



# Business parklet policy

Engagement summary report – phase two

September 2021





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# Executive summary

## Developing the business parklet policy

Temporary parklets and activations have been a critical part of Council's response to supporting the economic recovery of local businesses through COVID-19 while indoor dining was heavily restricted. They have provided a safe way for the community to experience a COVID-safe dining over the last year.

Temporary permits have been extended twice to support businesses as we move toward recovery. Taking the learnings from the trial program as well as an initial round of community engagement, officers have developed a draft Policy that would see business parklets become a fixture of outdoor dining. A key part in the development of this new policy has been consultation with our community.

The draft Policy outlines Council's position on implementing business parklets. It provides a framework to guide the application process, permitting and management of business parklets. Draft guidelines have been developed to support policy implementation, outlining the requirements for business parklet applicant and how applications would be assessed.

## Engagement approach

The engagement approach included two rounds of community engagement: consultation to inform policy development (May 2021); and consultation to gather feedback on a draft Policy, guidelines, and fee structure (July 2021).

In May 2021, we asked our community for their thoughts on the trial business parklet program and what they would like to see included in a policy supporting a longer-term parklet program. We heard that the majority of our community were supportive overall of business parklets. The responses we received indicated that more outdoor seating, better atmosphere and support for local businesses were the main community benefits. Parking, design, equity among traders and resident amenity were the main things community told us we should consider as we develop the policy. This feedback informed the development of the draft Policy, guidelines and proposed fee structure, which were released for consultation in late July 2021.

This second round of consultation ran from 26 July to 22 August 2021. The primary feedback tools were two surveys for traders and the wider community, hosted online due to Victoria COVID-19 restrictions at the time of consultation. An online forum was also set up, with Council officers available at set times to respond in real time to questions from the community.

One hundred and fifty-two survey responses were received in total. One-hundred and sixteen were from the general community and 36 were from businesses in Port Phillip. Six submissions were also received via email from local businesses.



The consultation was promoted via Council's online communications channels, including Divercity, social media and e-newsletters. Targeted promotion to businesses also took place through Council's Love Your Place business e-newsletter and trader associations.



## Engagement findings

### Key insights

- Community respondents indicated a higher level of comfort with the draft Policy than businesses. However, businesses who had parklets indicated they a higher level of comfort overall than those that did not.
- There was a low level of agreement from both businesses and community that that the draft fee structure was equitable.
- Community respondents indicated a higher level of comfort with the draft Guidelines than businesses. However, businesses who had parklets indicated they were more comfortable than those businesses that did not.
- The community's key concerns were around impact on parking availability, residential amenity, and the draft fee structure.
- Businesses were concerned about the impact on parking availability for customers, and equity among businesses and the draft fee structure.

### The draft Policy

Over half the total 152 respondents (85; 55.92%) indicated some level of comfort with the draft Policy. Over one third of respondents (57; 37.50%) indicated some level of discomfort with the draft Policy.

Community respondents indicated a higher level of comfort with the draft Policy than businesses. More than half of the 116 community respondents (74; 63.79%) indicated some level of comfort with the draft Policy. One third of business respondents (11; 30.56%) indicated some level of comfort with the draft Policy, while over half (21; 58.33%) indicated some level of discomfort.

Businesses who had a parklet (14 businesses) indicated a higher level of comfort with the draft Policy than those that did not. Of those 14 business respondents who had a parklet, 10 (71.43%) indicated some level of comfort with the draft Policy. Of those 22 business respondents who did not have a parklet, 19 (86.36%) indicated some level of discomfort.

Most community respondents who had indicated they were comfortable with the draft Policy expressed positive sentiment towards the parklets more generally, with a number of respondents referencing benefits such as vibrancy, extended outdoor seating and the support they offer to local businesses during the pandemic.

Businesses respondents who had indicated they were uncomfortable with the draft Policy were concerned about the impact parklets had on parking availability, the draft fees and equity among businesses. Similarly, community respondents who indicated they were uncomfortable expressed concerns around impacts on parking availability and resident amenity.



## Draft fee structure

There was general disagreement from both community and businesses that the draft fee structure was equitable. A quarter of the total 152 respondents (41; 26.97%) indicated they agreed the draft fee structure was equitable.

Just over a quarter of the 116 community respondents (32; 27.59%) indicated they agreed the fee structure was equitable. Similarly, businesses indicated a lower level of agreement with a quarter the 36 respondents (9; 25%) indicating they agreed the draft structure was equitable.

Of those 14 businesses respondents who had parklets (6; 42.86%) agreed with that the fee structure was equitable. Of those 22 business respondents who didn't have a parklet (3; 13.64%) agreed the fee structure was equitable.

Both business and community survey respondents who indicated they did not agree the draft fee structure was equitable, most were concerned that the fees proposed were too high, with many expressing they felt these should be lowered or offered for free. A number of respondents expressed that businesses were currently experiencing financial hardship due to the pandemic.

## Draft Guidelines

Over half (90; 59.21%) of the total 152 responses indicated some level of comfort with the draft Guidelines. Seven respondents indicated they were neutral (4.61%) and fifty-five (36.18%) indicated some level of discomfort.

Community respondents indicated a higher level of comfort with the draft Guidelines than businesses, with 76 out of the 116 survey responses (65.51%) indicating some level of comfort.

One third of the 36 business respondents (14; 38.88%) indicated some level of comfort with the draft Guidelines. However, businesses who had a parklet indicated a higher level of comfort with the draft Guidelines than those who had did not have a parklet. Of those 14 business responses who had a business parklet (11; 78.57%) indicated some level of comfort with the draft Guidelines. Of those 22 business respondents who did not have a parklet three respondents (13.63%) indicated some level of comfort with the draft Guidelines.

Community respondents who had indicated some level of discomfort with the draft Guidelines shared concerns around the impact on parking and resident amenity.

Businesses respondents who had indicated some level of discomfort with the draft Guidelines shared concerns around the draft fee structure and its perceived high cost.

## Proposed eligibility criteria

One hundred (65.79%) of the 152 respondents indicated some level of comfort with the proposed eligibility criteria.



Over half of the 116 community respondents (77; 66.38%) indicated some level of comfort with the proposed eligibility criteria. Similarly, over half of the 36 business survey respondents (23; 63.89%) indicated some level of comfort with the proposed eligibility criteria.

Both business and community respondents who had indicated they were uncomfortable with the proposed eligibility criteria expressed concerns around impact on parking availability for residents and business customers.



# Introduction

## Purpose of this report

The purpose of this report is to provide a summary of round two of the community engagement program for the Business Parklet Policy. It details the engagement techniques used to gather feedback on the draft Policy and presents the findings from this round of engagement.

## Purpose of engagement

The purpose of this engagement was to inform the community of the development of a business parklet policy and to consult with our community on the draft Policy and supporting documents.

## Communications

We communicated with our community about this consultation via Council's Have Your Say website, and Divercity Online newsletter. Emails were distributed to the Have Your Say database and businesses in Port Phillip, and information about the consultation was promoted via Council social media channels (Facebook, Instagram, LinkedIn).

Engagement activities were promoted mainly via Council's website and the Have Your Say site. The Have Your Say project page provided information about the consultation, FAQs and copies of the draft Policy, guidelines and draft fee structure for viewing and download.

To promote the consultation to a wider audience, two social media advertisements were posted throughout the consultation period on Facebook and Instagram, targeting the Port Phillip area.

## Limitations

Limitations to the community engagement process include:

- Consultative engagement provides only a high-level snapshot of community sentiment and does not reflect any deeper deliberation of issues and challenges.
- Contributions to this consultation do not necessarily constitute a representative snapshot of our community, as people self-selected to participate.
- Due to COVID-19 restrictions and lockdown there were no opportunities for face-to-face engagement activities during the consultation period and the engagement was delivered fully online.





# Engagement approach

## How we engaged

This engagement was hosted on Council’s Have Your Say website and feedback was channelled primarily through two surveys seeking feedback from the community and businesses on the draft policy, guidelines and fee structure.

The following table provides a summary of the activities and tools used to promote the engagement and seek feedback.

Channel	Reach / Participants
<b>Advertising</b>	
Emails to Have Your Say newsletter subscribers and project followers	Approximately 3,600 emails <ul style="list-style-type: none"> <li>• Sent on 5 August - open rate 70%</li> <li>• Sent on 7 August - open rate 56%</li> <li>• Sent on 20 August - open rate 49%</li> </ul>
Postcards delivered to businesses	Approximately 70 postcards delivered to businesses on Ormond Road, Elwood
E-blast to Council’s business database	Approximately 5,700 emails <ul style="list-style-type: none"> <li>• Sent on 30 July - open rate 46%</li> <li>• Sent on 18 August - open rate 48%</li> </ul>
Diversity Online	Approximately 4,200 subscribers Sent on 12 August - open rate 55%
Council’s social media - Facebook, Instagram, LinkedIn	<p><b>Facebook</b></p> <ul style="list-style-type: none"> <li>• Two targeted adverts - 9,163 reach (number of people who saw the post) and 311 link clicks</li> <li>• Two organic posts - 5,107 reach</li> <li>• Posts shared to 9 community Facebook groups</li> </ul> <p><b>Instagram</b></p> <ul style="list-style-type: none"> <li>• Three Instagram posts - 2,176 reach.</li> </ul> <p><b>LinkedIn</b></p> <p>Two LinkedIn posts - 2,569 impressions *views when the post / article is at least 50% on screen or when the post link is clicked.</p>



	This table doesn't include retweets, shares or posts from business or individuals social media pages,
Emails to traders and trader groups	<ul style="list-style-type: none"> <li>• Personalised email to trader groups, including:                             <ul style="list-style-type: none"> <li>○ Fitzroy Street Business Association - 3 August</li> <li>○ Acland Street Village Business Association - 3 August</li> <li>○ Port Melbourne Business Association - 3 August</li> <li>○ Elwood Village Traders - 3 August</li> </ul> </li> <li>• Personalised email to traders who have previously expressed an interest in Parklets (4)</li> <li>• Email sent to approximately 60 businesses with parklets</li> </ul>
Phone calls to businesses with parklets during consultation period	Approximately 60 phone calls to inform businesses about the consultation and encourage them to provide feedback.
<b>Responses</b>	
Online responses via Have Your Say	1,062 visitors to the Have Your Say page 152 survey responses <ul style="list-style-type: none"> <li>• 116 community members</li> <li>• 36 businesses</li> </ul>
Other responses	Seven emails received from businesses.



## Who we engaged

A series of demographic questions were included in the surveys, and the following provides a brief snapshot of who we engaged. Detailed demographic data is provided as Appendix A to this report.

### Community

- Over one third of community survey respondents were aged between 35 to 49 years (47; 40.52%)
- The majority of community survey respondents identified themselves as Port Phillip residents (89; 76.72%), with 40 of these respondents also identifying as ratepayers (34.48%)
- South Melbourne was the most common residential suburb (21; 18.10%), followed by Port Melbourne (18; 15.52%) and then Elwood (12; 10.34%)

### Businesses

- Food and beverage service (22; 61.11%) was the most selected business type followed by retail trade (11; 30.56%)
- Over a third of respondents currently had a parklet (14; 38.89%) and over half did not have a parklet (22; 61.11%).
- Nearly a third of businesses survey respondents were located in St Kilda (11; 30.56%), followed by Elwood (7; 19.44%).
- Over half the respondents (21; 58.33%) indicated they were interested in applying for a parklet; 14 respondents (38.88%) indicated interest in an annual permit, three indicated interest in a seasonal permit (8.33%) and four (11.11%) indicated they were undecided as to which type of permit they were interested in.

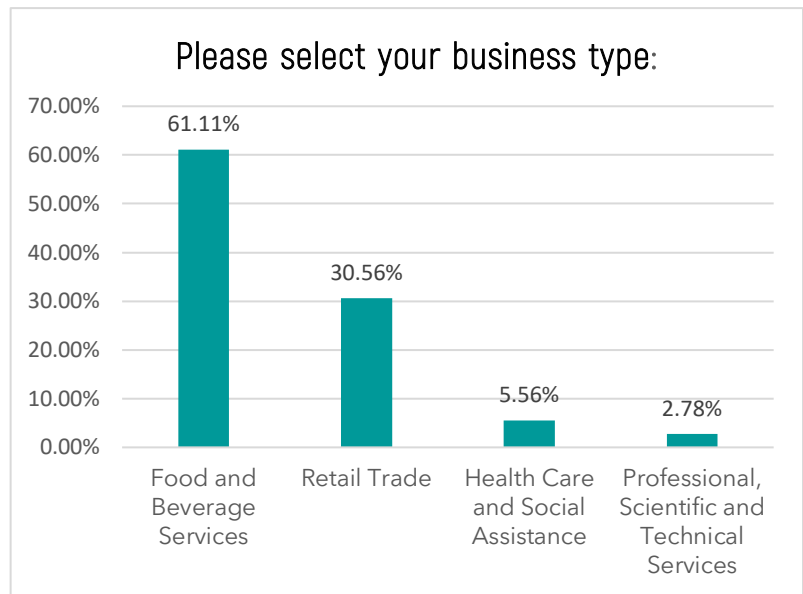


## Businesses

A series of questions were asked to business survey respondents to gain a better understanding of their business type, location, parklet status and interest in applying for a parklet in the future.

Q. Please select your business type:

Business type	Count	Percentage
Food and Beverage Services	22	61.11%
Retail Trade	11	30.56%
Health Care and Social Assistance	2	5.56%
Professional, Scientific and Technical Services	1	2.78%



Q. Where is your business located?

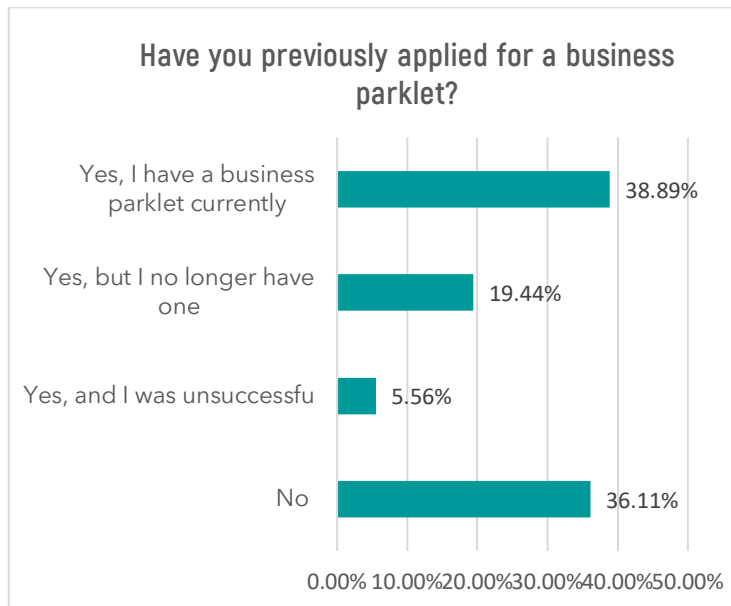
Location	Count	Percentage
Albert Park	3	8.33%
Balaclava	2	5.56%
Elwood	7	19.44%
Melbourne	0	0.00%
Middle Park	2	0.00%
Port Melbourne	5	13.89%
Ripponlea	0	0.00%
South Melbourne	5	13.89%
Southbank	0	0.00%
St Kilda	11	30.56%
St Kilda East	0	0.00%
St Kilda West	1	2.78%
Windsor	0	0.00%
Other	0	0.00%



**Q. Have you previously applied for a business parklet?**

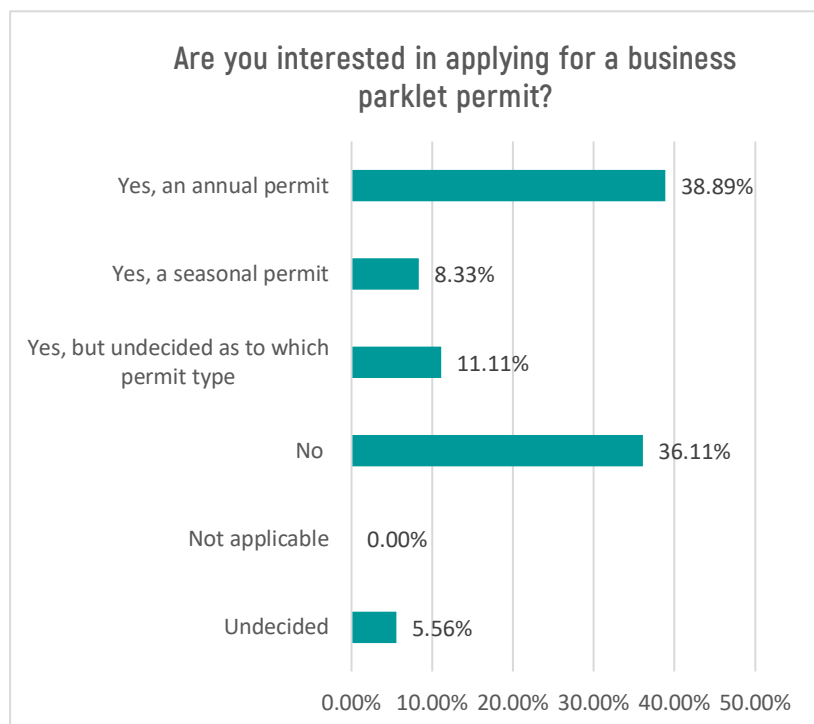
Status	Count	Percentage
Yes, I have a business parklet currently	14	38.89%
Yes, but I no longer have one*	7	19.44%
Yes, and I was unsuccessful	2	5.56%
No	13	36.11%

\* This number exceeds the amount of business parklets which have been removed.



**Q. Are you interested in applying for a business parklet?**

Status	Count	Percentage
Yes, an annual permit	14	38.89%
Yes, a seasonal permit	3	8.33%
Yes, but undecided as to which permit type	4	11.11%
No	13	36.11%
Not applicable	0	0.00%
Undecided	2	5.56%





## **Q. Please briefly explain your answer**

Respondents were also asked a follow up question to briefly explain why they were/ were not interested in applying for a permit.

### Annual (12 comments)

Those who indicated they were interested in annual permit expressed the benefit that their parklets had provided to their businesses during the pandemic (4) with one respondent stating that without outdoor options business isn't viable.

Other respondents mentioned that an annual permit would provide them with certainty that parklets can continue all year round and offer their customers some continuity.

Some respondents stated that their businesses operated all year round (2) and that it would be beneficial to have outdoor space even during winter. One respondent stated their customers preferred sitting outside.

### Seasonal (3 comments)

Those who indicated they were interested in seasonal permits stated that their business trade was seasonal; trade increased over summer while trade over winter can reduce and people are more likely to want to sit inside.

### Yes, but undecided as to which permit type (2 comments)

One respondent stated no answer. The other respondent expressed they were leaning more towards an annual permit.

### No (5 comments)

Those who indicated they were not interested in applying for a business parklet stated that they weren't eligible or were not supportive of removing carparking spaces or didn't agree that hospitality should have preference over other industries. One respondent stated they had previously applied for a parklet, however had disagreed with the construction requirements. While another respondent was concerned that the feedback being sought wasn't intended to determine if parklets should continue or not.



# Engagement findings

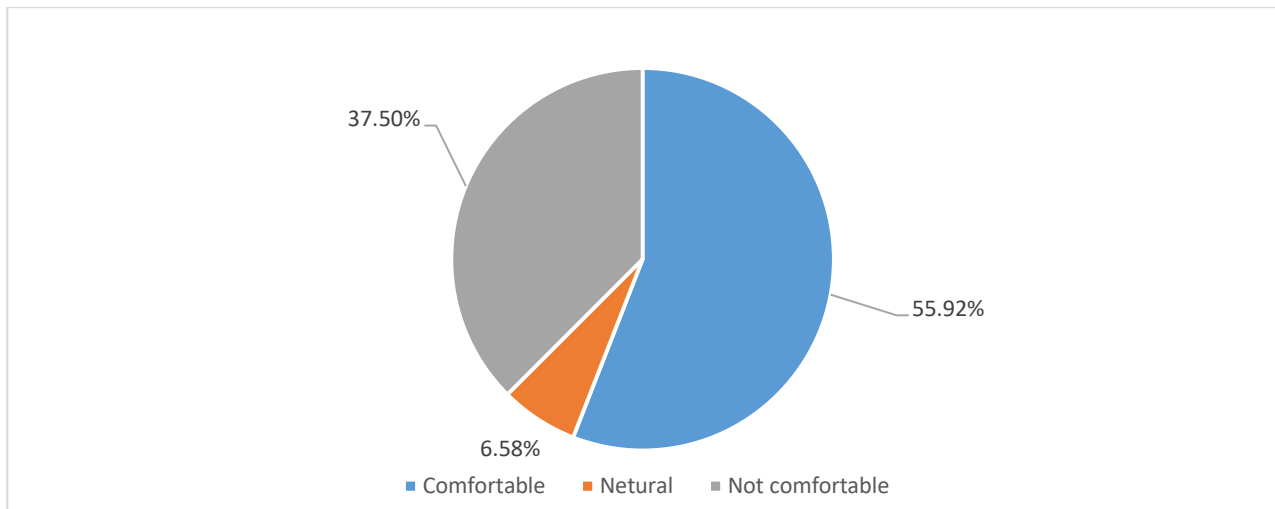
## Survey results

This section presents the results of the community and business surveys. Where appropriate, themes from email submissions are presented alongside themes from open text survey responses. Email verbatim is attached as part of Appendix C in this report.

### Draft Policy

#### Q. Overall, how comfortable are you with the draft Policy for business parklets in Port Phillip?

Eighty-five of the total 152 respondents (55.92%) indicated some level of comfort with the draft Policy. Ten respondents (6.58%) indicated they were neutral, while 57 respondents (37.50%) indicated some level of discomfort with the draft Policy.



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Total	59	26	10	21	36
	38.82%	17.11%	6.58%	13.82%	23.68%



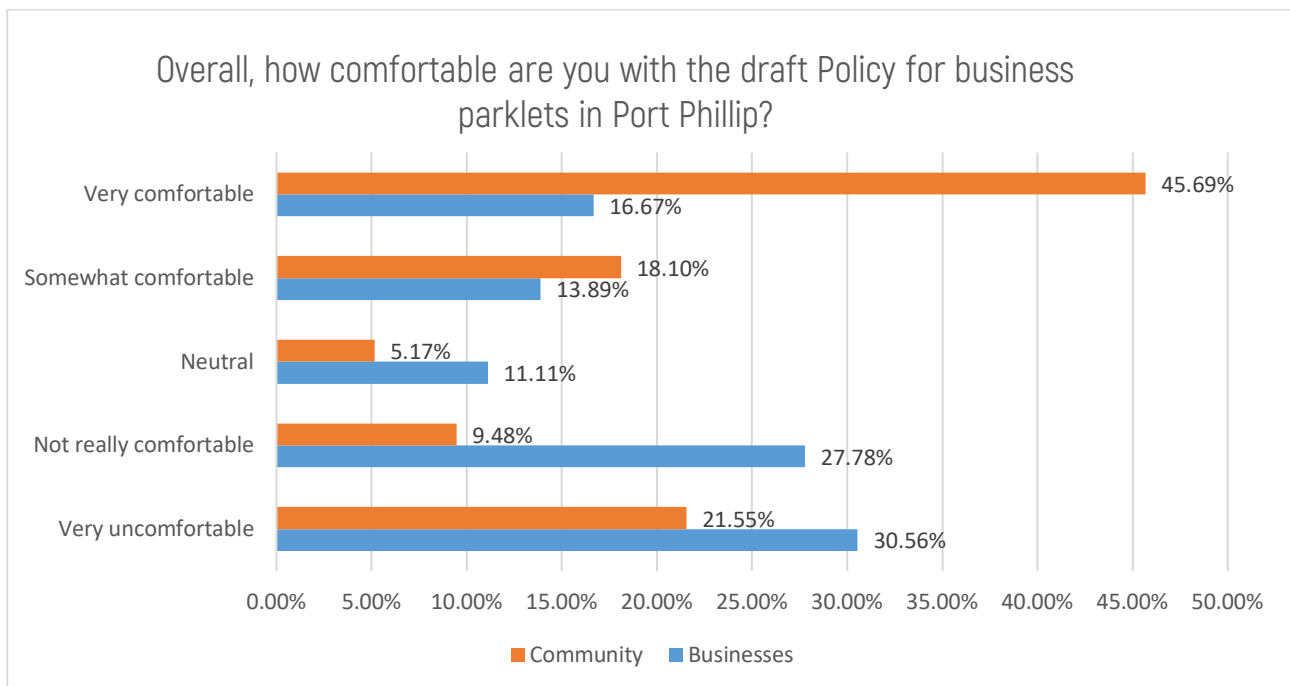
### Community

Seventy-four of the 116 community respondents (63.79%) indicated some level of comfort with the draft Policy, with 53 respondents (45.69%) indicating they were very comfortable. Six respondents indicated they were neutral (5.17%), while 36 (31.03%) indicated some level of discomfort.

### Businesses

Eleven of the 36 business respondents (30.56%) indicated some level of comfort with the draft Policy. Four respondents were neutral (11.11%), while 21 respondents (58.33%) indicated some level of discomfort.

Businesses who had a parklet indicated a higher level of comfort with the draft Policy than those that did not. Of the 14 business respondents who had a parklet, 10 (71.43%) indicated some level of comfort with the draft Policy. Of the 22 business respondents that did not have a parklet, 19 (86.36%) indicated some level of discomfort.

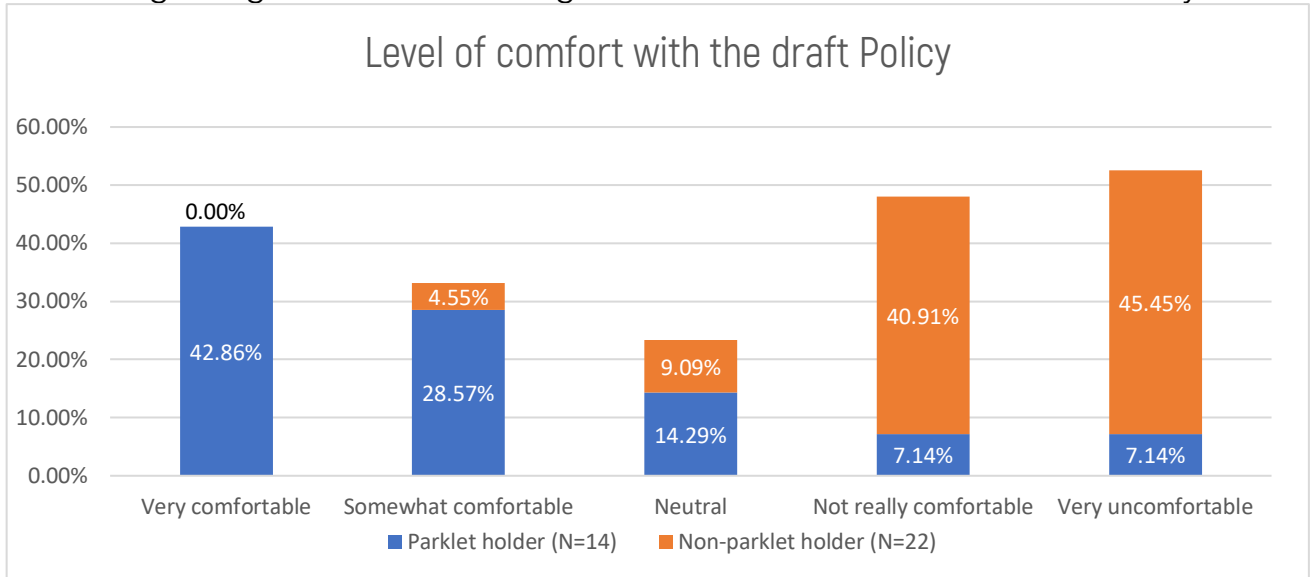


	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Community	53 45.69%	21 18.10%	6 5.17%	11 9.48%	25 21.55%
Businesses	6 16.67%	5 13.89%	4 11.11%	10 27.78%	11 30.56%





Data from business respondents was cross-tabulated by parklet holder and non parklet holder to gain a greater understanding of the level of comfort with the draft Policy.



