

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

Tuesday, 5 May 2026
City Community Services and Culture Committee

Strategic Alignment - Our Community

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Public

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EXECUTIVE SUMMARY

The purpose of this report is to respond to the 24 February 2026 Council resolution to review the operation of Park Safe, including the legal framework, the application of human oversight and discretion prior to expiation, relevant enforcement data, and options to strengthen fairness, proportionality and transparency in the digital expiation process.

The Park Safe vehicle was funded through a quarterly budget review as considered by Council in the 2021-2022 Quarter 2 Finance Report on 8 February 2022 ([Item 10.11 – Link 1](#)), and as noted in Attachment A of the Quarter 2 Capital Works Status Report ([Item 10.13 Link 2](#)) on 8 February 2022. Following this decision, the City of Adelaide has utilised mobile, vehicle-based monitoring of parking in the city to complement its team of Parking and Information Officers (PIOs). Monitoring on-street parking supports accessibility, keeps the city safe and ensures effective traffic flow.

A review of the process has been undertaken. This report outlines:

- An independent review of the end-to-end process involving Park Safe has confirmed all processes are compliant within relevant legislation and data privacy considerations.
- Numerous points of human interaction occur in the process of using Park Safe technology to support compliance activities.
- Recent action to increase community awareness regarding Park Safe and parking more broadly.
- Data collection and analytics to identify priority parking locations for review, in addition to the times and locations where Park Safe technology is best aligned, or where on-foot PIOs is preferred.
- Updates to the Standard Operating Procedures.

The next phase of implementation will involve using Park Safe technology to support monitoring compliance in paid parking bays, which are located in the highest demand areas of the city. This will occur following a targeted communication campaign, in locations prioritised by objective compliance data.

RECOMMENDATION

The following recommendation will be presented to Council on 12 May 2026 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 Community Services and Culture Committee held on 5 May 2026.

IMPLICATIONS AND FINANCIALS

City of Adelaide 2024-2028 Strategic Plan	Strategic Alignment – Our Places 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 in 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 and processes implemented have been assessed.
Opportunities	Data validates Park Safe is increasing parking compliance and delivering efficiency in Council resources. There is scope for opportunities to continue expanding on these benefits.
25/26 Budget Allocation	The 2025/26 Business Plan and Budget included funding for a second Park Safe vehicle, which has been procured. The second vehicle has been focused on data collection and supporting the monitoring of existing zones covered by the first 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 model for software and hardware whereby we pay a monthly fee rather than outright ownership. The vehicles are standard EVs 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 maintenance costs are covered in existing operational budgets.
Other Funding Sources	Not as a result of this report

DISCUSSION

Background:

1. At the 24 February 2026 meeting, Council requested Administration review the operation of Park Safe, including the legal framework, the application of human oversight and discretion prior to expiation, relevant enforcement data, and options to strengthen fairness, proportionality and transparency in the digital expiation process. Minutes of this meeting provided as [Link 3](#).
2. On 14 October 2025 a report was presented to Council regarding the use of Park Safe technology, including expiation data, volume and trends of customer reviews, explanation of the process, public communication issued, and examples of the positive outcomes delivered across service coverage, traffic flow, parking accessibility and workforce benefits. The report is available at [Link 4](#).
3. The Park Safe vehicle was funded through a quarterly budget review as considered by Council in the 2021-2022 Quarter 2 Finance Report on 8 February 2022 ([Item 10.11 Link 1](#)), and as noted in Attachment A of the Quarter 2 Capital Works Status Report ([Item 10.13 Link 2](#)) on 8 February 2022. Following this decision, the City of Adelaide has utilised mobile, vehicle-based monitoring of parking in the city to complement its team of Parking and Information Officers (PIOs). Monitoring on-street parking supports accessibility, keeps the city safe and ensures effective traffic flow.
4. In all zones monitored by Park Safe, vehicles are not permitted to stop for any length of time as per the Australian Road Rules.
5. The zones currently monitored via Park Safe are:
 - 5.1. Bus Lanes/Zones – supporting traffic flow and efficient public transport.
 - 5.2. No Stopping/No Standing Zones – generally in place for safety reasons.
 - 5.3. Yellow Edge Lines – generally in place for safety reasons.
 - 5.4. Taxi Zones – supporting passenger loading and the Taxi community.
 - 5.5. Residential Parking Permit Zones – supporting convenient parking for CoA residents.
 - 5.6. Parking on Park Lands – supporting the protection of our Park Lands and users.
6. The requirements for parking legally or seeking a review of an expiation issued have not changed with the implementation of Park Safe. The service remains the same, however instead of on foot, a PIO is in a vehicle.
7. The system that supports Park Safe is used in other jurisdictions including Queensland and Western Australia.

