

Parking Management Procedures

2017

Responsible Directorate: Environment and Infrastructure

Authorised By: CEO

Date of Adoption: 13 November 2017

Review Date: 13 November 2022

Policy Type: Administrative

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1 Introduction

1.1 Purpose

The purpose of the Parking Management Procedures is to facilitate the management of public parking within the municipality in an equitable manner. The procedures have been developed in accordance with and to give effect to the Parking Management Policy.

It is policy that Council will manage parking in keeping with the principles and parking hierarchies outlined within the Parking Management Policy.

The procedures are to guide investigation by officers in response to parking concerns raised by the community and stakeholders.

2 Community engagement

Council will seek feedback from the community regarding parking proposals as detailed in Section 4 of this document. Parking proposals vary in terms of their intent, impacts and cost.

Community engagement regarding parking proposals can be either via 'Notification' or 'Consultation' as detailed below and feedback will be sought from the key relevant and affected stakeholders only.

2.1 Notification

The community is notified of the issue and measure to be implemented.

As a minimum, officers will notify abutting properties and any other areas they considered to be impacted by the measure(s).

As part of this process, affected stakeholders will be provided with balanced and sufficient information to assist them in understanding the problem or alternatives or opportunities, and the impacts and/or benefits of the proposed parking management measure(s).

2.2 Consultation

The community is consulted regarding a proposal and the community's input is considered in the assessment of the proposal. The relevant ward Councillor is also informed of any proposed measure(s).

Officers will, as appropriate:

- Consult with both the occupiers and owners of properties.
- Consult with individual streets and any other areas that officers consider may be impacted by the potential measures. For localised proposals that impact on a small section of a street, consultation would extend to at least three properties beyond the proposal.
- Adopt an area wide approach for residential streets to help ensure that parking activity is not displaced from one street to an adjacent street. Depending on the street network and the type of parking measure, proposals may involve a number of streets. Officers would make an assessment of the extent of the study area and develop parking proposals and consult accordingly. In some cases, the study area may be limited to a single street.
- Consult with all property owners and occupiers within the designated consultation area including:
 - Multi-unit developments, with the exception of multi-unit developments ineligible for a residential parking permit(s). Multi-unit developments approved and built since 2001 are responsible for providing their own residential and visitor parking and are not eligible for a residential

parking permit. Approval was granted for these developments on the basis that they would not have a detrimental impact on the parking amenity of the existing community.

- Commercial and retail properties, community and health services, educational institutions, sporting clubs, Victorian Government departments, public transport and service authorities.
- Consult with Traders Associations or equivalent for proposals affecting Council car parks within shopping precincts. For centres without a representative association, consult with the individual traders/businesses.

2.3 Community involvement

For Council to fully understand the needs of our residents and communities, community members are encouraged to consider the following when reporting parking issues.

- What is the problem that needs to be addressed?
- How does this problem affect you and the community?
- What evidence might be used to support your concerns?
- Does this problem contribute to road safety or congestion on our road network?
- Does it need immediate attention?
- How should this problem be addressed?

This information will provide Council officers with key information required to understand the issues, evaluate options and determine the best way forward.

3 Managing parking

There are a number of different ways to manage parking in the city. These include managing the supply and/or the demand for parking.

3.1 Managing supply

Some of the measures used to manage supply include, but are not limited to:

- Parking restrictions - these are used to help manage parking in areas of typically high demand.
- Temporary parking restrictions - circumstances may require the implementation of temporary parking restrictions in the event of short term activities such as construction works.
- Parking permits - provide a mechanism through which residents and their visitors can be exempt from certain time-based parking restrictions.
- Exclusive parking provision - this caters for exclusive parking needs such as areas designated for residents and their visitors, businesses, disability parking, car share bays, public transport or other such exclusive provisions.

3.2 Managing demand

Measures used to manage demand can include, but are not limited to:

- Supporting and encouraging people to walk, cycle and use public transport.
- Reducing car ownership as car ownership has a direct relationship with car use.
- Car share - enables access to a vehicle when necessary without the need to own a car.

The benefits of encouraging reduced motor vehicle ownership and use are considerable and include health, environmental and financial benefits that impact both individuals and the broader community.

4 Criteria and process

Council's Traffic and Transport Department addresses concerns raised by the community through a number of measures. These measures have been categorised as:

- Minor measures.
- Wider community benefit measures.
- Changes to residential street restrictions.
- Changes to restrictions within commercial and retail areas.

