

agenda

Ordinary Meeting of Council Addendum

NOTICE IS HEREBY GIVEN THAT THE NEXT ORDINARY MEETING OF THE COUNCIL OF THE CITY OF JOONDALUP WILL BE HELD IN THE COUNCIL CHAMBER, JOONDALUP CIVIC CENTRE, BOAS AVENUE, JOONDALUP

ON **TUESDAY 25 MARCH 2025**

COMMENCING AT **6.30pm**

JAMES PEARSON
Chief Executive Officer
21 March 2025

Acknowledgement of Traditional Custodians

The City of Joondalup acknowledges the traditional custodians of the land, the Whadjuk people of the Noongar nation, and recognises the culture of the Noongar people and the unique contribution they make to the Joondalup region and Australia. The City of Joondalup pays its respects to their Elders past and present and extends that respect to all Aboriginal and Torres Strait Islander peoples.

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14 REPORTS OF THE CHIEF EXECUTIVE OFFICER

14.1 RESIDENTIAL PARKING PERMITS (WARD - NORTH, CENTRAL, SOUTH-EAST, SOUTH)

WARD	North Central South-East South
RESPONSIBLE DIRECTOR	Mr Chris Leigh Director Planning and Community Development
FILE NUMBER	57618, 101515
AUTHORITY / DISCRETION	Administrative - Council administers legislation and applies the legislative regime to factual situations and circumstances that affect the rights of people. Examples include town planning applications, building licences and other decisions that may be appealable to the State Administrative Tribunal.

PURPOSE

For Council to consider information in relation to the City's parking management functions, specifically in relation to permits in residential parking areas, in response to a Notice of Motion received at Council's meeting held on 25 February 2025 (CJ031-02/25 refers).

EXECUTIVE SUMMARY

The City has managed parking via a permit in some of its residential areas since 2009. Traditionally this has been through a paper permit to demonstrate eligibility to park in a 'permit zone', a vehicle has to display the physical permit where it is able to be sighted by a City officer.

A major review of the permit system was undertaken in 2018 and resulted in Council's decision to gradually reduce the number of permits that a property is eligible for over a number of years. One of the key drivers behind this decision was the need to ensure that an adequate parking turnover was maintained to balance the competing needs of users and expectations that adequate on street parking will be available for residents and visitors.

In 2024, Council awarded a tender to enable the implementation of the City's Integrated Parking and Compliance Management System (IPCMS).

The IPCMS project is the replacement of all aspects of the City's separate paid-parking, parking permit, enforcement, and infringement management systems into an integrated digital solution.

In late 2024 and early 2025, the City embarked on the next phase of the IPCMS project to transition the traditional, paper-based residential permit system to a digital ePermit system.

The ePermit system allows residents to manage their parking permits and register vehicles online at their own convenience, meaning residents and visitors will no longer be required to display permits on their vehicles, or physically move permits between vehicles. The system also provides significant operational efficiencies for the City as patrols are able to be undertaken via licence plate recognition technology rather than through the visible sighting of a hard copy permit on-foot.

Whilst some community members have embraced the transition to an ePermit system, the City is mindful of feedback from other community members who have expressed concern with the change.

The primary queries and concerns that the City has received as feedback to the rollout has been the following:

- How to activate visitors (particularly carers) vehicles and the management of vehicles when they are unknown until they arrive?
- Technical understanding and ability for the permit holder to use the system.
- How to manage trades vehicles?
- Requests to continue to use the physical permits in lieu of or in conjunction with the new system.

Many of these concerns have been addressed by City officers when engaging with residents one-to-one to support them in their transition.

The City continues to respond to feedback and queries through use of the following:

- Regularly updating its FAQs and providing additional resources on its website, including short 'how to' videos.
- Arranging drop-in sessions to residents to receive one-to-one support.
- Providing a dedicated officer at the City's Administration building to provide one-to-one support to those unable to attend a drop-in session.
- Having trained staff available via telephone during business hours (8.30am – 5.00pm) to provide assistance to residents who would like to engage with a City staff member but unable to do so in person.

The transition to the ePermit system was initially intended to be completed by the end of January 2025, however the City has extended this timeframe currently to the end of March 2025 to allow further time and additional support to residents yet to transition.

At its meeting held on 25 February 2025 a Notice of Motion was carried (CJ031-02/25 refers) that:

“REQUESTS the Chief Executive Officer to prepare a report to consider the continuation of the paper residential permit system for a further two years, to be used in conjunction with the recently introduced residential ePermit system. Paper residential permits will remain in effect until Council has considered and made a resolution in relation to the report.”

