

**Attachment 2 – Responses to community engagement feedback on draft Parking Management Policy**

Policy Setting	Policy Setting Description (as per draft Parking Management Policy)	Feedback Received	Council Officer response to feedback
1. Residential Parking Areas	Implementation of 35 precinct-based Residential Parking Areas in response to variations in demand and availability on specific days.	Make the Residential Parking Areas smaller	<p>Frequently Asked Questions updated with the following text:</p> <p><i>The proposed Residential Parking Areas are based on a reasonable walking distance of approximately 400 metres from a resident’s property to their car and are designed to provide a larger available parking zone than current without each area being so large that they encourage driving within a parking area.</i></p>
		Ensure accessible parking spaces are available near homes	<p>Factsheet to be developed based on current procedure; Website to be updated and Frequently Asked Questions updated with the following text:</p> <p><i>Council currently has a process to install accessible parking spaces (for people with a disability) in residential streets. Requests for accessible parking spaces need to be received in writing explaining the reasons and preferred location. When considering the request, Council officers will consider the following:</i></p> <ul style="list-style-type: none"> <li>- <i>Australian Standards -&gt; recommends 1 accessible parking space for 50 standard spaces.</i></li> <li>- <i>if there are any existing spaces nearby and how well they are utilised.</i></li> </ul> <p><i>Exceptional circumstances will be examined on a case by case basis. To find out more <a href="#">Contact Us</a> or use <a href="#">Online Services</a> to ask us a question, request information or give us feedback online. If you prefer, please call ASSIST on (03) 9209 6777.</i></p>

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			<p><i>Note: It is also important to note that the Disabled Persons Parking Permit allows the permit holder to park in areas restricted to 30 minutes or longer for double the time restriction. For example, a Disabled Persons Parking Permit holder can park in a two-hour zone for four hours.</i></p>
		<p>Make it clear where the residents who live on the boundary of a Residential Parking Area can park.</p>	<p>Frequently Asked Questions updated with the following text:</p> <p><i>Where streets form the boundary of a Residential Parking Area, permit holders will be permitted to park on both sides of the street as long as they are still within the City of Port Phillip and not in a neighbouring municipality. Parking signs will indicate which permit holders from which Residential Parking Area can park on that street.</i></p> <p>Policy wording has been updated (Section 2.4.1);</p>
		<p>Will this mean we need to buy Parking Permits when we don't currently?</p>	<p>Updates made to the Factsheet; Frequently Asked Questions updated with the following text:</p> <p><i>No, you will not be required to purchase parking permits. Only households adjacent to prohibitive parking restrictions (i.e. No Stopping, No Parking or a Permit Zone) or timed parking restrictions can apply for parking permits.</i></p>
<p>2. Maximum number of Resident Parking Permits for households without off-street parking</p>	<p>Reduce total number of Resident Parking Permits available to each eligible household without off-street parking from three to two.</p>	<p>Provide a long lead time for implementation to enable adult children to move or other arrangements made for vehicles and parking.</p>	<p>Frequently Asked Questions updated with the following text:</p> <p><i>Council understands that these changes may be difficult for some residents and may take some time to adjust to. Therefore, the draft Policy proposes that changes to Resident Parking Permit provisions will</i></p>

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			<i>not impact existing permit holders until 1 July 2025 to allow time for this adjustment.</i>
		'Grandfather' current Resident Parking Permit conditions until the property is sold	Frequently Asked Questions updated with the following text:  <i>Council understands that these changes may be difficult for some residents and may take some time to adjust to. Therefore, the draft Policy proposes that changes to Resident Parking Permit provisions will not impact existing permit holders until 1 July 2025 to allow time for this adjustment.</i>
		Clarify the 'exceptional circumstances' for the review of permit eligibility	Policy wording has been updated in Section 2.4.8 and the Frequently Asked Questions have been updated with the following text:  <i>Residents are entitled to apply for a review of their Resident Parking Permit application if they meet the following eligibility requirements:</i> <ul style="list-style-type: none"> <li>- <i>demonstrated personal or family disability or hardship;</i></li> <li>- <i>demonstrated temporary loss of access to onsite parking due to public works or essential decommissioning of onsite parking;</i></li> <li><i>or</i></li> <li>- <i>demonstrated irregularities in the application of eligibility requirements of this Policy.</i></li> </ul>
3. Maximum number of Resident Parking Permits for households	Reduce the maximum number of Resident Parking Permits available to each eligible property with off-street parking accessed	Clearly define the requirements for crossovers and usable off-street parking.  Review the viability of off-street parking before reducing the number of Resident Parking Permits.	Policy wording has been updated (Section 2.4.3); Factsheet and procedures to be developed and Frequently Asked Questions updated with the following text:

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with off-street parking	via a driveway from the street (excludes rear access laneways) depending on the width of driveway.		<p><i>In keeping with the approach used by adjacent and similar Councils both in Victoria and interstate, Council proposes reducing the number of Resident Parking Permits available to an eligible residence based on driveway width; and therefore, the number of parking spaces the driveway removes from the local supply.</i></p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>- <i>An eligible single dwelling with a driveway less than six metres in width will be eligible for one Resident Parking Permit.</i></li> <li>- <i>An eligible single dwelling with a driveway more than six metres in width won't be eligible for any Resident Parking Permits.</i></li> </ul> <p><i>Higher-density developments built prior to 1 October 2002 with a driveway will be eligible for one Resident Parking Permit.</i></p>
		Why has rear-access laneways excluded from this policy setting?	<p>Policy wording has been updated (Section 2.4.3); Frequently Asked Questions updated with the following text:</p> <p><i>Note: rear access laneways will not be taken into account, since only households with a driveway from the street reduce the availability of on-street parking.</i></p>
4. Tiered pricing for Resident Parking Permits	<p>\$60 for 1st Resident Parking Permit</p> <p>\$120 for 2nd Resident Parking Permit</p>	Provide the first Resident Parking Permit for free	<p>Frequently Asked Questions updated with the following text:</p> <p><i>In many streets within the municipality, demand for parking is greater than the number of spaces available. Providing the first Resident Parking Permit at no cost would potentially encourage more residents to apply for Resident Parking Permits, even</i></p>

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	<p>\$120 for 3rd Resident Parking Permit (while available)</p>		<p><i>when they have adequate off-street parking and at the same time reduce the public value of the on-street parking space. It was considered that this would make the parking permits system less fair than the current situation.</i></p> <p><i>By charging a small fee for the first Resident Parking Permit, Council hopes to encourage residents to utilise off-street parking where available and / or alternative and more sustainable modes of transport. This reflects the benchmarking completed with nearby Councils.</i></p>
		<p>Provide discounts or free Resident Parking Permits for Concession Card holders.</p>	<p>Policy wording has been updated (Section 2.4.5); updates made to the Factsheet and Frequently Asked Questions updated with the following text:</p> <p><i>Currently, eligible Concession Card holders are entitled to apply for one Resident Parking Permit (includes Resident, Foreshore and Visitor Parking Permits) free of charge, and subsequent Resident Parking Permits at half price.</i></p> <p><i>The draft Parking Management Policy proposes to maintain the same approach with the first Resident Parking Permit or 360 visitor / foreshore parking vouchers being free and subsequent permits or vouchers charged at half price. The following Concession card holders are entitled to receive a discount:</i></p> <ul style="list-style-type: none"> <li>- <i>Pensioner Concession Card – issued by Centrelink, Department of Human Services or Department of Veterans’ Affairs</i></li> <li>- <i>Health Care Card issued by Centrelink or Department of Human Services</i></li> </ul>

