



NAIROBI CITY
COUNTY

CASHLESS PRICED PARKING IN NAIROBI

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WORKS & TRANSPORT

DATE : 9th APRIL, 2015

CONCLAVE OF CHAMPION
CITIES OF ASIA & AFRICA
CLEAN AIR & SUSTAINABLE
MOBILITY



PRESENTATION OUTLINE

- Background
- Parking Management
- Parking Revenue Collection
- Nairobi's Experience
- Why Cashless payment
- How Cashless payment
- Benefits
- Lessons Learnt



LOCATION



Location Map



BACKGROUND- CITY OF NAIROBI

- Population:- 4.1 million; annual pop. Growth rate:- 5%
- Contribution to the National GDP:- 60%
- Area: 684 km²
- Population increased from 350,000 in 1963 to 4,100,000 today with 500,000 vehicles
- Total car parking space in the CBD is 14,864, 3,941 are on-street parking (26.5%), 3,834 are off-street parking (25.8%) and 7,089 are building parking (47.7%)



PARKING MANAGEMENT

Nairobi City County controls:

- Regulation of on-street parking & off street parking
- Enforcement of on-street parking & off street parking- including setting fines and collecting money
- Parking standards for new development
- Public off-street car parks that they own & /or run
- Car parks for their own staff

BUT it does not control:

- Residential parking, once built
- Public off-street car parks that it does not own and/or run



PARKING UTILIZATION

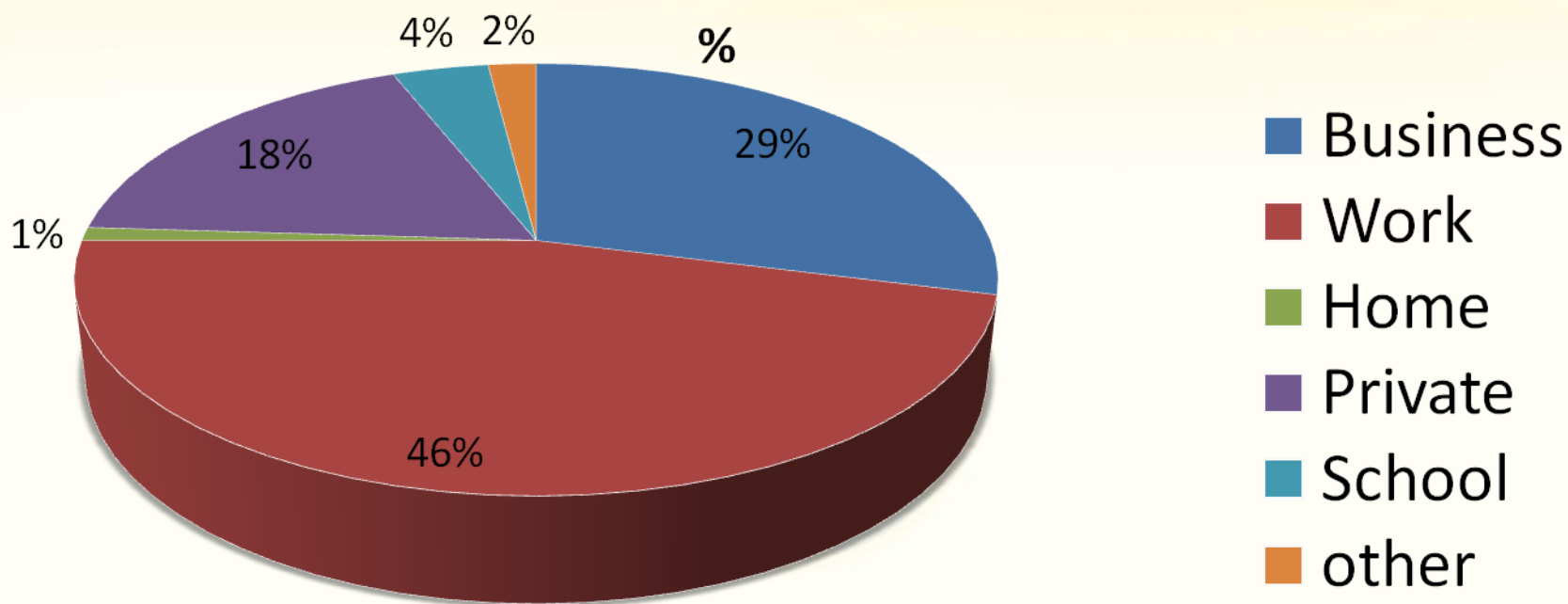
- On street 140%
- Off Street 95%
- Buildings 50%

