



Frequently Asked Questions

FAQs

Townsville Parking Expansion

What is the Paid Parking Expansion?

The Council 2024/25 Budget introduced changes to paid parking arrangements within the Local Government Area.

These changes include:

- An increase in parking costs to \$2 per hour, to a maximum of \$10 per day and;
- An expansion of the paid parking footprint across the city, at The Strand, Gregory Street, Mitchell Street, Palmer Street and the Fulham Road medical precinct.

Why expand paid parking?

The purpose of Council's decision to introduce paid parking into additional areas of the city was underpinned by social and financial factors:

- To promote the efficient use of parking spaces by encouraging turnover and discouraging long term or unnecessary parking, allowing a fair and equitable access to available parking.
- Assist in the reduction of congestion in busy areas by having paid spaces available and having people stay for shorter durations, facilitating better traffic flow.
- Improved parking management through the introduction of smart parking technology such as the Townsville Parking app that can provide trends on parking usage, detect overstays and optimise future parking and traffic options.
- Provide a revenue source that will contribute towards the upkeep and mid-life upgrade of The Strand.
- Support for local businesses by providing parking spaces near a customer's desired location

Why now and what else was considered?

Paid parking was introduced to the city 23 years ago and the price has remained constant at \$1/hr up to a maximum of \$6/day for the past 14 years.

In 2022, as part of the parking meter replacement in the city, Council commissioned PSA Consulting to undertake a parking study. The aim of the report was to gain an understanding of the existing parking supply and demand (both occupancy and duration of stay) within and nearby Townsville city, to forecast future parking growth and utilisation including demand, occupancy and duration of stay.



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Ideally parking utilisation should be kept below 85%, where possible, to ensure that sufficient parking is available to meet demand and minimise congestion from ongoing circulation of vehicles searching for available spaces.

The report concluded that given there is significant demand in all study areas, intervention is required to ensure that parking demand does not exceed the parking supply and utilisation is kept to a maximum of 85%.

The report considered provision of additional parking spaces; however, this was not recommended due to the capital cost of construction and ongoing operational maintenance cost as well as the likelihood of increased demand on the local road network.

The report considered the introduction of timed parking without introducing paid parking as an option to increase turnover of traffic. However, the study found that the current time constraints were broadly being adhered to and would not encourage faster turnover of vehicles.

The introduction of timed parking without additional paid parking revenue would also increase operational costs to Council to maintain enforcement activities in these areas without a revenue offset.

How will the community benefit?

The introduction of paid parking on The Strand, Gregory Street, Mitchell Street, Palmer Street and the Fulham Road medical precinct aims to balance the needs of businesses, residents and workers while offsetting the cost of maintaining key community assets.

It is anticipated that by 2026, 1 in 5 people will be unable to find a parking space in certain locations at The Strand.

Paid parking at these locations will improve the turnover of parking bays and increase visitor numbers, encouraging a steady turnover of traffic, making it easier for visitors and customers to find parking spots and help increase foot traffic for local businesses in these areas.

The revenue raised from paid parking will ensure Council continues to deliver core services to the community and reduce additional rates increases, despite rising operational costs.

Options explored were to either:

- Add an additional 1% rate increase (2024/25) and 0.85% increase in 2025/26,
- Reduce quality and delivery of core services; or
- Install parking meters at additional locations across the city.

City parking fees have not been increased in 14 years, with the increase still less than other comparable cities. This increase is necessary to maintain core services for our community.



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What will the revenue generated by paid parking be used for?

The revenue raised from paid parking will be re-invested back into the community and offset the operating costs of The Strand and other community assets.

The 2024/25 Budget included more than \$6M in operating costs for the Strand.
The following costs are attributed to the operational maintenance of The Strand:

- Daily servicing of The Strand (rubbish collections, parks services, BBQ cleans, cleaning of three public amenities).
- The Strand Waterpark operation and maintenance.
- Provision of lifeguard services at Strand Net 1, the Rockpool, the Waterpark and Strand Net 2 (supplemented by volunteers from Picnic Bay SLSC).
- Provision of two stinger nets.
- Weekly drain and clean of the Rockpool, including filters to prevent foreign matter ingress.
- Beach renourishment.
- Playground repairs and maintenance.
- Maintenance of the pathway network, roads, drains and street furniture.
- Community Safety initiatives such as the Community Response Vehicle patrols and the CCTV network.
- Annual arborist inspections and pruning of trees; and
- Electricity.

The Strand is close to 25 years old, with aging infrastructure in a seaside setting requiring increased maintenance expenditure. When The Strand was built in 2001, the population of the city was 142,012 and in 2023 has seen an increase to 201,433 (Source: ABS Regional Population Growth, Australia, 2023 (various editions)). The increased patronage of around 70% has placed a strain on the available amenities, as they have aged and seen a rise in upkeep.

It was agreed that some of the costs of maintaining and servicing The Strand should be recovered from those who frequent this space through the introduction of paid parking (user pays), rather than a rate increase for all ratepayers.

What is the expected cost to implement and revenue to be generated?

- Conservative revenue projections, based on 70% utilisation of paid parking spaces, indicate \$3.839M per financial year.
- This revenue is the equivalent of a 1.85% rate rise across the LGA.
- The cost to install paid parking at new locations is estimated at \$1.77M.
- Enforcement and operational maintenance of new metered areas is expected to cost approx. \$382,000 this financial year and \$623,000 annually thereafter.

Paid parking

How much will it cost to park?



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Paid parking fees in the city increased on 29 July 2024 to \$2 an hour and \$10 per day. Regular time limits apply.