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Parklet holder (N=14)	6 42.86%	4 28.57%	2 14.29%	1 7.14%	1 7.14%
Non-parklet holder (N=22)	0 0.00%	1 4.55%	2 9.09%	9 40.91%	10 45.45%



## Draft Policy open text responses

Respondents were asked to explain why they were/ were not comfortable with the draft policy. Eighty-five of the 116 community respondents and 29 of the 36 business respondents provided an answer to this question. Key or repeating comments have been summarised for each question and verbatim responses are provided as Appendix B to this report.

### Community

#### Comfortable (49 comments)

Most respondents who indicated they were comfortable with the draft Policy expressed positive sentiment towards the parklets in general (28), with a number of these respondents indicating they had enjoyed benefits such as vibrancy and extended outdoor seating. Many respondents also referenced in their responses the support parklets had provided to local businesses during the pandemic (18).

*"The parklets are an excellent way to support our hospitality and small business, and have been a great addition to our community landscape. I hope to see them stay as a permanent feature into the future."*

#### Uncomfortable (33 comments)

Those who indicated they were uncomfortable with the draft Policy expressed concerns around the impact they felt parklets had on parking availability and resident amenity. A number of respondents (13) shared concerns around the impact on resident amenity in relation to noise, parking and antisocial behaviour. Some respondents referenced the reduction in carparking spaces (16), with several referencing that this also impacted on other businesses as their customers were unable to access parking (5).

*"great care needs to be exercised to ensure there is balance that fairly responds to ALL business and needs in these difficult times - the implied focus on hospitality is not without merit but the interests of other traders also need to be factored into final consideration. Parking impact is likely to be a concern for other traders and the community."*

Two respondents were concerned that parklets contributed to increased congestion and therefore created health and safety risks.

In regard to streetscape, one respondent was concerned that parklets removed the heritage and charm in neighbourhoods, while another respondent was concerned around the lack of consistency with parklet design.

A few respondents (4) indicated they were not comfortable with the draft Policy, but expressed positive sentiment towards parklets in general in their open text comments.



## **Other comments**

- The process should be digital and automated (2).
- The draft Policy needs to reflect more long-term views towards business parklets and its usage. (1)
- The specific timeframe for processing the permits should be outlined (1).
- Clarification as whether Council is encouraging parklets or providing a facility to guide their use where they are requested and satisfy criteria. (1)
- There should be allowance for local residents to be notified of a business parklet before the application process begins (1).
- Sustainable materials and plants in parklet infrastructure should be encouraged. (1)
- There was concern around current parklet locations (*location not specified*). (1)
- A suggestion was made to permanently close Cecil Street at South Melbourne Market to traffic and give more space to South Melbourne Market patrons. (1)
- Clarification if seasonal permit applications fall behind annual permit renewals?. (1).



## Businesses

### **Comfortable (8 comments)**

Those who indicated some level of comfort with the draft Policy shared positive sentiment towards the draft Policy, stating it was clear and well explained (4). Two respondents expressed concerns around the draft fee structure, with one respondent suggesting a lower rate establishment fee should be offered.

*"I feel the draft policy covers all aspects of the parklets for Port Philip."*

*"Parklets have the potential to develop and enhance the amenity of the city and neighbourhoods, the proposed charges are considerably higher than anticipated. An establishment period should be considered at a lower base."*

One respondent suggested the permit duration should be longer to allow better parklet structures to be built. Another respondent expressed that lockdowns needed to be considered, however didn't provide any further context.

Two respondents expressed that parklets had provided much needed support for local businesses particularly during the pandemic. One respondent expressed they felt the approach is practical and balances the needs of businesses and residents well.

### **Neutral (2 comments)**

One respondent expressed they would be more comfortable once they have a clearer understanding of the tier 3 costs and whether dispensation would be available to businesses who are unable to accommodate 12 patrons per parking bay. Another respondent stated they didn't understand why there was a policy and guideline document.

### **Not comfortable (19 comments)**

Those who indicated some level of discomfort with the draft Policy were concerned about parking, fees and equity among businesses.

A number of respondents (5) expressed concerns around the proposed fees, indicating they felt these were too high, with a few respondents suggesting there should be no charge at all. Some respondents indicated that businesses were already experiencing challenging trading conditions and will not be able to afford fees.

*"There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free- at a minimum."*

Some respondents expressed that they felt that parklets benefitted only parklet owners and disadvantaged other businesses by favouring one industry over another (6). A number of respondents referred to the negative impact parklets had on other businesses as they reduced



the amount of customer parking available (7). One respondent expressed that businesses who do not have the physical space for an extension were disadvantaged.

*“The policy does not address issues of parking and or consider impact to trade of other businesses within streets. Hospitality is not the only business that suffers as part of COVID lockdown and parklets are only supporting one other type of business - at the detriment of others.”*

One respondent indicated that while they were supportive of the initiative last year, they now need to be removed and return neighbourhoods back to how they were before COVID.

### **Other comments**

- Concerns around the parklets being underutilised during winter and at night (2)
- Support for parklet extension as lockdown could continue (1)
- Reconsider extending the maximum term of parklets to allow businesses to recover their investment after lockdown into the future if lockdowns continue. (1)
- Already reduced parking in South Melbourne as a result of bike lanes, environmental catchments, tree planting and other concessions made to the south Melbourne Market. (1)
- Capacity to use an area that is not just a parking bay (1)
- Clarification on how objections from surrounding businesses would be verified (1)
- Clarification on how vehicle access would be addressed where adjacent businesses have parking on site (1)
- Survey assumes the trial has been successful (1)
- Suggestion for longer tenure based on level of investment in parklet infrastructure. (1)

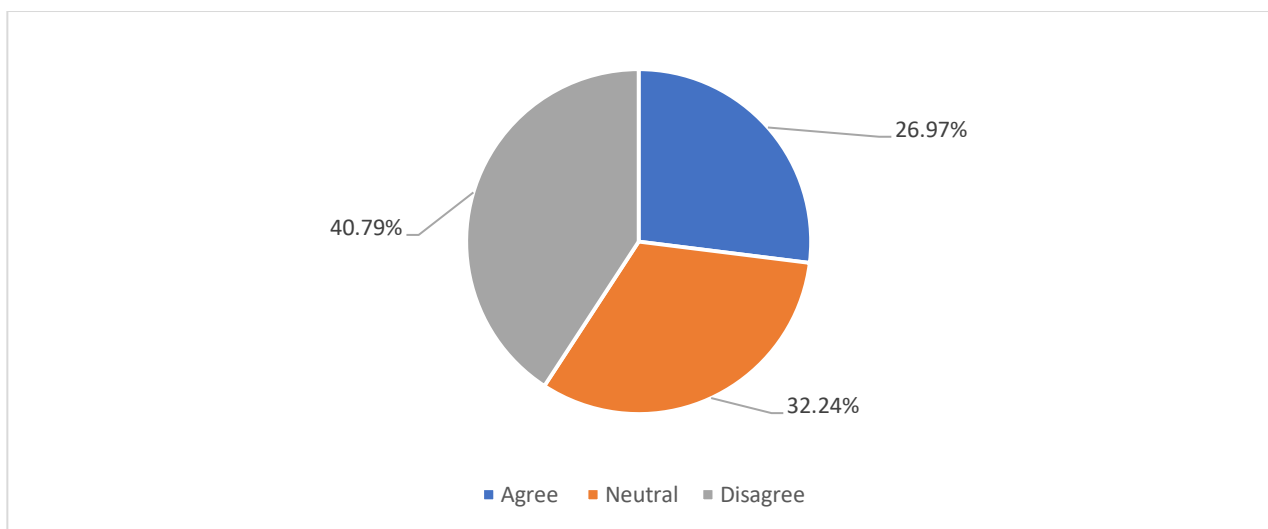


## Draft fee structure

Respondents were asked to explain why they did/ did not agree that the fee structure was equitable.

### Q. To what extent do you agree that the draft fee structure is equitable?

Forty-one of the total 152 respondents (26.97%) indicated they agreed the draft free structure is equitable. Forty-nine respondents (32.24%) indicated they were neutral, while 62 respondents (40.79%) indicated some level of discomfort with the draft fee structure.



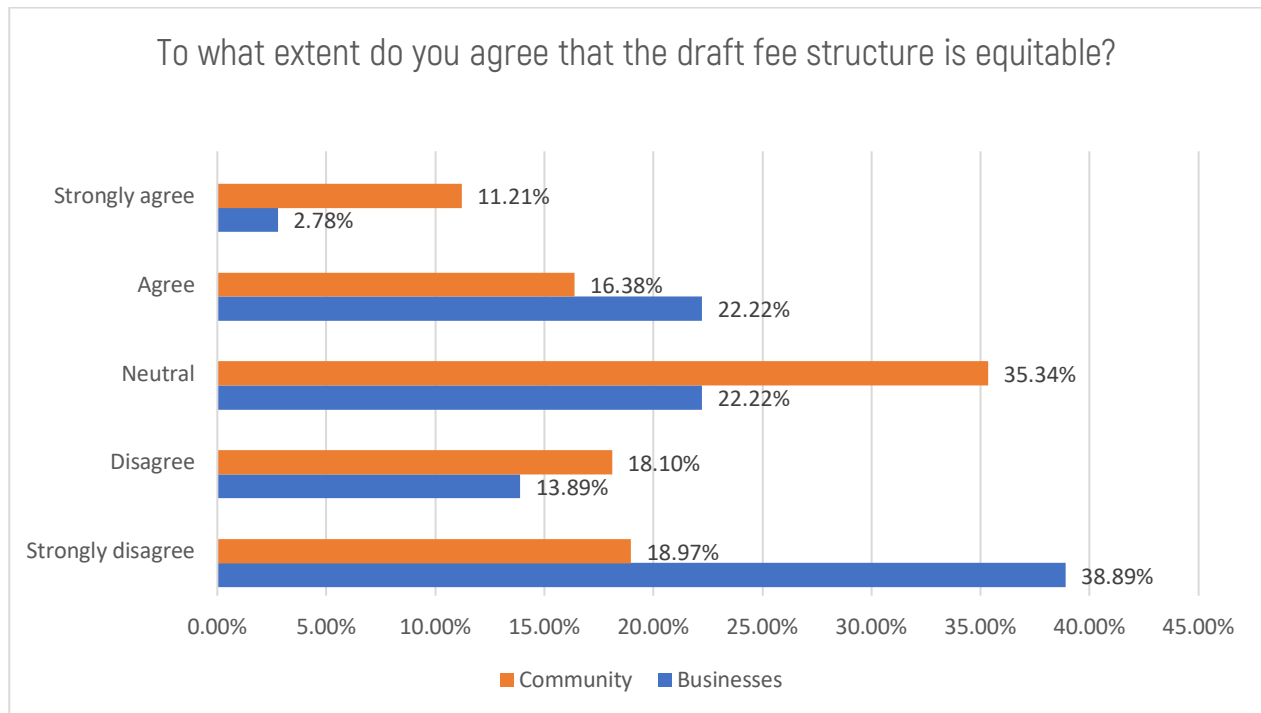
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Total	14 9.21%	27 17.76%	49 32.24%	26 17.11%	36 23.68%

### Community

Thirty-two of the 116 community respondents (27.59%) respondents indicated they agreed the draft free structure is equitable. Forty-one respondents (35.34%) were neutral, while 43 respondents (37.07%) indicated they disagreed that the fee structure is equitable.

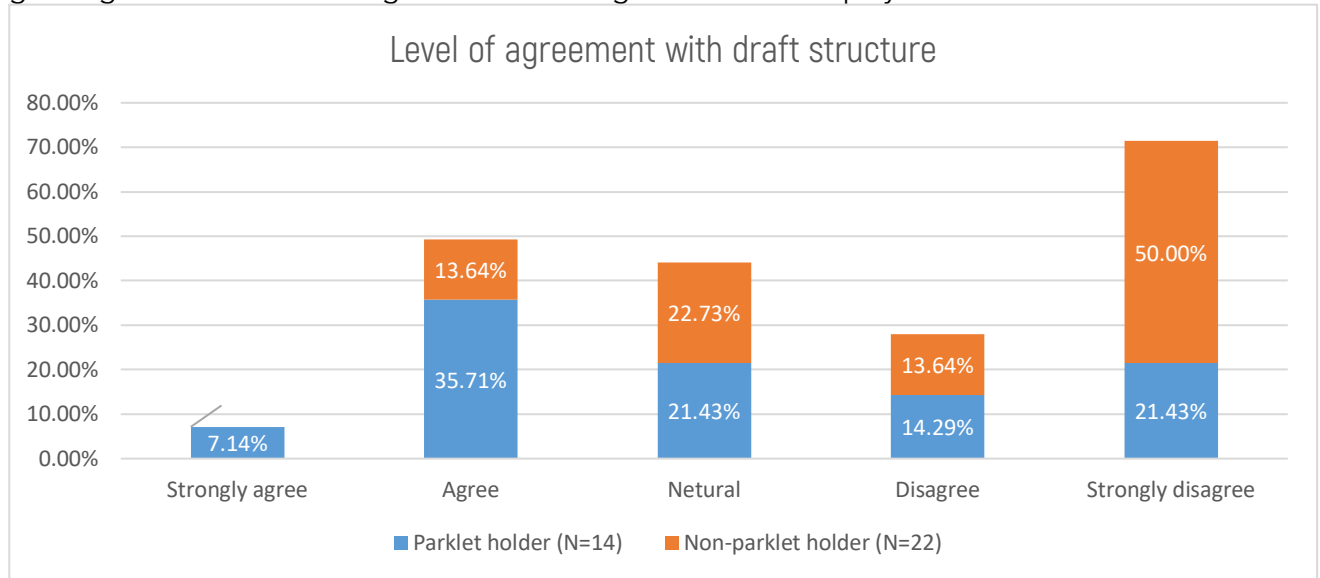
### Businesses

Nine of the 36 business respondents (25%) indicated they agreed the draft free structure is equitable. Eight respondents (22.22%) were neutral, while 19 respondents (52.78%) indicated they disagreed that the fee structure is equitable. Of the 14 business respondents had parklets, 6 (42.86%) agreed with that the fee structure was equitable. Three of the 22 business respondents who didn't have a parklet (13.64%) agreed the fee structure was equitable.



	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Community	13 11.21%	19 16.38%	41 35.34%	21 18.10%	22 18.97%
Businesses	1 2.78%	8 22.22%	8 22.22%	5 13.89%	14 38.89%

Data from business respondents was cross-tabulated by parklet holder and non-parklet holder to gain a greater understanding of the level of agreement with equity of the draft fee structure.



	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Parklet holder	1	5	3	2	3
	7.14%	35.71%	21.43%	14.29%	21.43%
Non parklet-holder	0	3	5	3	11
	0%	13.64%	22.73%	13.64%	50%





## Draft fee structure open text responses

Respondents were asked to explain why they agreed / disagreed that the draft fee structure was equitable. Seventy of the 116 community respondents and 24 of the 36 business respondents provided an answer to this question.

Key or repeating comments have been summarised below, and verbatim responses are provided as Appendix B to this report.

### Community

#### Agree (9 comments)

Although some respondents had indicated they agreed with the fee structure, a few respondents expressed they had concerns around the fees and parking in their open text responses. Two respondents who indicated they agreed with the structure qualified their responses, indicating they felt the fees themselves were too high, with one respondent suggesting that fees should be waived during the pandemic.

One respondent stated that while they agreed a well-rounded fee structure was required, they didn't agree with increasing the charge for seasonal parklets. Another respondent expressed they felt that a 10-tier structure was overly complicated,

One respondent expressed that while they had no issue with the proposed fee structure, they were concerned there was no allowance for the prorated value of a specific parking space based on its limit of supply in the area. Another respondent suggested that revenue raised should be used to create new parking opportunities.

#### Neutral (21 comments)

A number of respondents indicated they felt as though they could not provide comment as they did not understand the impact the fees would have on businesses. (8)

One respondent suggested that any fees generated should be redistributed back into the community through amenity services to support the increased patronage. Another respondent suggested they were comfortable as long as all amenity costs were included, such as signage, traffic and extra rubbish containers were included in the fees.

#### Disagree (40 comments)

The majority of those who indicated they disagreed with the draft fees were concerned about their perceived high costs and the impacts of parklets on parking availability.

A number explicitly expressed concerns the draft fee structure was too high (8). Some respondents generally stated they felt fees should be lowered or free (10). Of these, some mentioned that businesses were currently experiencing hardship due to the pandemic and this needed to be taken into consideration (8).



A number of respondents referenced concerns around parking in their responses (5). One respondent suggested using the lost parking spot revenue as the baseline for pricing, while others felt pricing should reflect impact to the community due to loss of parking spaces.

A number of respondents expressed they felt the draft fee structure was complex and difficult to understand (5).

### **Other comments**

- Seasonal fee charge is too high (2)
- Businesses are experiencing hardship and fees should be more aligned with current trading conditions and be structured with grading over a longer time period. (1)
- Occupancy levy as part of the fee (1).
- Clarification on whether fee revenue will be used for policing of policy (1)
- These spaces should not incur fees unless council are cleaning or maintaining the area (1)
- The cost isn't enough to justify impact on amenity (1)
- Parklets should only be available during the pandemic (1)
- Suggestion for structure to be based on commercial rate per metre (1)
- Fees are too low (1)
- Fee should be based on business (1).

### **Businesses**

#### **Agree (6 comments)**

Businesses who indicated they agree with the draft fee structure expressed they felt the tier structure was reasonable and fair (5). However, a few respondents indicated that while they supported the fee structure they felt costs were high for the initial period and should be more affordable (2). One respondent suggested that if lockdowns were to continue there should be allowance for a free period.

#### **Disagree (14 comments)**

Most respondents who indicated they disagreed with the draft fee structure were concerned around the perceived high cost of the draft fee structure (3) and suggested these should be lowered or offered at no charge. A number of respondents stated that businesses were operating in challenging trading conditions (3) and were not in a position to afford fees or be able to recoup losses (2).

*"Fee structures are great in normal times when business is good. With COVID-19 we are not in normal times, nor will we be in the foreseeable short-term future. Let's not forget what local business offers to the City, its occupants and more importantly the many local, interstate and international visitors [are] (sic) City attracts."*

One respondent expressed that the draft fee structure was expensive in comparison to their rental fees, while some respondents suggested the costs associated with initial setup of parklet infrastructure should also be considered.



A few respondents were concerned that the fee structure was based on 1 person per 1 square metre when government requirements have been set at 1 person per 2 square metres for the past year. It was also suggested that the calculation of 12 people per parking space does not allow for tables with space in-between, a buffer zone and space for barriers and safety bollards.

One respondent expressed they felt that parklets were an unbalanced approach to supporting retail and hospitality. A few respondents made comments that parklets disadvantaged the precinct as a whole and only provided benefit to a few as they removed car parking from other businesses (2).

### **Other comments**

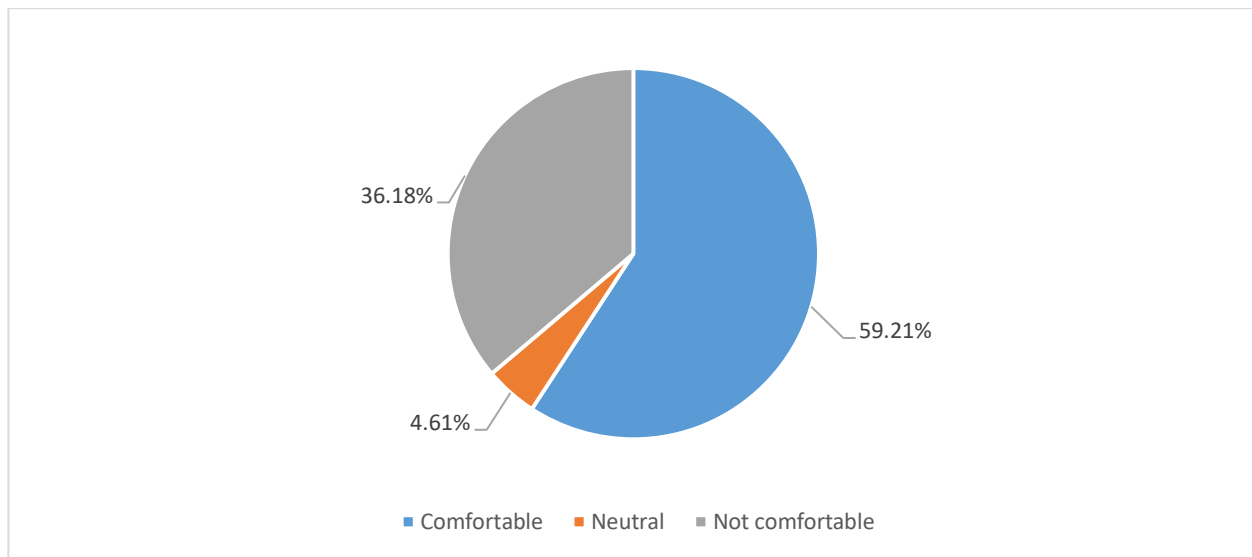
- Caps for parklets do not seem correct for some suburbs (1)
- The sooner the better, to provide businesses with certainty (1)
- Businesses vary; therefore, fees should be assessed on an individual basis (1)
- Parklets aren't needed in Albert Park (1)
- Interest free periods and discounts for first years are not equitable for Port Phillip rate payers (1)



## Draft Guidelines

### Q. Overall, how comfortable are you with the draft Guidelines for business parklets in Port Phillip?

Ninety (59.21%) out of the total 152 respondents indicated some level of comfort with the draft Guidelines. Seven respondents indicated they were neutral (4.61%) and 55 (36.18%) indicated some level of discomfort.



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Total	52	38	7	21	34
	34.21%	25.00%	4.61%	13.82%	22.37%

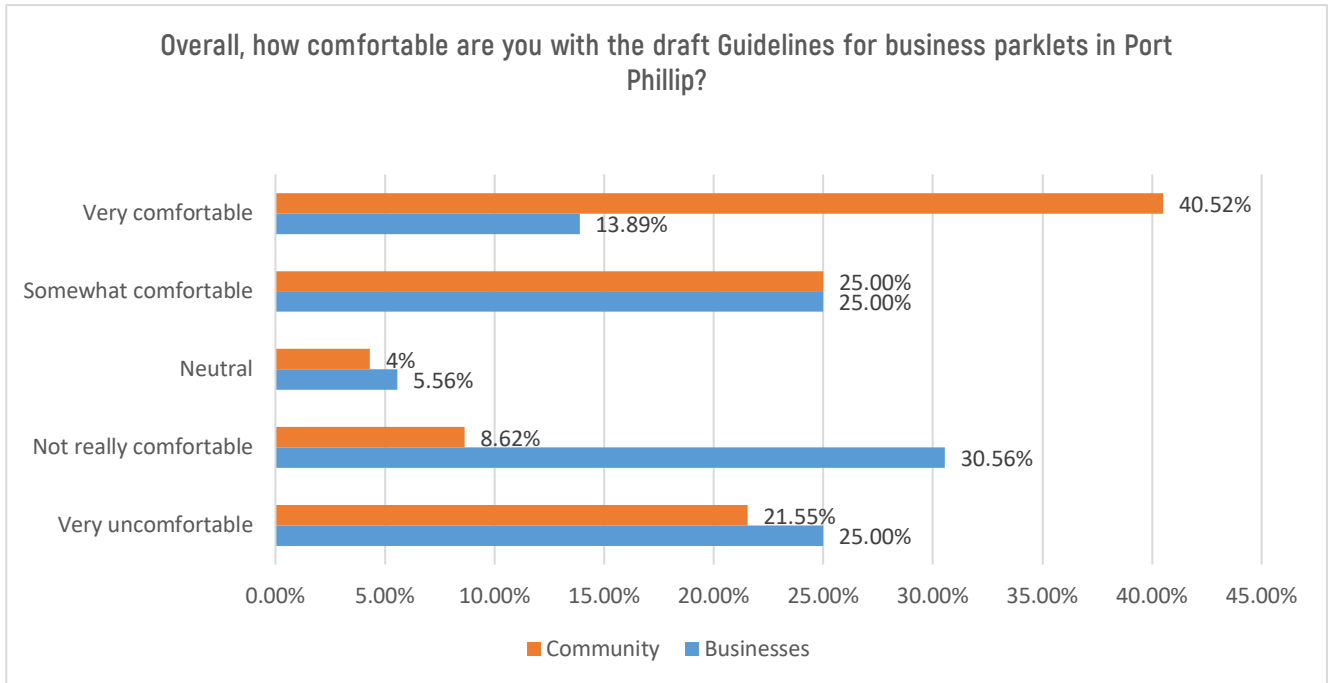
### Community

Seventy-six of the 116 respondents (65.51%) indicated some level of comfort with the draft Guidelines. Five respondents (4 %) were neutral, while 35 (30.17%) indicated some level of discomfort with the draft Guidelines.

### Businesses

Fourteen of the 36 respondents (38.89%) indicated some level of comfort with the draft Guidelines. Two respondents (5.56%) indicated they were neutral, while 20 respondents (55.56%) indicated some level of discomfort.