Consideration has been given to the option of extending the use of paper permits for a further two years (such as, notionally to April 2027). Rather than continuing the use of paper permits for a further two years it is recommended that an extension to 30 June 2025 is provided, coupled with incentives offered to encourage transitions to take place in April and May 2025.

For residents, an incentive is proposed in the form of a fee waiver for 12 months for a third parking permit, for those who transition to ePermits in April and May 2025. For carers, an incentive is proposed in the form of a fee waiver for 12 months for service provider permits, for those who transition to ePermits in April and May 2025.

It is also suggested to offer these incentives retrospectively to those who have already transitioned to ePermits.

BACKGROUND

Parking management

The City manages parking on land within its control as a way of avoiding adverse impacts on local residents, businesses and visitors.

Managing parking effectively has a number of benefits for the community and the City as follows:

Enhances accessibility

Effective parking management ensures that there are adequate parking spaces for everyone, making it easier to access residences, businesses and services.

Improves safety

Well-managed parking areas can reduce the risk of accidents and improve safety.

Optimises available space

Properly managed parking can make the best use of space, ensuring that parking areas are used efficiently and effectively.

Economic benefits

Well-managed parking can attract more customers to businesses and visitors to the City Centre by making it easier to find parking, which in turn can improve local economies and support small businesses.

Reduces traffic congestion

Proper parking management can help reduce the amount of time spent searching for available parking, reducing traffic congestion and improving overall traffic flow.

Parking schemes

The City manages parking on land within its control via parking schemes.

Parking schemes are designated areas throughout the City where some form of parking management is in place. They are created over discrete areas and can take a number of forms, typically comprising one or a variety of management measures, such as issuing permits, imposing time restrictions or requiring a fee to be paid.

The introduction of a parking scheme occurs where:

- parking demands are causing a hazard to residents and/or other road users
- parking is damaging City infrastructure or infrastructure owned by other government agencies
- parking is having a significant detrimental effect on local amenity

Parking schemes are developed to meet the needs of each scheme area to provide the best parking management outcome and currently can consist of one, or a combination of the following:

- Paid parking.
- Time-restricted parking.
- Permit parking.
- General parking restrictions.

Parking Schemes Policy

The City's *Parking Schemes Council Policy* provides guidance for the City on the range of strategies available to effectively manage parking on land within its control via parking schemes.

The current *Parking Schemes Council Policy* was originally adopted in 2012 and originated from two separate policies that existed prior, namely the *Resident / Visitor Parking Permits for Joondalup City Centre Policy* and the *Parking Schemes for Suburban Areas Outside of the Joondalup City Centre Policy*.

A joint review of the *Resident / Visitor Parking Permits for Joondalup City Centre Policy* and the *Parking Schemes for Suburban Areas Outside of the Joondalup City Centre Policy* was conducted in 2011, identifying significant duplication between the two.

As an outcome to the review, at its meeting dated 21 August 2012 Council revoked both policies and adopted the *Parking Schemes Council Policy* (CJ162-08/12 refers).

The *Parking Schemes Council Policy* includes information detailing the following:

- The instances where a parking scheme may be introduced.
- The possible components of a parking scheme.
- Clarifies that parking permit areas may be established in locations with a designated parking scheme as a way of avoiding adverse impacts on local residents.

A review of the *Parking Schemes Council Policy* was undertaken in 2018 (CJ027-02/18 refers) which resulted in minor amendments to the policy.

A further review was undertaken in 2023 and gave specific consideration to the management of parking in coastal locations (CJ081-05/23 refers).

Residential permit parking

There are two distinct areas where the City manages residential parking via permits:

- the Joondalup City Centre (for areas where paid parking does not apply) (Attachment 1 refers)
- in some streets in close proximity to Warwick, Woodvale and Currambine train stations (Attachments 2, 3 and 4 refers).

There are currently 2,570 properties that are eligible to receive a parking permit with the potential to administer 7,710 permits.

Location	Eligible properties	Permits available	Permits issued (2024)
City Centre	1,749	5,247	2,220
Currambine Station	100	300	17
Warwick Station	550	1,650	195
Whitfords Station	171	513	38
Total	2,570	7,710	2,470

Under the current Council-endorsed position, each property is eligible to receive two free permits and to purchase one additional permit for \$100. The take up of a third permit is limited, with 49 third permits issued in 2024/25 (out of 2,570 eligible).

Background to residential permit parking

Residential permit parking in the Joondalup City Centre

Council adopted a *Resident / Visitor Permit Parking Policy for Joondalup City Centre* at its meeting held on 15 July 2008 (CJ126-07/08 refers).

