CASHLESS PRICED PARKING IN NAIROBI

BY: ENG. CHRISTINE A. OGUT
CHIEF OFFICER, ROADS, PUBLIC WORKS & TRANSPORT

DATE: 9th APRIL, 2015

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

- Business: 29%
- Work: 46%
- Home: 18%
- Private: 4%
- School: 2%
- Other: 1%
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 inconvenient where the attendant had left their post.
NAIROBIS EXPERIENCE
NAIROBIS EXPERIENCE
NAIROBIS EXPERIENCE
NAIROBIS EXPERIENCE

- Inadequate parking facilities & poor enforcement
**Manual records**

**Money collected not banked**

<table>
<thead>
<tr>
<th>Name</th>
<th>Amount Collected</th>
<th>Amount Paid</th>
<th>Shortage</th>
<th>Amount Banked</th>
<th>Remarks</th>
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<td>C. Mwau</td>
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<td>J. Mwanya</td>
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<td>J. Mwau</td>
<td>700</td>
<td>140</td>
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</tbody>
</table>

**Total:**

- Amount Collected: 13900
- Amount Paid: 8600
- Amount Banked: 5300
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

*217#

Add to contacts

Create Nairobi e-Payments Account
Please Enter Your First Name:

Cancel Send
WALLET CREATION

1. Please Enter Your Year of Birth:
   - Cancel
   - Send

2. 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 your mobile phone by dialling *217# which gives a USSD menu below.
Enter Vehicle Registration Number: KBL123L

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

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

Nairobi City County Mobile

Phone No. e.g. 0722334455

PIN

Sign In

Forgot PIN?

Customer's NCC eWallet

Land Rate Payment

Single Business Permit

House Rent

Market Stall Rent

Parking Payment

eConstruction Payment
WALLET TRANSACTION

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

download from google play
- Android Phone App
- Windows Phone App

download from windows phone store

ussd available on safaricom & airtel on *217#

Sign Up
Already a member? Log In
Personal Details
- First Name
- Last Name
- Email
- Email Address

your nairobi county e-wallet details
- Phone No
- Mobile Phone No.
- Create Wallet PIN
- Enter a Wallet PIN
- National ID No.
- National ID No.

Submit

Powered by jambopay
simple & secure
Terms & Conditions
Self Service Portal

Daily Parking Payment / Pay your parking fee online

Select Zone & Vehicle Type

SELECT ZONE
CBD

SELECT VEHICLE TYPE
PRIVATE

VEHICLE REGISTRATION NUMBER
KBC123L

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](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

Parking Details

KAA012W
Parking Not Paid!

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
PARKING REVENUE DASHBOARD

Parking Reports

Parking Transactions

<table>
<thead>
<tr>
<th></th>
<th>Today</th>
<th>This Week</th>
<th>This Month</th>
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<td>Ksh. 7,147,200.00</td>
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Last Week Progress

Graph showing last week's revenue progress with values ranging from 1,327,575 to 1,770,100.00.
# LIST OF COMPLIANT VEHICLES

<table>
<thead>
<tr>
<th>Number Plate</th>
<th>Compliance</th>
<th>Area</th>
<th>Attendant</th>
<th>Date Performed</th>
</tr>
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<tbody>
<tr>
<td>KAA137Q</td>
<td>Compliant</td>
<td>CHANGAMWE</td>
<td>ESTHER NYAMBURA</td>
<td>4-04-2015 09:55:17</td>
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<tr>
<td>KAC379P</td>
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<td>MAHITAJI (KEEKBROCK)</td>
<td>JUDITH JOGOTA</td>
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<tr>
<td>KAD417X</td>
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<td>BARICHO (BUNYALA WS)</td>
<td>MONICA GATHURU</td>
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<td>KAE240A</td>
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<td>KAE364V</td>
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<td>PRISCILLA MUTISYA</td>
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<tr>
<td>KAG116U</td>
<td>Compliant</td>
<td>FUNZI</td>
<td>PRISCA KARECHA</td>
<td>4-04-2015 09:11:01</td>
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<td>KAH213U</td>
<td>Compliant</td>
<td>BONDO</td>
<td>ISABELLA MMUGUNA</td>
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# List of Uncompliant Vehicles

<table>
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<tr>
<th>Number Plate</th>
<th>Compliance</th>
<th>Area</th>
<th>Attendant</th>
<th>Date Performed</th>
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<tbody>
<tr>
<td>41UN63K</td>
<td>Non Compliant</td>
<td>Parklands Road Nairobi</td>
<td>JOHN MAINA</td>
<td>4-04-2015 09:56:07</td>
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<tr>
<td>43UN46K</td>
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<td>KENYATTA MARKET A</td>
<td>FRIDA KIDHAH</td>
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<td>KAA137T</td>
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<td>KAB699F</td>
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<td>SIMLAW</td>
<td>GEOFFREY ASIENWA</td>
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<td>KAE364V</td>
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<td>Ngong Road Nairobi</td>
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<td>GABERONE STREET</td>
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<td>MFANGANO (EQUITY)</td>
<td>HUMPHREY MAGEEO</td>
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<td>KAH177G</td>
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<td>TERESIA WANJIRU</td>
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**LIST OF CLAMPED VEHICLES**

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<th>Padlock Number</th>
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<tbody>
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Showing 1 to 3 of 3 entries (filtered from 1 total entries)
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<td>10.00</td>
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<tr>
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<tr>
<td>BEATRICE GITAU</td>
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</table>
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
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
Thank You