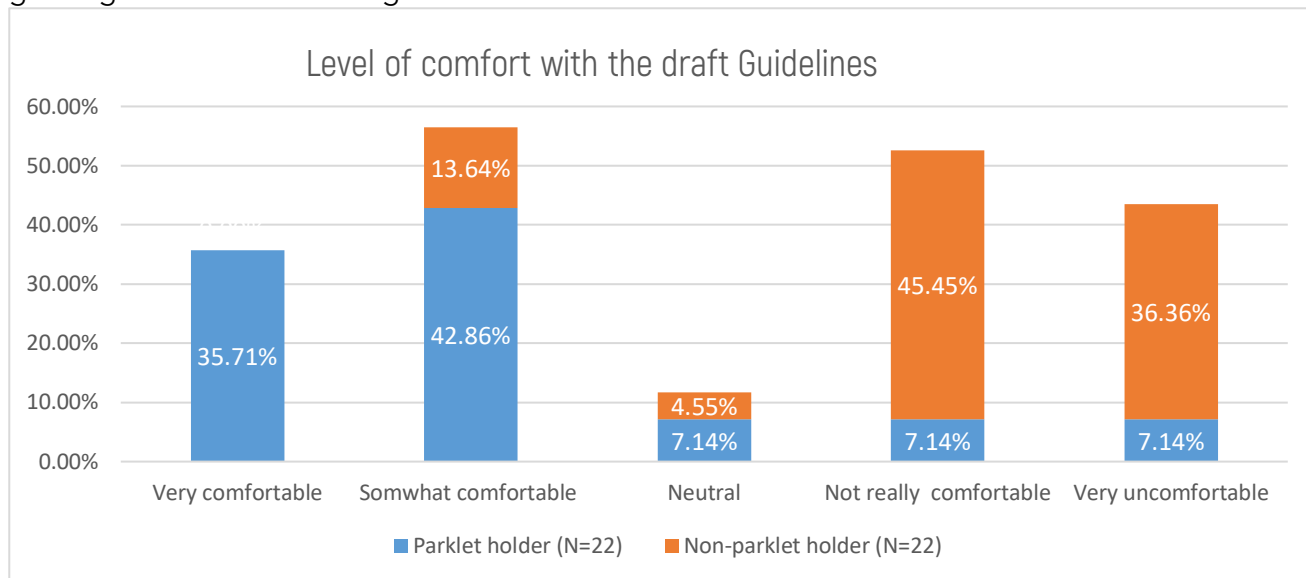
Businesses that had a parklet indicated a higher level of comfort with the draft Guidelines than those that did not. Of the 14 business responses that had a business parklet, 11 (8.57%) indicated they were comfortable with the draft Guidelines. Of the 22 businesses that did not have a parklet, three (13.63%) indicated they were comfortable with the draft Guidelines.



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Community	47	29	5	10	25
	40.52%	25.00%	4%	8.62%	21.55%
Businesses	5	9	2	11	9
	13.89%	25.00%	5.56%	30.56%	25.00%



Data from business respondents was cross-tabulated by parklet holder and non-parklet holder to gain a greater understanding of the level of comfort with the draft Guidelines.



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Parklet holder	5	6	1	1	1
	35.71%	42.86%	7.14%	7.14%	7.14%
Non-parklet holder	0	3	1	10	8
	0%	13.64%	4.55%	45.45%	36.36%

### Draft Guidelines open text responses

Respondents were asked to explain why they were comfortable / not comfortable with the Draft Guidelines.

Forty-five of the 116 community respondents and 24 of the 36 business respondents provided an answer to this question. Key or repeating comments have been summarised below, and verbatim responses are provided as Appendix B to this report.

#### Community

##### Comfortable (21 comments)

Those who indicated some level of comfort with the Draft Guidelines expressed positive sentiment towards parklets in general, with some referencing the benefits and support they offer businesses.



*"I like the idea and am very pro the parklets. I was very happy to see them during the lock downs and was hoping some would survive. So it is great to see that they can continue."*

A number of respondents referenced the draft fee structure and suggested these should be lower or free, with a few respondents indicating these should be reduced for this financial year and the next. Similarly, another respondent suggested that there should be discounts for hardship purposes and other suggestion more consideration should be taken with the fees.

One respondent expressed they agreed Council should support parklets during COVID-19, however, were concerned that permits could last up to three years and suggested a yearly review instead.

### **Not comfortable (23 comments)**

Those who indicated some level of discomfort with the Draft Guidelines shared concerns in their responses around impacts on residential amenity (4) and parking for residents and neighbouring businesses' customers (5). One respondent suggested that if parklets were to continue more carparking would need to be built to replace lost car spaces (1).

A number of respondents indicated they were not supportive of parklets in general (5). One respondent stated that they were supportive of the initiative, but not on a permanent basis. Another respondent stated they were supportive of parklets, but did not think the policy would address various issues.

### **Other comments**

- Process to be simple and not complicated (3)
- Should be restrictions on loud music and noise after a certain time in the evening (2)
- Guidelines need to be refined to be clearer about the mandatory requirements to avoid being open to interpretation. (2)
- The language in the guidelines should be simplified, with less jargon (1)
- Existing parklet holders should not have to spend more time or money to make changes to their parklets to align with the Draft Guidelines. (1)
- The proposed process is complicated. (2)
- Requirements and eligibility should be eased. (1)
- Comfortable with guidelines, pending business feedback (1)
- Guidelines need to be clearer on the dispute process for unsuccessful applications (1)
- Should be a requirement for patrons to be seated to avoid congregation and spilling out onto the footpath.(1).
- Concern that traffic congestion will be worse if more parking spaces are removed.



## Businesses

### **Comfortable (10 comments)**

Those who had indicated some level of comfort with the Draft Guidelines reiterated this in their open text responses (5). One respondent suggested there should be an interim review after the process had been implemented. A few respondents referenced parklet structures, with one respondent suggesting a permeant structure would be expensive and is contradictory to the requirement for parklets to be able to be dismantled at short notice. Another respondent felt that longer tenure should be available to those who invest significantly in parklet infrastructure. Neutral (1 comment)

One respondent felt that parklets disadvantaged the precinct as a whole for the partial benefit of the few due to their impact on parking for residents and neighbouring businesses.

### **Not comfortable (11 comments)**

Those who indicated a level of discomfort with the Draft Guidelines shared concerns around the draft fee structure (3), and the application process (1). One respondent expressed they felt the fees were too high, and two respondents indicated they were uncomfortable with the fees, but comfortable with everything else.

One respondent felt the Guidelines were too detailed and the application process was more complex than the initial process. Another respondent felt that the Guidelines were vague in relation to why a business should have a parklet.

One respondent state they did not agree with Council advising how businesses should operate and what their parklets should look like

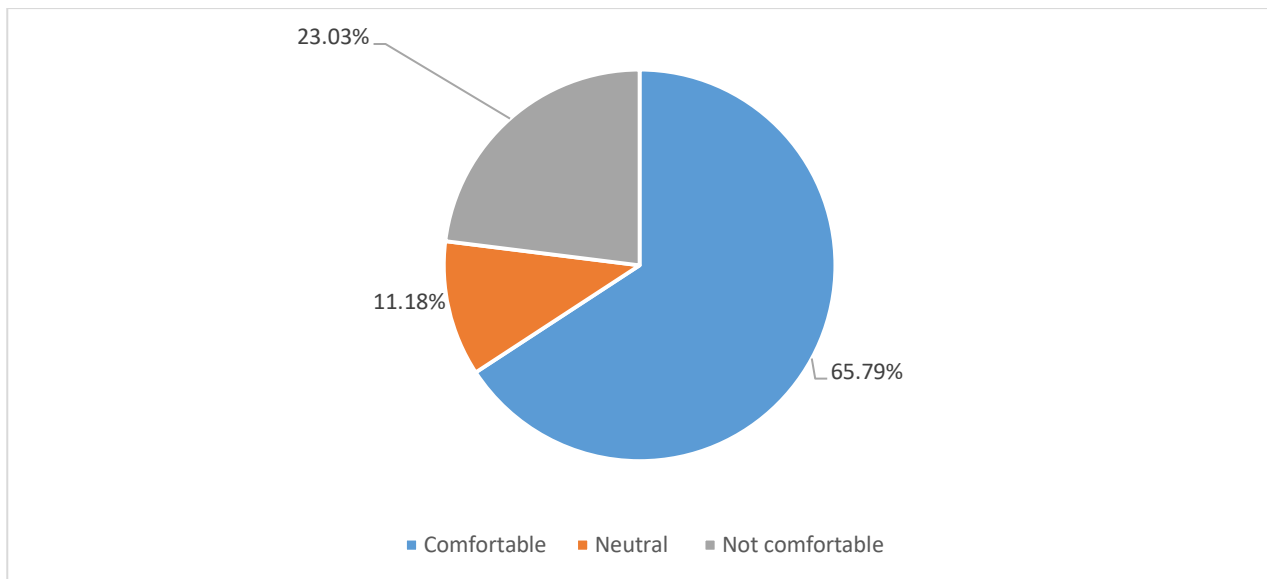




## Eligibility criteria

### Q. How comfortable are you with the [above] proposed eligibility criteria for business parklets?

One hundred of the 152 respondents (65.79%) indicated some level of comfort with the proposed eligibility criteria. Seventeen respondents indicated they were neutral (11.18%) and 35 respondents (23.03%) indicated some level of discomfort with the proposed eligibility criteria.



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Total	68 44.74%	32 21.05%	17 11.18%	8 5.26%	27 17.76%

### Community

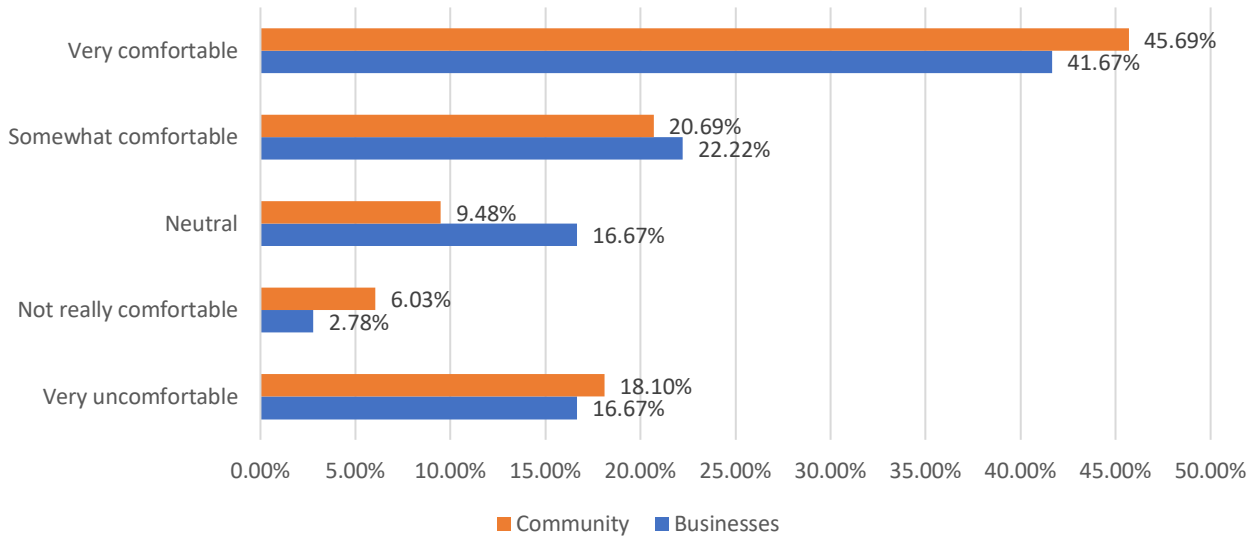
Seventy-seven of the 116 community respondents (66.38%) indicated some level of comfort with the proposed eligibility criteria. Eleven respondents were neutral (9.48%), while 28 (24.14%) indicated some level of discomfort with the proposed eligibility criteria.

### Businesses

Twenty-three of the 36 business respondents (63.89%) indicated they were comfortable with the proposed eligibility criteria. Six respondents (16.67%) were neutral, while seven respondents (19.44%) indicated some level of discomfort with the proposed eligibility criteria.



How comfortable are you with the above proposed eligibility criteria for business parklets?



	Very comfortable	Somewhat comfortable	Neutral	Not really comfortable	Very uncomfortable
Community	53 45.69%	24 20.69%	11 9.48%	7 6.03%	21 18.10%
Businesses	15 41.67%	8 22.22%	6 16.67%	1 2.78%	6 16.67%



## Eligibility criteria open text responses

Respondents were asked to provide feedback on why they were comfortable / not comfortable with the eligibility criteria. Fifty-two of the 116 community respondents and 21 of the 36 business respondents provided an answer to this question. Key or repeating comments have been summarised below, and verbatim responses are provided as Appendix B to this report.

### Community

#### Comfortable (24 comments)

Those who indicated some level of comfort with the proposed eligibility generally expressed positive sentiment towards the eligibility criteria, with a number of respondents referencing the eligibility as being fair, reasonable, or clear (9).

Some respondents expressed that they were supportive of the of bottle and tobacco shops and gambling machines being excluded (3) referencing that this will help minimise antisocial behaviour and support businesses growth.

*"These areas should enhance everybody's experience and the proposal does that by excluding things like gaming."*

One respondent agreed that these spaces were more suited to hospitality businesses, however, was happy that options for other businesses were also included. Another respondent indicated they were uncertain about Not for Profit being included.

One respondent indicated they were comfortable with the eligibility as long as the direct impact on the local area was also considered.

#### Not comfortable (24 comments)

Those who indicated some level of discomfort expressed concerns towards parklets in general. One respondent suggested only hospitality businesses should be eligible, while another respondent stated all businesses should be able to apply.

A number of respondents referenced the impact of parklets on residential amenity in relation to noise, parking and antisocial behaviour (8). A few respondents shared concerns around the provision of alcohol at parklets and requested clarification around how this would be monitored (3). One respondent stated that the parklet's location in residential areas should be a factor in the eligibility.

A few respondents (2) expressed they were uncomfortable activating public space for commercial purposes.

Two respondents had indicated they were not comfortable however had expressed positive sentiment in their responses stating they were comfortable and that parklets brought the community together safely outdoors.



## Other comments

- Suggestion for eligibility to be widened (2)
- Suggestion for limit on numbers. (1)
- The permit process should be made as simple, efficient and cost-effective as possible (1)
- Suggestion for EOI process to provide more flexibility (1)
- Include retail such as books shops. (1)
- Clarification on why venues with gaming machines excluded. (1)
- Clarification on rationale for including Not for Profit and other businesses if items can't be sold or displayed. (1)
- Concern about parklets becoming permanent arrangement (1)
- Concern around how parklet compliance would be monitored (1)
- Suggestion for eligibility to be based on the tenancy size and existing outdoor area (1)
- Concern around community parklet outside Port Melbourne Library and its removal of parking spaces (1)

## Businesses

### Comfortable (14 comments)

A few respondents indicated that they agreed with the eligibility proposed eligible, explicitly referencing it as being reasonable and fair or made sense (4). A few respondents stated they felt the guidelines were well thought out.

One respondents expressed they agreed that gaming, bottle shops and tobacco should not be eligible.

*"I agree with the eligibility guidelines, the concept will evolve over time and I am sure all participants of the program will work towards a public benefit."*

One respondent although they had indicated they agreed expressed that they did not agree that hotels with electronic gaming machines should be excluded.

One respondent asked for clarification in regard to the parklet approval process if there is a waiting list.

### Neutral (1 comment)

One respondent felt that parklets disadvantaged the precinct as a whole for the partial benefit of the few because they impact on parking for residents and neighbouring businesses.

### Not comfortable (6 comments)

Those who indicated some level of discomfort with the proposed eligibility criteria expressed concerns around the impact of parking on resident and neighbouring businesses (4). A few respondents felt parklets only benefitted hospitality businesses and disadvantaged neighbouring businesses by removing car parking spaces for their customers. Another respondent noted they



would like clarification around the rationale for parklet caps for each neighbourhood and more detail on requirements for proof of community support.

One respondent indicated that while they were uncomfortable with the eligibility criteria, they expressed in their open text response they felt they were fair.



## Expression of interest process open text responses

Respondents were asked to provide feedback on the proposed Expression of Interest (EOI) process.

### **Q. Do you have any feedback on the expression of interest process?**

Fifty-one of the 116 community respondents and 24 of the 36 business respondents provided an answer to this open text question.

Key or repeating comments have been summarised below, and verbatim responses are provided as Appendix B to this report.

#### Community

##### **No comment (15 comments)**

Several respondents indicated they had no comment as their response.

##### **Timeframe (12 comments)**

Some respondents expressed that they felt the proposed review timeframe was too long (6). One respondent referenced that small businesses may be unsure of how they will be operating and suggested that if a decision is not made within a defined period the application fee should be refunded.

*"8 weeks?! Seems a bit long, given the current economic climate, applications should be assessed within half that time. Especially if businesses are simply wishing to use the exact same structure as the year before. Use common sense!"*

A number of respondents requested clarification on how applications would be assessed outside of the EOI period (3). One respondent stated that during COVID it seemed unfair to businesses to have a timeframe for applications.

##### **Concerns (8 comments)**

Those who expressed negative sentiment in their responses referenced concerns around parklets in general, as well as concerns around impact on parking (1) and residential amenity (2). One respondent felt the policy did not offer enough protection from residents opposing a proposed parklet location (2). Another respondent was concerned that the process was too complicated (1).

One respondent was concerned that community input would not be reflected in final decision making (1). Another respondent expressed concerned that the consultation was not promoted widely enough (1).

One respondent wasn't supportive of parklets, and therefore did not support an EOI process (1).



## Other comments

- Process should be automated and easy (4)
- Suggestion for a dual application process with footpath trading, to create a more streamlined approach (1)
- Should be based on the ability for all businesses to participate should they wish to do so (1)
- Should not require additional consultants or designers to prepare the EOI (1)
- Suggestion to consider input from the hospitality industry (1)
- Decision-making timeframe should become a reportable KPI (1)
- Parklets with rent for summer and EOI in winter (1)
- Needs to include opinions of residents (1)
- Review with input from body corporates (1)
- Need clarification on how public can object or provide feedback (1).

## Businesses

### No comment (4 comments)

Several respondents indicated they had no comment as their response.

### Fees (5 comments)

A number of respondents referenced the draft fees, suggesting these should be reconsidered (1) or no charge at all (4). One respondent expressed that they agreed with the fees.

### Timeframe (5 comments)

The timeframe for the EOI review process was mentioned by a few respondents, with one respondent stated stating that the review process of eight weeks was too long. Another respondent suggested that the EOI should have no timeframe, to allow businesses to apply at any time.

One respondent requested clarification on whether the proposed EOI process would apply to businesses who currently have parklets. Another respondent suggested that a longer tenure should be available to businesses that have made a substantial investment into their parklets.

One respondent suggested that adjacent businesses consent should have a timeframe applied to avoid delaying the application process (1).

## Other comments

- Agree with the proposed process (1)
- Consider exceptions for some locations that may have unique circumstances (such as Yarra Place South Melbourne (1)
- The process should be simple and online (1)
- Car parks are critical to retail businesses (1)
- Request for clarification on how to obtain a planning permit (1)



- Request for clarification on liquor licencing requirements (1)
- Request for clarification on approval process for parklet once caps are met (1)
- Request for clarification as to whether EOI process applies to businesses with current parklets (1)
- Assistance from council staff with the application process (1).





## Permit types

Respondents were asked to provide feedback on proposed permit types.

### **Q. Do you have any feedback on the proposed permit types?**

Sixty-seven of the 116 community respondents and 26 of the 36 business respondents provided an answer to this open text question. Key or repeating comments have been summarised for each goal, and verbatim responses are provided as Appendix B to this report.

#### Community

##### **No comment (13 comments)**

Several respondents indicated they had no comment as their response.

##### **Support (25 comments)**

A number of respondents expressed positive sentiment towards the permit types, with several respondents indicating some level of agreement or support for the two proposed permit types (15).

##### **Seasonal permits (8 comments)**

A number of respondents made comments in regard to the seasonal parklets, with a few respondents suggesting there should only be seasonal permits (3). Another respondent suggested there should be a limit on how many seasonal permits can be provided but did not state whether referring to a total number of permits overall or per location.

One respondent suggested that businesses that have been granted a seasonal permit previously should be given priority for the following year, provided they have met a certain standard (1).

##### **Residential amenity (5 comments)**

A number of respondents referenced that both permits needed to take into consideration location and surrounding residents, availability of parking or and impact on noise levels both day and night. One respondent suggested that some businesses in close proximity to residential areas should not be allowed to trade all year round due to their potential impact on amenity.

One respondent felt that there should be a minimum period of advertisement to the local residents of the area, to give them time to object or raise concerns prior to a permit being provided or renewal being sought. Another respondent stated there should be a mechanism for feedback / input from local residents and body corporates. These comments may also be relevant to EOI process.



### **Concerns (6 comments)**

One respondent was concerned about the parking impact for nearby residents. Another respondent commented that year-round parklets would require significant weather-proofing.

One respondent indicated these structures were eyesores and not sustainable due to the use of gas heating and two respondents stated they did not want any permits issued at all. Another respondent did not support seasonal permits as they felt it would be confusing for the local community.

### **Other comments**

- Clarification around what happens to parklets if not used all year (1)
- Clarification on whether permits would be extended for 2021, given the consultation period is throughout August 2021 (1)
- Clarification on applying outside of EOI season (1)
- Increasing the permit time length to allow businesses time to plan (1)
- Clarification on gap in the fee for annual permits (1)
- No charge for parklets (1)
- Implement noise restrictions for parklet trading times and remove permit if any reported breaches (1)
- Suggestion that the fee should represent 15% of the gross rent currently paid on the operator's premises, to ensure businesses respect the privilege of being allowed to use public land on a non-permanent basis (1).

### **Businesses**

#### **No comment (7 comments)**

Several respondents indicated they had no comment as their response.

#### **Agree (9 comments)**

A number of respondents expressed positive sentiment in their responses with a number of comments indicating some level of agreement with the proposed permit types.

#### **Concerns (3 comments)**

Those who indicated negative sentiment shared concerns around parking and equity among businesses. One respondent did not agree with annual permits as they felt parklets were not as well utilised during winter and parking spots were more necessary. One respondent stated parklets only support hospitality businesses, and another respondent stated that parklets disadvantage businesses that do not have the space for a parklet extension and remove parking spots from retail businesses.



## **Other comments**

- Query around opportunity for permit fees to be refunded if lockdowns continue. (1)
- The process shouldn't be in line with planning and take months. (1)
- Adequate time should be provided for businesses to arrange removal if permit is to be terminated, as businesses would be reliant on bollard suppliers for their removal. Seven working day was recommended. (1)
- Clarification how seasonal permits would only work in high season if required to be permanently installed. (1)
- Suggested option for paying the permit fee in instalments for smaller businesses. (1)
- Given the infrastructure costs and semi-permanent nature of well designed and built parklets, the annual permit makes more sense. (1)
- Clarification why annual permit requires a raised platform and seasonal does not. (1)
- Annual permits would work well on Carlisle street and reduce the need to spend money building a new parklet every year. (1)
- Clarification on the application process outside of EOI period. (1)



## Design requirements

Respondents were asked to provide feedback on the proposed design requirements.

### **Q. Do you have any feedback on the proposed design requirements?**

Fifty-six of the 116 community respondents and 24 of the 36 business respondents provided an answer to this open text question. Key or repeating comments have been summarised for each goal, and verbatim responses are provided as Appendix B to this report.

#### Community

##### **No comment (8 comments)**

Several respondents indicated they had no comment as their response.

##### **Support (32 comments)**

Over half the respondents expressed positive sentiment towards the proposed design requirements (32) with several of these respondents indicating some level of agreement with the design requirements (14).

##### **Greenery and planting (5 comments)**

A number of respondents referenced the desire for greenery and planting to be incorporated into the design. One respondent suggested that native plants should be incorporated.

##### **Structure (5 comments)**

A few respondents stated the structure needed to be of quality design (3). One respondent stated structures should be aesthetically sympathetic to their location and environment. One respondent stated that parklets that don't comply to current standards should be rebuilt.

##### **Safety (4 comments)**

One respondent stated requirements should not be too prescriptive, to allow more diversity in design. One respondent was concerned that the safety and accessibility requirements (the mandatory requirements) had been written as a guideline instead of a requirement. Another respondent stated any greenery should not block the view of the business from the street (1).

##### **Concerns (8 comments)**

The majority of those who expressed negative sentiment in their responses had concerns about parklets in general as opposed to the proposed design requirements. Some respondents shared concerns about the parklets on the aesthetics of buildings and streetscapes (3). One respondent suggested that some structures are unwelcoming and disproportionate in size. Another



respondent felt the requirements were too loose, while another stated they were not supportive of raised structures.

### **Other comments**

- Ongoing monitoring to maintain parklets to ensure they are kept clean (2)
- Parklets that do not comply to current standards should be rebuilt (2)
- Use of sustainable material should also be encouraged (1)
- Parking impact needs to factor into considerations, particularly along Carlisle Street (1).
- Parklet access should be available to everyone, not just business patrons (1)
- Parking needs to be considered, particularly along Carlisle Street due to the tram stop and limited parking (1)
- Take into consideration that parking spaces are periodically vacated, as opposed to structures that may be in place for years (1)
- Clarification on the provision of canopies beyond umbrellas (1)
- Opportunity for community vegetables to be planted in the planter boxes (1).

### **Businesses**

#### **Support (8 comments)**

A number of respondents expressed positive sentiment towards the design requirements in their responses, indicating some level of agreement (8).

#### **Furniture (4 comments)**

A number of respondents expressed concerns in relation to furniture and requirements for fixed and moveable infrastructure.

One respondent suggested Council should consider allowing businesses to leave moveable furniture outside overnight if they are able to demonstrate their ability to properly secure the furniture. One respondent referenced they were supportive of leaving furniture overnight as removing the structure takes additional staff to move the structure. Similarly, another respondent indicated businesses may have limited capacity to move the structures indoors and occupational health and safety (OH&S) for staff members also needed to be considered.

One respondent referenced the requirements around fixed furniture being available for community members to use outside of business trading hours and the potential for noise complaints and damage. This respondent requested clarification around how Council would manage these complaints and damage that occurs outside of hours of operation.

One respondent stated that businesses with existing good quality furniture should not be required to spend a lot of money on new furniture. Another respondent stated that Council needed to be cautious not to inflate the price of furniture unless Council was to negotiate a contract with standard furniture.



### **Structure height (2 comments)**

A few respondents referenced the parklet height requirements, with one respondent expressing they would like this increased height to accommodate their one-way street and suggested 1.2m. Another respondent expressed they would like clarification around whether the overall height includes both the barrier and platform and felt the instructions for barriers was not clear.

### **Other comments**

- Parklets only service hospitality businesses (2)
- Clarification needed as to whether current parklets would need to conform to the newly proposed guidelines (1)
- Clarify whether non-contact ordering stickers with QR codes and branding on tables are considered advertising. (1)
- If businesses were required to obtain barriers / bollards themselves, clarification as to whether Council would provide a list of approved suppliers (1)
- Clarification as to whether the proposed average cost of investment for seasonal and annual permits includes barriers / bollards (1)
- Council to provide planter boxes to incorporate more greenery (1)
- Support for each business doing something different (1)
- Parklet structures to include wall and roofing to withstand weather conditions (1).



## Decision making

Respondents were asked to provide feedback on the proposed decision-making process.

### **Q. Do you have any feedback on the proposed decision-making criteria for assessing applications?**

Fifty of the 116 community respondents and 25 of the 36 business respondents provided an answer to this open text question. Key or repeating comments have been summarised for each goal, and verbatim responses are provided as Appendix B to this report.

#### Community

##### **No comment (12 comments)**

Several respondents indicated they had no comment as their response.

