PRESENTATION



SHAPING PARKING & MOBILITY TECHNOLOGY TO YOUR NEEDS

From technology-led parking to outcome-led mobility

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IS PARKING IN CANADA CHANGING?

The parking challenge is no longer simply about supply. Canadian municipalities are balancing:

- Access & availability
- Congestion & traffic
- Curbside demand
- Digital expectations
- EV infrastructure
- Deliveries & rideshare
- Compliance
- Sustainability

CANADA IS ALREADY RETHINKING PARKING

TORONTO

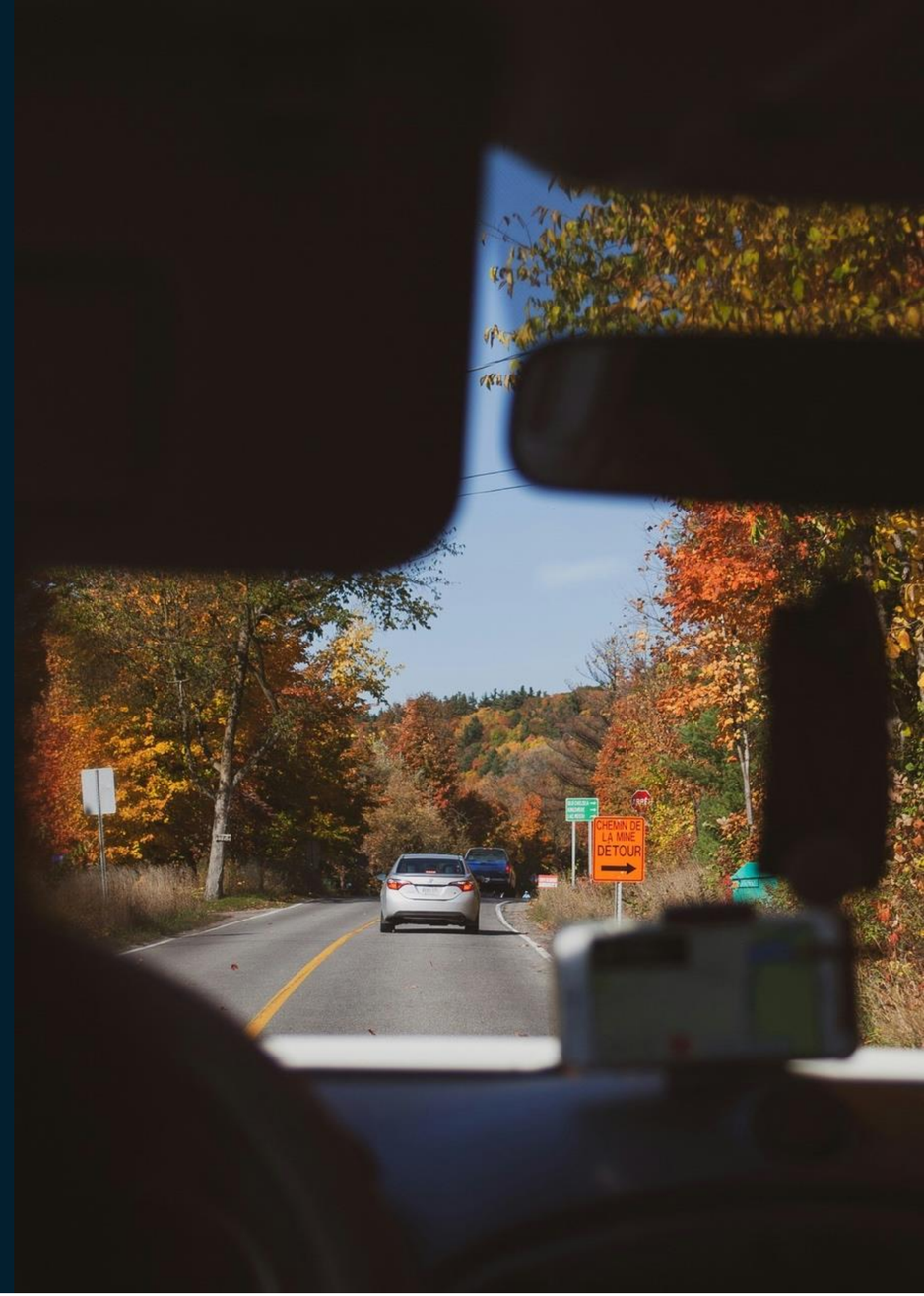
2025 Strategic Parking Framework

- Climate
- Congestion
- Land use
- Economic activity
- Movement of people & goods