When implementing 'minor measures' and 'community benefit measures', the community will be notified of the upcoming measure in accordance with Section 2.1 of this document.

In other cases, the community will be consulted in accordance with Section 2.2 of this document.

Officers will investigate and determine the most appropriate measures in line with the processes detailed in Section 4.1 through to 4.4 of this document. Measures will be assessed in an equitable manner while acknowledging that some measures will impact certain individuals more than others and that this impact is sometimes necessary and unavoidable.

4.1 Minor measures

Council undertakes a range of minor infrastructure measures to better manage parking or deliver access and urban improvements that may have a minor impact on parking.

Minor infrastructure measures include, but are not limited to:

- 'Hockey stick' linemarking.
- Cross-box marking.
- Bicycle or motorcycle parking.
- Installation of access ramps.
- Relocation of signs to more suitable locations that do not alter existing parking restrictions.
- Installation of supplementary signs in areas with existing parking restrictions.
- Signage to reinforce statutory requirements including but not limited to 'No Stopping' zones at intersections, tram stops and bus stops.
- Disability parking spaces (as detailed in Section 5).

The following table outlines the general process for the review and implementation of minor measures.

1	A concern is raised in writing by a customer requesting the introduction of or alteration to public parking restrictions, which is considered to be a minor measure as determined by the Traffic and Transport Department.
2	The Council officer will commence an investigation into the suitability of the proposed measure(s), including site inspections as appropriate.
3	The Council officer will make a decision on the suitability of the measure.
4	The Council officer will inform the customer of the details of the investigation and any action arising from the investigation.
5	If measures are deemed appropriate by Council officers, the customer and/or community will be notified, in accordance with Section 2.1, on the proposed measure(s).
6	If the outcome is to proceed with the proposal, the Council officer will arrange for the implementation of the measure(s).

4.2 Wider community benefit measures

Council receives a number of concerns from both individuals and community groups with requests for parking measures. In some cases, the measures have benefits to a group larger than the individual or the community in the immediate area. This larger group is termed the 'wider community'.

An assessment and decision will be made by Council officers regarding the wider community benefits of the proposed measure in relation to its potential impacts.

Measures that only benefit an individual or immediately adjacent properties are not considered as wider community benefits.

Wider community benefit measures include, but are not limited to:

- Measures to improve road safety at locations where injury crashes have been recorded within the Road Crash Information System (RCIS).
- Measures that manage pedestrian access and parking at schools.
- Recommendations from Road Safety Audits (RSA).
- Removal of on-street parking adjacent to a vehicle access point that serves at least 10 parking spaces.
- Removal of on-street parking where it affects driver sight lines due to the road alignment (i.e at a bend or crest).
- Removal of on-street parking beyond the statutory requirement at intersections to reduce congestion and improve driver sight lines.
- Measures that deliver access obligations under the Disability Discrimination Act 1992 (DDA).

The following table outlines the general process for the review and implementation of wider community benefit measures.

1	A concern is raised in writing by a customer requesting the introduction of or alteration to public parking restrictions, which is considered to have community benefits as determined by the Traffic and Transport Department.
2	<p>The Council officer will commence an investigation into the suitability of the proposed measure(s). The investigation can consider the following:</p> <ul style="list-style-type: none">• Crash statistics gathered from the VicRoads' Road Crash Information System (RCIS) for the most recent past full 5 year period.• Parking supply and occupancy surveys.• Review of aerial images.• Review of photos and/or videos.• Road characteristics such as road length and cross section (curves and road width).• Road Safety Audits (RSA).• Site inspections as appropriate.

	<ul style="list-style-type: none"> • Surrounding and nearby land uses. • Traffic volumes and traffic speeds.
3	The Council officer will make a decision on the suitability of the measure.
4	The Council officer will inform the customer of the details of the investigation and any action arising from the investigation.
5	If measures are deemed appropriate by Council officers, the customer and/or community will be notified, in accordance with Section 2.1, on the proposed measure(s).
6	If the outcome is to proceed with the proposal, the Council officer will arrange for the implementation of the measure(s).

Issues and requests for changes to parking considered to have wider community benefits and initiated by Council officers will follow a similar process to the above.

