

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

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

Date: 4/15/2026 12:31:20 PM

Subject: Memo - Eliminating Coin as a Payment Option for Parking

Attachments: Memo - Eliminating Coin as a Payment Option for Parking.pdf

Dear Mayor and Council,

Please see the attached memo from Lon LaClaire. A short summary of the memo is as follows:

- The use of coin as a payment option for street parking has steadily declined over time.
- Currently only 4% of parking revenue is paid for by coin with the majority of users paying for parking through apps (PaybyPhone and HotSpot).
- In an effort to streamline operations and modernize parking infrastructure, the City will be eliminating coin as a payment option for street parking, starting later this month.
- There are still many parking payment options available including the PayByPhone and HotSpot apps, credit card/debit card at pay stations or by calling 3-1-1 (Monday to Friday, 7am-7pm and weekend and holidays 8am to 5pm).

If asked by the public about this work, we welcome you to use the information in the above bullets. Should you be approached by media to comment on this matter, we welcome you to refer them to media@vancouver.ca for responses. If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or lon.laclaire@vancouver.ca.

Thanks,

Donny

Donny van Dyk (he/him)

City Manager

City of Vancouver



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətaʔ (Tsleil-Waututh) Nations.

MEMORANDUM

April 15, 2026

TO: Mayor and Council

CC: Donny van Dyk, City Manager
Armin Amrolia, Deputy City Manager
Karen Levitt, Deputy City Manager
Sandra Singh, Deputy City Manager
Katrina Leckovic, City Clerk
Chris Freek, Director of Civic Engagement & Communications
Teresa Jong, Administration Services Manager, City Manager's Office
Mellisa Morphy, Director of Policy, Mayor's Office
Trevor Ford, Chief of Staff, Mayor's Office

FROM: Lon LaClaire
General Manager, Engineering Services

SUBJECT: Eliminating Coin as a Payment Option for Parking

RTS #: N/A

With the popularity of mobile apps and tap-enabled devices, the use of coin as a payment method for street parking has steadily declined. It now comprises only 4 per cent of parking revenue, whereas 8 per cent is received via credit/debit card and 88 per cent is via mobile app, as shown in Appendix A.

Considering the low usage, coin will gradually be eliminated as a payment option starting in late April 2026 and will take approximately 2 weeks to complete. This will help streamline operations and achieve efficiencies, as manual coin collection and processing at National Yards will no longer be required, resulting in savings of \$0.8M annually.

Potential Impacts

To help ease the transition away from coin, all pay stations now accept both credit and debit cards, along with e-wallets (e.g. Apple Pay, Google Pay). New languages will also be added to pay stations by June, including Simplified Chinese, Spanish, French and Punjabi, to improve accessibility to the service. In addition, the PaybyPhone app supports more than 11 languages, and PaybyPhone has an Interactive Voice Response (IVR) system for those who wish to dial a number to pay for parking over the phone. A second mobile parking app, HotSpot, was

launched on April 7 and is also available citywide. Further details on mitigation strategies are available in Appendix B.

Approximately 16 per cent of the pay parking spaces in the city still have older-style single-space parking meters. These are primarily along the Broadway corridor, and many have temporary parking restrictions due to the Broadway Subway construction (see map in Appendix A). The City is in the process of replacing these old parking meters with interactive pay stations and we anticipate that this process will be completed city-wide within the coming 8 months (complete by Q1 2027). We will continue to include the installation of bike racks in place of the old meter posts.

Conclusion

The use of coin as a payment method for street parking has steadily declined and now constitutes only 4 per cent of parking revenue. Now that pay stations have been deployed across most of the city, all of which accept both credit and debit cards, the City will proceed with the elimination of coin as a payment option starting in late April 2026.

If you have any questions, please do not hesitate to reach out.

