

Park Safe - On-Street Parking in the City of Adelaide

Strategic Alignment - Our Community

Public

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City Planning, Development and Business Affairs Committee

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EXECUTIVE SUMMARY

This report responds to a 11 March 2025 Council resolution to provide information and awareness on Council's use of mobile vehicle compliance technology.

Since 2021, the City of Adelaide has utilised mobile, vehicle-based monitoring of parking in the city to complement its team of Parking Information Officers (PIO).

Branded 'Park Safe', the vehicle monitors for certain offences including stopping in No Stopping Zones and Bus Lanes.

While the vehicle is used to identify and photograph potential breaches, determination of whether expiations are issued is made by trained members of staff.

During 2024/25 the Park Safe vehicle was used in issuing 31,373 expiations. Council received 2,199 (7%) requests for review from customers, with 563 (1.8%) withdrawn.

RECOMMENDATION

The following recommendation will be presented to Council on 14 October 2025 for consideration

THAT THE CITY COMMUNITY SERVICES AND CULTURE COMMITTEE RECOMMENDS TO COUNCIL
THAT COUNCIL

1. Notes the report as contained in Item 7.1 on the Agenda for the meeting of the City Planning, Development and Business Affairs Committee held on 7 October 2025.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Community Convenient and accessible on-street parking supports the city economy and liveability.
Policy	Use of the technology supports effective delivery of existing services which meet Council's On-Street Parking Policy, and compliance with the Australian Road Rules.
Consultation	Not as a result of this report
Resource	Park Safe technology is funded out of operational budgets. Parking & Information Officers use the technology as one of many tools to support evidence gathering within their compliance monitoring activities.
Risk / Legal / Legislative	Expiations are issued according to offences in the Australian Road Rules. Legal considerations regarding the technology were assessed prior to implementation. Officers are permitted to take photographs while performing compliance functions to gather evidence.
Opportunities	The data indicates Park Safe is increasing parking compliance and accessibility, as well as delivering efficiency in use of Council resources. Its limited use so far provides scope for opportunities to continue expanding on these benefits.
25/26 Budget Allocation	The 2025/26 Business Plan and Budget includes funding for a second Park Safe vehicle.
Proposed 26/27 Budget Allocation	Not as a result of this report
Life of Project, Service, Initiative or (Expectancy of) Asset	Council has engaged a supplier on a subscription-based model for software and hardware whereby Council pays a monthly fee rather than outright ownership. The vehicle is a standard EV managed in line with Council guidelines.
26/27 Budget Reconsideration (if applicable)	Not as a result of this report
Ongoing Costs (eg maintenance cost)	Ongoing software, hardware and vehicle rental/maintenance costs are covered in existing operational budgets.
Other Funding Sources	Not as a result of this report

DISCUSSION

Context

1. At the 11 March 2025 meeting, Council requested Administration provide a report on the use of mobile cameras for monitoring on-street parking. The decision of Council is available at [Link 1](#).
2. The City of Adelaide (CoA) has:
 - 2.1. Over 20,000 on-street parking bays – providing the greatest availability of CBD car parking per capita of all Australian capital cities.
 - 2.2. Approximately 390,000 visitors to the city each day via all modes of transport.
3. The purpose of monitoring on-street parking is to maintain accessibility, keep the city safe and ensure effective traffic flow, supporting city residents and businesses.
4. Council commenced using vehicle-based parking compliance technology in 2021 to complement foot patrols by Parking and Information Officers (PIOs).
5. Branded 'Park Safe', the technology is explained in the following publicly available video, which also appears on the City of Adelaide website and YouTube channel, available via [Link 2](#).
6. The Park Safe vehicle is fitted with cameras mounted to the roof racks which are equipped with video analytics for vehicle detection.
7. The technology uses Number Plate Recognition (NPR) and GPS integrated with Council's parking controls.
8. Through environment mapping technology and artificial intelligence, the technology is able to determine the exact location of parked vehicles and whether they are complying with the corresponding parking control parameters, for example, that a vehicle is stopped in a bus lane.
9. When a potential breach is observed, a series of high-quality images are taken and NPR conducted.
10. Once back in the office, the PIO reviews the evidence to determine what action, if any, should be taken.
11. This can involve the PIO discarding the photos if there is insufficient evidence to support an expiation or if it demonstrates that an expiation should not be issued.
12. If the PIO determines that the evidence shows an offence has been committed, an expiation is mailed out to the vehicle's registered owner.
13. Images of the process are provided for further clarity in [Link 3](#).
14. Administration has developed Standard Operating Procedures (SOPs) for conducting audits to ensure system integrity. This includes daily processes conducted to confirm GPS and system accuracy prior to use.
15. Council proactively sought media coverage ahead of the initial implementation of the technology.
16. Messaging featured on mainstream television news at the time of launch in 2022 and during the trials in 2021. Public information was also provided on Council's website.
17. Prior to commencing use of the technology to monitor residential permit parking areas in October 2024, notification was sent to all Residential Parking Permit holders.