##### **Agree (8 comments)**

A number of respondents expressed positive sentiment towards the decision-making criteria stating they were happy or agreed with them.

##### **Concerns (11 comments)**

Those who expressed concerns referenced impact on residential amenity, enforcement and administration.

Some respondents felt the impact on residential areas required more consideration. Two respondents stated that local residents needed to be consulted, while another respondent suggested that impact on neighbourhood and traffic should have a higher weighting. Another respondent suggested Council needed to review the neighbour consent requirements, suggesting that some businesses may be unfairly prevented from having a parklet.

One respondent felt the criteria did not provide enough guidance on what degree of impact is acceptable or under what conditions.

A few respondents were concerned that the process would require more staff administration. One respondent suggested inspecting parklets in person to see if they meet the criteria would reduce time and paperwork. Another respondent felt the process was too onerous for a summer (seasonal) 'pop-up' parklet. One respondent felt that the timeframe for approving applications was too long.

A few respondents felt that the guidelines were too subjective and could be open to interpretation or appeal (3).

One respondent was concerned that having a finite number of parklets for activity centre would not be fair to everyone, as it would automatically block some businesses (once a cap is reached)



while enabling others. Another suggested parklets should be spread out over the entire activity centre and not clustered together.

A few respondents were concerned about how the permits would be monitored and how non-compliance would be enforced (2).

### **Other comments**

- Should not be too hard for businesses to achieve these standards (2)
- Assess on case-by-case basis (1)
- Neighbourhood impact and protection must be high priority followed by compliance, with strict penalties and removal of permit on any breach. (1)
- Redirect traffic around parklets and introduce 40km or even 30km zones (1)
- No criteria or guidelines provided for determining when, where and why parklets may not be appropriate (1)
- Needs a clear review process for when an initial application has been rejected (1)
- More weight should be given to the decision criteria for parklets that increase the intensity of the local spaces and promote sustainable and active transport options (1)

### **Businesses**

#### **No comment (5 comments)**

Several respondents indicated they had no comment as their response.

#### **Agree (6 comments)**

A number of respondents indicated some level of agreement with the proposed decision-making criteria.

#### **Concerns (6 comments)**

A number of comments were made by respondents in relation to community impact and equity among businesses.

One respondent was concerned about the weight given to neighbourhood opposition and how this could prevent them from being granted a parklet. Another respondent requested clarification around how neighbouring community support would be verified.

Two respondents were concerned that parklets unfairly advantaged hospitality businesses. One respondent stated parklets were not utilised enough and disadvantaged other businesses by removing parking availability for retail businesses. Another respondent felt the parklet merits were vague and did not outline what would make a business eligible.

One respondent requested clarification of the process for unsuccessful applications and whether there would be the opportunity to resubmit an application once non-compliance against requirements was addressed.





## **Other comments**

- Policy needs to take into consideration all challenges businesses are facing and cannot be a one size fits all framework (1)
- Existing parklet holders should be notified if guidelines have changed from what was originally granted (1)
- Council should remain in close communication throughout the process to assist applicants throughout the process (1)
- Council's role should be for guidance and assistance only and not for profit (1)
- Council should guide and assist smaller operators with their applications (1).



## Other feedback

Respondents were asked if they had any other feedback they wanted to share with Council.

### **Q. Do you have any other feedback you'd like to share with us about parklets?**

Sixty-one of the 116 community respondents and 23 of the 36 business respondents provided an answer to this open text question. Key or repeating comments have been summarised for each goal, and verbatim responses are provided as Appendix B to this report.

#### Community

##### **No comment (14 comments)**

Several respondents indicated they had no comment as their response.

##### **Support for parklets (23 comments)**

A number of respondents expressed positive sentiment towards parklets in general (13), stating support for the initiative and expressing the benefits they bring to the community and businesses.

*"These are a most excellent initiative. I would strongly recommend that Port Phillip Council review parklets as a means to also encourage social participation, engagement with public parks and walking trails, reducing motor vehicle traffic, and promoting greener living."*

##### **Fees (5 comments)**

A few respondents expressed that the fees should be lowered or removed. One respondent stated that seasonal parklet cost should be as low as possible.

##### **Concerns (12 comments)**

Those who expressed negative sentiment towards parklets shared concerns around impact on resident amenity and on other businesses.

##### **Other comments**

- Support for community parklets. (2)
- Reduce the decision-making time. (1)
- Reward businesses who put thought and design into parklets. (1)
- More greenery. (1)
- Pet-friendly parklets. (1)
- Reduce public carpark fees to allow people to visit the area and support businesses. (1)
- Clarification on cost of a typical parklet and who decides where they are located. (1)
- Suggestion for parklet infrastructure to be refreshed every year. (1)
- Clarification on how infrastructure safety will be monitored. (1)
- Concern that parklet is a misleading name. (1)



- Close Cecil street off to traffic at South Melbourne Market. (1)
- Not in support of parklets in Ormond Rd and Tennyson Street (1)
- Consideration of noise levels in the guidelines (1)
- Clarification around how business parklet compliance will be monitored and enforced (1)
- Reduce carpark fees in area (1)
- Build more carparking to compensate for reduction in parking (1).

## Businesses

### Support for parklets (8 comments)

Those who expressed positive sentiment in their responses indicated their support for parklets. A few respondents who currently have a parklet stated feedback from their community and patrons had been positive (3). One respondent expressed that parklets had increased their capacity during social distancing requirements and enabled them to generate income and remain viable.

Two respondents stated that they would like certainty around whether parklets can continue to allow for further maintenance and investment.

*"This initiative has been so successful for our business. Our customers love it and are always enquiring if we will be able to keep it. They are also ready to petition hard for it to remain a permanent fixture!"*

### Concerns (4 comments)

Four respondents indicated they did not support parklets. Two respondents were concerned about the impact parklets had on other businesses with one respondent expressing this needed to be further addressed.

### Other comments

- Consider longer tenures (5 to 10 years) so substantial investment can be made by businesses (1)
- Parklets have created a community hub which previously in Tennyson street was absent. (1)
- Clarification on the process for engaging a performer (for example, live acoustic musician) for weekends or public holidays (1)
- Suggestion that parklets should be exempt from having to hold events within the space (1)
- The caps for parklets do not seem correct for some suburbs.
- Concern around the maximum period limit for permit renewals (1)
- Exemption for event applications within parklets (1)
- Focus on evidence-based feedback (1)
- Clean up the public spaces, telephone poles, walls, parks, footpath from graffiti (1).



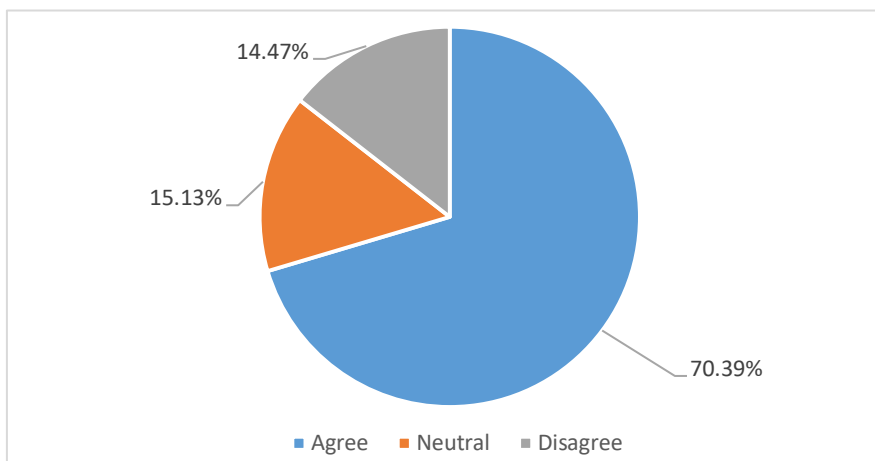
## Consultation experience

Respondents were asked to share feedback on how they found the consultation experience and were asked to what extent they agreed/ disagreed with two statements:

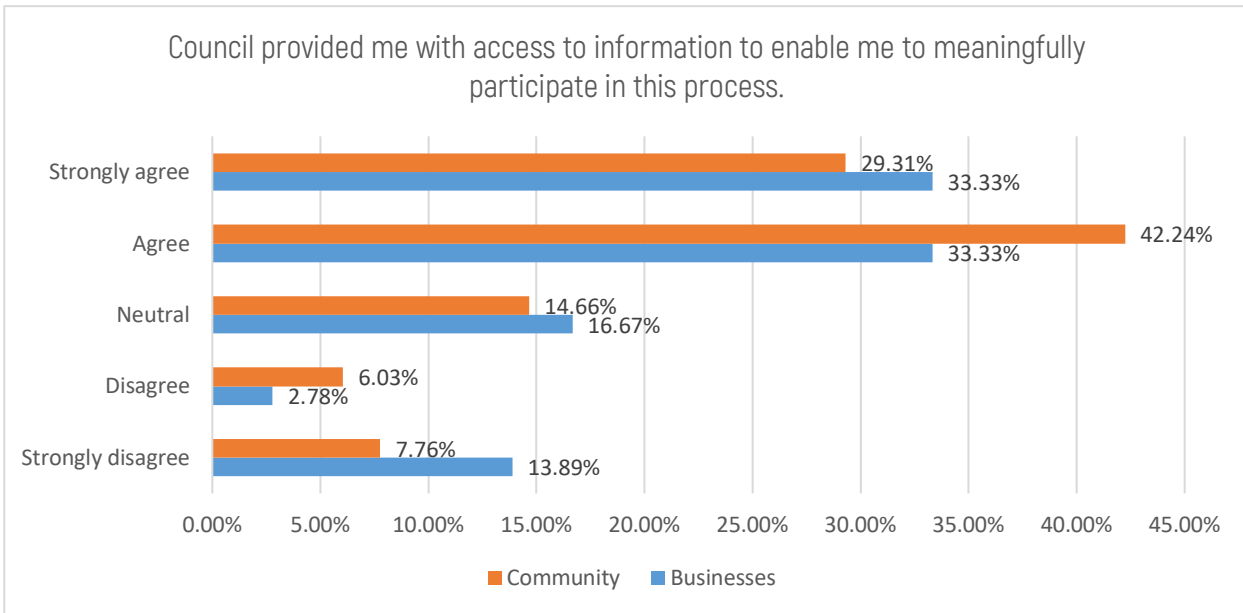
- Council provided me with access to information to enable me to meaningfully participate in this process
- Council actively supports community involvement in decision making

### **Council provided me with access to information to enable me to meaningfully participate in this process**

One-hundred and seven (70.39%) out of the total 152 survey respondents indicated they agreed with the statement. Twenty-three respondents indicated they were neutral, while 22 respondents (14.47%) indicated they disagreed with the statement.



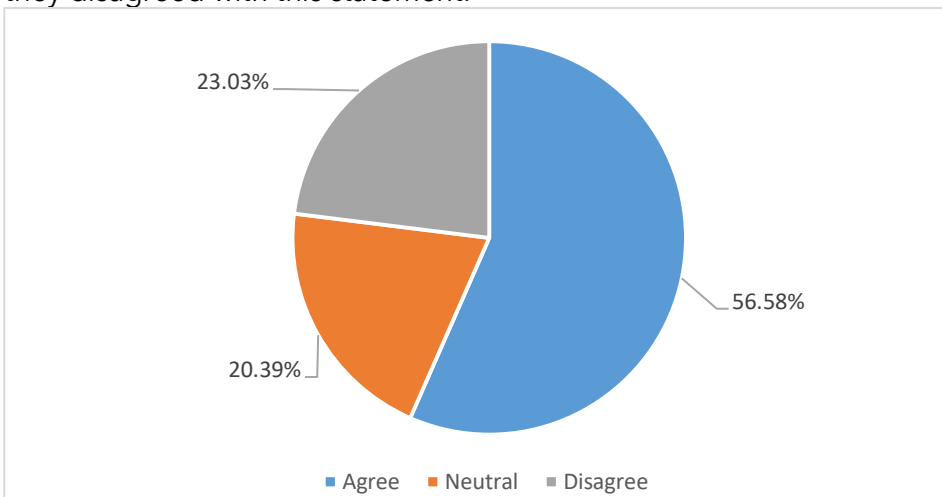
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Count	46	61	23	8	14
Percentage	30.26%	40.13%	15.13%	5.26%	9.21%



	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
<b>Community</b>	34	49	17	7	9
	29.31%	42.24%	14.66%	6.03%	7.76%
<b>Businesses</b>	5	1	6	12	5
	13.89%	2.78%	16.67%	33.33%	13.89%

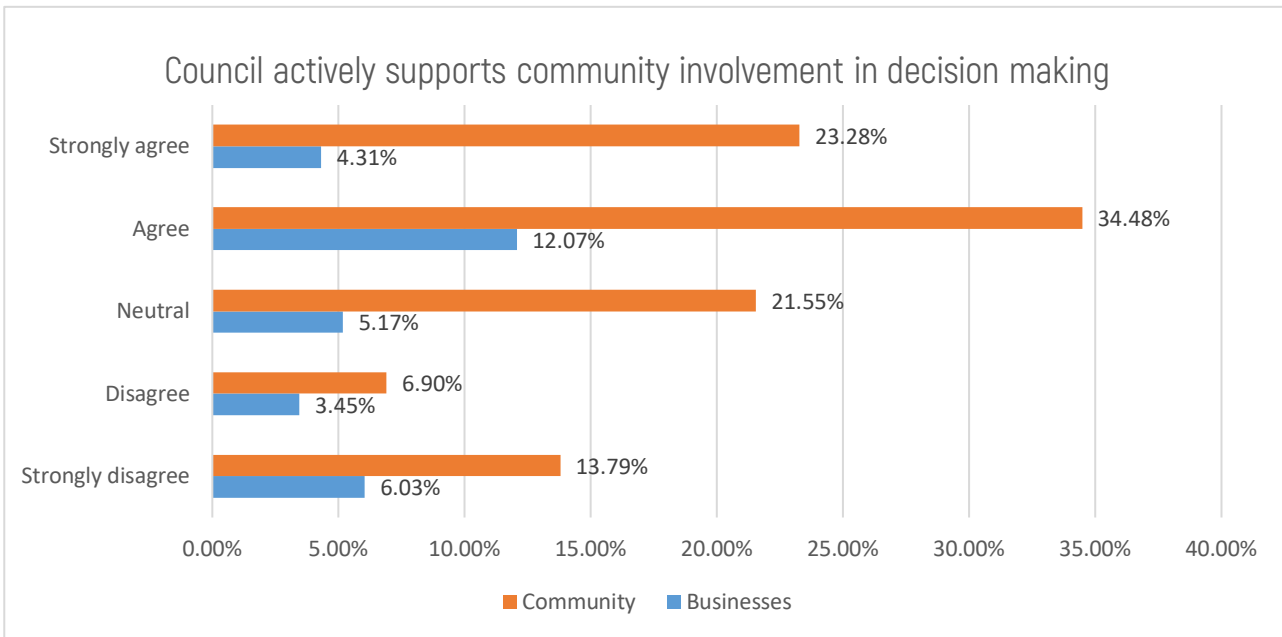
**Council actively supports community involvement in decision making.**

Eighty-six (56.58%) out of the 152 survey respondents indicated they agreed with this statement. Thirty-one respondents indicated they were neutral, while 35 respondents (23.03%) indicated they disagreed with this statement.





	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<b>Count</b>	23	12	31	54	32
<b>Percentage</b>	15.13%	7.89%	20.39%	35.53%	21.05%



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<b>Community</b>	16 13.79%	8 6.90%	25 21.55%	40 34.48%	27 23.28%
<b>Businesses</b>	7 6.03%	4 3.45%	6 5.17%	14 12.07%	5 4.31%

Respondents were then asked a follow-up question about how Council could have made their engagement experience better.

Fifty-five respondents provided an answer to this open text question. Thirty-seven responses were from community respondents and 18 were from business respondents.

**Q. How could we have made your experience better?)**

A number of respondents indicated that had no feedback and found the process satisfactory (11).

A number of respondents referred to promotion of this consultation, stating they had not found out about the consultation through Council communications (7). A number of suggestions were



put forward, including notifying businesses adjoining parklets, letterbox dropping residential areas with parklets and writing to every ratepayer.

A few respondents indicated concern that Council was seeking feedback that would not be genuinely considered.

One respondent suggested a meeting with interested parties to hear all feedback.

Some responses related to the consultation page layout, suggesting the link to the survey needed to be more prominently displayed on the page. Another respondent suggested that the accessibility widget should be easier to move or hide.

A few respondents were concerned about the amount of information required to review in order to provide feedback, with one respondent suggesting this process could be better streamlined. Another respondent suggested simplifying the document outcomes into a paragraph.

One respondent suggested that the survey should have multiple choice answers and provide an indication of the type of feedback Council is seeking to allow adequate preparedness for questions.

All feedback and suggestions for improving the engagement experience are welcome and have been gratefully received are being considered by Council's Strategic Engagement team, and will be considered by Council as part of its commitment to improving its community engagement practices and including the community in its decision-making processes.

### **Other comments**

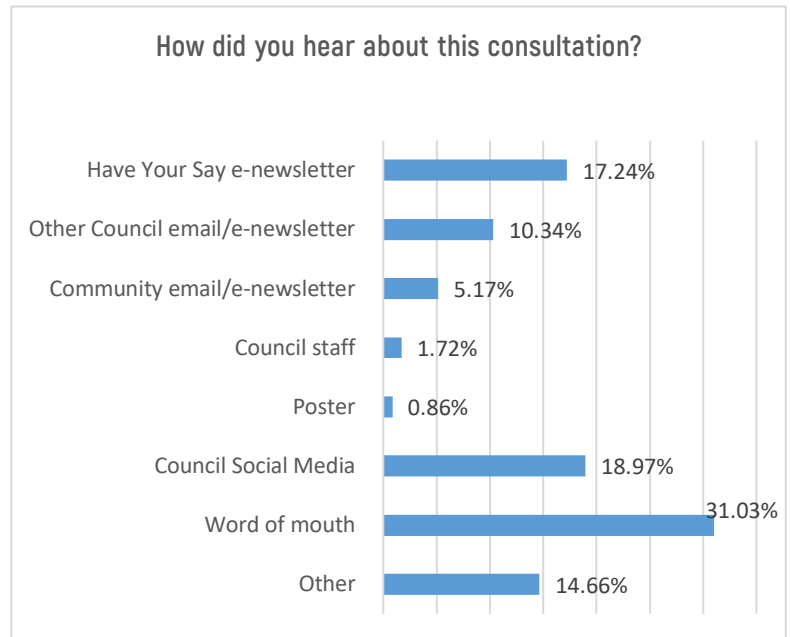
- Felt the feedback presented from previous consultation was related to parklets located in shopping strips as opposed to residential areas.
- Prior to installing the current parklets surrounding businesses should have been consulted
- Provide summary of businesses input into the draft documents.
- Survey hasn't considered previous concerns raised by Elwood businesses
- Would like to know Councillors' position.
- Provide transparency on Council define as 'Public Consultation'
- Speak to community leaders
- Little reference in document to community input

## Appendix A: Community survey respondent demographic data

Q. How did you hear about this consultation?

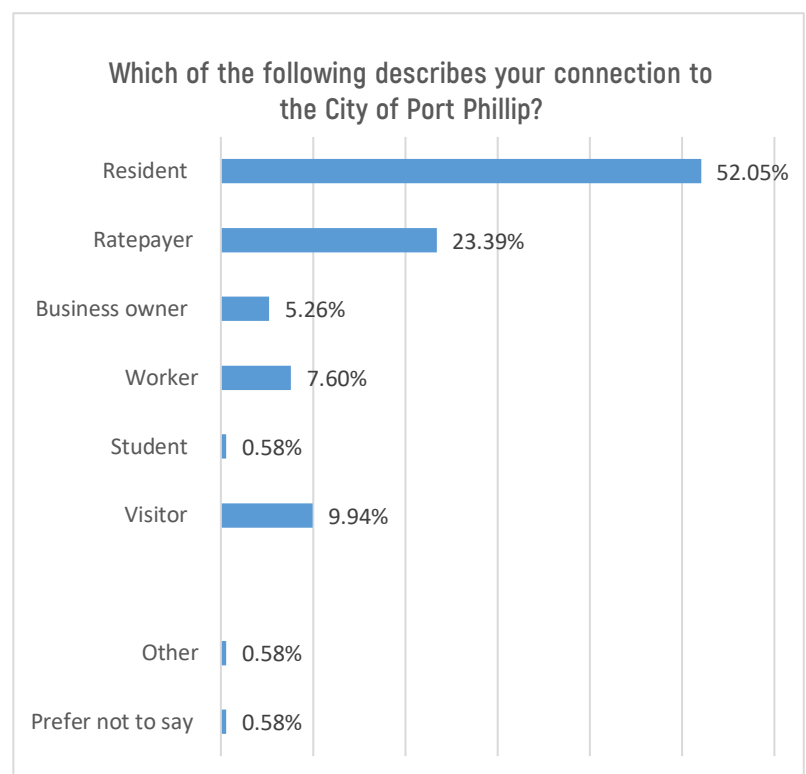
Channel	count	percentage
Have Your Say e-newsletter	20	17.24%
Other Council email/e-newsletter	12	10.34%
Community email/e-newsletter	6	5.17%
Council staff	2	1.72%
Poster	1	0.86%
Council Social Media	22	18.97%
Word of mouth	36	31.03%
Other	17	14.66%

Other included: Facebook, St Ali Instagram



Q. Which of the following describes your connection to the City of Port Phillip?

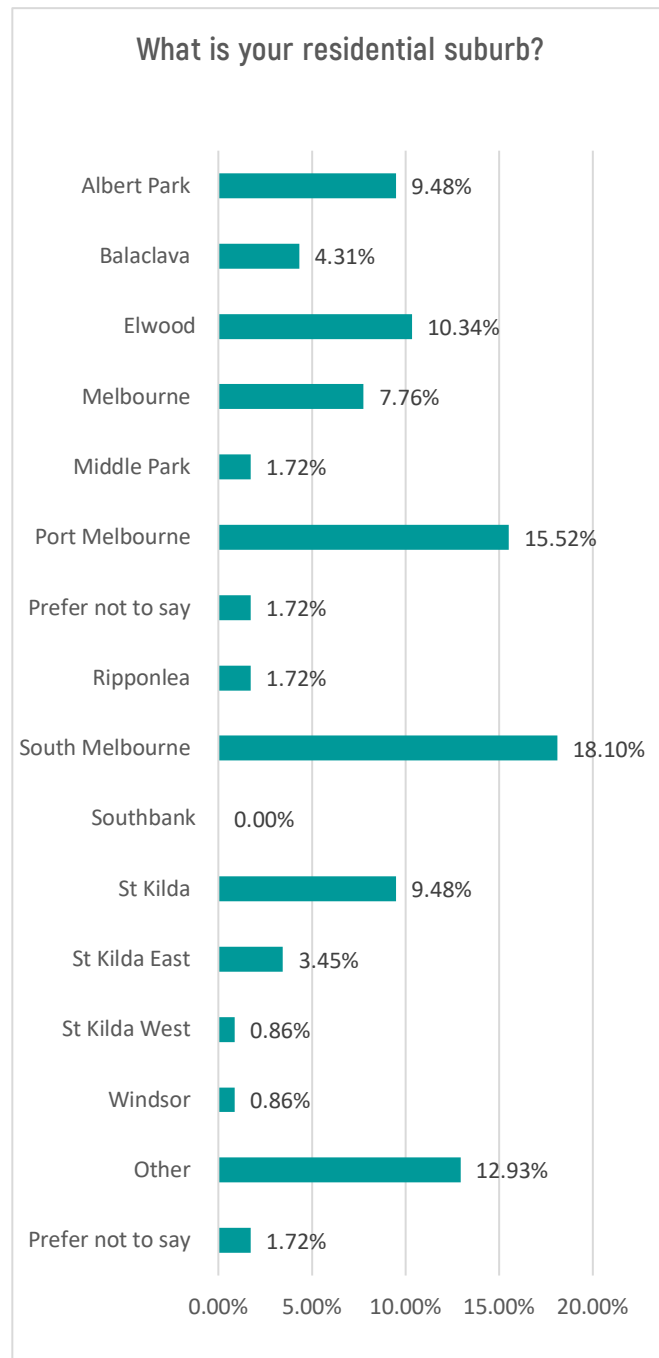
Connection	Count	Percentage
Resident	89	52.05%
Ratepayer	40	23.39%
Business owner	9	5.26%
Worker	13	7.60%
Student	1	0.58%
Visitor	17	9.94%
Other	1	0.58%
Prefer not to say	1	0.58%





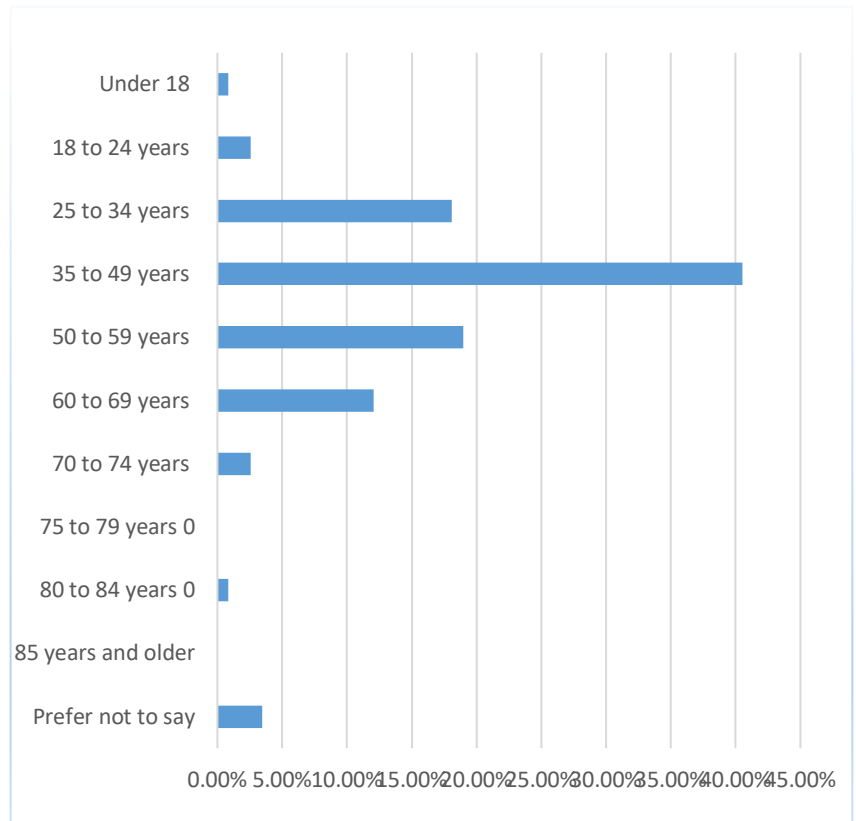
Q. What is your residential suburb?