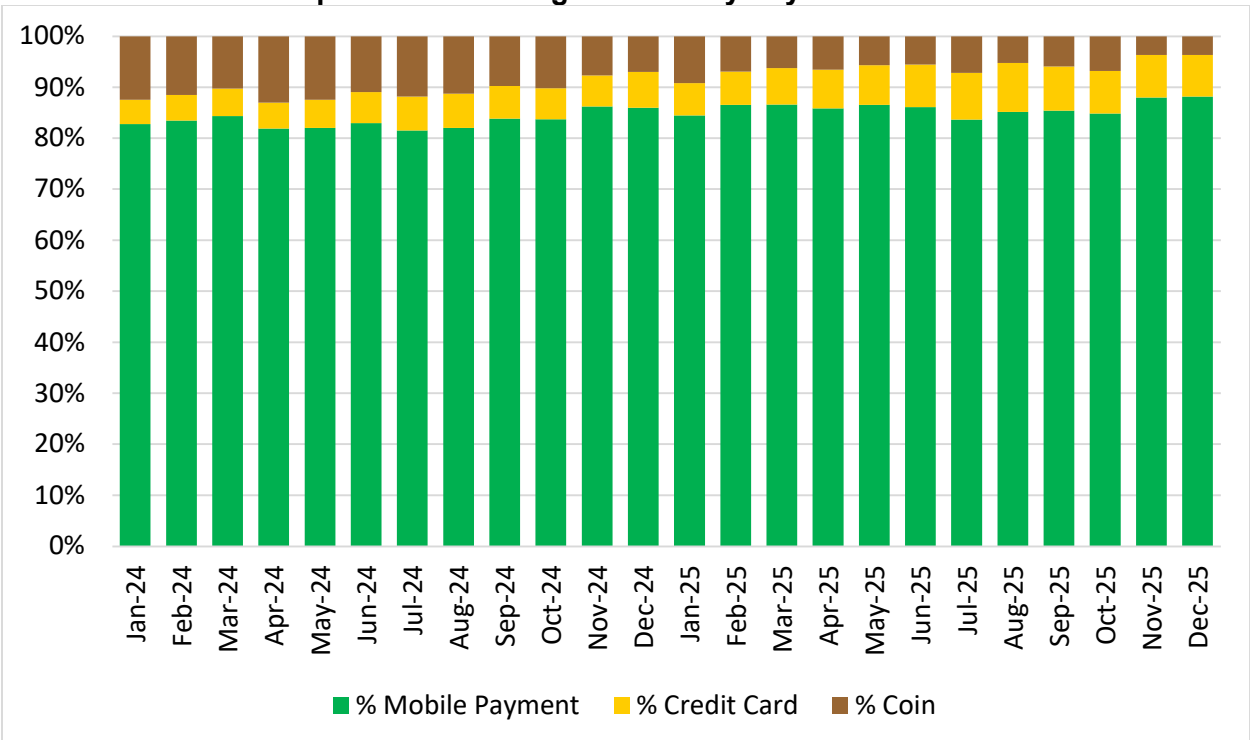


Lon LaClaire, M.Eng., P.Eng.
General Manager, Engineering Services

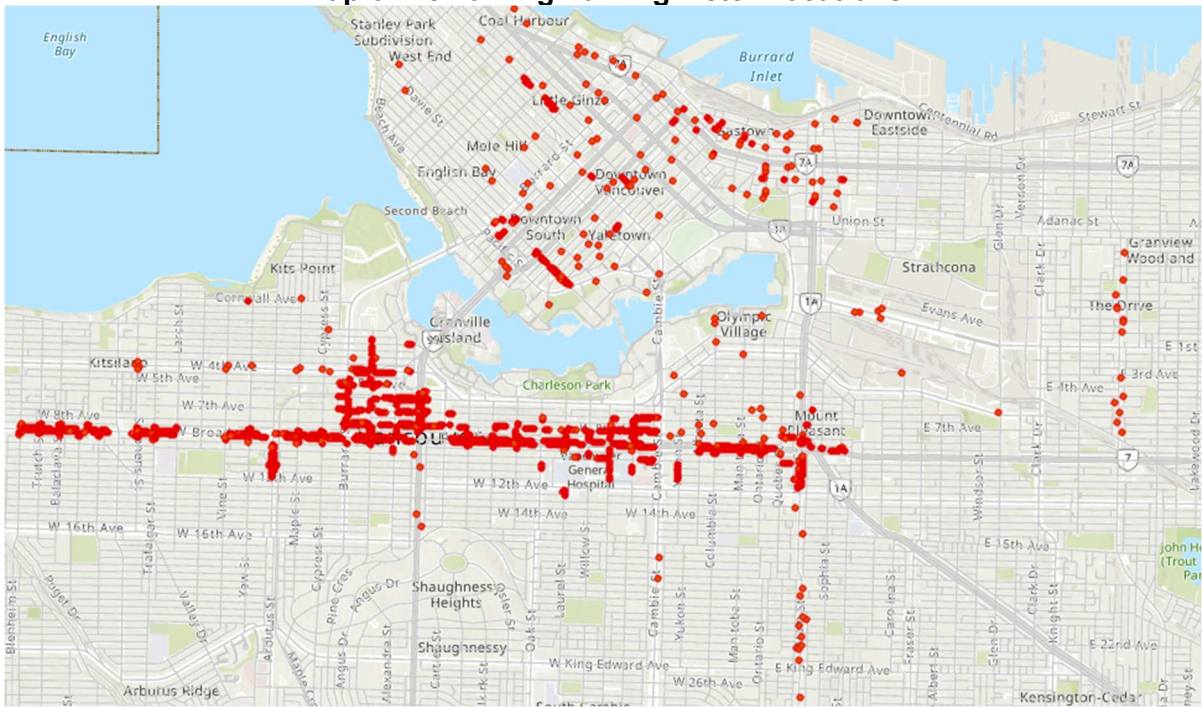
604.873.7336 | lon.laclaire@vancouver.ca

APPENDIX A – Payment Method Proportions and Parking Meter Locations

Proportion of Parking Revenue by Payment Method



Map of Remaining Parking Meter Locations



APPENDIX B – Mitigation Strategies

Seniors with low proficiency in English

To help older individuals for whom English is not their first language, additional languages will be added to pay stations. Simplified Chinese, Spanish, and French will be added to all pay stations across the city, and the newer pay stations from Precise will also have Punjabi.

This will be of particular benefit in neighbourhoods where coin usage is higher, such as Joyce-Collingwood (18 per cent coin) and Sunset (15 per cent), as these neighbourhoods tend to have higher proportions of older individuals for whom English is not their home language. The additional languages are anticipated to be available on all pay stations by June.

People who do not have a smartphone

People who do not have a smartphone can pay via credit or debit card, or call PaybyPhone and use their IVR (interactive voice response) system to pay over the phone.

People who are unbanked

[ACORN Canada](#) estimates that approximately 3 per cent of people in Canada are unbanked (i.e. do not have a bank account and thus no credit or debit card). To pay for parking at a pay station, such individuals could purchase a pre-paid Visa or Mastercard gift card, which are widely available at retail stores.

People with severe disabilities who are not able to utilize a cell phone or press buttons on a pay station

People with severe disabilities who are not able to use a phone for voice calls or apps, and who are not able to press buttons on a pay station to pay via card, can apply for a parking exemption to allow them to park for up to 3 hours for free at on-street pay parking spaces. There are currently only 4 individuals with this exemption.