Background Information on Digital Parking App by URA, HDB and GovTech

The Urban Redevelopment Authority (URA) and Housing & Development Board (HDB), in partnership with the Government Technology Agency of Singapore (GovTech), are developing a mobile app to allow easier payment of parking charges at public car parks that currently use paper coupons. The digital parking mobile app, **parking.sg,** will provide greater convenience for motorists as it is a quick and cashless way to pay for parking.

The benefits of the app include:

- Paying for parking digitally: Motorists can key in their vehicle number, select the car park and indicate their intended parking duration and start parking.

- Calculating parking charges automatically: The app automatically calculates parking charges on a per minute basis. A refund will be given if motorists choose to end their parking session earlier.

- Extending parking session remotely: The app allows motorists to track the validity of their parking session and extend the duration of their parking session without having to return to their vehicles.

The first phase of the trial was conducted among public officers from May to June 2017 to test the functionalities of the mobile app at close to 100 selected public car parks. More than 2,300 public officers signed up for the trial. Agencies have incorporated feedback gathered from the trial, and improved the app for better user experience, such as adding a notification feature that alerts the user before the parking session expires.

The trial is now in the second phase, and agencies aim to make the app available for public download on Apple App Store and Google Play Store in October 2017.