FAQs

Smart meter technology

Do parking time limits apply?
Yes, the 2-hour, 4-hour and 8-hour paid parking limit signage still applies and is enforced.
The maximum time you can park and pay for corresponds to the space you are using.

Are there any changes to 15 minutes free parking?
15 minutes of free parking is available in all 2P spots, either as a standalone session or as a grace period after payment.

The extended 15-minute period won't be reflected on the session end time however enforcement will occur after the 15-minute grace period has expired.

How much is it to park?
Credit cards incur a minimum fee of $1 for the first 30 minutes, increasing in 50c increments for every 30 minutes afterwards. If paying by coin for selected 2P meters, a minimum of 10 cents is required.

Increments on charges is different between the machine and the smartphone app.
Further information on the incremental charges can be found below under the Townsville Parking app section.

Are cash and card payment options available?
Yes, you will have the choice of paying by contactless payment at the meter or via the Townsville Parking app for 4-hour and 8-hour paid parking areas.

You can pay using coins or contactless payment, or opt for the Townsville Parking app for 2-hour paid parking areas at selected meters in the CBD.

Will there still be coined meters?
Yes, there are selected 2-hour parking meters in the CBD that accept payment by coins.
There are no coined meters at The Strand, Palmer St or Fulham Rd medical precinct.

Will I still be able to pay for a park using a pay station/meter?
Yes. Two models of pay stations/meters accept contactless payments.

Selected 2-hour paid parking meters have both coin and contactless payment options available.

Why don't I have to display a ticket?
As a result of the smart meter technology, parking tickets no longer need to be displayed on vehicles. This feature minimises the inconvenience of having to return to the car to display tickets, while also reducing paper waste.

Frequently Asked Questions

Vehicle registration numbers - what will mine be used for?
Compliance purposes require access to and use of registration numbers. Whenever an infringement occurs, it must be accompanied by a registration number.

Now we can determine payment and overstay by linking the registration number with payment technology, rather than walking from car to car to observe such transactions.

We will not be collecting or disclosing any of your personal information.

How do infringement notices work?
Parking infringements will be issued by parking inspectors and placed on the windscreen as per the current practice.

How do I receive a receipt when paying for parking?
If you are at a 2P coin machine, you are required to enter your receipt code into **myparkingticket.com.au** to receive an emailed receipt. The receipt number will appear on the screen just after the payment is processed. You need to record this to be able to obtain your receipt from the website.

If you are at a meter where it accepts contactless payment only, you can scan a QR code and this will bring up your receipt where you can then email it to yourself. Alternatively, enter the receipt code online at **myparkingticket.com.au**.

If you are unable to retrieve the receipt code online, Customer Service can raise an Information Request for you. Please provide:

- The meter ID or meter name
- Your licence plate number; and
- Date and time of the parking session

To contact Customer Service, phone 13 48 10 or email enquiries@townsville.qld.gov.au to retrieve your receipt code.

I selected 15mins free parking but now I need to stay longer. The meter won't let me add money until my 15mins is up. What do I do?
Currently you can't have two sessions with the same meter. You can either wait until the session has expired or use another meter in that section of street e.g. the cross-street on either side such as Walker Street between Stokes and Stanley Streets. Time limits still apply.

My time is up in 20 minutes but I need to stay longer. Can I top it up now? Do I need to move my car?
You can stay longer if you don't exceed the time limit in that area. For example, if you park in a 4P zone, then you can only stay for a total of 4 hours. You can top up as many times as you like if you don't stay past the time restrictions e.g. 2P, 4P or 8P zones.

Frequently Asked Questions

To top up your parking using the meters:

1. Select paid parking
2. Enter number plate
3. The meter will tell you how long you have left and give you the option to top up.

To top up your parking using the smartphone app:

4. Stop the session when you have finished parking.

I've forgotten how long my parking is valid for. How can I check?
For the coin and contactless payment meters (you must use the meter that you paid with):

1. Tap the information button
2. Tap the "car with P" icon
3. Enter your number plate
4. The screen will show your time remaining.

For the contactless payment only meters (you must use the meter that you paid with):

5. Enter your number plate and the machine will show the time remaining. You can also access your E-Receipt this way.

Townsville Parking app

How does the Townsville Parking app work?
The Townsville Parking app is similar to other parking apps that are currently being used daily by other Councils throughout Australia. The app is tailored for Townsville.

Council has built an easy-to-understand user guide with videos to ensure that you know how to use the smart meters and parking app.

How do I download and use the app?
The app is available to download on the Apple App Store and Google Play Store.