Location	Count	Percentage
Albert Park	11	9.48%
Balaclava	5	4.31%
Elwood	12	10.34%
Melbourne	9	7.76%
Middle Park	2	1.72%
Port Melbourne	18	15.52%
Ripponlea	2	1.72%
South Melbourne	21	18.10%
Southbank	0	0.00%
St Kilda	11	9.48%
St Kilda East	4	3.45%
St Kilda West	1	0.86%
Windsor	3	0.86%
Other	15	12.93%
Prefer not to say	2	1.72%



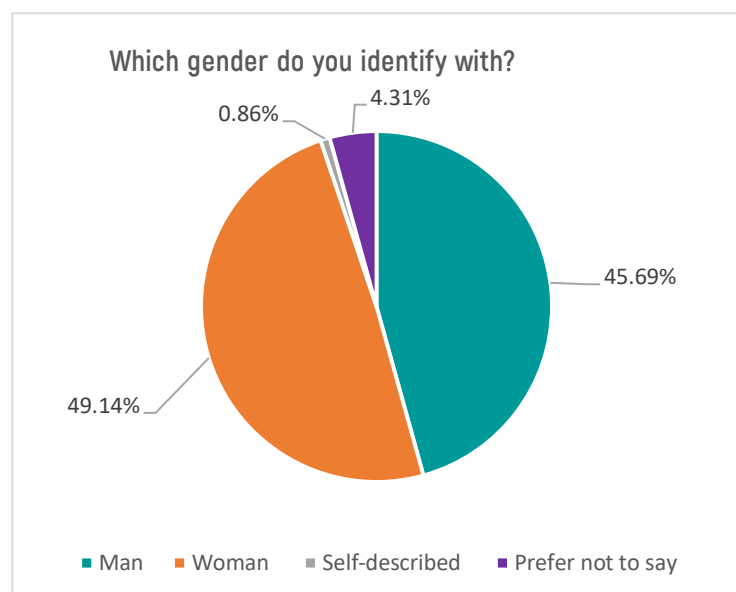
Q. Please indicate your age group

Age	Count	Percentage
Under 18	1	0.86%
18 to 24 years	3	2.59%
25 to 34 years	21	18.10%
35 to 49 years	47	40.52%
50 to 59 years	22	18.97%
60 to 69 years	14	12.07%
70 to 74 years	3	2.59%
75 to 79 years 0	0	0.00%
80 to 84 years 0	1	0.86%
85 years and older	0	0.00%
Prefer not to say	4	3.45%



Q. Which gender do you identify with?

Gender	Count	Percentage
Man	53	45.69%
Woman	57	49.14%
Self-described	1	0.86%
Prefer not to say	5	4.31%





## Appendix B: Responses to open text questions

*All inappropriate references to groups, businesses or individuals have been removed.*

The Policy

Community responses

Let the businesses have their park let at least for another year please.
It make sense to provider patrons more options to connect safely in a covid world.
Absolutely love what businesses have put together in accordance with the council and as we get to the warmer weather, would love to see them stick around.
The parklets are an excellent way to support our hospitality and small business, and have been a great addition to our community landscape. I hope to see them stay as a permanent feature into the future.
Fees are probably too high
I strongly support the conversion of parking spaces to outdoor cafes etc. in many situations. However, the introduction of a long term policy of ad hoc allocation of street space to commercial uses is inappropriate in the absence of a planning that considers other possible and potentially preferred uses such as increased pedestrian circulation space, bike lanes, and tree planting. All of these are called for by other Council policies, and delivery of these is, as a general rule, primarily limited by competition for the use of limited street space. There is no recognition within the proposed policy or the associated guidelines of the degree to which it will actively compete with, and ultimately frustrate, the implementation of other Council objectives and policies. If parking spaces on streets are expendable, my priority would be to allocate more space to uses that depend upon public space and that have wider public benefits.
Outdoor accessibility
It's been wonderful to enjoy places like St Ali, Lamos, Rising Sun , south Melbourne market venues
<p>1. The draft policy does not provide enough information on how to protect the impact of residents who have driveways next to parklets (i.e (<i>Business located in Fitzroy street</i>). This parklet occupies short term parking spaces in Fitzroy Street. The lack of short term parking as a result of the parklet has resulted in people parking in the driveway resulting in residents not being able to exit or enter the premises. The assessment of reduced parking in the area and the impact on residents is not adequately addressed. This problem has been brought to the attention of Council who mentioned that they would increase parking inspector patrols but no improvement has been noticed. As an example of how significant this is in the last 24 hours 3 residents were impacted by having to wait for driver to return due to illegal parking as a result of inadequate parking in the area for uber deliveries etc.</p> <p>2. Insufficient information on how you assess whether there is suitable location space for emergency vehicles. We have had emergency vehicles block Fitzroy Street as there is no longer short term parking for them to occupy in the event of an emergency. This creates a problem for residents relying on emergency vehicles, vehicles and trams using Fitzroy street are also impacted. This is a safety issue but I am unclear how it gets considered?</p> <p>3. When requesting consent from the body Corporate the request needs to include plans showing size, number of additional patrons that will be accommodated and the period</p>



<p>when consent ends so that the body Corporate can reassess the impact on residents/ tenants in the area. It is unclear whether Council can grant a permit without the associated Body Corporate approval?</p> <p>3. We agree that parklets with 20 spaces or more needs to provide additional toilet facilities. The problems we have experienced with people congregating waiting for a free toilet has been a problem at (<i>Business located in Fitzroy street</i>) since the parklet has increased patron numbers. The toilet is accessed via the driveway which means that people obstruct the driveway while waiting for a toilet. This has been a problem with one child narrowly missing a fatal accident due to the increase in patrons in this vehicle egress.</p> <p>4. If there is a breach of the liquor licence will this result in the immediate suspension of the business utilising the additional space created by the parklet? We have had situations where there are intoxicated patrons sitting on the edge of the parklet hanging into the streets obstructing the bicycle lane. If the parklet areas is not well supervised or managed then it creates the opportunity for poor behaviour and intoxication close to motorists. Would the indemnity insurance cover the business owner if they are not managing this space in accordance with liquor licence rules and an accident occurs between a patron and a motorist?</p>
<p>The business parklets are a great idea. Overall they have added a great deal to the amenity of the Port Philip area, and I have not noticed any impact due to the loss of parking spaces.</p> <p>There is a lack of clarity about how difficult it will be for businesses to obtain a permit. The process should not be too restrictive and the only think I think needs to be considered is the visibility of and impact to neighboring businesses.</p>
<p>These parklets are a wonderful way to enjoy the Port Phillip area in a covid-normal way! It promotes more public transport use, community engagement &amp; local businesses benefit from having the opportunity to apply!</p>
<p>They are essential</p>
<p>The concept would result in an unsightly blot on the streetscape, removing forever the heritage and charm of a much loved neighbourhood.</p>
<p>Parklets are an amazing way to bring a more vibrant experience to citizens and guests of the region, while driving interest, visitation and great experiences. They also continue to support local businesses and make the region an appealing one for both consumers and businesses.</p>
<p>I live opposite a hotel and they have secured an out door Parklet and taken three parking bays. When Patrons can't find parking they park outside our homes. It's an unmonitored 1 hour zone. Sometimes I come home and I can't park anywhere near my residence. And Coventry St, it has no time restrictions and people park there all day. Some leaving their cars for longer. Weeks go by and cars aren't moved. I pay for my parking permit I am the home owner and snuggle to get a park at my home. Please monitor who parks at our premises.</p>
<p>We live in a street with extremely limited parking. The extension into our street (Montague St) removes on street parking and the proximity of patrons drinking and making noise is invasive to our houses. We fully support the pub O'Connells having this extra outdoor space during the pandemic but would absolutely not want this to be a permanent arrangement.</p>
<p>These Parklets have become an important feature of the community in regards to their use and what they symbolise for small business, an opportunity to trade during times of social distancing regulations.</p>



<p>I would hope that the process for new or existing business to apply for parklets becomes a more streamlined and straight forward process.</p>
<p>The policy seems to make no allowance for residents to be informed of a businesses intent to apply for a parklet prior to the application process being approved. This means local residents who the parley will impact have no forewarning of the impact that the parklet will have on their ability to park vehicles (where a parklet is taking over public parking areas) or the impact on a resident's right to quiet enjoyment of their property.</p> <p>For example residential pubs that are adjacent to private homes. By offering parklets to these establishments it encourages more patrons to sit outside where noise can carry to local homes and also encourages public nuisance by intoxicated people on local residents and families. Where a parklet is also occupying residential carspaces this also impacts the ability of the neighbouring properties to park their vehicles.</p> <p>If an establishment intends to apply for a parklet licence residents should be made aware in advance so that should their be an objection to the parklet that they have the opportunity to object BEFORE the parklet is installed instead of having to submit a grievance after the fact.</p> <p>This would bring the policy inline with other currently held policies regarding renovation and development of local areas allowing all residents forewarning and time to submit an objection to the proposed parklet.</p>
<p>The community want to support our small business traders. It's also great for the community to have a sense of normal and be outside in the fresh air. The council policy unites these initiatives and I am very comfortable with the draft policy</p>
<p>As a visitor to Melbourne and Port Philip I thoroughly enjoyed the "business parklets" last summer. I would love be to see them a permanent feature, I will certainly be visiting again over summer if I know they will be back!!</p>
<p>I think they are amazing. They give the business more outdoor space which is important during these times.</p>
<ul style="list-style-type: none"> <li>- The policy does not outline specific turnaround time for processing the permit, what are the SLAs that council will adhere to? 1-8 weeks does not seem specific enough for a business to work with.</li> <li>- How much of the application process with be digital and automated?</li> <li>- the policy should put more of the onus on the applicant to 'certify' the site based on guidelines, rather than requiring council resources.</li> <li>- 17.1 - this should be part of the permit process, why create double handling by council officers (bureaucracy) for the sake of it.</li> </ul>
<p>Business parklets allow local businesses to recover &amp; add to the ambience of the Port Phillip community. I look forward to dining outdoors this summer.</p>
<p>I think they are a great idea especially as the weather gets warmer</p>
<p>This is a fantastic way for the council to support small businesses in such challenging times. Love seeing cafes, restaurants, and bars full - in a manner that is COVID safe. Great job guys!</p>
<p>With businesses, specifically cafe &amp; dining venues, making adjustments for Covid-19 safety, these parklets have been a godsend.</p>
<p>Great in summer as a way to enjoy the outdoors and support local businesses. Big fan!</p>



<p>The draft policy is a good balance of allowing businesses to continue to have parklets to support the community whilst setting safety and design guidelines</p>
<p>These are taking parking spaces, and there are many people who still need to drive to get from place to place. Parking is becoming harder and harder, and public transport is not always convenient (eg it doesn't reach the location or requires multiple changes of trams &amp;/or trains, the pandemic deters users, is not safe after hours, not everyone has time in their day to allow 30mins in each direction to reach a parklet). It's not clear what the impact will be on businesses in the areas of parklets, that will have reduced customer numbers. This should be reviewed.</p>
<p>They are good, lovely being outside</p>
<p>Fantastic atmosphere and worldly feel.</p>
<p>It provides more access to dining for consumers abs brings life to more areas. It's just what we need.</p>
<p>The policy allows businesses to maximize their possible output and opportunity for community members to enjoy and support them while ensuring safety for all.</p>
<p>It's a great opportunity for business to expand on areas for patrons and provide atmosphere and services to be enjoyed</p>
<p>Fantastic idea for our community.</p>
<p>Here is a busy area, people always looking for extra seating especially under shade in summer</p>
<p>The so called parklets must be returned to public general use as soon as the state of emergency finishes in the coming months. The current use of footpaths is not well respected by the operators as it is and they cannot assume more land at non commercial rates. The only beneficiaries are the landlords and businesses. The cost to the community through excessive consumption of alcohol has not been considered</p>
<p>We feel uncomfortable because some parklets are in the middle of residential precincts - and, in our experience, they are treated the same as the operations of those in populated business strips. In residential precincts, there should be more stringent conditions imposed on businesses - for example, they should not be permitted to trade in this way all year round (because of the impact on amenity).</p>
<p>The fundamental assumption is that the council has the right to willy nilly pursue a repurpose of highway and roads away from transportation to other "social" (I.e political) objectives. In this case the long running nudge to walk/public transport.</p>
<p>It's great for neighbourhood and community . Love them</p>
<p>I am unclear why we would advantage one business over another merely on the basis that it is located physically in a manner which might accommodate a business parklet. In our neighbourhood there are a number of examples of business parklets which add very considerably to the number of potential patrons. I am sure they hope the pandemic lasts forever, equally their near competitors must be screaming, why us as their customers flock to the newly expanded competitors. Additionally, this can disadvantage local residents amenity, reduce access parking for all forms of vehicles, not just cars. The whole concept seems at odds with the climate emergency. Recently walked passed a staff carrying giant gas bottles to heat an outdoor area for the comfort of a very privileged few in the middle of a bitterly cold Melbourne winter, by any measure it is reckless, negligent and at odds with widely supported established policy on the environment.</p>
<p>The draft policies I read seemed to be aimed at businesses and general compliance issues. I couldn't find any community oriented impact statements that relate, for example, to</p>



<p>parking, noise and environmental issues. Is there more information available? Did I simply read the wrong documents?</p>
<p>Please block off Cecil Street at South Melbourne Market permanently to traffic - it was fantastic to give more space to South Melbourne Market patrons and the pedestrian log jams around that Spanish and Turkish restaurants that have illegal stalls (unapproved by council) on the footpath. It would be great to also get the Turkish and Spanish restaurants to move their stands back from the pedestrian thoroughfare like they are supposed to....</p>
<p>They are great idea but need the right mix between them and street parking. Can't take away all the street parking.</p>
<p>I am happy with the scope and requirements. The document though isn't a policy. It's a mix of background, intent, standard, guideline and procedure. Care should be taken to clearly extract the actual policy.</p>
<p>The removal of parking spaces for the parklets, directly impact the residential parkings spaces as patrons directly ignore permit zone restrictions which then cause late night noise in front of residents homes.</p>
<p>I thought the paperwork should be able to be done electronically for both environmental and practical reasons.</p>
<p>There is absolutely no consideration for residents who live near cafes and restaurants with regard to the huge import on noise levels</p>
<p>The parklets have taken precious parking spaces in our street, without any return to the community. When restaurants are open, our street is hellish to park in anywhere near our homes. I believe focus has been on business, and not residents.</p>
<p>Health and safety issues with higher congestion.</p>
<p>Dear council, I'd like to complain again about the parkletvat Scott St Tennyson centre. Living across directly is unbearable. It was terrible enough what I have endured all these years drinkers from the bar on the street till midnight 364 days a year. But the decking allows a crowd. It has been deeply disturbing. We have seen men leaving the bar and urinating on the table places. Covid is carried in urine, and in the morning the children are on the deck. When there is lockdown sometimes people gather at the table there at night in front of the bar, drinking even sometimes. The noise starts again at 7am at (<i>business located in Elwood</i>) coffee shop. They call out loud and laughing early. Even this weeklock down they hang around often after coffee is given. In summer is bedlam across the street. Noone else in Elwood has to endure what I have. My 2 neighbours ██████████ in flat 5 left because of the bar noise. Also ██████████ who lived above the bar left. Garden said it was a Public Nuciense. The bar owner moved in. I don't want to lose my home. My worst problem is the techno from ██████████ which used to go from 7am all day. I complained and he cut down. But although it's quieter, it is clear in my house. Since the flats next door went up the noise seems to bounce into my house by the acoustics. A year ago my carer was told from council that they might be able to put up a soundproof screen over ██████████ That is the only hope we have had. I hope you can do that. I put up a \$1,500 section in thick timber between ██████████ and my house. It doesn't help with the racket. I've lived her 70 years. There was never disturbance until the bar, then his friendvm ██████████ came. I just had a cancer removed from my head. I was driven from my home at 8am. Walking the streets. Police told me to go home. I understand that but I had to lay listening to bang bang bang. Not loud as it used to be but unbearable. ██████████ is so sick it gave her a nervous breakdown. I have told my ██████████ all along. He knows what it's done to</p>



our health. Also, all the times on medication I was kept awake till 12pm. I can't go on like this. Thank you very much. [REDACTED]
It makes streets messier. Appearance worse.
Unfairly advatanges a few businesses due to position, and allocation is not transparaent.
I think it important to support local businesses.
great care needs to be exercised to ensure there is balance that fairly responds to ALL business and needs in these difficult times - the implied focus on hospitality is not without merit but the interests of other traders also need to be factored into final consideration. Parking impact is likely to be a concern for other traders and the community
I'm new in the hospitality trade and all I've known it to be is with and without COVID restrictions on and off so having said that it's difficult to know if I will survive through it let alone having to pay for more expenses than I can afford. Which atm I could not.
I believe the parklets are a great addition to community life and business should be able to reapply for as long as they operate, ie more than three years in total
I believe the Parklets add vibrancy to our community and encourage people to enjoy the sunshine and weather as well as the great businesses that are in the area. I also believe it helped many businesses survive and employ people under current and past and future Covid conditions.
It invigorates the local community after harsh lockdowns and gives our poor hospitality venues an opportunity to offer more with restrictions likely to be ongoing indefinitely
outdoor cafe seating is better on the road than on footpath. Better to lose a car park instead of footpath space
Note in answer to above question, specifically relating to policy. I note some answers may be provided in guidelines however this is not the question. <ul style="list-style-type: none"> <li>- very heavy use of jargon, ie what is space activation.</li> <li>- no clear case established for ongoing use of parklets identified (outside of covid disaster response)</li> <li>- Areas which are eligible to be parklets is not clearly or succinctly articulated, for instance could a beach be a parklet, if so how much of the beach.</li> <li>- No impact statement on how other facilities might be impacted, ie loss of parking, street closures, noise impacts from having people on streets instead of in buildings.</li> </ul> <p>In short,  heavy use of jargon  1 case not made to continue parklets.  2 parklet not adequately defined  2 No consideration to long term impacts.</p>
I think council and the community should be doing as much as we can to support businesses requesting a parklet esp to accomodate distancing and people per sq meter. The process for application needs to be easy and not too expensive - our hospitality industry is suffering
I think its a great idea. Brings colour and vibrancy to the area and potential business boost.
Absolute rip off to these businesses! They have been through enough! Just let them keep them for free. You get enough money from out rates already.
Doesn't explain criteria for approval. Does all applications get approved if fee is paid?
We need standards and expectations but don't make the process to strict or onerous.
We liked what North Port hotel did
I think it's balanced to meet both community and business needs.





We thoroughly enjoyed the outdoor areas during last summer. Great idea!
Do seasonal permit applications fall behind annual permit renewals? (Clause 10.13 v 10.15)
I think the policy balances the needs for the public with those for business to recover after (or during) the pandemic. The primary purpose should be encouraging engagement with local business in a COVID-safe manner - outdoor seating is the best way to achieve this outcome.
The location of some of the council parklets is just plain stupid. If this is indicative of how that "plan" will work, not happy.
The policy and guidelines are overly complex.
Businesses don't need more red tape. They need less.
Just build the parklets and let businesses thrive. Make the choice easy for them to utilise these outdoor spaces, not harder.
I love the idea. It helps to keep businesses alive and provide entertainment for residents
Great initiative. The parklets are a wonderful addition to the community. Why is the longest permit only for 1 year? If businesses invest in suitable/safe/secure parklets they should be allowed to keep them for longer. Most planning permits have 2 years to start the use/break ground (extended to 4 years during covid in some cases). Likewise, why limit the number of times businesses can renew the permits?
I am in favour of businesses being able to extend out into carpark space. I hope it doesn't cost them too much money to apply for a permit to do so
It gives structure to the "pop up" concept and is a good guide.
There doesn't appear to be any consideration in the guidelines as to adverse affect on neighbourhood amenity such as noise emanating from businesses, ante social behavior by patrons to local residents and the feeling for locals to be able to walk down the street without feeling like you are walking straight through the middle of a business
In an overall sense, I support the idea. My only misgivings are that the removal of some parking spots can adversely affect nearby businesses who may suffer a drop in patronage as access is not as easy as it was before the parklets.
There's no need for them They take up valuable parking spaces Where I live at (business located in Fitzroy street) the park let stretches the full length of the building entrance The cafes already had a Covid exposure U cannot avoid walking thru the restaurant to get out They pose a transmission risk
Id like if we had guidelines on what the parklets design looked like and to encourage sustainable materials and plants.
The parklets served their purpose in the early days. However, they are not used as much as anticipated and often empty (contrary to what the owners may say). The sacrifice of parking, and Impeded traffic for partially used Parklets is not justified. The parklet may benefit the few but not the precinct as a whole. Also, the individuals parklets are a mixed bag with no real y consistency. Most look like temporary structureS (which they were meant to be)



It is unclear if Council is encouraging parklets (which I really enjoy and increases my use of host traders) or simply providing a facility to guide their use where they are requested and satisfy criteria. Probably this is an intentional direction of the document?
I like it - I think cars are awful for our landscape anyway
Parking is most important. We should not allow private businesses to expand their business space at the expense of car parking.

**Business responses**

Save to say that our investment was closer to \$85,000 and not the proposed \$30,000 so a longer tenure would be appreciated
lockdowns needs to be considered
I didn't really understand why there is a policy and guideline document
The time given for a permit i.e. Max three years. If longer times given better structures and facilities can be built.
The draft Policy needs to reflect more longer term views with the business parklets and its usage. Community love Parklets and the concept is proving to be very popular. It also allows businesses to use the outdoor area especially during covid restrictions and not to have patrons sitting inside.
I think all is very well explained and the policy has common sense
Parklets have the potential to develop and enhance the amenity of the city and neighbourhoods, the proposed charges are considerably higher than anticipated. An establishment period should be considered at a lower base.
I will know my level of comfort more when I have a clearer understanding of the tier 3 raft costs. Vis a vis 12 people per parklet. The King of Tonga and Mr Tuppy's currently have access to two parklets with a total of 16 people. Will there be any dispensation for our reduced numbers? 16 v 24?
A lot is very straight forward, however I do have some concerns surrounding pricing, & furniture requirements.
It's very clear and easy to understand.
I feel the draft policy covers all aspects of the parklets for Port Philip
Great for business great for the community
Council has not taken into account vehicle access which is significantly impacted especially where adjacent businesses have parking on site
Businesses can't afford to pay their landlords let alone for parklets. Most businesses are swimming in deferred rent debt that they will be paying for years to come. Charging for parklets will only make meeting their existing debt untenable. It will result in more small business shutting their doors.
The City of Port Phillip should simply offer this initiative as a fee free gesture.
Let's seriously also reconsider the proposed maximum term of the Parklet as 3 years really does not offer a fair chance to recover retailers investment, especially with current and perhaps future lockdowns impacting on there usage.
With a fee free and expanded occupation term, it will act as an incentive to businesses to participate, but more importantly it will hopefully assist in the revitalization of a City that has



<p>been heavily affected during this tragic COVID-19 virus.</p>
<p>Local business is the heart of our community and employ's lots of local people. Councils and Governments need to do whatever we can to make sure local businesses survive and appreciate the opportunity to offer our feedback.</p>
<p>There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free-at a minimum.</p>
<p>There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free-at a minimum.</p>
<p>The current footpath provides ample opportunity for al fresco drinking and dining. The reduction of available parking spaces for people to access their village had reduced by 30% in the direct area outside our strip of shops leading to frustration of many customers who simply want a parking space.</p> <p>Would you take away 30% of Coles parking spaces without any consideration for their customers? That is what you have done to us. It's very easy to get carried away with a one eyed initiative. Unfortunately you haven't looked at the bigger picture.</p> <p>Come down to Albert Park and you will observe 6 previous car spaces, now configured as parklets. They are lifeless, ugly spaces without any custom. The village has suffered as a consequence.</p>
<p>There should be a capacity to use an area that is not just a parking bay.</p>
<p>Just to add a little balance to this discussion, and I'll preface what I'm about to say as my wife and I own a business in Ormond Rd. The issue we see with the car parks being used for dining is that these parklets now only service one business in Ormond Rd. We don't begrudge anyone trying to do things a little different in the current climate but at what cost?</p> <p>You've got hair salons, barbers, nail salons, beauty parlors, book shops, gift stores, bakery, clothing stores, optometrists, gyms and fitness studios that have also been forced closed over the lockdown. All these businesses are also trying to survive and get back on their feet. Not to mention the takeaway food and supermarkets that would not have use of these spots either for their customers.</p> <p>I know people say that hospitality is the lifeblood of any street however I think you'd all agree that the businesses I just listed also bring a great energy and life to our amazing and unique Ormond Rd. It's these businesses listed that organise the Christmas VIP Shopping night for Ormond Road, along with charity events such as the Bush Fire Appeal.</p> <p>I've also seen a lot of comments about "well just park further away" or "walk down". A lot of the side streets near Ormond Rd are permit only and prior to the pandemic we were forever in a fight with lack of parking in Elwood for visiting customers.</p> <p>I know we'd all love to keep this place to ourselves, however if you survey a lot of the businesses I think you'd find that visiting customers are just as important as our local customers.</p> <p>We love our locals and can't wait to welcome them back but you can't blame a lot of the traders for feeling nervous, for the future with an initiative like this.</p> <p>Thanks for reading</p>



<p>Regards,  <span style="background-color: black; color: black;">[REDACTED]</span></p>
<p>There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free at a minimum.</p>
<p>Loss of parking impacts retail Significantly. We have already lost a significant amount of parking in the south Melbourne area with the unused bike lanes, environmental catchments, tree planting and other concessions made to the south Melbourne market. Very concerned that you will create another retail wasteland like Fitzroy Street and Acland that only caters for takeaway food.</p>
<p>Parklets are only a benefit to the owners of the cafes that have them. They take away parking which impacts on other businesses and shopping area users. If you are a neighboring business that one is plonked in front of the amenity to your business is impact greatly.</p>
<p>The fact remains that hospitality trade is down. Putting more seats on the street for non existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.</p> <p>It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be hastening the further demise of trade.</p> <p>The parakeets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In otherwards, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension. Trade is down but they do not want to loose hope. Further, they disadvantage venues that that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.</p> <p>Lets go back to sprucing up the streets with lightning, cleanliness and trade. Artificial stimulation is not the answer.</p>
<p>It is only favouring one industry in a village shopping area and there are many diverse businesses that make up a vibrant strip.                  What about the clothing stores, book shops, hairdressers, gyms, studios, etc.                  a thriving commercial strip has to be made up of many parts, not just hospitality.</p>
<p>The policy does not address issues of parking and or consider impact to trade of other businesses within streets. Hospitality is not the only business that suffers aspart of COVID lockdown and parklets are only supporting one other type of business - at the detriment of others.</p>
<p>In the past we had an adjacent business object to our Parklet application without any proof. Moreover, the objection came a month after the application was submitted.</p> <p>As such, I feel, any response from adjacent businesses needs to be proven, and also time sensitive.</p>



<p>We will apply again this year. We are hoping for the best.</p>
<p>It is great to have a clear policy on the process. The parklet have been implemented as part of the COVID response. We have just missed ours, and would like to to continue. We are situated n a lane with very little traffic and believe that the previous arrangement with no traffic through a part of the lane would be beneficial to all , in particular mothers with children.</p>
<p>With aging clientelle, i am constantly hearing from customers how difficult it is to find parking near my pharmacy so they can get their prescriptions filled and medical needs supplied. although i am sympathetic to the food businesses in our street i feel that if we give away the parking spots now we will never get them back. Parking in Ormond Rd has never been worse</p>

Draft fee structure

Community responses

<p>Let the business have more concession while covid is still around please.</p>
<p>Give these businesses a chance to get back on their feet. Or charge them what the car parking itself costs...and if it's free then let it be free.</p>
<p>We're currently in lockdown 6. Arts and hospitality have suffered enough. Surely you can discount it more for businesses so they can give this summer a red-hot go for trade. I know council needs money but there has to be another way or you can wait another year before you charge the way you want.</p>
<p>So many businesses are on the brink, as are the households of the people who own and run them. Give them a bit more help, I'm begging you.</p>
<p>To create a vibrant streetscape, the rent needs to be attractive to keep occupancy high</p>
<p>The rationale behind the fee structure is opaque. The table of fee structure gives a ranges of average rents from X to Y, and then gives 'mid-points' which often lie entirely outside that range. What is a 'mid-point'?</p> <p>The introductory explanation refers to the value of public land but then does nothing to assess the public values of public land, instead defaulting to rental rates for private land. Fees should be based on valuation of the public space and alternative public uses which are being displaced or denied. How much would it cost to acquire land for bike lanes, for example?</p>
<p>where's the all in this together???</p> <p>they can't trade to capacity inside that's why it's outdoors /outside .. &amp; this is not the Mediterranean it's close to the North Pole ..</p>
<p>Don't be greedy</p>
<p>As long as the fees are fair &amp; supportive of local businesses allowing them to thrive I support the fees.</p>



If under the surface these fees are not fair, it's up to businesses to speak up & the council to hear their concerns.
They are essential
The local corner store or coffee shop or the long standing hotel in close proximity to homes are businesses that form an important part of the fabric of our neighbourhood; landmarks which in themselves represent an important part of the community landscape.
I am not across business rental norms
A well rounded structure for charging for parklets is required. I believe these rates are a little high though, I don't believe that 12 persons per parking bay is an accurate number and it would sit at more so 8 patrons.
This would be ugly and an eyesight and de value our homes!!!! I strongly strongly disagree
Parklets should be available only during the pandemic and not made into a revenue grab
I see no real issue with this fee structure. But would like to know what the council and or the businesses are will do to accommodate the loss of parking in key residential areas where parking is more at a premium. I do not see this being a fair and reasonable amount for ALL areas where parklets are proposed.
One venue might have a low average rent in the area they occupy however the parking area they are consuming is of a high value to the residents in that space as it is limited. This fee structure makes no allowance for the prorated value of a specific parking space based on its limit of supply in the area.
If a business is taking up 8 of the only 12 spaces in a local area right outside the local super market or medical centre should this not constitute a higher price for these spaces?
We need to do MORE to support small business I don't think a fee based on retail rent is fair. It's still COVID. The market rates are valid 2019 not now. I'd like to see it LOWER this year and perhaps raise it in 2022 and raise again to market rate by 2023
Whilst I absolutely agree with a charge, I would like to see stronger provisions (beyond a case by case basis) for fee reductions or waivers for disruptions due to works etc. I also strongly commend the new application discount.
Small Business is struggling. Parklet's are a way to gain space with social distance rules and still derive an income. Government or council should fund the parklets
Why is the council seeing this as yet another massive revenue-raising exercise rather than a way to support local businesses and residents. The pricing matrix is complex and will require more people to administer. Surely there are numerous other models that can be used for this... why does it have to be pegged to the price of real estate. Appealing!
How dare you charge businesses to use public space to aide their business recovery. The vast majority of businesses have tastefully decorated their spaces & it looks 100 times better than the usual disgusting standard of cleaning of public spaces in the Port Phillip area.
Hospitality needs all the help they can get. I don't want to end up in a city where the only Decent food options are mega chains
Seems quite high... seasonal being higher is also a little unfair as some businesses are only busy in certain periods. Could it be equal?