The intent of permit parking was to ensure that residents and their visitors had access to adequate parking and to protect the parking amenity of residents in the non-fee paying areas. In September 2008, Council deferred the introduction of the *Resident Visitor Permit Parking Policy for the Joondalup City Centre*.

A revised *Resident / Visitor Parking Permit Policy*, for Joondalup City Centre was developed, and approved by Council, at its meeting held on 17 February 2009 (CJ014-02/09 refers).

The main features of the revised City Centre Policy were as follows:

- Allow each residential address, within a designated permit parking area, to apply for up to five resident / visitor parking permits, in any combination, free of charge each year.
- Allow each residential address to apply for additional permits, of any type, with a fee payable for each additional permit issued (\$30 per annum / \$20 per half year).
- Enable permits, issued to residents on the eastern side of Lakeside Drive whose properties face Lakeside Drive, to be exempt from payment of parking fees in these areas, as well as being able to park in the adjacent residential streets to the east.

City Centre permit parking areas initially encompassed three areas which included the residential streets on the eastern side of Lakeside Drive and a portion of the area on the western side of Lakeside Drive which is southeast of Edith Cowan University (ECU).

Between 2009 and 2011 a further five additional City Centre permit parking areas were approved to include the remainder of the residential areas on the western side of Lakeside Drive, southeast of ECU and all of the residential streets in the City Centre, which are north of Shenton Avenue. These additional permit parking areas were introduced following the submission of petitions from, and community consultation with, residents in these areas. Increased commuter parking and student parking by drivers using these streets as an alternative to paid parking was the principal impetus.

Residential permit parking in suburban areas

At its meeting held 18 August 2009, Council adopted the *Parking Schemes for Suburban Areas Outside of the Joondalup City Centre Policy* (CJ183-08/09 refers).

The suburban areas policy had a similar intent as the City Centre policy but limited each residential address to a maximum of three resident / visitor parking permits, in any combination, free of charge.

The reduced number of permits was considered more appropriate in these suburban areas, as many of these properties had on-site parking spaces (such as garage, driveway or verge) to meet their normal day to day parking needs.

Suburban Resident / Visitor permit parking areas were applied to the residential streets in parts of Warwick and Duncraig near Warwick Train Station (Attachment 2 refers) and a small section in the south-west of Woodvale near Whitfords Train Station (Attachment 3 refers).

These were introduced in response to resident concerns relating to the use of these streets by train commuters. At its meeting dated 8 December 2020 (CJ189-12/20 refers), Council supported an additional permit parking area to be established near Currumbine Train Station to also respond to similar concerns relating to the use of nearby streets by train commuters (Attachment 4 refers).

As outlined above, in August 2012, Council revoked both policies and adopted a consolidated *Parking Schemes Council Policy*.

Review of resident / visitor parking permits

At its meeting held 17 July 2018, Council considered a review of the existing allocation of resident and visitor parking permits.

The review considered issues relating to the allocation of these permits and the impact of the allocation on a limited availability of parking for permit holders.

The review identified that the parking permit arrangements that applied in suburban areas around some train stations (such as, suburban Warwick / Duncraig and Woodvale areas) were operating satisfactorily and did not warrant any change. Demand for parking permits in the suburban parking permit areas was not strong with less than 20% of the residents taking up the opportunity to obtain a permit.

The review also identified that the parking permit arrangements for the City Centre were experiencing a number of issues, particularly relating to the large volume of permits that had been issued. Over 70% of residents in the City Centre permit parking areas had been issued with parking permits, many of these in areas where there is a higher density of residential properties and strong demand for parking.

The review also recognised that the demand for parking spaces will continue to grow and that there was a need to ensure that an adequate parking turnover remains so residents and visitors can access parking facilities. The City has a responsibility to effectively manage residential parking to balance the competing needs and meet residents' expectations, that adequate on street parking will be available for them and their visitors.

As an outcome to the review, Council adopted a phased approach to gradually reduce the number of permits each property is eligible for as follows (CJ124-07/18 refers):

- “1 *SUPPORTS the revised approach to the management of annual permits in the City Centre commencing calendar year 2019 as follows:*
- 1.1 *Reduce the current maximum of five free permits, in the City Centre, to a maximum of three free permits and one purchased permit which can be issued to each property for the calendar years 2019 to 2022 inclusive;*
 - 1.2 *A maximum of two free permits and one purchased permit which can be issued to each property for the calendar years 2023 to 2027 inclusive;*
 - 1.3 *A maximum of two free permits which can be issued to each property commencing calendar year 2028 with no permits available for purchase;*
 - 1.4 *The fee for permits available for purchase to be set at \$100 each to apply commencing calendar year 2019;*
 - 1.5 *Retain the ability for property managers and trades people to purchase one permit per area, per year;*
 - 1.6 *That “Resident Parking Permits” and “Visitor Parking Permits” be replaced with “Annual Parking Permits” commencing calendar year 2019;*
- 2 *ENDORSES the amended Parking Permits – Conditions of Issue and Use shown as Attachment 9 to Report CJ124-07/18;*
- 3 *NOTES the amendments referred to in part 1 above will not come into effect until the expiry of the current permits at the end of December 2018.”*

In accordance with Council’s resolution above properties are currently eligible to receive two free permits and to purchase one additional permit.

