

Driving Better Parking

Frequently asked Questions



What is 'Driving Better Parking'?

Noosa Council uses advanced vehicle mounted camera technology, and Automatic Number Plate Recognition (ANPR) software to monitor regulated parking.

This system improves the current processes significantly by enhancing the detection and enforcement of parking regulations across the Noosa area. The system includes a vehicle equipped with high-speed cameras, and integrated GPS.

What does it do exactly, and where will it be?

The vehicle drives through parking areas, capturing photographs of vehicle registrations where a potential offence is detected. A single pass can identify most illegally parked vehicles. All alerts are verified by an experienced Officer to ensure that a breach has occurred.

How does it work?

The vehicle patrols parking areas, capturing images of illegally parked vehicles and recording their GPS location, registration number, and time. When verified, this information is used to issue notices for illegal parking to the registered owners via post.

Why has Council introduced this system?

Noosa Council recognises the importance of effective parking management in supporting a good transport options for residents, business and visitors. These include:

- Enhanced detection and accuracy in identifying parking offences
- Works in all weather and at night.
- Monitoring of time limited parking to maximise access to parking for all motorists.
- Enhanced road safety for pedestrians and drivers.
- Supports local businesses by enhancing traffic flow, road safety, and accessibility.

How is your privacy protected?

Noosa Council takes privacy seriously. The technology uses photo masking technology to protect the identities of individuals and other vehicles which are inadvertently captured. Images of vehicles not identified as illegally parked and people are removed from the system prior to processing. Access to the system and information is restricted, monitored, and recorded. All data is handled as required by the *Information Privacy Act 2009* (Qld).

Does it work in poor light and rain?

Yes, the technology operates in all weather conditions, including low-light and undercover car parks.

Will Parking and Regulation Officers still patrol on foot and issue infringement notices?

In some cases yes. The vehicle-based approach to monitoring significantly increases officer safety by reducing exposure to violence and aggression.

How are notices issued?

Notices are issued by mail to the vehicle owner. A motor vehicle search is conducted to send the notice to the registered owner, and all correspondence is clearly marked as Noosa Council correspondence, including relevant photographs.

How long does it take to receive a notice?

It may take up to two weeks for a notice to arrive, depending on the state where the vehicle is registered. Payment or appeal options are available for twenty-eight (28) days from the notice issuance date.

How will I know if I have received an infringement?

Generally, you will not be aware if your vehicle has been identified for an infringement notice. If parked illegally, a notice will be posted to the registered owner.

Will the vehicle know if I have moved my vehicle?

Yes, the system uses GPS and photographic equipment to check with the vehicle has moved between patrols. It can check details like wheel position and GPS. Ensure you move your vehicle to another area when you reach the time limit.

Do I have a right to appeal against a penalty?

Yes, the right to appeal a parking fine remains unchanged regardless of how it is issued.

What happens if I have a disability permit displayed?

Parking regulations remain unchanged. Ensure your permit is displayed clearly, and park in a legal parking space.

Will there be any changes to parking rules?

The introduction of ANPR Technology aims to improve parking compliance without changing existing parking rules.

Where can I get more information?

Visit Noosa Council's parking webpage at [Noosa Council Parking Regulations](#) for detailed guides on safe and legal parking. For further information, contact Council at 07 5329 6500.

For more information visit

Council's offices at 9 Pelican Street, Tewantin.

Alternatively,

Email: mail@noosa.qld.gov.au

Call: (07) 5329 6500

