



STREET PARKING STRATEGY

A strategy to optimise the operation and management of street parking

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EXECUTIVE SUMMARY

As in most urban environments the competition for kerbside parking across much of the Willoughby Local Government Area (LGA) is intense. This is particularly the case within and around the fringes of the commercial centres and transport hubs and other focal points such as sports facilities, cultural and religious centres.

Public on-street parking is vitally important to the economic and social wellbeing of the city. In commercial areas, it is closely linked to business (especially retail) prosperity and in residential areas, street parking supports daily life. Willoughby City Council has an important responsibility to balance the allocation of parking to meet the needs of residents, local workers, business, visitors and commuters. The Street Parking Strategy provides a framework to manage parking openly and fairly and in a manner which supports the goals and directions established in the *City Strategy 2013-2029* and related Sustainable Action Plan.

Designed around best practise, the Street Parking Strategy provides a framework for consistent and transparent decision-making to promote the efficient, fair and equitable use of available street parking which is the subject of rising demand. It is not about raising revenue.

The Street Parking Strategy sets out an evidence based approach to where and when pricing and time restrictions need to be introduced or adjusted based on the particular land use activities of the different suburbs and neighbourhoods.

Resident parking schemes will be expanded and new resident parking areas created to prioritise the reasonable expectations of Willoughby residents to park in their street (as per NSW Roads and Maritime Services (RMS) guidelines) while still allowing reasonable access for shoppers, visitors, trades people, local businesses, employees and, to a lesser extent, those that commute from outside the LGA, via car to railway stations, interchanges and major bus routes.

The current trend of rising demand for car parking within the commercial centres cannot be sustained. There is limited opportunity to increase on street parking and the provision of additional parking within existing and new buildings will in the medium to long term only induce additional traffic onto a network of already

congested streets. Even if a small percentage of trips can replace the car, there can be significant benefits that ease street parking demand and benefit environmental amenity and street life generally.

The increasing residential and employment densities in centres like Chatswood, together with the approved Sydney Metro are great opportunities to start to reverse this trend. An integrated transport plan will be the Council's central policy document to achieve this. In the meantime, the Street Parking Strategy looks to viable and effective means with which to achieve a better equilibrium between the supply and demand, supplemented by encouraging a shift to walking, cycling, car share, motorcycle or public transport.

This Strategy provides a framework for consistent and transparent decision-making to promote the efficient, fair and equitable use of available street parking.

EXECUTIVE SUMMARY

Public on-street parking is vitally important to the economic and social wellbeing of the city.

Kerbside parking enhances the vibrancy and amenity of streets in neighbourhood centres and larger commercial centres. It provides for a regular turnover of shoppers, a buffer between moving cars and pedestrians and generally creates an attractive local street character, providing alternatives to car journeys through improved walking and cycling options. It does this much more than streets that have moving lanes of traffic hard against the footpath. Compare the pedestrian amenity and economic vitality of Penshurst and Victoria Avenue - two streets of the same width but Victoria Avenue with parking and two lanes of traffic and Penshurst Street with four lanes of traffic.

Over many years, streets in centres such as Chatswood have seen a loss of large numbers of kerbside car parks with their conversion to traffic lanes to accommodate ever increasing volumes of through traffic which lessens the pedestrian experience and contributes nothing to the local economy. One of the strategic directions is for Council to resist the loss of any more kerbside space to clearways and permanent traffic lanes and look to identify those streets where new parking may be created, even if on an initial trial basis.

The Street Parking Strategy has been developed from extensive information gathering including roundtable meetings and workshops with Councillors, resident and business groups, senior Council staff and through informal discussions with NSW Roads and Maritime Services (RMS).

The adoption of this Street Parking Strategy does not signal an end to community engagement. Any new or altered parking restrictions will always rely on local community consultation and the technical oversight of Council's Local Traffic Committee. This will ensure that the community are always appropriately engaged and that all decisions in relation to parking and traffic management are in line with Council's authority and obligations under relevant NSW legislation, regulations and guidelines.

A suite of parking policies supports the implementation of the Street Parking Strategy, in the interests of residents, workers, businesses and visitors to the Willoughby LGA.

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1 GUIDING PRINCIPLES



The development of the Street Parking Strategy has been guided by the following principles:

Revenue-neutral

The strategic directions serve to assist fair access to parking, not increase revenue to Council.

Strong Governance

Implementation will be carried out with further public consultation that provides for monitoring, review, evaluation and testing to achieve the best and fairest outcomes in the longer term and through Council's committees to ensure open and transparent governance.

Consistency

The Street Parking Strategy supports and is closely linked to other Council plans and Strategies including:

- *Willoughby City Strategy 2013-2029*
- *Willoughby City Council Sustainability Action Plan 2014 – 2018*
- *Willoughby City Council Local Environmental Plan 2013*

2 PURPOSE AND AIMS

The Street Parking Strategy provides a flexible, responsive and consistent approach to the management of available street space for parking of private motor vehicles, delivery vehicles, taxis, car share vehicles, bicycles and motorcycles. The Street Parking Strategy seeks to retain, optimise and increase turnover of available street space for parking, for the maximum benefit of all parking user groups.

The Street Parking Strategy has been developed with reference to Council's strategic plans with the aim that, in the longer term, the opportunity to park a car in the limited and valuable street space can be sustained in a fair and balanced way for a growing population of workers, residents, and visitors in Willoughby.

In broad terms the Street Parking Strategy integrates existing and new parking management practices based upon:

- performance based parking restrictions based on time limits and pricing with permits for exemption from restrictions for residents and other user groups;
- ongoing surveying and evaluation of identified street parking pressures to determine when and where new management tools may need to be applied or adjusted; and
- a shift away from non-essential private vehicle trips, through the promotion of active transport, car share and existing, planned and potential new forms of mass transit.

The Street Parking Strategy utilises a range of policies and practises to:

- optimise available street space in a fair and transparent manner;
- maintain access to local businesses, services and amenities;
- balance the needs of residents with those of local workers, businesses, shoppers and commuters through managed travel-demand and mode choice; and
- balance the competing interests between parking demand and environmental amenity.

Willoughby City Council manages local roads including kerbside parking under the authority delegated to

it by the NSW government. The management of parking controls and enforcement is governed by NSW legislation, regulations and guidelines.

This Strategy seeks to optimise and increase turnover of available street space for parking, for the maximum benefit of all parking user groups.

3 SETTING THE SCENE



3.1. Parking in cities

Growing and competing demands for parking (e.g. between commuters and businesses or residents and weekend sporting groups) are not unique to the Willoughby LGA; they are common across Sydney and in cities around the world.

Parking demand management is a very effective means of controlling the volume of traffic in a given area and most cities implement strategies aimed at reducing unnecessary car traffic (and associated demand for car parking) with a hierarchy of priorities for walking, cycling and public transport, motorcycles, service vehicles before private cars. Several studies have found that much of this traffic is unnecessary. 'Cruising' for kerb parking generates about **30 percent of the traffic** in central business districts (ref: Shoup, 'Gone Parkin' New York Times Opinion Pages. 29 March 2007). Even a small amount of cruising time for each car adds up to a lot of traffic and the cumulative effects of this on the environmental and pedestrian amenity of business districts are significant.

Implementing a Parking policy has many advantages in addressing the challenges – it is cost effective, generates revenue that can be spent on improving street design and quality and other local public services and helps to achieve the overall objective of reducing traffic.

All of the evidence shows that continuing to increase the supply of public and private parking within commercial centres ultimately serves only to induce more cars, at the expense of pedestrian street life, until local traffic networks eventually reach saturation.

There are however benefits to maximising the availability of kerbside parking in centres (refer to **Strategic Direction 3**) and the pricing and time restriction of these spaces is a proven effective tool for the management of demand and turnover of free spaces, for the benefit of local businesses.

3.2. Parking in Willoughby Local Government Area

Within and around the commercial centres, at railway stations and along the major bus routes of the Willoughby LGA, pedestrians, cyclists, buses, trucks and cars compete for the use of limited street space with the priority heavily weighted to moving cars, particularly in the morning and evening peak periods. The competition for kerbside parking space is intense, particularly in Chatswood CBD where demand far outstrips supply.

Although the success of a business district such as Chatswood contributes disproportionately to the street parking problems which the Council and community experience, it also presents a range of opportunities that, if properly managed in a parking strategy such as this, can begin to manage street parking in a sustainable way.

The relatively compact built environment in urban centres and the growing resident and employee population are the right conditions to promote active transport with wider footpaths, prioritised pedestrian

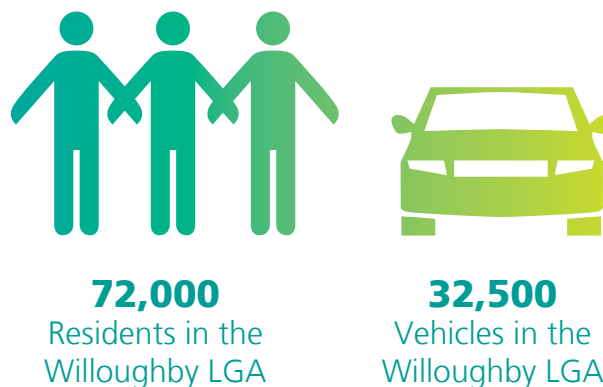
crossings, landscaping and street furniture all of which can combine to make walking and cycling safer and more enjoyable.

Parking is a finite resource and costly to provide.

The last decade has seen a trend of an increasing number of people using cars as their main form of transport, pushing demand for street parking space to unsustainable levels. The introduction of measures to create a turn-over of street parking through time and pricing restrictions (1P, 2P etc.) has helped to manage this demand. The allocation of other spaces with permits for certain users and other practices to promote alternative transport modes (pay parking, time limited parking) have also been successful.

Today, Willoughby LGA is home to almost **72,000 residents and over 32,500 vehicles** (Willoughby.id, 2013). From 5pm - 8am each workday, the majority of residents' cars are stored at home – whether that is off-street in a car park, car port, garage, or on the street. **If all residents' cars were lined up nose-to-tail it would stretch 195km – from Chatswood to Nelson Bay.**

Currently, local businesses and services create over 65,000 local jobs, providing work for more than 35,000 Willoughby residents (National Institute of



Economic and Industry Research (NIEIR), 2013). The Bureau of Transport Statistics Journey to work data confirms that the greatest percentage of the Willoughby workforce are also residents of Willoughby (17%) and others live in suburbs nearby and accessible – Ku-ring-gai (9%), Hornsby (8%), Warringah (8%), North Sydney, Ryde (5%) and Lane Cove and CBD (4%). The remainder of smaller percentage groups reside in a wider catchment across metro Sydney.

Source 2006 TDC Journey to Work Data Set, **Table 17. Figure 1** below shows the employment hubs of Chatswood, Artarmon and St Leonards. More than 24,500 vehicles arrive in the key employment destinations – each requiring space to park during the working day, the equivalent of 147 KM of kerbside space.

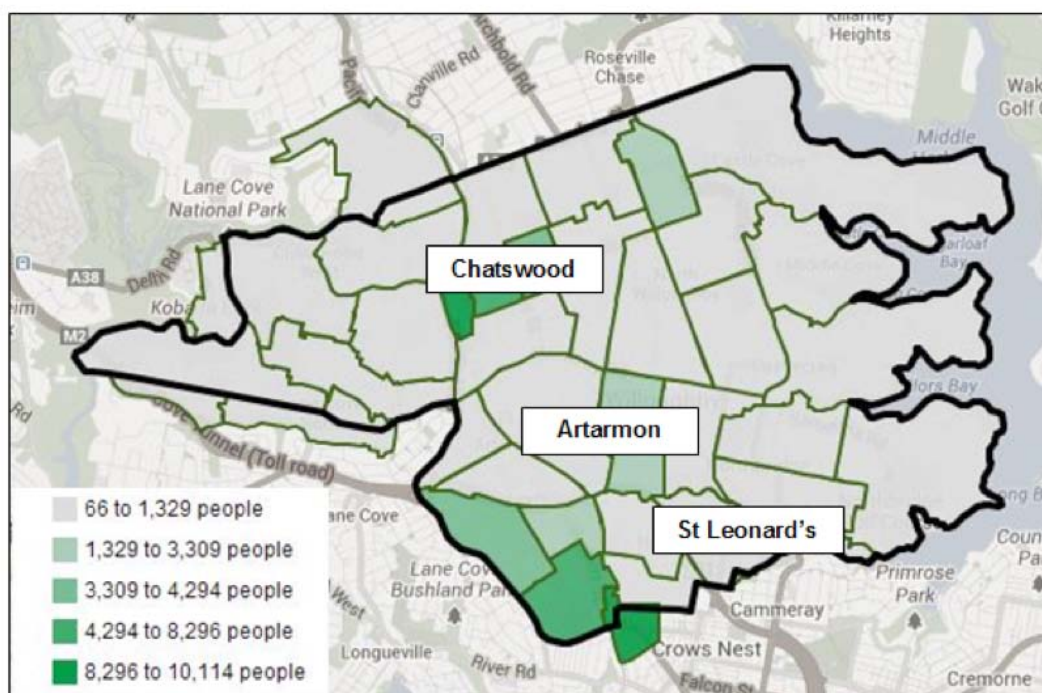


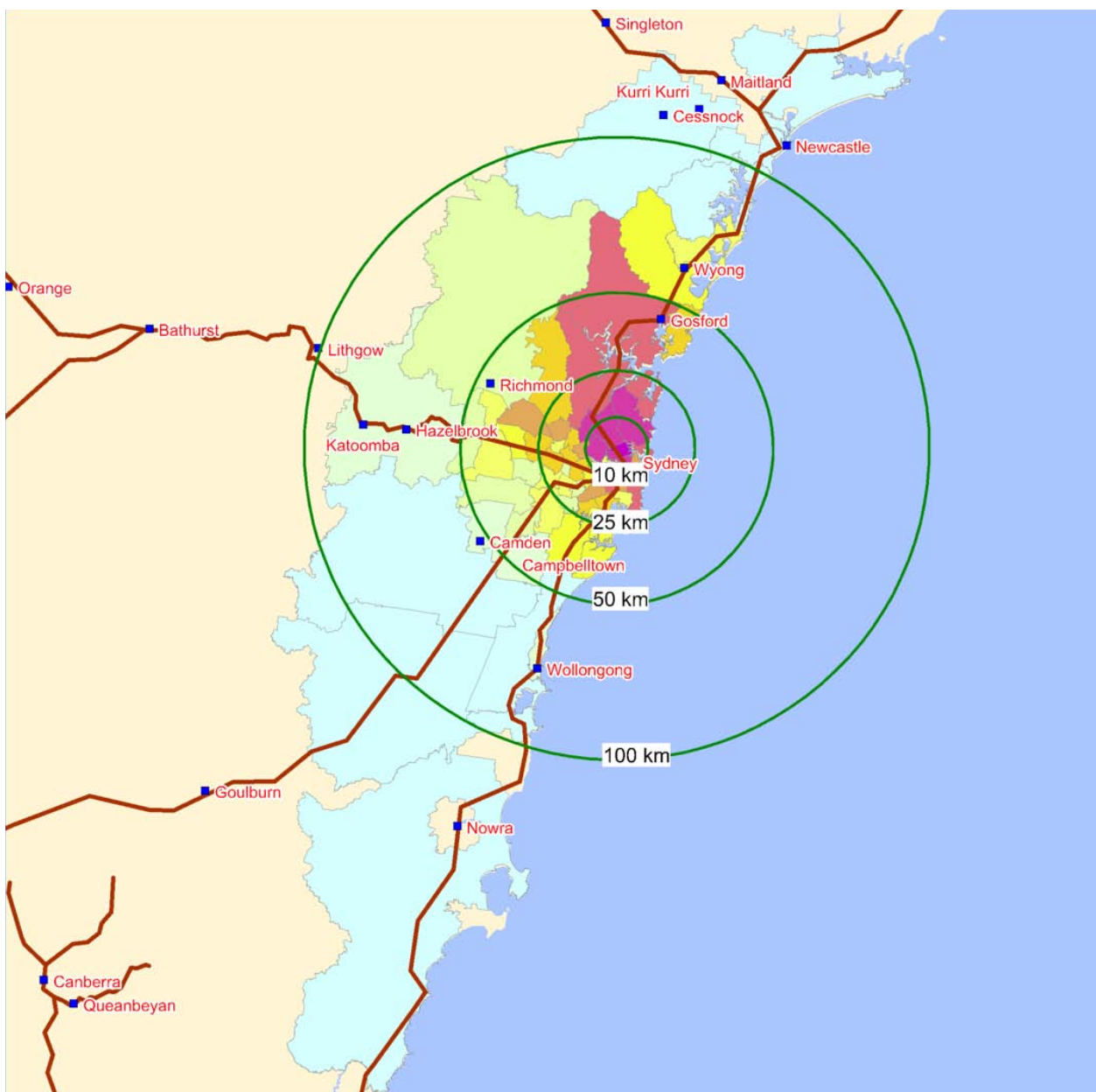
Figure 1 – Willoughby LGA's employment centres – number of workers per suburb (Willoughby.id 2013)

3 SETTING THE SCENE

The data collected for the Street Parking Strategy (refer to Section 4 below) highlights that most vehicles parked within the LGA are local vehicles parked at home. This suggests that many of the trips being made daily are either without the car or are of a distance that could potentially be made by another transport mode and therefore represents a significant opportunity for the management of street parking in Willoughby.

3.2. Parking in Willoughby Local Government Area

Figure 2 – Map of number of residents that work in Willoughby LGA, per postcode (Willoughby .id, 2013)



3.3. State and local responsibilities for managing street parking

Willoughby City Council manages regional and local roads and street parking under the authority delegated to it by New South Wales Roads and Maritime Services (RMS), except for strategic traffic routes such as the Pacific Highway. Under relevant legislation the Council must convene a Local Traffic Committee with representatives from RMS, local Police, local Member of Parliament and Council. The Local Traffic Committee oversees matters such as parking locations, times, restriction and traffic management such as speed limits, directions and signage.

RMS however has ultimate authority for all decisions that Council makes, through representation on the Local Traffic Committee and ultimately, a right to overturn any decisions that a council makes with respect to local streets and roads. Therefore, a council may propose locally tailored solutions to certain issues but these must meet the standards and guidelines of RMS. A collaborative and cooperative relationship with State government representatives is therefore essential.

Council regulates demand for parking through the introduction of parking restrictions, stopping restrictions, enforcement measures and pricing.

The development of this Street Parking Strategy involved reviewing the success of past and present parking management measures. The outcomes have revealed where and when different types of parking measures work most effectively.

The Street Parking Strategy is supported by a suite of parking policies to promote certainty and fairness in relation to Council's management of street parking.

The policies include amendments to the Residents' Permit Parking Scheme and Car Share Scheme together with new policies to facilitate Motorcycle Parking, Trade Worker Permits, Long-Stay Commuter Parking and Pay Parking.

3.4. Related Council strategies and plans

Transport and mobility influence the city's capacity for productivity, employment growth and complements its overall liveability. As such are key strategic directions embedded within Willoughby City Council's adopted strategies and plans.

The Willoughby City Strategy, Sustainability Action Plans and the LEP all recognise the potential negative impacts a growing car dependent community could cause to local economies, environment and community. They seek to stabilise and reduce the level of car dependence and call for better and more effective ways to manage it.

Current parking management practises do not necessarily align with this and the Street Parking Strategy aims to address this disconnect and in-turn integrate parking management practices within Council's overarching framework of strategies, thereby, strengthening community goals and outcomes.

The following sections provide a summary of outcomes and targets which are relevant to transport, mobility and parking management.

Transport and mobility influence the city's capacity for productivity.

3 SETTING THE SCENE

3.4.1. Willoughby City Strategy 2013 - 2029

The *Willoughby City Strategy* provides guidance for future decision-making directed by two principles – sustainability and social justice. It includes goals for Willoughby LGA’s transport infrastructure, its operational efficiency and impact on the environment. Key actions include balancing traffic management and developing a parking management strategy.

Infrastructure	Environment	Homes	Economic Activity	Governance
<p>To provide financially sustainable physical infrastructure that meets the needs of the community without burdening future generations</p> <p>To manage the transport needs of the community in a sustainable manner by reducing car dependency and promoting public transport use, walking and cycling.</p>	<p>Reduce pollution</p> <p>Promote and educate people to live more responsibly</p>	<p>Ensure adequate transport infrastructure [...] to service the increasing population</p>	<p>Provide land use planning controls to support viability of local centres</p> <p>Provide and promote appropriate transport options for workers residents and visitors including active and public transport options and policy.</p> <p>Support the needs of local business</p>	<p>Transparent decision-making process</p> <p>Implement policies and protocols that support ethical, open conduct and access to Council’s information</p> <p>Ensure integration of strategic directions outlined in corporate planning documents.</p>

Figure 3 – Willoughby City Strategy – outcomes related to traffic management and parking practices

3.4.2. Willoughby City Council Sustainability Action Plan 2014 - 2018

The *Sustainability Action Plan 2014-2018 (SAP)* drives the sustainability principles of the City Strategy. It builds on the Sustainability Charter, 2008 and replaces the former Environmental Management Plan, 2000.

The SAP applies to Councillors and council employees and sets out decision-making and related responsibilities to promote Ecological Sustainable Development (ESD), as legislated under The Local Government Act, 1993.

As detailed in the *City Strategy*, Council has committed to build sustainability into all facets of the community, and Council services. The purpose of the SAP is to provide specific actions and goals to support the *Willoughby City Strategy* with a focus on ESD.

The SAP lists Key Activities in relation to sustainable transport (page 24) one of which is to develop a street parking strategy. As noted in **Figure 4**, the SAP seeks to develop a more sustainable transport network with particular focus on active transport with the health and wellbeing benefits that it provides.