DETAILS

Transition to ePermits

Integrated Parking and Compliance Management System

The introduction of a new ePermit system is the next stage of implementation of the Integrated Parking and Compliance Management System (IPCMS) project.

The IPCMS project is the replacement of all aspects of the City’s separate paid-parking, parking permit, enforcement, and infringement management systems into an integrated solution. The project intends to deliver enhanced and modern technology to replace various parking equipment and systems that have reached or are close to reaching end of life, with many systems currently unsupported or supported on an ad hoc basis.

The separate components of the integrated parking and compliance management system include paid parking meters, parking payment app, ePermit system, enforcement management system, infringement management system and licence plate recognition technology.

The technology adopted (and now implemented) to manage paid parking throughout the City also allows residents to apply for and self-manage parking permits online. Additionally, like the introduction of the new paid parking technology, ePermits also provides significant operational efficiencies for the City as patrols are able to be undertaken via licence plate recognition technology rather than through the visible sighting of a hard copy permit on-foot. This means a greater number visits to areas to monitor parking can be undertaken, which in turn, is anticipated to result in greater compliance and availability of bays within these areas.

The ePermit system allows residents to manage their parking permits and register vehicles online at their own convenience, meaning residents and visitors will no longer be required to display permits on their vehicles, or physically move permits between vehicles. As per the current position adopted by Council, each property is eligible for two free permits, and one paid permit. The system allows up to four vehicles to be registered on each permit and therefore up to 12 vehicles can be registered per property at any point in time.

The ePermit system went live on 6 January 2025 with a view of completing the transition by the end of January. Toward the end of January 2025 residents were advised that the date to complete the transition had been extended to 31 March 2025.

The rationale for ePermits

Switching from a paper-based permit system to a digital system can support the community and the City in the following ways:

Convenience

Residents can apply for and self-manage parking permits at their own convenience. Residents and visitors will no longer be required to display permits on their vehicles, or physically move permits between vehicles as this is able to be managed electronically under the ePermit system at any time.

Compliance

The ePermit system reduces the opportunity for the system to be misused thereby encouraging compliance with parking regulations.

Efficiency and speed

The ePermit system will allow City officers to undertake patrolling of permit areas in a considerably shorter timeframe, meaning less resources are required to complete this task.

Level of service

Completing patrols more efficiently creates an opportunity to deliver a higher level of service to the community by increasing the number of patrols undertaken in the same timeframe. Alternatively, it creates capacity for City officers to attend to other tasks, improving levels of service for other forms of tasking.

Cost savings

It is anticipated the ePermit system will reduce operational costs by eliminating the need for paper and, more significantly, reduces labour costs.

Environmental impact

The ePermit system contributes to environmental sustainability as it reduces the use of paper and physical resources.

Data analytics

The ePermit system will allow the City to more readily analyse data to assist in future decision-making.

How to apply for ePermits

To obtain an ePermit for the first time, residents create an account via the platform, accessible through the City's website. They then complete an application that requires details such as their address, occupancy type, proof of occupancy, and vehicle information. These requirements are in place to ensure permits are issued only to property occupiers, maintaining fairness and equitable parking access for all residents and their visitors. The approach to short-term rental accommodation remains unchanged. These accommodations, which are not classified as residential housing under the permit system, are not eligible for parking permits under the terms and conditions.

Once submitted, a City officer reviews the application, and the resident receives an email with the outcome. Residents can use any ePermit, whether free or paid, for trade or visitor vehicles.

The system allows them to log in, add vehicle registrations, and activate a permit by selecting the relevant vehicle. When activated, the system displays a green indicator next to the registration, confirming the vehicle's authorisation to park.

Each permit allows up to four registered vehicles, and residents can update which vehicle is active throughout the day. All changes are recorded in an audit trail accessible to both permit holders and relevant City officers.

At the time of preparing this report approximately 47% of current permit holders have transitioned to creating and actively using the ePermit system.