EFFECT OF increasing CARPARK FEES

- increase of on-street car parking fee would make car users shift from on-street parking to usage of building car parking.
- more than 50% of private car users would change from their mode of transport if on-street parking fees were increased



TRIP PURPOSE BY CAR PARKING TO CBD





PARKING REVENUE COLLECTION

- Parking attendants issued with books that were monitored on the system as revenue was handed in every day.
- Each book had 200 leafs but there was no efficient mechanism of following up on cash brought in in relation to the leafs.
- The management had to wait till end of day to know the revenue collected by the attendants.
- Motorists had to look for the attendants to pay for parking making it inconveniencing where the attendant had left their post



NAIROBIS EXPERIENCE





NAIROBIS EXPERIENCE





NAIROBIS EXPERIENCE





NAIROBIS EXPERIENCE

- Inadequate parking facilities & poor enforcement





NAIROBIS EXPERIENCE

- Manual records
- Money collected not banked

BOOK NO	NAME	ALLOWANCE PAIDABLE	STATUS	BALANCE
289	JOSAPHINE SITHOK		RECOVERED	PAID TO ATTENDANCE
289	JOSAPHINE SITHOK	600	600	NIL
289	CONSOIATA ERAMBI	700	700	NIL
	PATRICK KAMAU	600	600	NIL
	BENAIKE KIRIIE	700	700	NIL
	JOSEPH OKENO MURKA	700	700	NIL
	BENAIKE ATAMBO	500	500	NIL
	GEOFFREY KIMAGU	700	700	NIL
	FLORENCE WAMIMU	700	700	NIL
	SAMUEL KYALI	600	600	NIL
	STACEY KIRIIE	700	570	130
	ELIP KOLUNGO	700	200	500
	J. MIAMU	500	210	290
	E. ODOPE	700	280	420
	LET NDUU	700	140	560
	ANCE MATIRU	600	350	250
	2. NJAU	700	140	560
	1. MOKAYA	700	350	350
	ANGWI	700	140	560
	GARUITA	700	140	560
	DIRURI	700	140	560
	AA	700	140	560
		<u>13900</u>	<u>8600</u>	<u>5300</u>



WHY CASHLESS PAYMENT

- Growing demand for improved service delivery
- Monitoring & Evaluation of Revenue collection by zone & performance of parking attendants
- Culture of non payment
- Declining Resource base
 - Inability to realize revenue collection due
 - Lack of adequate revenue collection & enforcement personnel
 - Rent Seeking Behaviour - Attendants Reporting late to work; Absenteeism; Shortages in revenue collected; Collector and payer collusion
 - Interference



HOW CASHLESS PAYMENT

Current Payment Process on Parking

- The System allows the motorist to create an electronic wallet for the county from where county services can be paid.
- Money to transact can be loaded from other channels e.g. Visa Card, Master Card, Mpesa, available registered agents(this could be banks).
- Electronic Payment steps
 - Wallet creation
 - Wallet top up
 - Payment



WALLET CREATION

08:40

Keypad Logs Favourites Contacts

*217#

+ Add to contacts

1 O.O	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* P	0 +	# Z/

08:40

Create Nairobi e-Payments Account

Please Enter Your First Name:

Cancel Send



WALLET CREATION

08:41

Please Enter Last Name:

Cancel Send

08:41

Please Enter Your Nation ID/
Passport Number:

Cancel Send



WALLET CREATION

08:42

Please Enter Your Year of Birth:

Cancel Send

08:42

Create your Nairobi e-Payment PIN:

Cancel Send



LOAD WALLET WITH MONEY

- Money to transact is loaded from other channels e.g. Visa Card, Master Card, MPESA, available registered agents(this could be banks). The reason for the wallet is because the County has many services to pay for where by the wallet provides a menu for each available services.