Process Review

8. A review of Park Safe operations has been undertaken, focusing on the legal framework, the application of human oversight and discretion, relevant enforcement data, and options to strengthen fairness, proportionality and transparency in the digital expiation process. Outcomes against each of these aspects is discussed further below.
9. At the 5 May 2026 Confidential CEO Briefing, information was provided regarding specific scenarios, examples of evidence gathered, the Standard Operating Procedures (SOPs) guiding PIOs, and the considerations PIOs make in progressing or disregarding potential breaches.
10. **Legal Framework**
 - 10.1. Following the 24 February 2026 Council resolution, an external legal review was commissioned regarding the end-to-end process City of Adelaide (CoA) undertakes when using Park Safe technology, from the perspective of compliance with relevant Acts and Regulations.
 - 10.2. The review incorporated:
 - 10.2.1. Process documentation such as CoA's Privacy Policy, SOPs and expiation notice templates.
 - 10.2.2. A sample of expiation reviews requested by customers for expiations issued via Park Safe.
 - 10.2.3. Shadowing PIOs in the process both in the Park Safe vehicle and reviewing afterwards.
 - 10.2.4. Consideration of relevant Acts and Regulations.

- 10.3. The review found that Council's processes are lawful and rigorous, and the use of Park Safe vehicles to gather evidence is entirely appropriate in the statutory context in which they are used. The review confirmed all processes comply with Council's Privacy Policy.
- 10.4. Consideration was also given to recent legislative changes in New South Wales regarding the use of parking enforcement technology. Advice confirmed that the state of the law in New South Wales in respect of the issue of expiation notices has no impact on the process in South Australia.

11. Human Oversight and Situational Discretion

- 11.1. At all times a trained PIO is responsible for determining what action, if any, should be taken when a potential offence is captured through the Park Safe vehicle.
- 11.2. When a potential offence is observed, a series of high-quality images are taken. These are then reviewed by a trained PIO to determine what action, if any, should be taken. This can involve the PIO discarding the photos if there is insufficient evidence or it demonstrates an expiation shouldn't be issued.
- 11.3. A trained PIO is always driving the Park Safe vehicle, ensuring they are able to provide contextual commentary on potential offences if required.
- 11.4. If a PIO determines the available evidence demonstrates an offence has occurred, the information is progressed and registered vehicle owner details are requested from the Department of Infrastructure and Transport (DIT).
- 11.5. Once vehicle owner details are returned from DIT, all information is reviewed again by a trained Officer for final consideration before issuing an expiation. Should concerns be raised at this point, the potential expiation is discarded.
- 11.6. Once confirmed, the expiation is mailed out to the vehicle's registered owner.
- 11.7. On average, expiations are received by the vehicle's registered owner between 8-10 days after the offence occurred.
- 11.8. Images of the process are provided for further clarity in [Link 5](#).
- 11.9. As part of the recent review, a trial occurred to assess the evidence being gathered to consider all elements trained PIOs encounter and consider when reviewing Park Safe information.
 - 11.9.1. The review focused on contextual information relating to vehicles which claimed to be stopping for a short time, and the areas and times that Park Safe is deployed.
 - 11.9.2. Following the trial, Administration will update SOPs and conduct reviews annually.
- 11.10. It remains illegal for vehicles to stop for any length of time in zones such as Bus Lanes, Yellow Edged Lines and No Stopping Zones, as per the Australian Road Rules. It is a drivers' responsibility to obey the parking signs accordingly.
- 11.11. Administration notes a draft Kerbside and Parking Management Policy has been submitted for Council consideration as part of the 2026/27 Business Plan and Budget process. Should this bid be supported, the work will develop a new Policy to replace the current On Street Parking Policy, impacting future parking controls and signage.

12. Proactive Communications

- 12.1. A range of proactive steps have been taken to educate and encourage compliance.
- 12.2. External research has been undertaken to understand community awareness of Park Safe and identify potential pain points with parking control signage. The research highlighted:
 - 12.2.1. People who are aware of Park Safe are more likely to hold positive attitudes toward it.
 - 12.2.2. Those who frequent the CBD and North Adelaide areas at least weekly are more likely to understand and agree with Park Safe's purpose.
 - 12.2.3. Just under half of respondents have been unsure if they were parking legally even after reading signs, demonstrating areas where parking signs may be confusing and can be improved.
- 12.3. In parallel with the research, CoA have undertaken the following actions:
 - 12.3.1. Increase in social media content educating the public on parking signage, the Park Safe technology, and how parking non-compliance impacts our community.

- 12.3.1.1. Content has generated constructive online conversations with recent posts leading to 6,745 interactions and 296 shares, reaching 108,196 users. An example is provided as [Link 6](#).
- 12.3.2. Online content created to explain parking signage, which has received strong user engagement – 2,747 page views during campaign period, [Link 7](#).
- 12.3.3. Tailored communication material developed and issued to the taxi and rideshare industries, providing guidance on where to park and compliance tips for these key segments, [Link 8](#).
- 12.3.4. Creation of a digital map enabling the public to proactively identify areas of parking sign confusion for investigation by Administration. [Link 9](#).
- 12.3.5. Use of Park Safe to collect and analyse data on parking behaviour and compliance trends.
- 12.3.6. This information will be used to review and improve parking signage.
- 12.4. CoA's ongoing strategy is to inform and educate the community through proactive messaging highlighting Park Safe operations, along with educative content on existing parking controls and what they achieve for the community.

