

## CITY OF WINDHOEK PARKING MANAGEMENT: Enhancing Your City Experience

### WHY PARKING MANAGEMENT MATTERS?

At the Municipal Council of Windhoek, we are committed to improving the quality of life of all our residents. One way of achieving this is through effective parking provision and management in our Central Business District (CBD) for the convenience of visitors to the area and to allow established businesses to thrive.

Parking management remains an important component of the overall transportation system within the (CBD). The reality is that land within the CBD area is scarce and comes at an extremely high premium. The provision of parking is therefore extremely expensive and parking management need to be applied to ensure limited parking is appropriately managed, ensuring the necessary turnaround of parking.



### KEY FACTORS:

#### 1. CREATES PARKING TURNAROUND:

In congested areas, such as the CBD, where parking is limited due to severely limited space, each bay should be used several times each day to cater for all potential visitors. The primary objective of on-street parking is therefore to discourage long term parking and appropriate rates need to be applied to achieve this goal. Few things can be as frustrating to a resident as having to visit an address in the CBD and not being able to find parking, which often forces motorists into illegal parking practices with dire consequences.



Through employing effective management practices the 1 250 on-street bays in the CBD can cater for approximately 9,000 vehicles visiting the CBD during the peak hours of the day which would not have been possible if vehicles were occupying a parking bay for long periods or the whole day.

#### 2. INCREASES BUSINESS ACTIVITY:

Human nature is for people to park as close as possible to their place of interest. By creating an effective turnaround of vehicles occupying parking bays, motorists can readily find parking availability close to their



places of interest in the CBD. A good parking management system will ensure that parking bays are available to be used several times per day which in turn will encourage more people to come into the CBD for business purposes, thereby having the potential of growing economic activity in the CBD which often declines as a result of congestion or lack of parking.

#### 3. ENHANCING CITY SERVICES:

Our goal is to provide better services to you, the residents of Windhoek, through the provision of adequate, well managed parking in the CBD allowing our residents unrestricted access to the area with private vehicles and enough parking at your convenience.



#### 4. GLOBAL PRACTICE:

Managing the turnaround of vehicles occupying high demand parking spaces through the charging of a nominal fee per short term occupancy is a well-established practice worldwide. Regionally similar systems are being employed in numerous nearby cities such as Durban, Harare, Port Elizabeth, Cape Town, Johannesburg and Lusaka, amongst other.

5. **RECENT HISTORY:** Parking Management is not new to Windhoek. Managing parking through charging for occupancy has been used in the CBD for decades. Unfortunately, the previous mechanical parking meter system became outdated and dysfunctional, hence was replaced with the current system.



6. **REDUCES CRIME:** Introducing a formalised parking marshal system has been statistically shown to reduce criminal activity on-street. Parking marshals, equipped with radios, are able to report any suspected criminal behaviour to the parking operator's office and law enforcement control rooms. Over time criminals become aware of this connection, between the parking operator and local law enforcement, which reduces on-street petty crime to almost zero. In this regard previous informal car guards were offered preference in accepting positions to be employed as parking marshalls.



By implementing Parking Management, the City of Windhoek aims to balance the need for parking with the efficient use of space, ensuring our city remains vibrant and accessible to everyone. Your support is crucial in making Windhoek a better place to live, work, and visit.

#### 7. ZONE-BASED TARIFFS:

As the demand for parking varies across the CBD with certain areas being in considerably higher demand than others, various parking areas



# OPERATIONAL INFORMATION ON PARKING MANAGEMENT

## HOW DOES THE SYSTEM WORK:

1. The parking marshals appointed are identifiable wearing KeyPlot branded uniforms and name tags.
2. For every transaction, the parking marshal shall issue a receipt reflecting the unique parking number, the rate applicable, as well as the registration number of the vehicle.
3. Payment is to be made in advance. No payment is to be processed without having received a receipt. If the marshal is unable to provide a receipt, such parking shall be free.
4. The receipt is to be displayed on the dashboard of the vehicle. An invoice is issued and fixed to the windscreen, should the driver have left his vehicle before having processed payment.
5. Parking marshals do not have authority to issue parking fines but can inform City Police of transgressions to do enforcement where relevant.

## PARKING ZONES AND TARIFFS:

Tariff boards are displayed in parking zones, showing the exact parking rates for that specific zone.

**On street parking duration:** 0 to 60 minutes or part thereof.

### ZONE A

N\$ 8.00 - Core of the CBD:  
Fidel Castro Street, Werner List Street, John Melnert Street, Judge JP Karuaithe Street.

### ZONE B

N\$ 5.00 - Outer core of the CBD: Sam Nujoma Drive, Tal Street, Mandume Ndemufayo Avenue, Pro Mburumba Kerina Street, Robert Mugabe Avenue.

### ZONE C

N\$ 3.00 - Outskirts of the CBD: Julius Nyerere Street, Jan Jonker Road, Dr Agostinho Neto Road, Rehobother Road, Tal Street, Sam Nujoma Drive, Robert Mugabe Avenue.

## OPERATIONAL HOURS:

ALL PARKING ZONES OPERATE AS FOLLOWS:

**Monday to Friday:** 06:00 to 18:00

**Saturdays:** 06:00 to 14:00

*Sundays and public holidays are free*

## PAYMENT PROCEDURES:

CUSTOMERS ARE REQUESTED TO USE THE FOLLOWING PAYMENT METHODS:

Cash, KeyPlot parking card, or KeyPlot Parking coupon.

*The KeyPlot Parking card can be purchased at:*

KPI offices no.6 Gutenberg Platz. 51-55 Werner List Street, Windhoek,

KPI Customer Care Kiosk at Town Square Parkade

KPI customer Care telephone number: 085 7838206

*Customers are advised to always obtain proof of payment from the parking marshal.*

## PARK & PAY PROCEDURES



## HOW TO IDENTIFY A KPI MARSHAL

1. All parking marshals will be in uniform with a KPI logo.
2. Parking marshals will have identity badges with a KPI logo and employee number.
3. Marshals will have labelled handheld devices.

### DISCLAIMER

Failure to adhere to parking time limits may result in the owner of the vehicle receiving a parking fine from City Police and/or being liable for additional payment for the duration of their parking stay to KPI.

Find out more on our website  
[www.keyplots.com.na](http://www.keyplots.com.na)

## SAFETY MEASURES:

The Council does not assume liability for parked vehicles. All vehicles and their contents are parked at the owner's risk. However, parking marshals will, as far as possible, ensure cars are safe when parked and report any suspicious activities to the City Police.

## ENFORCEMENT:

Failure to pay for parking may result in fines issued by the City Police.

## CONTACT INFORMATION:

For inquiries regarding parking management, please contact the KeyPlot Investment Customer Care at +264 85 7838206.