

Deputy Lord Mayor, Councillor Noon - MoN - Park Safe Operational Update

Tuesday, 27 October 2026
Council

Council Member

Deputy Lord Mayor, Councillor
Carmel Noon

Public

Contact Officer:

Jo Podoliak, Director City
Community

MOTION ON NOTICE

Deputy Lord Mayor, Councillor Carmel Noon will move a motion and seek a seconder for the matter shown below to facilitate consideration by the Council:

'That Council:

1. Notes Council's previous review of the Park Safe program, including Administration's advice regarding human oversight, situational discretion and quality-assurance processes prior to the issuing of expiations.
2. Requests the Chief Executive Officer provide an update to Council on the operation of Park Safe since that review, including:
 - a. whether the safeguards, procedural changes and human oversight previously reported to Council are operating as intended;
 - b. any emerging issues or gaps identified through subsequent operation of the system, including trends in expiations withdrawn or cancelled following review and the principal reasons; and
 - c. whether any further changes are required to improve accuracy, situational discretion and the customer review process, including reducing unnecessary administrative burden where an expiation may have been issued in error.
3. Requests that the update build upon previous Council reviews and reporting and avoid unnecessary duplication.
4. Requests that the report be presented to Council at its meeting on 8 December 2026.'

ADMINISTRATION COMMENT

1. Park Safe uses mobile, vehicle-based technology to support Parking and Information Officers (PIOs) in monitoring on-street parking compliance. The technology identifies and captures evidence of potential offences; however, the determination of whether an expiation notice is issued remains the responsibility of a trained PIO.
2. Council has previously considered reports regarding Park Safe on 7 October 2025 and 5 May 2026. These reports outlined the operation of the technology, expiation and review data, oversight and situational discretion, legal compliance and measures to improve community awareness and transparency.
3. Human oversight remains a fundamental component of the process. A trained PIO is responsible for determining what action, if any, should be taken when a potential offence is identified.
4. Following the May 2026 review, the Standard Operating Procedures (SOPs) were updated to support consistent decision-making and the appropriate exercise of discretion. The review also identified the need for

ongoing quality assurance, including annual reviews of the SOPs and consideration of the contextual circumstances encountered by officers when assessing potential offences.

5. Individuals who receive an expiation notice can request a review through established processes. Requests for reviews occur regardless of whether expiation notices 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.
6. Between 1 July 2026 and 31 September 2026 review requests of alleged offences identified using Park Safe have continued to reduce from an average 12.1 requests per 100 expiation notices issued in 2023-24, to 9.3 requests per 100 notices in 2024-25 to 6.2 requests per 100 notices year to date.
7. Of the parking expiation notice review requests received, the percentage of notices withdrawn remains static between 2024-25 and year to date at 25%, a reduction on 2023-24 when 29% of review requests were withdrawn.
8. Administration continues to work with the technology provider for Park Safe, to support improvements to offence detection capabilities and system performance. Analysis of data collected through Park Safe, paid parking terminals and in-ground sensors also supports a more evidence-based approach to identifying areas of lower compliance and prioritising compliance monitoring.
9. Community education remains an important part of the roll-out. Following the previous reviews, Administration has continued to provide information about Park Safe operations, parking restrictions and the expiation review process through social media and website content, targeted communications and media engagement and educational material shown [here](#).
10. Administration will continue to monitor the operation of Park Safe, including the effectiveness of existing safeguards, officer discretion, expiation review outcomes and opportunities to improve accuracy and the customer experience. Any emerging issues or further changes identified through this work will be considered as part of continuous operational improvements.
11. As only four months have elapsed since Council's previous review of this matter and noting recent leadership changes within the responsible business unit, a number of initiatives are currently being progressed to enhance customer experience and operational outcomes, including digital improvement opportunities being explored with the Department for Infrastructure and Transport (DIT). Allowing time for these initiatives and revised operational arrangements to become embedded will provide a more meaningful basis for assessment. It is therefore recommended that advice be brought back to Council in Quarter 4 of 2026/27, following a full 12-month period from the previous review.
12. Should Council resolve to support the proposed motion, Administration recommend a confidential CEO briefing followed by a report to Council in June 2027.

Should the proposed motion be supported by Council, the following implications of this motion should be considered. Note any costs provided are estimates only – no quotes or prices have been obtained:	
Public consultation	Not applicable
External consultant advice	Engagement with DIT.
Legal advice / litigation (eg contract breach)	Not applicable
Impacts on existing projects	Not applicable
Budget reallocation	Not applicable
Capital investment	Not applicable
Staff time in preparing the workshop / report requested in the motion	The estimated time to prepare a confidential CEO briefing and the requested report is 20 hours.
Other	Not applicable
Staff time in receiving and preparing this administration comment	To prepare this administration comment in response to the motion on notice took approximately 5.5 hours.

- END OF REPORT -