Data protection

As part of the tendering process, the City procured the parking system under licensing agreements, as is standard with most technology solutions. EasyPark hosts and configures the permit website but does not manage or own the data. All data remains the confidential property of the City of Joondalup, and its management is handled internally.

Before finalising the contract with EasyPark, the City conducted data privacy and system security checks. All data is securely stored and managed in compliance with legal and industry best practices, with stringent measures in place to prevent loss, unauthorised access, or misuse.

Monitoring, compliance and enforcement

Monitoring, compliance and enforcement within residential permit zones is intended to ensure parking availability for residents and their visitors.

One of the technologies enabled by the IPCMS project is the use of mobile licence plate recognition (MLPR) for monitoring and enforcement. MLPR scans licence plates to determine whether a vehicle is authorised to park in a given location via permit or payment.

This allows officers to undertake compliance via this licence plate recognition technology rather than on-foot where a hard copy permit needs to be sighted. This efficiency gain provides greater opportunity for the City's Field Officers to attend to requests and tasks more quickly.

The ePermit system also reduces the ability for the system to be misused through things like photocopying permits. It is therefore anticipated that the ePermit system will enable a greater rate of compliance which in turn the City anticipates will result in more availability of parking within permit areas.

City officers take a practical approach, exercising reasonable leniency in cases where a permit has been issued but contains a minor error, such as the vehicle registration entry. The system is not intended to penalise residents or visitors for genuine mistakes nor is that the intent of City officers.

All monies from parking infringements are retained by the City of Joondalup. No external providers receive infringement income or conduct enforcement activities on behalf of the City.

Parking infringement revenue is transferred to a dedicated Parking Facility Reserve, which can then be used in the provision of parking-related facilities and services.

Estimated cost savings of ePermits

It is estimated that the annual cost to administer the paper-based permit system is \$145,158.63.

The estimated annual cost of administering the ePermit system is \$35,000 representing a potential operational saving of \$110,000 per year.

Estimated annual operational cost		
	<i>Paper-based permits</i>	<i>ePermits</i>
Materials/postage	\$6,421.20	-
Licencing	-	\$12,000
Field Officer labour cost	\$92,000	\$23,000
Casual wages	\$46,737.43	-
Total	\$145,158.63	\$35,000
Estimated saving		\$110,158.63

The ePermit system will remove the material and postage cost incurred with the paper-based system, however a licencing fee for the software will be required.

More significantly however is the reduction in employee costs that will result from a more efficient way to monitor the City's permit areas as well as the reduced need to engage casual staff to support the annual issuance of paper-based permits.

Support for transition to ePermits

The City was mindful of concerns that some residents have regarding the shift from our current, paper system to an online, digital approach and sought to provide support in a number of ways.

In the lead up to the transition;

- Correspondence was sent to permit holders (via email for those permit holders the City has email addresses for and letters for the others) informing them of the new ePermit system on 18 December 2024.
- Social media stories and updates to the City's website (including FAQs) and information flyers at Joondalup Library and the Administration Building reception were rolled out on 20 December 2024.
- Further letters were also sent to permit holders whose initial email correspondence bounced back to the City on 24 December 2024.
- The City 'beta-tested' the introduction of the ePermit system with City staff who were transitioned across in December 2024 to give the administration insights into particular areas of support the City may need to provide residents as they move from one system to another.

Since going live;

- Communication was sent to all permit holders on 6 January 2025 to announce the system was live and how to access and apply.
- The City hosts information sessions to assist residents in moving to the new ePermit system. Staff are available at these sessions to support residents in applying for their permits, and managing the vehicles linked to the permits.
- A dedicated staff member is available at the front counter of the City's Administration building to provide support and assistance one-on-one directly to any residents who have been unable to attend information sessions.
- Staff are also available during business hours (8.30am – 5.00pm) via telephone to provide one-on-one support and assistance to residents.
- The City regularly updates its website with additional FAQs as new queries arise and has produced and uploaded two short videos to assist residents with the transition.

The primary queries and concerns that the City has received as feedback to the rollout has been the following:

- How to activate visitors (particularly carers) vehicles and the management of vehicles when they are unknown until they arrive?
- Technical understanding and ability for the permit holder to use the system.
- How to manage trades vehicles?
- Requests to continue to use the physical permits in lieu of or in conjunction with the new system.

Many of these concerns have been able to be addressed in person at the drop-in sessions, where officers have met with each resident one-on-one to ensure their specific concerns and issues were addressed appropriately.

