



ACT
Government

BUILDING AN INTEGRATED TRANSPORT NETWORK

PARKING



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Message from the Minister

In cities around the world, integrated transport networks shape the way cities grow and prosper, generating economic opportunities and jobs, and providing vibrant and attractive social environments for residents and visitors.

Parking is an important component of developing an Integrated Transport Network for Canberra. This network includes all transport modes (walking, cycling, public transport, roads, freight, vehicles), and is part of delivering on key government policies including Transport for Canberra, the ACT Planning Strategy and Action Plan 2 (ACT Climate Change Strategy), the City Plan and other master plans, and the Healthy Weight Action Plan.

ACT residents have the nation's highest rate of vehicle ownership and, consequently, the demand for parking is high. In the past most of us have been able to park close to our destinations without much

difficulty. However, Canberra is transforming into a mature-sized city and its population of 390,000 makes it the eighth largest city in Australia; by 2031 Canberra's population is expected to increase to over 520,000. In addition, 20,000 non-residents cross the border into the ACT every day, many of them seeking a parking space. We now find ourselves in a similar situation to residents of all larger cities, spending more time searching for a parking space. This means there is an increasing urgency to manage traffic demands on our road system. Without positive action, congestion will continue to increase, further extending travel times and leading to greater driver anxiety and frustration.

The government recognises the need to encourage people to use a range of transport modes to get to work and move around the city. However, we acknowledge that the car will continue to meet the travel needs of a large number of Canberrans and that parking supply and demand needs to be better managed if we are to maintain the viability of our employment, education, entertainment, sporting, leisure and other activity centres.

Providing more efficient parking and reducing the distance people need to travel daily to reach essential services will also curb the overall contribution of motor vehicles to carbon emissions and realise our shared obligation to achieve a low carbon future for the ACT.

Building an Integrated Transport Network – Parking builds upon existing ACT Government policy and recognises the increasing importance of the use of technologies in administering parking and ensuring payment systems are convenient and easy to understand and use.

Over time, the government's sustainable transport policies and land-use changes will transform the city and town centres to be more supportive of walking, cycling, higher occupancy car travel and public transport. Notwithstanding these improvements, complementary measures are required to support appropriate levels of parking, sensibly located to maximise economic activity, accessibility to goods and services, our commitments to meeting our greenhouse gas reduction targets and become a more healthy community.

A handwritten signature in black ink, appearing to read 'MG', with a long horizontal flourish extending to the right.

Mick Gentleman
Minister for Roads and Parking
June 2015



PAY HERE

**PAY PARKING
4 HOUR LIMIT**
London City/Nth Bldg
MON-THURS 8.30 am-5.30pm
FRI 8.30 am-9.00pm
SAT 8.30 am-12NOON
PUBLIC HOLIDAYS EXCEPTED
1. PARK VEHICLE
2. PURCHASE TICKET
3. DISPLAY ON VEHICLE
CARPARK NO 36

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ONLY
VALID POINT



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1. Parking in the ACT – background

Parking is an important component of developing an Integrated Transport Network for Canberra. This network includes all transport modes (walking, cycling, public transport, roads, freight, vehicles), and is part of delivering on key government policies including Transport for Canberra, the ACT Planning Strategy and Action Plan 2 (ACT Climate Change Strategy), the City Plan and other master plans, and the Healthy Weight Action Plan.

The management of parking is one of Government’s key levers for achieving these broader objectives. In particular, the efficient and equitable pricing of parking encourages more sustainable travel behaviours through increased mode share for public transport and active travel.

The ACT Government sees parking as an important element in the growth and vitality of Canberra. As with public transport and active travel it facilitates the movement of people to workplaces and commercial activities; education, hospital and medical precincts; and sporting, recreation and entertainment facilities. Importantly, it facilitates economic activity by enabling the delivery of goods and services that consumers need, and the construction activity needed for growth and urban renewal.

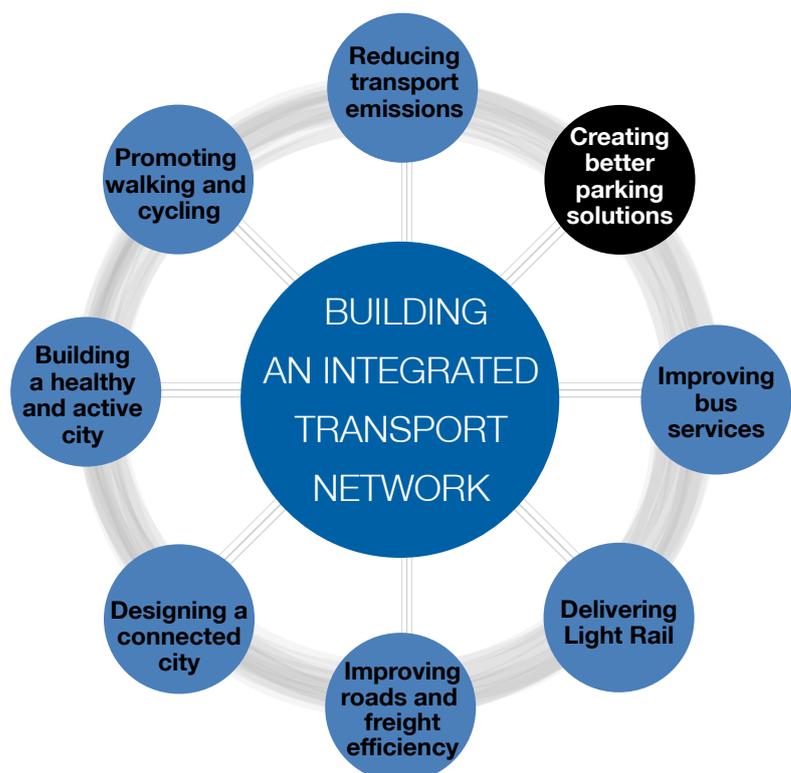
Parking policies are an important part of supporting the vibrant life of the city centre and other activity centres, of the urban renewal of older areas of Canberra, and of the increased concentration of residential living around activity centres and transport corridors.

1.1 Introduction

Building an Integrated Transport Network – Parking (Parking Action Plan) supports the government’s broader economic and social objectives and builds upon existing government policy set out within, the ACT Planning Strategy, AP2 – the ACT Climate Change Strategy and Action Plan, and Transport for Canberra. The Integrated Transport Network includes all transport modes: walking, cycling, public transport, roads, freight and vehicles as shown in Figure 1.

The ACT has the highest car dependency of Australian capital cities and Canberrans travel further in their cars than residents in any other major city in Australia. With a high degree of certainty about finding a park at or close to any destination, and city parking prices significantly less than other major Australian cities, Canberra residents have historically enjoyed a car parking environment that is the envy of their counterparts in the larger capital cities. Adequate parking is crucial to ensure sustained growth, support development and provide access to goods and services. However, the provision of parking has costs as well as benefits to individuals, businesses and the community.

Figure 1: Parking as part of the Integrated Transport Network



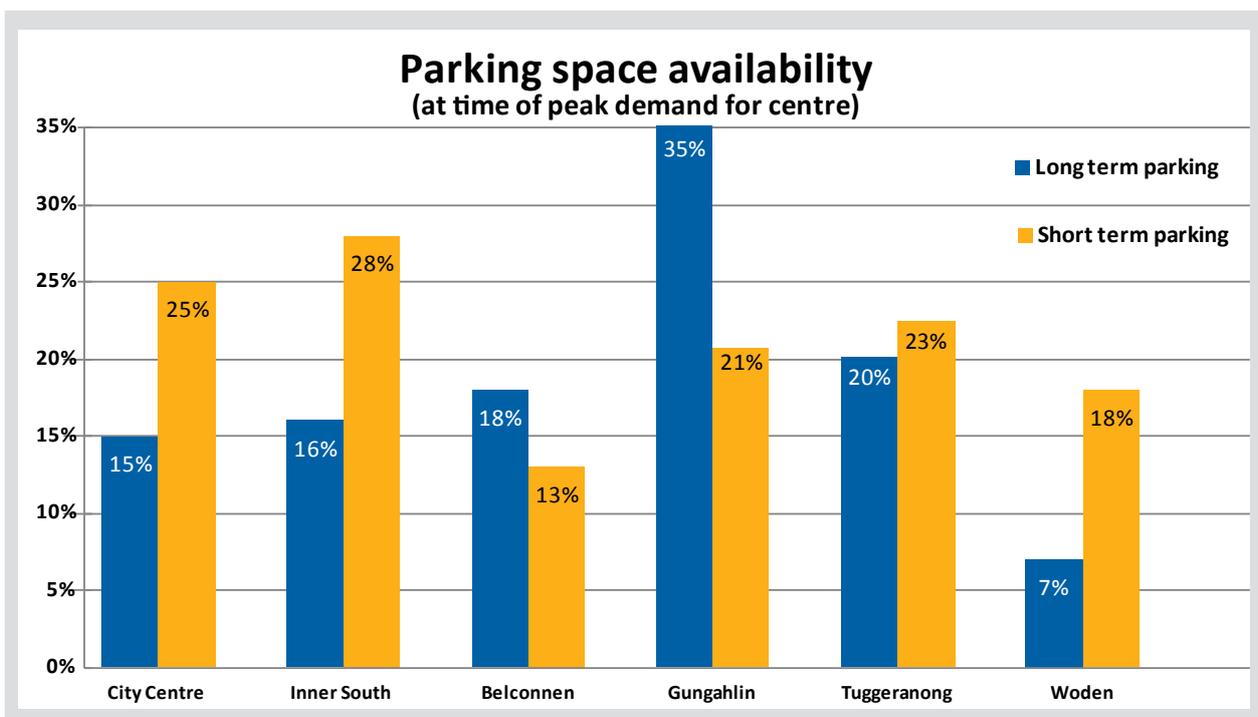
1.1.1 Parking in Canberra – parking survey results

It is important to have information about the availability of parking in the city and town centres. Comprehensive parking surveys¹ were conducted in the major centres during 2014. These surveys measured the supply and demand for publicly accessible government and private parking. The surveys were undertaken on Thursdays and Saturdays in November and June, as representative times of high demand, not affected by Christmas, school holidays or other deviations from long-term demand levels.