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			<ul style="list-style-type: none"> <li>- Commonwealth Seniors Health Card issued by Department of Human Services</li> <li>- Department of Veterans' Affairs (DVA) Gold Card – War Widow (WW) or Totally and Permanently Incapacitated (TPI)</li> </ul>
5. Single-use, short-term visitor parking vouchers	<p>Total of 360 single-use, short-term visitor parking vouchers available per eligible household, purchased in smaller booklets.</p> <p>Each voucher allows a vehicle to be parked in the relevant Residential Parking Area for up to 24 hours.</p>	Consider an app-based or online system rather than paper vouchers	<p>Frequently Asked Questions updated with the following text:</p> <p><i>Investigations are currently underway with the aim to implement e-permits by 1 July 2021, pending changes to the wording of the Road Safety Road Rules 2017 to enable e-permits, and minimise paper use, improve the customer experience and assist in preventing fraud and misuse of vouchers.</i></p> <p>Frequently Asked Questions updated with the above text.</p>
		Consider older people and making it simpler for them	<p>Frequently Asked Questions updated with the following text:</p> <p><i>Council intends to make the vouchers as simple and easy to use for all permit holders, consistent with its commitment to improving customer experience and the ease of interacting with Council by seeking to secure a range of methods for people to purchase and activate the vouchers, such as over the phone, in person, on-line and via a smartphone app.</i></p>
		Provide shorter duration vouchers for stays under 24 hours	<p>Frequently Asked Questions updated with the following text:</p> <p><i>A voucher is effective for up to 24 hours. For the purposes of flexibility, people visiting for a shorter period of time can choose whether to use a visitor voucher, or park their vehicle and comply with the</i></p>

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			<i>time limits, or if in paid parking, make the necessary payment.</i>
		Ensure the vouchers are valid for at least 12 months after purchase, from the date of purchase	Frequently Asked Questions updated with the following text:  <i>Vouchers will remain valid for use for at least 12 months. The maximum time the vouchers will remain valid for will need to be determined once Council has procured an e-permit system provider.</i>
6. Single-use, short-term foreshore parking vouchers	Total of 360 single-use, short-term visitor parking vouchers, purchased in smaller booklets.  Each voucher allows a vehicle to park in paid parking areas along Beach Road and designated foreshore car parks, for the allowable timeframe and without purchasing a ticket.	Consider an app-based or online system rather than paper vouchers	Frequently Asked Questions updated with the following text as per Topic 5:  <i>Investigations are currently underway with the aim to implement e-permits by 1 July 2021, pending changes to the wording of the Road Safety Road Rules 2017 to enable e-permits, and minimise paper use, improve the customer experience and assist in preventing fraud and misuse of vouchers.</i>
		Consider older people and making it simpler for them	Frequently Asked Questions updated with the following text as per Topic 5:  <i>Council intends to make the vouchers as simple and easy to use for all permit holders, consistent with its commitment to improving customer experience and the ease of interacting with Council by seeking to secure a range of methods for people to purchase and activate the vouchers, such as over the phone, in person, on-line and via a smartphone app.</i>
		Ensure the vouchers are valid for at least 12 months after purchase, from the date of purchase	Frequently Asked Questions updated with the following text as per Topic 5:  <i>A voucher is effective for up to 24 hours. For the purposes of flexibility, people visiting for a shorter</i>

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			<i>period of time can choose whether to use a visitor voucher, or park their vehicle and comply with the time limits, or if in paid parking, make the necessary payment.</i>
7. Demand responsive time controls and pricing to manage carparking availability	<p>Council to monitor parking availability targets across the City to apply appropriate evidence-based paid parking controls to specific areas, that are clearly linked to demand for parking across a given period of time.</p> <p>Remove any all-day parking rates.</p>	Support for traders and businesses including information and assistance from Council.	<p>Updates made to the Factsheet and Frequently Asked Questions updated with the following text:</p> <p><i>The proposed approach will ensure that more people can use our limited parking resources more often, in turn providing increased access to our local businesses and high-demand areas.</i></p> <p><i>The draft Policy has proposed different types of parking controls, which will increase reliability and availability of carparking for all users.</i></p> <p><i>These controls - including timed and paid parking areas - will be based on parking availability during certain times of the day. In order to achieve a reliable level of parking availability in specific areas, pricing and time restrictions will be adjusted annually based on evidence gathered by Council officers.</i></p> <p><i>For example, if the parking availability is low in a specific location, fees will be increased to encourage turnover. If parking availability is high, fees will be decreased. Parking fees will be determined through Council's budget process.</i></p>