



NAIROBI CITY  
COUNTY

# REGIONAL CONSULTATION ON AIR QUALITY, CLEAN VEHICLES AND SUSTAINABLE MOBILITY ROADMAP

## CASHLESS PRICED PARKING IN NAIROBI

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ROADS, PUBLIC WORKS &  
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# PRESENTATION OUTLINE

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



# BACKGROUND- CITY OF NAIROBI

- Population:- 4.1 million; annual pop. Growth rate:- 5%
- Contribution to the National GDP:- 60%
- Area: 684 km<sup>2</sup>
- Population increased from 350,000 in 1963 to 4,100,000 today with over 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 and 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

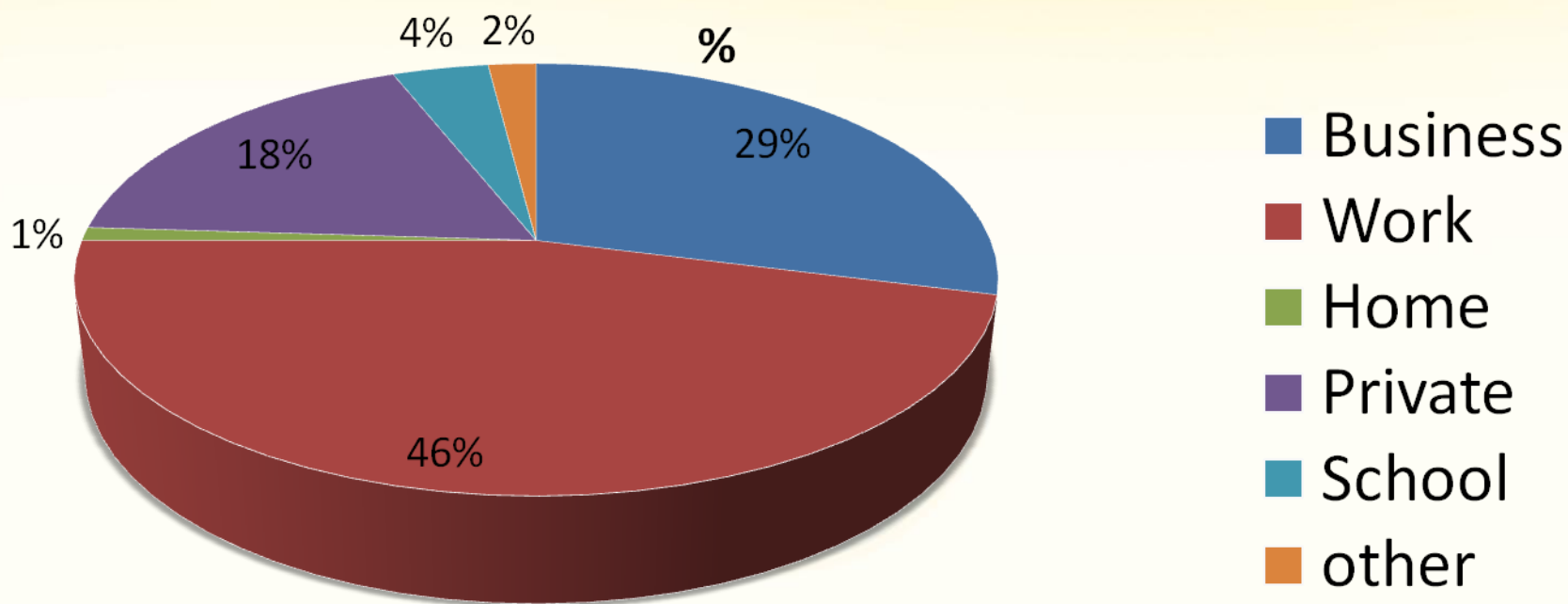
- On street 140%
- Off Street 95%
- Buildings 50%

## EFFECT OF increasing CARPARK FEES

- 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



Manual collection methods





# NAIROBIS EXPERIENCE



Banking cash after a days job



# NAIROBIS EXPERIENCE

- Inadequate parking facilities & poor enforcement





# NAIROBIS EXPERIENCE

- Manual records
- Money collected not banked

2- BOOK NO	NAME	ALLOWANCE PAIDABLE	STATUS	BALANCE
259	JOSAPHINE SITHOK		RECOVERED	PAID TO ATTENDANT
259	JOSAPHINE SITHOK	600	600	NIL
259	CONSOLATA 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. OSOBE	700	280	420
	LET NDUJA	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