Expiation & Review Volume

18. While many city-based indicators such as foot traffic and spending have surpassed pre-covid levels, parking expiations remain relatively consistent with pre-covid years (refer Table below).

	Financial Year	Expiations
Pre-Covid	2015/16	\$14.3M
	2016/17	\$13.6M
	2017/18	\$12.4M
	2018/19	\$10.4M
Covid Pandemic	2019/20	\$8.9M
	2020/21	\$8.1M
	2021/22	\$7.1M
Post-Covid	2022/23	\$8.4M
	2023/24	\$10.8M
	2024/25	\$12.7M

19. Use of Park Safe has gradually increased over time as shown in the table below.

Year	Expiations Issued via Park Safe	% of Total Expiations Issued	Expiation Value via Park Safe
2022/23 (commenced mid-year)	2,508	2%	\$402k
2023/24	7,874	6%	\$1.28M
2024/25	31,373	21%	\$4.25M

20. The increase in expiations issued using Park Safe in 2024/25 is largely due to utilising the vehicle after business hours and within Residential Permit Parking Zones. These changes responded directly to concerns raised by residents regarding vehicles parking in dedicated residential zones without the relevant permits.
21. The average dollar value of expiations issued via Park Safe is higher than those issued by foot patrols due to the greater expiation value for offences within zones that Park Safe currently monitors, such as Stopping in a Bus Zone or No Stopping Zone, Expiation values are set by the State Government.

Expiation Review Requests

22. Under the relevant legislation, any person who receives a parking expiation may request a review.
23. Requests for reviews occur regardless of whether expiations are issued by a PIO on foot or in Park Safe, as the reason a vehicle is parked in any location is generally unknown at the time of the offence.
24. It is also generally not possible for a PIO to determine how long a vehicle has been parked in a location prior to it being observed.
25. Legislation provides for withdrawal if an offence is considered trifling. Under the *Expiation of Offences Act 1996* (SA) section 4 (2), an alleged offence is considered trifling if:
- 25.1. There were compelling humanitarian or safety reasons for the conduct – usually associated with a medical emergency of some description.
- 25.2. The alleged offender could not have reasonably avoided committing the offence – usually associated with a breakdown or similar.
- 25.3. The conduct was merely technical, trivial or petty.
26. The percentage of expiations issued by the Park Safe vehicle that are reviewed and withdrawn is shown in the table below. A comparison to PIO-issued expiations is also shown. (based on 2024/25 data).

Method	% of Expiations Reviewed	% of Expiations Withdrawn
Park Safe	7% (2,199)	1.8% (563)
Traditional/On-foot	4.6% (5,473)	2.6% (3,072)

27. The higher ratio of reviews for expiations issued via Park Safe is not unexpected given expiations are received in the mail (not posted on the vehicle at the time of the offence) and the relatively higher value of expiations issued. It is generally accepted that the higher the expiation amount, the more likely is it for a review to be sought.
28. The data shows the ratio of expiations issued via Park Safe that are withdrawn is lower than traditional approaches, demonstrating the accuracy of the technology and the strong evidence available when an alert is progressed to an expiation by a PIO.
29. Each review of an expiation is assessed on its own merit. The most common themes for reviews of expiations issued via Park Safe are categorised below:
- 29.1. Unaware of the legislation/restriction.
- 29.2. Did not look or see line markings.
- 29.3. Other vehicles were in the same zone.