13. **Current Usage and Compliance Data**

- 13.1. As at the end of Q3 for 2025/26, Park Safe has been used in issuing 27,104 expiations (24% of total expiations issued).
- 13.2. Council has received 2,363 (8.7%) requests for review from customers, with 702 (2.6%) withdrawn.
- 13.3. Expiations issued through Park Safe have increased as the usage and zones monitored increase. For example, expiations via Park Safe increased in 2024/25 due to commencing use after hours within Residential Permit Parking Zones, in response to concerns raised by residents.
- 13.4. In 2025/26 a second Park Safe vehicle commenced, predominantly focused on data collection, while supporting compliance monitoring of existing zones when needed.
- 13.5. Analysis of data collected through Park Safe, paid parking terminals and in-ground sensors is improving CoA's understanding and evidence-based approach to compliance monitoring.
 - 13.5.1. The vast majority of drivers comply with parking requirements.
 - 13.5.2. There are streets and zones where lower compliance consistently occurs.
 - 13.5.3. Specific to paid parking bays, which are located in the highest areas of demand, many streets achieve over 75% compliance, however some streets fall significantly below this, impacting visitation for surrounding businesses.
- 13.6. Compliance metrics available at individual street level will be used to prioritise the approach to future education and compliance monitoring initiatives focused on improving access in these locations.
- 13.7. Use of Park Safe and data analytics will enable CoA to measure the impact of our education and compliance efforts on the community's ability to access parking and do the right thing.

14. **Fairness & Transparency**

- 14.1. The purpose of monitoring on-street parking is to maintain accessibility, keep the city safe and ensure effective traffic flow.
- 14.2. CoA receives an average of 290 calls per month from community members seeking support due to vehicles parking illegally, impacting their ability for fair parking access within the City.
- 14.3. Anyone who receives a parking expiation is able to request a review.
- 14.4. 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.
- 14.5. The ratio at which drivers request to review an expiation issued by Park Safe compared to traditional approaches is shown below, based on 2025/26 (to end of Q3) data:

Method	Expiations Issued	% of Expiations Reviewed	% of Expiations Withdrawn	% of Reviews Resulting in Withdrawal
Park Safe	27,104	8.7% (2,363)	2.6% (702)	30%
Traditional/On-foot	86,313	4% (3,439)	1.6% (1,394)	41%

14.6. The higher ratio of reviews for expiations issued via Park Safe is not unexpected given the higher dollar value of expiations issued via Park Safe. It is generally accepted that the higher the expiation amount, the more likely is it for a review to be sought.

14.7. SOPs are in place to guide staff in determining whether an expiation should be issued, as well as processing a request for an expiation review.

14.8. As noted in point 11.9.2, SOPs will be updated following the recent review and reviewed on an annual basis.

15. Proportionality

15.1. For all zones currently monitored by Park Safe, vehicles are not permitted to stop for any length of time as per the Australian Road Rules.

15.2. Expiation values are set by the State Government and are not within Council’s remit to alter.

15.3. Expiation values are based on the offence type, and are the same amount regardless of whether issued via Park Safe or a PIO on foot.

15.4. The average dollar value of expiations issued via Park Safe is higher than foot patrols due to the greater expiation value for offences within zones Park Safe currently monitors, such as Stopping in a Bus Zone (\$329) or No Stopping Zone (\$118), in comparison to offences for overstaying a time-limited parking bay (\$65) issued by PIOs on foot.

Year	Expiations Issued via Park Safe	% of Total Expiations Issued
2021/22	0 (trial & education only)	N/A
2022/23	2,508	2%
2023/24	7,874	6%
2024/25	31,373	21%
2025/26 (Q1, Q2 & Q3)	27,104	24%

Future Use of Park Safe

16. The expansion of zones monitored by Park Safe will include paid parking bays, followed by time-limited (unpaid) parking bays.

17. Benefits of using Park Safe to support monitoring paid parking zones includes:

17.1. 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.

17.2. Clear evidence will exist between the time-stamped images taken by Park Safe and the payment interaction captured on payment terminals.

18. Time-limited (unpaid) parking bays are intended to follow, with the larger geographical areas covered by these controls providing scope for more efficient service delivery via modern technology.

19. Data gathered during the monitoring of expanded zones will support the development of a draft Kerbside and Parking Management Policy, if supported as part of the 2026/27 Business Plan and Budget process.

20. Prior to expanding into other zones, a public awareness campaign will be undertaken:

20.1. Signage will be placed on initial streets to be monitored identifying the use of technology.

20.2. Compliance monitoring will be prioritised by streets with lower compliance metrics.

DATA AND SUPPORTING INFORMATION

Link 1 – Quarter 2 Finance Report on Council Agenda 8 February 2022 (Item 10.11)

Link 2 – Quarter 2 Capital Works Report on Council Agenda 8 February 2022 (Item 10.13)

Link 3 – Minutes of 24 February 2026 Council Meeting

Link 4 – 14 October 2025 Park Safe Report

Link 5 – Park Safe Enforcement Process

Link 6 – Example of Facebook content

Link 7 – Online content – Parking Signs

Link 8 – Park Safe brochure

Link 9 – Digital Parking Sign Map

ATTACHMENTS

Nil

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