4.3 Changes to residential street restrictions

The following outlines the process for assessing parking on residential streets. An assessment is made in line with the principles and the parking hierarchy outlined within Section 3.1 and 3.2 of the Parking Management Policy.

Residential street parking measures include, but are not limited to:

- Introducing or altering time restricted parking on both sides of the street and in some cases on one side.
- Introducing or altering parking restrictions to provide exclusive parking for residents on both sides of the street and in some cases on one side.
- Adjustments to allow parking on one side of the street only. This is generally applied to streets that have widths less than 7m kerb-to-kerb.
- Introducing short-term parking restrictions for land uses that have localised peak traffic movements (e.g. No Parking, P5min and P10min).
- Introducing parking restrictions to address a temporary increase in parking demands (e.g. construction sites).

An area-wide approach is preferable to ensure that parking activity is not transferred from one street to an adjacent street. Depending on the street network and the type of parking measure, proposals may involve more than one street. Officers would make an assessment of the extent of the study area and develop parking management measures and consult with the key relevant and affected stakeholders accordingly. In cases, the study area may be limited to a single street.

The following table outlines the general process for the review and implementation of changes to residential street restrictions.

1	A concern is raised in writing by a customer requesting the introduction of or an alteration to parking restrictions in a residential street.
2	<p>The Council officer will commence an investigation into the suitability of the proposed measure(s). The investigation can consider the following:</p> <ul style="list-style-type: none">• Crash statistics gathered from the VicRoads' Road Crash Information System (RCIS) for the most recent past full 5 year period.• Parking supply and occupancy surveys.• Review of aerial images.• Review of photos and/or videos.• Road characteristics such as road length and cross section (curves and road width).• Road Safety Audits (RSA).• Site inspections as appropriate.• Surrounding and nearby land uses.• Traffic volumes and traffic speeds.

3	<p>Following the completion of the investigation:</p> <ul style="list-style-type: none"> • If the parking occupancy in the street is found to be greater than 75% on multiple occasions at the peak time, the Council officer will prepare a parking proposal for community consultation. • If the parking occupancy in the street is found to be equal to or less than 75% on multiple occasions at the peak time, no further works will be undertaken. <p>The parking occupancy of a street is considered to be the on-street occupancy between intersections.</p>
4	<p>The Council officer will inform the customer of the details of the investigation and any action arising from the investigation.</p>
5	<p>If measures are deemed appropriate by Council officers, the customer and/or community will be consulted, in accordance with Section 2.2, on the proposed measure(s).</p>
6	<p>The Council officer will assess the community consultation accordingly:</p> <ul style="list-style-type: none"> • No required response rate is set for community consultation. • If the response rate is less than 10%, notwithstanding the numbers for and against, the Manager Traffic and Transport can decide if the proposal proceeds or is abandoned. • The consultation requires a support rate of 55% or more for a proposal to proceed. The Council officer can then proceed with the implementation of the proposal. • If the support rate is less than 55%, the proposal will be abandoned. • The support rate will be assessed on a street by street basis for all proposals, including area wide proposals. • At any stage the Council officer can refer a proposal to a Services Special Committee of Council for a decision. <p>The Council officer will inform all parties invited to participate of the outcome of the consultation.</p>
7	<p>If the outcome is to proceed with the proposal, the Council officer will arrange for the implementation of the measure(s).</p>

Issues and requests for alterations to parking initiated by Council officers will follow a similar process to the above.

4.4 Changes to restrictions within commercial and retail areas

The following outlines the process for assessing parking in commercial areas. An assessment is made in line with the principles and the parking hierarchy outlined within Section 3.1 and 3.2 of the Parking Management Policy.

Commercial and retail area parking measures can include, but are not limited to:

- Introduction of or alteration to time restricted parking within on-street or off-street public parking areas.
- Specific parking restrictions to assist adjacent land uses.

Changes to parking restrictions as raised by traders/businesses and/or Trader Associations need to be in line with Council policies and strategies that support the economic viability of the commercial/retail precincts.

The following table outlines the general process for the review and implementation of commercial and retail area parking measures.