30. Review requests received for reasons relating to stopping briefly in a restricted zone, for any form of reason, are captured in point 29.2, and reflect less than 9% of all reviews received in 2024/25.
31. SOPs are in place to guide staff in determining whether an expiation should be issued, as well as their processing of a request for an expiation review. The SOPs are internal documents and are governed by the provisions under the Australian Road Rules, *Road Traffic Act 1961 (SA)*, and *Expiation of Offences Act 1996 (SA)*.

Council's Approach to Implementation

32. Since implementation, Council's Park Safe vehicle has monitored a limited number of parking zones, prioritising the areas of highest impact to traffic flow, safety and community concern.
33. For all zones currently monitored by Park Safe, the Australian Road Rules do not permit vehicles to stop for any length of time.
34. The zones currently monitored via Park Safe are:
 - 34.1. Bus Lanes/Zones – supporting traffic flow and efficient public transport.
 - 34.2. No Stopping/No Standing Zones – generally in place for safety reasons.
 - 34.3. Yellow Edge Lines – generally in place for safety reasons.
 - 34.4. Taxi Zones – supporting passenger loading and the Taxi community.
 - 34.5. Residential Parking Permit Zones – supporting convenient parking for CoA residents.
 - 34.6. Parking on Park Lands – supporting the protection of our Park Lands and users.
35. At all times a trained PIO is responsible for determining what action, if any, should be taken.

Impacts of Park Safe Usage

36. Traffic Flow
 - 36.1. Use of Park Safe is contributing to higher rates of compliance in areas which improve traffic flow and increase safe parking practices.
 - 36.2. This is illustrated through data and stakeholder feedback provided by the Department of Infrastructure and Transport (DIT) and the Taxi Council in [Link 4: Case Study – Traffic Flow in Bus Lanes](#).
37. Increased Service Coverage
 - 37.1. Use of Park Safe's smart technology combined with having PIOs in a vehicle more often is delivering resource efficiencies, allowing PIOs to cover more area of the city within the same amount of time.
 - 37.2. Utilising technology to reduce manual processes and create efficiencies occurs across almost every industry. Within compliance monitoring, Council's use of resources to deliver the existing function more efficiently allows ratepayer funds to be dedicated to other core community services.
38. Workforce Development & Safety
 - 38.1. Park Safe is providing a platform for transformational change in how Council approaches the PIO function.
 - 38.2. It is creating avenues for new skill development within the workforce and reducing large manual requirements of the role.
 - 38.3. Traditionally, the PIO role has required walking 20kms per day and night in varying weather and repetitive manual labour task such as chalk marking tyres.
 - 38.4. In addition, the nature of the role can expose staff to confrontational situations and instances of physical or verbal abuse while performing the work Council requires of them.
 - 38.5. Across almost four years of using Park Safe, there have been zero staff injuries or incidents.

Future Use of Park Safe

39. The 2025/26 Annual Business Plan & Budget included funding for a second Park Safe vehicle.
40. The use of a second Park Safe vehicle has focused on system testing and data collection.
41. This data will deliver a greater understanding of driver behaviour including areas of unsafe parking and low compliance.
42. It is intended that zones monitored and enforced via Park Safe will continue to expand.

43. Prior to any expansion into other zones, a public awareness campaign will be undertaken.
44. A period of communication, education and awareness raising will occur prior to expiations being issued in additional zones.
45. The next zones will include paid parking zones, followed by time-limited (unpaid) parking zones.
 - 45.1. Paid parking bays are located in the highest-demand areas where regular turnover and compliance to the time limit is critical to local businesses and stakeholders.

DATA AND SUPPORTING INFORMATION

Link 1 - Minutes of 11 March 2025 Council Meeting

Link 2 - SenSen Technology video

Link 3 - Park Safe Enforcement Process

Link 4 - Case Study - Traffic Flow in Bus Lanes

ATTACHMENTS

Nil

- END OF REPORT -