Click the links above or search "**Townsville Parking**" in your app store to download.

How does the Townsville Parking app work?
Once you park your car, you can 'start' a parking session. When you return to the car, you 'stop' your session.

Payment via the app is only made once you press 'stop' to end the parking session. You will only be charged for the time you are there. On the app, the cost is $1 minimum then in 2P it increases by increments of 50 cents per 15 minutes. In 4P zones, the fees are $1 per 30min increments. In 8P, the fees are $1 per 30min increments up to $10 which is the maximum charged for anything over 5 hours.

Frequently Asked Questions

How long do I have to sign up for?
A binding period does not exist. You can cancel your subscription anytime.

What payment method does the Townsville Parking app accept?
It is possible to pay with a Visa or MasterCard credit or debit card.

Can someone help me download and set up the app?
Yes, you can find help at the Flinders St Library, and in the Customer Service Centre at 103 Walker Street.

Why should I use the Townsville Parking app?
Parking in the city will be quicker and easier with this smart parking system, allowing people to pay without a trip to the meter.

What if I enter my registration number incorrectly?
Council will use discretion when issuing fines for genuine mistakes. In the case you believe you shouldn't have been fined for your infringement, you can appeal the decision.

To edit your registration number in the app, simply go to Profile > My Account > Manage Vehicles > Select the pencil icon to edit your vehicle details.

Is there a ticket I need to display in my car?
Paper tickets are no longer provided.

You will be required to enter your number plate details instead, which acts as your identifier eliminating the need for a printed ticket.

When I park, how do I know how much time I have left?
The time remaining can be found by entering your number plate into the same parking meter you used. On the app the parking session will continue until you either stop the session or it reaches the maximum time allowed in that area. On the app it will display how much time has elapsed in real-time.

I don't own a smartphone; how can I pay for parking?
Selected meters in 2P areas accept coins or contactless payment via card.

Payments are only accepted via contactless card payments in 4P and 8P parking areas.

When time runs out, will the Townsville Parking app alert you?
No. When using the app, the session will continue until you either stop the session or it reaches the maximum time allowed.

Does the Townsville Parking app allow me to reserve parking spaces?
No, you cannot reserve parking spaces.

Does the Townsville Parking app work if I use more than one car?
Yes, you can add multiple vehicle registration numbers in the app. When starting your session, select the registration number of the car you are using.

Information correct as of July 2024

Frequently Asked Questions

Does the Townsville Parking app accommodate the free 15 minutes of parking?
You need to visit a meter if you require free parking for 15 minutes only. If you pay via the app, the 15 minutes will be applied at the end of the session as a grace period. The extended 15-minute period won't be reflected on the session end time however enforcement will occur after the 15-minute grace period has expired. This applies to 2P zones only.

If I forget to end the parking session, what should I do?
Your parking session will automatically conclude once your time limit is reached (either 2P, 4P or 8P).

Time limits apply and enforcements will occur if you are parked longer than the designated time.

What is the location where the Townsville Parking app can be used?
Within the Townsville city parking area. View the city parking map.

Paid parking is expanding in Townsville so you will be able to use the app for these new locations. Visit the Townsville Parking Expansion project page for more information.

What if I forget to stop the app when I get back in the car and leave – will I get a fine?
You will only get a fine if your car is physically in the spot and you have either overstayed the time restriction (e.g. over 4 hours in a 4P zone) or you have overstayed the time you have paid for.

How do I top up my session on the app?

There is no need to top up. Simply stop the session once you have finished your parking session.

I've parked my car in an 8P zone and have started my parking session in the app. I then move my car at lunchtime and can't find a spot when I return in the same 8P zone but have found a park in an adjacent 8P zone. Do I need to stop my session at lunchtime or can my session be carried over to another zone?

This scenario is the same as the previous parking system where you could move around (e.g. moving from one 8P zone to another 8P zone). If you have started your session in the app, you can move between paid parking zones. Please remember that **time restrictions still apply.** An infringement will occur when you haven't started your paid parking session in the app and when you exceed the time restrictions in that zone (e.g. staying for 3 hours in a 2P zone).

Any additional changes?

Are there any changes to disabled parking?
No. There will be no change to how disabled parking operates. The app is not required to be used. Permits are still required to be displayed. Visit the Townsville Parking webpage for more information on disability parking.

Are there any different charges for concession card holders or pensioners?
No. This remains unchanged with the smart meter technology.

Need help or further information?
Visit Council's website or call us on 13 48 10.