LOAD WALLET WITH MONEY

● Top Up from MPESA-

- MPESA Menu;
- Pay Bill No. 147147;
- Account No is mobile line number;
- Indicate amount of money;
- click ok;
- MPESA transfers money to your wallet;
- Notification by County that money is in the Wallet
- Go to wallet and start payment process



WALLET TRANSACTION

- You can access your wallet through you mobile phone by dialling *217# which gives a USSD menu below.

Nairobi County E-Payments.

- 1.My Account
- 2.Parking
- 3.Rentals
- 4.Business Permits
- 5.Land Rates
- 6.E-Construction
- 7.Contact Us
- 8.Help

Cancel Send

Select Option

- 1.Daily Parking
- 2.Daily Parking(Top Up)
- 3.Seasonal Parking
- 4.Penalties
- 5.Check Car Payment Status

Cancel Send



WALLET TRANSACTION

Enter Vehicle Registration Number:

KBL123L

Cancel

Send

Select Your Closest Area No:

10.CBD

11.Westlands/Gigiri/Ngara

12.Upperhill/Community

16.Industrial Area

21.Kilimani/Hurlingham

22.Lavington/Karen

50.Other Area

10

Cancel

Send

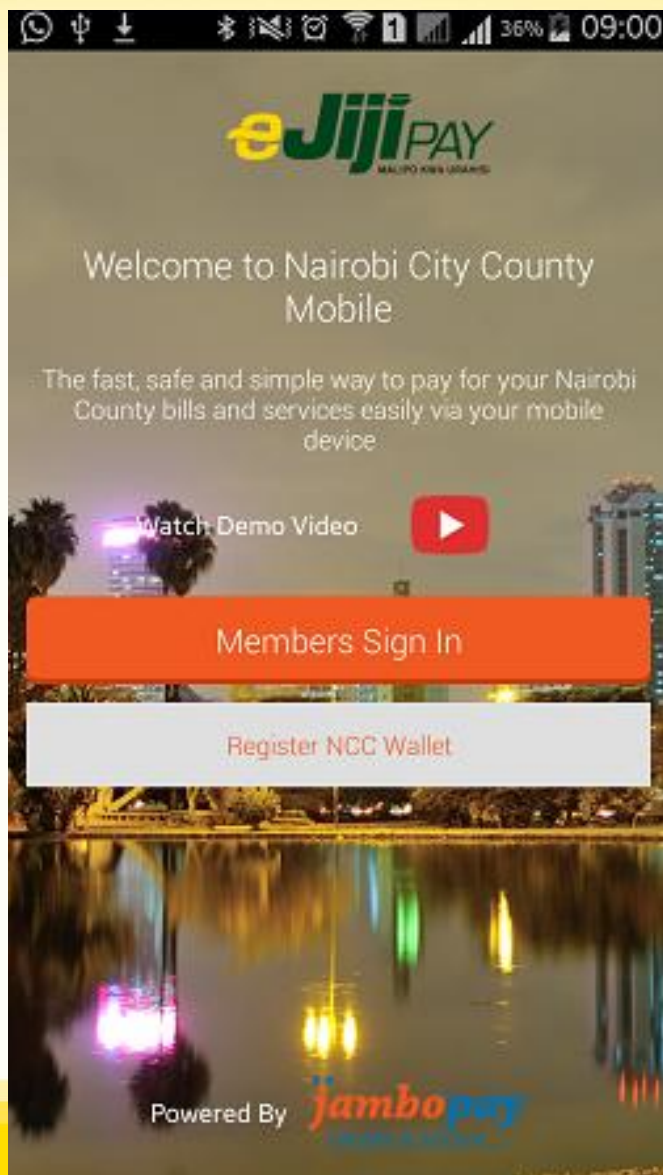


WALLET TRANSACTION

- You can access your wallet through a Mobile App - > download android app on Google play store, download windows app on windows app store



WALLET TRANSACTION





WALLET TRANSACTION

41% 09:23

eJijiPAY
MALIPO KWA URAHISI

Nairobi City County Mobile

Phone No. e.g. 0722334455

PIN

Sign In

Forgot PIN?

