Parking Changes 2023 Information Pack

Central Operations Services

January 2023

THE UNIVERSITY OF
SYDNEY

Introduction

From January 2023, the University is introducing Pay As You Go (PAYG) parking system across the Camperdown, Darlington and Mallet Street campuses.

PAYG will replace our current permit system to support our shift to more flexible work and study practices and to encourage less car use to reduce the emission of carbon oxide gas to the environment.

The PAYG means you will only pay for the time you have parked on campus, be that a few hours or a full day rather than paying for an annual permit of parking which you may not always be able to use.

All Temporary COVID parking permits including the zero-cost motorcycle permit will expire on 31 December 2022 and all staff and students will be required to use the PAYG system to park on campus.

Why is there an increased cost from the annual permits to the daily rate for PAYG?

The annual permit system is no longer equitable or reflective of our flexible work and study practices. PAYG means you will only pay for the time you have parked on campus, be that a few hours or a full day, rather than paying for an annual permit.

While the daily rate for PAYG is an increase compared to annual permits if you are planning to drive to campus five days per week, the $5 daily rate remains substantially below the market rate for parking in the vicinity of the Camperdown/Darlington campus and remains lower compared to Sydney-based Universities.

Parking Information 2023

The University is implementing a new parking system Pay as You Go (PAYG) in 2023. This includes changes to where staff and students can park and parking costs and payment methods.

These car parking locations will be available to both staff and students between 8:30am and 4:30pm Monday to Friday.

— Shepherd Street Carpark
— SIT carpark
— Science Road
— Technology Lan
— Manning Road
— The Round House
— Veterinary Conference Centre
— Western Avenue
— University place
— Barff Road
— Bio Chem Carpark
— Maze Crescent
— Blackwattle Creek Lane
— McMaster/Vet Hospital
— Front of the Sports Aquatic Centre

VET staff should park in McMaster/Vet Hospital car park between 08:00 pm till 08:00 am Monday to Friday

These car parking locations will now only be available to staff members (no student parking) between 8:30am and 4:30pm Monday to Friday.

— The Law School Carpark
— Charles Perkins Centre
— Abercrombie Business school
— Edward Ford Building
— Western Avenue Carpark
— Sand Roll House
— Merewether Building
— Chemical Engineering
— Rose Street Carpark
— Manning Road Carpark
— Wallace Theatre
— Russel Place Carpark
— JD Stewart car park
— Michael Spence Administration
— Medical Foundation Building
— Margaret Telfer
— Nicholson Building

All car parking locations will be available to both staff and students after 4.30pm Monday to Friday and available all-day Saturdays, Sundays and Public Holidays unless otherwise advised.

There will be no change to designated disabled parking bays on campus. They will always remain available for valid RTA Mobility Parking Permit holders.

Where do I get the CellOPark app? Is this free?

The app can be downloaded for Android or Apple devices from Google Play and the App Store. It is free to download with no hidden costs.

Do I need a smart phone to use CellOPark?

No. You can register for CellOPark and start or stop a session from any computer, landline or standard mobile phone. If you park and wait until you are in your office to access CellOPark please be aware that you are open to the possibility of being issued an infringement notice during the time it takes for you walk to your office to activate your parking session.

Also, the parking meter machines on campus will still be available if you don't have access to a smartphone.

What are the premium services offered by CellOPark? How do I turn the premium services on/off?

Staff and students do not need the premium account to access PAYG on campus.
CellOPark premium services include unlimited SMS reminders and an iMoved service at $1.99 per vehicle per month. This is undertaken on a "DIDN'T PARK DON'T PAY' basis, meaning that if you haven't used CellOPark in a given billing cycle - you will not be charged.
· The SMS reminders are sent 15 minutes before parking is due to expire advising you to act
· The iMoved service is a feature that helps you to remember to stop a session. Further information can be found here.
You can opt-in or out of the service at any time from the profile page of your online account (currently via the desktop site). Just check (or un-check) the box and click 'update'.

I already have a CellOPark account? How can I add my Unikey in my current account to access the reduced parking rates?

To correct this, you can update the Uni ID field in your profile either via the app (in the side menu - my profile - personal details) or via your online account profile page.

The menu on my app says 'Visitor' instead of staff/student, what can I do?

You will need to add your Unikey into your profile. Go to Menu > My Account > My Profile and add your Unikey into the field marked 'Student/Staff ID

I had already registered my Unikey on my CellOPark account, but it is still showing me as a 'Visitor'. What steps do I need to take to change it to Staff/Student?
If you had already registered your Unikey on CellOPark account before 21 December 2022, you may need to re-sign into your account to update the details. The Profile should notify you of your status e.g., Staff, student, or visitor.
I am an affiliate at the University. Are affiliates classified as "staff" under the new parking arrangements?

Yes, if you have a Unikey then you will be classed as "staff' and will be eligible to park in staff-only parking locations and pay the reduced tariff.

I am a casual staff member and full-time student at the University. I currently hold a "Hybrid" permit. Does this mean that I can park in both the staff and student parking spots?

Yes, students with a 'Hybrid' permit can park in both staff and student parking spots.

How much does it cost to park on campus using the PAYG system?

The cost will depend on the time a vehicle is parked on the campus. However, the reduced tariff of $5.00 (capped fee) per day will be available for staff and students with a valid Unikey to park on campus.

