?

The City recognises that parking is an important issue for our community and its effective management is vital in supporting a healthy transport network on the Gold Coast.

Park Safe is one of several improvements to the City's parking technology to ensure:

- improved safety around schools for students, parents and other road users
- traffic flows smoothly and safely in and around the city
- clearways, school and bus zones are kept safe and clear
- residents can park locally, and
- public and business areas remain accessible to all

Why do City staff patrol the car parks and streets?

The patrols are undertaken to ensure drivers comply with parking rules throughout the city. These laws are in place to allow pedestrian and vehicle movements to be completed safely, especially in areas such as pedestrian crossings, bus zones, loading zones and school zones.

Why are school zones targeted with Park Safe?

It is a priority for the City to manage traffic congestion and safety around schools. We are working to ensure that motorists comply with parking rules at and around schools to achieve a safer environment for children.

How is privacy being managed, particularly when taking photos in school areas around children?

The City takes information privacy seriously. Park Safe uses photo masking technology to protect the identity of individuals (and other vehicles) which are unwittingly captured in photographs of an illegally parked vehicle. Photographs of vehicles which are not identified as being illegally parked are purged from the system. Licence plate information is used to determine the registered owner of a vehicle to post the infringement notice.

Name and address information is only able to be accessed by a limited number of officers for the purpose of obtaining vehicle owner details in order to issue an infringement notice. Access of the system and the information held by the system is recorded and monitored. Personal Identifiable Information is not used for other purposes or shared with other parties. All data is held in accordance with the *Information Privacy Act 2009 (Qld)*.

Does Park Safe work in poor light and the rain?

Park Safe will operate in all weather conditions, including low-light conditions and undercover car parks.

What do the Park Safe vehicles look like?

The Park Safe patrol vehicles are clearly marked with City decals and Park Safe branding. The Park Safe technology is attached to the City vehicle via a roof pod and computer



Will City Parking still patrol and issue infringement notices?

The community can still expect to see City Parking Officers patrolling and issuing infringement notices where people are parking illegally.

How are notices issued?

Notices are issued by mail to the vehicle owner. A motor vehicle search is completed to issue the notice to the registered owner of the vehicle.

All correspondence is clearly marked as official City correspondence and will contain all necessary information, including photographs relating to the offence.

How long does it take to receive a notice?

It may take up to two weeks for a notice to be received in the mail. This time will vary depending on the state where the vehicle is registered. The time to make payment, or select another option is twenty-eight (28) days. This is based on the date of the infringement notice being issued, not the date of the offence occurring.

How will I know if the Park Safe vehicle has detected my vehicle?

You will not be aware if your vehicle has been detected by the Park Safe vehicle. No indicators are left on the vehicle. Should your vehicle be parked illegally, a notice will be posted to the registered vehicle owner. It may take up to two weeks to be notified by mail.

Will the Park Safe vehicle know if I have moved my vehicle?

Yes, it is anticipated that motorists will come and go from restricted parking areas. While the initial focus will be to ensure vehicles park safely and legally around schools and other pedestrian areas, the system is able to use GPS and photographic equipment to determine whether a vehicle has moved from a time restricted area. . Please ensure you move your vehicle to another area when you have reached the time limit.

Do I have a right of appeal against a penalty?

A motorist's right to [appeal a parking fine](#) is the same regardless of how it is issued.

What happens if I have a disability permit displayed?

The parking regulations are not changing. Please ensure you park in a legal parking space and display your permit so that it is clearly visible from the outside of the vehicle.

How is my information stored?

All information is handled in accordance with the *Information Privacy Act 2009 (Qld)*.

Will there be any changes to parking rules?

The introduction of Park Safe vehicles is to improve parking compliance and won't result in any changes to parking rules.

Where can I get more information?

Please visit the City's parking webpage (www.cityofgoldcoast.com.au/parking) for more information on parking areas, detailed guides on safe and legal parking and more.

For further information, please contact Council on 1300 GOLDCOAST (1300 465 326).