Sustainable Council	Climate Change	Sustainable Transport	Sustainability Education	Air & Noise	Sustainable Building	Sustainable Business
Sustainability embedded in Willoughby City Council (WCC) at all levels.	Reduce WCC's carbon footprint Decrease employee travel to Council by motor vehicle.	To reduce community and Council staff travel by private vehicle. Increase travel by more sustainable modes such as walking, cycling and public transport.	To work in partnership with the community to increase their capacity to make behavioural changes towards sustainability.	To undertake actions that will reduce both air and noise pollution	Sustainable design [...] incorporated into planning, construction, operation and post-operational phases of development.	Assist local business and industry to implement sustainable practices.

Figure 4 – Willoughby Sustainability Action Plan – outcomes related to traffic management and parking

3 SETTING THE SCENE

3.4.3. Willoughby City Council Local Environmental Plan, 2013

Willoughby City Council's Local Environmental Plan (LEP) provides for local development and planning of the built environment of Willoughby LGA. Relevant planning controls within the LEP promote accessibility to non-car transport and protection and enhancement of local amenity. Effective management of street parking can support these controls.

Figure 6 highlights the key overlapping and common themes of transport, transport management, goals and targets from the Councils City Strategy, Action Plans and LEP.

In developing the Street Parking Strategy, relevant directions and policies reflect overarching strategic objectives summarised here. For example, increasing public transport is now part of the Street Parking Strategy. A future Integrated Transport Plan would draw these together more fully.

**Local Environmental Plan, 2013
Schedule 1.2 (2) Part [...]**

(g) For Economic Sustainability

(ii) To strengthen the viability and role of the city centres of Willoughby as places for commercial and cultural activities and services

(j) For Access

(i) To provide for local and regional transport needs and promote and increase the use of active transport through walking, cycling and the use of public transport, and

(ii) To provide appropriate levels of car parking in connection with the location of development and managing the demands for ancillary car parking, where there is good access to public transport nodes and services, and

(iii) To provide intergrated development design of pedestrian and vehicular access, parking, loading and delivery facilities.

Figure 5 – Willoughby LEP – strategies supported by effective traffic management and parking policies

WILLOUGHBY CITY STRATEGY

- Increase active and public transport
- Manage parking demand on street with available parking supply
- Maintain viability of City's employment opportunities
- Ensure transparency in what we do
- Places – liveable and sustainable
- Protect our enviroment – sustainable & responsible living
- Protect diversity – fair access so all can actively participate in community life

SUSTAINABILITY ACTION PLAN

- Promote active and sustainable transport choices for Council, Community and Business
- Improve accessibility by alternative transport modes
- Reduce Council's carbon footprint

LOCAL ENVIRONMENT PLAN

- Provide for local and regional transport needs
- Manage demand for ancillary car parking where there is good access to public transport nodes & services.
- To provide appropriate levels of car parking
- Promote & increase active transport

DRAFT STREET PARKING STRATEGY

- To align parking and traffic management policies and practices to support the above outcomes.
- To sustain and improve the local road network, its amenity, level of service and accessibility.
- To encourage fair and transparent decision-making

Figure 6 – Council plans and their transport objectives

3.4.4. Other strategic plans

The Street Parking Strategy has been developed with reference to:

- *Chatswood CBD Competitive and Comparative Analysis May 2016*, by AEC Group
- *Willoughby Economic Development Study May 2016*, SGS Economics and Planning.

Other relevant strategic planning work includes the development of *Chatswood CBD Draft Planning and Urban Design Strategy* (currently under preparation by Architectus) and future planning strategies for the various neighbourhood centres throughout Willoughby LGA, currently in a preliminary stage.



Figure 7 – Street Parking Strategy drivers and objectives

3.5. How was the Street Parking Strategy developed?

A comprehensive package of information gathering including field surveys and a series of meetings and workshops involving:

- Councillors;
- senior council staff;
- the local resident and business community (including residents and progress associations); and
- informal discussions with Roads and Maritime Services (RMS)

has informed the development of the Street Parking Strategy, as set out in detail in **Section 4**.

4 INFORMATION GATHERING



This Street Parking Strategy takes into account feedback and concerns expressed by the community.

4.1. Stakeholder consultation and engagement

This Street Parking Strategy takes into account feedback and concerns expressed by the community, Councillors and other stakeholders from 2010 through to Ward Councillor's workshops in November 2015.

As such the Street Parking Strategy benefits from a long incubation phase of consultation and development providing a rich information base that has been further refined with various inputs over this period. A summary of the stakeholder engagement and various Councillor and community workshops is included in **Appendix C – Stakeholder Engagement**.

From the series of Councillor workshops a range of parking related action plans for each council ward have been developed. Dubbed the Ward Implementation Action Plans, the result is a detailed summary of tasks and actions to address the various issues and concerns raised by the different neighbourhoods across the Willoughby LGA.

The key issues for the community can be broadly summarised to include:

- commuter parking impacts resident parking, especially in the centres and near public transport
- compliance issues with illegal parking
- disruptions around school drop off and pick up
- growing resident population with added pressure for street parking space
- constrained parking to service local businesses
- low support for an increase in amount and price of metered parking
- need for greater numbers of dedicated car share spaces.

The Ward Implementation Action Plans are included in, **Appendix A1**.

All of the community consultation has resulted in refinement of the parking management concepts that were developed from the initial parking surveys.

Much of the suggested tools for managing parking within the Willoughby LGA have been developed through an understanding of current parking management practices within Australia and abroad. The Street Parking Strategy is the vital framework within which the various actions can be completed to address the issues identified.

4.2. Current parking permit schemes in Willoughby and neighbouring councils

Permit Parking Schemes are implemented in accordance with RMS Permit Parking Guidelines. The guidelines provide for business, commuter, resident, resident visitor, special event and declared organisation permit parking schemes.

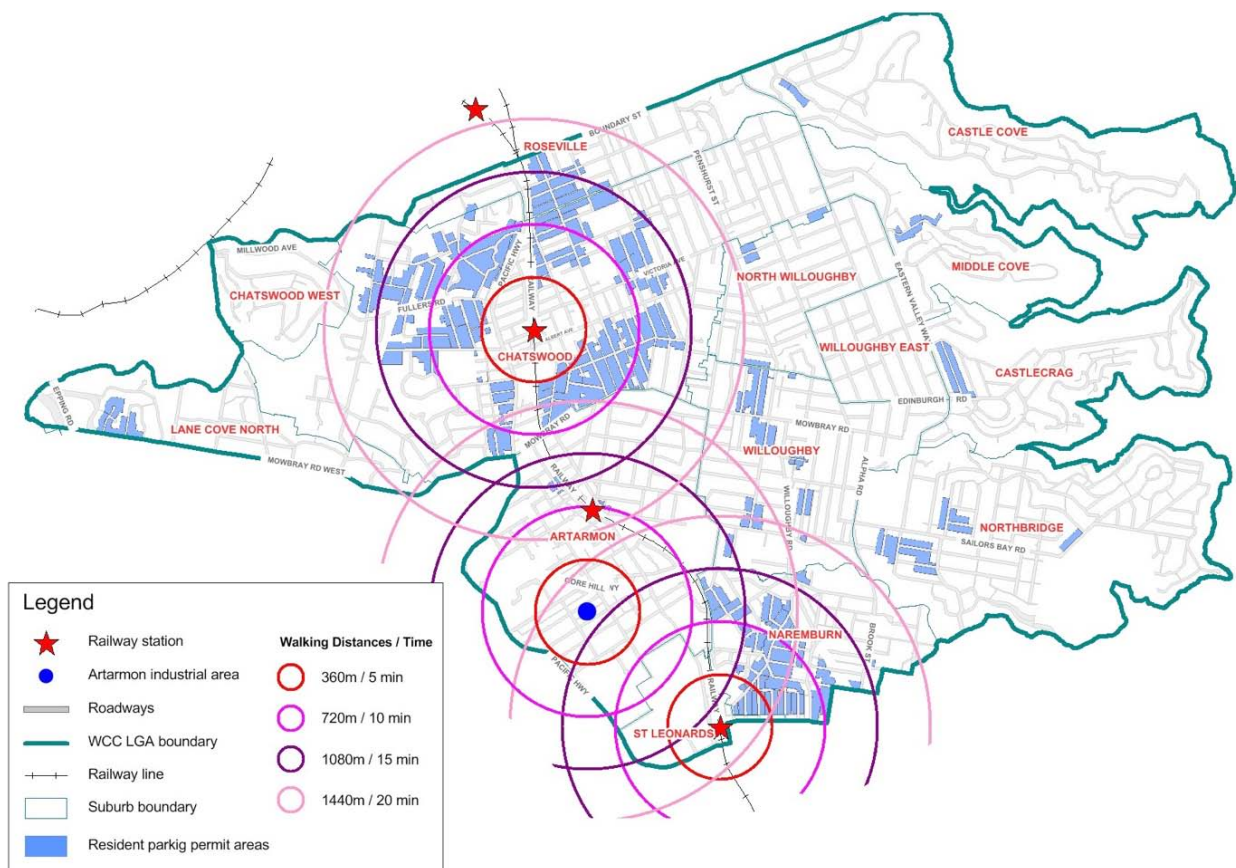


Figure 8 – Resident permit parking schemes in operation, Willoughby LGA, 2013

A total of 22 Resident Permit Parking Schemes currently operate across the Willoughby LGA, in the locations shown in the **Figure 8**.

4 INFORMATION GATHERING

4.2. Current parking permit schemes in Willoughby and neighbouring councils

A comparative analysis of existing parking and permit schemes in seven LGAs that border Willoughby LGA is shown in **Table 1**.

Table 1 – Parking schemes in surrounding LGA’s.

LGA	Residential Parking Scheme	Visitor Permit	Car Share	Trade/Carer permit	Bicycle Parking	Notes
North Sydney Council	Maximum 3 permits \$32- \$261 per permit	30 Visitor Permits and 5 holiday visitors permits per annum at \$2 each	Yes	Maximum 2 weeks, \$84 per week	Enclosed, general parking available around key locations	Lower fee for environmentally friendly vehicles (depending on green star ratings)
Mosman Council	Maximum 2 permits \$55 per permit	\$10 per week	Yes	\$10 per week	Enclosed, general parking available around key locations	No fees are required for hybrid, LPG powered vehicles, business centre carparks, beach foreshore carparks available.
Manly Council	Maximum 3 permits \$0- \$40 per Permit	Nil	Trialling	Nil	Enclosed, general parking available around key locations	4 free public parking stations available, no trade and carer permits available but residents can obtain a designated permit for carers
Ku-ring-gai Council	Nil	Nil	Yes	Nil	Enclosed, general parking available around key locations	Commuter parking hubs, free public carparks provided near town centres
Lane Cove Council	Maximum 2 permits \$48-\$78 per permit	\$22 - \$45 per week	Yes	Nil	Enclosed, general parking available around key locations	Unlimited visitor permits available; Tradespeople can obtain visitor permits. Plan to expand bicycle parking spaces
Warringah Council	Nil	Nil	Trialling	Nil	Enclosed, general parking available around key locations	Residents can apply at no cost for black permits entitling them to free parking in all fee-paying areas.
Ryde	2 permits free, additional permit from \$107	Yes	Yes	Carer permit available	Enclosed, general parking available around key locations	Eligible resident parking permit can be substituted to either visitor or carer parking Permits
Willoughby City Council	Maximum two permits \$40 - \$80 per permit. It is proposed to increase the maximum to three.	It is proposed the first 10 permits will be \$20 per week increasing to \$30 and \$50	Yes	It is proposed that carer permits be introduced. See notes	Enclosed, general parking available around key locations	It is proposed that eligible residents can allocate a permit to the carer from their entitlement

Different parking management practices are adopted by adjoining LGAs. However, North Sydney Council and Mosman Council have a high degree of commonality with Willoughby City Council.

Resident parking schemes are in place with the exception of Ku-ring-gai and Warringah Councils which have proportionally higher levels of supply and lower demand for street parking. Generally, households are limited to two resident parking permits in the majority of LGA in accordance with the RMS guidelines. In exceptional cases, a third permit may be obtained by paying increased fees at both Manly and North Sydney Councils. However, these Councils require a request to be lodged by the resident.

North Sydney and Mosman Councils offer discounts on permit fees for environmentally friendly vehicle based on the vehicles' Green Star Rating.

Due to shortages in designated commuter parking and subsequent overspill into residential areas, all councils except for Ku-ring-gai and Warringah offer visitor permits to their respective residents.

It is noteworthy, North Sydney and Mosman Councils provide trade and carer permits, a scheme that Willoughby is considering as part of its Street Parking Strategy.

Bicycle Usage has been encouraged in all LGAs through the implementation of bicycle plans, which include increasing secure bicycle parking facilities.

4.3. Field Surveys

To identify the strengths and weaknesses of existing parking practices and policies, the Council implemented a detailed review of the street parking condition and driver behaviour in and around Chatswood Town Centre.

Chatswood was the chosen study area because of its mix of street parking types – unrestricted, resident permit schemes, time-limited restrictions and pay-parking schemes.

The study area also includes a good mix of users: short-stay shoppers, long-stay local employees/commuters and residents.

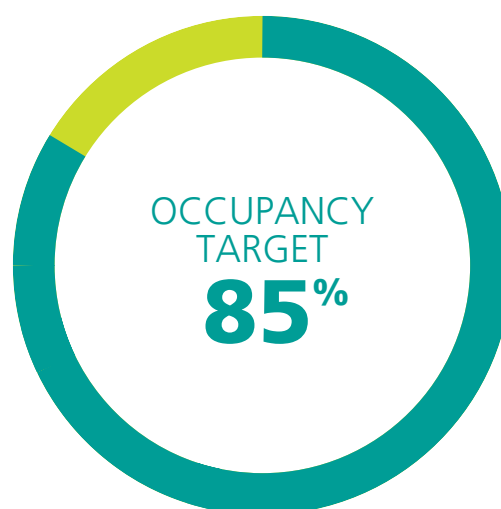
It was assumed that the parking characteristics for Chatswood will to a degree be mirrored by similar land-use activities found elsewhere in the LGA from which measures can be adapted to reflect the parking in other suburbs and communities.

In addition, the survey methods below can be repeated to gather parking data from across the Willoughby LGA, as part of the implementation of the Street Parking Strategy and related policies. This will ensure any proposed changes to parking measures outside Chatswood are appropriate and reflect the local environment.

The results of the parking surveys have helped to:

- quantify the existing demand for street parking;
- highlight the current operational issues with existing street parking facilities;
- identify successful parking management measures; and
- identify areas requiring stronger policy and more efficient practices.

The defined percentage range for “operational efficiency” is adopted from best practices parking management principles and procedures. An occupancy target of **85 percent** is widely accepted among parking experts as the “optimum capacity” for parking systems; once parking occupancy exceeds this level, many potential parkers struggle to find the remaining vacancies and will either leave an area or will circulate for an available parking space (Shoup, 2005).



An occupancy target of 85 percent is accepted among parking experts as the “optimum capacity”

4 INFORMATION GATHERING

4.3. Field Surveys

In contrast, occupancy levels below 45 percent indicate that the existing parking measures are inappropriate for the needs of users and are not supporting local land use activity. Identifying under-utilised parking with the aid of improved directional signage supported by occupancy/parking capacity technology is a significant opportunity to transform these areas into more attractive parking locations which, will firstly alleviate parking pressure from nearby streets and secondly improve the accessibility and viability of the “under-used” asset.

Surveys undertaken include:

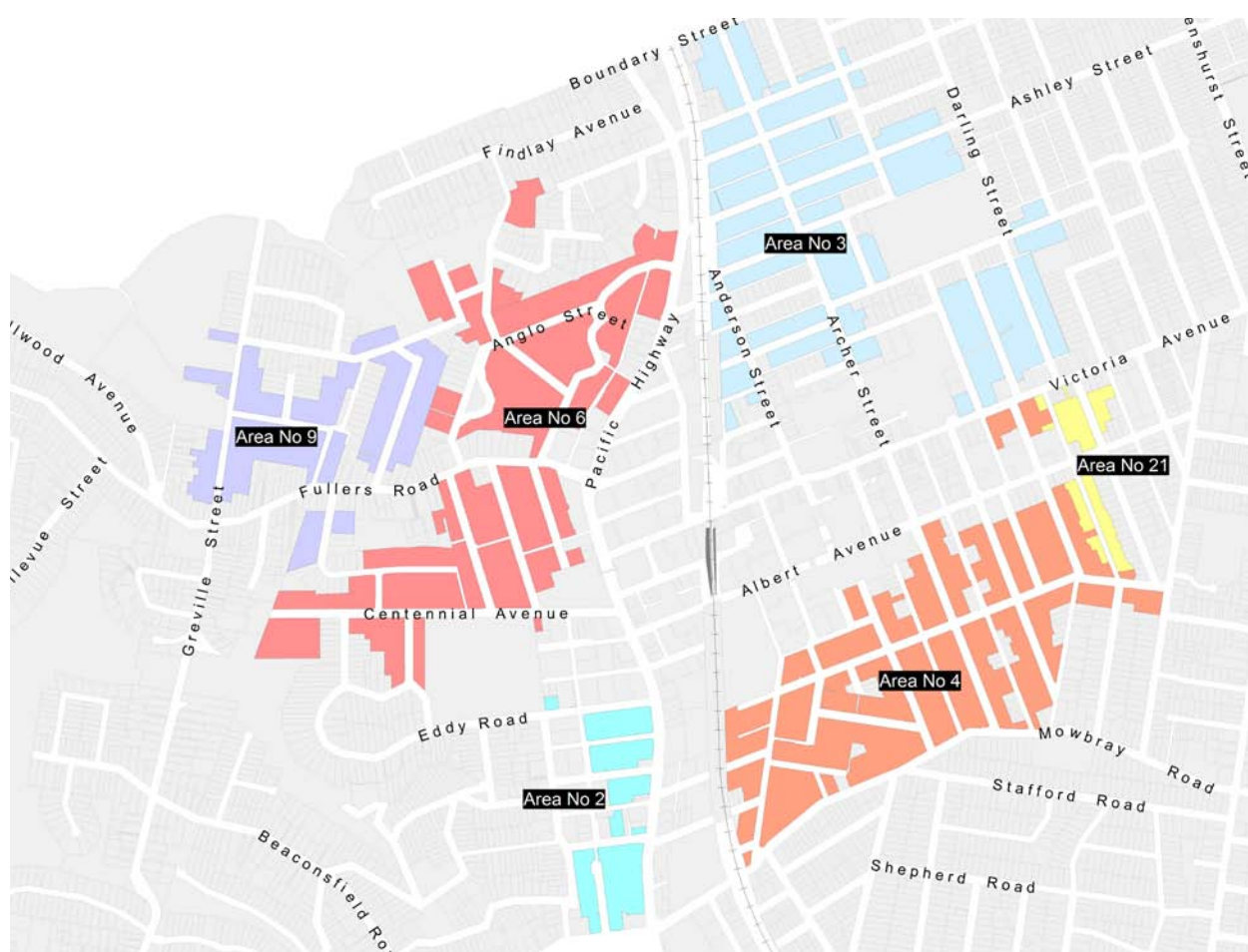
- Parking Beat Surveys
- Short Stay Parking Survey
- Vehicle Registration Plate Surveys
- Unrestricted Street Parking Hotspot Surveys
- Long Stay Parking Availability and Pricing Survey

The results of all surveys are discussed in the **Section 4** which analyses the various parking user groups.

4.3.1. Parking beat surveys

These were undertaken in the locations shown in **Figure 9**, at 30 minute intervals between 8am and 6pm in May 2013 to identify short stay and long stay parking patterns and behaviour including occupancy, turnover and duration of stay.

Figure 9 – Map identifying the permit parking zones surveyed in May 2013





4 INFORMATION GATHERING

The parking beat survey areas are all within 5-10 mins walk from Chatswood town centre and each beat included lengths of street resident permit parking zones 2, 3A, 3B and 4, as shown on **Figure 9**.

The parking beat survey areas include a combined total of 95 permit parking spaces.

Data collected is discussed with respect to each of the parking user groups in the table in **Section 4** below and generally shows:

- Numerous streets have parking that is operating inefficiently, with a level of occupancy above 85 percent or below 45 percent as highlighted red and blue on **Figure 10**.
- Demand for parking in 2P permit holders expected varies throughout the day, peaking at 11am as shown in **Figure 11**.

Full results for the surveys are provided in **Appendix A2** of the Street Parking Strategy.