How is the per day cap rate of $5 calculated? If I park at 2.00 pm on a day will the session be carried over till 2.00 pm the next day?

The reduced tariff of $5 (capped fee) per day is valid for same-day parking. Once a session is started it will continue running until 11.59 pm the same day unless you stop it earlier.

How much will I be charged if I only have to park for a short time?

Your parking session will be charged minute by minute up to the maximum daily rate of $5.00 per day if you park using your Unikey.

What pre-paid options can I purchase? CellOPark provides parking solutions for various councils and Universities across Australia, and whilst the CellOPark prepaid scratchy cards are offered at other campuses, the University of Sydney will initially only have available the PayPal or POLi – Internet Recharge prepaid options for parking on our campus

For more FAQs and Terms and Conditions regarding CellOPark please go to CellOPark FAQs

What happens if I park on campus twice in one day. Do I need to stop my session and restart another when I get back?

If you need to leave campus it is recommended that you do not stop the parking session if your intent is to return to the campus.

By keeping the session active you only get billed once and can utilize the capped rate of $5.00/day. If you start/stop against each session you will be charged for each parking session accordingly.

However, if you remain parked on campus across consecutive days, you'll need to start a parking session at the beginning of each day.

I am a staff member and can't see the reduced rate to park?

You must register your Unikey on your CellOPark account to purchase the reduce tariff. If you don't have a Unikey then you are not eligible to park using the reduced tariff.

Why was I charged $1 after entering my credit card details on the CellOPark app? I haven't used any feature yet.

The $1 you see on your credit card statement is not a charge and it will automatically return to your account. This does not need to be actioned.

As CellOPark charges accounts on a monthly basis, they need to ensure that the card entered is valid. CellOPark carry out a 'pre-authorisation', meaning you may see $1charged to your account. This is NOT a charge and will be released in a few days back to your account.

The Unikey registered on my CellOPark account is validated as a 'Staff', but I am still being charged $24 per day. Whom should I contact to rectify this issue?

To rectify this error please contact CellOPark customer care. You can email support@cellopark.com.au or call on 1300 467 27

Is the reduced rate available on the parking meter machines?

The reduced rate is only available on CellOPark app to staff/students with a valid Unikey. The parking machines are not able to read Unikey to provide eligibility to the reduced tariff.

I do not want to use PAYG parking. Can I park on campus using the parking machines?

Yes. However, you will not be able to access the reduced parking rates of $5.00 per day offered while using PAYG parking.

Can I choose a favourite zone, so I don't need to scroll through the whole list of zones every time?

Yes – when you have located the zone, you're likely to use more often than not, press the little star (diagram for reference only) to add it to your 'favourites' list. The favourites list is accessible from your home screen in the app.
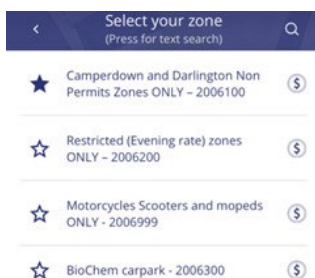
What if I don't find a parking spot?

If you cannot access a car park you will not pay for the service.

Can I still buy a permit?

No. Permits will no longer be required or available for staff and students from January 2023.

**I have a current vPermit parking permit that expires after January 2023. How much will I be refunded and when will it be processed?**

All parking permits will be cancelled on 9th January 2023. Any paid permits will be provided with a pro-rata refund for the days that permit was not used (minus a $30.00 administration fee which will be waived). The refund will be processed in as soon as possible after this date.

Why did I get infringed when I have an active parking session on CellOPark?

If you are driving different vehicle to campus, you must register the new vehicle on CellOPark app prior to parking on campus or before leaving your vehicle.

You can also check an active session from the main page of the app, look for the little car symbol on the top left of screen. Press on the car icon and it will show if you have an active parking session as well as which registration is active at a given time.
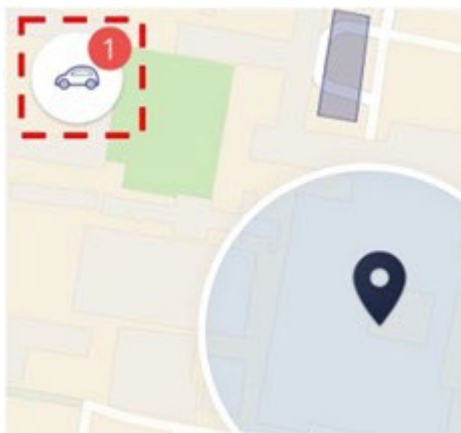
How is my personal data provided to CellOPark secured? What data is the University providing to CellOPark?

CellOPark Australia is bound by the Australian Privacy Principles of the Privacy Act 1988 APPs to protect the privacy of individuals.

Data provided to CellOPark will be shared only by the user.

The University will only provide a response to whether the Unikey entered by a user belong to a student, staff or is invalid to determine the reduced parking rate.

Can I still park on campus with a valid RTA Mobility Parking Permit?

There will be no change to designated disabled parking bays on campus.

For more FAQs and Terms and Conditions regarding CellOPark please go to

[CellOPark FAQs](#)

Need further help?

For technical support/App related queries, please contact [CellOPark Contact](#)