Table A shows that the demand for parking is high across these centres, and that the trend of rising levels of parking utilisation is continuing. In particular, the surveys show that Woden long-stay parking occupancy peaks at 93%. Both Woden and Belconnen also have high short-stay peak occupancy levels, 82% and 87% respectively. Occupancy levels of above 85% reinforce the importance of effectively managing the parking supply to encourage turnover and deter overstaying, and this Parking Action Plan contributes to this task.

Table A: Preliminary 2014 parking survey results

Survey	Long-Stay Parking Supply	Weekday Long-Stay Parking Demand peak	Short-Stay Parking Supply ²	Weekday Short-Stay Parking Demand peak
City Centre ³	10380	85%	2608	75%
Inner South ⁴	4204	84%	3636	72%
Belconnen town centre ⁵	6098	82%	1943	87%
Gungahlin town centre ^{6,7}	2456	65%	1019	79%
Tuggeranong town centre	3390	80%	1030	77%
Woden town centre ⁵	6120	93%	1946	82%



These high and rising parking occupancy levels, combined with rising population and increasing car ownership levels, point to a need to both proactively manage the supply of, and demand for, parking and encourage the use of alternative modes to car travel.

1.1.2 Parking in Canberra – the policy environment

Parking is, and will remain, a vital ingredient in the social and economic life of Canberra and an important element in the 'liveability' of the city. Parking policies therefore need to be kept under review to ensure they continue to be relevant, appropriate and serve the broader policy outcomes for the city. These include:

- ACT Planning Strategy: sets out long-term planning policy and spatial strategy and goals to manage growth and facilitate orderly development and deliver a more compact efficient city. The Parking Action Plan will complement the ACT Planning Strategy.
- City Plan and other master plans: these provide the planning policies and strategies for specific parts of the city and will deliver the parking outcomes to support the Parking Action Plan.
- AP2 ACT Climate Change Strategy and Action Plan: sets out challenges around climate change, targets for emissions reductions and pathways towards sustainable energy use and reducing our environmental footprint. The Parking Action Plan will support this strategy.
- Transport for Canberra: sets out principles and actions to guide integrated transport with land-use planning, achieving an efficient and cost effective, socially inclusive, accessible and safe transport system. Action 25 of Transport for Canberra calls for implementation of a parking strategy. The Parking Action Plan delivers Action 25.
- Active travel: Actions 18-23 of Transport for Canberra called for implementation of active travel initiatives (that is, walking, bicycling and riding). In response, the ACT Government has developed an ACT Active Travel Framework to better integrate planning and delivery of active travel initiatives, and further encourage active travel. The Parking Action Plan will support these initiatives.
- Healthy Weight Action Plan: The ACT Government has set a target of zero growth for obesity in the ACT and this action plan will guide ACT policies toward this goal. The plan sets out a range of actions under six themes: food environment; schools; workplaces; urban planning; social inclusion; and evaluation. The Parking Action Plan will support this initiative.

Parking makes it convenient for people to drive to reach employment, businesses and services. While the benefits of ample parking capacity are well understood, the costs of parking, particularly in centres, can be hidden. Having the cost of parking below the market price and/or cost of provision curtails private sector investment in structured carparks and exacerbates congestion by over use of car-based travel, with all the costs that come with congestion such as pollution and lost time and productivity.

Apart from the personal financial and economic costs, how we choose to travel comes with environmental and health costs. Currently 23% of the ACT's greenhouse gas (GHG) emissions are generated by fossil fuels used in transport. Our sedentary lifestyles, exacerbated by the extensive use of cars, are a key contributor to our increasing obesity levels and health-care costs.

Charging users for parking at or near market prices is now common in major cities and other locations where demand is high. Charges reflect the costs of land and infrastructure. Land used for parking displaces the opportunity for other uses. Likewise, fierce competition for on-street parking in high demand areas requires effective prioritisation of users and enforcement to manage sought-after space.

The ACT Government has a major investment in both on-street and off-street parking, though increasingly the private sector is either constructing or operating public carpark facilities. As well as its investment in carparks, the government has a significant ongoing investment in the administration and enforcement of parking arrangements.

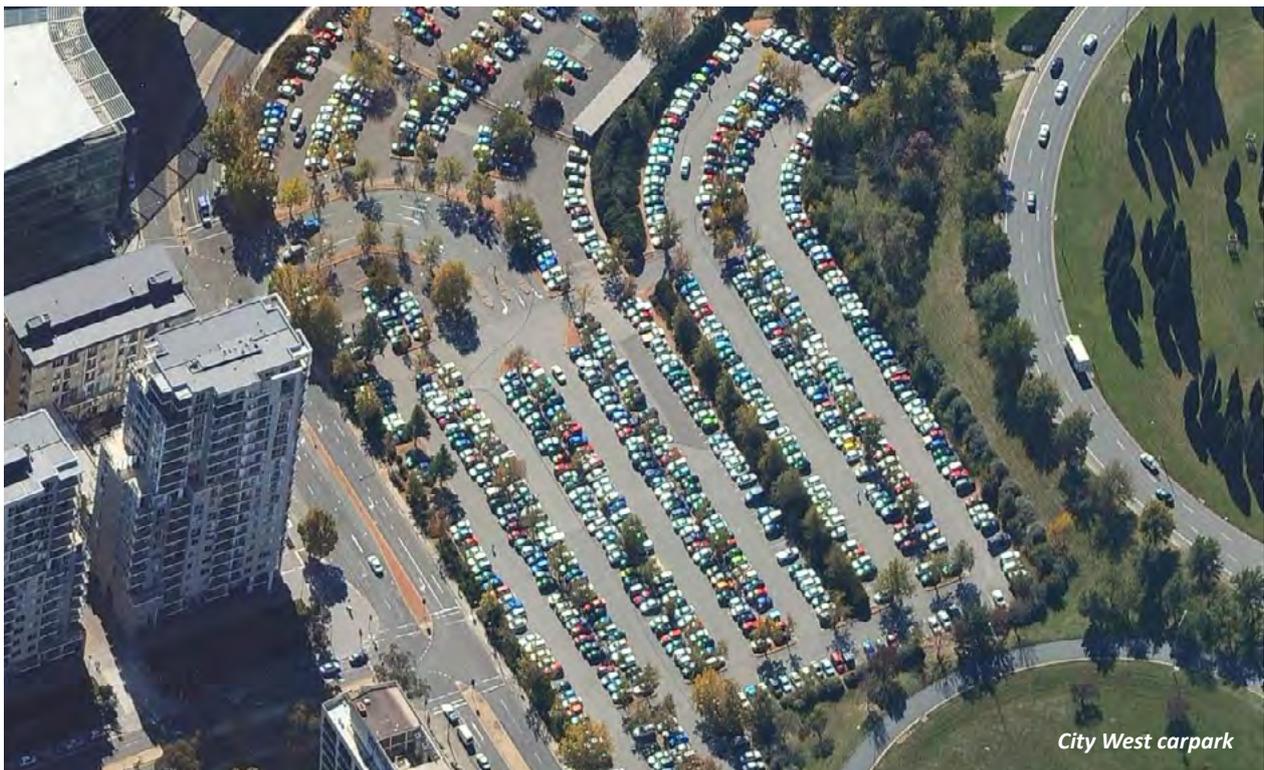
1.1.3 Parking in Canberra — off-street carparking provision

Off-street parking in Canberra is provided in public surface carparks and public carpark structures. The latter may be stand-alone carparks, or they may be incorporated into a development such as a shopping centre or commercial building or in entertainment venues. Other parking in commercial and office buildings is usually only for tenants though some may be leased to non-tenants.

In the early days of Canberra's development, surface carparks were often provided close to commercial centres on otherwise vacant land that had been identified for future commercial growth. This was convenient for residents using the centre and a sensible interim use of the land given the low level of demand for commercial land at the time.

However, the demand for commercial land has increased, making it possible for the ACT taxpayer to obtain better value from the land than its use as a free or even a pay carpark. Even charging for parking on a surface carpark can be a poor return for the taxpayer as prevailing parking fees may be insufficient to provide a commercial return in high demand locations; the value of the land is so high an alternative use is required in order to provide the highest value return to the taxpayer. Surface carparks are therefore being progressively replaced with development and the displaced parking is either relocated to lower value land or replaced in whole or part within the development or publicly available structured carparks.