Figure 10 – Parking Beat Survey Locations, May 2013

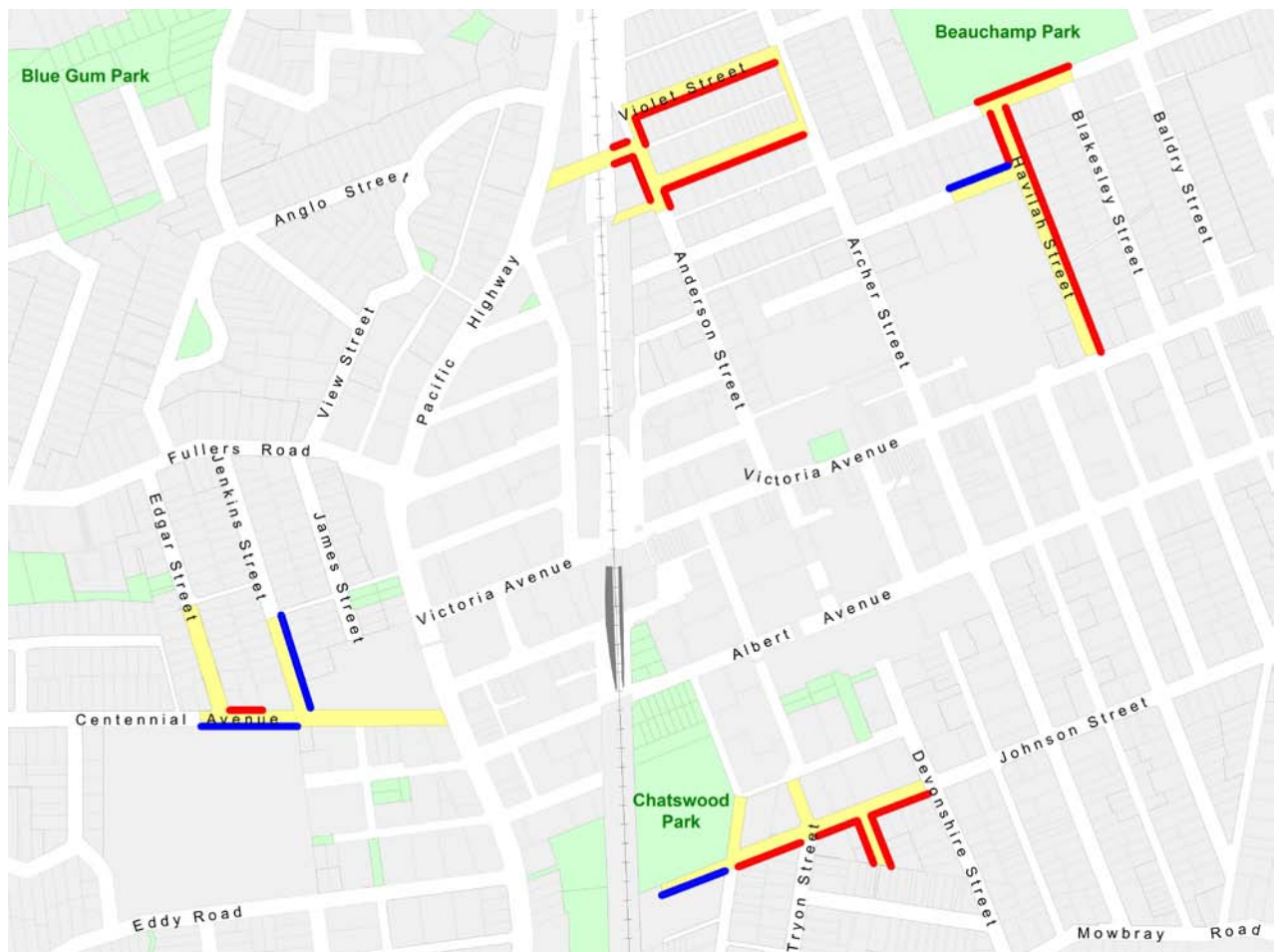
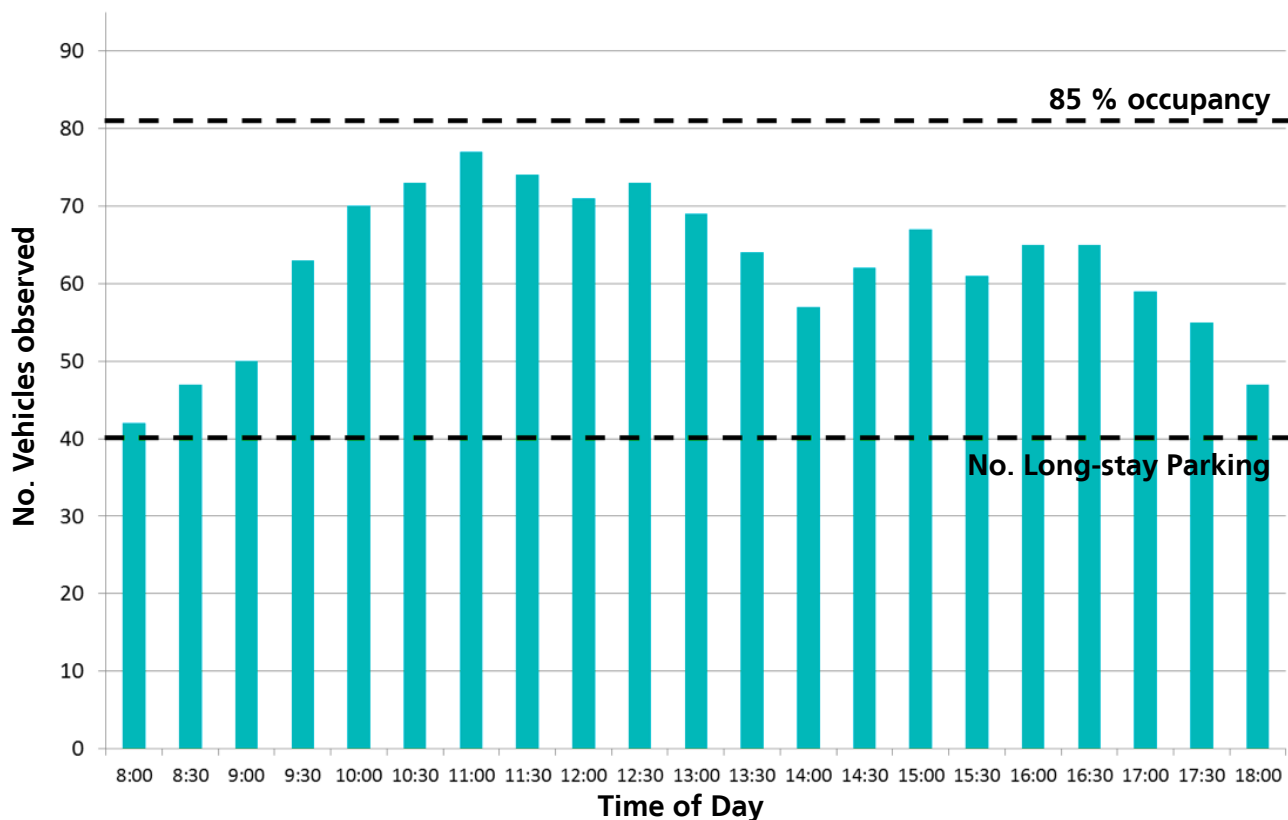


Figure 11 – Daily variation in parking occupancy for available permit parking spaces, May 2013



4.3.2. Short stay parking survey

In February 2013 surveys of:

- Brown Street (1P);
- Neridah Street (1P);
- Spring Street (1/2P and 5P); and
- Victoria Avenue (1P)

were undertaken to determine the level of occupancy, compliance and turnover of the applicable short stay restrictions. The results are analysed in table of parking types in following sections.

4.3.3. Vehicle registration plate survey

Vehicle registration plate surveys were undertaken to gain an understanding the origin and distance travelled by vehicles parking within the LGA. This is important for an understanding of the potential to encourage a change of transport mode from car to public or active transport.

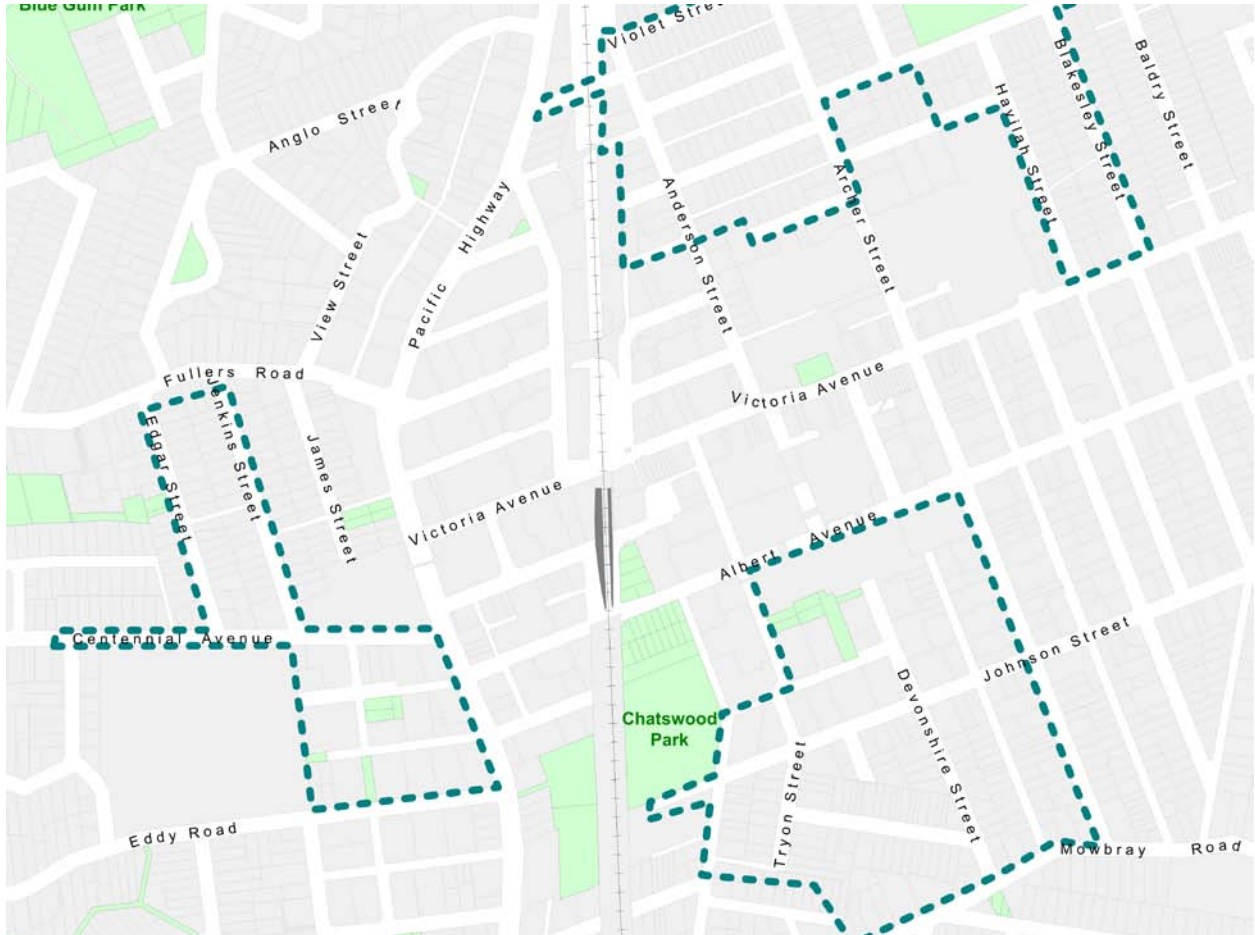
These surveys were conducted in residential areas immediately surrounding Chatswood Town Centre as shown on the aerial map in **Figure 12**.

The vehicle registration plate survey helps gain an understanding of the potential to encourage a change of transport mode.

4 INFORMATION GATHERING

4.3.3. Vehicle registration plate survey

Figure 12 – Chatswood vehicle registration plate survey areas



A total of 769 vehicle registration plates were observed between 9am and 5pm between 2 May and 9 May 2013.

The data identified that the sample of vehicles originated from 296 different suburbs located as far north as the Central Coast, west into the Blue Mountains and south beyond Nowra.

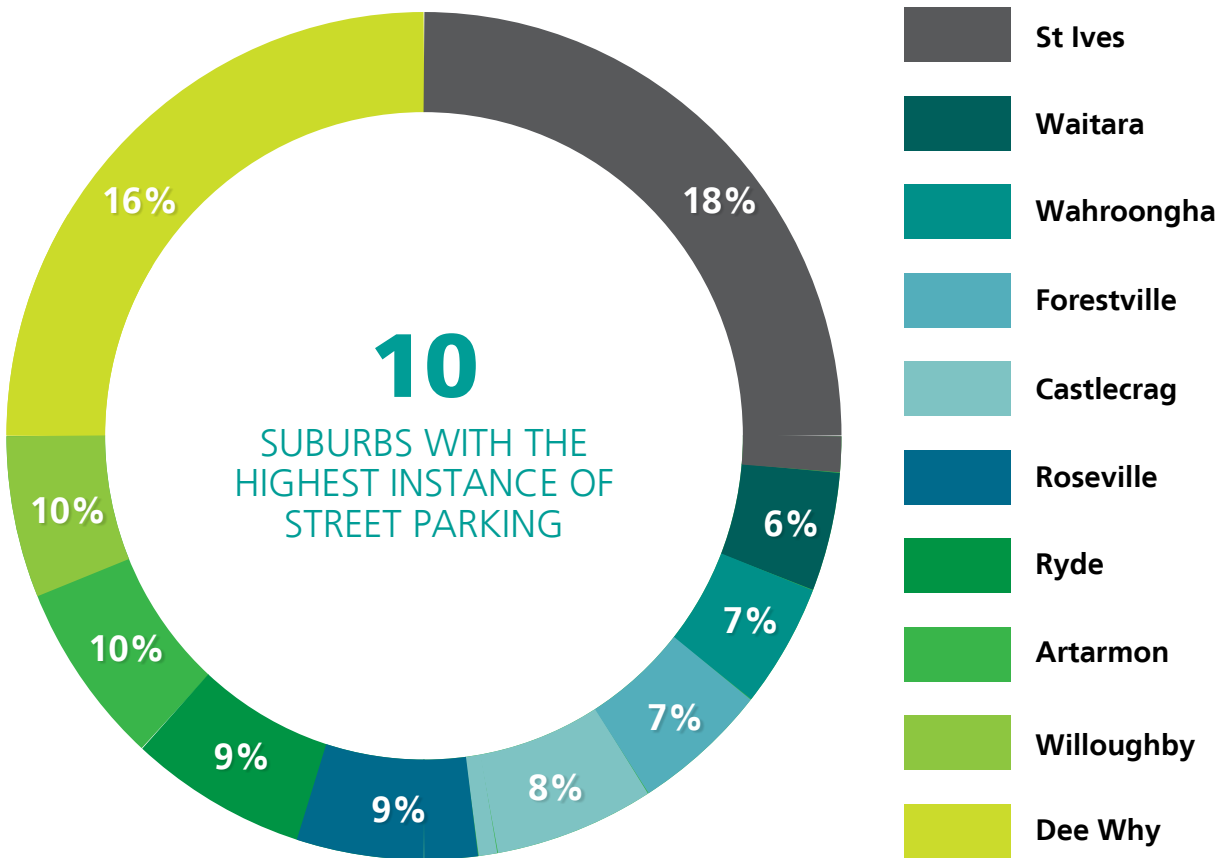
However, the majority of vehicles observed to occupy street parking spaces were registered to

a Chatswood address. The vehicles were observed to park all day and therefore have been assumed as vehicles parked directly outside the registered property; or residents from within the suburb of Chatswood are driving to access parking closer to the Town Centre for work purposes or to catch a train or bus to an alternative work location outside of Chatswood.

Discounting vehicles registered in the suburb of Chatswood, the majority of visitor vehicles originate from Willoughby LGA followed by suburbs on the Northern Beaches.

4.3.3. Vehicle registration plate survey

Figure 13 – Ten suburbs with highest instance of street parking (excl. Chatswood)



The findings from this data present many opportunities for the strategic management of parking within the LGA. It means the majority of vehicles parked within the LGA have travelled a relatively short distance and from locations that may have viable alternative transport options. In some instances, this could mean a shift to active or public transport.

The ability to effect this change would ultimately require the development of a broader and integrated transport strategy.

In the meantime, strategic direction 5.5 in Section 6 highlights the importance of this with its corresponding relief on demand for street parking.

The majority of vehicles parked within the LGA have travelled a relatively short distance.

4 INFORMATION GATHERING

4.3.4. Unrestricted street parking hotspot survey

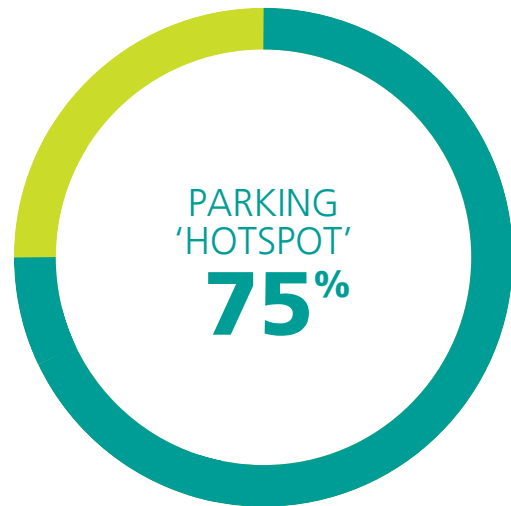
These 'snap shot' surveys were done to gauge the spread and displacement of street parking demand in residential areas across Chatswood.

The location of parked vehicles was surveyed during a typical working day between 10am and 2pm.

Residential streets observed to have more than 75 percent occupancy were identified as a parking 'hotspot' around the Chatswood town centre. The extent of the hotspot is marked by the red line on Figure 14.

This area represents an approximate 15 to 20 minute walk from Chatswood centre, depending on the topography and directness of the route. The area contains over 1500 unrestricted spaces.

Based on observation and registration plate surveys, 50 percent can be estimated as resident cars and therefore the number of visitor parks is substantial.



Streets observed to have more than 75 percent occupancy were identified as a parking 'hotspot'

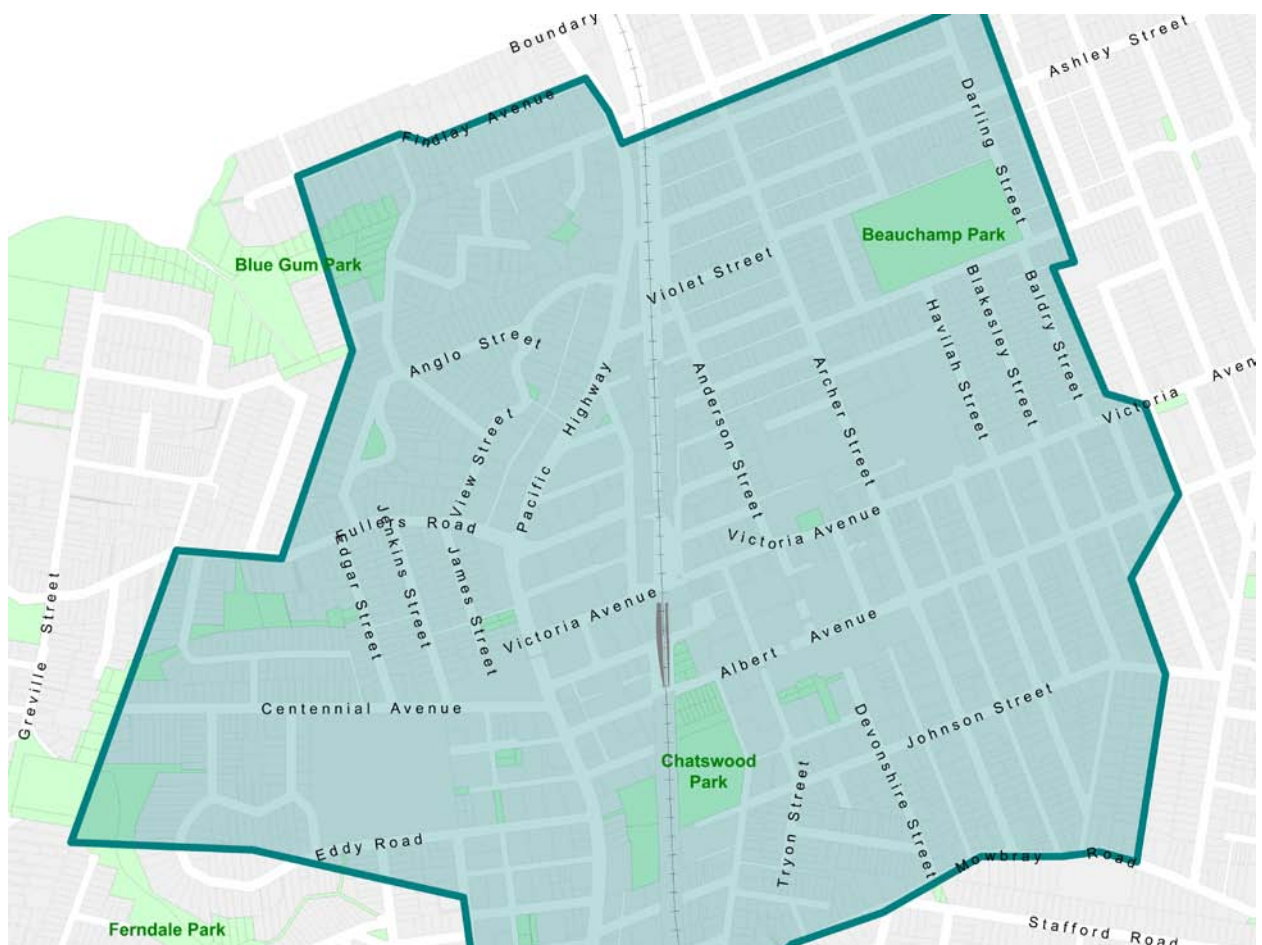


Figure 14 – Boundary of street parking hotspots, Chatswood, 2013

4.3.5. Long stay parking availability and pricing survey

All off-street public parking facilities in Chatswood were surveyed. These facilities typically cater to commuters with the opportunity for long stay, supported by early bird rates, priced as per the information in **Table 2** below.

Table 2 – Chatswood Long-Stay Parking Locations and Price

Car Park	All Day Fee	Early Bird Parking	Early Bird Fee
Zenith Centre	\$47.00	Yes	\$15.00
15 Help Street	\$45.00	Yes	\$16.00
475 Victoria Avenue	\$42.00	No	-
Chatswood Chase	\$80.00	No	-
12 Help Street	\$39.00	Yes	\$18.00
465 Victoria Avenue	\$46.00	Yes	\$18.00
51 Orchard Road	\$25.00	Yes	\$12.00
Concourse	\$25.00	Yes	\$9.00
67 Albert Avenue	\$36.00	Yes	\$20.00
The Mandarin Centre	\$35.00	No	-
Westfield Centre	\$45.00	No	-

5 ANALYSIS AND POSSIBLE SOLUTIONS



This analysis has determined a range of issues and possible solutions to inform the directions of this Street Parking Strategy.