WINNIPEG

5-year Parking & Mobility Strategy

- Parking
- Curbside space
- Taxis/Rideshare
- Carsharing





THE REAL TECHNOLOGY CHALLENGE

Cities operate across multiple systems:

Payments	Permits
Enforcement	LPR
Curb management	EV charging
Customer service	Data

Technology designed around the system → Technology designed around the city

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THERE IS NO ONE-SIZE-FITS-ALL PARKING MODEL

Different environments need different technology.

Environment	Need
CBD	Turnover + access
Residential	Fairness + availability
University	Demand + flexible permits
Airport	Journey + efficiency
Stadium	Event-based demand
Hospital	Access + entitlement

AUCKLAND TRANSPORT: A MORE CONNECTED APPROACH TO PARKING

Auckland Transport, New Zealand, manages parking as part of a wider transport network, using technology across customer services, operations, enforcement and planning.

What they do

- Provide digital options for parking payments and wayfinding
- Manage parking permits digitally, replacing paper-based processes
- Use technology to support parking enforcement and compliance
- Collect parking utilization data using automated vehicle and license-plate recognition
- Use analytics to understand parking demand and utilization
- Connect information across different parking functions to improve visibility and decision-making

DIGITIZING PARKING PERMITS AT SCALE



The context

Auckland Transport manages a complex mix of residential and business parking across metropolitan and suburban areas.

- 85,000+ permits issued annually
- 11,000+ permit holders
- Diverse users including residents, tradespeople, healthcare organizations and community groups
- Previously managed through a manual, paper-based process

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CASE STUDY: AUCKLAND TRANSPORT

85,000+ annual permits

11,000+ permit holders

The Challenge

- Manual
- Paper-based processes
- Creating operational bottlenecks

The Solution

Digital permit management

End-to-end self-service platform with vehicle-to-permit authentication

The Impact

1. Lower administrative burden
2. Faster processing
3. Greater flexibility
4. Stronger compliance

Auckland didn’t just digitize forms - it redesigned permit management around self-service, integration and compliance.

HOW A DIGITAL PERMIT SYSTEM SUPPORTS

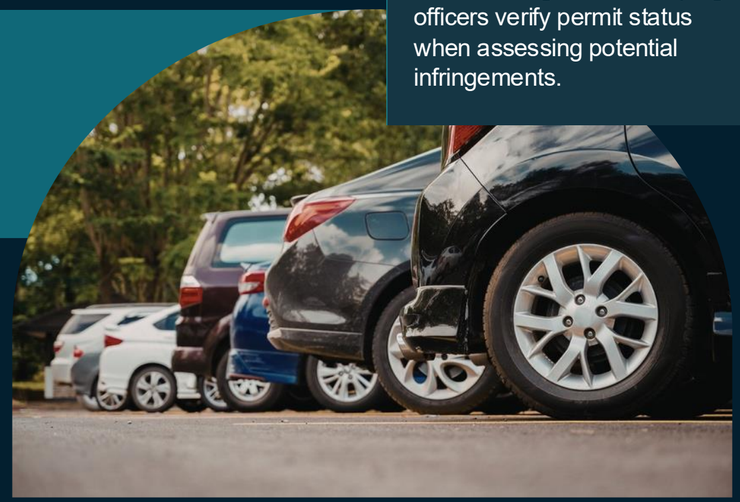
Customers

- Apply for permits online
- Save and submit applications
- Check application and permit status
- Manage visitor permits digitally
- Manage permits outside traditional business hours

Transport Staff

- Automated workflows
- Permit configuration and administration
- Document and financial management
- Reporting and audit capabilities
- Real-time permit information for enforcement officers

The system also links permits to vehicle registration, helping officers verify permit status when assessing potential infringements.