Powered By: **jambopay**

36% 09:02

Nairobi County Mobile


Customer's NCC eWallet

- Land Rate Payment
- Single Business Permit
- House Rent
- Market Stall Rent
- Parking Payment
- eConstruction Payment



WALLET TRANSACTION

⊕ ✉ 📞 🔕 ⌚ H 1 📶 31% 🔋 14:05

<  Daily Parking

SELECT ZONE

CBD

SELECT VEHICLE TYPE

PRIVATE

KAA250J

Submit



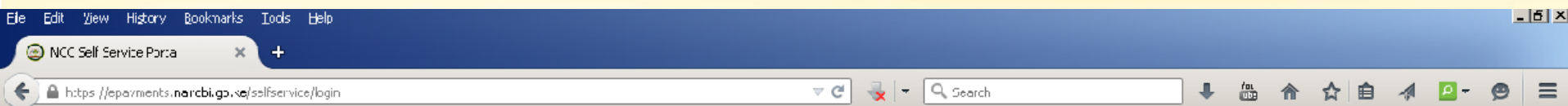
WALLET TRANSACTION

- The Wallet can also be accessed on the web portal <https://epayments.nairobi.go.ke>





Self Service Portal



[Home](#) / [ePayments](#) / [Login](#)



Nairobi County Self Service Portal



download from google play

Android Phone App



download from windows phone store

Windows Phone App



usdd available on safaricom & airtel on *217#

Sign In

Login to access your account.

Mobile Phone No:

Mobile Phone No.



PIN:

PIN



Sign In

Not Registered? Sign Up



13:15



EMERGENCY
SERVICES

jambopay
simple & secure...



Self Service Portal



Nairobi County Self Service Portal

download from google play

Android Phone App



download from windows phone store

Windows Phone App



usd available on safaricom & airtel on *217#

Sign Up

Already a member? Log In

Personal Details

First Name

Last Name

Firstname

Lastname

Email

Email Address

your nairobi county e-wallet details

Phone No

Create Wallet PIN

Mobile Phone No.

Enter a Wallet PIN

National ID No.

National ID No.

Submit

Powered by

jambopay
simple & secure...

[Terms & Conditions](#)



Self Service Portal

WALLET BALANCE TOP UP WALLET MINI STATEMENT PRINT PERMIT

Nairobi City County Self Service Portal



SBP
SINGLE
BUSINESS
PERMIT

- Renew
- Register
- Permit
- Receipt



LR
LAND
RATES

- Pay
- Receipt



RT
RENTS

- Houses
- Stalls
- Receipt



PF
PARKING
FEES

- Daily
- Topup
- Penalties
- Seasonal
- Matatu
SACCOs
- Print
Receipt



**e-
C**
E-
CONSTRUCTION

- Pay
- Receipt



**e-
W**
E-WALLET

- Topup
- Balance
- Statement



Self Service Portal

WALLET BALANCE TOP UP WALLET MINI STATEMENT PRINT PERMIT

Daily Parking Payment *Pay your parking fee online*

YOU ARE HERE: [Daily Parking](#) / [Select Location & Car size](#)

Select Zone & Vehicle Type

SELECT ZONE

CBD

SELECT VEHICLE TYPE

PRIVATE

VEHICLE REGISTRATION NUMBER

KBC123L

Submit

Follow these simple steps

1. Choose the Zone in which you want to park
2. Select the Vehicle type
3. Enter the vehicle registration number and Click Submit



CURRENT PROCESS

- Motorists are not required to visit County cash offices to make payment since this can be done online thru multiple channels
 - USSD - > *217# available on Safaricom & Airtel
 - Web portal - > <https://epayments.nairobi.go.ke>
 - Mobile App - > download android app on Google play store, download windows app on windows app store.



CURRENT PROCESS

- Once payment is done, an enforcement application is used where the enforcement officer keys in the registration number of the vehicle and confirms if it has paid or not.
- If the motorist hasn't paid, the registration number is escalated to the clamping team with the location for the vehicle to be clamped manually. The vehicle also is clamped on the system to ensure the penalty is charged to the customer.