The following table provides a summary of the analysis of different types of street parking within the Willoughby LGA. The analysis is based on the surveys discussed above and inputs from Councillors and other important stakeholders. The analysis has determined a range of issues and possible solutions to inform the directions of this Street Parking Strategy.

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>SHORT STAY PARKING (time restricted parking up to a maximum of 4 hours)</p> <p>Short stay parking is typically located Chatswood CBD, Artarmon and Willoughby village centres, St Leonards and around bus and rail transport hubs.</p>	<ul style="list-style-type: none"> Operating at or near capacity - average 82 percent between 9am and 5pm (peak 92 percent) 15 percent of Mobility permit holders use short stay parking for whole day, typical of a commuter parker 1P parking at Council's Chatswood Concourse has average 57 percent occupancy between 7am and 7pm Mon to Fri and the figure drop to 20 percent occupancy on weekends Chatswood Westfield and Chatswood Chase also provide short stay parking 	<ul style="list-style-type: none"> Mobility parking reduces overall capacity Little capacity to accommodate growth in demand for short stay parking 	<ul style="list-style-type: none"> Provide additional dedicated mobility parking spaces on street or encourage (perhaps incentivise) use of existing off street mobility spaces available (in the Concourse, Westfield and Chatswood Chase). Promote available off street parking with improved way finding signage, real-time 'spaces available' technology. Increase short say parking capacity by reducing the maximum stay to less than 1 hour for spaces within the town centre. Extend metered parking to beyond 5pm to support evening business activity. Explore pricing levers to encourage higher change-over of parked cars.
<p>HALF DAY TICKETED PARKING (time restricted 4P metered parking)</p> <p>4P parking is located around the fringe of Chatswood commercial centre, at a greater (but walkable) distance than 1P.</p>	<ul style="list-style-type: none"> 4p supports restaurants, cafés and entertainment premises. National and international best practice efficient operating range is 45 percent - 85 percent occupancy. 4P meter parking bays are operating within this range in locations immediately on the fringe of the retail core. 	<p>There is spill of this parking group into unrestricted residential streets.</p> <p>Residents have requested the expansion of the time limited resident parking areas.</p>	<ul style="list-style-type: none"> Introduce 4P meter parking into similar areas around the Town Centre fringe. Allow local residents in these areas to apply for a resident parking permit (in accordance with the Draft Resident Permit Parking Policy) to provide exemption from the imposed restrictions. Extend the operation of 4P ticket parking restriction further into the evening to better support night time economy.

Continued over page ▶

5 ANALYSIS AND POSSIBLE SOLUTIONS

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>HALF DAY TICKETED PARKING (time restricted 4P metered parking)</p> <p>4P parking is located around the fringe of Chatswood commercial centre, at a greater (but walkable) distance than 1P.</p>	<ul style="list-style-type: none"> less than 45 percent occupied during the early morning period (between 8am and 9:30am (outside the time when this parking type supports the local businesses it serves. Occupancy increases to above 70 percent during lunch period and after 4pm. 		
<p>UNRESTRICTED STREET PARKING – TOWN CENTRE FRINGE AREAS</p> <p>These areas are located within a walkable distance of the town centres</p>	<ul style="list-style-type: none"> The unrestricted parking in three of the four areas (e.g. Havilah, Nicholson, Violet and Tulip Street) shown in Figure 10 have between 83 percent to 110 percent occupancy which indicates these streets are not operating efficiently and residents need for street parking are not adequately being met. Centennial Avenue has approximately 75 percent occupancy. An occupancy in excess of 100 percent indicates illegal parking behaviour such as vehicles parking in no stopping zones, no parking zones or across private vehicle driveways. 	<ul style="list-style-type: none"> Unrestricted street parking is experiencing significant parking pressures. Demand is generated by Chatswood’s employment hub and the frequent and reliable transport infrastructure serving commuters. In the streets close to town centre, residents have difficulty finding parking in their streets. In contrast, streets located a further five to ten minutes’ walk away, have surplus street parking spaces during the day Need to ensure Chatswood remains a competitive place for workers and businesses. 	<ul style="list-style-type: none"> Possible change to time restrictions of Council and privately operated long stay off street parking Introduce a parking permit scheme with allocation to residents and a portion to non-resident long stay parking, as an appropriate cost as per the proposed Draft Long Stay Visitor Parking Policy. Redistribute parking demand across the network in a more balanced manner with a graded system of pay-parking rates as per the proposed Draft Fees and Charges Policy.

Continued over page ▶

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>UNRESTRICTED STREET PARKING – TOWN CENTRE FRINGE AREAS</p> <p>These areas are located within a walkable distance of the town centres</p>	<ul style="list-style-type: none"> • Majority of vehicles are commuters or Chatswood workforce – observed to arrive before 9am and depart after 3:30pm. <hr/> • Based on the Parking User Groups and Origin research (section 3.3.3) these visitors are primarily from the Willoughby LGA or neighbouring suburbs. <hr/> • There is a lack of long-stay parking available in public and private car parks. <hr/> • Time restricted parking nearer to the Chatswood commercial centre results in long stay parking in the unrestricted residential streets. <hr/> • Streets located closest to the town centre experience the highest levels of parking occupancy, often observed at above 85 percent and therefore attract more local traffic and little opportunity for residents with permits to access parking spaces. 		<ul style="list-style-type: none"> • Optimise pay-parking to assist council to: <ul style="list-style-type: none"> • encourage a shift to alternative transport (car share, public transport, active transport) • share the financial burden in maintaining and managing parking operations with all user-groups (residents [rates] and visitors [meters]) • secure funding to maintain the future quality and safety of local transport infrastructure. • better balance street parking demand, perhaps helping to alleviate congestion bottlenecks. • hypothecate surplus revenue to streetscape and public domain improvements within the affected area. • hypothecate surplus revenue toward future community transport such as the Loop Shuttle buses and Council Cab services. <hr/> <p>Long stay street parking rates would be assessed as part of a future business case and estimated at approximately \$4-\$5 per hour to compete with early bird rates in existing parking stations.</p>

Continued over page ▶

5 ANALYSIS AND POSSIBLE SOLUTIONS

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>UNRESTRICTED STREET PARKING – TOWN CENTRE FRINGE AREAS</p> <p>These areas are located within a walkable distance of the town centres</p>	<ul style="list-style-type: none"> The parking beat surveys demonstrate the overall occupancy and duration of stay in unrestricted parking spaces, however, it does not reveal how far from the town centre visitors are accessing street parking. Further surveys (before each and every proposal to alter parking restrictions) will be undertaken to determine this. 		<p>The combination of the proposed Draft Residents' Permit Parking Policy, Draft Long Stay Visitor Parking Policy and Draft Parking Fees and Charges Policy would provide residents, shoppers, commuters and employees respective opportunities to park.</p>
<p>RESIDENTIAL PERMIT PARKING SCHEMES – TOWN CENTRE FRINGE AREAS</p>	<ul style="list-style-type: none"> Currently 22 residential permit parking zones in operation across Willoughby LGA Effective control to protect resident parking where it is used by visitors, shoppers and commuters Street parking cannot be wholly allocated to residents, as per Permit Parking Guidelines (March 2016 version 3.4) published by RMS. Therefore, resident permit zones are applied within 2P restricted areas to provide for regular turn over by non-residents. 	<p>Street parking spaces that are not occupied by permit holders experience high levels of parking occupancy and turnover. These street parking spaces, in particular those located within a 10-minute walk of town centre services and amenities are valuable assets located in convenient and highly accessible locations for town centre visitors. The provision of free short-stay parking so close to town centre amenities has resulted in a disproportionate demand and use of parking in residential areas.</p>	

Continued over page ▶

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>RESIDENTIAL PERMIT PARKING SCHEMES – TOWN CENTRE FRINGE AREAS</p>	<ul style="list-style-type: none"> Approximately 50 percent of street parking spaces contained within permit parking areas are occupied by permit holders. In some locations, day-time occupancy of permit holders is much less Residents often need to leave cars parked on street all day to secure a space in the peak periods. 		<ul style="list-style-type: none"> Introduce ticketed parking within the target areas close to centres with provisions to exempt permit holders to avoid the shortage of available resident parks. Consider pensioner discounts, as per the proposed Draft Resident Permit Parking Policy in combination of the proposed Draft Councils Parking Fees and Charges Policy. Investigate increased no of permits per household, subject to further surveys during peak (weekends and evenings) resident parking periods.
<p>COMMUTER PARKING This is parking sought by commuters within town centre fringe areas discussed above.</p>	<ul style="list-style-type: none"> Commuter parking is prevalent in streets around the commercial centres, railway stations and major bus routes, building sites, industrial sites, Royal North Shore Hospital and TAFE. Commuters tend to be more willing to walk longer distances than residents or shoppers. 	<ul style="list-style-type: none"> The volume and duration of stay by commuter parkers is increasing and spilling over in to residential areas. Residents are increasingly inconvenienced by commuters parking in residential streets. Commuter parking does not support business activity in the commercial centres and should be located on the periphery. 	<ul style="list-style-type: none"> Expand restricted parking in affected areas, as above and based on further surveys and the 45/85 percent Parking Management Principle. Council's Local Traffic Committee would oversee this process. Develop a graded price metered parking structure to use together with the Resident Permit Parking Policy to limit commuter parking close to centres. Implement the proposed Long Stay Visitor Parking Policy.

Continued over page ▶

5 ANALYSIS AND POSSIBLE SOLUTIONS

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>COMMUTER PARKING</p> <p>This is parking sought by commuters within town centre fringe areas discussed above.</p>			<ul style="list-style-type: none"> Over the longer term improve and enhance public domain and pedestrian priority to make walkable distances quicker, safer and more pleasant. Encourage greater number of commuters to mode shift from cars to cycling and walking through the above public domain improvements and roll out of dedicated bicycle infrastructure. Advocate to RMS and government for changes that support priority for cycling and walking. Promote car share through the Car Share Policy Monitor and enhance Council's free shuttle services.
<p>EMPLOYEE PARKING</p>	<ul style="list-style-type: none"> Willoughby LGA provides 65,000 jobs, forecast to grow to 80,000 by 2031. An estimated 24,500 employees and commuters travel daily by car to the commercial centres. Within town centres such as Artarmon, St Leonards and Chatswood on street parking demand exceeds capacity. There is capacity in the streets approx. 10 minutes' walk or 800 m radius from centres. 	<ul style="list-style-type: none"> Residents and short stay visitors are not able to find vacant space near town centres. 	<ul style="list-style-type: none"> Refer to the possible solutions that apply to unrestricted street parking in the town centre and fringes, above.

Continued over page ▶

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>SCHOOL PARKING</p>	<ul style="list-style-type: none"> • Streets near some schools during school drop off/pickup times are parked out. • Illegal parking is reported to occur during these peak school periods. 	<ul style="list-style-type: none"> • In certain instances: <ul style="list-style-type: none"> • Pedestrian safety is compromised, particularly for young school aged children • Traffic is congested • Vehicular access to local resident properties is constrained. 	<ul style="list-style-type: none"> • Collaborate with the concerned school to encourage: <ul style="list-style-type: none"> • Information (newsletters and website updates) to educate and guide parents around driving and parking when dropping off and picking up. • Additional designated off street drop off and pick up zones. • Focus enforcement resources towards streets near schools and spot police checks during drop off and pick up times. • Allocate a portion of revenue raised through meter parking in town fringes towards the improvement of compliance and enforcement resources.
<p>PARKING NEAR SPORTS GROUNDS/ RELIGIOUS CENTRES</p>	<ul style="list-style-type: none"> • There are approximately 24 x sporting grounds within the LGA and numerous religious centres. • These locations regularly parked beyond capacity. • Areas in the vicinity of sports grounds and religious centres being parked out over capacity is another issue 	<ul style="list-style-type: none"> • As raised by local residents and Councillors, some residents routinely are able to park in their own street. • Streets surrounding sports grounds and religious centres should provide sufficient turnover of parking spaces, related to their use. 	<ul style="list-style-type: none"> • Spread the demand for parking through larger catchment areas around particular sporting/ community facilities with the introduction of different time limited parking, with exemptions for local residents. This could be done on a case by case basis, following close examination of the characteristics of parking within the neighbourhood and the usage of the particular sporting/ community facility.

Continued over page ▶

5 ANALYSIS AND POSSIBLE SOLUTIONS

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
PARKING NEAR SPORTS GROUNDS/ RELIGIOUS CENTRES			<ul style="list-style-type: none"> Where needed and appropriate, this time limited restriction could be applied at other community facilities such as libraries, Parks and community centres.
MOTORCYCLE PARKING	<ul style="list-style-type: none"> Less than 1 percent of Willoughby residents use a motorbike to commute. There is a limited amount of designated motorbike parking. Motorcycles and scooters are considered a more sustainable way to travel than a car due to lower emissions and less road space taken. One car space can accommodate six motorbikes. 	<ul style="list-style-type: none"> Increased motorbike usage within the LGA has the potential to alleviate issues such as commuter parking and employee parking. 	<ul style="list-style-type: none"> Cater to existing and future motorbike users by: <ul style="list-style-type: none"> introducing more designated motorcycle parking in spaces that cars cannot occupy or by converting a small number of car spaces possible education campaign and other efforts to promote the benefits cheaper fees in pay-parking areas for motorcycles, as per the Draft Motorcycle Parking Policy.
BICYCLE PARKING	<ul style="list-style-type: none"> There are limited amounts of secure bicycle parking within the centres and transport hubs. The distance that many car commuters are travelling from within the LGA, is a feasible distance to travel by bicycle. There is significant potential to shift car commuter to bicycle based on length of journey. 	<ul style="list-style-type: none"> Conditions for cyclists are generally unsafe and routes can be circuitous due to the priority given to cars. Secure bike parking and end of trip facilities in strategic locations is lacking. 	<ul style="list-style-type: none"> Advocate to RMS for improved priority and safety for cyclists in the form of dedicated lanes and calmed traffic conditions. Advocate to Sydney trains for improved end of trip facilities and secure bike storage at railway stations. Prioritise investment in cycling infrastructure with the actions of the Willoughby Bike Plan 2013.

Continued over page ▶

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>BICYCLE PARKING</p>			<ul style="list-style-type: none"> • Ensure all new commercial development within the centres provides adequate end of trip facilities, through appropriate planning controls. • Ensure new residential development provides adequate end of trip facilities and cycling infrastructure for storage and maintenance, through appropriate planning controls. • Educate and inform the community of the benefits of cycling through information and other campaigns.
<p>MOBILITY PARKING</p>	<ul style="list-style-type: none"> • Based on the short stay parking survey (3.3.2) an average of 15 percent of vehicles have mobility parking. This increased to 30 percent around midday. • Most mobility parkers are long stay (all day). • The long-stay demand for mobility spaces could be a result of mobility card holders either accessing employment within Chatswood Town Centre or, commuting from Chatswood Interchange (park and ride) 	<ul style="list-style-type: none"> • For each meter parking bay occupied by a mobility parking scheme card holder, the capacity of that bay is reduced by 92 percent, i.e., from providing a shared space for 12 short-stay visitors to 1 long-stay visitor. • Optimize the occupancy and turnover of street parking whilst still providing adequate mobility parking opportunities. 	<ul style="list-style-type: none"> • Consider providing additional dedicated mobility parking spaces or encourage the use of existing mobility parking spaces in off-street car parks. • Work with Council’s Access Committee.

Continued over page ▶

5 ANALYSIS AND POSSIBLE SOLUTIONS

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
TRADES/ CONTRACTORS	<ul style="list-style-type: none"> Council currently issue only a limited number of parking permits to trade workers (including other State Government authorities' contractors who work in the WCC area. 	<ul style="list-style-type: none"> Trade workers and contractors currently do not have fair access to short-stay time-restricted parking areas (½P - 4P) or adjacent to short-stay ticket parking bays. This has resulted in inconvenience to local residents, businesses and trades themselves. Contractors need parking in close proximity to work sites to ensure materials and equipment are safely accessed with minimal disruption to the surrounding environment. 	<ul style="list-style-type: none"> Provide temporary permits to exempt trades/ contractors, from short stay and resident parking scheme areas temporarily, daily or weekly (Monday - Saturday) for trades and contractors, as per the Draft Parking Provision for Tradespeople Policy.
CARER/HEALTH WORKER PARKING	<ul style="list-style-type: none"> Council currently issue only a limited number of parking permits to health workers who work in the WCC area. 	<ul style="list-style-type: none"> Other carers and health workers currently do not have a fair opportunity to park near patients who live near short-stay time-restricted parking areas (½P - 4P) or adjacent to short-stay ticket parking bays. This has resulted in inconvenience to local residents as well as the health workers. It is important to provide health workers with parking opportunities within close proximity to their client's home to ensure patients can be attended to promptly. 	<ul style="list-style-type: none"> The adoption of the Street Parking Strategy and the proposed Draft Residents' Permit Parking Policy will formalise the process of carer/health worker permits issued. This will enable accredited care workers to obtain a permit and be able provide in-home services to local residents. The carer permit issued will exempt the health worker/carer's vehicle of certain parking restrictions while the carer is attending to the local resident.

Continued over page ▶

Table 3 – Parking types, issues and solutions

PARKING TYPE	CHARACTERISTICS/ KEY FINDINGS	ISSUES	POSSIBLE SOLUTIONS
<p>CAR SHARE PARKING</p>	<ul style="list-style-type: none"> Willoughby currently has 40 dedicated car share vehicles within the LGA. 15 percent of these are off street vehicle pods. <hr/> <ul style="list-style-type: none"> The main operator is GoGet and as at July 2016 there are 1236 personal members and a further 567 corporate members – a near doubling of GoGet membership since beginning of 2013. <hr/> <p>GoGet survey results from August 2015 show:</p> <ul style="list-style-type: none"> 46% of members do not own vehicles; 51% of members deferred purchase of a 1st or 2nd car due to GoGet; and 14% of members would park on-street if they owned a vehicle. <p>Based on current membership levels this equals:</p> <ul style="list-style-type: none"> 832 fewer vehicles owned by Willoughby residents 910 vehicles avoided being purchased 249 fewer vehicles parked on Willoughby streets. <hr/> <p>Car share schemes encourage lower car ownership and reduce demand for street parking.</p>	<ul style="list-style-type: none"> The councillor’s workshop identified rising demand for additional car sharing spaces in the West Ward town centre. 	<ul style="list-style-type: none"> Provide more dedicated car share spaces within close proximity to public transport, high dense residential and commercial areas with a possible fee for maintaining these dedicated car share spaces, charged to the service provider as per the proposed Draft Car Share Policy. To cater for the high demand in the West Ward, work with car share companies to determine car sharing places in the town centre and develop medium term projection for car share spaces (installation plan) in the CBD.

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6 OUR STRATEGY



Six strategic directions respond to the analysis, issues and possible solutions for accessible parking.

Six strategic directions respond to the analysis, issues and possible solutions set out in **Section 4**.

6.1. Strategic direction 1 – adopt a framework of time and pricing restrictions

Establish a consistent and transparent monitoring, evaluation and adjustment approach to parking management for safe and efficient movement of traffic and accessible parking that supports land-use activities and local economies.

As described in **Section 3 and 4** efficient street parking operates at between 45 and 85 percent occupancy. Above 85 percent occupancy, there is a need to increase restrictions to increase parking turnover. Below 45 percent the same restrictions are able to be relaxed. Parking occupancy outside this range does not meet the needs of local land use activities or user-demands.

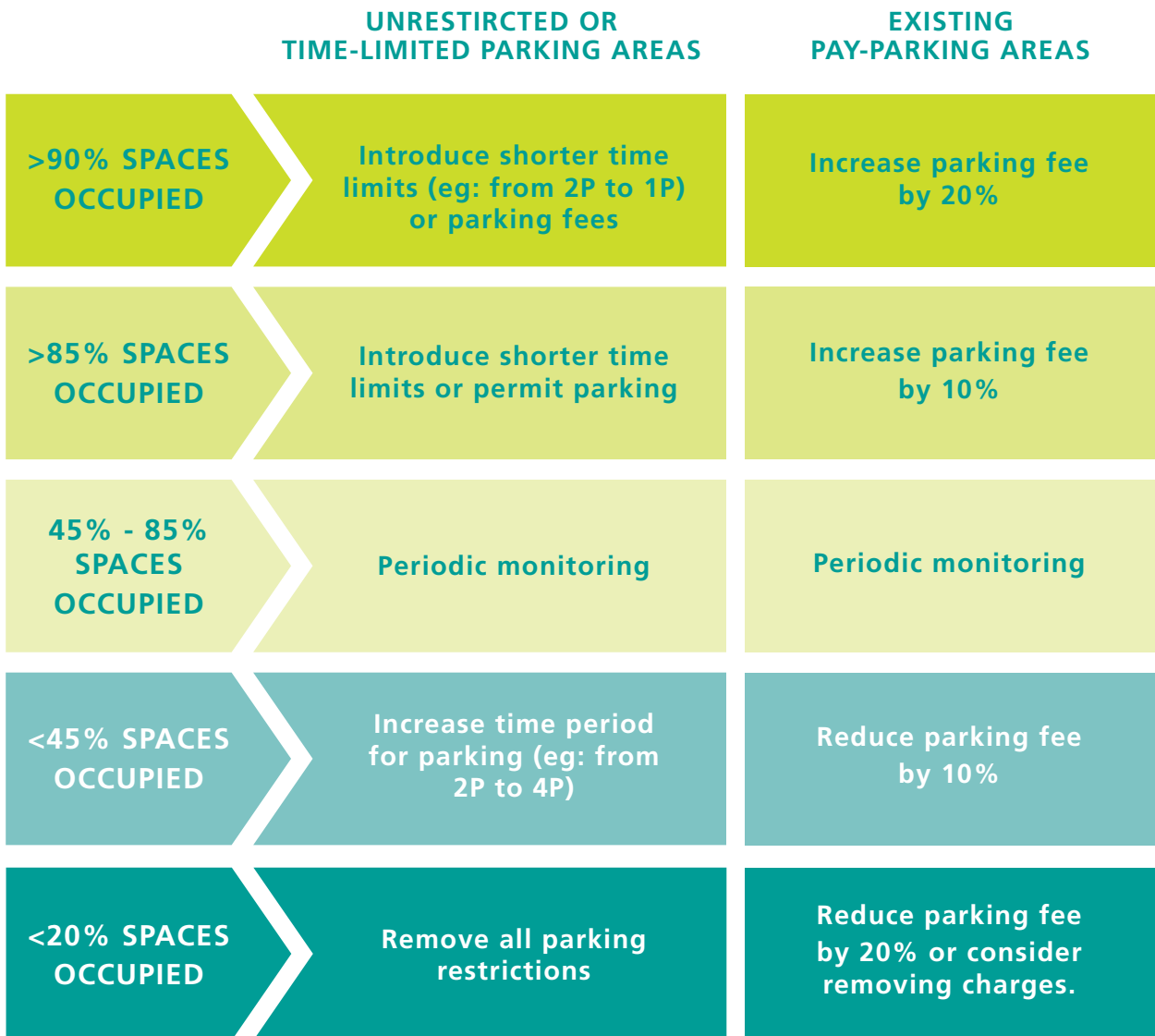


Figure 15 – Proposed Street parking framework

Figure 15 above shows some of the pricing and time restriction options to achieve the optimal occupancy range, based on regular and systematic review.