1	A concern is raised in writing by a trader/business requesting the introduction of or an alteration to parking restrictions in a commercial/retail area.
2	<p>The Council officer will send an acknowledgment letter to the trader/business advising the following:</p> <ul style="list-style-type: none">• That the trader/business will act as the commercial/retail area representative and will coordinate with other traders/businesses within the commercial/retail area; and• If a commercial/retail area has no Traders Association or equivalent body, the provision of documented support from at least 50% of the traders/businesses in the commercial/retail area is required to initiate an investigation; or• If a commercial/retail area has a Traders Association or equivalent body, any request for parking changes will only be considered if it is supported by the Traders Association. In this instance, there is no requirement to obtain additional signatories to initiate an investigation. <p>If a request to introduce or alter parking restrictions in a commercial/retail area is received from any of the parties listed below, no documented support is required to initiate investigations.</p> <ul style="list-style-type: none">• Traders Association or equivalent body.• Victorian Government departments, agencies and/or authorities.

3	<p>If the commercial/retail area representative submits the required documented support or a request is received from organisations listed in section 2 of this table, the Council officer will commence investigations.</p> <p>If the commercial/retail area representative is not able to submit the required documented support, no investigations will be completed.</p>
4	<p>The Council officer will complete an investigation. The investigation can consider the following:</p> <ul style="list-style-type: none"> • Crash statistics gathered from the VicRoads' Road Crash Information System (RCIS) for the most recent past full 5 year period. • Parking supply and occupancy surveys. • Review of aerial images. • Review of photos and/or videos. • Road characteristics such as road length and cross section (curves and road width). • Road Safety Audits (RSA). • Site inspections as appropriate. • Surrounding and nearby land uses. • Traffic volumes and traffic speeds.
5	<p>The Council officer will inform the customer of the details of the investigation and any action arising from the investigation.</p>
6	<p>If measures are deemed appropriate by Council officers, the customer and/or community will be consulted, in accordance with Section 2.2, on the proposed measure(s).</p>
7	<p>The Council officer will assess the community consultation accordingly:</p> <ul style="list-style-type: none"> • No required response rate is set for community consultation. • If the response rate is less than 10%, notwithstanding the numbers for and against, the Manager Traffic and Transport can decide if the proposal proceeds or is abandoned. • The consultation requires a support rate of 55% or more for a proposal to proceed. The Council officer can then proceed with the implementation of the proposal. • If the support rate is less than 55%, the proposal will be abandoned. • The support rate will be assessed on a street by street basis for all proposals, including area wide proposals. • At any stage the Council officer can refer a proposal to a Services Special Committee of Council for a decision.

	The Council officer will inform all parties invited to participate of the outcome of the consultation.
8	If the outcome is to proceed with the proposal, the Council officer will arrange for the implementation of the measure(s).

Issues and requests for changes to parking initiated by Council officers will follow a similar process to the above.

5 Disability parking

The Parking Management Policy outlines the principles for the provision of disability parking spaces.

5.1 Off-street disability parking

Council has a requirement to comply with the Disability Discrimination Act 1992 (DDA) and the Building Code of Australia (BCA) for the provision of disability parking spaces.

Disability parking spaces should be provided in line with Australian Standard AS2890.6:2009 (Part 6: Off-street parking for people with disabilities) for off-street car parks managed by Council. These car parks would normally comprise car parks at shopping precincts and public facilities such as recreation centres, libraries, community centres and reserves/parks.

The number of disability parking spaces for various land uses should be provided in accordance with the mandatory rates in the BCA as summarised in Section 5.3 of this document. These rates serve as a minimum only. Needs and particular uses may necessitate the provision of disability parking spaces in excess of the rates in the BCA.

The following table outlines the general process for the review and implementation of disability parking spaces in off-street car parks.

1	A concern is raised in writing by a customer requesting the introduction or an alteration to a disability parking space.
2	The Council officer will commence an investigation into the suitability of the proposed measure, including site inspections as appropriate.
3	The Council officer will make a decision on the suitability of the measure.
4	The Council officer will inform the customer of the details of the investigation and any action arising from the investigation.
5	If the measures are deemed appropriate by the Council officer, the customer and/or community will be notified, in accordance with Section 2.1, on the proposed treatment measure(s).
6	If the outcome is to proceed with the proposal, the Council officer will arrange for the implementation of the measure(s).

5.2 On-street disability parking

On-street disability parking spaces within the residential street network shall be provided for residents holding a valid disability parking permit that is recognised in Victoria and where there is no provision for suitable off-street parking within the dwelling.