Structured carparks are often provided as basement carparks, which are the most expensive to construct as the costs of excavation are added to the cost of the structure. They are often small scale compared to, say, a shopping centre and the surplus carparks after tenant requirements may be difficult to market and expensive to administer due to the small numbers involved (or possible security implications of having non-tenants accessing the building). An alternative is to provide the parking as dedicated floors of the building, usually between street-level retail or commercial area and the residential or commercial floors above. The costs of this form of parking are cheaper than basement carparks but more expensive than a free-standing carpark structure.





2. A balanced approach to parking

2.1 Parking provision

Travel demand across the ACT will be met increasingly by modes other than the car, particularly where improvements in the frequency of public transport services enable car trips to be substituted by public transport like the high frequency Blue and Red Rapid buses and Capital Metro light rail. Active travel (cycling and walking) is also expected to increase.

In the past, the approach has generally been to provide little constraint on the supply of convenient and cheaply priced parking. Parking policy was directed towards demand satisfaction rather than demand management. Such an approach assumed:

- unconstrained capacity of the road network to accommodate the demand for access by the private car
- ready availability of cheap land and capital investment devoted to parking
- perceived lack of viable alternatives to the private car such as public transport
- parking supply that sought to accommodate virtually all demand for private car access on site, or in close proximity.

For the ACT's largest activity centres, this approach is no longer viable for a range of reasons including congestion, pedestrian amenity, financial, urban design and environmental impacts.

The ACT Government is looking at opportunities to make the better use of carparks. Increasingly, the government will pursue opportunities for more efficient use of parking assets across the week and different times of day (for example, supporting retail during the day, restaurants at night, and recreational activities on the weekend).

It may be necessary to break long-established habits of parking that have led many to perceive that a parking shortage exists, even though parking surveys indicate the supply of parking is generally adequate for the demand. For example motorists may generally perceive that a carpark is full when it has reached over 85% capacity and often will not enter the carpark even though spaces are available.

Similarly, commuters may need to spend a little extra time incorporating active travel (like walking or riding a bike) into their daily routine to obtain lower cost parking at the periphery of centres or by using Park and Ride facilities.

The move away from a 'predict and provide' approach to parking means additional forms of travel will be encouraged to manage demand as well as supplying parking. Nevertheless, the need to provide adequate parking remains an important planning consideration. The access needs of specific destinations such as hospitals,

shopping centres or education precincts can be realised by good parking management and continued emphasis on achieving an integrated pedestrian environment. It is also important that a consistent approach is taken so centres do not compete on the basis of potential parking availability (or pricing).



2.1.1 Parking in Canberra — parking in activity centres

Activity centres require employee and delivery parking as well as parking for customers. Parking may be provided in off-street public carparks and on-street parking. Carparks may offer long- and short-stay parking, catering for both commuters/employees and shoppers, and may be provided by a shopping centre operator or another private sector operator.

In allocating parking for commercial centres, priority is normally given to the provision of short-stay / customer parking, located closest to the commercial activities. This is complemented by parking for trades, suppliers and deliveries. These reflect the primacy of the commercial imperative — receipt of goods and their purchase and removal by customers. Employee parking is a lower priority, and may be provided in any surplus on-site parking, or in nearby public carparks.

Parking fees in ACT Government car parks also reflect this order of priority, with the fee charged for parking varying to take account of the value and demand for parking spaces. This means that on street parking generally has the highest parking fees, followed by short stay parking in the core areas to encourage “churn”. Parking fees in ACT Government surface car parks also decrease between the core and periphery of centres (see Figure 2 on following page). ACT Government parking fees remain at lower levels than privately provided all day parking fees in Canberra, and lower than the CBDs of other Australian capital cities (see Appendix 7.2 for detail).

Delivery parking normally comprises both on-street and off-street short-term parking ranging from high capacity loading docks, perhaps capable of handling semi-trailers and perhaps tied exclusively to a particular tenant, to smaller parking spaces aimed at couriers, trades, and small deliveries.

Employees and commuters require long-stay parking where there is relatively little turnover of parking spaces during the day. However, shoppers normally require only short-stay parking, which generates a degree of ‘churn’, whereby one parking space may be successively occupied by a number of vehicles in stays ranging from a few minutes (to post a letter) to an hour or two (doing a fortnight’s shopping) or several hours (dinner and a movie).

Other parking requirements need to be met: parking for special needs, such as emergency vehicles and mobility permit parking; bus and taxi stops; car pool, car share, and multi occupancy vehicles; and bicycles and motorbikes. Which are to be placed in what locations, and the number of spaces to be provided, is determined by the nature of the commercial and other activity in the centre, the demographics of the population catchment of the centre, and what parking provisions already exist in the immediate area.

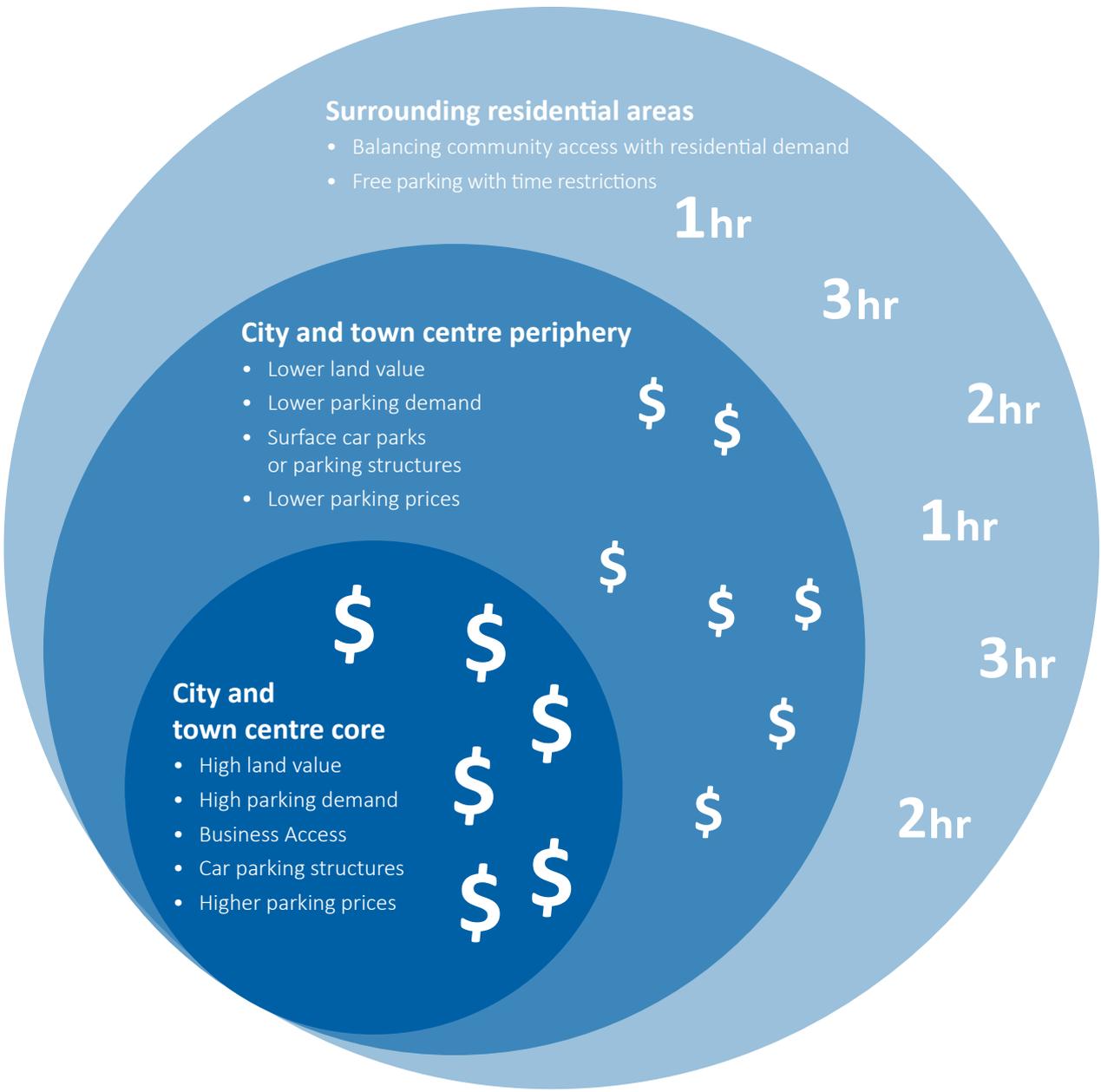


The Parking and Vehicular Access General Code sets out the requirements for vehicular access and parking provision in the ACT. The master planning process provides an opportunity to review and amend the broader supply of parking in the area.

In some areas of Canberra there is a growing conflict between residential and commercial parking as commercial areas expand and high-density residential redevelopment brings additional residents (and their visitors) into the same area. This is discussed on page 11.

Parking fees differ between the core and periphery, reflecting different levels of demand, land value and types of users. Parking fees are generally higher within a 10 minute walk of the core of a centre, with lower parking fees in the periphery creating opportunities for people to build a healthy walk into their daily commute.

Figure 2: Parking in and around centres



3. Policy considerations

3.1 Overview

Parking is a key tool to influence individuals' decisions on private vehicle use. It can directly influence patronage and cost recovery of public transport services, as well as recover costs associated with the provision of parking. It is therefore important to set out a policy framework that allows residents, businesses and investors to understand the future direction of moving people around the city and the role of parking provision in that mix, and to plan and make decisions accordingly.