This framework can be applied to streets located in either high density town centres or local precincts. The monitoring and evaluation component of the framework enables continual adjustment so that parking facilities adapt with changes to land-use and user-demands.

An example of the work flow process is detailed in Figure 16. The green diamonds represent 'decision-making' stages and the grey oblongs represent

the 'adjustments' to parking measures taken from the framework. The example is for an existing 2P ticket parking area, but the same process can be used for any other type of parking measure and locality, substituting the 'adjustments' for those corresponding to the threshold levels in the framework. As shown the framework guides Council to monitor, evaluate and adjust parking measures to achieve optimum parking occupancy.

6 OUR STRATEGY

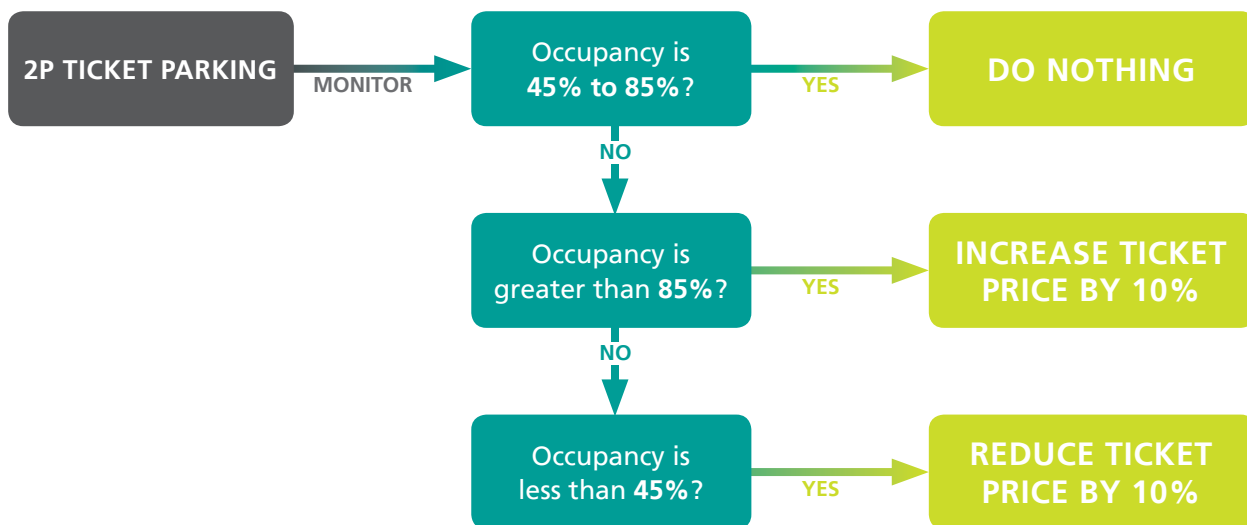


Figure 16 – Monitoring, evaluation and adjustment - process model

All of the draft parking policies summarised in **Section 7** and included in full at Appendix A support this strategic direction.

6.2. Strategic direction 2 – apply parking controls that support the land use context

Parking controls should support the viable operation of the adjacent land-use activity and user needs by managing and prioritising access to street parking spaces for one particular group over another.

For example, in areas alongside cafés and restaurants parking limits of 2 to 4 hours prioritise parking for cafe/restaurant patrons over long-stay parking such as commuters within commercial centres or near railway stations, interchanges and major bus routes or residents within local shopping streets. In these settings priority is appropriately given to visitors that contribute to local businesses. A simplistic model of the type of parking measures resulting from this prioritisation is illustrated in **Figure 17** below.

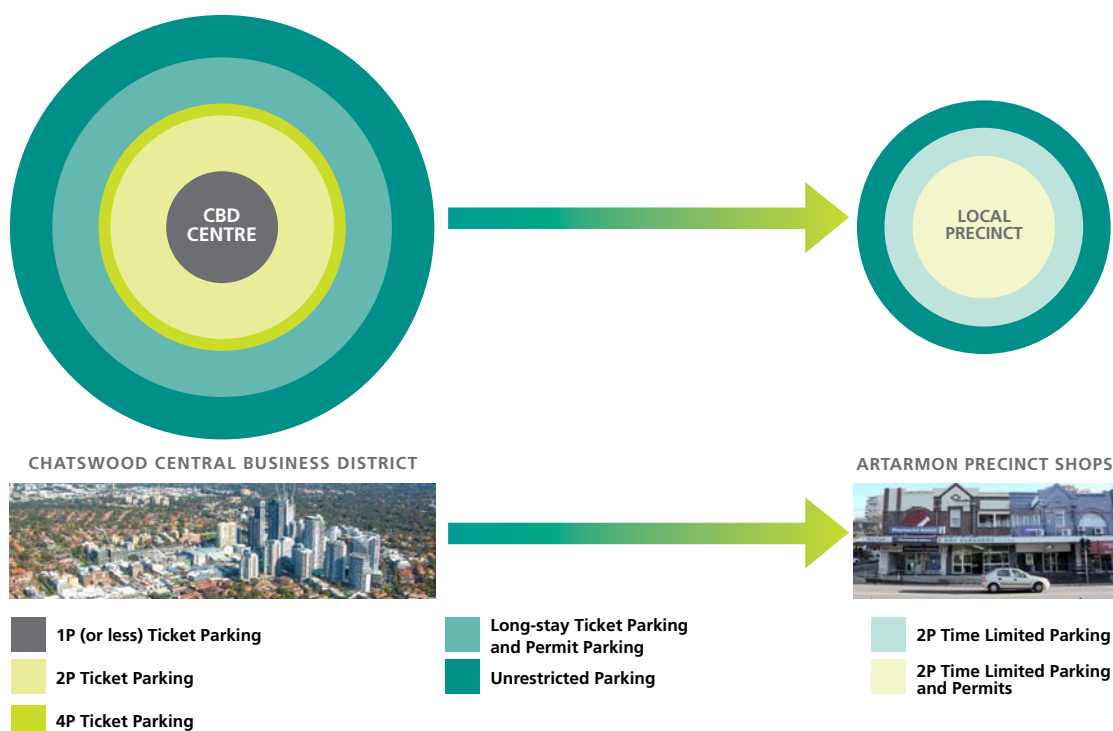


Figure 17 – Parking controls to support land-use activity

The draft Long-Stay Visitor Parking, Parking Provision for Tradespeople and Parking Fees & Charges Policies all support this strategic direction.

The following sections provide generic descriptions of this user-prioritisation demonstrating how the framework can apply in different settings.

6.2.1. Commercial and mixed-use areas

For businesses to remain viable they need to attract and maintain a critical number of daily visitors. In commercial and mixed-use areas, these patrons require parking for 2 - 4 hours to access services and amenities. Without such restrictions, the convenience of this parking for workers and commuters would see it fully occupied preventing access for those that support local businesses throughout the day.

The current higher level of ticketed pay-parking is appropriate in town centres such as Chatswood where anecdotal evidence suggests that there is surplus free short-stay parking in off street car parks. The parking rates can be set to encourage visitors to directly access available free off street parking stations. This will assist in reducing unnecessary traffic circulation on local streets alleviating, localised congestion along town centre streets. The freed-up street parking can have further price and time settings to ensure the optimal turnover that supports retail activity, in addition to accommodating the service vehicle needs of the area.

The same approach can be applied within the more local precincts and villages. However, as these areas are generally less accessible than town centres and have limited off street car parking facilities, pay-parking controls would not be an appropriate measure.

This will reduce traffic circulating along streets in the town centres, thereby alleviating local congestion and delay.

The proposed framework will assist Council to adjust parking rates (both increases and reductions) to achieve this balance. In so doing, this aims to create a street parking environment which is accessible, minimises driver frustration and promotes a positive visitor experience.

In commercial and mixed-use areas, patrons require parking for 2-4 hours to access services and amenities.

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6.2.2. Residential areas

Parking controls in residential areas aim to balance the parking needs of residents with other users such as visitors, care-workers, tradespeople, visitors to sporting events, workers and commuters through a system of parking permits to exempt residents from the short stay or other parking restrictions applicable in a particular area.

The parking needs of residents can be balanced through the allocation of parking permits, rationalised to take account of existing street parking capacity and the available private parking within the property. This approach is consistent with RMS guidelines and legislation that otherwise prohibits the allocation of all street parking spaces for residents.

Resident permit parking schemes can also work together with short-stay parking time limits to ensure that parking spaces turn over at a rate that provides residents an opportunity to park within a reasonable distance of their home.

This type of measure can also be used in residential areas located in the vicinity of major sporting facilities, such as Willoughby Leisure Centre, which suffer from high visitor demand during evenings, weekends, or during winter sports seasons. A similar permit scheme can be introduced and operated at times when high-demand for parking exists. This will therefore not restrict access to street parking for residents outside sports seasons. Again, a proportion of parking will be provided for short-stay visitors and managed through the introduction of a short-stay time limit parking restriction.

In all residential areas subject to short-stay parking restrictions, adjustments to the maximum stay can be reviewed as per the parking framework in Strategic direction 1. In high-density areas in the vicinity of shopping districts, effective management of short-stay visitor demand can involve the introduction of pay-parking measures.

Where restrictions need to be applied in areas at the fringe of employment and transport hubs, residents will be allocated a proportion of the available street parking spaces through a permit scheme with the remaining spaces will be allocated to long-stay visitors. Based on proximity and convenience, pay-parking should be implemented, with a tiered daily parking rate to distribute parking across a defined area.

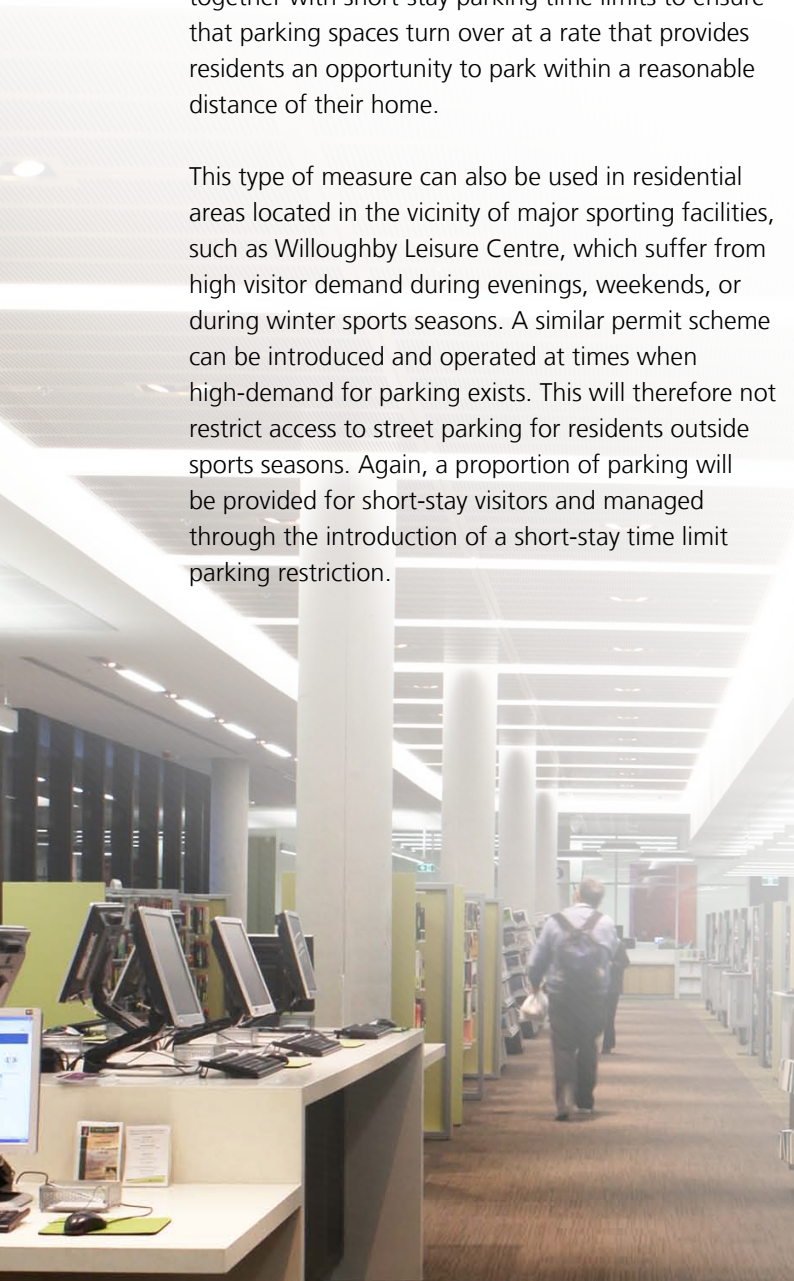
Revenue generated can be specifically and transparently allocated to expenditure such as improved local or community public transport, public domain enhancements that support active transport and parking enforcement.

6.2.3. Parking around community facilities

Streets surrounding community facilities such as sports fields, local libraries and small parks should provide sufficient parking turnover. For example, parking restrictions of 2P or 4P around sporting facilities provides ample time for visitors to access organised sport.

In the case of churches, libraries and health clinics, time restrictions would vary between 1P and 2P, reflecting the shorter duration of stay for visitors at these facilities.

Community facilities located within medium and low-density residential areas rely on street parking to provide access to visitors as often car parks are not provided within the facility. In this medium-to low density residential setting, households usually have sufficient parking provided within the boundary of their property and have less demand for street parking spaces. Consequently, households located immediately adjacent to small community amenities may not be allocated parking provision through permit schemes.





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6.3. Strategic direction 3 – develop an integrated transport strategy

Develop an integrated transport strategy to guide future transport planning and development and that accomplishes other organisational goals for a sustainable, integrated network which prioritises active transport.

The transportation needs of the Willoughby community are complex and varied and will continue to change over time. Often multiple modes of transport are essential in order to facilitate connections. An integrated transport strategy would complement future planning and urban design strategies for Willoughby's centres, support the growth in residents and jobs and ensure integration of all elements of the transport network, including cars

6.4. Strategic direction 4 – promote car share

Promote car share by strategic allocation of street parking space for car share parking.

Work with car share operators to identify the preferred and most strategic locations for this allocation.

Review planning controls to ensure car share allocation within the parking areas of private developments.

Car sharing reduces street parking demand and encourages more active lifestyles through reduced dependency on private cars. It is an integral component of a sustainable transport system, complementing improvements to public transport and facilities for cycling and walking.

The figures of car share membership and corresponding private car ownership, shown in Table 3 in Section 5 highlight the importance of car share to the management of street car parking.

A study by SGS Economics and Planning for the City of Sydney, June 2012 provides a benefit cost analysis of car share within the Sydney CBD. The study forecasts a reduction of 13 private cars per annum for each car share bay allocated.

There are various forms and modes of car share available within the Willoughby LGA. These include more traditional car sharing formats and newly-emerging approaches such as peer-to-peer and point-to-point models.

The draft Car Share Parking Policy supports this strategic direction.



6.5. Strategic direction 5 – maximise available street and road space for parked cars

Collaborate with NSW government partners to: Identify streets where on-street parking may be reintroduced; and

Advocate against any further road changes that prioritise short term additional traffic lanes to ease congestion above kerbside parking.

Streets with parking, rather than moving traffic lanes adjacent the kerb/footpath, support the vibrancy and amenity of streets, especially in neighbourhood centres and larger commercial centres.

In addition to the important allocation of footpaths for pedestrians and on street space for bicycles, kerbside parking provides for a regular turnover of shoppers, a buffer between moving cars and pedestrians and greater opportunities for in-street tree planting: overall it makes streets more attractive with a local character.

Over many years, centres such as Chatswood have seen the conversion of large numbers of kerbside parking spaces to traffic lanes, to accommodate ever increasing volumes of through traffic. This lessens the pedestrian experience and contributes nothing to the local economy.

This strategic direction is equally applicable in residential streets and supports Council to oppose the loss of any more kerbside space to clearways and permanent traffic lanes and identify those streets where new parking may be created, even if on an initial trial basis.

On a case by case basis street parking can also be investigated for potential conversion to perpendicular or angled parking as a further means to increase street parking supply.

6.6. Strategic direction 6 – promote alternative transport choice for non-essential car journeys

Increase the number of trips made by non-car modes such as walking, bicycling and public transport.

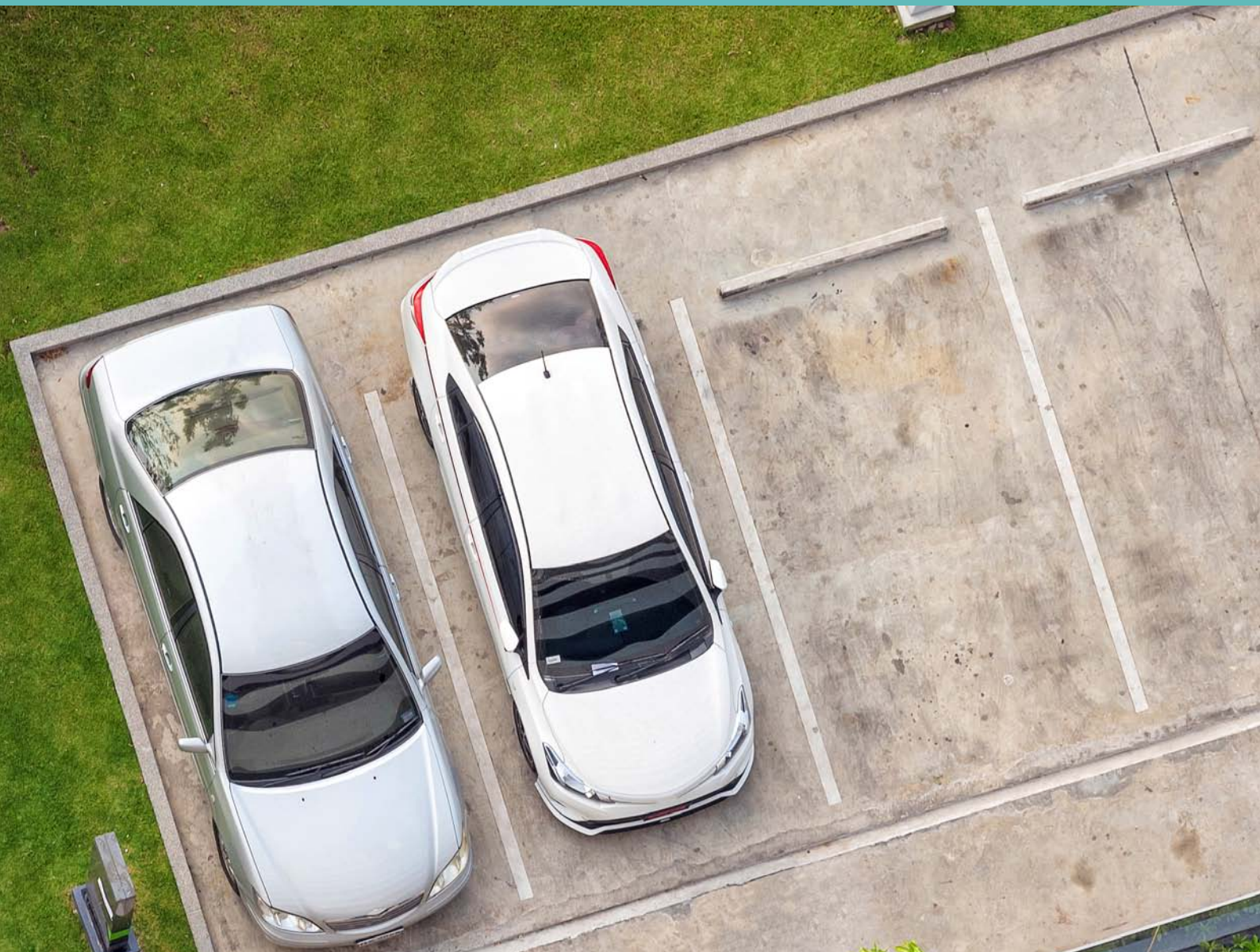
A significant number of car journeys within the Willoughby LGA are short trips which may be able to be made by a different mode. There are many personal and broader social benefits to this. It is often quicker, more convenient and there are numerous health and wellbeing benefits. Moreover, there are indirect benefits to those that have no alternative other than to rely on a car journey, by easing the number of vehicles circulating on the street network.