I haven't read enough from the businesses perspective to understand the impact upon them for these charges.
It is a reasonable fee structure that takes into account loss of parking bays
Will leave this one for businesses to respond.
I'm not well-versed enough in business rents in the area to make an informed judgement on this
Types of businesses being offered this opportunity have done it tough, fees should be more aligned with current trading conditions and maybe structured with a grading over a longer time period rather than a lump 50:70%
I'd hope they'd be waived during Covid until at least the end of this year
Fees should be used to create new car parking opportunities else where
No amount of compensation would be sufficient for reducing public land for commercial benefit. A token licence fee is making mockery of the public value of the space. Many of these venues need parking space or their patrons take locals parking spaces thus the problem is a circle
We are not concerned with fee structures.
Don't care what the fee structure is. It's not about money it's about the cavalier assumption that because you can you will.
Not too sure I'm not responsible to have to pay them so I don't feel appropriate to respond
Because it is mechanism to transfer public funds to a few private businesses who will enjoy a benefit that accrues by chance that they own/rent in a particular location. Perhaps if some measure of return to the whole community of the City say in the form of jobs for local residents, distribution of funds to community organisations in addition to a fee payment system, may be that might be more equitable.
There was not enough information that is relevant to my answer.
I don't think they should have to pay at all! Have some heart!
Sounds like revenue raising.
Should be based on what the council will lose from the parking spaces lost.
I would first consider using average parking spot revenue as the baseline. To be equitable would be to ensure vendors are not paying in excess of the paid parking revenue that CoPP would have otherwise received.
The business get the better return for investment. but the resident pay for it in quality of life and liveability in a residential area. especially when business take over public reserves as an extension as if to claim it a their Beer Garden. Going well outside sidewalk and or parakeet permitted space, at no cost to the business.
The rental Initially should be sharper than proposed to encourage uptake. In time, ie beyond covid-19 lockdowns and the like, one could consider raising them.
I would hope that the money generated would be spent in the actual community that has had to sacrifice parking spaces. For example, street cleaning and extra lighting, to allow for the increased patronage and noise linked to patrons eating/drinking/making noise on the street in a residential area.
No. Elwood is a quiet suburb. It should be preserved.
Assumes same value for public space in different locations in CoPP.
I do not think a seasonal charge should be 70%
It should be the same as a yearly charge.



<p>EXCESSIVE!!!!!!!!!!!!!!!!!!!!!! on the one hand the idea is to support business which has been significantly impacted by COVID - why should it cost so much to try and provide a leg up to small business which has suffered enough?</p>
<p>I think there should be a consideration with the each individual premise. The fees should be more or less depending business size and also some businesses need it more than others as there are big premises that already have existing outdoor/backyard spaces to enjoy. I am a very small size takeaway cafe on the non-busy end of Ormond rd in Elwood and there is not a lot there (cafe/shops/restaurant etc) there is always parking and I chose to only have one parklet making sure I was not taking advantage of parking spaces even though I have no space inside my cafe for customers. The parklet is huge for me (weather dependant) gives my customers a seating area they can enjoy without rushing off standing in a queue (on the footpath) it looks great and doesn't take up footpath traffic draws more people to that section and creates a great atmosphere.</p>
<p>Thwy are too expensive</p>
<p>As I do not own a business, I do not feel this is appropriate for me to answer. This is a question best answered by the businesses.</p>
<p>Let them have a 12 month exemption to gain some ground back after 2 years of lockdowns</p>
<p>10 tiers of prices? Too complicated</p>
<p>*Noting that equitable is not the same as equal*</p> <p>Firstly community equity. Besides the semiannual vs annual there is not consideration for use vs loss of space.</p> <p>For instance looking at the guidelines it is clear that parklet is a euphemism for re-purposed parking space. Therefore the negative impact will be on parking. This means to be equitable the pricing of the "parklet" should reflect the community impact of loss of parking. This would involve, incorporating how much the parking is used, the competition for available spaces, by whom the spaces are currently used (ie mobility limited people) and the availability of alternative parking.</p> <p>In short the policy is equal but definitely not equitable.</p> <p>Finally I strongly disagree with the pricing strategy. Costing the use of public land to be less than the cost of private land is nonsensical to me. I believe this will incentivise businesses to mimise their private rent by renting smaller spaces with less facilities (such as bathrooms) and instead renting the cheaper community spaces. This will also lead to decrease in rents for landlords as they care competing against the government who is renting land at half the cost.</p> <p>In essence it is anti-competitive and definitely not equitable.</p>
<p>I think the proposed rates are excessive. The revenue from any lost car parking is minimal in most cases. Council needs to be supporting local businesses and not putting too many more overheads in place.</p>
<p>Care needs to be taken not to over-price these spots. Many businesses are experiencing ongoing hardship and need to boost their financial situation. A caring approach is needed. Variation could also be done on the basis of construction. The Railway Hotel in Pt Melb has certainly built lasting high quality constructions which may deserve a higher fee. Perhaps an actual occupancy levy as part of the fee. Railway is basically 100% full with high</p>





customer spend. Others are quite the opposite with low spends and occupancy levels during the trading period
Rip off. Should be free
Fees are just for policing of policy? Seems a bit high
No fre
These spaces should not incur fees unless council are cleaning or maintaining the area like that user pays
Hopefully this would be workable, but outside my knowledge.
believe that the amounts are too low
The fee structure does not permit the business to apply for a reduce fee rate or for an exemption from paying fees. I know of many local businesses whose income has been negatively affected by the pandemic - the policy should make allowances to ensure that such applications are possible (e.g. proof of 50% reduction in annual gross income/profit etc.)
Small businesses that are likely to benefit from these parklets have been devastated by COVID-19. We should be taking costs away, not imposing new fees and charges.  The calculation is overly complex.  If you need to charge a fee (which you don't), then keep it simple. Why do you need 10 tiers?
I can't say much about this. I am happy as long as all costs coming up (for signage, traffic diversion, extra rubbish containers, etc.) are covered by the fees and no tax money is required
10 tiers seems overly complicated. I don't think it is fair to increase the charge for high season. I understand council are seeking to regain lost parking revenue but the positive externalities from the parklets will greatly enhance the local economy.
I think it should be cheaper for them
Council is a business, and it is fair that council shares in the increase in prosperity of a business using a parklet. However government guidelines on customer density etc mean that hospitality businesses are more negatively impacted than eg a grocer or butcher. So council should be conservative in their charging policy,,, and SHOULD NOT CHARGE parklet fees during lockdowns
This should be a commercial rate per meter and a premium as they are using public land which means that the general public no longer have free access to this land.
Seems OK to me
I realise council has a lot to gain here financially I'm not stupid But does that justify the disruption to amenities and residential entrances
it is not available to everyone
It seems fair but I don't understand how the costs impact on SMEs or have context for comparable fees.



**Businesses**

<p>Lockdowns need to be considered and building/renting costs of actual parklets. Businesses vary dramatically and they need to be accessed on an individual basis.</p>
<p>If you compare this to the actual rental that I pay for my shop it seems very expensive especially because I then have to build the parklet on top of these fees. We've lost a lot of business because there are no more tourists in St Kilda. If you charge me \$4600 than I need to turn over \$20,000 to \$30,000 in order to cover these expenses. If everybody else has a parklet but I don't than it damages my business, but if the fee is too high than I won't be able to afford it. Charging 50% to 70% of the rental is high because I'm not even getting a roof to accommodate guests. It should be more like 20% to 30%. If we are getting vacant land we still need to invest in order to make the land usable.</p>
<p>The propose fee structure is very high and the businesses would not be able to afford it. This fee will be an added burden to the cafes and restaurants especially now in these unprecedented times of lockdowns and endless restrictions. A lot of business are still repaying deferred rent fees from last year so in fact we are paying 150% of rent this year yet we are still unable to operate in a full capacity and can only offer takeaway and delivery. Our business revenue has dropped down by 80% as a result of lockdowns and strict restrictions. The lockdowns are probably going to continue even in 2023 and it will be extremely difficult for businesses to afford such high fee structure. Once we are all back to normal and full capacity the fee structure should be 50% of what you are proposing now. This will allow business to be able to afford it and would also generate some revenue to the council something that you would not have before. Definitely the biggest advantage for parklets are community and people are extremely happy to use them</p>
<p>I understand parklet authorisations must come with a fee. Initially the parklets were a way to help business during the Covid times. If the Council wants to do so the fees should be more affordable. But I'm happy with the calculations made by the Council in the draft</p>
<p>We are experiencing challenging trading conditions during trading restrictions, do we know how long they will last? what are the long term implications for all of us, unknown at this stage, how can any one plan for anything in the long term. I would say that your timing is not quite right for this survey.</p>
<p>As stated previously</p>
<p>We are in Bridport street and as are a Tier 2 - so mid point being \$273 If we are charged at 50% = \$136.50. Our current permit is for 55.68 square meters (according to council this means that it allows for 55ppl) = 55.68 x \$136.50 = \$7,507.50 annual fee However, as we are responsible for ensuring that the number of patrons are in accordance with limits imposed by government requirements.. This is currently 1 per 2 square metres, and has been for the past 12 months. However the cost of the parklet is based on 1 person per 1 square meter. The idea of the bigger parklet was to allow for social distancing, we don't have it filled with ppl.</p>
<p>I think the fee structure is reasonably fair.</p>



The fees seems fair and the higher cost over high traffic tiers is reasonable
I think we need to help business get back on their feet once we are open for at least 6 continuous months then revisit fees
There should be no charge, this initiative should be in place to give businesses an opportunity to claw back some lost revenue. Economic "recovery" - means helping businesses recover not pushing them further into debt.
Fee structures are great in normal times when business is good. With COVID-19 we are not in normal times, nor will we be in the foreseeable short term future. Let's not forget what local business offers to the City, its occupants and more importantly the many local, interstate and international visitors are City attracts.
Let's offer this fee free or offer a fee free period for this initial term offered.
There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free- at a minimum.
There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free- at a minimum.
Parklets aren't needed in Albert Park. Refer to question 1.
I think the fees are fair. However if there are more lock downs or lockdowns continue there should be room for a free period.
Same as previous answer
There should be no fees or charges related to the parklets, business is not surviving and will not be in a position to pay fees. Those that do survive will not be able to recoup losses in 3 years and Port Phillip should provide access to the parklets, under the criteria, for free- at a minimum.
I don't think this is a good idea. I do not think it's a balanced approach to retail and hospitality. There are ample room for hospitality in the current Environment. There is already an oversupply of food operations in the council. We have hundreds of cafes and pubs failing pre CoVid. Why do they need more space.
Interest free periods, discounts for first years etc does not seem every equitable to other City of Port Phillip rate payers and business who are extended no such generosity.
The fact remains that hospitality trade is down. Putting more seats on the street for non existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.  It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be hastening the further demise of trade.
The parakeets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In otherwards, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension.



Trade is down but they do not want to loose hope. Further, they disadvantage venues that that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.
Lets go back to sprucing up the streets with lightning, cleanliness and trade. Artificial stimulation is not the answer.
What is the commercial rate for floor space? has this been taken into account?
The council’s logic is that a business is utilising the council parking spaces and as such there is an associated fee per meter square. However, when it comes to applying for a Parklet in a car space that’s in front of another business, we need consent from them.
Either the council takes full ownership of the parking spaces and charges per meter square (per annum or pro rata) or the council leaves the permission to use that space to the businesses in front of it.
It does not make any sense for us to have to acquire consent from the adjacent business and the pay you “rent” to use the space.
I Agree with the tier structure. However, the fees seem to be quite high considering this initial period.

Eligibility

**Q. Please briefly explain your answer**

**Community**

Its an opportunity for all to recommit to the local community and safely bring people together outdoors.
Exclusions of stand-alone bottle shops, tobacco shops and venues with an electronic gaming machine or other gambling component are sensible
The guidelines are written as if most "parklets" are likely to be within one of the 13 activity centres listed on p.22, and state that "requests outside these activity centres will be considered on a case by case basis". Yet there are many, many cafes and pubs scattered through the municipality outside these activity centres, and many are within predominantly residential neighbourhoods. These are valued, but the impact on neighbours of noise generated by people drinking and conversing at these places is radically increased when the activity moves from inside the premises and onto the street.
enough parking spaces taken with the hotel cafe restaurant needs . this seems just to be a test
Comfort would be greater if there is a clear understanding of additional supervision of this space when alcohol is consumed in the area.
Absolutely fair. These parklets are to benefit the community - addictive substances/practices should not be allowed these spaces.
The closures of businesses is disgraceful
As previously indicated.



The suitability of these to hospitality venues makes sense, and I am pleased to see options for other businesses where relevant
Please please may we be considered
At least to have a comprise with the business across from our homes.
I do not want to see parklets in our suburb become a permanent arrangement
As long as an allowance is made for how the affect of this businesses parklet will directly affect the local area it is being proposed in then I have see no issue with this.
Seems fair.
Very comfortable with this choice
Makes sense to me
The criteria is fair, noting the main users of parklets would be hospitality
This is a wide scope - there need to be limits on numbers.
Minimizes anti-social behaviour and the impact on nearby residents
Fair
It help business growth and less junkies around
Again, I see no need or any desirability to virtually give public space to commercial interests that then think they own that that space, primarily for the consumption of alcohol, in municipality that has far too much space now for licensed premises
Again you are using public assists for a political purpose and worse allowing favor and patronage
Clear
The policy is based on a false premise, that is the need to activate the City and that this is achievable by the occupation of public, open space for private profit.
To reiterate, there is not enough community impact data available to make a meaningful comment.
Please block off Cecil Street at South Melbourne Market permanently to traffic - it was fantastic to give more space to South Melbourne Market patrons and the pedestrian log jams around that Spanish and Turkish restaurants that have illegal stalls (unapproved by council) on the footpath. It would be great to also get the Turkish and Spanish restaurants to move their stands back from the pedestrian thoroughfare like they are supposed to....
Should just be hospitality
Should parklets be available to business that reside is a class A residential. Location should be a factor in eligibility.
Total mis placed hotels, which had be build in a long past era. not on a shopping strip or main rd.
These areas should enhance everybody's experience and the proposal does that by excluding things like gaming.
As previously stated, the policy provides no consideration for residents who live near parklets on the huge impact on noise levels or traffic
Leads to community disruptions and noise
Attracts a disturbing scene
Why would you not let venues with Gaming machines not apply, like the club in Acland street?
why only hospitality - do no other business types exist in the City of Port Phillip?
Overall, excellent guidelines, except of the limited EOI period, which i believe should be more flexible
All businesses should be allowed to apply. Not just cafes



I would like to see it extended to places such as book shops etc.
However not certain about not for profit. We do need a certain quality and dont want white elephant stalls
It is detailed and considerate
Looks good
should be assessed based on current tenancy size and existing outdoor areas. Also based on what else is happening in the area. Also need to look at when they are planning to use it. In Elwood during lockdown there were some that we only used a night, a complete was of space.
Hospitality (my local cafe in particular) has been so negatively affected.
What about the council's own parklets. I dont know who thought it was a good idea to put the stupid parklet outside Port Melbourne library and take away critical parking spaces for the library. Not everyone can and does get around in the council's utopian world of push bikes.
I wonder what other businesses /not.for.profit would apply, if no items can be displayed or sold?
Great all hospitality businesses should be allowed to apply. The permit process should be made as simple, efficient and cost-effective as possible. Reduce the need for expensive consultants to have to draw up plans for the businesses ( i know a lot of pro bono work was done on this previously).
Good policy and will uplift the area
Its not very nice to walk down to your local shops and have to walk through a group of drunks who are swearing and making you feel uncomfortable in your own neighbourhood. Council are crap at policing venues such as pubs. You dont enforce the laws as it is why should the community believe you are going to do it with more venues to look after with the same amount of staff and drunk people interacting directly with families on the street.
Seems fair
As stated the Parklets cause noise issues Alcohol compliance issues Covid compliance issues as people do not use the QR code's And a serious health risk I'm high risk I don't want to have to fight my way through a friggin cafe to get out my front gate
See previous answerS.
These seem clear. I am pleased that planting is encouraged anywhere practicable.
I think this is reasonable

**Businesses**

A hair dresser would take a car parking space which could make it hard for tourists to visit St Kilda. Everybody wants to have outdoor space but does everybody need it? If other businesses need it than I would support that but if they are taking away car parking spaces than I wouldn't support that. I support not allowing Pokies having a parklet.
The guidelines for eligibility are fair and reasonable
I think is a fair policy



I agree with the eligibility guidelines, the concept will evolve over time and I am sure all participants of the program will work towards a public benefit.
QED
It mentions, your permit may not be renewed if there is a waiting list. Will this be likely? As there is a lot of money being invested into these areas by the business.
Makes total sense.
The parklets provide hospitality businesses the opportunity to still trade when there are density quotas and other restrictions due to Covid. I find the majority of our customers prefer to sit in the parklet
I think your eligibility is fair
Council has obviously thought this through well and the criteria, safety and all other aspects are great - well done!
Criteria, safety and other aspects to ensure strong visual and safe amenity - well done
Criteria, safety and other aspects to ensure strong visual and safe amenity - well done
Refer to question 1.
Ask some alternate questions to your stakeholders! Ask whether people are happy to see available car parking spaces reduce by c30% to enable this activation?
Your questions suggest you are completely biased and are simply seeking approval to proceed with the scheme no matter what.
I do not think hotels with electronic gaming machines should be excluded from the program.
It services only hospitality and takes vital parking away from other businesses.
Criteria, safety and other aspects to ensure strong visual and safe amenity - well done
Reasons stated before. We don't need more food space in the council. We need more parking.
The fact remains that hospitality trade is down. Putting more seats on the street for non existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.
It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be hastening the further demise of trade.
The parakeets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In otherwards, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension. Trade is down but they do not want to loose hope. Further, they disadvantage venues that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.
Lets go back to sprucing up the streets with lightning, cleanliness and trade. Artificial stimulation is not the answer.
Because of my first answer



<p>The criteria does not take into account:</p> <ul style="list-style-type: none"> <li>- current parking issues within each municipality</li> <li>- 'caps' of parklets within streets seem disproportionate - what's the rationale?</li> <li>- what constitutes "community support" as part of the matrix - a letter from your neighbour who also benefits is not community support</li> <li>- there docent seem to be any financial justification requirement - why does a business who thrives in COVID also get a parklet that will the impact on parking for the remainder of business on the street?</li> </ul>
Gaming, bottle shops and tobaccos definitely should not be eligible...

Expression of interest

**Q. Do you have any feedback on the expression of interest process?**

Community

None
It should be based on the ability for all to participate if they wish to do so
I would like to see hospital venues have a hit more of a say in these guidelines. I also think you're charging way too much given what this businesses have been through and will continue to go through with covid. I'd ask that more of a discount be applied for the remainder of this financial year at least.
I do no work in this sector, I actually work in a stable one and have had work the entire time. So my request for financial discounts comes as someone who has watched the industry stuffer, not someone in it.
Try one week . Not next season
Council should review with input from the BodyCorporate
Small businesses are essential
No.
None
NA
The lead time is too long
Yes please I would like to be contacted in the decision process. [REDACTED]
Again this policy makes no allowance for working with the local area and residents where the parklet is being proposed. This all feels like a "good for the council because it means more cash in our pockets" initiative with very little allowance made for the impact of these decisions on the residents that have to put up with the impact of these parklets on a day to day basis.
1-8 weeks is too long an deliberately ambiguous. This process should be mostly automated and have clear access and visibility for the status of the application. There should be a specific consultation period, etc. so that ele very one is clear on progress.





<p>“Council will work with the applicant to finalise Parklet designs to ensure compliance” should not be required as long as the guidelines and specifications are clear for everyone and grounded in existing governance structures, eg. All electrical must comply with relevant standards, etc, etc.</p>
<p>8 weeks?! Seems a bit long, given the current economic climate, applications should be assessed within half that time. Especially if businesses are simply wishing to use the exact same structure as the year before. Use common sense!</p>
<p>N/A</p>
<p>Not specifically, no</p>
<p>n/a</p>
<p>No</p>
<p>Given my views on the complete package, I'd prefer no EOI process</p>
<p>Are there any other factors that Council will take into account that any particular business will not supply when Council is assessing the application? eg. will the establishment's history of breaches in liquor license, outdoor trading laws and covid non-compliance be taken into account?</p>
<p>You don't care what I think anyway ...95% of responses opposed the tramway in Vic Av and you did it a way because you are just ticking a box.</p>
<p>No</p>
<p>No</p>
<p>Please see previous answers. There does not appear to be sufficient community protection in this process.</p>
<p>Seems reasonable</p>
<p>Eight weeks is significant time for small businesses to be unsure of how they will be operating. I would like to see a commitment to a more expedited process.</p> <p>In the alternative, if a decision isn't made in the defined period the application fee should be refunded. (Even if a decision is made later).</p> <p>The decision timeframe should become a reportable KPI.</p>
<p>Does seem a little slow to get moving but otherwise fine.</p>
<p>This was not widely advertised, it relies on an individual 1. having an email 2. Having registered interest. Very biased sample. Not actual community consultation. Disappointing City of Port Phillip!</p>
<p>Where can impact public provide feedback or object?</p>
<p>In this time of COVID I think it is rough on businesses to put a time frame on application times.</p>
<p>its reading like the start of another industry within the council - to manage and implement in a climate where the governments are endeavoring to reduce red tape - why is does it have to be more complicated?</p>
<p>I hope the process is easy and doesn't take up more time and money. The hospitality industry hours and very intensively labor is exhausting enough without having to do more paperwork and chase for permits that we have already applied for. The parklet was already drawn out sized materials all have been approved by council prior to constructing it. The process sounds unnecessary if the business already has an existing parklet, happy for inspections and make sure it meets compliance etc.</p>



Too limited. Why not have EOI open all year
I think that the parklet use has been an amazing addition to the vibrancy of our community and to the survival of many businesses and jobs. Encouraging people to enjoy outdoor spaces is a good thing.
I think is easy to understand and process
no
Don't make it too complicated. Need to encourage rather than create red tape
No
This sounds good as long as extra specialist consultants or designers are not needed to prepare the EOI
no
Parking is already at a premium, I don't think we should be benefiting hospitality venues at the expense of others.
Expressions of interest period is June-August. Will this be extended for 2021, given the consultation period is through August?
This is somewhat confusing. The entire concept of an EOI period seems superfluous to me - why not have an open, rolling option that could be calculated on a pro rata basis. Clearly, certainty is better, so discounts should be offered for those business who seek an annual or seasonal permit. It seems strange to me that a new cafe could open, miss the EOI period, and be excluded from applying for a permit. The whole purpose of this policy is to support local businesses and build a local culture - processes should be simplified.
Make the parklets 'as of right' to businesses. Reduce the decision time from 1-8 weeks as well. Give businesses certainty, reduce cars, give the public space to the public not cars, increase sustainable and active travel in areas to promote the 20-minute city.
Council should be very flexible in their response, Make sure people are as safe as can be managed, there is no detriment to the surrounding community or its assets and go for it.
no
This should also include the opinions of residents
Try to make this as automated as possible so it involves the least human interaction possible.
NO
I will defer to the traders for feedback on this process. In my initial read I may have missed how applications may be made outside the EOI season?
I'd rather automatic parklets with rent for summer, and EOI in winter

**Businesses**

Consider exceptions such as yarra place south Melbourne where ST. ALi is located. We are a one way street with many of neighbouring buildings having common ownership. We would like to further improve our Parklet which would require substantial investment and would seek longer tenure.
Agents who would submit these on our behalf charge exorbitant fees. Could someone in house be designated to sit with businesses who wish to apply to submit these forms? I would like someone to sit with me one-on-one to go through this process and help me



<p>understand the process rather than having a lot of back and forth. I would be happy to pay an additional fee to council to deal directly with them rather than with a third party.</p>
<p>I agree with it</p>
<p>no</p>
<p>No</p>
<p>It mentions we will need a planning permit to apply - where does one get this? Council also requires a copy of the liquor license for the area - currently VCGLR are providing licenses based on council agreeing to the parklet - not the other way around</p>
<p>My business currently has a parklet. So not sure whether this would apply to me or not??</p>
<p>No</p>
<p>Please reconsider the fees</p>
<p>No fees is all we ask!</p>
<p>No fees please.</p>
<p>no fees please</p>
<p>You really need to represent all stakeholder groups.</p> <p>The parklet scheme was introduced to give hospitality a much needed boost given the continued lockdowns. Now the trial is seeming to be an assumed success and you are simply figuring out how to manage the process.</p> <p>Let's start again and assess the trial.</p> <p>Feedback from locals would be a great start? - Very unfavourable The use of the parklet for the business in question would be useful too? - Unused or at best rarely used A improvement to community amenity? - Ugly eyesore, taking up much needed parking access to the village</p> <p>Please be open and understanding to the reality in Albert Park.</p> <p>Come down and see for yourselves.</p> <p>Seek to understand, before being understood.</p>
<p>I think businesses should be able to apply whenever and there should not be a specific time frame when they can.</p>
<p>Same as previous answer</p>
<p>No fees please.</p>
<p>Car parks are critical to retail. Look at the success of Chadstone versus Fitzroy Street. Poor design and street scaling is deadly to business. Please learn from your mistakes of the past. Stop repeating them!</p>
<p>COPP is pathetic. At one end you create dead zones like Acland plaza killing businesses and at the other you fill up valuable precious botanical gardens like in St Kilda with the construction of a two storey office block. Make up your minds. Do you seriously support open spaces? Or are you just opportune wreckers. How about locating the eco centre on Acland street - creating a real economic presence.</p>



Any Expressions of Interest should also be advertised so that others that me adversely impacted are aware of the EOI and can make submission in relation to.
None
How do you decide who is eligible if your cap is 10 parklets and 12 businesses apply?
The first aspect of the EOI is to acquire consent from adjacent businesses (depending on where your business is). The consent should be time sensitive so as to not delay the rest of the application. For example, our next door business cannot take a month to get back to us/you. You have to cap it to 5 business days or so.
Moreover, as a direct result of your application we were being extorted by one of our adjacent businesses. As much as you consider this to be a civil matter, you simply cannot put your constituents in a situation whereby they then have to work under a "mafia". You ought to have penalties for business to try to exploit the situation.
Please make it simple and online. It should follow a similar electronic application such as the grants model.
review process would be too long if it takes 8 weeks. Business is hurting and do not have time to wait for beauracrats to come back from long service leave to judicate something as simple as a parklet.