Good parking supply and management will encourage efficient use of available parking resources while still avoiding parking shortfalls during busy periods. Managing parking can also encourage those with viable alternative options to change from driving. This in turn lessens capacity pressures as parking becomes available for those who can only travel at a certain time, those who have no choice other than to use a private car for specific trips, or for short stay parking.

The government has undertaken a review of the current parking arrangements and the parking issues encountered by the ACT community. Issues include the problems experienced at some schools, the widespread but illegal and damaging practice of parking on verges and public open space, and the disruption to parking and vehicle movement that is part and parcel of the development process. The government also considered the needs of business and the community for access to activity centres and for commuter parking.

The government considers that an appropriate parking pricing and enforcement regime can contribute to:

- prioritising parking to meet the needs of all users
- reducing adverse impacts of traffic, including congestion
- more efficient use of existing parking facilities
- reducing total parking requirements to address reasonable parking demands
- the commercial viability of parking infrastructure
- a more attractive, people-focused environment
- accessibility that supports economic activity
- encouraging mode shift to public transport and active travel
- meeting our environmental goals of reducing greenhouse gas emissions
- meeting our healthy weight initiative goals of getting people to exercise more and live active lifestyles by using active travel modes of transport more often.

3.2 The interaction of parking with other policies

Parking policy does not exist in isolation. The government has a suite of planning and transport policies; it is important they complement and support each other. Parking interacts with Transport for Canberra, the Healthy Weight Action Plan and the Active Travel Framework. These policies are designed to reduce the incidence of car travel, particularly for commuting, by substituting bus travel (and future light rail), cycling and walking.

Consequently, the provision and pricing of parking needs to be set against the background of mode shift to these forms of travel. These policy drivers will be reflected in the provisions for parking in the City Plan and town centre master plans.

This will place greater emphasis on reducing the number of car trips generated by residential and non-residential land uses in centres with good public transport accessibility. Improving the walking and cycling networks and the general environment in and around centres can also encourage people to walk and cycle rather than drive.

Over the medium- to long-term, the supply and/or pricing of parking will need to be adjusted relative to the prevailing circumstances to ensure there is no disincentive to adopting other forms of travel, and that they act to encourage mode shift. These measures will complement the necessary improvements to public transport service levels designed to attract increased patronage.

3.2.1 Parking Demand Management Intervention Triggers:

Time restrictions should be considered for both on and off street parking wherever demonstrated local support exists or high parking demand occurs.

Time limits can provide more equitable access to parking spaces through increased turnover and to enable access to parking by short to medium stay users to gain access to parking during business hours by removing competition from all day commuters. Such measures should help balance use and availability, which is accepted internationally to be ideal as ranging between 60-85% parking occupancy. This means that parking is well used but some spaces are still available for arriving motorists. Time limits can be combined with a pay parking scheme.

Where implementing pay parking in conjunction with time restrictions, care should be taken to ensure a parking study or analysis is undertaken, including consultation with local businesses and residents prior to implementing pay parking arrangements. The parking study should consider the parking supply and demand, turnover, and based on the transport characteristics and major land uses in the vicinity.

Actual prices should be set to reflect demand for spaces by time period and by locations, to ensure more equitable access to parking for all users. For example:

- set higher prices during peak periods and lower prices at off-peak times;
- set higher prices for more convenient parking spaces in the core of busy centre and areas of activity; and
- set prices for on-street parking equal to or in excess of the fees for off-street parking for the same length of stay.

3.2.2 Parking in Canberra — on-street residential parking

Historically, there has been an expectation in Canberra (and elsewhere) that long-stay on-street car parking will always be available to residents. With the increasing amount of higher density residential development in Canberra, often adjacent or close to commercial centres, this expectation no longer meets the reality that these are attractive, vibrant places with jobs and entertainment and large numbers of visitors.

A major objective of the government is to encourage residential activity and higher residential densities within the city and town centres to create urban centres that are for people, and where opportunities to walk, cycle and use public transport are expanded. The increasing commercial and entertainment activity in these centres has resulted in the demand for non-residential parking increasing (including by visitors and commuters looking for long-stay parking), and representations from residents to government about the use of residential streets for these purposes.

However, the new residential developments are being approved on the basis that, among other things, they provide housing close to jobs, shopping and public transport, thereby reducing the need for residents to travel by car. As a result of this, and the need to provide parking for customers of the local businesses, parking in residential streets in these areas is increasingly being restricted to short stay, and subject to more enforcement activity.

In the past, a small number of residential parking permits have been issued to allow residents to use short-stay on-street parking for long-stay car parking. The government has determined that this is not an equitable policy and accordingly, no more residential parking permits will be issued and any existing permits will be withdrawn where redevelopment occurs.

Ultimately, it is up to prospective residents to satisfy themselves that their housing provides the on-site parking they require, and for developers and investors to ensure they meet this demand.

4. Parking policy

Reflecting the changing community and transport demands across the ACT, the government will seek to get the best value for taxpayers from parking assets while continuing to ensure parking supports the economic and day-to-day needs of the city:

- As well as regularly monitoring parking demand new ticket machines with credit card and other smarter payment systems will continue to replace older technology.
- Free surface parking in the city and town centres will continue to diminish and be replaced with pay parking.
- In allocating parking, priority will be given to short-stay parking, particularly close to commercial activities or destinations that attract significant customers or casual users. This parking will include provision of mobility, taxi, loading and other priority parking requirements.
- Long-stay/commuter parking will increasingly be moved to the periphery of the city centre and town centres to free capacity for short-stay parking and obtain better value for the land.
- Surface carparks will increasingly be replaced by carpark structures, with the government identifying sites for future facilities through the preparation of master plans.
- Parking capacity, pricing and time limits will ration demand in high demand areas such that some users will opt for alternative modes such as public transport and active travel (for example, walking or riding a bike).
- Better communication about parking fees and harmonisation across centres will also be progressed.
- Residents who choose the flexibility and lifestyle of high-density residential developments will not be provided with access to scarce on-street public parking beyond posted time limits/restrictions.
- Technology will be used to better manage the supply of parking and to better inform and guide motorists to fit-for-purpose parking.
- Opportunities for additional Park and Ride facilities will be considered in the context of existing transport and land uses at centres and targeted at people who are not able to access the frequent network by walking, cycling or feeder bus service.
- Parking options at ACT schools will support safe school environments and increased active travel to school.



5. Parking in the ACT – a strategic approach

The ACT Government is taking a strategic approach to the provision and management of parking, which reflects the importance of parking for residents, its contribution to the social and economic vitality of the Territory, and the need to maximise the efficiency and usage of existing parking.

5.1 Challenges

The challenges facing the government in realising this approach are:

1. understanding the nature of the demand for parking
2. managing the demand for parking to:
 - » support a consistent approach across business and employment
 - » balance the community's expectations for good planning and environmental outcomes and
 - » support investment in active travel facilities and public transport
3. achieve more efficient utilisation of parking capacity.

5.2 Parking strategies

5.2.1 Understand the nature of the demand for parking

- Installation of **new parking machines** is under way for government on-street and off-street parking.
- These machines provide for the collection of data on the use of parking spaces, allowing for the analysis of usage and capacity. The rollout of these machines is scheduled to be completed by the end of 2015. They also improve the user experience by offering the option of payment by credit card or smart phone via the recently introduced Park Mobile system. More than 6% of drivers now use the Park Mobile app to pay for parking in Canberra, up from 2% in July last year.
- **A survey of public parking** was undertaken in the City and Tuggeranong and Gungahlin town centres (November 2014) and Woden and Belconnen town centres (June 2014). This information will be further analysed and used to inform the preparation of future master plans and improve future parking management.

5.2.2 Improve parking efficiency

- **A 'Smart Parking' trial** will be undertaken in early 2016 to test the potential for modern, internet-based technologies to improve the accessibility of information about the availability of parking, and enhance the efficiency of the parking process and payment. The trial will be targeted at travellers prior to leaving home, when information about parking can be provided using smartphone apps prior to them committing to travel. This is expected to be complemented with on-street intelligent parking information signs.
- **Sustainable car usage** will be promoted through schemes providing special treatment for high occupancy and low emissions vehicles such as the '3 for FREE' car parking, car pooling, and car sharing. Low emission vehicle requirements, (for example, electric charging points), will need to be accommodated in both the provision of parking spaces and the associated infrastructure in appropriate locations over time.
- **Motorcycles and scooters** make better use of scarce road space and parking space compared to driver-only cars, and their use is supported with dedicated parking spaces. The government will monitor the use of these forms of transport and ensure provision of parking spaces continues to meet the demand for travel by these vehicles.
- The government will consider developing **simpler parking signs** that display parking rules in a more intuitive fashion. Currently, parking signs are harder to understand than they need to be. There is an opportunity to improve their design; however, this will involve consideration of national standards around road signage.

