CALOUNDRA PARKING METERS

PARKING METERS IN DOWNTOWN CALOUNDRA HAVE BEEN UPGRADED TO ALLOW TAP-AND-GO PAYMENT

As of May 1, 2019, all parking meters in downtown Caloundra accept payment via coins, credit and debit cards and pay-by-phone.

Sunshine Coast COUNCIL

Our region.
Healthy. Smart. Creative.

WHY HAS COUNCIL UPGRADED THE PARKING METERS IN DOWNTOWN CALOUNDRA?

Installed in 2007, the parking meters in downtown Caloundra needed to be upgraded. Council has investigated different parking meter options and concluded that upgrading the parking meters was the preferable option. The upgrade provides the opportunity to install 'smart' meters with additional capabilities, such as the tap-and-go functionality, as well as the possibility to pay through the EasyPark app.

HOW DO I USE THE PARKING METERS?

Sunshine Coast Council provides on-street pay parking in downtown Caloundra. Multiple payment options are available, including coins, credit card and pay-by-app.

> The hourly rate for two-hour (2P) parking in downtown Caloundra is $1.50 per hour.

> Parking in downtown Caloundra is two hours (2P), applicable Monday to Friday between 9am and 5pm and Saturday between 9am and 12pm.

Before heading to the parking meter, make sure to remember the **parking bay number** your vehicle is occupying. This is indicated by the red bay marker plate attached to the kerb or adjacent area near your vehicle.

Payment is only valid if made at the designated parking meter and for the correct bay number.

PAYMENT OPTIONS

PAYING WITH A CREDIT CARD

A **tap-and-go** payment option is available for all parking meters in downtown Caloundra.

1 Select the amount of time you would like to pay for. To add time, press the up ▲ or down ▼ arrow to reduce time buttons.

> **When paying by credit card, the minimum value charged is $1.00 for 40 minutes of parking.**

2 Once you have selected your amount, press OK to proceed with the transaction. With your credit card, tap and hold your card against the card reader on the front of the meter to complete the transaction.

3 A payment confirmation message will be displayed.

PAYING WITH COINS

All parking meters in downtown Caloundra accept 10 cents and above.

1 Insert coins into the slot for the amount of time required. As coins are inserted, the screen will display the amount of time you have paid for and the expiry time. When you see the required time displayed, press the OK button to proceed.

2 Any REJECTED coins are returned in the chute (lower right side).

3 A payment confirmation message will be displayed.

PAYING WITH EASYPARK APP

No more searching for coins or your credit card, simply register with the EasyPark app and follow the instruction to pay for parking.

With EasyPark, you only pay for the time you actually use.

Download on the **App Store**

GET IT ON **Google Play**

1 **Set up your account** – register for EasyPark by downloading the app (available for iPhone and Android), visiting the EasyPark website or calling 1300 734 070. You'll need your **phone number**, **vehicle registration** and **credit or debit card** details.

2 **Begin your parking session** – before you leave your vehicle you will need to open the EasyPark app or call 1300 734 070. Then select your vehicle registration, enter the five digit EasyPark area code **60800** displayed on the parking meter and select your start and end times. You will receive an SMS reminder 15 minutes before your parking is due to expire.

Remember that time restrictions begin as soon as your car stops in the parking bay, not from when you start your EasyPark session. If you wish to park for longer than the time on the sign (more than two hours), you must first move your vehicle to a new parking area.

3 **End your parking session** – when you return to your vehicle, open the EasyPark app or call 1300 734 070 and select 'stop'. If you don't stop the session, you'll be charged the maximum fee for that parking zone.

CAN I TOP UP OR FEED THE METER ONCE IT RUNS OUT?

You cannot insert more money into a parking meter or top up the EasyPark app to stay longer than the time permitted by the parking sign.

Once you have parked and paid for the maximum permitted time as shown on the parking sign, you must move your vehicle to another parking area.

If you did not initially pay for the maximum permitted time (for example, if you only paid for 30 minutes in the two-hour (2P) signed area), you may make an additional payment to the parking meter. Remember it is your responsibility to be parked for no longer than the time permitted by the parking sign.

WHAT TO DO IF A PARKING METER IS FAULTY?

If you experience difficulties with a parking meter, please phone council on 07 5475 7272 and provide the parking meter identification (ID) number which is displayed on each side of the meter and on the front keypad.

Remember if the parking meter is out of order, the time limit on the parking sign still applies.

OBEY THE SIGN TO AVOID A FINE

Time limits and regular enforcement are critical to fairly managing parking in downtown Caloundra. We enforce parking restrictions daily to encourage a regular turnover of vehicles so that drivers have equal access to the limited supply of parking bays. Without them, the limited number of parking bays would be occupied continuously by the same vehicles.

WHERE DOES PAY PARKING MONEY GO?

Funds raised throughout the year by parking meters are used for a range of projects in downtown Caloundra, including street activation, public facilities and business support programs.

WHERE CAN I PARK IF I DON'T WANT TO PAY FOR PARKING?

Sunshine Coast Council provides free on-street and off-street parking throughout downtown Caloundra.

Cooma Terrace Parking Station – offers 190 free parking spaces (three-hour (3P) and all day parking)

Ormuz Avenue Parking Station – offers 97 free parking spaces (three-hour (3P) and all day parking)

Free on-street parking is also available at various locations throughout downtown Caloundra.

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