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WHAT AUCKLAND DOES NOW

Auckland uses license plate recognition technology available through mounted cameras on cars and mobile technology to collect parking information by driving through streets.

Now Auckland can conduct surveys using in-house resources, rather than relying entirely on external survey teams.



THE TECHNOLOGY CAN:

- Identify parking bays
- Identify license plates
- Capture parking survey information automatically
- Process information digitally with high confidence
- Feed the resulting data into an analytics environment



Planned survey costs have been reduced to approximately one-quarter of the previous budget, while allowing Auckland to increase the volume and scope of surveys.

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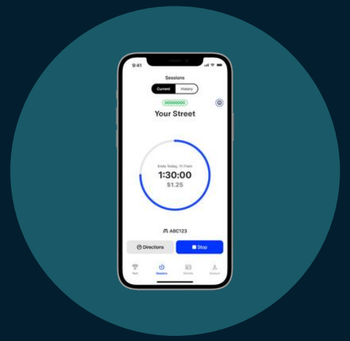
Modes of Parking Payment



Parking App

Pay and manage parking through a smartphone app

Start, stop and extend parking sessions

Receive reminders and manage multiple vehicles



Parking Meters

Pay directly at the meter

Accept debit/credit cards and coins

Increasingly use pay-by-plate technology

Solar-powered

What's new



Virtual Meters

Auckland Transport is in discussions to trial virtual parking meters, allowing drivers to access a digital parking meter through their phone via QR code or NFC, without needing a physical machine.

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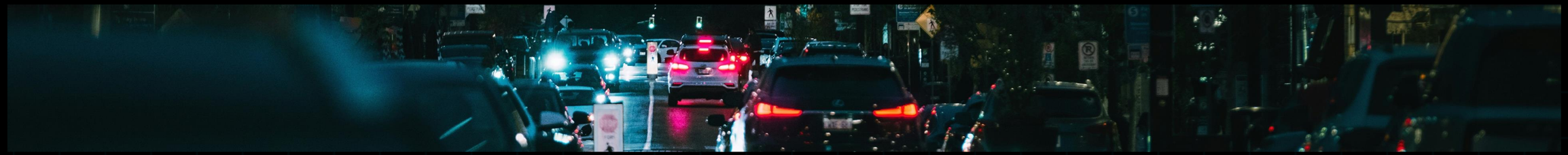
Auckland Transport



WHAT AUCKLAND'S APPROACH SHOWS

TECHNOLOGY IS BEING USED ACROSS THE PARKING LIFECYCLE

AREA	WHAT AUCKLAND IS DOING	WHAT IT ENABLES
Permits	Digital applications, management and verification	Faster processing & less administration
Payments	Digital parking payment and wayfinding	Greater customer convenience
Enforcement	Real-time access to parking information	Better compliance decisions
Data Collection & Analytics	Automated parking surveys & Parking utilization analysis	More frequent, lower-cost data & better understanding of demand

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CITY OF BRISBANE: MOVING TOWARDS A DIGITAL PARKING ECOSYSTEM

Brisbane, Australia, is progressively shifting parking from a physical, meter-led model towards digital payments and license plate registration-based parking.

HOW THEY OPERATE

- 9,000+ paid parking spaces across Brisbane, with more moving towards digital-only payment.
- 2,600 of 9,126 spaces are already digital-only.
- Drivers have the option to pay via mobile apps or cashless parking meters.
- Parking transactions are increasingly license plate registration-based, eliminating reliance on physical tickets.
- Council provides open parking data, including meter locations, operating times, rates, restrictions and parking-zone information.