The following summarises the written correspondence the City has received in relation to the transition:

Suburb	General enquiry / request	Complaint	Total
<i>Joondalup</i>	245	31	276
<i>Duncraig</i>	8	-	8
<i>Warwick</i>	3	3	6
<i>Woodvale</i>	4	1	5
Total	260	35	295

Phone calls and in-person interactions are not captured in the above summary. In relation to in-person interactions, most of which have occurred as part of drop-in sessions, it has been observed that the majority of attendees have been Joondalup residents.

Further support for residents requiring care and care providers

The City is sensitive to the feedback received, particularly from a number of our residents who are not digitally proficient or who receive at-home care from a range of service providers. Based on this feedback the City has been exploring further solutions to provide additional support in the transition to the ePermit system as well as what support we can provide in the ongoing management of an ePermit.

In relation to carers, the City has alternative options in place for regular carers who frequent permit areas. A 'service provider permit' has been created, tested and is ready to implement. Silver Chain, one of the key service providers, is engaging constructively with the City and other providers, such as MercyCare and independent parties have also contacted the City and been informed of the option to purchase a service provider permit. A service provider permit will be issued and managed by the care agency and their team members, meaning a resident will not have to be responsible for providing their property-issued permit to their carer.

The City also understands the need to assist residents that receive support from service providers that may not be affiliated with a larger agency or provide care on more of an ad hoc basis.

In response, the City is investigating ways to streamline access to the permit portal for visitors/residents. One solution under development is a QR code that residents can share with their guests (such as, visitors or carers), providing direct access to the permit portal where all they need to do is sign in and activate their vehicle. The current prototype has been developed as a fridge magnet to be readily located and easily identified for convenience. The magnet will include a QR Code for the guest to scan that will take them directly to the ePermit portal. The magnet will also include space for the resident to handwrite their username, password and permit number to allow the guest to activate their vehicle on the permit. Instructions to navigate the portal as well as the City's contact details will be included on the reverse side of the magnet to provide support to those that need it.

To further support residents and more regular guests, the City is also exploring 'scheduled permits'. This would allow residents, or City officers acting on their behalf and at their request, to pre-program permits for set times and days throughout the week, simplifying parking access for routine visitors.

Continuation of the paper-based permit system alongside ePermits

In accordance with the Notice of Motion carried at Council's meeting held on 25 February 2025 (CJ031-02/25 refers), consideration has been given to continuing the paper residential permit system for a further two years in conjunction with ePermits.

Managing the paper-based and ePermit systems simultaneously is challenging and whilst a period of overlap is necessary and appropriate, a prolonged transition period (such as two years) compounds these challenges.

The continuation of paper permits for a longer period could lead to greater difficulties in fully implementing ePermits as account holders may become complacent or further insistent on retaining paper permits, particularly if there is no visible impact to the account holder.

Operationally, the overall cost of the service would increase during this time as the City will continue to incur the costs associated with the paper-based system (such as, printing and labour costs) as well as incurring the costs associated with ePermits (licensing).

Maintaining the two systems for a lengthy period of time would increase the risk of inconsistencies and the potential for errors and inefficiencies. New team members would need to be trained on each system which would have an impact on their ability and delay the time for them to become fully efficient and effective across their full range of tasks.

The longer the paper-based system continues in conjunction with the ePermit system the longer it will take to realise the benefits of the ePermit system.

Proposed solution for transition to ePermits

Whilst the proposed continuation of paper permits alongside ePermits for a further two years is not supported, an alternate approach, consisting of a shorter transition period along with incentives, is suggested as follows:

- Extend the transition period to 30 June 2025.
- Provide a free third permit for 12 months (such as, to 30 June 2026) for residential accounts that transition between 1 April 2025 and 31 May 2025.
- Provide a fee waiver for 12 months (such as, to 30 June 2026) for service agencies that take up the ePermit 'service provider permit' between 1 April 2024 and 31 May 2025.
- Retrospectively offer the free third permit or 'service provider permit' outlined above (as applicable) for account holders that have already transitioned to ePermits.

This suggested approach is intended to provide a short period of time for account holders who may have been awaiting Council's decision in response to the Notice of Motion to complete their transition to ePermits and engage with City team members if required.

This approach will also allow the City to introduce an incentive for account holders to encourage them to transition in the months of April and May to reduce the likelihood of an influx of applications in the final weeks or days prior to the full transition to ePermits taking effect.

As the intent of the above approach is to retrospectively offer these incentives to residents and service agencies that have already transitioned to ePermits fees already received would need to be refunded.

At this stage there has been 29 third permits purchased under the ePermit system, resulting in a potential refund cost of \$2,900.