Permit Types

**Q. Do you have any feedback on the proposed permit types?**

**Community**

Seasonal makes sense
Makes sense
The limits seem like a good time frame for seasonal and annual.
Seems logical
Permit types should deal limitations on hours of operation!
E.g. there should be a 10pm curfew for businesses operating outdoors in or near residential areas. It is a great pleasure seeing people out in the street during the day, but hearing them yammering on into the night when one is trying to sleep is deeply annoying.
Nil comment
Sounds reasonable
Agree that they should expire and need to reapply to provide a mechanism for feedback / input from local residents and Body corporate.
This seems to be a sensible idea. Possibly business who have been granted a seasonal permit for the previous year should be given priority for the following year provided they have met a certain standard (lack of complaints, or positive feedback). This would make businesses more comfortable to invest in the fitout of their parklets.
Small businesses are essential
No.
None
NA
Agree with this.



<p>This is nonsense! The already existing was placed there with provision that it would be removed in March and it's still there.                  And I also need to say it had very limited usage anyway.                  How can I agree to seasonal when I'm not confident that would happen.</p>
<p>Parking is so limited in South Melbourne and we are forced to pay a fortune to park in front of our own houses. Summer and winter the residents of my street will often not be able to find parking making it very unsafe walking to our house from the car. This proposal is diabolical</p>
<p>All permits (especially annual) should have a minimum period of advertisement to the local residents of the area so as to give them time to object to or raise grievances to the parklet before a new licence is given or at the time of a renewal being sought.</p>
<p>It should be seasonal and then it can closely align with the state of affairs with covid.</p>
<p>Good idea especially in Melbourne. Let's business determine it's own destiny</p>
<p>The EOI period doesn't make sense, what happens if a new business opens outside this period.</p>
<p>If they're rejected, will businesses have enough notice.. could they alter the application or will they just be a no?</p>
<p>No I don't.</p>
<p>There should be some clarity in the policy around time periods for removal of the parklets if renewal is not accepted for whatever reason. Same for at the end of the 3 year period when making a new application. Businesses would naturally need to incur costs for removal and installation. The policy also mentioned priority would be given to renewals over new applications, new applications to "renew" should be included in this.</p>
<p>Both should be allowed for.</p>
<p>Keep St Ali open.</p>
<p>Annual is great and option for Perminant would be even better as this helps small businesses through Covid restrictions and they will be aorund for a while so this idea of parklets being perminant is such a great way to adapt for the future of living with restrictions</p>
<p>Good option for businesses to assess whether they can sustain income across the cooler months</p>
<p>Fair</p>
<p>I think it is good to offer both.</p>
<p>Seasonal permit would be better as it bring different vibe and it'll be seething up a culture for the area</p>
<p>The fee should represent 15% of the gross rent currently paid on the operators premises, this is a commercial solution that would deter freeloaders and make sure the business respected the privilege of being allowed to use public land on a non permanent basis</p>
<p>Some businesses should not be allowed to trade all year round because of their location - ie if it's inappropriate in a residential area because of its already high impact on amenity</p>
<p>Don't issue any</p>
<p>No</p>
<p>No</p>
<p>See previous answers regarding community impact concerns</p>
<p>Should be free, you are trying to support businesses that have barely survived!</p>
<p>Sensible</p>



Seasonal during summer is great.
What happens if they don't use them all year.
I think this offers good flexibility for businesses.
What every minimises the impact to residents liveability and noise levels. ie trading times of parklets not to go beyond 9pm in summer and 8pm in winter. Strictly applied, and permit revoked on any reported breach.
no
Both permits should have for greater consideration for location and surrounding residential buildings, availability of parking or the impact on noise levels both day and night.
Do not want seasonal or annual permits in my street.
Our weather means year round spaces, need significant weather proof structures and HEATING. The structures are no matter how well built, are eyesores . The heating is always GAS - no very GREEN!
I think different permits are a good idea.
absolutely object to the idea of seasonal permits - it will be confusing for the local community and will involve a lot of red tape for a very small period of time -
I am happy with the seasonal and annual permits. I do hope that there are further extensions though as I wouldn't want to keep spending money reconstructing the parklet only to have to pull it apart again.
Ni. It's good to have options
It makes sense two different types of permits
Great the more venue options available the better
Sounds reasonable
Agree with 2 types
No.
Sounds good, I look forward to the outcome over the summer months.
no
Expressions of interest period is June-August. Will this be extended for 2021, given the consultation period is through August?
No. It is a clever design.
There should be a limit on how many of the total parklets can just be seasonal so not swamped for the warmer weather. Its already bad enough trying to walk down footpaths in shopping strips in the warmer weather when the footpaths are cluttered with tables and people standing around.
I wonder why there is a gap in the fee for annual. In my opinion it might even get discounted. Since in the winter months not as much profit can be made
Increase the length of time of the permits. Allow businesses time to plan. The parklets have proven to be a wonderful success for the community and businesses.
Not really, only that IF a drug rehab type organisation applies for a parklet it should be rejected on the grounds that there could be an issue with syringe disposal, and or people arguing and begging.
As long as its not on the beach and in our parks over summer. This is our space not yours to give away and reduce our access to public open space further. We need quiet spaces to enjoy not a rowdy beach club at the end of Bay Street.
no



Seasonal if at all
No need for them
The privilsge gets abused
These make sense.
I like it - good luck

**Businesses**

Given the infrastructure costs and semi-permanent nature of well designed and built parklets annual makes more sense
Council needs to be more diligent with the process. It cant be in line with planning and take months on end.
I don't see the reason why you can't apply all year round? Change of ownership or other changes happen throughout the year and it would be a pain not to be able to make amendments to a permit. To wait twelve months is a bit harsh. Maybe open twice a year.
How would seasonal permit only work in high seasons when the parklets would still be permanently installed? They cant be removed so there is no need to limit trade on those as they will still be physically there and occupy car parks. Its good to have options but how would you ensure that businesses conform to the use of them just in those seasons. Requires compliance and therefore it would better to only have an annual permit type.
Good options. For some smaller business are they available to be paid in instalments?
I think it's reasonable that some business operate only during specific seasons and others all year round. I agree with the two different permit types
No
No
They make sense, only thing I do not understand why an annual permit required a raised platform, where as the seasonal does not?
Annual permits would work better for Carlisle street .Saving monies on building a new parklet every year. These parklets have had a huge impact on the street, helping to rejuvenate what had become a very tired strip in recent years. The atmosphere and good vibes on the street since the parklets were installed are as good as I can remember in a very long time.
I totally like the two type of permit system.
No. Surprisingly our parklet has been very popular even throughout winter, the additions of heaters helped very much too.
No
No feedback
Permit types look good and attainable
Good
all good
Seasonal would make some sense. There is almost no use in season and zero use out of season.
I agree with the different time frames.
Services only hospitality



All good.
No
<p>The fact remains that hospitality trade is down. Putting more seats on the street for non-existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.</p> <p>It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be hastening the further demise of trade.</p> <p>The parklets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In otherwards, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension. Trade is down but they do not want to loose hope. Further, they disadvantage venues that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.</p> <p>Lets go back to sprucing up the streets with lightning, cleanliness and trade. Artificial stimulation is not the answer.</p>
No. Sounds good.
As there is a cost to is and depending on the season the retail can drop significantly, it agree it should be per season. This is particularly important to small business with limited cash flow.
Do not agree with annual permits as have witnessed non use of parklets during winter when we need the parking spots even more

Design requirements

**Q. Do you have any feedback on the proposed design requirements?**

**Community**

No feedback
Yes the furniture and materials used to build the parklet should be able to stand the extreme weather conditions and be kept in an acceptable state.
The guidelines seem to be silent on provision of canopies beyond umbrellas. Clearly, cafe operators will press to provide more enclosure, as visible with a number of the recent 'temporary' parklets erected over the past year. The impact of these structures in streetscapes is very high and in my view entirely unacceptable. Enclosures should be explicitly forbidden.
Just use it or lose it policy
There should be an ongoing monitoring of maintenance. We often remove rubbish that congregates in the parklet in front of our property.





This is a good initiative and I applaud the council in seeing the value of the temporary measures implemented over the past 2 years and coming up with a way for these to continue into the future.
Agreed - we should promote quality fitouts that will be able to used for seasons on end. It's a sustainable matter as well.
Small businesses are essential
No.
None
NA
As long as the parklets are structurally sound and match the venue external decor or streetscape decors.
No don't want the park let if it's a raises structure
No
Get on with your job of supporting local businesses during a pandemic. Cut the red tape & use common sense! Take a walk down Fitzroy St & see what a disgrace that area is, that is 100% Port Phillip Council's fault. Here you are trying to restrict businesses from outdoor trading & improving your disgusting streets & you want to make the process difficult & expensive.
More greenery and less plastic. Especially single use plastics should be encouraged in outdoor spces
Is there a way the community could encourage veggies to be planted in the planter boxers
I'm sure if the council works with community and businesses, the designs will be suitable and improve the aesthetic of the areas they're constructed.
Agree with Guidelines
Ideally incorporate local native plants into design
Pleased that the design requirements place a priority in both safety but also aesthetics and character.
Fair
Sounds good, but not only make them same look, get rid off transparent plastic roller blinds
They must include open access and always be able to be used by anyone, not just their patrons. Signage must clearly state this. They should not be too permanent as I don't don't think we want structures that are tantamount to lean to's in our streets for very much longer. Look at the state most of them are in now!
It is unfortunate that some parklets were erected before any guidelines were published. Residents have shown a high level of tolerance with these unlawful structures (given the extreme lockdown hardships to business). If these proposed parklets are going to become a permanent feature over the next few years, they not be required to comply with current design guidelines. In other words, if the existing parklets don't comply, they should be rebuilt.
Don't allow any
No
In my neighbourhood I think the examples of business parklets are ugly and unwelcoming as opposed to some examples of pavement tables. They are disproportionate in size ironically detract from the facade of businesses which might otherwise prompt your patronage of the business in question. In my experience there is nothing organic in these arrangements.



Not that I haven't already commented on.
Agree
The design requirements appear to enforce the need for visual appeal whilst mandating minimum requirements for safety and access.
My concern is the safety and accessibility requirements (the mandatory requirements) have been written in a guideline.
Similar to my comments on policy, the content in these documents doesn't marry up to their intent.
For example, the accessibility requirements are mandatory so should be mandated in a standard and not a guideline. Similarly, if the design requirements are mandatory then they don't suit a guideline.
Some parklets already erected and used, did not comply with standards, These should all be taken down and if business is approved, Construction has to be to City of Port Phillip specification and operated within guidelines.
Certainly agree with the concept. The execution thus far looks, generally, fine.
See previous comment , there is not a single one in South Melbourne, that enhances the streetscape!
Parklets must look good and cannot be a detriment to the area.
Parking impact needs to factor into considerations - particularly along Carlisle Street Balaclava which has been sufficient compromised due to the super tram stop and the likelihood that free 2 hr off street parking (Camden Street) will likely disappear - no point in parklets if no using the local amenity so don't kill baby in the bath water PLEASE
No what we have looks great I would want to change it.
No. They are great as long as the are maintained and kept clean
No, just that they should be aesthetically sympathetic to their location and environment
I totally agree with the requirements
So far the sites have improved their location. Much more attractive
needs to consider that parking spaces are periodically vacated, vs structures which may exist for years.
Need to be a quality design and not a flimsy cheap construction that looks shabby or dirty very quickly
Greenery and lighting should be considered in the design as well as recycled materials. Sometimes organic spaces have the most atmosphere.
Happy with the detail provided and the requirements set out in the guideline. Support the requirements.
I think the design requirements seem to balance well the set-up costs with the safety requirements. I agree that there should be no gaps (don't want my dog poking his head out into oncoming traffic!).
Any greenery should not block view of the business premises from the street. i.e if driving down the road looking for a particularly shop/premises the greenery and fixtures should not block view to signage and windows of premises from the road.
whilst safety is important don't be too prescriptive on design requirements. the more diverse the more interesting and exciting (and more successful) the local parklets will be.
No, as long as they all look reasonable councils guidelines and judgement should be fine.



no
They affect the aesthetics of the front of our building
I agree with those requirements.
Requirements are to loose
LOVE the planting requirement.
Obviously fake plants and grass is awful pollution so please get rid of fake flora.
I think it will really enhance our area

**Businesses**

Guidelines are fine
roofing and wall options are important to deal with Melbourne weather. we have not been able to use our parklet since April due to restrictions. It is still too cold for patrons during winter months and is not viable. Our roof costs are over \$1200 per month and so far the parklet has cost our business over \$20,000 with flooring etc.
I think parklets should be allowed to be higher than 0.9m. I'm on a one-way street and would prefer more height (suggest 1.2m). I support the accessible guidelines. Having a parklet be sturdy and strong but also removable does not go hand-in-hand. Removing the structure would take at least a day or two and would then likely end up in the bin. Replacing the structure would be very costly, I spent \$12,000. The parklet would need to be modular in order to remove it. I wanted to put picnic benches in the original structure but Council told me that we couldn't leave them outside. It takes additional staff to move furniture every night so I support being able to leave furniture outside at night.
Would the proposed Guidelines change the current approved parklets? it doesn't say if current parklets would have to conform to the newly proposed guidelines and what is the difference?
All good
I think quality is a must. I agree with the policy
It would be beneficial if current parklet structures were a starting point
<ul style="list-style-type: none"> <li>- We are not able to obstruct a drain. If we decide to go annually then we have one in the area that would be covered by a platform - this was approved at our other cafe in Stonnington as it did not obstruct the drain from underneath. Is this a possibility? Otherwise we will be a gap between the footpath area &amp; parklet.</li> <li>- Barrier must not exceed 0.9m above carriage way - we have already purchased barriers which we currently use, if we are made to put in a structural platform for an annual permit, these barriers will sit slightly above the 0.9m. Will this be acceptable?</li> <li>- The instruction for barriers section is a little confusing - they must be collapsible, weighted with crushed rock etc.?</li> <li>- Chairs having a 30mm diameter rubber pad? We have not had this thus far, and has not been a detriment to the area. This would mean we would have to buy all new chair</li> </ul>
I believe this initiative is for businesses to be able to thrive & bring in more patrons to increase revenue, rather than having to spend a lot of money obtaining new furniture when they already have good quality & presentable furniture.



Totally agree.
Some of the earlier parklets seems a bit temporary and flimsy. It would be good to know whether or not the parklets can remain permanently which would allow business owners to invest funds into making them not only structurally sound but appealing to the eye
No
I feel like everyone is doing something different and that is ok
Believe all design requirements are reasonable given the area these are located
all fine
all good
I agree the parklets need to look good and provide a great space for patrons to use.
Services only hospitality
All reasonable.
No
Little will be complied with or enforced.
The fact remains that hospitality trade is down. Putting more seats on the street for non existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.
It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be hastening the further demise of trade.
The parklets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In otherwards, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension. Trade is down but they do not want to loose hope. Further, they disadvantage venues that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.
Lets go back to sprucing up the streets with lightning, cleanliness and trade. Artificial stimulation is not the answer.
As long as they're safe, and not hideous, the rest doesn't matter. It would be good for the council to provide planter boxes so each Parklet could be used for more greenery.
I would recommend it to be fit for safe and fit purpose. Therefore guidelines are important, however we need to be cautious that we do not inflate the cost of the furniture. Unless the council is able to negotiate a contract with standard furniture (fit for purpose) for the areas.
Yes, council need to look in their own backyard before demanding experienced traders to provide high quality, robust and structurally sound furniture that will enhance the local character. Maybe the trader should just graffitti the furniture to fit in with the surrounding vandalism.



Decision making

**Q. Do you have any feedback on the proposed decision-making criteria for assessing applications?**

**Community**

I find it weird that a business needs to get a yes from their neighbours before getting a park let. If the neighbours choose to act selfishly as it's not in their interest to have their neighbours have more space, the neighbours are given power to stop park let.
Council needs to review and not have a black and white rule for this neighbourhood issue I reckon
Community feedback is critical and public safety at the forefront of any selection process
There should be a clear process for review if an initial application has been rejected.
No criteria or guidelines are provided for determining when, where and why "parklets" may not be appropriate. Reference is made to impacts on surrounding areas but only vaguely, with no guidance as to what degree of impact is acceptable or under what conditions. I DO NOT have confidence that decision making by the proposed panel about permit applications will be made with appropriate consideration of this, in the absence of any kind of guidelines around the issues and in the absence of any requirement to consult or advertise with people living within earshot of the site (this extends much further than one parking bay away from the property frontage). This is a major failing.
as normal
Impact on neighbouring area and traffic / parking should have a higher weighting.
I'd missed these when I made my previous comment. The guidelines seem well thought out and rational.
Small businesses are essential. Open up!
No.
None
NA
Case by case scenario. Please I implore you to come and look at each venue and it's credibility
No as usual the residents wishes are being ignored
The parameters are too subjective. It is not black and white enough to prevent interpretation. It must be binary either YES or NO... anything but that will result in yet again more councillors creating their own views/set of rules and result in inconsistency.
Lacks common sense & quickly approving applications for businesses that have experienced significant business downturn.
N/A
No
See my earlier comments re impact on parking for customers, not just for the shops using parklets, but for all shops in an area.
Agree.



It's ok. It must be very strict and the granting of permits to build these things must be kept rare. I no of a hotel in my neighbourhood with a TAB that has a huge park let and it's just a den for gambling, drinking, smokers, hardly desirable
We know, for a fact, that a particular business has not complied with these criteria in the past. How will this be policed and enforced from now on?
Why bother dont
No
No
Strong community impact concerns.
Seems fair
Very happy to see a transparent assessment approach
neighbourhood impact and protection must be high priority followed by compliance, with strict penalties and removal of permit on any breach
The only concern is that undertakings made to get the permit are kept ie council has to inspect and monitor these things which would mean more staff and a budget ergo cost have to allowed for by the council or it will all end up "half arsed"
Great bureaucracy.
I think it is important that parklets must meet a certain criteria however it cannot be too hard for businesses to achieve these standards.
see previous comment - its becoming an expensive administrative industry - is this really necessary? will a new team need to be created to manage this newly created bureaucracy?
Again if the parklet is existing an inspection to access if it meets critical would be simpler rather than wasting more time with paperwork backwards and forwards.
I agree with the criteria
no
no
No
This seems onerous especially for summer pop up spaces.
no think you have covered
Not yet
Can be subjective and open to appeal (e.g. risk management criteria 'meet all safety requirements')
No. It seems to give enough scope for the discretionary nature of the decision.
In my opinion, the traffic should be re-directed around parklets. Maybe introduce 40km or even 30km zones. Parking should also be no issue, since the policy is to get cars out of residential areas (at least where I live I can't get a parking permit and was told about this policy).
Heavy traffic like trucks and noisy motorcycles should also be redirected
the design should encourage shading, vegetation, movable chairs to engage the public and create diverse and exciting public spaces.
More weight should be given to the decision guidelines that increase the intensity of the local spaces and promote sustainable and active transport options. Remove traffic from the activity centres and reduce the weight given to traffic as a condition of use. Encourage sustainable transport options and PT use by re-routing traffic. Give pedestrians the primary use of public spaces and not cars.
No other than my earlier comments.



My comment is that the City of Port Phillip enforcement section are useless and will not enforce what is put in to a permit anyway so what is the point. All you care about is money and business not the people who have to live with this. Council officers take so long to respond to issues and venue operators don't care because they know Council will just give up and not represent rate payer rights under VCAT decisions, permits etc.
no
Yes The residents should be consulted
If a business already has an outdoor space in the rear of the premises.
The number of Parklette should not be clustered together they should be spread out over the entire activity center.
Having a finite number of Partklets for any center will not be fare too every one. The criteria will automatically block some while enabling others. No other business criteria will be affected by council as much as this one. This gives council undue influence on business outcomes for individual traders.

**Businesses**

Decision making is acceptable to me
I my opinion I think the Council gives too much weight to the neighbourhood. If you live in a bustling neighbourhood than you need to expect some noise and activity close to where you live. You can't live 50m from St Kilda and expect to have no noise. When we bought the place we did not have any awareness of how neighbours feel and I think it's unfair that one person making complaints against your business can mean that I wouldn't get a parklet.
no it seems to be fair and reasonable except it should have more info on a review process. For example if the permit is not successfully the first time can you review the application if the permit applicant conforms to the requirements?
All good
I agree with the used method
No
If the guidelines have changed from what has already been granted in the current parklet, it would be useful to receive that information in writing from council - specifically relating to your parklet.
None at all.
No
No
Only that it is fair and takes into consideration all challenges businesses are facing. This policy cannot be a one size fits all framework.
Councils role should be to uphold the local laws, assist local business and its ratepayers without the need to make a profit and be mindful of the world we live in. Guidance and assistance, where required, are the key for Council
There is a role for Council to assists smaller operators. Guide and assist where needed.
There is a role for Council to assists smaller operators. Guide and assist where needed



There should not be too many road blocks in being able to be granted a permit.
Services only hospitality
There is a role for Council to assist smaller operators. Guide and assist where needed.
No
<p>The fact remains that hospitality trade is down. Putting more seats on the street for non-existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.</p> <p>It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be hastening the further demise of trade.</p> <p>The parklets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In other words, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension. Trade is down but they do not want to lose hope. Further, they disadvantage venues that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.</p> <p>Lets go back to sprucing up the streets with lighting, cleanliness and trade. Artificial stimulation is not the answer.</p>
it is flawed
<p>The merits are vague and don't outline what actually makes a business eligible - except for that they want it.</p> <p>If a business is not affected surely they should not be eligible.</p> <p>Community support consideration in the matrix is also vague and makes it very easy for someone to say their neighbour supports their application - however the remaining 10 businesses around them do not. How do you capture this information, or don't you?</p>
As long as you remain in close communication with the applicant and help them through it, it should be fine.
Agree, however the safety guidelines should also be in line with the location. Taking into account traffic and other issues.
=





**Guidelines**

**Q. Please briefly explain your answer**

**Community**

Take out the extreme charges. These businesses are trying to get back on their feet.
How many public servants lost their job during covid?
No
you need to help these guys as they're very restricted in the way that they can trade & have a lot of catch up due to shut downs
These are a wonderful addition to Port Phillip & I look forward to spending time in the community.
Small businesses are essential. Open up!
No.
None
Please do not make these parklets permanent. We support them during these very hard times but NOT on a permanent basis.
I would love to see small business thrive. Lower the rates for 2021 and increase in 2022/23 we are by no means in usual times so I don't think the rent at market rate is fair.
I think they're a great initiative both for businesses and the community and the process should be de as simple and affordable as possible to businesses
With so many retail shops and hospitality venues closed, more focus needs to be on assisting the applicants/owners, than another method to revenue raise. The Parklets have been amazing at changing the face of Port Phillip and very European in approach to get patrons out into the streets and create atmosphere and vibrancy. They've certainly been a positive of the Covid Pandemic and I hope that we continue to support them. Let's get creative, maybe close off some streets (as they did in Yarraville and Altona) to create more of these spaces. It's also been great to see these pop into Parks such as the Northport Hotel in Evans St.
Get on & approve these applications! Try to make the area look half decent again!
I believe businesses who put thought and design into their parklets should be rewarded rather than just doing the bare minimum to get max seats
More greenery
No
All provided earlier
It would be such a shame to see these parklets removed prematurely from businesses whilst most small hospitality businesses are still battling the flow on affects of the pandemic. Revenue is down, owners are exhausted, and they're all just trying to do the right thing and get by. The installed parklets increase capacity when heavy dine in restrictions are in place, and really promote a happy, healthy dining environment. I particularly love the parklet installation at ST. ALi, as its creative, inclusive and a really fun space which adds to the community around it.
Keep St Ali Open. xx
We need it!



