

VEHICLE E-PERMIT FAQ'S

City of Darwin is pleased to introduce new electronic permits.

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

City of Darwin is transitioning to electronic permits for reserved car 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 the Civic Centre 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.
- ✔ **Flexible permit options:** Electronic permit systems offer various permit durations, such as monthly, quarterly, or yearly options. This flexibility allows users to choose the permit duration that best suits their needs, providing convenience and cost-effectiveness.
- ✔ **Instant approval** (subject to availability): In many 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.

What type of permits are available?

Private: These are permits for individual users. Private permits are allocated 1 space, can have up to 2 vehicles registered to the permit. The listed registered vehicles can have their status switched as many times as needed to show which vehicle is active.

Business: These are permits for businesses. Business permits can be purchased for 1 space or 5 spaces and can have up to 2 vehicles registered to each space. Business permits are allowed to switch between the 2 registrations listed as many times as they required to indicate which registration is active. Business permits can be purchased a maximum of 5 times. A business will need to upload a copy of their ABN look up to verify it is a business.

Corporate: Corporate permits are allocated as many spaces as required (pending availability) and have a maximum number of 1 vehicle registered to each space at any one time to each permit. Users can change the vehicles registered to the permit an unlimited number of times to suit their business' needs. Corporate users are required to submit a permit request for our staff to process, rather than an instant approval. Once approved, users will have the access needed to update registrations as needed once the permit process is completed.

Staff: These permits are for the use of City of Darwin Staff that park at the Civic Centre or Nichols Place. Staff are required to pay for their parking on a day-by-day basis.

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How does the electronic permit work?

Users will login to a portal from our 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 required.

Are electronic permits available in all Darwin carparks?

The permits are only available in City of Darwin's off-street carparks: West Lane, Dragonfly, Darwin Oval, Nichols Place and Mitchell/Daly Street.

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

1. From July 2023, the online portal will open to all current reserved parking customers via the City of Darwin website parking permits page: <https://www.darwin.nt.gov.au/resident-services/parking/parking-permits/parking-permits>
2. On this page will be a link to the [vPermit portal](#) where users can create an account and then apply for the relevant permit.
3. There are different permit options available for Private use, Business, Corporate or Staff.
4. 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. Bank transfer payments are available for Corporate accounts only.

Will I have a designated reserved parking bay?

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

If bays are not designated, how will available spaces be identified?

The total number of bays have been programmed into the system for each carpark. As the spaces are filled, the available spaces will decrease.

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.

Are there any special provisions for accessible/disabled parking?

Customers can choose a permit for Westlane or Dragonfly Carpark for accessible parking. As these spaces are limited, proof of disabled parking is required at permit application which will then be reviewed by City of Darwin staff.

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 apply for an 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.

What if I buy a new car and need to update my permit with the new vehicle registration?

Simply go into the portal, and next to your active permit, click on the 'manage' button where you can update the vehicle details for that permit.

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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 business 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 long are the permits valid for?

Permits can be purchased for 30 days, 90 days or 365 days depending on the type of permit that is chosen. 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.

Are annual permits pro-rata?

Yes, an annual permit can be purchased from 1 July 2023 anywhere up to 31 March 2024 and only be charged pro-rata for the time left on the permit. After 31 March, customers can purchase a quarterly permit to take them up to 30 June 2024.

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, 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. If the permit was paid using cash, or via bank transfer for Corporate Users, 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, in the permit application you are able to choose an allotted number of vehicles to be registered against that permit. Between those vehicles registered, only 1 car per space can be active at any one time. The system will allow an allotted maximum number of changes to be modified (depending on the permit type), meaning if you sell a car 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

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

Feedback and suggestions can be sent to darwin@darwin.nt.gov.au