This direction should be supported by:

- Education and promotion campaigns relating to the benefits of walking and cycling
- Information to identify convenient and safe walking routes
- An approach to street design that overcomes pedestrian barriers by prioritising safe and convenient crossing points
- Investment in streetscape improvements
- Investment in bicycle networks and infrastructure
- Additional bike parking in employment centres and at transport hubs
- Advocacy for safe and secure bike storage and potential end of trip facilities at transport hubs
- Planning controls to ensure bike parking and end of trip facilities in new commercial developments
- Work with particular demographic groups such as parents of young families to tailor council's support in effective ways

The development of an integrated transport strategy would be the appropriate means to properly co-ordinate and progress this strategic direction.

7 DRAFT PARKING POLICIES



A suite of parking policies supports the implementation of the Street Parking Strategy. They are contained in **Appendix A**.

Each policy aims to formalise processes and decisions regarding the management of street parking and establish criteria for a consistent approach to parking management for the specific land-uses and/or groups of parking users. **Appendix A3**, details the outcomes and beneficiaries of the proposed changes.

The following summarises the aims and objectives for each draft policy proposal:

7.1. Draft residential permit parking policy

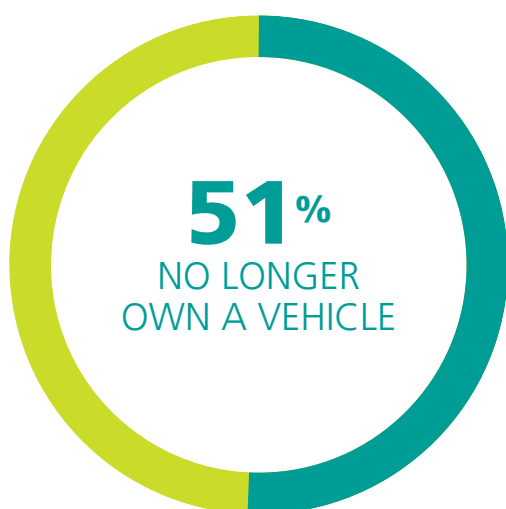
The draft Residential Permit Parking Policy adheres to the Roads and Maritime Services Permit Parking Policy v3.4 (March 2016).

The aim is to provide residents and their visitors / carers access to street parking within a reasonable distance from their property.

The proposed change to this policy is to increase the maximum number of permits issued per household from two (2) to three (3) permits for precincts that qualify for resident preferential parking.

7.2. Draft car share parking policy

In June 2013, a total of 26 street parking spaces were dedicated to car share schemes in Willoughby LGA. Membership levels included 844 residents and 281 corporate members – of which, **51 percent** no longer own a vehicle. This demonstrates the viability of car sharing schemes as a real alternative to owning a private car.



Initially Council made a substantial in-kind contribution to the early viability of car sharing to assist in the establishment of the concept. The growth in popularity of Car Share has generated an uneconomical pressure on the Council to continue to administer, implement on-site works, and enforce the scheme. To offset some of the costs, the draft Car Share Parking Policy proposes to revert some of the costs to set up new car share spaces to the Car Share Company. The level of charges aims to recoup a proportion of the operating costs whilst minimising any resultant increases to membership fees for our car share members.

7.3. Draft motorcycle parking provision policy

Motorcycles and scooters offer a more sustainable way to travel than the private car. They emit lower greenhouse gases and occupy less road space. Consequently, motorcycle and scooter-use could also help support the Council in achieving its environmental and sustainability targets.

Currently, less than 1 percent of Willoughby residents use motorcycles or scooters to travel to work (Willoughby. Id, 2013). This new policy aims to support growth in the number of journeys by motorcycle and / or scooters by providing fair and equitable access to street parking which reflects the lower environmental impact these vehicles place on Willoughby LGA in comparison to the private car.

7.4. Draft long-stay visitor parking policy

At present, Willoughby LGA provides 65,000 jobs, of which more than 17 percent are filled by Willoughby residents, and a further 30 percent filled by residents originating from bordering LGAs. Currently, more than 45 percent of employees drive to reach work in Willoughby LGA (Willoughby id. 2013).

The *Inner North Sub-Region Draft Strategy* has identified Chatswood and St Leonards as centres for employment growth. Targets include seven and eight-thousand additional jobs by 2031 in Chatswood and St Leonard's respectively. There is a shortfall in the provision of dedicated long-stay parking spaces in public and private car parks. Subsequently, there remains a need for Council to allocate a proportion of street parking for long-stay visitors to maintain accessibility to employment in the LGA.

This policy aims to effectively manage the future demand for journeys-to-work in the Willoughby LGA and the associated demand for street parking. Strategies will include the introduction of designated long-stay street parking areas together with a low-rate daily parking fee to encourage employees to either car share or use alternative and more sustainable modes of transport.

Revenue generated from the introduction of long-stay pay parking will be earmarked to fund community transport and / or transport improvement works.

7 DRAFT PARKING POLICIES

Revenue and expenditure are detailed in the Draft Parking Fees and Charges Policy as well as within Section 5 of this report.

7.5. Draft parking provision for tradespeople and care workers

This policy aims to make available a Trade Worker Permit for those who are working as trades people, for example, electricians and plumbers. The objective of the permit is to provide fair access for trades people to access properties located within a residents' permit parking area, short-stay time-restricted parking areas (½P - 4P) or adjacent to short-stay ticket parking bays.

The permits are intended to facilitate long stay, daily or weekly (Monday - Saturday) parking for trades people, for whom the short-stay parking provision within resident permit parking areas, short-stay ticket or time restricted parking is unsuitable.

The provision of a Trade Worker Permit is not guaranteed and will only be granted if there is sufficient parking space to accommodate additional vehicle(s).

The draft policy intends to introduce a fee for permits, allocating parking space within a short-stay ticket parking area with the daily rate for the permit proposed at 20 percent of the existing all-day parking rate.

7.6. Draft parking fees and charges policy

The success of the proposed Street Parking Framework is dependent on the ability to adjust time restrictions and parking costs. The adjustments aim to manage and balance the demand for street parking.

The Draft Parking Fees and Charges Policy aims to introduce an adjustable pay-parking system, where parking rates can be varied in accordance to the changing levels of street occupancy (see Figure 17).

A range of parking rates will be agreed and reviewed by Council on an annual basis, however, the policy intends to delegate authority to Council, to vary the parking rate within this range by +/-20 percent as per the adjustment levels proposed by the Street Parking Framework.

The draft policy also contains provisions to hypothecate all revenue to fund the improvement of local transport services and facilities. The allocation of funds will be prioritised in accordance to community needs.

At the end of each year, a financial report will be reported publicly to Councillors to detail the annual revenue generated by parking charges, and how it has been spent.



8 IMPLEMENTATION



The Street Parking Strategy and supporting policies have been the subject of much consultation over their many years of development (Section 4 and Appendix A1). The outcomes of this process aim to improve and optimise the use of street parking spaces.

This section details the proposed activities, including further consultation, that will put the Street Parking Strategy and supporting policies into action. In particular, the Street Parking Policy is the essential framework to guide a roll-out of the Ward Implementation Action Plans in **Appendix A1**.

8.1. Who will be involved?

The Street Parking Strategy will be provided to all stakeholders that have contributed to its development including:

- Mayor & Councillors
- Willoughby City Council Senior Management Team
- Roads and Maritime Services
- Residents and Progress Associations
- Business community, and
- Employee Population

8.2. How will the Street Parking Strategy be rolled out?

8.2.1. Introducing the strategy and policies to stakeholders

The key policy stakeholders and affected property owners and businesses will be engaged through the following:

- An ongoing coordinated series of meetings with senior council staff.
- Direct written communications with affected properties and businesses, in accordance with regulatory requirements and prior to implementation of any on the ground changes.
- Public participation at meetings of the Local Traffic Committee to discuss specific changes to parking management.
- Time limited trials to test new approaches to street parking with the option to report back, further refine and adjust the preferred management approach, in certain situations.

Implementation will also be supported by the following:

8.2.2. Further field surveys

To implement the Street Parking Strategy across the LGA, further parking surveys are necessary to ascertain the local street parking characteristics. This work will form the baseline to assess, apply and refine the parking measures in accordance with the proposed draft parking framework (Figure 16).

Surveys will be phased across a period of two to three months depending on the project team resource. The duration of the survey work per precinct is expected to span two weeks, subject to public holidays and school holidays which must be avoided to ensure accurate data.

Depending on the number of enquiries and feedback from the survey work, other additional communications can be undertaken. This could include direct mail and community meetings.

This issues and local knowledge inputted into this Street Parking Strategy by local community has been compiled to produce indicative changes to street parking facilities across Willoughby LGA. Results of this exercise are provided in Appendix A4. Although this information is based on past survey work, the indicative examples will be a useful reference point in further engagement about the Street Parking Strategy and as an indication of the types of parking changes that are possible once surveys are completed in the different precincts across Willoughby LGA.

8 IMPLEMENTATION

8.2.3. On-going monitoring and reporting

The Street Parking Strategy includes the requirement for periodic monitoring and feedback. This is in response to the dynamic nature of street parking demand. Variations in land-use, the availability and performance of alternative transport modes, and the general performance of the local transport network can, and will affect where and how long people park on street.

Consequently, there is a need to periodically monitor the operational performance of street parking facilities. This will foster a proactive traffic management culture as opposed to acting in reaction to negative parking outcomes (e.g., congestion, traffic collisions, customer dissatisfaction).

Following the implementation of parking measures a six-month period is normally needed to enable the measures to “bed-in” on site. Consequently, it is proposed to initiate monitoring 12-months after changes are made and every six months after that.

Furthermore, to improve the operational transparency for collecting parking fees and charges, an Annual Parking Revenue Report will be submitted to Council during the first financial quarter.

The report will provide the following details:

- Annual gross and net revenue generated by Ticket / Meter Street Parking Schemes
- Review of the Operational Performance of Ticket / Meter Parking Schemes
- Details of any proposed variations to Ticket / Meter Parking Schemes
- Details of completed projects (and costs) funded by Ticket / Meter Parking Schemes
- Projects / Schemes committed for the Financial Year

8.3. When will this start and how long will it take?

The Street Parking Strategy will be introduced in phases across the LGA with a focus on actions that can be delivered across short (< 12 months), medium (12 months to 2 years) and long (2 to 3 year) timeframes. It is an ongoing program of work, consistent with the strategy principles for monitoring, review, evaluation and testing to optimise parking within the demand and supply constraints of particular streets.

By structuring implementation across these timeframes, Council can review the chosen methods and review lessons learnt prior to commencing subsequent stages, to get the right parking solutions in different neighbourhoods.

Council’s traffic and transport staff will commence work on the Ward Implementation Action Plans based on each action’s short, medium and long term priority. A Project Control Group will be established to oversee the development of a business case to encompass all actions with work on the actions anticipated to commence in the 2017/18 financial year.



Draft Residents' Permit Parking Policy

A. POLICY OBJECTIVES

- i) To enhance residential amenity by reducing opportunities for non-residents and commuters to park all day in residential areas.
- ii) To provide equitable access to on street parking in residential areas for residents who have limited or no off-street parking.
- iii) To support the regional transport objectives and strategies that have been framed with commuters in mind and are aimed at encouraging the use of public transport.
- iv) To ensure compliance with Division 1 of Part 6 of the Road Transport (Safety and Traffic Management) Regulation 1999

B. ELIGIBILITY

- i) Only residents of Willoughby City Council who reside within an existing Residential Parking Area and do not have access to on-site parking for their vehicles in accordance with Clause D of this policy may be issued with a resident parking permit.
- ii) The vehicle must be registered to a residential address in Willoughby City Council.
- iii) The vehicle cannot be a caravan, box trailer or boat trailer and must not exceed 3 tonnes.
- iv) Non-resident vehicle owners, tradespeople and guests are not eligible for a residential parking permit. Temporary permits for tradespeople may be provided separately on a weekly basis.
- v) Units or Townhouses that received Development Approval after 30 June 1998 and/or an Occupation Certificate after 30 June 1999 are not entitled to a residential parking permit as it does not meet the intention of the *Willoughby Development Control Plan (WDCCP)* to provide parking for all residents on-site and to encourage the use of public transport (notion adopted 1 May 1998).
- vi) The following types of dwelling, as defined in the *Draft Willoughby LEP 2012*, are not eligible for a Residential Parking Permit or able to obtain a Residential Visitors Parking Permit;
 - Group Homes
 - Hostels
 - Seniors Housing
- vii) Boarding Houses will be treated as a single Dwelling House, not on the basis of one permit per bedroom. The maximum permits allowable for a Boarding House is two (2) and priority for these permits will be given to the resident owner/ manager/caretaker.

Occupants of a Boarding House are not eligible to apply for a Residential Visitor Parking Permit or a permit for a carer.
- viii) Secondary Dwellings (i.e. 'Granny Flat') will not be treated as a separate dwelling. Instead the entire property will be treated as one household.

C. DEFINITIONS

- i) A Residential Parking Permit is a permit that exempts the vehicle, noted on the permit, from the time limit shown on the parking control signs that designate the residential parking area where parking is signposted "Permit Holders Excepted" or "Authorised Residents Vehicles Excepted".
- ii) Residential Visitor Parking Permits exempt the bearer from time limits and/or ticket parking fees for one day only in the parking area written on the front of the Permit where parking is signposted "Permit Holders Excepted" or "Authorised Residents Vehicles Excepted".
- iii) For the purpose of this policy, "Household or Duplex" is defined as any of the following dwellings under the *Draft Willoughby LEP 2012*;
 - Dual Occupancies
 - Dwelling Houses
 - Semi-detached Dwellings
- iv) For the purpose of this policy, "Unit or Townhouse" is defined as any of the following dwellings under the *Draft Willoughby LEP 2012*;
 - Attached Dwellings
 - Multi Dwelling Housing
 - Residential Flat Buildings
 - Shop Top Housing
- v) A Carer is defined as someone who provides the care and support for their parent, partner, child, relative, friend or patient who has a disability, is frail, aged or who has chronic illness.
- vi) Onsite Parking is defined as an area dedicated for, or originally built for the purpose of, parking a motor vehicle. To be counted as an onsite parking space, the size and location of the parking

space must comply with the Willoughby DCP requirements and the Australian Standard. The above will apply regardless of whether the parking space(s) are used for storage or other purposes (unless development approval has been obtained for the amended use)

A single width driveway which provides for "Tandem" Parking (one vehicle behind another) will be counted as parking for two vehicles. A Residential Parking Area is a group of properties and/or streets that have been identified and predefined within a geographical area.

D. PROVISIONS

i) Residential Parking Permits

Residential Parking Permits may be purchased from Willoughby City Council's Help and Service Centre provided that the resident is applying for a permit in a property that is currently within a residential parking area and meets the eligibility requirements set out in Clause B and provisions set out in Clause E of this policy.

ii) Visitor Parking Permits

Visitor Parking Permits may be purchased from Willoughby City Council's Help and Service Centre in allotments of 10 by residents of Willoughby City Council who reside within an existing Resident Parking or Permit Parking Area. Each residential property within a Resident Parking or Permit Parking Area is entitled to a maximum of 30 Visitor Parking Permits per financial year.

iii) Carer Permit Arrangements

A Carer permit arrangement is available. The entitlements set out in Clause E will remain the same. However, a single resident parking permit, from within the existing residential entitlements, may be allocated to a Carer who is giving care to the resident, provided all other eligibility requirements are met.

The resident must provide written advice to Council stating they are prepared to allocate a parking permit to the Care provider from within their existing residential entitlement.

For a resident requiring multiple carers a permit in the form of a longer-term Trade Parking Permit is available provided that the resident provides a letter to Council from the organisation providing care detailing that multiple carers are required.

iv) Application Requirements – Residential Parking Permits

Applicants for residential parking permits are to provide the necessary car registration information and proof of residential address as specified in Council's Residential Parking Permit application form.

Where an applicant is applying for a permit and the property has onsite parking available the applicant must provide proof that another member of the "Household or Duplex" or "Unit or Townhouse" is occupying this space.

v) Application Requirements – Residential Visitor Parking Permits

Applicants for residential visitor parking permits are to provide the necessary proof of residential address as specified in Council's Residential Visitor Parking Permit application form.

vi) Renewal of Existing Permits

Residential Parking Permit holders are permitted to renew their permit each year provided that:

- The permit is renewed within 28 days of the expiry date shown on the permit;
- The permit holder has continued to reside at the same address for which the permit was originally issued;
- Such renewals are possible within the administrative arrangements for the Willoughby City Council Residential Parking Scheme.

If the above conditions cannot be met, a new application for a residential parking permit shall be submitted to Council.

vii) Transferral of Existing Permits

Residents who transfer an existing permit to a new vehicle registered at the same address may do so through Council's Help and Service Branch. To facilitate this transfer, a copy of the new vehicles registration is required.

If the registered owner of the vehicle is different to that which the original permit was issued, proof of residential status will be required.

Residents who move within the Willoughby City Council LGA from one residential parking area to another may transfer their permit to the new address provided that the new property meets the provisions set out in Clauses 4.11 to 4.16.

viii) Fees

Fees for resident parking permits will be in accordance with Council's Schedule of Fees and Charges. This schedule is reviewed annually and any changes are placed on public exhibition during the third quarter of the Financial Year, and later published in the Infrastructure Services Fees and Charges Operation Plan.

The fee will be used to defray the costs necessarily incurred by Council for administration, operation and enforcement of the scheme. No fee is refundable once a permit is issued. Fees for a second permit will be at least double the price of a first permit. Fees for a third permit will be at least double the price of a second permit.

ix) Company Vehicles

Should an applicant have a company vehicle allocated to them, when applying for a Residential Parking Permit the applicant must provide a letter from the company, on company stationery and signed by an appropriate officer of the company stating that the applicant has exclusive and complete private use of the vehicle.

x) Interstate Registered Vehicles

(a) Vehicles registered in other states or territories are subject to compliance with the *Safety and Traffic Management Act* and the *Road Transport (Vehicle Registration) Regulation 1999*. Accordingly, applicants with vehicles registered interstate may be issued with a permit for a maximum of 3 months duration subject to the provisions of the Policy. Further permits will not be issued for that vehicle when the original permit expires.

E. PARKING ZONE SPECIFIC PROVISIONS

i) PARKING ZONE A

Parking Zone A consists of Parking Areas 1, 13, 17, 19

(a) Household or Duplex

A maximum of three (3) permits per household, boarding house, semi-detached household or each dwelling in a duplex will be issued, provided that there are three (3) cars registered at the address and the property has no on-site parking. The maximum number of permits that may be issued will be reduced by the number of on-site parking spaces available to the property.

(b) Units or Townhouses

- Units or Townhouses with three or more bedrooms are entitled to a maximum of two permits per unit provided that there are two cars registered to the unit with three or more bedrooms and there is no on-site parking for the unit. The maximum number of units will be reduced by the number of on-site parking spaces available to the property.
- Units or Townhouses with less than three bedrooms will be entitled to a maximum of one permit per unit provided that there is a car registered to the unit with less than three bedrooms and there is no on-site parking for the unit.

ii) PARKING ZONE B

Parking Zone B consists of Parking Areas 5, 7, 12, 20 and 22

(a) Household or Duplex

A maximum of three (3) permits per household, boarding house, semi-detached household or each dwelling in a duplex will be issued, provided that there are three cars registered at the address and the property has no on-site parking. The maximum number of permits that may be issued will be reduced by the number of on-site parking spaces available to the property.

(b) Units or Townhouses

Units or Townhouses are entitled to a maximum of two (2) permits per unit provided that there are two or more cars registered to the unit and there is no on-site parking for the unit. The maximum number of units will be reduced by the number of on-site parking spaces available to the property.

iii) PARKING ZONE C

Parking Zone C consists of Parking Areas 11, 18

(a) Household or Duplex

A maximum of three (3) permits per household, boarding house, semi-detached household or each dwelling in a duplex will be issued, provided that there are three cars registered at the address and the property has no on-site parking. The maximum number of permits that may be issued will be reduced by the number of on-site parking spaces available to the property.

APPENDIX A

STREET PARKING POLICIES

(b) Units or Townhouses

Units or Townhouses are entitled to a maximum of two (2) permits per unit provided that there are two cars registered to the unit and there is no on-site parking for the unit. The maximum number of units will be reduced by the number of on-site parking spaces available to the property.

iv) PARKING ZONE D

Parking Zone D consists of Parking Areas 3, 6, and 9

(a) Household or Duplex

A maximum of three (3) permits per household, boarding house, semi-detached household or each dwelling in a duplex will be issued, provided that there are three cars registered at the address and the property has no on-site parking. The maximum number of permits that may be issued will be reduced by the number of on-site parking spaces available to the property.

(b) Units or Townhouses

Units or Townhouses are entitled to a maximum of two (2) permits per unit provided that there are two cars registered to the unit and there is no on-site parking for the unit. The maximum number of units will be reduced by the number of on-site parking spaces available to the property.

v) PARKING ZONE E

Parking Zone E consists of Parking Areas 2, 3, 4 and 21

(a) Household or Duplex

A maximum of three (3) permits per household, boarding house, semi-detached household or each dwelling in a duplex will be issued, provided that there are three cars registered at the address and the property has no on-site parking. The maximum number of permits that may be issued will be reduced by the number of on-site parking spaces available to the property.

(b) Units or Townhouses

Units or Townhouses are entitled to a maximum of two (2) permits per unit provided that there are two cars registered to the unit and there is no on-site parking for the unit. The maximum number of units will be reduced by the number of on-site parking spaces available to the property.

vi) PARKING ZONE F

Parking Zone E consists of Parking Areas 10, 15 and 16

(a) Household or Duplex

A maximum of three (3) permits per household, boarding house, semi-detached household or each dwelling in a duplex will be issued, provided that there are three cars registered at the address and the property has no on-site parking. The maximum number of permits that may be issued will be reduced by the number of on-site parking spaces available to the property.