They are a great initiative and should be permanent
No
Love the parklets, this has been such a great way for business and community to come together
I think they are excellent There is not many opportunities for business to provide outdoor space to clients and this gives this chance to most who want to expand options
Reduce public carpark fees, let people come to area to help business growth
Please don't do them!
We would like to be reassured that businesses actually comply with these guidelines. ie parklet design, management of patrons and the enforcement of breaches for businesses who have had a questionable trading history.
You already showed a fundamental level of incompetence with the Parker in Montague st and even worse deception with the pop up citizens will be able to access it park near the Albert Park Primary School..why would these be any different.
Keep them up and try and get the garden beds around Carlise and surrounding streets looking better
I assume this question is solely directed to business parklets? Whereas I would support many community parklets, I fundamentally oppose business parklets. I wonder if we replaced business parklets with genuine community parklets how quickly the owners of the business parklets would be screaming volubly.
I have seen too many parklets that are unused because of where they are situated. I would like to know what is the cost of a typical parklet and who decides where they are located.
Please make a priority to close Cecil Street to traffic at South Melbourne Market again that was a fantastic trial and I don't know why it stopped
A good idea to help businesses through the pandemic, I'd like to see it continue in summer in the future as well.
As a member of the Port Phillip community I love the idea, and value outdoor seating over car parking spaces
residents liveability in their own home, is the city of port Phillips duty of care and responsibility before business are given priority which could have a negative impact. Given that businesses already have a customer capacity which can generate profitable returns as it has done in the past, within it own premises and operating to municipality permits.
no
Listen to residents when we provide feedback on the impact parklets are having on our ability to enjoy our home.
It has caused major footfall decreases for local business already hit hard due to Covid.
This should not be continued once the COVID 19 policy has past.
The ones near me, in Fitzroy st, have been built with timber that is very "cheap" they look flimsy and (now) ugly. They were only intended for one year. They are not suitable as permanent structures.
I think they should be "refreshed" every year.
Are you going to ensure they are safe, every year? As the timber used is not what you would use in a residential deck - its what you would use building a film set! (-:
Pretty much said it all



Parklet is a misleading name. Is simply outdoor cafe seating . Not a public park of any kind
no
The ones not linked to commercial premises are stupid. There was one on beach road near the ferry truck park which was just pointless and meaningless. People just laughed at it. Those funds could be put to better use. If too many car parks disappear so to will the customers
Build more car parking. Preferably underground and free for locals.
I think it is a great idea. Would be nice if pets were allowed in the area since it is outdoor. Would like to see more of this on bay st. It should encourage more hospitality to set up shop on the strip. So much potential there
No
Seasonal parklets as low cost as possible. Traders hiring already
Well maintained and inviting outdoor spaces add such a great feel to our neighbourhood. I hope the process is easy and encouraging for businesses. The uniqueness of the parklet should be encouraged like swings, banana lounges, games, bands/ live music, big communal tables.
no
No
Having had them in Ormond Rd and Tennyson St I am not an advocate for them, they look messy, encourage drinking on the street, block the footpaths and reduce access to other non hospitality venues. In several instances in Elwood the outdoor space was bigger than the indoor space that venues had. Overall not supportive of them being linked to venues. Happy to have council parklets for all to use but not for hospitality
Parklets are fantastic for the community. Highly support the opportunity of making these a permanent/annual fixture in Port Phillip
These are a most excellent initiative. I would strongly recommend that Port Phillip Council review parklets as a means to also encourage social participation, engagement with public parks and walking trails, reducing motor vehicle traffic, and promoting greener living.
Get rid of the stupid parklet outside the Port Melbourne library!!!
I welcome the Council's promotion of the business parklets. The parklets should take precedent over cars and car parking spaces. The parklets should encourage active and sustainable transport options, provide shade, increase urban greenery, be accessible to all members of the community (especially mobility impaired) and stimulate and increase the intensity and vibrancy of the local areas. Reduce the decision time and costs involved to business for the parklets.
Only about noise levels. What is acceptable during a Saturday night during a festival may very well not be on a Tuesday evening and some sort of guideline would probably be looked on as helpful.
no
They are not necessary They cause noise and amenity issues They aren't supervised They pose a transmission risk
more consideration needs to be taken for local residents and businesses
Pleas remove the parklets as originally planned and allow traders to trade on an equal footing
Love them



They really add to the community.

**Businesses**

Very comfortable. Seems balanced and thought out. I reiterate my suggestion for longer tenure for exceptional test case which do not reduce amenity
I am the one that needs to apply for it and I will need to find someone to do it for me. If the neighbours are opposing the parklet that makes me uncomfortable thinking that one or two neighbours can affect my livelihood. They already do I can't play music indoors at night. Needing to be able to remove the parklet on short notice but also to have it be a permanent structure is contradictory and expensive to the business owner.
The proposed fee structure is very high and a lot of businesses in the current situation would not be able to afford it. Some of the guidelines seems to be quite detailed and the application process seems to be more complex than initial when we first applied. The guideline and policy wording should be simplified
I'm happy with the Council looking after how the parklets look and operate. I think it's important for residents and businesses that things are done properly
The seem reasonable.
I'll wait and see
As I have mentioned I have some questions surrounding the money required to implement all aspects of the parklet & a few design questions. If these are clarified & taken into consideration the rest of the details I am comfortable with. I think they are a great initiative & Port Philip council has been great with liaising with local business. Just want to make sure it is viable moving forward.
I believe Council has done a really good job to come up with the guidelines and more importantly acted very fast and in a very engaging manner.
Seems very comprehensive
Well researched
Without businesses, St Kilda will not be a welcoming environment. No fees please.
Local business is the backbone of our community; other than the fees I am comfortable with the guidelines
Comfortable with everything other than the fees. Without businesses, there is no community.
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Refer to Q1
Please see my previous answers.
Same as pervious answers
Comfortable with everything other than the fees. Without businesses, there is no community.
See previous responses
The fact remains that hospitality trade is down. Putting more seats on the street for non existent trade does not make sense. It is artificial and cosmetic stimulation while disadvantaging the precinct as a whole for the partial benefit of the few.  It may appear as a good thing to do to support the community. However, in the end the Parklets themselves could be be hastening the further demise of trade.



<p>The parklets program was well intended. In reality, bar one or two venues, they were really not used to the extent envisioned. Often, they are empty during the day. When used at night (rarely full on average) they ended up being less of an extension to existing seating but more of replacement for inside or existing curbside trading. In otherwards, these venues did not experience a positive net gain in customers. These venues will understandably defend the need for the parklets but the reality they are not an extension. Trade is down but they do not want to loose hope. Further, they disadvantage venues that that do not have the physical space for an extension. They also disadvantage Retail by taking up parking spots.</p>
<p>Lets go back to sprucing up the streets with lightning, cleanliness and trade. Artificial stimulation is not the answer.</p>
<p>They are still very vague and ambiguous as to why a business should have one.</p>
<p>Given what we have been through, I remain skeptical.</p>
<p>It would be good to have the system implemented and then have an interim review with the input of business and individuals. It is always prudent to review after the new procedure is implemented.</p>
<p>Beacuracrats advising how business should operate and what their parklet should look like is a joke. These people have no experience with business nor taking risk in opening up a business. They only know how to make a business spend money and jump throughg hoops to try and make a dollar.</p>



Q. Do you have any other feedback you'd like to share with us about parklets?

**Community**

Take out the extreme charges. These businesses are trying to get back on their feet.
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None
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Love them
They really add to the community.





**Businesses**

Please consider circumstances where longer tenure (5 to 10 years) is considered so substantial investment can be made by operators
Community feedback is extremely positive.
The sooner the better. I wish I could have certainty that things will happen and that I will be able to maintain my parklet. I also need a roof.
N/A
I'd love to hear that the parklets are here for good. I'm concerned about being authorise for a maximum limited period of time. I'm happy having to renew our permit annually as far as we knew there is no time limit in the policy. We are really interested in being approved by the council to keep our parklet running and making our customers happy
The response we have had from patrons has so far been very positive
The Parklets have created a community hub which previously in Tennyson st was absent
<ul style="list-style-type: none"> <li>Increased our capacity under current social distancing requirements and generated significant additional income that has helped us remain viable</li> </ul>
None at all.
Keep up the good work.
This initiative has been so successful for our business. Our customers love it and are always enquiring if we will be able to keep it. They are also ready to petition hard for it to remain a permanent fixture!
No feedback
no
refer to my first answer
It's a terrible idea. Please don't do it.
Get real
Another one of those bonkers ideas thought up by the council. We were told they were to be only temporary and now they have become permanent.
Said enough
The emotional toll these parklets have taken on business owners is absolutely abhorrent. Not once has the council ever thought to address this. The fallout of extending the parklet program sits firmly on the council head and consciousness. You are representatives of the local community and you have not thought once about that.
The caps for parklets do not seem correct for some suburbs.
Please focus on evidence based feedback, and not hearsay.
parklets cause damage to other business
Thank you for the consultation. Also, ideally if there is a parklet in place, the location should be exempt to apply for any event (as long as it stays within the defined area. Perhaps there should be just a communication. happy to be contracted to clarify. [REDACTED]
Yes, please clean up the public spaces, telephone poles, walls, parks, footpath bins etc from graffiti. Maybe work with the police or charities to get the drug zombies off our streets and possibly stop the defecation and urine on the footpath and laneways.



**Consultation experience**

**Q. How could we have made your experience better?**

The approach has been introduced in a Satisfactory way.
Made the link to this survey easier and give an indication of the types of information you're looking for prior to commencing the survey so that we could have all appropriate answers ready to go.
Could have explained the whole concept in the body of the email
Simplify the document "outcomes" to a paragraph alongside the document.
Get small businesses open! People are going hungry and killing them selves. Open up! Please for the love of God.
A neighbour gave me this survey If the council wanted to reach out to me, I am yet to hear from them about this parking initiative
I only found out about this proposal through a neighbor- a letter to my house would have been appreciated considering the impact on our residence
I follow small business not council so I found out about this by small business. Council are not as in reach of people as much as small business is, the heart of our community. We should support them anyway we can
Council could have publicly announced this rather than having business alert us to the existence of such Information
N/A good experience
Make it easier to move or hide the accessibility button so it doesn't get in the way of being able to type and submit answers.
It's all good
The results of your surveys have shown that the vast majority of the community supports the establishment of parklets - however, most of the feedback involved busy shopping strips. Parklets here are clearly appropriate. Parklets in residential areas, on the other hand, are not. Somehow, the same conclusions will apply to both types of operation, regardless of their locations. They are distinctly different but the consultation process does not take this into account.
I no longer trust the council so no
Less verbosity I am opposed to the proposed policy clearly, I think Council needs to take account of the environment we are navigating presently. I found I had to drag myself to even complete the 'survey', important though it is, there are so many demands. Maybe sometimes these processes can be streamlined. I feel if I devoted the request time to participating, reading - particularly reading - and submitting to Council there would be no time for anything else. I wonder how many citizens just look at what is required and just abandon the exercise, its all too difficult. I appreciate the City faces regulatory obligations and if they did not satisfy those I would be whinging. Not sure where the balances lay
Unless I was reading the wrong documentation, I saw very little reference to community input.
Too little too late



I'd like to know the positions councillors take on positions
Deliver pamphlets to affected community residents, those that live around the parklets that appeared last year without community consultation.
Major to speak to community leaders
Nothing's changing. I just went and complained to [REDACTED] It's louder. They wouldn't turn it down
Usually council goes through the motions of consultation.
Listen
I feel well informed by the Council re this matter
i have nothing to say and was forced to respond to record the answers i actually care about.
was ok
At least there is consultation
We always get asked but usually get ignored and you do what you want any way.
I only found out about it from the Facebook page. I don't go on the council site regularly enough to know of these things
I found this because someone posted a link on the community Facebook page otherwise I would have missed it. I am glad I could provide my feedback.
Writing to all council rate payers that these community consultation periods are taking place.
Only found this event by word-of-mouth and seeking it out on the website.
Earlier and easier notifications about surveys - more multiple choice answers to allow easier aggregation of results.
The information was set out clearly and in a great format however, the 'take the survey' button took a bit of time to find.
I doubt if you could have
You run sham engagement all the time. If you don't want to consider community opinion and ignore it then just stop wasting our time by asking and make the decision.
My experience on similar matters is that Council has a pre-determined position and this survey is a token pretense to listen to its ratepayers.
As stated
Did you provide evidence of feedback from traders in the process to date, e.g. a consultation summary? I feel my answers were one sided (community) and may have lacked understanding of which elements are standard and beloved by traders/community vs which may be specific, more controversial or raw details that are being tested for feasibility or community buy-in.



## Appendix C: Email submissions

### **Email 1**

Hello [REDACTED]

The only feed back I can give you is from my customers.

Today I had 4 customers complaining that they had to drive around the village 5 times to find a parking space.

It's unbelievable that the parklets have not being removed by now as every parking space means money to the small businesses on Ormond rd.

It's not all about cafes snd restaurants on Ormond rd, there's other businesses like hairdressers and pet as hops etc etc.

Your still charging us the same rates but you remove dozens of car parking spots????? Unbelievable.

Regards

[REDACTED]

### **Email 2**

i am a property owner both in residential and commercial properties in the city of port phillip ,  
i have over a dozen food establishments in our area ,

i loved the outdoor extension areas that were formed , the parklets , they came at a great time

I have noticed that some establishment benefited greatly for the extra area allowed for seating

but at the cost of other buisness establishments that didn't benefit ,  
the buisness that picked up extra outdoor area , also picked up more customers ,  
but the buisness that couldn't get it off the ground there buisness got worse ,  
it hasn't been an even playing field ,  
this must be considered ,

the general public and neighbourhood have given up car spaces ( lost car spaces ) to accommodate  
buisness for there extra outdoor seating ,

we are now into winter and a lot of the parklets aren't being used ,  
it is time that we now loose the parklets  
and try to go back to a more normal looking environment and neighbourhood ,



we have to try to get back to normality looking environments ASAP , these parklets can't go on forever , lets lead the way to going back to normality , its time now that the parklets need to be removed .

cheers [REDACTED]

### Email 3

Hi there,

My restaurant was one of the first to get our parklet sorted and it has been such a boost to the business, when it was most needed. This year we are are facing a similar situation, given this current series of lockdowns, and we are grateful to have an extension through summer. There are a few things which need pointing out though, from an operator point of view.

The draft is a bit difficult to understand in terms of tiers etc....

But please consider:

- the calculation of 12 people per parking space is academic, it simply doesn't work out this way when you are dealing with the space, table sizes, etc. Furthermore, covid rules have us seating 1 person per 2 square metres, so this equation is not relatable to what actually happens or is permitted

- As a venue that trades primarily at night, we enjoy the parklet's benefits throughout the summery months. For the pricing to be pegged to retail rent is unrealistic, because of the dependency on weather.

It has been great to 'reclaim the street' and it should be noted that the operators work hard to create this ambiance on the street. Given the weather dependancy, staffing becomes expensive when the weather is not favourable (because you lose your staff if you are inclined to cancel their shifts last minute).

The parklets are overall a very positive thing, but there needs to be a broader conception of the space than just a square metre commercial value. After all is it land which our rate pay for, public land. My concern is that when this space is framed only in terms of its commercial value, the costs are just prone to increase through the roof, making it ultimately unsustainable for the operator in years to come.

The public LOVE these parklets, generally speaking. It is not just about commercial value.



Reclaiming this public space in a responsible, community aware way takes great effort and thought and also cost on the operator's part so I hope that this effort is fully recognised in how the policy is framed.

St Kilda is about dining out... always has been, and as an operator with 20 years of operating much loved businesses in the area... business has never been so testing... and that was before covid. It may be hard to imagine, but even the most successful businesses in the area are finding it really hard to maintain the magic. And ultimately is it the business / events / etc - ie like ours that play a huge role in creating the attraction of St Kilda.  
Happy to chat directly,

#### Email 4

Hi [REDACTED]

Thanks for your care and concern. Middle Park re-opened after 1 day with terrific support from our locals, so very relieved.

Many thanks for also sending us this parklet consultation link.

The survey seems to assume that the trail has been a success and that you are simply seeking consultation on the how to manage part.

This is very concerning as there is little chance to influence a topic that has been pre-determined.

Customers are angry and frustrated that these unused, ugly parklets take up valuable car parking spaces.

Can you please advise that Albert Park residents are heavily involved in this feedback? Without the customers view, you would otherwise get a very warped understanding of the scheme results.

Please help us if you can, and we would also welcome a copy of the final report and collated feedback.

Look forward to having a coffee with you in the new children's play area at Albert Park (that is great activation).

[REDACTED]

#### Email 5

Please extend as this could go on a lot longer and at any time

Thanks

#### Email 6



Dear Sir / Madam Re Port Phillip Parklets We own the property at 183 Bank St, South Melbourne, occupied by Person Centred Psychology, that backs on to Wynyard St. I have recently read the Draft Business Parklet Guidelines that no doubt benefited from the learnings Council achieved in the amazing roll out of 20 /21. I would like to alert you to difficulties caused by a Parklet erected in 20/21 outside the Wynyard cafe in Wynyard St, South Melbourne, that totally closed off the street. As owners we were not approached but believe some informal consent may have been worked out at a local level! The erected parklet denied 24/7 vehicle access to our building that has staff parking underneath, prevented access for council service vehicles and provided no clear access for emergency vehicles etc. The empty garage was then exploited as a depository for neighbourhood business and café rubbish bins! As the building owners we were not informed at the time and felt to protest after the fact would not contribute to the good work of council, local harmony and the efforts of the café to promote business. However, we believe under the (proposed) guidelines (June 21), should a parklet application be received it would not meet the 21/22 criteria and be denied a permit. As we are sure you will be inundated with permit requests can I ask that our concern be noted so any application received is well scrutinised and we are advised. Please see the attached photograph of the parklet from 20/21. Please contact the undersigned if you require further detail or wish to discuss. Yours [REDACTED]

[REDACTED] Fund Version: 1, Version Date: 24/08/2021 Document Set ID: 5410234 M.  
0412 543 543 Version: 1, Version Date: 24/08/2021 Document Set ID: 5410234 Version: 1,  
Version Date: 24/08/2021 Document Set ID: 5410234

Email 7

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We've reviewed the draft Business Parklet Policy and overall, the approach is practical and believe it balances the needs of businesses and residents well. We certainly support outdoor dining and activations and are looking forward to launching/continuing to have outdoor dining within City of Port Phillip. These outdoor dining areas have created great spaces for local businesses and residents to utilise and enjoy particularly during these difficult times. Please see attached comments

Australian Venue Co is an active member within City of Port Phillip - below is a list of our venues and a summary of the type of applications we participated in as part of CoPP outdoor dining/activations first round initiatives:





POLICY/GUIDELINE REFERENCE	COMMENT
<p><b>Guidelines – Page 17 - Taking care of your business parklet - Daily management</b></p> <p><i>All moveable furniture must be removed at the end of trading hours. In cases where the business operates after street trading hours finish, the Council will allow outdoor furniture to be securely stacked in the trading zone until the close of business at which time furniture must be removed.</i></p> <p><b>Guidelines – Page 32 – Moveable furniture - Placement and storage of movable furniture</b></p> <ul style="list-style-type: none"> <li><i>Furniture must be removed and stored inside the premises outside of hours of operation unless otherwise stipulated by the permit.</i></li> <li><i>The applicant must ensure that adequate storage is provided within the premises for all approved outdoor trading furniture. If the business operates beyond the hours approved on the permit, the applicant must indicate on plans where items will be stored. If there is insufficient internal storage area, the Council may allow outdoor furniture to be securely stacked within the trading zone until the close of business. Approval will only be given if the applicant can demonstrate that the furniture will remain securely stacked and the relocation of the outdoor furniture into the premises can be carried out without causing unreasonable noise and disturbance to nearby residents.</i></li> </ul>	<p>Council should consider this condition on a case-by-case basis and applicants given an opportunity to request for outdoor dining furniture to remain overnight as long as the furniture is secured. Should the applicant be able to demonstrate a procedure of securing the furniture considerations should be made.</p> <p>Some businesses may have limited capacity to move the items indoors and there is also OH&amp;S to consider for our valued staff members.</p>
<p><b>Guidelines – 18 - Community amenity</b></p> <p><i>Complying with Environment Protection Authority requirements in respect of noise and having no externally amplified speakers</i></p>	<p>AVC recognises the importance of supporting musicians and live performers as well as the value they add to the local community. Please advise what process will be in place should we wish to engage a performer (e.g., live acoustic) for weekends or public holidays?</p>
<p><b>Guidelines – Page 20 – Where can parklets be located?</b></p> <p><i>To ensure adequate sight lines for pedestrians, bike riders, motor cyclists, and vehicles, trading within 10m of an unsignalised intersection or within 20m of a signalised intersection will not be permitted.</i></p>	<p>A number of AVC venues are within these distances of signalised or unsignalised intersections currently and we haven't had any issues.</p> <p>➤ Are parklets that have currently been approved exempt from this condition?</p> <p>AVC venues with previous approved parklets:                  Middle Park Hotel – Within 20m of signalised intersection                  The Vincent - Within 10m of an unsignalised intersection                  Golden Gate - Within 20m of signalised intersection</p>



	<p>Exchange - Within 20m of signalised intersection                  The Local Port Melbourne - Within 10m of an unsignalised intersection at both ends                  (approved under an event permit)</p>
<p><b>Policy – s.15 - Fees and Charges</b>                  15.2 Fees are set through the annual Council budget process, or as varied by Council resolution. Please refer to the fee structure.</p> <p><b>Fee Structure – Page 1 -How business parklet fees are calculated</b>                  On average, 1 patron occupies 1m<sup>2</sup>. A typical business parklet (1 parking bay), is approximately 12m<sup>2</sup> and would accommodate 12 patrons.</p> <p><b>Guidelines – Page 23 – Design your parklet</b>                  A buffer setback space of 0.45m must be provided around the perimeter of the parklet, from adjacent traffic/bicycle lanes and adjacent parked cars.</p> <p><b>Guidelines – Page 32 – Placement and storage of moveable furniture</b>                  A minimum space of four-square metres is typical for a table and four chairs (2m x 2m) and a distance of 0.5metres should be allowed between adjoining settings.</p> <ul style="list-style-type: none"> <li>o 2-person table requires a minimum of 2m<sup>2</sup> (unless a narrow footpath)</li> <li>o 3-person table requires a minimum of 3m<sup>2</sup></li> <li>o 4-person table requires a minimum of 4m<sup>2</sup></li> </ul>	<p>The calculation that 1 person occupies 1m<sup>2</sup> on average appears flawed as it does not take into consideration the requirement of 0.5m spaces between tables.</p> <p>A table of 4 may take up 4m<sup>2</sup> however a space of 0.5m needs to be maintained between tables, as per Council’s Guidelines (Page 32). One table of 4 people would require the 4m<sup>2</sup> PLUS 0.5m space on all for sides meaning a total of 6m<sup>2</sup> is required.</p> <p>This would mean one 12m<sup>2</sup> parking bay could have no more than 8 people. This is less than the 12 people calculated by Council.</p> <p>This also does not take into account the requirement of a 0.45. buffer zone at the edge of each parklet, nor the space occupied by barriers and traffic safety bollards as stated on Page 23 of the Guidelines.</p> <p>A more realistic number of people (seated) allowed in a 12m<sup>2</sup> parking bay, given social distancing requirements, wheelchair turning space, clear pathway for patrons &amp; staff and space occupied by furniture, traffic bollards and barriers would be more between 6 - 8.</p>
<p><b>Policy – s.10 – Requirement for Permit</b>                  10.20. Permit fees are non-refundable</p>	<p>Further lockdowns over summer would result in businesses paying for a permit which cannot be used.</p> <ul style="list-style-type: none"> <li>➤ Has this been taken into account?</li> <li>➤ A pro-rata fee structure whereby a total of a certain number of days lost due to lockdowns would trigger a discounted permit fee would be helpful to businesses.</li> <li>➤ A refund structure for permits cancelled early. e.g., seasonal - cancelled at 3 months should be eligible for a refund for the remaining 3 months.</li> </ul>
<p><b>Policy – s.10 – Requirement for Permit</b>                  10.23. Once a permit is terminated all third-party assets must be removed within seven days.</p>	<p>Adequate time needs to be provided to businesses to arrange removal should the permit be terminated. Businesses would be reliant on suppliers to remove bollards – it should be within 7 <b>business</b> days.</p>



<p><b>Policy – s.13.4 Operational and safety requirements</b></p> <p><i>All Business Parklet structures must be designed in strict accordance with the Business Parklet Guidelines to ensure that pedestrians are safely separated from moving vehicles.</i></p> <p><b>Guidelines – Page 23 – Design your parklet</b></p> <p><i>0.4 x 0.4m barriers must be provided at all four corners and at regular 4m intervals</i></p> <ul style="list-style-type: none"> <li>• <i>The total height of the parklet barriers may not exceed 0.9m above carriageway level</i></li> <li>• <i>Barriers must be:</i> <ul style="list-style-type: none"> <li>○ <i>Collapsible</i></li> <li>○ <i>Weighted with 300mm crushed rock</i></li> <li>○ <i>Soil filled to at least 0.3m depth for planting</i></li> <li>○ <i>Treated pine sleepers</i></li> <li>○ <i>Or equivalent, as approved by Council</i></li> </ul> </li> </ul>	<p>These barriers were supplied by Council originally.</p> <ul style="list-style-type: none"> <li>➤ Are businesses required to supply barriers/bollards themselves in future?</li> <li>➤ If so, is there a list of approved suppliers which businesses will be required to use as is the case with City of Melbourne?</li> <li>➤ Does the estimated cost within the guideline for average investment for seasonal permits and annual permits include barriers/bollards?</li> </ul>
<p><b>Guidelines – Page 31 – What can go in your parklet?</b></p> <p><i>Permit holders that have limited hours of operation will be asked to install fixed furniture elements to allow the parklet <b>to be used by the community when the business is not in operation</b>. Therefore, not all furniture housed within the parklet will be moveable. This will ensure that parklets will contribute to the activation and life of the street when the business is not in operation.</i></p>	<p>This may lead to complaints by nearby residents of noise coming from a business parklet that is being used by members of the public outside of the permitted hours of operation.</p> <ul style="list-style-type: none"> <li>➤ What plans does Council have to address any such complaints?</li> <li>➤ If the spaces are used outside hours of operation, who is responsible for any damage that may occur to the fixed furniture elements installed that were paid for by the business?</li> <li>➤ What insurance liability exists for businesses who have no control over how members of the public use fixed furniture in a business parklet outside of business trading hours?</li> </ul>
<p><b>Guidelines – Page 31 – Moveable furniture</b></p> <p><i>No advertising is permitted on tables and chairs.</i></p>	<p>Many venues have Mr. Yum or other contactless ordering service stickers on them which would advertise the name of the business. These are used across our venues and would assume this does not form part of advertising.</p>
<p><b>Policy – s.11 – Application Process</b></p>	<p>Dual applications are currently required for use of a footpath adjacent to a business parklet.</p> <ul style="list-style-type: none"> <li>➤ It would be a more streamlined process if all areas are applied for with the same application.</li> </ul>