MULTIPLE DIGITAL PAYMENT OPTIONS



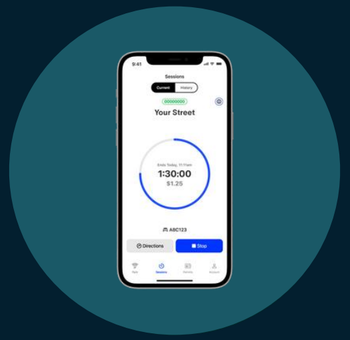
The context

Giving motorists more choice, and reducing dependence on physical infrastructure

WHAT THEY DID

From March 2026, Brisbane expanded its mobile parking ecosystem from a single provider to two mobile payment providers.

Brisbane's Parking Payment Technology Mix



Parking App

Smartphone-based parking sessions

Digital payment, session management & Multiple payment providers

Receive reminders and manage multiple vehicles



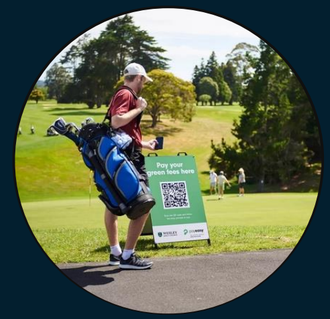
Cashless Parking Meters

Contactless card and device payments

License plate-based parking

No paper ticket required

What's coming





Guest Payment option/Web-app & virtual meters

Brisbane is in discussions to trial virtual parking meter along with guest payment option.

Suited for one-time users, international visitors and those who don't want to download an app.

Brisbane is using digital payments to make parking more flexible for motorists while giving council greater flexibility in how parking infrastructure is deployed.

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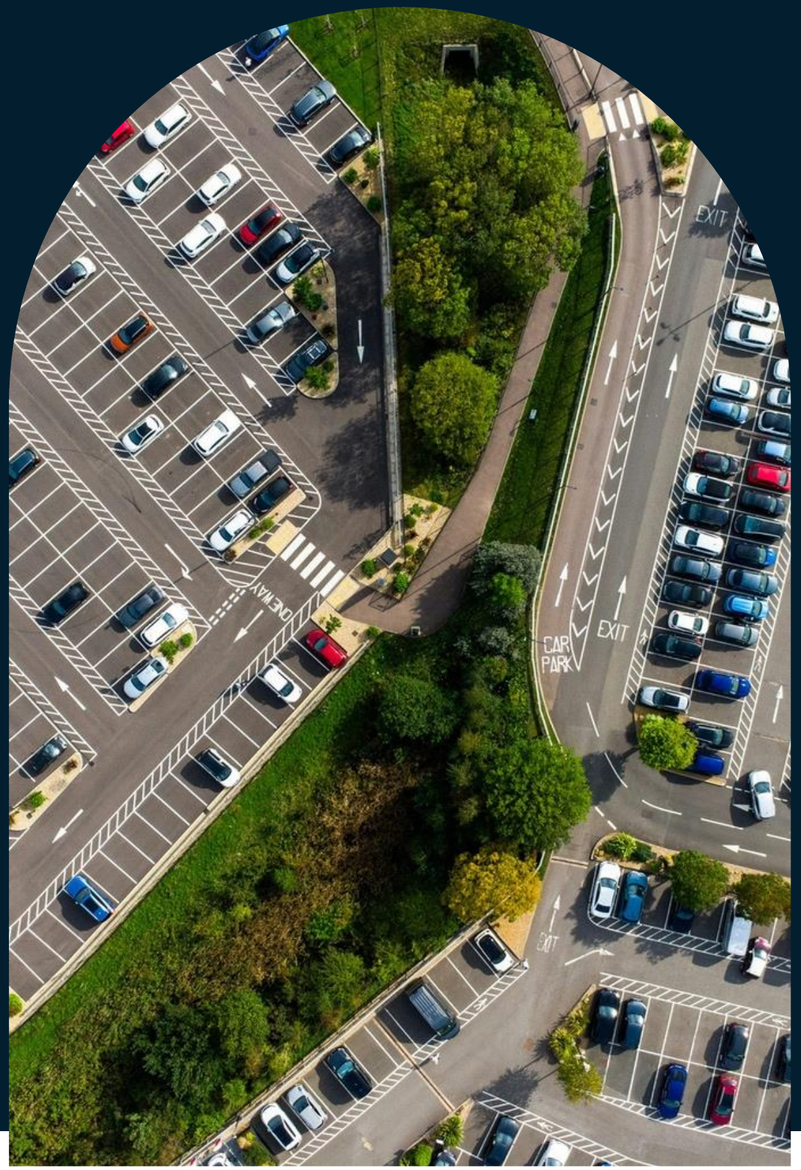
HOW BRISBANE USES INFRINGEMENT MANAGEMENT TECHNOLOGY