(b) Units or Townhouses

Units or Townhouses are entitled to a maximum of two (2) permits per unit provided that there are two cars registered to the unit and there is no on-site parking for the unit. The maximum number of units will be reduced by the number of on-site parking spaces available to the property.

vii) Increase/Decrease to the Maximum Number of Permits Allowable in a Street

Council will assess the need to increase or decrease the maximum number of permits allowable on a street by street basis taking into account, but not limited to, the following;

- The number of permits currently issued in the street;
- The number of permits that could possibly be issued for that street;
- The amount of unrestricted street parking available.

Should Council make a change to the maximum number of permits allowable in a specific street, this policy will be updated and the street will be identified specifically under the heading "Exceptions" within Clause E.

F. NEW PARKING SCHEMES OR EXTENSION TO EXISTING SCHEMES

The following guidelines will be used to assess the parking issues for the introduction of a *Residential Parking Scheme (RPS)* or the extension of an existing RPS area:

- i) A minimum of three (3) enquiries or a petition signed by 3 or more residents from different properties in the street within a year is required to initiate an investigation for a RPS.

- ii) The parking occupancy levels, undertaken on a typical Tuesday and Wednesday in the street in the peak period (between 10am and 2.30pm) must be higher than 85 percent of the whole subjected area to become a candidate street for further investigation to have a RPS.
- iii) If the above is satisfied, a minimum 50 percent resident support from the properties within the proposed RPS area is required to proceed with the installation of a RPS.
- iv) Residents on both sides of the entire section of the subject street/area and a minimum of 6 properties immediately outside the proposed RPS should be consulted to assess their views on the proposed RPS together with any properties that have 'No Parking' or 'No Stopping' restrictions in front of their property within a 50m radius.
- v) Council will inform residents of the limitations of a RPS during consultation, for example:
 - a) The maximum number of Residential Parking Permits issued to a household is three (3).
 - b) The maximum number of Residential Parking Permits is reduced by one permit for every on-site parking space available at the property.
 - c) Units or Townhouses that received Development Approval after 30 June 1998 and/or an Occupation Certificate after 30 June 1999 are not entitled to a residential parking permit as it does not meet the intention of the *Willoughby Development Control Plan (WDCCP)* to provide parking for all residents on-site and to encourage the use of public transport (notion adopted 1 May 1998).
 - d) No permits will be issued for boats, caravans, buses, trailers and trucks over 3 tonne GVM.
 - e) Signposting of new restrictions will formalise any statutory 'No Stopping' areas at intersections.
 - f) Resident Parking Zones restrictions will not be established within the Chatswood Town Centre Area
- vi) If parking issues are generated due to commuters accessing public transport, the RPS proposal should be designed to be equitable to residents and commuters.
- vii) All residents and the Chamber of Commerce (if required) will be advised of the Local Traffic Committee's recommendation when considering the proposed RPS, including details of the next Ordinary Council meeting where the matter will be considered.

Under the current instrument of delegation to Council under Section 50 of the Transport Administration Act 1988, Council must discuss any permit parking scheme proposal, this includes new schemes and extension to existing Resident Parking schemes, at its Local Traffic Committee and consider the Local Traffic Committee's views before its introduction.

G. RESPONSIBILITY/ACCOUNTABILITY

- i) The Traffic and Transport Group is responsible for the provision and management of resident parking schemes
- ii) The Help and Service Centre is responsible for the processing of applications for resident parking permits
- iii) Council's Rangers are responsible for the enforcement of parking controls in Resident Parking Scheme.
- iv) With respect to the permit holder, the following conditions apply to Residential Parking Permits;
 - a) To be valid, permits need to be affixed to the inside of your car's front windscreen.
 - b) Alteration or misuse of the permit is an offence and will result in cancellation of the permit.
 - c) The permit holder must acknowledge that the permit remains the property of Council at all times.
 - d) The permit holder must notify Council and return the permit should they cease to live at the residence or an onsite parking space becomes available for use.
 - e) It is an offence to gain a permit under misrepresentation to Council

Draft Car Share Parking Space Policy

A. PURPOSE

- i) Car sharing is one component in the development of an integrated sustainable transport system within Willoughby and the wider region of Sydney.

APPENDIX A

STREET PARKING POLICIES

The availability of a shared car service provides viable vehicle based options that provide flexibility and complement other sustainable means within the Willoughby Community.

- ii) A car share service allows a member to book a nearby vehicle for a short time and only pay for the time and distance the car is used for.
- iii) Willoughby City Council is committed to a future that is less reliant on private motor vehicles, sees a reduction in carbon based emissions and improves access for its community. This policy is consistent with these actions.
- iv) Whilst the concepts of car share services are relatively new in Australia and the level of residential density within Willoughby will currently only support a relatively small number of such vehicles, membership is steadily growing.
- v) This policy will seek to guide that expected growth. The policy should be subject to periodic review as circumstances change.

B. STATEMENT OF INTENT

- i) To manage parking for car share schemes operating in the Willoughby LGA in a fair and equitable manner;
- ii) To support the regional transport objectives and strategies that aim to reduce private motor vehicle ownership in order to reduce parking demand, congestion, fuel consumption, greenhouse gas emissions and air pollution.

C. STRATEGIC ALIGNMENT

Car sharing is supported in section 5.1.1 of the *Willoughby City Strategy* which outlines strategies to increase the use of active and alternative transport. Car sharing contributes to Council's goal of managing "...the transport needs of the community in a sustainable manner by reducing car dependence and increasing public transport use, walking and cycling."

D. DEFINITIONS

A car share vehicle is a vehicle made available for use by members of a car share scheme for periods commencing for a minimum of 1 hour.

A member of a car share scheme is a person who has paid a joining fee to become a member of car share scheme.

A car share scheme is a scheme that provides access to vehicles for its members. A car share scheme does not have casual non-member users of its vehicles as is the case with car hire or car rental companies.

A pod is a dedicated parking space signposted for the exclusive use of car share vehicles when the vehicles are not in use by car share members.

E. ELIGIBILITY FOR CAR SHARE PARKING SPACE

Only car share schemes that meet the following criteria will be eligible for car share parking:

- Car share vehicles must be available for a minimum time period of 1 hour.
- Vehicles are available to members of the program 24 hours, seven days a week.
- Vehicle bookings can be made via phone and the internet, 24 hours, seven days a week.
- Members have access to customer support during business hours.
- Members have the ability to extend the booking on the car whilst using the car (subject to availability of the car)
- All vehicles must be registered in New South Wales and achieve at least three stars in the Green Vehicle Guide.
- Membership should not be withheld unreasonably from any Willoughby resident or Willoughby based business.
- The vehicle cannot be a caravan, box trailer or boat trailer and must not exceed 3 tonnes.

All applicants for car share parking spaces must provide the following information:

- Information that demonstrates, to the satisfaction of Council, that the eligibility requirements listed above have been met.
- A report detailing the schemes car sharing experience, capability and past performance, including any applicable referees.

- The proposed location for parking spaces, and reasons for choice of these locations.
- Car registration information, including evidence of third party personal and comprehensive vehicle insurance.
- Public liability insurance, providing a minimum cover of \$10 million.
- Demonstrated maintenance and vehicle replacement management plan (including cleaning) to ensure the vehicles are maintained in a safe condition.
- Information on the type and amount of marketing being undertaken and any promotional arrangements.
- Acknowledgement from the car share scheme that while Council will endeavour to enforce relevant parking restrictions to the best of its ability, no warranty is given as to the availability of allocated car share pods at all times. Parking fines received for illegal parking by car share members will be paid by the car share scheme.

Council may provide pods for multiple car share schemes.

F. PROVISION OF CAR SHARE PARKING SPACE

i) Allocation of Car Share Parking

Car share schemes may nominate desired locations for car share pods. Car share pods may only be allocated to car share schemes after approval by Council and the Traffic Committee. Council staff will assess the proposed location and consult residents and businesses in the immediate vicinity of the proposed car share pod before a proposal is submitted to the Traffic Committee.

Car share pods will be allocated to a specific car share scheme for exclusive use by a nominated vehicle. Council will provide written authorisation for each vehicle. Preference for car share parking will be given to existing car share schemes with an established membership base. Where practical, car share pods should be located close to railway stations, interchanges, major bus routes and in a high density residential or business area. Street parking spaces allocated to a car share scheme should not take up more than five per cent (5 percent) of the available parking spaces in a single street or length of road.

If an approved car share parking space is not utilised within twelve months of approval, the approval will lapse, and the car share scheme will need to reapply for the parking space. The parking space will not be signposted until the car share scheme notifies Council that they have a vehicle ready to be installed. Once the pod is signposted for a car share vehicle, the car share scheme operator must install a car within 2 weeks.

ii) Transferral of Car Share Parking

Approved car share pods cannot be transferred to a different location, nor can a pod be transferred by a car share scheme to another car share operator. An application for new pods may be made to Council for consideration.

iii) Cancellation of Car Share Parking

If a pod being used by one car share scheme becomes and remains vacant for a six month period Council may recall this pod allocation and offer it to another car share scheme or return it to the original parking arrangement. A car share scheme may request to have this pod reinstated, subject to approval and with costs covered by the car share scheme.

In addition, the Council may in its absolute discretion, suspend, relocate, amend and/or cancel car share parking on such terms and for such reasons as the Council considers appropriate, including incapacity to comply with this policy. A minimum of two weeks' notice will be given to the car share scheme. Where Council suspends, relocates, amends and/or cancels these items neither the car share scheme or any other person shall be entitled to any payment, compensation or damages of any kind whatsoever from the Council.

iv) Fees

The Council has made a substantial in-kind contribution to the early viability of car sharing to assist in the establishment of the concept. The growth in popularity of Car Share is now impacting to an increasing extent upon Council both financially and administratively. To offset some of these costs the burden is now being shifted back onto Car Share Scheme providers. Fees and charges will maintain the incentive

for residents to share vehicles, while balancing support for car sharing with reasonable recovery of public costs:

Car share scheme operators will be required to pay a partial cost for the line-marking and signposting of street spaces and will be required to obtain a permit for each car share pod. To recoup costs of lost parking revenue and to manage the number of car share pods within high parking demand areas Council will also charge an annual fee for each car share pod situated within an existing Ticket Parking zone. Costs will be determined through the annual Fees and Charges review.

Car share scheme providers will also be required to cover any costs associated with the removal of signage and line marking and reinstallation of pre-existing parking signs when vehicles are permanently removed from a location or Council reclaims the parking space after a vacancy period of six months.

Council reviews fees associated with Car Share Schemes on an annual basis. Any changes to fees and charges are placed on public exhibition during the third quarter of the financial year. Adopted fees and charges are subsequently published annually in the Infrastructure Services Fees and Charges Operational Plan.

v) Signposting of car share parking

Car share pods will be signposted in line with the NSW Road and Traffic Authority's (RTA) Technical Direction on car share parking.

vi) Sustainability requirements

Car share schemes are encouraged to utilise vehicles with fuel efficiency and Green Vehicle Guide ratings in line with Council's sustainability policies, including hybrid and electric vehicles. Preference for car share parking may be given to car share schemes that can demonstrate a commitment to environmental sustainability and the minimisation of carbon emissions.

G. RESPONSIBILITY / ACCOUNTABILITY

Council's Traffic & Transport Group is responsible for the determination of eligibility and management of car share schemes. Car Share Schemes may be asked to undertake any required community consultation relating to the provision of parking spaces.

Car share schemes are responsible for notifying Council when a vehicle will be removed from an allocated parking space and that space is no longer being utilised. Car share schemes will promote their scheme within the community, including on-going promotional campaigns. The car share scheme operator is also required to provide a progress report every 3 months including the following information:

- Number of residents that are members of the car share scheme at that point in time, with a breakdown between corporate and residential members.
- Number of hours the car was booked (utilised) in that month
- Total number of trips per month
- Number of trips on weekdays
- Number of trips on weekends
- Promotional activities undertaken in the LGA

H. PROVISION FOR CAR SHARING IN MULTI-UNIT DWELLINGS AND/OR COMMERCIAL DEVELOPMENT IN WILLOUGHBY DEVELOPMENT CONTROL PLAN (WDCP)

Incentives for providing on site car share facilities may be offered to developers of new large commercial and residential developments within higher density areas. These incentives may include a reduction of the specified on-site parking rates outlined in the *Willoughby Development Control Plan*. The implementation of a car sharing scheme is one strategy that may be used to meet the requirements of a Green Travel Plan for a new development. Where a developer is unable to provide a Car Share Pod within their site and elects to site it street the developer rather than the Car Share Scheme provider will be required to meet the installation cost of the Car Share Pod and pay the initial permit and Ticket parking fees (if applicable).

Draft Motorcycle Parking Provision Policy

A. POLICY OBJECTIVES

- (i) To provide fair and equitable access to parking facilities for motorcyclists and scooters.
- (ii) To improve accessibility to employment, local services and amenities for motorcyclists and scooters.
- (iii) To improve motorcycle parking security.
- (iv) To support journeys made by motorcycles and scooters as an alternative and more sustainable mode of transport than the private car.

B. DEFINITIONS

A motorcycle means any motor vehicle that has 2 wheels or, 3 wheels if a sidecar or side box is attached to it.

C. STATEMENT OF INTENT

Motorcycles and scooters offer a more sustainable way to travel than the private car. They emit lower greenhouse gases and occupy less road space. Consequently, motorcycles and scooters could help support the Council in achieving its environmental and sustainability targets. Currently, less than 1 percent of Willoughby residents use motorcycles or scooters to travel to work (Willoughby .id, 2013).

This policy aims to support growth in journeys by motorcycle and/or scooters by providing fair and equitable access to street parking which reflects the lower environmental impact these vehicles place on Willoughby LGA in comparison to private cars.

D. STRATEGIC ALIGNMENT

Motorcycle and scooter use is supported in section 4.2.1 of the *Willoughby City Strategy* which outlines strategies to increase the use of active and alternative transport. Travel by motorcycle and / or scooter contributes to Council's goal of managing the transport needs of the community in a sustainable manner by reducing car dependency through improving "...local accessibility and transport options between suburbs".

E. PROVISIONS FOR MOTORCYCLE PARKING SPACES

(i) Allocation of Motorcycle / Scooter Parking

Motorcycles and/or scooters require less space than private cars for parking and can therefore make use of "tight" urban spaces which are inaccessible for other motorized vehicles.

- Motorcyclists can submit proposals to the Traffic and Transport Management Group, to transform ineffectively used urban spaces for the provision of dedicated motorcycle parking.
- Council will review existing street areas that have been deemed inappropriate for parking cars for the use of motorcycle parking provision.
- Council to consider the provision of dedicated motorcycle parking within the entire road reserve including Council owned and managed land, without compromising access, or the primary activities in the immediate vicinity.

Approximately five to seven motorcycles or scooters can occupy a single car parking space. The provision of street parking for motorcyclists will therefore increase kerbside parking capacity.

- Council provides free dedicated on-street and off-street parking for motorcyclists and scooters.
- Council will provide additional streetmotorcycle parking space as demand for parking at a motorcycle facility reaches 85 percent occupancy.
- At the time when demand for motorcycle parking reaches a level requiring the conversion of existing ticket parking bays into dedicated motorcycle parking spaces; existing ticket bays will be converted into six "pay by bay" dedicated motorcycle spaces. Parking rates will be set at 1/6th that of a car parking space.

(ii) Motorcycle Parking in Ticket Parking Bays

- Motorcyclist are not eligible to access Ticket Parking Bays

Motorcyclists find it difficult to comply with the Road Transport (Safety and Traffic Management) (Road Rules) Regulation 199 to securely display a pay-parking ticket to legally use a ticket parking bay.

The above regulation requires vehicles to securely display the pay-parking ticket. Motorcyclist or scooters find this difficult due to the risk of the ticket being stolen, blown away or destroyed by rain. This means motorcyclists cannot enjoy the same level of accessibility to lengths of kerbside space that other motor vehicles enjoy.

As set out in Clause 2.3.3 E (i) Council will improve accessibility to parking facilities for motorcyclists and scooters through the provision of dedicated motorcycle parking facilities in line with demand.

(iii) Motorcycle Parking in Resident Permit Parking Areas and Bays

Similar to Clause 2.3.3 E (ii), a resident parking permit or visitor permit cannot be securely displayed on a motorcycle or scooter and therefore cannot comply with regulations associated with displaying a valid permit.

To reflect the lower demand for road space imposed by a motorcycle or scooter, the following exemptions will apply:

- Motorcycles and scooters are permitted to access unrestricted parking in Residents' Permit Parking Areas.
- Motorcycles and scooters are permitted to access and share designated Resident Permit Parking Bays, but must comply with the signed time-limit.

(iv) Security

Council acknowledges that motorcycles and scooters like bicycles benefit from the availability of anchor points. Anchor points will reduce the risk of theft and / or damage to motorcycles and scooters by enabling vehicles to be securely locked in place. Similarly, the provision of formal facilities will lessen the need for motorcyclists to secure vehicles to council assets such as fences and sign posts that increases risk of damage to our assets.

- Council will improve access to secure parking facilities for motorcycles and scooters.

F. RESPONSIBILITY / ACCOUNTABILITY

Council's Traffic and Transport Group is responsible for monitoring and managing the provision for motorcycle parking facilities.

Council's Rangers are responsible for enforcing parking regulations related to the operation and use of motorcycle parking facilities.

Motorcyclists are responsible to park considerately and in accordance with parking regulations.

Draft Long-Stay Employee Parking Policy

A. POLICY OBJECTIVES

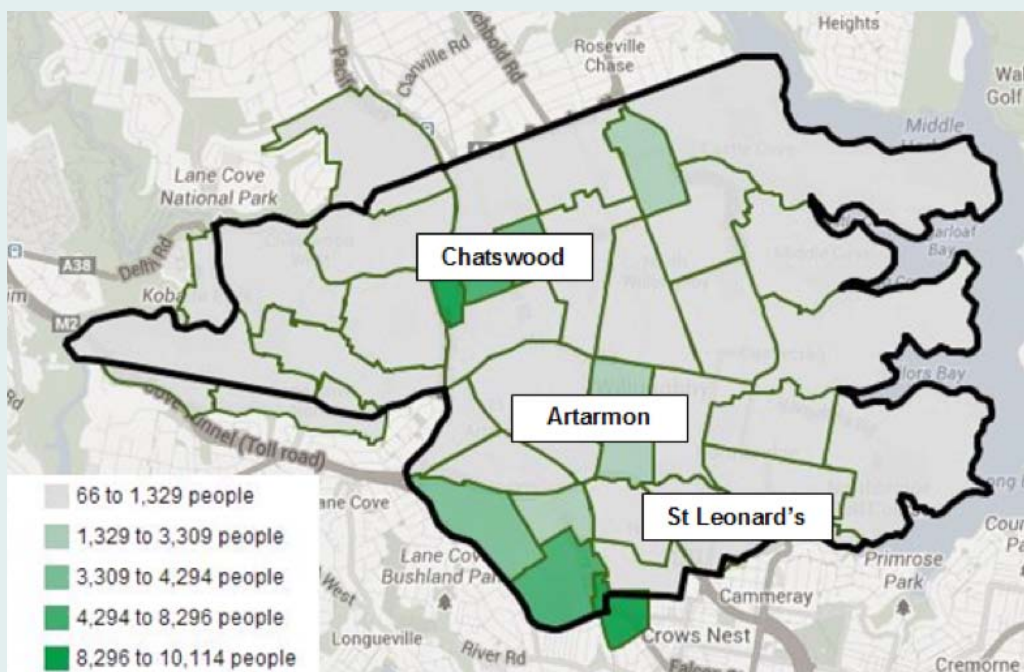
- To effectively manage long-stay street parking around the main employment centres of Chatswood, Artarmon and St Leonard's.
- To provide long-stay visitors reasonable access to street parking
- To prioritise resident parking demands.
- To balance long-stay parking pressure across residential areas
- To incentivise long-stay visitors to access local employment and services in Willoughby LGA by sustainable transport modes

B. STATEMENT OF INTENT

At present, Willoughby LGA provides 65,000 jobs of which more than 17 percent are filled by Willoughby residents, and a further 30 percent are filled by residents originating from bordering LGAs. Currently more than 45 percent of employees drive to reach work in Willoughby LGA (Willoughby id. 2013).

As shown in Figure 18 (over the page), the main employment areas are Chatswood, St Leonard's and Artarmon. Regionally, the *Inner North Sub-Region Draft Sub-Regional Strategy (2007)* has identified Chatswood and St Leonard's as centres for employment growth. Targets include seven and eight thousand additional jobs by 2031 in Chatswood and St Leonard's respectively.

Figure 18 – Destination of employment (Willoughby.id)



This policy aims to effectively manage the future growing demand for journeys-to-work in the Willoughby LGA and the associated demand for street parking. Strategies will include the introduction of designated long-stay parking areas and low-rate daily street parking fees to encourage employees to either car share or use alternative and more sustainable modes of transport.

C. STRATEGIC ALIGNMENT

Managing long-stay street parking demand and supply through traffic management and pay-parking strategies is supported by the *Willoughby City Strategy*. This section outlines strategies to balance the transport demands of the community in a sustainable manner. The introduction of long-stay visitor -street pay- parking areas will assist council to manage and control the growing employee parking demand through encouraging more effective enforcement and mode shift to more sustainable modes of transport.

D. PROVISIONS FOR LONG-STAY VISITOR PARKING SPACES

Dedicated long-stay pay-parking areas will be introduced to control the displacement of long-stay street parking which is associated with

employee parking, and park & ride activity around rail stations.

The dedicated long-stay areas will be provided within a reasonable walking distance of employment, however, the most accessible and convenient street parking spaces will be allocated to short-stay visitors

To alleviate the high demand for parking in streets located closest to employment, or retail centres parking tariffs will be reduced as distance from work increases. This will act to distribute long-stay parking more equitably through the community.