CURRENT PROCESS COMPLIANT VEHICLE

← Parking Check

ACCRA (A) ▼

Enter Vehicle Registration Number

KAA250J

Submit

← Vehicle Parking Details

REGISTRATION NO.	KAA250J
VEHICLE TYPE	PRIVATE
PARKING TYPE	DAILY
DURATION	-
TIME PAID	11:05:39
START DATE	2015-04-01
EXPIRY DATE	2015-04-01
AMOUNT (Ksh.)	300.00



CURRENT PROCESS NON COMPLIANT VEHICLE

31% 13:57

← Parking Details

KAA012W

Parking Not Paid!

Detailed Description

30% 14:00

← Clamp Vehicle

ZONE 1 ACCRA/DUBOIS/LAGOS/TAVETA/
TSAVO

SELECT LOCATION

Select Location ▼

SELECT VEHICLE

▼



CURRENT PROCESS UNCLAMPING THE VEHICLE

← Unclamp Vehicle

Select Vehicle To Unclamp



Unclamp Vehicle



ALL REVENUE DASHBOARD

All Revenue Dashboard [Refresh](#)

TODAYS_REVENUE
Ksh. 809,391.00

WEEK'S REVENUE
Ksh. 114,585,443.00

MONTH'S REVENUE
Ksh. 46,588,772.00

All Revenue Dashboard

Overview

Revenue Summary

Insights

Search

Single Business Permit

Today Ksh. 18,000.00

Yesterday Ksh. 19,470.00

Land Rates

Today Ksh. 14,441.00

Yesterday Ksh. 130,235.00

House Rents

Today Ksh. 28,000.00

Yesterday Ksh. 66,300.00

Market Rents

Today Ksh. 0.00

Yesterday Ksh. 0.00

Seasonal Parking

Today Ksh. 549,550.00

Yesterday Ksh. 242,550.00

Daily Parking

Today Ksh. 199,400.00

Yesterday Ksh. 11,300.00



PARKING REVENUE DASHBOAR

Parking Reports

Parking Transactions

Transactions Summary

Today's Transactions

Today

Ksh. 200,600.00

This Week

Ksh. 7,147,200.00

This Month

Ksh. 3,677,300.00

Yesterday

Ksh. 11,300.00

Last week

Ksh. 9,531,400.00

Last Month

Ksh. 40,187,800.00

Last Week Progress





LIST OF COMPLIANT VEHICLES

POS Transactions

Compliant Vehicles

Uncompliant Vehicles

Clamped Vehicles

Vehicle to Unclamp

Vehicle to Tow

Towed

Date



Date



View

Download

Show

10

entries

Search:

Number Plate	Compliance	Area	Attendant	Date Performed
+ KAA137Q	Compliant	CHANGAMWE	ESTHER NYAMBURA	4-04-2015 09:55:17
+ KAC379P	Compliant	MAHITAJI (KEEKROCK)	JUDITH JOGOPA	4-04-2015 09:48:22
+ KAD417X	Compliant	BARICHO (BUNYALA WS)	MONICA GATHURU	4-04-2015 09:31:25
+ KAE240A	Compliant	HOMABAY	ANDREW NGALA	4-04-2015 09:22:15
+ KAE364V	Compliant	Cross Road Nairobi	PRISCILLA MUTISYA	4-04-2015 09:03:57
+ KAG116U	Compliant	FUNZI	PRISCA KARECHA	4-04-2015 09:11:01
+ KAG131Y	Compliant	Parklands Road Nairobi	JOHN MAINA	4-04-2015 09:08:28
+ KAG417T	Compliant	CHANGAMWE	ESTHER NYAMBURA	4-04-2015 09:55:41
+ KAH213U	Compliant	BONDO	ISABELLA M'MUGUNA	4-04-2015 09:35:25