Parking in Canberra — the Smart Parking Trial

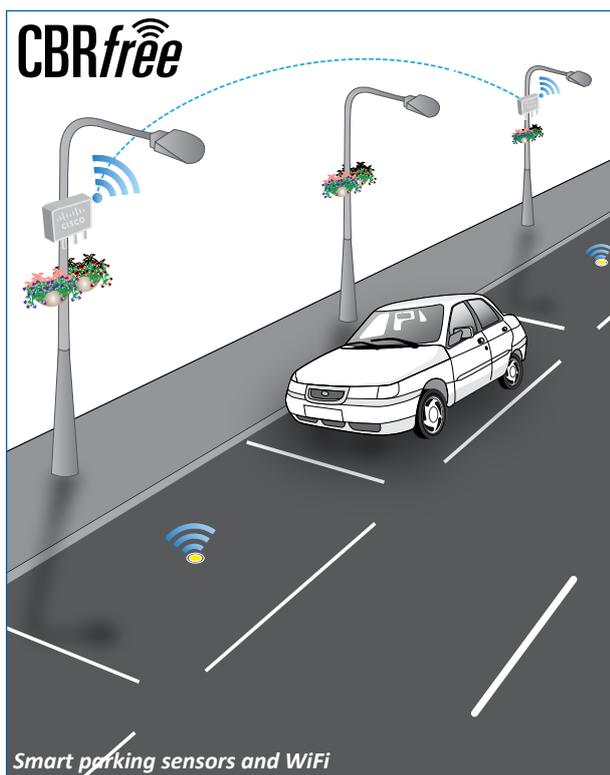
Surveys have found that parking utilisation in areas such as the city centre is characterised by high occupancy in some areas, and nearby parking areas which are under-utilised. This is because an available parking space can generally only be located visually — there is no way for Canberrans to be aware of parking availability apart from ‘kerb crawling’ (driving around searching) or by experience of the parking characteristics of the area. Kerb crawling can contribute significantly to traffic congestion.

Recent (2014) parking surveys show that parking areas around some centres are becoming more highly utilised, increasing the difficulty of finding an available parking space. This will result in increasing levels of congestion and frustration as drivers seek out ever more elusive parking spaces, leading to lost time and productivity, accidents, and impediments to the growth of business activity.

Smart Parking refers to a system that is able to capture real-time information on parking occupancy through technology such as in-ground sensors and parking machines, allowing smart phone apps and intelligent traffic signs to guide users to an available parking space. Before users get in their car, they will be able to identify the level and location of parking availability at their destination.

Smart Parking has the potential to save users time, reduce traffic congestion and provide a better overall user experience. Smart Parking could also improve the government’s ability to manage parking supply and improve operational efficiency. Following the trial, an evaluation will be undertaken to identify the benefits of the technology, including an assessment of its adoption to all government car parking.

Smart Parking has been implemented in a range of international cities such as Barcelona, San Francisco, London and Nice. In particular, the parking industry has highlighted Nice as a best-practice example of a Smart Parking system: a citizen-centric solution that goes beyond parking to capture traffic flows and air pollution. The Nice Mov’Smart app is able to propose the best overall route to take to an available parking space, taking into account traffic conditions. Nice has also used Smart Parking to introduce demand-responsive pricing.



Nice has reported that the introduction of Smart Parking has:

- reduced operational costs by 30%
- provided a 24 month return on investment
- reduced congestion and pollution by 10%.

New parking technologies and systems have also been introduced into Australia. For example, Perth has developed the City of Perth Parking App that allows the user to see how many bays are available, in real time, across 12 of Perth’s multi-story parking structures in the central business district.

Since 2011, Melbourne has installed parking sensors in 4,600 parking spaces. The data provided by the sensors has improved Melbourne’s operational efficiency and management of parking supply. Melbourne has also introduced a smartphone payment app and, since early 2014, has started to reduce the number of parking machines in favour of this new payment system.



5.2.3 Manage the demand for parking

- The government has determined that **the fees for government-operated public parking** will increase annually by a flat rate of 6% to encourage short-stay parking turnover and influence behaviour by all-day commuters in locations well serviced by public transport and active travel options. These increases also reflect other increases in regulatory fees and fines, and support the introduction of after-hours pay parking in the city centre and the introduction of pay parking to Woden service trades area.
- The government has also decided to **introduce after-hours and weekend pay parking** in some areas of high demand, where currently there is no provision for pay parking outside 'business hours'. This will provide better value for taxpayers from the land used as carparks, and help ration the supply of parking to support users of popular attractions such as the Canberra Theatre Centre, National Convention Centre and Commonwealth Park.
- The price of parking is one of the determinants of the **demand for public transport**. As such, it will be necessary to monitor the price and supply of public parking (particularly long-stay parking) to ensure they are consistent with an increase in public transport patronage over the medium to longer term, and that public transport remains an attractive alternative to car travel.
- Increased resources will be given to **parking enforcement** to ensure user behaviour is compliant, that parking is equitably shared by all seeking to use it, and that usage reflects the intended purpose of the parking. Increasingly, enforcement will become technology focussed.
- The establishment of the role of **Parking Coordinator-General**, chairing a cross-directorate parking coordination group, has facilitated the prompt and integrated response to a range of parking issues and their efficient resolution by the government to minimise their impact on residents, businesses and parking users. This role will be continued and used to help implement and monitor this parking plan.
- **Parking at some schools** is under pressure, and the Parking Coordinator-General is coordinating a range of actions to address these problems, including increased penalties for traffic and parking offences at schools, improved signage, increased enforcement activity and a review of the pickup/set down provisions. Particular interventions will be trialled as part of the Active Streets pilot project, which is looking at how infrastructure, behaviour and technology can encourage more students to walk, ride or scoot to school.
- The number of **mobility parking** permits issued over the last decade has grown over six times more than the population increase over the same period, with only a small fraction of this increase attributed to the ageing of the population. The concessions available allow permit holders to park all day for free in short-stay parking areas and with so many permit holders pressure is being placed on the availability of short-stay parking in some high demand areas. This pressure will grow as parking becomes increasingly provided by the private sector, which normally does not provide the same level of concessions. The government has written to the Australian Medical Association concerning the role doctors play in ensuring that only eligible people receive a mobility parking permit. The government will look at the use of permits in high demand areas as research indicates a significant number of cars parked in the short-term parking areas of two Civic carparks were displaying mobility parking permits. Further investigation will be necessary to determine the level of any misuse of permits prior to consultation about any changes to policy, regulation or enforcement practices.

BUILDING AN INTEGRATED TRANSPORT NETWORK

- With the reduction in free parking there has been an increase in **illegal verge and public open space parking**. Parking in these areas can affect residential and public amenity, create safety hazards and damage public assets such as footpaths, kerbs and street trees. Increased compliance resources will be allocated and, in accordance with the Parking Operations: Compliance Framework, priority will be given to enforcing parking that creates a serious risk to safety, the environment or public assets. The compliance framework is set out in Appendix 7.1 and is available at: <http://www.ors.act.gov.au/publication/view/2245/title/parking-operations-compliance-framework>
- As the ACT continues to develop, **specific parking demands associated with construction activity** and development will need to be managed. Access and parking for trades vehicles will be required, which has an impact on traffic movements and particularly on parking availability in the vicinity for other users. Among other things, temporary changes to parking arrangements, encouraging shared use of parking facilities and imposing appropriate conditions through development approvals may be required.
- A **demand responsive management scheme** will be considered for areas with high demand for parking. The scheme would better ration scarce parking and discourage parking by those whose needs would be met by other parking locations at a lower price and a little further away, or by public transport. Similar schemes have been used elsewhere, including San Francisco and Auckland. Under such arrangements, the demand for parking is monitored in a particular area to maintain a target level; for example, an 85% capacity usage has been found to be the point at which a driver seeking a park can find one with only a short search. Where demand exceeds the target, the parking fee is increased until demand stabilises at the target level. At the same time, the fee is dropped where demand is less than the target to encourage drivers to park in those areas instead. Such an approach could follow the Smart Parking Trial in 2015.
- Although not currently under consideration a number of Australian capital cities have introduced a **parking levy**. This provides those governments with a policy tool to support sustainable transport practices and to ensure parking prices are not a disincentive for travel by public transport, particularly for long term and all-day parking (i.e. that the publicly owned and private carparks are sending consistent price signals to potential users). Over time, the government proposes to examine the experiences of the Sydney, Melbourne and Perth parking levy schemes and their applicability to the ACT, and carry out further research into the potential uses of the funds that might be raised.