E. FEES & CHARGES

The daily rate for employee parking will be set annually by Council and publicly exhibited during the third quarter of the financial year. The adopted fees and charges are published annually in the Infrastructure Services Fees & Charges Operation Plan.

The framework for parking fees will be structured around applying the highest fees to the most convenient spaces (within a 5-minute walking distance) and reducing the rate incrementally every 5-minute increase in walking distance.

Long-stay parking fees will be set at rates which are significantly lower than in high turnover e.g., 2P parking zones.

Fees will also vary to reflect the changing demand for parking over time as per the parking management framework for pay-parking (see Figure 16).

F. EXEMPTIONS

Residents' permit parking schemes will be introduced throughout long-stay visitor parking zones. This will effectively exempt local residents and their visitors from the parking fees and charges set out in Clause 2.3.4. E.

Motorcyclists' find it difficult to securely display a pay-parking ticket or permit. As a consequence, and to support this more sustainable mode of transport; all motorcyclists will be exempt from pay parking charges in long-stay pay-parking areas as per 2.3.3 E (i) - (ii).

Note: Demand for motorcycle parking in peripheral long-stay visitor pay parking areas is not expected to be high as free motorcycle parking is provided within the heart of the commercial and retail centres.

G. RESPONSIBILITY / ACCOUNTABILITY

Council's Traffic & Transport Group is responsible for monitoring and managing the provision for long-stay pay-parking.

Council's Rangers are responsible for enforcing parking regulations related to the operation and use of long-stay pay-parking and the exemption for residents' parking permit holders and motorcyclists.

Parking Provision for Trades People and Care Workers

A. POLICY OBJECTIVES

- (i) To facilitate long stay, daily or weekly parking for trades people, for whom short-stay parking within residents' permit parking areas, short-stay time restricted parking areas and short-stay meter parking bays are not suitable.
- (ii) To allocate and provide fair access to street parking facilities for trades worker vehicles where viable.

B. STATEMENT OF INTENT

To make available a Trade Worker Permit for those who are working as trades people, e.g., electricians or plumbers; at a property located within a residents' permit parking area, short-stay time restricted parking areas (½P - 4P) or adjacent to short-stay ticket parking bays.

The permits are intended to facilitate long stay, daily or weekly (Monday - Saturday) parking for trades people, for who the short-stay parking provision within residents' permit parking areas, short-stay ticket or time restricted parking is unsuitable.

C. STRATEGIC ALIGNMENT

The introduction of a Trade Worker permit parking scheme will assist the Council in effectively managing the demand for street parking. This policy will support the Transport and Mobility Goals of the *City Strategy 2013 - 29*, strategy 4.2.2.c "Manage parking demand on street with available parking supply".

D. PROVISION OF PARKING

- (i) A Trade Permit is intended for Trade Workers such as plumbers, electricians, plasterers etc.
- (ii) A Trade Workers' Permit will grant permission for a trade vehicle to park near to a temporary place of work which is located within a residents' permit parking area, short-stay time restricted parking area (½P- 4P) or short-stay ticket or meter parking areas
- (iii) A Trade Permit provides permission to park all day (08:00 - 17:30) on the street within existing meter or ticket parking bays, residents' permit parking areas or short-stay (½P - 4P) time restricted parking areas.
- (iv) A Trade Permit does not grant permission for trade vehicles to park in:
 - No stopping zones,
 - No parking zones,
 - Time restricted zones of less than 30 minutes duration,
 - Bus zones,
 - Mobility parking scheme bays
 - Loading zones.
- (v) A Trade Workers' Permit is valid for a single vehicle and is non-transferable.

- (vi) The minimum validation period of each Trade Permit is one-day
- (vii) The maximum validation period of each Trade Permit is five (5) days, with a maximum of three (3) purchased at one time subject to approval.
- (viii) For major project works lasting more than 3 weeks, the requirement for street parking should be reflected in the site construction plan and work zone applications where applicable.
- (ix) The address of the temporary workplace will provide the Street Name for which the Trade Permit is valid.
- (x) A Trade Permit cannot guarantee the availability of street parking spaces directly outside the temporary workplace address.
- (xi) An expired Trade Workers' Parking Permit will only be renewed or extended if granted approval by *Willoughby City Council's Traffic and Transport Team*.
- (xii) Approval of a Trade Parking Permit in a Residents' Permit Parking Area will be subject to the availability of parking spaces after taking into consideration residents' parking demand.

E. FEES & CHARGES

Trade Permits provided at streets with short-stay ticket or meter parking bays will cost X percent (e.g., 20 percent) of the existing all-day parking rates.

The daily fee for Trade Parking Permits provided at streets located within residents' permit parking areas or short-stay time restricted parking areas will be set annually by the Council. All fee and charges proposed are publicly exhibited during the third quarter of the financial year, and those adopted are subsequently published in the annual Infrastructure Services Fees and Charges Operation Plan.

The level of parking fees for trade permits in Residents' permit parking schemes or time-restricted parking zones will be less than the cost to provide Trade Parking Permits within Ticket or Meter Parking Bays.

F. ELIGIBILITY

- (i) You are a trade worker who wants to park and undertake work in the Willoughby LGA
- (ii) You are a resident who requires work to be undertaken at your premises
- (iii) You can provide a quote or contract which details the work location.
- (iv) You can give the required amount of notice (3 days).

G. RESPONSIBILITIES / ACCOUNTABILITY

Council's Traffic & Transport Group is responsible for monitoring and managing the provision for temporary Trade Worker Permits.

The Help and Service Centre is responsible for the processing of applications for trade worker permits

Council's Rangers are responsible for enforcing parking regulations related to the operation and use of Trade Worker Permits.

The resident or trade worker is responsible for completing the Trade Worker Parking Permit application process.

The trade worker is responsible for displaying the valid Trade Worker Permit on the vehicle's dash board.

Parking Fees & Charges Policy

A. POLICY OBJECTIVES

- (i) To effectively manage street parking demand
- (ii) To optimize street parking occupancy and turnover
- (iii) To ensure there is reasonable parking opportunity to meet the needs of the community
- (iv) To encourage alternative and more sustainable modes of transport than the private car.
- (v) To provide a dynamic pay-parking fee structure which corresponds to the level of street parking occupancy.
- (vi) Hypothecate parking revenue to fund projects which will improve local transport services and facilities.

B. STATEMENT OF INTENT

To introduce a dynamic pay-parking system where, parking rates will adjust in accordance to the changing levels of street parking occupancy (see **Figure 17**).

This policy aims to manage the demand for street parking through adjusting parking rates to optimize the operation of Council's limited street parking spaces. This approach aims to:

- Encourage drivers to seek short-stay parking in public or private car parks;
- To balance street parking demand across an area of street parking facilities to mitigate the occurrence of over-use or under-use of parking spaces; and,
- To encourage transport mode shift from the private car to alternative transport modes.
- To return revenue to the community through funding local transport project works.

C. STRATEGIC ALIGNMENT

Street parking is a limited resource. This policy aims to optimize the operation of street parking and balance parking demand. This approach supports the strategic goals and targets in the *Willoughby City Strategy (2013 - 2029)* to promote active and public transport (4.2.1) and to balance traffic management (4.2.2).

D. PROVISION OF PAY-PARKING

A system of pay-parking will be introduced into areas where more than 85 percent occupancy is occurring in existing short-stay time-limited parking areas as per **Figure 16**.

Long-stay pay-parking will also be introduced in residential areas surrounding major employment and retail destinations in the Willoughby LGA as detailed in section 2.3.4. This will improve self-compliance and reduce reliance on enforcement activity.

The policy also enables the removal of pay-parking facilities should demand for the parking facility drop below 20 percent occupancy as per **Figure 16**.

E. FEES & CHARGES

The range of fees and charges will be agreed and reviewed by Council on an annual basis. However, the pay-parking rates will be dynamic and can vary by +/- 20 percent depending on the level of parking occupancy as per the Street Parking Framework (see **Figure 16**).

F. EXEMPTIONS

In accordance with the NSW Mobility Parking Scheme, vehicles displaying a valid mobility parking scheme card with the Australian Disability Parking Permit are permitted to the following concessions:

- (i) Park in metered, coupon or ticket parking areas at no charge.
- (ii) Where parking is limited to more than 30 minutes, the vehicle can park for an unlimited time
- (iii) Where parking is limited to 30 minutes, the vehicle can park for two (2) hours
- (iv) Where parking is limited to less than 30 minutes, the vehicle can park for a maximum of 30 minutes

Note: (ii), (iii) and (iv) are in accordance with RMS Mobility Parking Permit Scheme guidance.

In accordance with the Trade Workers Parking Permit Scheme detailed in section 2.3.5, vehicles displaying a valid Willoughby City Council Trade Worker Parking Permit are granted the following exemptions:

- (i) Park in metered, coupon or ticket parking areas at no additional charge
- (ii) Park in metered, coupon or ticket parking areas for an unlimited time during working hours 08:00 - 17:30.

G. RESPONSIBILITIES / ACCOUNTABILITY

Council's Traffic & Transport Group is responsible for monitoring and managing the provision for pay parking facilities

Council's Traffic & Transport Group and the Parking Assets Group are responsible for managing and balancing the demand for pay-parking facilities through the application of the parking framework as set out in **Figure 16**.

APPENDIX A

STREET PARKING POLICIES

Council's Rangers are responsible for enforcing parking regulations related to the operation and use of ticket and meter parking bays.

Council's Traffic & Transport Group and the Parking Assets Group are responsible for the production of the Street Parking Annual Report. The report should detail street parking revenue and expenditure.

Council's Traffic & Transport Group and the Parking Assets Group are responsible for the development of project proposals to be funded by parking revenue.

All drivers accessing ticket and/ or meter parking bays are responsible for securely displaying a valid pay-parking ticket and complying with the permitted duration of stay as sign posted.

Mobility Parking Scheme card holders are responsible for securely displaying a valid Australian Disability Parking Permit to gain exemptions from parking fees, charges and to access unlimited parking.

Trade Worker Parking Permit holders are responsible for securely displaying a valid Willoughby City Council Trade Parking Permit to gain exemptions from additional parking fees, charges and to access unlimited parking between 08:00 - 17:30.

APPENDIX B

COUNCILLOR, STAFF AND COMMUNITY INPUTS ON PARKING TYPES ANALYSIS

Unrestricted Street Parking Issues

Issues raised during the consultative process are as follows:

Councillors

- Naremburn Ward Councillor stated that residents of Waters Road, Elizabeth Street, Muttuma Road and Burra Road are unable to park their vehicles in their own street.
- Councillors from each ward raised concerns regarding commuter and employee parking in these areas and therefore residents lacking opportunity to park in their own street.
- Naremburn Ward Councillor raised concern over growth in parking demand and limited supply in the area.

Council Staff

- Commuter parking in the streets near transport hubs on town fringe areas have resulted in residents not being able to park in their street.

Wider Community

- Residents raised issues of not being able to park in their own streets near town centre fringe areas

Residential Permit Parking Schemes – Town Centre Fringe Areas

Issues raised during the consultative process are as follows:

Councillors

- West Ward Councillor raised the issue of increasing density of resident per household has resulted in increased request for more permits per household.
- Naremburn Councillor highlighted the lack of parking for local residents due to commuter, long stay parkers and requested Resident Parking Scheme to be implemented.

Council Staff

- Nil

Wider Community

- Local residents requested concession on permits for pensioners.
- Residents requested parking permits to be made free.

Commuter Parking

Issues raised during the consultative process are as follows:

Councillors

- Councillors from West, Naremburn, Middle Harbour and Sailors Bay Wards highlighted commuter parking near transport nodes, Royal North Shore Hospital, TAFE, building sites, WCC business areas and industrial areas.
- Middle Harbour Ward Councillors highlighted the commuter parking issues around Garland Road, Frenchs Road, Beauchamp Park and Penshurst Street.

Council Staff

- Staff highlighted Commuter parking issues in Chatswood CBD north of Kirk Street as well as south of Albert Avenue
- Staff highlighted commuter parking issues in Chatswood CBD south of Albert Avenue.
- Staff highlighted commuter parking issues near St Leonards train station & CBD.
- Staff highlighted bus commuter parking in various areas of the LGA.
- Staff highlighted lack of parking for bus commuters near Ashley Street.
- Staff highlighted Bus commuter parking in Victoria Avenue near Eastern Valley Way.
- Staff highlighted commuter parking adjacent to Arts school during weekdays.

Wider Community

- Residents highlighted commuter parking near train stations and other transport nodes.

Employee Parking

Issues raised during the consultative process are as follows:

Councillors

- Councillors of all Wards highlighted employee parking near Town Centres and Business Centres such as Chatswood CBD, Artarmon and St Leonards.

Council Staff

- Staff highlighted employee parking on the southern side of Victoria Avenue

APPENDIX B

COUNCILLOR, STAFF AND COMMUNITY INPUTS ON PARKING TYPES ANALYSIS

- Staff highlighted employee and commuter parking issues from new car dealership.

Wider Community

- Residents highlighted commuter employee parking near business centres.

School Parking

Issues raised during the consultative process are as follows:

Councillors

- Councillors of all Wards highlighted the illegal behaviour of parents during school drop off/pick up times.
- Middle Harbour Ward Councillors stated that each school should provide their staff with off-street parking
- West Ward Councillor suggested the increased class size in Chatswood High School will create parking issues in the future.

Staff

- Staff highlighted school pick up and drop off issues at Castle Cove Public School, St Aloysius College, Glenaeon Rudolf Steiner School and Willoughby Girls High School.

Wider Community

- Nil

Parking in the vicinity of sports grounds/ Religious Centres

Issues raised during the consultative process are as follows:

Councillors

- Middle Harbour Ward and Sailors Bay Ward Councillors raised the issue of the overcapacity weekend parking adjacent to sports grounds
- Middle Harbour Ward Councillors highlighted the netball, winter sports parking issues.
- West Ward Councillors stated that Centennial Avenue is parked over capacity on Sundays due to the Korean Church service.

Staff

- Staff highlighted the winter sports parking demand on weekends at Northbridge Oval.
- Staff highlighted the netball parking demand in Sailors Bar Ward.

Wider Community

- Residents highlighted the increased demand for parking issues near sports grounds on weekends and sports days.

Motorcycle Parking

Issues raised during the consultative process are as follows:

Councillors

- Nil

Staff

- Nil

Wider Community

- Nil

Bicycle Parking

Issues raised during the consultative process are as follows:

Councillors

- Naremburn Ward Councillor stated that bicycle parking at Royal North Shore Hospital is underutilized.

Staff

- Nil

Wider Community

- Nil

Mobility Parking

There were no issues raised during the consultative process.

Councillors

- Nil

Staff

- Nil

Wider Community

- Nil

Trades/Contractors

Issues raised during the consultative process are as follows:

Councillors

- Nil

APPENDIX B

COUNCILLOR, STAFF AND COMMUNITY INPUTS ON PARKING TYPES ANALYSIS

Staff

- Nil

Wider Community

- Businesses, Trades and residents requested permits for trades people accessing worksites and residential buildings.

Carer/Health worker parking

Issues raised during the consultative process are as follows:

Councillors

- West Ward Councillors requested parking permits for health worker/care worker undertaking home visits.

Staff

- Nil

Wider Community

- Residents requested parking permits for health workers/care worker undertaking home visits in Resident Parking Scheme areas

Car share Parking

Issues raised during the consultative process are as follows:

Councillors

- West Ward Councillors questioned the possibility of getting more car share spaces in the CBD.

Staff

- Nil

Wider Community

- Residents requested for more car share spaces and supported the proposed Draft Car Share Policy.

The key stakeholders invited to provide feedback to Council during the development of the Street Parking Strategy were:

- Councillors (through workshops)
- Willoughby City Council Senior Management Team
- Roads and Maritime Services

The key stakeholders were engaged through a series of meetings with the Street Parking Strategy Team.

In addition, the following community representatives were invited to participate in discussions:

- Residents and Progress Associations
- Business community and Employee representatives

To ensure that there was representation from a wide cross section of the community, the consultation process was publicised through a series of notifications. This involved placing advertisements and publications in the Willoughby City News, North Shore Times, Council Website, Chamber of Commerce and the Progress Associations newsletters to promote and inform the communities of the consultation process and how to get involved in providing feedback.

As different forms of communication may be more appropriate depending on particular target audience, a range of mechanisms and avenues were used to facilitate the widest possible participation from all participants. The engagement methodology primarily involved communicating the draft proposals via the media and seeking feedback mainly from online sources. The draft policy factsheets were posted on Council's Have Your Say webpage, together with an online survey to encourage feedback. There was also a secondary community engagement process which included four Community meetings held in different venues within the Willoughby LGA that was organised by Council staff and attended by several ward Councillors.

Councilor workshops

Councilor workshops have been held in three stages from November 2010 to November 2015.

- November 2010 – Presentation of survey findings and existing parking conditions

- July 2012 – Overview of the outcomes of the surveys and audits
- August 2013 – Discussion of the developed parking management principles.
- November 2015 – Four Ward Councillors workshops were held presenting the refined Street Parking Strategy

Each of the Councillor workshops consisted of:

1. A PowerPoint Presentation outlining findings and proposed policies;
2. Discussions of key parking issues within the LGA
3. Discussion and feedback reordered to incorporate in and refine the Street Parking Strategy.

Community Forums

The Street Parking Strategy was released to the public for comments from 2nd June until 31st July, 2014. Feedback was received via Council's online survey "Have your say" site; and at the four public meetings. Comments were also received from unsolicited sources and these were generally in the form of emails or letters. The communications material and a summary of outcomes from this consultation are included in Appendix A5.

All comments received were considered, analysed and categorised, and used as a basis to develop the Street Parking Strategy. From past experience, it is not unusual for voluntary participants of such surveys to provide feedback on the basis that some or all of the proposals may have an effect on the participant.

Four community consultation meetings were held from April till July 2014 at:

- St Leonards Church, Naremburn (12th Apr 2014)
- Doherty Centre, Chatswood (19th Jun 2014)
- Willis Centre, Artarmon (26th Jun 2014)
- Willoughby Uniting Church, Willoughby (12th Jul 2014)

Each of the four Community meetings consisted of:

1. A PowerPoint Presentation outlining each of the proposed policies;
2. Question and Answer Session for issues to be clarified; and
3. Feedback activity to gauge the overall opinions of participants.



Active Transport principally includes walking and bicycling

Cruising is a term to describe the circulating behaviour of drivers who are searching for street parking spaces. Cruising creates a mobile queue of cars which are waiting for a street parking space. This queue is mixed in with moving traffic. Cruising therefore contributes to traffic volumes, local congestion and delays.

Efficiency or operational efficiency is a term to describe a parking facility (street or car park) where there is opportunity for arrivals to find and access a parking space. This is quantified by the number of occupied parking spaces expressed as a percentage and ranging from 45 percent to 85 percent. Parking operating within this range is observed to negate the occurrence of "cruising", bottlenecks and congestion.

End-of-Trip Facilities are designated places that support cyclists, joggers and walkers in using alternative ways to travel to work rather than driving or taking public transport. These types of facilities also benefit people who exercise during their lunch break and include: secure bicycle parking; locker facilities; change rooms.

Flexibility refers to a parking strategy which can accommodate uncertainty and change.

Fringe is a term to describe the immediate area surrounding a town centre which forms the transition into residential zones.

Long-Stay Parking refers to parking for more than four hours.

Parking Beat Survey is where the patrolling observer checks the parking area at fixed time intervals and records the partial plate number of the car occupying each parking space. The survey data is used to assess average parking duration, level of demand for parking and the turnover of parking spaces.

Parking Statistics

Average Parking Duration is the ratio of total vehicle hours to the number of vehicles parked

Parking Accumulation is the number of vehicles parked at a given instant of time.

Parking Index is also called occupancy or efficiency. It is defined as the ratio of the number of bays occupied in a given time period to the total space available. It gives an aggregate measure of how effectively the parking space is utilised.

Parking index can be calculated as follows:

$$\text{Parking index (\%)} = \frac{\text{Parking Load}}{\text{Parking Capacity}} \times 100$$

Parking Load is obtained by multiplying the number of vehicles occupying the parking area at each time interval with the time interval. It is expressed as vehicle hours.

Parking Turnover is the ratio of the number of vehicles parked in a given time period to the number of parking bays available. This can be expressed as number of vehicles per bay per time period

Performance-based pricing is to vary the price of ticket parking to achieve a balance between supply and demand for street parking spaces.

Policy is a statement of intent. It is implemented as a procedure to guide decisions and / or actions.

Precinct is a term used to describe smaller areas of the city including activity centres such as villages and shopping plazas.

Prioritisation refers to the allocation of the most desirable parking spaces to favour higher-priority users.

Regional Centres is a term used to describe the main activity centres in Willoughby Local Government Area and includes Artarmon, Chatswood and St Leonards.

Residents' Permit Parking Area is part, or full length of a road or network of roads dedicated to providing unrestricted street parking for households residing along the frontage of the zone. Visitors are restricted to a short-stay time restrictions to provide residents with improved opportunity to park near to their homes. The scheme is managed through the allocation of permits for up to two vehicles per household. Current practice is in accordance with RMS guideline.

Short-Stay Parking refers to parking for less than four hours.

APPENDIX D

DEFINITIONS

Strategy is a plan or method to achieve positive outcomes.

Street Parking is the provision of a vehicle parking space situated on the road within the live traffic lane. This is usually provided along the kerb either running parallel or at an angle to the kerb.

Trade worker permit is a permit for trades' people (electricians, plumbers etc.). It provides a temporary parking space to facilitate trades people to access worksites.

Willoughby ID is a compilation of demographic statistics for Willoughby LGA. Access to the community profiles is provided on Willoughby City Council's homepage – About Council.

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