There would also be an unknown cost associated with the 'missed opportunity' of receiving a fee for the cost of a third permit or 'service provider permit'. It is however estimated that this cost would be relatively insignificant (\$1,800) based on the number of properties that paid for a third permit in the 2024 calendar year (such as, 47), minus the known cost (\$2,900) of properties that have already paid for a third permit (and would be refunded).

Further, when comparing the total number of permits issued to the total number of permits properties are eligible for, there appears to be capacity to accommodate a temporary increase in the number of third permits being issued. It is then anticipated that the number of properties taking up a third permit would reduce back to previously observed levels.

There has also been three 'service provider permits' (two 'all area' and one 'single area') purchased under the ePermit system, resulting in a potential refund cost of \$700. Similar to providing a free third permit to residential accounts, there would be an unknown cost associated with the 'missed opportunity' of receiving fees for the cost of a 'service provider permit'. This opportunity cost could be managed somewhat by limiting the number of free service provider permits an agency is eligible for. It is however considered there would be significant benefit in providing this incentive as it would allow service providers an opportunity to understand how the system works which will in turn hopefully encourage greater adoption by agencies and therefore less reliance on residents to make permits available for carers.

Issues and options considered

Council may choose to:

- Support the current timeframe to transition to ePermits (such as, 1 April 2025).
- Support the timeframe to transition to ePermits as outlined in the Notice of Motion (such as, an additional two years).
- Support the proposed timeframe to transition to ePermits, supported by an incentive program, as per the officer recommendation (such as, 1 July 2025) (recommended).
or
- Not support any of options currently being considered and adopt a different timeframe to transition to ePermits (or not at all).

Legislation / Strategic Community Plan / Policy implications

Legislation *City of Joondalup Parking Local Law 2023.*

10-Year Strategic Community Plan

Key theme 1. Community.

Outcome 3-1 Connected and convenient - you have access to a range of interconnected transport options.

Policy Not applicable.

Risk management considerations

Initiatives to respond to the risks associated with a transition from a traditional, paper-based permit system to the ePermit system have included the following:

- Communication ahead of the transition taking place.
- A period of time during which both systems remain in effect to allow account holders a reasonable timeframe to transition and learn the new system.
- A variety of resources and supports to assist residents with the transition.

Additional initiatives have been put in place in response to feedback and to further manage risks associated with the transition to ePermits, including the following:

- An extension to the period of time provided for account holders to transition to ePermits.
- Additional ways in which community members can engage with City team members for support.
- Additional online supports to assist with learning how to use the ePermit system.
- The investigation of further supports to assist residents that may be less digitally proficient.

As outlined above, there are risks associated with operating the paper-based and ePermit systems for a prolonged period of time. These include following:

- An increased reluctance to transition.
- Additional costs.
- Increased operational impacts.
- Delayed realisation of ePermit benefits.

The City proposes to manage these risks by providing a shorter transition period (such as, to 30 June 2025) and by offering an incentive to encourage greater uptake in the immediate.

Financial / budget implications

It is estimated that the implementation of an ePermit system to manage the City's residential parking permit areas will result in \$110,000 of savings each year.

Continuing the paper residential permit system for a further two years in conjunction with ePermits will delay the time before these savings can be realised. For the period of time when both systems are in place it is likely that the overall cost of the service will increase during as the City will continue to incur the costs associated with the paper-based system (such as, printing and labour costs) as well as incurring the costs associated with ePermits (licensing).

It is also noted that the City's proposed incentives will have both a tangible and unknown cost. As the intent is to also retrospectively apply the proposed incentives to accounts that have already transitioned to ePermits, the City would be required to refund any accounts that have already purchased a third permit or a 'service provider permit'. At the time of preparing this report, this will cost \$3,600 as 29 third ePermits (\$2,900) and three 'service provider permits' (\$700) have been purchased.

There is also an opportunity cost that will be forfeited from residential account holders that would have otherwise purchased a third permit and from service providers that would have otherwise purchased a 'service provider permit'. Whilst this cost is unknown it is anticipated that it would be relatively insignificant. It is also considered that the potential benefits, such as a smoother transition to ePermits over a period of three months, coupled with the learning outcomes for service providers, outweighs the potential financial impact.

Regional significance

Not applicable.

Sustainability implications

Environmental

The ePermit system contributes to environmental sustainability as it reduces the use of paper and physical resources.

Social

The ePermit system allows residents to manage their parking permits and register vehicles online at their own convenience, meaning residents and visitors will no longer be required to display permits on their vehicles, or physically move permits between vehicles.

Solutions and supports implemented and proposed seek to assist residents with their transition to ePermits and with the ongoing use of the system so existing quality of life and social connections can be maintained.