- Centralizing infringement activity
- Digitizing infringement processes
- Adapting to changing requirements
- Enabling resident self-service
- Supporting officers



The city of Brisbane uses technology to manage the infringement lifecycle more efficiently while giving its teams and residents a more streamlined experience.



MODERNIZING INFRINGEMENT MANAGEMENT

A modern citation management system brought the entire infringement lifecycle into one place, helping municipalities streamline operations and improve outcomes.

Capture & Manage
Centralize infringement records and maintain a single source of truth

Automate Workflows
Reduce manual data entry, hand-offs and repetitive administrative tasks

Manage correspondence
Automatically generate notices, reminders and communications using up-to-date templates

Enable self-service
Give residents 24/7 access to pay, nominate, request reviews or manage payment plans

Connect systems
Integrate with payment providers, fixed and mobile LPR system, licensing authorities and other municipal systems

Track & report
Provide real-time visibility across infringement activity, payments and outcomes

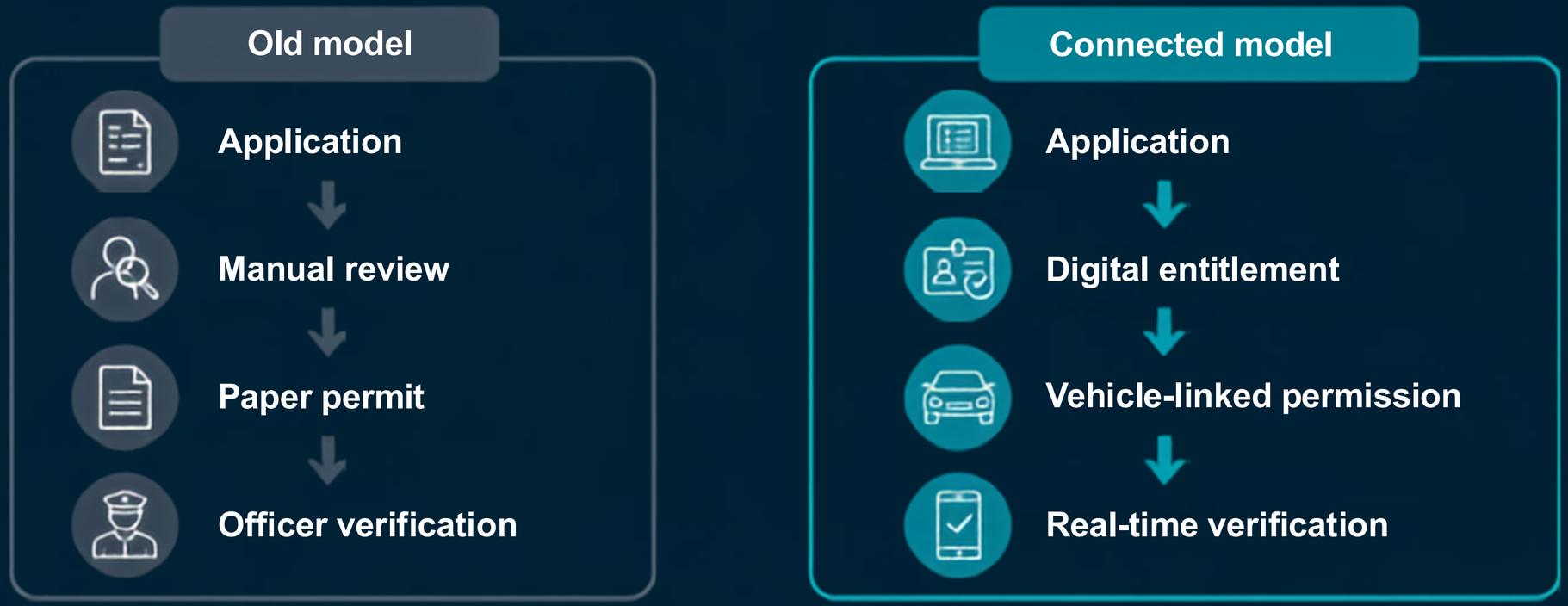
THE IMPACT

30%+ faster processing

Up to 22 hours of administrative work saved per week

Up to 15% improvement in payment rates

WHAT CAN CANADA TAKE FROM IT?



The Lesson Don’t digitize the process. Rethink the process.

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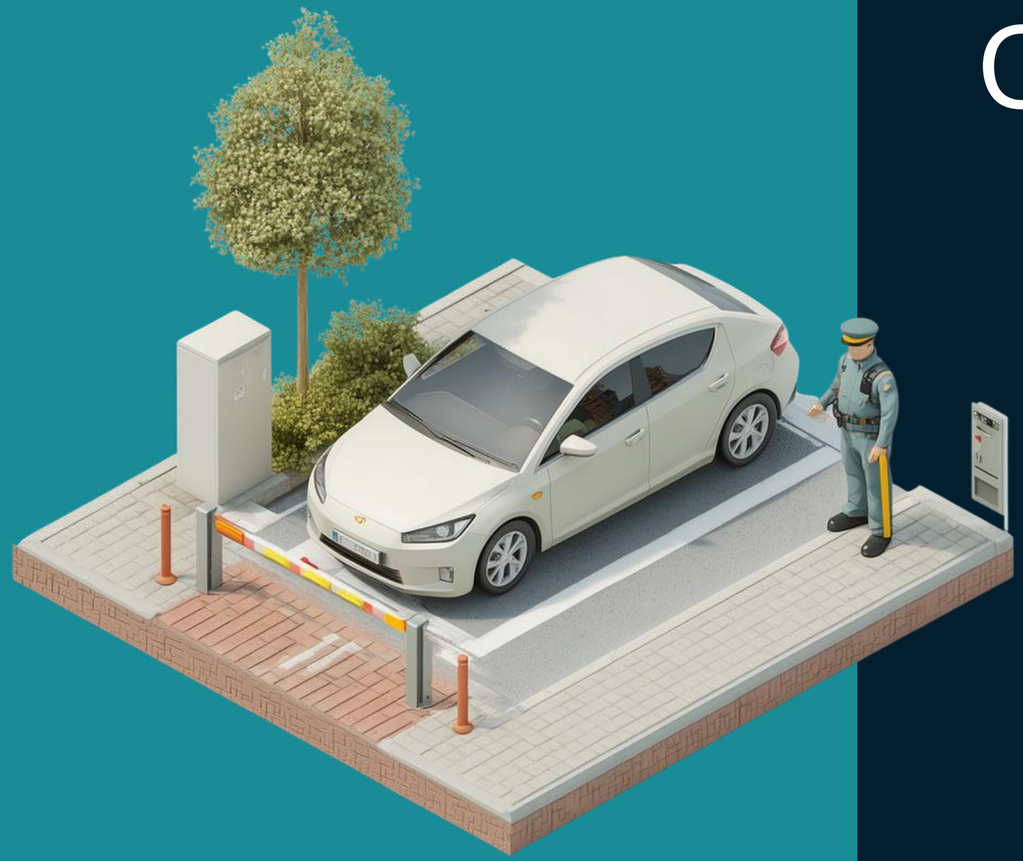

WHAT CAN CANADIAN CITIES DO DIFFERENTLY?

Move from buying technology to solving mobility problems.

- Start with the outcome
- Connect the ecosystem
- Make data work harder
- Design for flexibility
- Think beyond today's problem

Don't ask "What technology do we need?" ***Ask*** *"What do we want our mobility network to achieve?"*

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QUESTIONS?

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