The on-street disability parking spaces will be provided in line with AS2890.5-1993 (Part 5: On-street parking) where practicable. Where the standard cannot be met, all suitable requirements such as linemarking, signage, access ramps and a hard standing area shall be provided excluding the provision of an indented space.

The following table outlines the general process for the review and implementation of on-street disability parking space.

1	A concern is raised in writing by a customer requesting the introduction or an alteration to a disability parking space.
2	<p>The Council officer will review the request and seek further information that can include:</p> <ul style="list-style-type: none">• Proof and status of a disability parking permit from the community member.• Availability of suitable off-street parking within the residential property including garage(s) and other on-site parking.• Supply and availability of nearby disability parking spaces.• Street information (i.e. local or arterial, width and surrounding land uses).
3	The Council officer will make a decision on the suitability of the measure.
4	The Council officer will inform the customer of the details of the investigation and any action arising from the investigation.
5	If the measures are deemed appropriate by the Council officer, the customer and/or community will be notified, in accordance with Section 2.1, on the proposed treatment measure(s).
6	If the outcome is to proceed with the proposal, the Council officer will arrange for the implementation of the measure(s).

5.3 Recommended rates

The number of disability parking spaces for various land uses should comply with the mandatory rates drawn from the Building Code of Australia (BCA) 2016 or its successor and shown in the table below.

These rates serve as a minimum only. Needs and particular uses may necessitate the provision of disability parking spaces in excess of these rates.

Land use	Car parking rates
<p>Retail</p> <p>A shop or other building for the sale of goods by retail or the supply of services direct to the public, including an eating room, café, restaurant, milk or soft-drink bar; or a dining room, bar area that is not an assembly building, shop or kiosk part of a hotel or motel; or a hairdresser's or barber's shop, public laundry, or undertaker's establishment; or market or sale room, showroom, or service station.</p> <p>(a) Up to 1000 car parking spaces; and</p> <p>(b) For each additional 100 car parking spaces of part thereof in excess of 1000 car parking spaces</p>	<p>1 space for every 50 car parking spaces or part thereof; and</p> <p>1 space</p>
<p>Medical</p> <p>A health-care building, including those parts of the building set aside as a laboratory.</p> <p>(a) Hospital (non-outpatient area)</p> <p>(b) Hospital (outpatient area)</p> <p>i. Up to 1000 car parking spaces; and</p> <p>ii. For each additional 100 car parking spaces or part thereof in excess of 1000 car parking spaces.</p>	<p>1 space for every 100 car parking spaces or part thereof.</p> <p>1 space for every 50 car parking spaces or part thereof.</p> <p>1 space.</p>

<p>(c) Nursing home</p> <p>(d) Clinic or day surgery not forming part of a hospital.</p>	<p>1 space for every 100 car parking spaces or part thereof.</p> <p>1 space for every 50 car parking spaces or part thereof.</p>
<p>School</p>	<p>1 space for every 100 car parking spaces or part thereof.</p>
<p>Public assembly area</p> <p>Civic, theatrical, social, political or religious purposes including a library, theatre, public hall or place of worship' or educational purposes in a school, early childhood centre, preschool, or the like; or entertainment, recreational or sporting purposes including a discotheque, nightclub or a bar area of a hotel or motel providing live entertainment or containing a dance floor; or a cinema; or a sports stadium, sporting or other club; or transit purposes including a bus station, railway station, airport or ferry terminal.</p> <p>(a) Up to 1000 car parking spaces; and</p> <p>(b) For each additional 100 car parking spaces or part thereof in excess of 1000 car parking spaces.</p>	<p>1 space for every 50 car parking spaces or part thereof; and</p> <p>1 space</p>
<p>Aged care</p>	<p>1 space for every 100 car parking spaces or part thereof</p>
<p>Other facilities</p> <p>Office building used for professional or commercial purposes not included above, a building which is a car park or used for storage, or display of goods or produce for sale by wholesale. A laboratory or a building in which a handicraft or process for the production,</p>	<p>1 space for every 100 car parking spaces or part thereof.</p>

assembling, altering, repairing, packing, finishing or cleaning of goods or produce is carried on for trade, sale or gain.	
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6 Contact

For all queries or feedback regarding these procedures, please contact the responsible department below.

Contact	Contact number	Contact e-mail
Traffic and Transport	9278 4549	boroondara@boroondara.vic.gov.au