Economic

It is estimated that the implementation of an ePermit system to manage the City's residential parking permit areas will result in \$110,000 of savings each year.

Consultation

Consultation has not been undertaken in response to this Notice of Motion.

COMMENT

The City has managed residential parking through paper permits since 2009, requiring vehicles in designated zones to display these permits for eligibility verification by officers.

In 2024, the City began implementing its Integrated Parking and Compliance Management System (IPCMS) project, combining its separate parking-related systems into an integrated digital solution.

As part of IPCMS, the City began transitioning to a digital ePermit system in late 2024, with a view of replacing the traditional paper permit system.

While some residents have embraced this system, others have raised concerns regarding the transition process, the ongoing management, how visitors (particularly carers) will be impacted and have indicated a preference for retaining physical permits.

City team members have endeavoured to respond to resident concerns through one-to-one support and other resources such as FAQs, instructional videos, drop-in sessions and telephone assistance.

Initially scheduled for completion by 31 January 2025, the transition timeline was extended to 31 March 2025 to accommodate further support needs.

In February 2025, Council considered a Notice of Motion to contemplate the use of paper permits alongside ePermits for a further two years. The City has considered the Notice of Motion and rather than continuing the use of paper permits for a further two years, it is recommended that a shorter extension to 30 June 2025 is provided. Additionally, incentives are proposed to encourage transitions to take place in April and May 2025, with these incentives also being retrospectively offered to early adopters.

The City remains committed to addressing feedback and refining the ePermit system where possible to ensure the transition takes place as smoothly as possible for all residents.

VOTING REQUIREMENTS

Simple Majority.

RECOMMENDATION

That Council:

- 1 NOTES the information contained within the report in relation to the City's management of residential parking permits and the approach taken in relation to the transition to the ePermits system;**
- 2 SUPPORTS the continued use of the paper-based permit system until 30 June 2025 to be used in conjunction with the ePermit system;**
- 3 SUPPORTS the incentive of waiving the fee for the cost of a third residential permit, valid until 30 June 2026, for eligible residential accounts that transition to ePermits between 1 April 2025 and 31 May 2025;**
- 4 SUPPORTS the incentive of waiving the fee for the cost of a 'service provider permit', valid until 30 June 2026, for eligible service agency accounts that transition to ePermits between 1 April 2025 and 31 May 2025;**
- 5 NOTES that the incentives outlined in 3 and 4 above will also be offered retrospectively to eligible account holders that have already transitioned to the ePermit system.**

ATTACHMENTS

1. City Centre Resident Visitor Permit Parking Areas [**14.1.1** - 1 page]
2. Warwick Train Station Resident Visitor Permit Parking Area [**14.1.2** - 1 page]
3. Woodvale Resident Visitor Permit Parking Area [**14.1.3** - 1 page]
4. Currambine Train Station Permit Parking Area [**14.1.4** - 1 page]

14.2 CONFIDENTIAL - SORRENTO BEACH ENCLOSURE (WARD - ALL)

WARD	All
RESPONSIBLE DIRECTOR	Mr Nico Claassen Director Infrastructure Services
FILE NUMBER	105359
AUTHORITY / DISCRETION	Executive - The substantial direction setting and oversight role of Council, such as adopting plans and reports, accepting tenders, directing operations, setting and amending budgets.

This report is confidential in accordance with s5.23(2) of the *Local Government Act 1995*, which permits the meeting to be closed to the public for business relating to the following:

- (c) *a contract entered into, or which may be entered into, by the local government and which relates to a matter to be discussed at the meeting.*
- (d) *legal advice obtained, or which may be obtained, by the local government and which relates to a matter to be discussed at the meeting.*

A full report is provided to Elected Members under separate cover. The report is not for publication.

**25 MARCH 2025 - ORDINARY MEETING OF COUNCIL -
ADDENDUM AGENDA ATTACHMENTS**

**14.1 RESIDENTIAL PARKING PERMITS (WARD - NORTH, CENTRAL, SOUTH,
SOUTH-EAST).....2**

14.1.1 CITY CENTRE RESIDENT VISITOR PERMIT PARKING AREAS.....2

14.1.2 WARWICK TRAIN STATION RESIDENT VISITOR PERMIT PARKING
AREA.....3

14.1.3 WOODVALE RESIDENT VISITOR PERMIT PARKING AREA.....4

14.1.4 CURRAMBINE TRAIN STATION PERMIT PARKING AREA.....5



 1 - 8 resident/visitor parking permit areas.

WOODVALE RESIDENT / VISITOR PERMIT PARKING AREA





Currambine Train Station