# 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

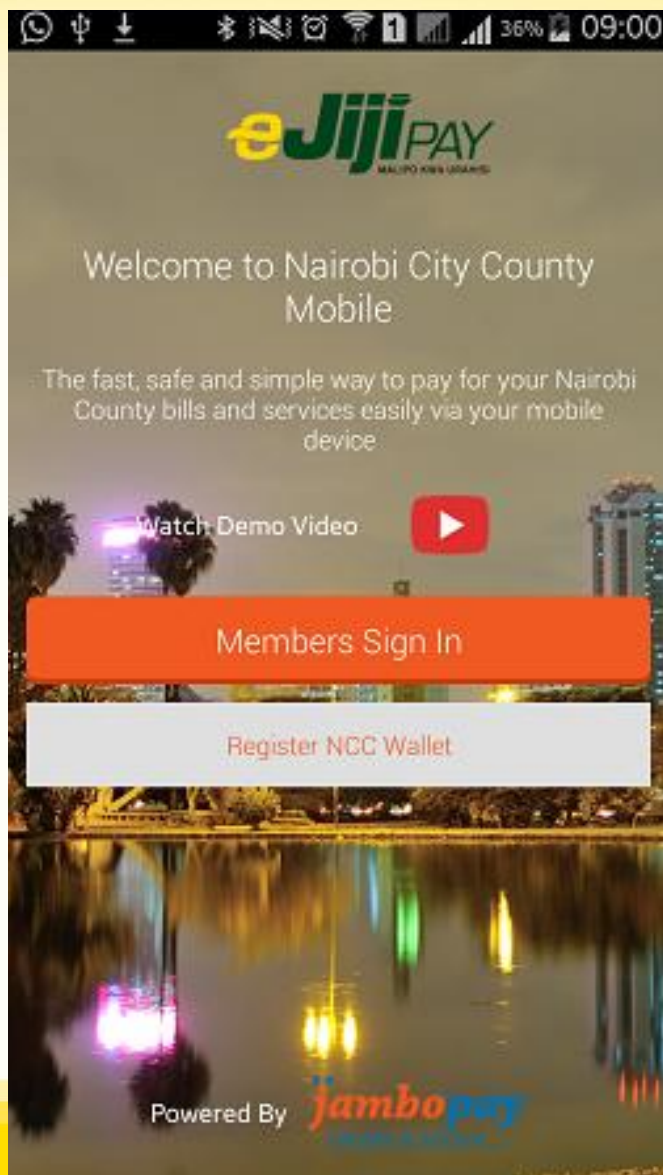


## WALLET TRANSACTION


- You can access your wallet through you mobile phone by dialling \*217# which gives a USSD menu.
- The Wallet can also be accessed on the web portal  
<https://epayments.nairobi.go.ke>



# WALLET TRANSACTION



09:00

<  NCC Wallet Sign Up

Please fill all fields

First Name

Last Name

Phone No. e.g. 254722334455


ID Number

E-Mail Address

New Wallet PIN

Create Wallet


Privacy Policy and User Agreement

Powered By  simple & secure...



# WALLET TRANSACTION

⊕ ✉ 📞 🔕 ⌚ H 1 📶 31% 🔋 14:05

<  Daily Parking

SELECT ZONE

CBD

SELECT VEHICLE TYPE

PRIVATE

KAA250J

Submit



# 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



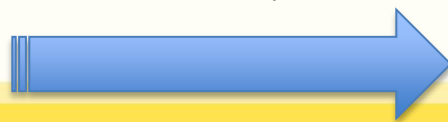
# CURRENT PROCESS

- 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 DASHBOARD

## 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





# 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



# BENEFITS

- register once and use the service to pay for future parking sessions
- no need to find change for parking ticket
- Smartphone users can use an app or use the mobile web
- Shifts a proportion of cash collection, processing and banking costs, to digital payments



# 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



# FUTURE IMPROVEMENTS REQUIRED

- Introduce time based parking
- Designate zones according to demand and price accordingly
- Establish parking location through a GPRS system



# 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.



# CONCLUSION

- Parking management can be used to control vehicle usage. This applies mostly to work and private trips.

*more than 50% of private car users would change from their mode of transport if parking fees were increased-BUT they will need an efficient, reliable and convenient alternative*



**NAIROBI CITY  
COUNTY**

**Thank You**