Removalist vehicles using nature strip

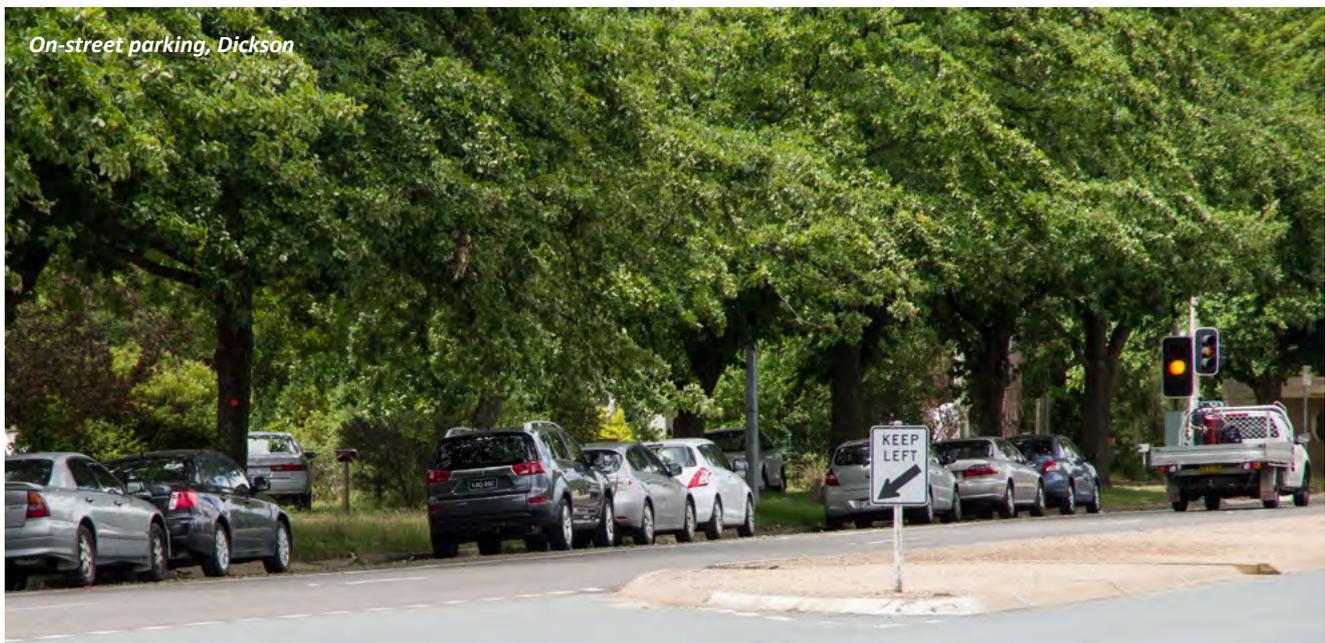
5.2.4 Manage the supply of parking

- **Reduction in the provision of free parking**, and its eventual elimination in the city and town centres, will better reflect the real cost to taxpayers of providing parking and ensure the cost is borne by those using it. Implementing pay parking will allow short-stay parkers to gain access to parking during business hours by decreasing competition from all-day parkers. Any new pay parking arrangements will be accompanied by a program of signage and communications to ensure the new parking regime is well publicised prior to its commencement.
- **Moving long-stay parking** away from commercial areas will free parking space for short-term parking to better support the retail and commercial businesses in those areas. It will also allow the redevelopment of carparks occupying prime commercial land.
- The **Parking and Vehicular Access General Code** in the Territory Plan sets out the requirements for developers for vehicular access and parking provision. The code, which seeks to ensure development achieves the relevant objectives of the Territory Plan, is used by the planning authority in the assessment of development applications involving development, redevelopment and lease variations. The code is being reviewed to ensure parking rates required for development are current and that it can be easily understood and applied. It is expected the review will be completed in 2015–16, with a statutory process and associated consultation to follow to formally amend the code.
- A **parking offset scheme** will be introduced in 2016 (subject to statutory processes) to enable developers to make a payment to the government as an alternative to providing a percentage of the car spaces required under the parking code. This scheme is informed by the government policy that seeks a mode shift away from car-based transport, and responds to representations from developers about the constraints imposed on their developments by the requirements for the provision of parking. Constraints include, for example, site constraints such as geotechnical impediments, heritage or environmental constraints, or the presence of adequate parking off-site. This scheme may also allow developers of smaller buildings to meet parking requirements without on-site parking, resulting in better urban design and safer, more walkable centres. Developers may also receive credit for the provision of facilities which encourage the use of public transport or active travel. Funds collected may be used for the construction of separate structured parking or sustainable travel initiatives such as improved public transport or active travel facilities.
- **Park and Ride facilities** have the potential to increase public transport patronage and relieve pressure on areas with a high demand for commuter parking. They provide a bridge between the relatively modest but increasing demand for public transport and Canberrans' preference for the car. The current Park and Ride scheme, including permit arrangements, will be reviewed to assess the appropriateness of the current sites and their effectiveness, and identify options for new sites to better serve commuters. The review will be completed in advance of and integrated with Stage 1, Capital Metro.



New parking machine, City

BUILDING AN INTEGRATED TRANSPORT NETWORK



- **Structured carparks** are a result of the growth of the city centre and the town centres as the surface carparks in those centres are redeveloped. Development of these sites reflects a higher value use of the land, and therefore returns a higher value to the ACT taxpayer than their ongoing use as surface carparks. The demand for public parking will increasingly be met by structures, either as part of a development or as stand-alone parking structures.
- The movement of long-term parking to the edges of commercial areas will place greater emphasis on **improving the pedestrian infrastructure**, within these centres to facilitate safe and convenient movement between peripheral carparks and employment and commercial centres, particularly when it is necessary to cross busy roads. Improvements will be subject to future funding decisions by government.
- Continued population growth in the ACT will require the government to carefully consider the supply of car parking and parking replacement during the implementation of the land release program to 2031, including the retention of land for future structured carparks. As **master plans are prepared for the City and town centres**, they will incorporate a parking strategy, so that adequate parking is available to support the projected employment growth and commercial and other activities of the centre. Where appropriate this will include identifying potential sites for structured car parks to meet short- or long-stay parking needs. The master plans will also incorporate active travel strategies to promote alternative means of accessing these centres.

6. Action Plan

6.1 Implementation table

This action plan sets out the key actions and initiatives the ACT Government will undertake over the short, medium and longer term to understand parking demand, improve parking efficiency, and manage parking demand and supply.

Actions	Reasons	Responsibility ⁸	2 years	5 years	10 years
Understand the demand for parking					
Complete the installation of new parking machines in all ACT Government paid car parking at both off- and on-street locations.	Introduce more convenient and easy to use payment systems for motorists and receive better data on the usage of carparks.	JACS	•		
Carry out further analysis of the 2014 parking survey for city and town centres in conjunction with analysis of parking machine generated data to better map the supply and demand for parking.	Improve the information base on parking supply and demand.	EPD	•		
Improve parking efficiency					
Implement a trial of 'smart parking' technology to inform motorists of the availability of parking at their destination. The technology is expected to include smartphone apps and intelligent street signage to inform and guide motorists to available parking. Evaluate the trial, with findings used to determine how these technologies can be applied more widely across on- and off-street parking in the ACT.	Reduce the lost time and congestion arising from motorists searching for a parking spot, give greater certainty of finding a space, and allow motorists the opportunity to make alternative travel arrangements.	CMTEDD	•		
Retain the "3 for FREE" system in selected ACT Government carparks and further examine other sustainable transport incentives for commuters, such as those applying to low emissions vehicles, car sharing or motorcycles and scooters.	As most car journeys are made by a single occupant, reducing this proportion will ease congestion and reduce demand for parking. More efficient vehicles are called for in the government's environmental policies and forthcoming Low Emission Vehicle Strategy. Discounted parking is already provided for certain types of users such as "3 for FREE" carpooling parking spaces.	EPD, with TAMS, and JACS	•		
Provide updated and consolidated parking information on the internet.	Information is available, but not readily accessible to help travel planning and understand operational parking procedures or policy.	EPD, TAMS, JACS, CMTEDD	•		
Investigate simplified and more effective parking signage options, such as making signage clearer and more recognisable through visual images or cues.	The complexity of signage, and ease of interpretation could potentially be enhanced.	TAMS	•	•	•

BUILDING AN INTEGRATED TRANSPORT NETWORK

Actions	Reasons	Responsibility ⁸	2 years	5 years	10 years
Manage the demand for parking					
Examine alternative compliance activity for illegal parking, such as on verges and public open space, including a greater use of technology. This will be consistent with the JACS compliance framework.	Decreasing standards of parking behaviour and compliance leads to fee avoidance, overstays and illegal parking, which disadvantages drivers observing the parking regulations and inhibits the effective operation of the parking arrangements for all who benefit from them. Illegal verge and public open space parking damages nature strips, kerbing, guttering and other street infrastructure, and incurs costs for the taxpayer.	JACS	•		
Adjust the parking price by 6% annually in accordance with increases in other regulatory fees and fines.	The return to taxpayers on parking assets needs to be adjusted for the effects of inflation, and to ensure that the appropriate price signals are set for different carpark provision, and for mode choice.	EPD, JACS, CMTEDD	•		
Introduce after-hours paid parking in the London Circuit, Civic Pool and Canberra Institute of Technology (Reid) car parks for weekdays from 5.30pm to 10.30pm and for weekends from 8.30am to 10.30pm, with a maximum charge of \$5.00. All-day parking hours will be extended to 10.30pm, meaning no additional parking fee will be paid by these users.	Some ACT private sector car parks operate after-hours pay parking seven days a week, and after-hours pay parking is the norm in capital cities such as Sydney, Melbourne and Brisbane, and many suburban centres of these cities as well as parking near major entertainment venues in most capital cities. Pay parking will support users of popular attractions like the Canberra Theatre Centre, the National Convention Centre and Commonwealth Park, and will better capture the value of the land used for these carparks.	JACS	•		
Ensure transitional arrangements are in place (i.e. signage, administration, operation, maintenance and enforcement) in areas where new pay parking arrangements are implemented.	Ensure forward planning is in place to address any spill over or adjustment issues for users accustomed to parking for free following the introduction of pay parking, or other new parking arrangements.	EPD, JACS TAMS	•	•	•
Review the parking survey results to identify parking issues and develop strategies to optimise the use of highly sought after space, including actions already identified in this action plan.	The 2014 parking survey results confirm the trend of increasing levels of demand for parking in the city and town centres. It will be necessary to respond to the increasing demand to maintain the efficient operation of the centres.	EPD (PCG)	•		
Ensure adequate coordination with stakeholders during special events including the event organiser, Roads ACT, Territory Venues and Events, ACT Police, and with the National Capital Authority where events or associated parking overlap National and Territory land. Implement increased and targeted enforcement measures where appropriate during special events.	Illegal and dangerous parking, particularly on major roads, can be deterred by the visible presence of parking inspectors at the start of events. Improved enforcement also aids traffic management during and after events. Enforcement of parking will be available for the duration of events, including after hours and on weekends.	JACS, TAMS, CMTEDD (PCG)	•		

