



(From left) Zainuddin Lai, Suasa Efektif operations director Abdul Rahman Mohd Yatim and corporate, sales and marketing director Tengku Datuk Taha Alfashni showing off the FlexiParking application that is now available to motorists in Shah Alam, Ampang Jaya and Sepang.

### Benefits of the app

Motorist	Enforcement/Local Council
Can register up to six vehicles	Officers can be tracked by the council via GPS
Payments can be made anywhere for up to six different vehicles at any one time	Number of summonses issued by every officer is recorded in the app
App will not let you overpay after the daily cut-off time	Number of compounds previously issued for every motorist is updated in the app
App will not register incomplete vehicle registration numbers to prevent errors	Keying in the vehicle registration number will show how long parking is paid for
Users can start paying from 6am to avoid the hassle when rushing for their 8am meeting	No duplicate summonses can be issued as the app registers when the most recent ticket was issued
Payments made at 6am will only take effect from 8am	Less dispute between officers and motorists due to the black-and-white timestamps in the app
Downloading FlexiParking alone is enough to pay for parking in MBSA and MPSepang areas	App acts as data collection on where and when most motorists park
Input for location or street name is not necessary if unknown	App can be a form of KPI system
Users will be notified 10 minutes before the end of the parking duration	The app will only be used if no parking ticket or coupon is displayed
Credits can be transferred to and from different accounts via the transfer button in the app	If parking fee is paid while the summons is being issued, the officer will get a pop-up message to not issue the summons
Topping up of credit is RM1 for each transaction either for a RM10 or RM50 top up	Just by keying in the street name, a list of vehicles that had paid for parking will pop up

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after seeing its implementation in MBSA," Lai said. He noted that in Sepang, initially the number of users was low as many wanted to utilise their existing parking coupons while some did not know about the app's existence.

"Usually, new users would start with a minimum RM10 but after they have experienced the convenience of the app, they are more convinced," he said.

Based on LiTS' data, almost 80% of users across all three local councils were aged 40 and below.

A user is allowed to store up to six vehicles in the app and will be notified 10 minutes before the period paid for is about to expire.

To date, the app has 14,601 users and has garnered a 4.2 star rating on the Google Play Store.

By using the app, users are also saving the environment. As of July, a total of 4,405kg of paper has been saved in Shah Alam (2,832kg), Ampang Jaya (466kg) and Sepang (1,107kg).

This is measured by taking into account the weight of a parking coupon, 3gm, multiplied by the number of bays and hours used.

To create more awareness on the app, Suasa Efektif chief executive officer Zainuddin Othman said banners were placed in commercial areas and information on the app was printed at the back of parking coupons.

"We are waiting for approval to put up the banners at bank counters and display boards," he said.

### Expanding coverage

LiTS is hoping to get more local councils on board including Petaling Jaya City Council (MBPJ), Subang Jaya Municipal Council (MPSJ) and Klang Municipal Council (MPK).

"We would love to work with the Selangor government to streamline the parking payment system in the state.

"If all the local councils are on board, this could be done more easily," said Lai, adding that they also planned to introduce the system to Ipoh, Kuantan and Melaka.

Petaling Jaya mayor Datuk Mohd Azizi Mohd Zain said MBPJ was looking at digital options to pay for parking.

"We want to go green and also be a smart city, so paying through mobile apps is part of our plans," he said.

Earlier this year, MBPJ terminated the services of parking concessionaire Godell Parking Sdn Bhd



Enforcement officers from councils that have adopted the FlexiParking app now only need a smartphone to check if motorists have paid for parking.



Multiple parking coupons displayed on the dashboard of a vehicle in Ampang. Motorists can now pay for their parking via the app. — filepic

and it is in the process of rolling out a new parking coupon system first.

"We will never completely eliminate the coupon system as not all motorists will be open to using an app," said Mohd Azizi.

Motorist Soraya Ahmad is a convert to the new way of paying for parking.

"I like the fact that I can key in many car registration numbers and help family members pay for their parking.

"I have done this for my mother," said Soraya who downloaded the app early March to use within Shah Alam.

She said the app's GPS system needed improvement to identify the right road a vehicle is parked on.

"Often I can't locate the street name and sometimes the road

signs are blocked by *ah long* stickers," she said.

Taman Sri Muda, Shah Alam resident T. Mogan was happy that the top-up fee did not expire.

"I used to buy scratch coupons and when we couldn't finish them by the expiry date, they would have to be thrown away," he said, adding that he still preferred using parking coupons than the app.

"Not everyone has a smartphone or an Internet data on-the-go. So the older generation would definitely stick to parking coupons," he said.

Klang resident Yang Yong Seng, who used the app to pay for parking in Shah Alam, hoped it would be introduced in more areas.

"Paying through the app is definitely more convenient than searching for coins or buying coupons," he said.

### Evolution of the parking system

- Since mid-1999, the state's public parking system has been fully privatised by two companies which were awarded the contract to manage the parking system via the pay-and-display method.
- Both companies, Suasa Efektif (M) Sdn Bhd and Godell Parking Sdn Bhd, signed the contract ranging between 20 and 25 years.
- Suasa Efektif was tasked to manage seven local councils — Selayang, Klang, Shah Alam, Ampang Jaya, Sepang, Kajang and Kuala Selangor.
- Godell covered Petaling Jaya, Subang Jaya, Sabak Bernam, Kuala Langat and Hulu Selangor.
- However, over the years, there has been complaints from motorists about poorly maintained parking machines which were always faulty and the hassle they had to go through to find one that worked.



- Klang Municipal Council (MPK) was one of the first to terminate its parking concessionaire back in 2012 followed by the Petaling Jaya City Council this year.
- The rest are still using the pay-and-display method combined with several other systems such as the coupon and mobile app.
- MPK is the sole council that used only the coupons with all parking machines removed from the streets.
- Other local councils that also used the coupon system now are Shah Alam, Selayang and Ampang.
- In Subang Jaya, the coupon system introduced in January 2015 will be discontinued after all the printed coupons are sold out due to the poor response.
- Petaling Jaya will roll out its parking coupon system soon.



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