

MAJLIS PERBANDARAN AMPANG JAYA BAHAGIAN PERHUBUNGAN AWAM DAN SEKRETARIAT

MENARA MPAJ, JALAN PANDAN UTAMA, PANDAN INDAH, SELANGOR, 55100 KUALA LUMPUR

KERATAN AKHBAR 24 JULAI 2017 (ISNIN)

AKHBAR MUKA SURAT

The Star

- E-payment gains traction

An app to pay for parking

Metro Central

02-03

KOSMO

- Pelajar UPM timba ilmu selenggara taman di Zoo Negara 32-33



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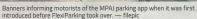
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An app to pay for parking

More local councils set to adopt digital payment method

By BRENDA CH'NG and KATHLEEN MICHAEL metro@thestar.com.my

FINDING a public parking space in commercial areas can drive most people up the wall but the problem does not end with finding a spot. You then have to make payment, which is often an issue because of factors such as faulty parking machines, the lack of coupon agents, and even the weather. To address this, some local councils in Selangor decided to go digital by introducing an additional payment mechanism – a mobile app – that makes paying for

parking a breeze without having to look for coupon agents or parking

look for coupon agents or palana, machines.
Among them are the Sepang Municipal Council (MPSepang), Shah Alam City Council, Ampang Jaya Municipal Council (MPAI) and the Kuala Langat District Council (MPAI). The first three councils are using

The first three councils are using the FlexParking mobile app. Sepang Municipal Council (MPSepang) introduced the mobile app in August last year, followed by Shah Alam City Council (MBSA) in January this year. Ampang Jaya Municipal Council (MPA) was the latest to introduce

FlexiParking after its app develop-er took over its initial app called MPAJ Parking this month.

How it began

The FlexiParking app was developed by Leading Innovative Technologies and Systems Sdn Bhd (LITS) in collaboration with Suasa Efekiff (M) Sdn Bhd.

Erektir (M) Sdn Bhd.
LiTS chief executive officer Lai
Thiam Sin said the app was in line
with Selangor's Smart City vision.
At first, however, it was not easy
to convince local councils to come
on board.
"Initially, when we presented the

idea, most of them were concerned about how well it would be received by the public.

"We tried our best to tailor the app for the convenience of both enforcement officers and motorenforcement officers and motor-ists," Lai said.

It took the company about a year

It took the company about a year to develop the app and the pap so they worked closely with the local councils to educate enforcement officers on how it works.

LITS are currently in talks with the Selayang Municipal Council (MPS) and if all goes according to plan, the app will be launched there by the end of this month.

"More councils are receptive



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(From left) Zainuddin, Lai, Suasa Efektif operations direc tor Abdul Rahman Mohd Yatim and corpo rate, sales and marketing direc-tor Tengku Datuk Taha Alfashni 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

Payments can be made anywhere for up to six different vehicles at any one time
App will not let you overpay after the daily cut-off

App will not register incomplete vehicle registration numbers to prevent errors Users can start paying from 6am to avoid the

hassle when rushing for their 8am meeting Payments made at 6am will only take effect from

Downloading FlexiParking alone is enough to pay for parking in MBSA and MPSepang areas Input for location or street name is not necessary if

Users will be notified 10 minutes before the end of the parking duration Credits can be transferred to and from different

accounts via the transfer button in the app Topping up of credit is RM1 for each transaction either for a RM10 or RM50 top up

Enforcement/Local Council

Officers can be tracked by the council via GPS

Number of summonses issued by every officer is recorded in the app
Number of compounds previously issued for every

motorist is updated in the app Keying in the vehicle registration number will show how

long parking is paid for No duplicate summonses can be issued as the app

registers when the most recent ticket was issued Less dispute between officers and motorists due to the black-and-white timestamps in the app

App acts as data collection on where and when most motorists park

App can be a form of KPI system

The app will only be used if no parking ticket or coupon is

If parking fee is paid while the summons is being issued, the officer will get a pop-up message to not issue the summons
Just by keying in the street name, a list of vehicles that had paid for parking will pop up

Enforcement officers from

Expanding coverage

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

"We would love to work with the Selangar gavernment to streamline."

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 leading at difful portions to pay for

looking at digital options to pay for

parking.
"We want to go green and also "We want to go green and asso 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 conces-sionaire Godell Parking Sdn Bhd

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

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 receded improvement to identify the right road a vehicle is parked.

"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,

Kuang resucent 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.



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.

pay-airo-display meurod.

Both companies, Suasa Fektif (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.

on to Audia Jetailgui.

Godell covered Petaling Jaya, Subang Jaya, Sabak Bernam, Kuala Langat and Hulu Selangor.

However, over the years, here 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.

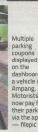
MPK is the sole council that used only the coupons with all parking machines removed from the streets
Other local councils that also used the coupon system now are Shah Alam, Selayang and Ampang.

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

Petaling Jaya will roll out its parking coupon
system soon























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