Commuters can park for 15 minutes free at 2P paid parking locations when using on-street parking meters. 15 minutes free parking is available as a stand-alone session on 2P meters. If you pay via the app or the meter in a 2P zone for more than 15mins, the 15 minutes will be applied at the end of the session. 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.

People with disabled permits will continue to be able to park for free.

For more information on paid parking, visit [Townsville Parking](#).

Where are the new locations?

The new areas where paid parking will apply are:

The Strand and surrounds: (Monday to Sunday) from 9am-5pm.

- The Strand (Sir Leslie Thies Drive to Howitt Street) 4P timed zones, except near Tobruk Pool which will be 2P timed zones.
- Gregory Street (The Strand to Eyre Street) 2P timed zone while the corner of Eyre St will have both 15min and 1P parking zone.
- Mitchell Street (Leichhardt Street to Stuart Street) 4P timed zones while the Gregory Street intersection will include 2P parking zones.

Palmer Street and surrounds: (Monday to Sunday) from 9am-5pm.

- Palmer Street (Ross Street to Dean Street) 2P timed zone.
- Dibbs Street 2P timed zone.
- Anthony Street 4P timed zone.
- Tomlins Street 4P timed zone.
- Plume Street (Tomlins Street to McIlwraith Street) 2P timed zone.

Fulham Road medical precinct: (Monday to Friday) from 9am-5pm - 4P timed zones.

- Fulham Road (Kings Road to Doris Court)
- Doris Court
- Diprose Street (Southern end to Vivian Street)
- Turner Street
- Thomas Street
- Park Street (Fulham Road to Derby Street)
- Lothair Street
- Albury Street (Park Street to Western end)
- Alroy Street

View the new [parking meter locations maps](#).



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What are the days and time for paid parking?

Paid parking for The Strand, Gregory St, Mitchell St, and Palmer St will be in place 7 days a week (Monday to Sunday) from 9am-5pm.

Paid parking for the Fulham Rd medical precinct will be in place on weekdays (Monday to Friday) from 9am-5pm.

What are the parking zone time limits?

- The Strand will have 4P timed zones, except near Tobruk Pool which will be 2P timed zones.
- Mitchell St will have 4P timed zones while the Gregory Street intersection will include 2P parking zones.
- Gregory St will have 2P timed zones while the corner of Eyre St will have both 15min and 1P parking zones.
- The Palmer St parking zones will have 2P zones along Palmer St, Plume St and Dibbs St. The Palmer St carpark, Morehead St intersection and from Anthony St to Tomlins St are 4P zones.
- The Fulham Rd medical precinct and surrounds will consist of 4P timed zones.
- City paid parking will remain the same Monday to Friday from 9am-5pm.

Are there maps available that outline the areas where paid parking will be implemented?

Yes, maps are available that outline each area and the parking zone limits. These can be found on the [Townsville Parking Expansion](#) project page.

Will the parking machines be cashless?

Yes, new locations will have cashless machines. You can also pay for your parking with the Townsville Parking app.

A video outlining how to use the parking meters and the Townsville Parking app can be found on the [Townsville Parking](#) webpage on Council's website.

What does paid parking at these locations mean for residents?

Household (single dwellings) residents that live in the areas where paid parking is expanding will be able to apply for a single permit to allow them to use paid parking (within the zone of their address) at no cost and no time limits.

This will be an electronic system that links permits to registration plates, as used in the stadium event parking area.

Conditions apply and Council will consider applications on a case-by-case basis. Visit [Am I Eligible for a Parking Permit?](#) for more information.



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How do I pay for parking?

Visit the [Townsville Parking webpage](#) for all parking-related information.

A video outlining how to use the parking meters and the Townsville Parking app can be found on the [Townsville Parking webpage](#).

Will Council continue to offer free parking for specific events?

Council will continue to implement periods of free parking to align with specific events, for example, Christmas in the City. In addition, Council will provide a free park-and-ride service for major events at The Strand.

This will allow free parking at sites such as Dean Street through a shuttle service.

While paid parking has been introduced to new areas there is still free parking nearby to all the locations allowing choice between paying for an available space or using free parking and a short walk.

Related information

What provisions are there for people with disabilities?

Council recognises the use of Disability Parking Permits issued by any state or national authority. Your permit entitles free unlimited parking in any disabled parking bay or zone and in any timed parking area where the time permitted is half an hour or greater.

You may not park in any loading zones, no stopping zones, bus zones or any 5 or 15 minute parking areas for longer than the time specified on the traffic signage applicable to the parking space.

Do I have to pay to visit the memorial (Anzac Park)?

The Strand paid parking extends from the Rockpool to Sir Leslie Thiess Drive, including Anzac Park. The inclusion of paid parking at The Strand is expected to improve the turnover of parking bays. Visitors will be able to access the memorial easier with the increased availability of parking spaces.

Free parking options are available within a short walk of Anzac Park and are shown on the parking map found on the [Townsville Parking Expansion](#) project page.

Where do I park if I want to use the Tobruk Pool?

Paid parking at The Strand includes the Tobruk Pool area with 2P zones enforced Monday to Sunday. The inclusion of paid parking at The Strand is expected to improve the turnover of



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parking bays. Tobruk Pool users will be able to access the pool easier with the increased availability of the parking spaces.

Free parking options are available within a short walk of Tobruk Pool and are shown on the Parking map found on the [Townsville Parking Expansion](#) project page.

How will paid parking re-invigorate the CBD?

The expansion of paid parking across Townsville will improve the turnover of parking bays, increasing visitor numbers.

For more information on Townsville Parking including paid parking rates, maps and FAQs, visit the [Townsville Parking](#) webpage.