

From: ["van Dyk, Donny"](#)

To: ["Direct to Mayor and Council - DL"](#)

Date: 4/7/2026 8:52:29 AM

Subject: EMBARGOED UNTIL 11 AM: Upcoming information bulletin: City introduces additional app to offer drivers more flexibility to pay for street parking

EMBARGOED UNTIL 11 AM

Dear Mayor and Council,

The City will be issuing the information bulletin below regarding the introduction of an additional app to offer drivers more flexibility to pay for street parking. Please keep this news release **embargoed until it goes live from the City media email account today at 11 am.**

Chris will reply to this email with the relevant Vancouver.ca link and social media links, once these are live.

Thanks,
Donny

Donny van Dyk (he/him)
City Manager
City of Vancouver

City of Vancouver

Information Bulletin

April 7, 2026

Drivers in Vancouver now have an additional mobile option to pay
for street parking in the city

HotSpot app joins PayByPhone for more payment options

Drivers in Vancouver now have an additional mobile option to pay for on-street parking in the city.

The [HotSpot](#) app will join [PayByPhone](#), the City's existing supplier, to offer users more payment options and to ensure continuous service if one app becomes temporarily unavailable.

Updated signage featuring the HotSpot logo is currently being installed to alert users to this additional payment method. The app will be available at all on-street pay parking locations while signage is installed and uses the same 5-digit location code as PayByPhone. Residents and visitors can continue to pay at existing parking meters or pay stations.

Like PayByPhone, there are no added fees for using HotSpot to pay for parking. HotSpot users can also receive notifications and reminders via SMS for free (carrier data rates may apply). The HotSpot app can be downloaded via the App store for iOS or the Google Play Store for Android. Please note the City does not use QR codes for parking payment.

The introduction of HotSpot is part of the City's goal to modernize its parking infrastructure and improve customer service by making it easier for drivers to pay for parking. In 2024, we started rolling out [new pay stations](#) to replace the 7,000 aging on-street parking meters across the city and reduce instances of jammed or broken meters. All methods of payment are accepted on these new stations.

HotSpot is currently in use in a number of B.C. and Canadian jurisdictions including Surrey, Nanaimo, Prince George, Vernon, Edmonton, and Halifax.

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