Actions	Reasons	Responsibility ⁸	2 years	5 years	10 years
<p>Improve management and supply of loading zones both on street and within developments, particularly in group and town centres, to limit the abuse of these zones by non-legitimate users and address the risk posed by illegal verge parking.</p> <p>Consider the adequacy of the planning guidance to support a requirement for access and parking for removalist/delivery vehicles, similar to the provision for waste collection.</p>	<p>The availability of on-street parking supply is constrained in town and group centres. On-street loading zones are limited and it is difficult to control non-legitimate users and ensure parking functions as intended.</p> <p>In the absence of suitable parking within developments, removalist/delivery vehicles typically park on the verge or nature strip posing a risk to pedestrian/cyclist safety and damage to footpaths and landscaping.</p>	JACS, EPD, TAMS	•		
<p>Investigate a system of adjusting the price of high-demand parking to:</p> <ul style="list-style-type: none"> ensure that the price reflects demand encourage those whose need for parking can be met elsewhere at a lower price, to park elsewhere assess the suitability of the concept for broader on-street and off-street parking demand management. 	<p>Improve the availability of parking in areas or times of high demand, and make better use of the available parking capacity. Demand-based parking pricing policies could potentially be implemented in town centres and areas where displaced demand becomes an issue, such as on nearby residential streets.</p>	EPD, JACS, CMTEDD	•		
<p>Implement a differential fines / demerits schedule for safety offences at schools, consistent with national guidelines and arrangements in NSW. Increase penalties as part of a wider response to driver behaviour problems around schools, with demerit points attached to offenses posing safety risks to people and property.</p>	<p>Address the high rate of driver misbehaviour around schools and improve safety for students, pedestrians and motorists. Driving/parking offences are prevalent around schools, jeopardising the safety of students, pedestrians, and motorists.</p>	JACS	•	•	
<p>Enforce parking rules around schools targeting safety for pedestrians and motorists and improve signage and, where necessary, parking and pick up/set down provision.</p>	<p>Address safety and congestion issues around affected schools.</p>	JACS, ACT Policing, Road Safety (PCG)	•	•	•
<p>Develop (in conjunction with the Active Streets pilot) resources and initiatives for schools that support safe travel to and parking at schools.</p>	<p>Address safety and congestion issues around affected schools.</p>	ETD, TAMS	•		
<p>Increase enforcement in residential streets adjacent or near activity centres.</p> <p>Issue no further on-street resident parking permits and, as redevelopment occurs, withdraw existing permits.</p>	<p>Address issues around the competition for on-street parking from commuters, shoppers and others in residential streets adjacent or near activity centres, particularly where arising from ongoing replacement of free all-day parking with pay/short-term parking.</p>	JACS (PCG)	•	•	•
<p>Implement new arrangements to manage parking provision for areas where development or redevelopment occurs to ensure the impact on the area's commercial and other activities is minimised.</p>	<p>Address parking issues associated with large scale development, particularly in areas that are in transition, to manage the specific parking demands associated with construction activity and development (for example, Braddon, Dickson).</p>	EPD, JACS, TAMS (PCG)	•	•	•
<p>Provide information on the limitations which apply to the issuing of various permits and passes, such as volunteers, to reduce inappropriate use and manage expectations.</p>	<p>Various passes and permits allow motorists to use specific carparks without payment. This needs to be carefully controlled to ensure that they are legitimate users.</p>	JACS, EPD	•	•	•

BUILDING AN INTEGRATED TRANSPORT NETWORK

Actions	Reasons	Responsibility ⁸	2 years	5 years	10 years
Undertake a review of the experience of Sydney, Melbourne and Perth with their parking levy schemes, their applicability to the ACT and the potential uses of the funds that might be raised.	The potential decrease in publicly-owned carparks will limit the ability of the government to influence the price paid for parking, and government's ability to ensure commercial parking is not a disincentive for travel by public transport, particularly for long-term and all-day parking.	EPD	•		
Monitor the usage of mobility permits and the impacts of mobility parking on parking revenues and the supply of high demand parking spaces.	The high usage of mobility permits in high-demand parking locations is displacing fee-paying parking. The contraction of government carparks is expected to exacerbate this displacement.	JACS	•		
Manage the supply of parking					
As master plans are prepared for city and town centres, ensure they incorporate a parking strategy, such that adequate parking is available to support the projected employment growth and commercial and other activities of the centre. Where appropriate this will include identifying potential sites for structured carparks to meet short- or long-stay parking needs. Give attention to special needs parking such as carers, mobility needs, emergency and loading parking as well as parking for motorcycles and scooters.	Improve the provision of parking capacity in the city and town centres and better integrate parking with planning and transport policy.	EPD, TAMS	•	•	•
Introduce a parking offset scheme by which developers could pay a fee instead of providing some or all of the parking capacity required under the Territory Plan's parking code.	Address the industry concern over the inflexibility of the parking code requirements; provide a mechanism for reducing the supply of carparks in developments.	EPD	•		
Provide pedestrian infrastructure to improve the pedestrian experience moving between parking and activity centres.	It will be necessary to ensure the convenience and safety of pedestrians when parking is some distance from the activity centre, particularly at night and in poor weather, and where it is necessary to cross busy streets.	TAMS/ CMTEDD/EPD	•	•	•
Review the parking code and undertake Territory Plan amendments to streamline and clarify the parking provision requirements for developments.	Parking code provisions have not been updated for some time, and a comprehensive review of the provisions is required, including simplifying their application and appropriateness of the rates.	EPD	•	•	
Survey and evaluate usage of existing Park and Ride facilities. Adopt criteria for the selection of Park and Ride sites, including reviewing existing sites to assess their relevance under the criteria.	Provide more flexibility for travellers, and enhance the attractiveness of public transport.	EPD, with TAMS/CMA	•		
Monitor the current arrangements for government-provided parking, including alternative delivery models, to maximise revenue and efficiently provide services.	Ensure the government's investment in the provision and management of parking is returning value for the taxpayer.	CMTEDD/TAMS	•	•	•

6.1.1 Parking in Canberra - Park and Ride

Park and Ride is one of several ways which the public may access the public transport system. Transport for Canberra envisaged a network of Park and Ride and Bike and Ride facilities along rapid service routes allowing people more flexibility when designing a journey that best suits their needs. The principles for consideration when planning a Park and Ride facility are:

- location of the site relative to the Frequent Network and including the Capital Metro Stage 1 route
- costs and value for money for the ACT
- impact on the surrounding environment
- selection of appropriate locations, including use of existing under-utilised parking areas
- appropriate capacities for facilities based on projected demand
- over time, transition of Park and Ride sites where land becomes more valuable in centres
- design, landscaping and aesthetics and
- vehicle security, passive surveillance, lighting and personal safety.

Park and Ride will remain an important way to access high frequency networks; however, facilities should be targeted at people who are not easily able to access the Frequent Network by alternative means such as walking, cycling or feeder buses. Any new or expanded Park and Ride facilities should support planned public transport services and future land use objectives as centres evolve and land becomes valuable for other purposes.