List of Uncompliant Vehicles

POS Transactions	Compliant Vehicles	Uncompliant Vehicles	Clamped Vehicles	Vehicle to Unclamp	Vehicle to Tow	Towed
Date	Date	View	Download			
Show	10	entries	Search:			
Number Plate	Compliance	Area	Attendant	Date Performed		
41UN83K	Non Compliant	Parklands Road Nairobi	JOHN MAINA	4-04-2015 09:56:07		
43UN46K	Non Compliant	KENYATTA MARKET A	FRIDA KIDHAHA	4-04-2015 09:55:38		
KAA137T	Non Compliant	CHANGAMWE	ESTHER NYAMBURA	4-04-2015 09:58:09		
KAB699F	Non Compliant	SIMLAU	GEOFFREY ASIENWA	4-04-2015 09:40:11		
KAE364V	Non Compliant	Ngong Road Nairobi	PRISCILLA MUTISYA	4-04-2015 08:56:24		
KaG174F	Non Compliant	GABERONE STREET	SAMUEL NJOGU	4-04-2015 09:28:23		
KAG820U	Non Compliant	MFANGANO (EQUITY)	HUMPHREY MAGESO	4-04-2015 08:27:20		
KAH177G	Non Compliant	GREEN HOUSE (ADAMS)	JOSPHINE NJERI	4-04-2015 09:34:43		
KAH886R	Non Compliant	K.P.S	JOHN NYONGESA	4-04-2015 09:27:23		
KAK333Q	Non Compliant	KIMATHI LANE (NORTH)	TERESIA WANJIRU	4-04-2015 09:49:47		



LIST OF CLAMPED VEHICLES

POS Transactions

Compliant Vehicles

Uncompliant Vehicles

Clamped Vehicles

Vehicle to Unclamp

Vehicle to Tow

Towed

Date



Date



View

Download

Show

10



entries

Search:

Number Plate	Compliance	Area	Attendant	Padlock Number	Date Performed
KAX557B	Clamped	UTALII LANE (VIEW PARK)	WYCLIFFE MUNUBI	00	4-04-2015 09:19:02
KBK097P	Clamped	UTALII LANE (VIEW PARK)	WYCLIFFE MUNUBI	00	4-04-2015 09:45:18
KCA849R	Clamped	UTALII LANE (VIEW PARK)	WYCLIFFE MUNUBI	00	4-04-2015 09:25:55

Showing 1 to 3 of 3 entries (filtered from 1 total entries)

Previous

1

Next



QUERIES BY ATTENDANTS

Todays POS Transactions				Hourly Queries		Daily Queries	
Q	Filter	Date	Date	View	Download	10	
Attendant	Query No.	Date	Hour				
AGNES KINGORI	11	2015-04-04	8:00				
AGNES KINGORI	6	2015-04-04	9:00				
AGNES KINGORI	13	2015-04-04	10:00				
AGRIPPINAH MWINAMO	1	2015-04-04	10:00				
ANDREW MWANIKI	12	2015-04-04	9:00				
ANDREW MWANIKI	5	2015-04-04	10:00				
ANDREW NGALA	10	2015-04-04	9:00				
Ayub Masaka	1	2015-04-04	8:00				
Ayub Masaka	1	2015-04-04	10:00				
BEATRICE GITAU	16	2015-04-04	8:00				
Showing 1 to 10 of 165 entries				First	Previous	1	2
						3	4
						5	Next
							Last



BENEFITS

- Saved time to the customer as they do not need to look for the attendant to pay for parking
- Ease of the transaction process.
- Convenience as one can have the parking fee paid for by another remotely.
- Security of the process as there is no cash handled in the payment process
- The management gets to know the collection in real-time

