



Innovative Parking Solutions Ltd
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Kurt Williams
Rotorua Lakes Council
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5th September 2019

Dear Kurt,

In response to the questions raised by Moana in her email to you dated 30th August 2019 we advise as follows:

In reference to the new parking meter/pay system concept in Rotorua City, please provide the following explanations/research material used

We have no specific research material used for this. Our primary objective is to deliver the requirements of the RFP with the technology we had available to us at the time and our considerations were focussed on meeting those requirements.

In terms of your specific questions below, I have answered each one individually. It also needs to be considered when evaluating these questions, that we are limited by the technology available on the market that is suitable for the overall requirements of the contract. At present the meters are deployed on the street as the first method of interaction with the solution. We are in the process of rolling out alternative means of interacting with the parking solution that will offer further diversity. Specifically, we are rolling out a Parking App that is available to be utilised on both phones or larger devices such as tablets and we also have plate recognition technology available in the Pukuatua street carpark that requires no driver interaction at all.

1. What considerations were given to Persons with Vision processing impairments when using these screens

Parking Machine technology is designed to be operating by people with a license that allows them to drive a motor vehicle in the country where the machines are situated. This forms the baseline for impairment consideration of any type. In terms of visibility, we have opted for a solution with a full colour LED touchscreen that allows us the maximum control possible over how the interface is designed and laid out. This also allows us the highest degree of flexibility in terms of what we are able to do with this in terms of layout and operation.

In terms of your question, consideration was given through making the screen layouts as easy to use as possible and to ensure that key elements of the process were clearly defined and visible. Testing and feedback was sought, and modifications have been made along the way. We have received no feedback specific to drivers with this type of impairment to date.

The Pukuatua Off-Street will offer solutions that requires no driver interaction at the carpark and the App will be able to be run on both smartphones and larger devices such as tablets.

2. What considerations were given to Persons with Short Term/Working memory impairments

The configuration of all aspects of the system, with the exception of the fully automated plate reading technology, has been done with a driver new to the system in mind. At each step, the interface is self-explanatory requiring no training or memorising from the driver.

The most common point of feedback was with difficulty in memorising number plates which is a required component of the Pay by Plate system. Per the published FAQ's it has been suggested that motor vehicle drivers consider having a photograph of their number plate or other form of note to assist with this.

3. What considerations were given to Persons with Reading impairments

There are limited considerations available on the meters as the interface does require some ability to read. The coming interfaces will improve interactivity considerably as the App is more graphical / icon based and the Pukuatua Off-Street offers the driver the ability to purchase or have purchased a permit and then to enter and exit the carpark without any driver interaction at all.

4. What considerations were given to Persons with Cognitive impairments

The answer to this question is similar to Question 2 above as the meters are aimed at a new or inexperienced user each time. We do have the ability to streamline our interface however, we have not done this and do not believe that it is advisable. We believe that this type of impairment, along with many other groups and sectors within our society would not be well served by changes designed to speed up the parking process in favour of those possessing familiarity with the system. We believe that those possessing this familiarity would also be served by the coming technology.

To this end, we believe that the explanatory process on the meter's benefits to those without this familiarity including persons with this type of impairment.

We trust that this answers these questions in detail. We welcome discussion with qualified advisory groups and where both possible and practical, we would be more than happy to consider configuration changes aimed at making the solution easier to use for everyone. With our meters alone currently processing over 30,000 transactions every month we clearly see the benefits in everybody being able to interact with the solution in the way most suitable and beneficial to them.

Kind regards



Mike Kelly
General Manager