

# MOTORBIKE E-PERMIT FAQ'S

City of Darwin is pleased to introduce new electronic permits.

## Off Street Motorbike Reserved Electronic Permits

Electronic permits are now available and required for any motorbike wanting to park at the undercover West Lane and Dragonfly carparks. Motorbikes with a valid permit can park in any of the motorbike bays marked "Reserved Parking".

## Why are all off-street reserved parking permits moving to electronic?

City of Darwin is transitioning to electronic permits for reserved parking to enhance efficiency, convenience, and sustainability, aligning with our 2030 strategy to be recognised as a smart and prosperous city. By adopting electronic permits, the city aims to streamline the permit application process, reduce paperwork, and improve the management of reserved parking spaces. This transition contributes to the city's overarching goals of improving urban mobility, reducing traffic congestion, enhancing the overall parking experience for residents and visitors, and embracing technological advancements to create a more sustainable and liveable environment.

## What are the benefits of an electronic permit?

- ✔ **Quick and easy process:** Applying for an electronic permit is a streamlined and user-friendly experience. Users can complete the application process efficiently without the need for complex paperwork or in-person visits.
- ✔ **Automated reminders:** Electronic permits provide automated reminders for permit expiration dates. Users receive timely notifications, ensuring they can renew their permits promptly.
- ✔ **No physical permit display:** With electronic permits, there is no need to display a physical permit on the dashboard of the vehicle. This eliminates the hassle of dealing with physical permits that can be lost, damaged, or forgotten.
- ✔ **Online application:** This will reduce the need for users to visit the physical office at West Lane to apply for a permit. The online platform allows for convenient and remote application submission, saving time and effort for permit applicants.
- ✔ **24/7 access:** Electronic permit systems enable users to log in at any time and from any device to manage their permits. This flexibility allows users to conveniently review their permit details, make changes, or renew permits whenever and wherever it is convenient for them.
- ✔ **Instant approval** (subject to availability): In most cases, electronic permits can be instantly approved upon application, subject to availability and any specific requirements. This means users can quickly obtain their permits without lengthy processing times, enhancing convenience and efficiency.
- ✔ **Parking in reserved bays:** Electronic permits grant users the ability to park in any bay marked as reserved. This provides users with more parking options, improving accessibility and convenience in busy areas.

## Are electronic motorbike permits available in all Darwin carparks?

Motorbike permits are only available in City of Darwin's West Lane and Dragonfly undercover carparks.

## Why are reserved motorbike parking permits being introduced in West Lane and Dragonfly carparks?

These two carparks offer undercover and secure options for motorbike parking and are no longer free for motorbike vehicles. Reserved motorbike permits are available at a heavily discounted cost to vehicle reserved parking.

## What types of permits are available:

Monthly motorbike e-permits are available and can be purchased for \$50 per month. This averages \$1.60 per day, including access on weekends.

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## Can I park in a motorbike bay without a permit?

No. User's without a permit will need to either:

1. Pay for parking in a car space at the vehicle hourly/daily rate via the PayStay app,
2. Park for free outside at on-street parking, or
3. Purchase an electronic permit.

## How does the electronic permit work?

Users will login to a portal from the City of Darwin website, setup an account and be able to apply for and manage their permits from any device at any time. From here, applications for permits can be completed on the spot. In most instances the permit will be approved automatically once payment is processed unless there are special requirements or new access cards are required.

## How do I set up an account and apply for a permit?

1. From July 2023, the online portal will open to customers via the City of Darwin website parking permits page: <https://www.darwin.nt.gov.au/resident-services/parking/parking-permits/parking-permits>.
3. On this page will be a link to the [vPermit portal](#), where users can create an account and apply for the relevant permit.
4. There are separate permit options available for motorbikes.
5. For further assistance with completing your application, please contact 08 8930 0300.

## What payment methods are available?

Credit card and cash (pay in person) payment methods are available. Cash payments require the exact amount to be paid as we are not able to give change. No Basics Cards will be accepted.

## Will I have a designated reserved parking bay?

No – there will be no designated parking bays. The permit allows users to park in any space labelled 'Reserved Parking'.

## What if there are no spaces to park in reserved parking – the area is full?

Please call 08 8930 0300 to inform our team about this. We will advise you the best alternative for parking, inform our Regulatory Services Team that your permit will be valid for that day in a different area and request them to complete a patrol of the reserved parking area to infringe any illegal parkers.

## Do I need an access card?

Access cards are required for the West Lane and Dragonfly Carparks. These multistorey carparks are locked at night. If you require 24/7 (after hours) access to these carparks, you can select the permit type that includes an access card. An access card fee of \$27.50 applies.

## How do I collect my access card?

If you require an access card for West Lane or Dragonfly carparks, select the relevant e-permit which includes an access card for 24/7 access. Processing time for these permits can take up to 7 business days. Once processed, you will receive an email that your card is available for collection at our Civic Centre Customer Service Desk. Payment of \$27.50 for the access card can be made via credit card online at the time of purchase or can be paid in cash at Customer Service upon collection. If paying in cash, please ensure you have the correct amount for payment as change cannot be provided. Access card fees are non refundable. City of Darwin kindly ask that when you no longer require your access card that you return it so it can be recycled.

## How long are the permits valid for?

Permits can be purchased for up to 30 days at a time.

A notification will be sent to your email 7 days before expiry, so you have the option to renew if you want to keep the reserved parking allocation. Please ensure to check your junk email folder.

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## What can I do if there are no permits available to purchase?

Customers will be added to a waitlist. As spaces become available, the next customer on the waitlist will receive notification that the space is available for purchase. This space will be held for 4 days before being offered to the next customer on the waitlist. The waitlist will have limited capacity, if capacity has been reached customers will be advised to check availability again in due course.

## How do I renew?

When you are sent the notification, you can simply follow the link to complete your renewal.

## What happens if I let my permit expire?

If your permit is not renewed by the expiry date, that reserved space will be available for purchase by the next customer on the waitlist. If your permit expires without renewal, you will need to re-purchase a space. If no spaces are available for purchase, you will be added to the waitlist.

## What if I need to cancel?

You can log into your account at any time to cancel. Pro-rata refunds will be available unless cancellation is within 14 days prior to the permit expiration. Pro-rata refunds are calculated as per the charged parking days Monday-Friday. Weekend parking in off-street carparks are free Saturday and Sunday.

## How are refunds processed?

When a cancellation has been completed, a pro-rata refund will be processed against the initial payment method provided. Meaning it has to be refunded to the same credit card details that was used to purchase the permit. If you paid for your permit in cash, a request for refund will be made to our accounts team and EFT payment to your nominated bank account will be processed within 14 business days.

## Can someone else use my permit?

No, these permits are not transferrable. However, the system will allow an allotted maximum number of changes to be modified (depending on the permit type), meaning if you sell a bike and buy a new one, you will be able to update this on your permit.

## What security measures are in place to protect my personal and payment information on the electronic platform?

The vPermits portal on City of Darwin's website is managed by Smart City Solutions parking digital platform. This platform is one of the most advanced and interconnected solutions in the parking industry. City of Darwin is a PCI Service Provider and must adhere to the most rigorous security standard and vulnerability checks.

## How can I report any issues or problems with the electronic platform?

Customers can contact City of Darwin via email to [darwin@darwin.nt.gov.au](mailto:darwin@darwin.nt.gov.au)

## How can I provide feedback or suggestions for improving the electronic platform?

Feedback and suggestions can be sent to [darwin@darwin.nt.gov.au](mailto:darwin@darwin.nt.gov.au)