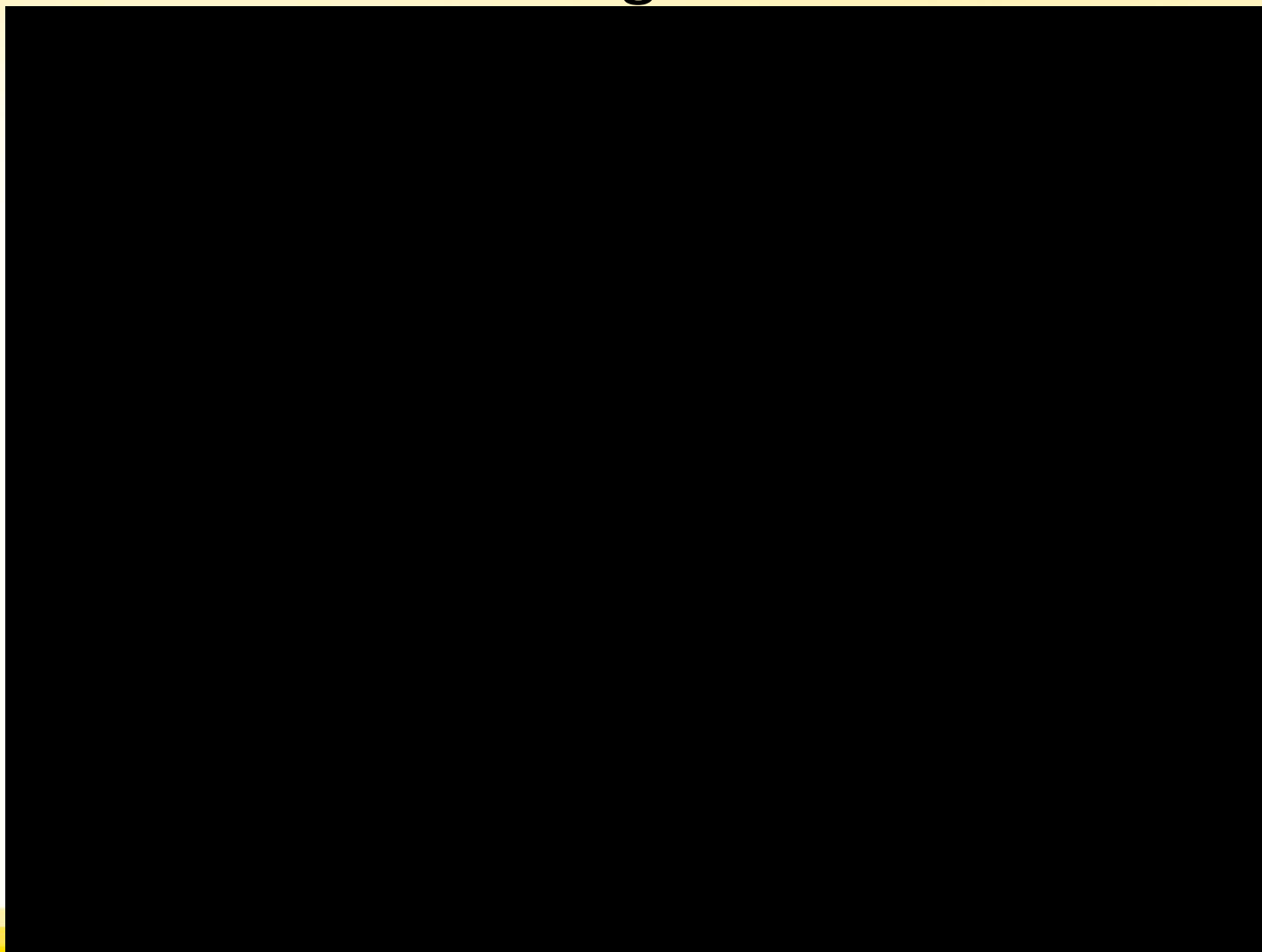


LESSONS LEARNT

- It is not difficult to come up with innovations and use technology, the challenge is to get user acceptance
- Challenge on behavioral change
- The fear of the unknown
- Lack of knowledge on the changes taking place



Parking Video





CONCLUSION

- By providing payment through electronic payments, we provide convenience to the customer by:
 - 24/7 Service,
 - paying from home or office without commuting,
 - speed in transacting,
 - easy process,
 - secure no cash.



Jambopay Contacts

- Physical Address
 - View Park Towers 12th Floor Nairobi Kenya
 - P. O. Box 15478 – 00100
- Tel +254709920000
+254202220544/45
- Fax +254202220546
- GSM +254720228809
- Email gmuchemi@webtribe.co.ke
- Website www.webtribe.co.ke



**NAIROBI CITY
COUNTY**

Thank You