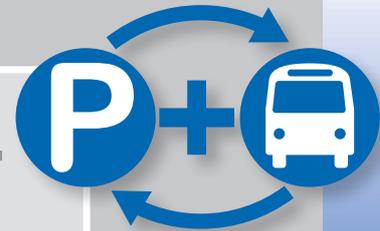
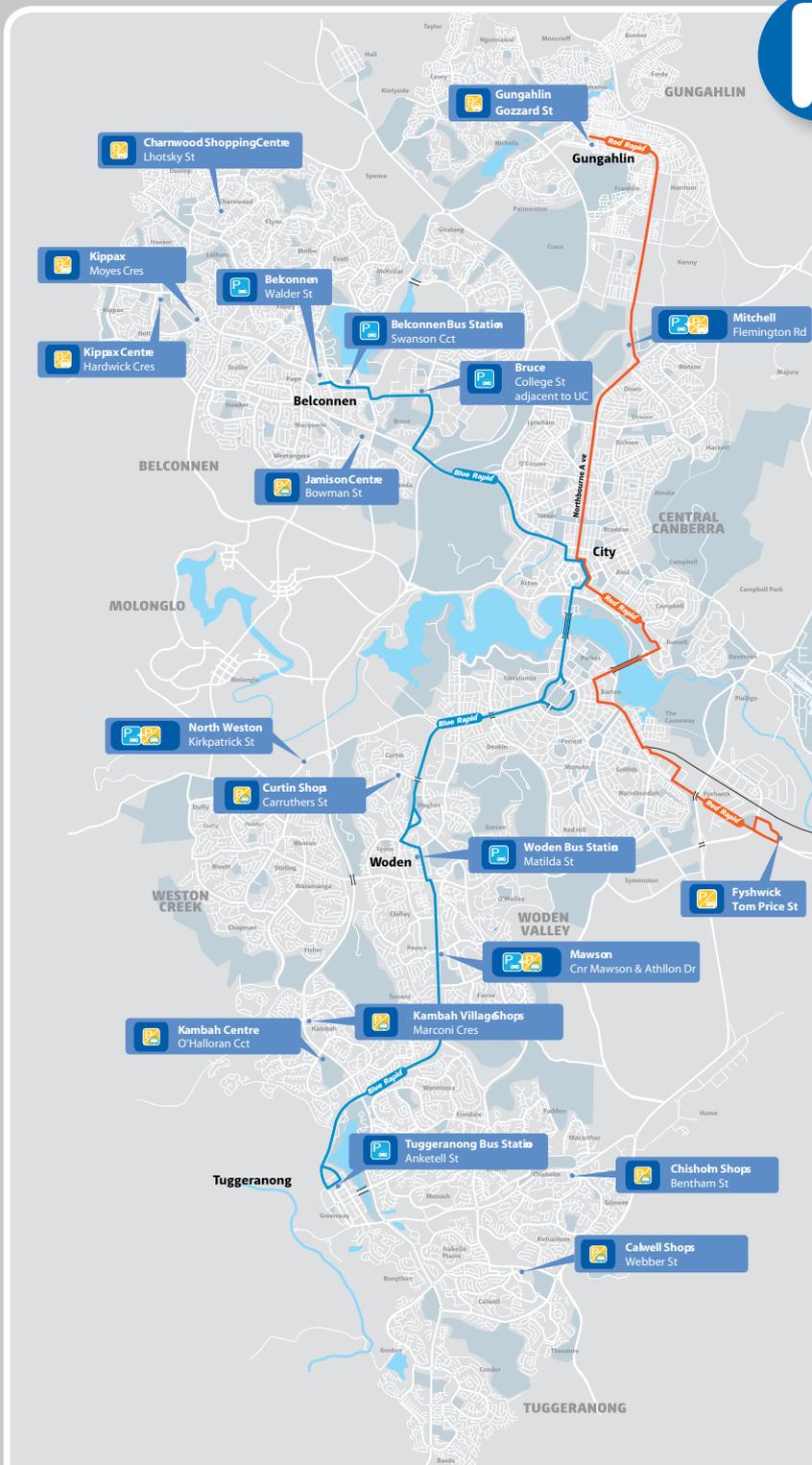
Park and Ride facilities have been established in a number of locations and additional services are proposed. Local observations suggest some existing facilities are performing better than others. This may relate to their location in relation to the rapid transport network, changes to development density and land use within the locality or to more localised siting and design considerations (refer attached Park and Ride map). Not all facilities meet the criteria, with some sites not close to the rapid transit network. Additionally, there may be other localities which could benefit from Park and Ride.

The government is currently reviewing the existing sites and will consider whether additional sites should be added. The government will also consider potential Park and Ride sites for the start of the light rail service in 2018–19.



Park and Ride, Mawson

PARK & RIDE MAP



No permit required



Permit only



Permit & non permit spaces

* Always check signage at each carpark to ensure that you are parking in a PARK & RIDE designated area.

Please note that in some locations only part of the carpark is designated to PARK & RIDE.

6.1.2 Parking in Canberra – mobility parking

The ACT Government is committed to ensuring people with disabilities have full and direct access to all public places in the ACT. The provision of accessible transport and parking are central to realising that commitment. Designated parking spaces are provided for people with disabilities, usually adjacent to shops and offices to allow mobility parking permit holders to park close to their destination.

Three categories of mobility parking permits are available in the ACT: temporary permits requiring certification from a medical practitioner and automatically expiring after a set period, which can be three, six or twelve months; long-term permits requiring medical certification every three years; and permanent permits issued where the person's condition is permanent, requiring only an initial medical certification.

Mobility parking permit holders can park free of charge at meters and in ticket parking areas and stay longer in time limited parking. This allows permit holders to stay in both on-street and off-street government car parks for up to two hours if the time limit on the parking sign is 30 minutes or less; and for an unlimited time if the time limit on the parking sign is more than 30 minutes. Many other jurisdictions in Australia and overseas provide similar concessions.

As of June 2014 there were 16,822 mobility parking permits in circulation, an increase from 6579 in 2003. Demand for parking in more accessible government car parks from mobility parking permit holders is very high. A survey on 12 August 2014 found 40% of cars parked in the short-stay car parks near the Legislative Assembly and Canberra Theatre Centre Precinct and Sydney Building had mobility parking permits.

Surveys suggest that mobility parking permits are not widely used in private carparks and that there are disabled parking spaces available in every location across Canberra. This suggests that commuters using these permits are receiving significant benefits (beyond accessibility) from the free long-stay parking provided in government parking. Further surveys of the usage of mobility parking permits in government carparks will take place to improve the government's understanding of mobility parking permit use over time.

In 2008, the Australian Government in conjunction with state and territory governments undertook a process to increase harmonisation of disability parking schemes across Australia. The outcome of this process was the development of the Australian Disability Parking Scheme that includes a consistent permit design across Australia, and new national minimum parking concession standards. The ACT Government remains committed to these standards.



Mobility parking, City

Mobility parking permits are one of a range of special purpose parking permits issued by the government. Others include medical practitioner, community nurse and volunteer permits, which are available subject to applicants meeting strict criteria. These permits, and the applicable criteria, are available at www.rego.act.gov.au/parking/special-parking-permits.

7. Appendices

7.1 Compliance framework for monitoring and enforcing parking regulations

This section sets out the framework that is followed by Parking Operations in response to parking issues identified internally or from feedback from the public. This section has been extracted from Parking Operations: Compliance Framework, which is available online at

www.ors.act.gov.au/resources/attachments/Parking_Operations_-_Compliance_Framework.pdf

7.1.1 Compliance monitoring

There are two types of monitoring activities Parking Operations carries out: reactive and proactive. Both types of monitoring are risk-based – they prioritise resource allocation based on the level of risk posed to Parking Operations’ strategic objectives.

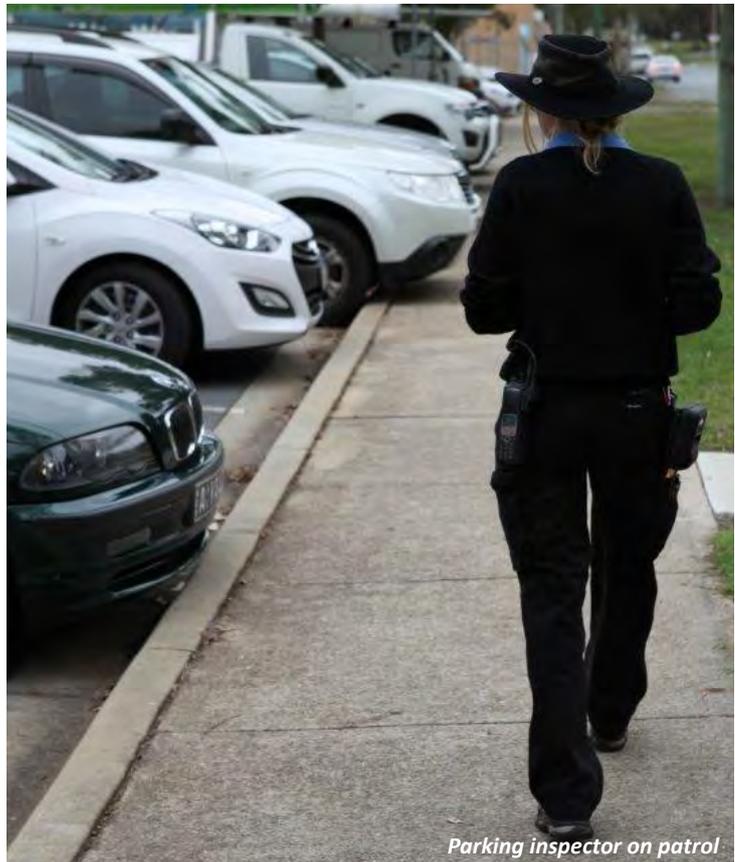
7.1.2 Proactive monitoring

Most of the monitoring Parking Operations undertakes is proactive. This is because instances of noncompliance are much higher than the number of complaints lodged about illegal parking. Proactive patrols are conducted at varying levels of intensity in different areas of the ACT depending on the level of risk posed to Parking Operations’ strategic objectives of ensuring safety, public and business amenity and government.

7.1.3 Reactive monitoring

Reactive monitoring relies on members of the public, businesses, or government agencies (for example the AFP or the Territory and Municipal Services Directorate) contacting Parking Operations and reporting non-compliant behaviour. Calls are received at Parking Operations’ office and are given a priority based on the assessed level of risk (see below). The supervisor on duty will delegate the task of investigating the report to an appropriate team or Parking Officer.

Parking Operations does seek to respond to every notification of illegal parking it receives. However, because not every complaint can be responded to immediately, responses are triaged based on the risk posed (classified as high, medium or low). The following table describes what is covered by each risk level and provides some examples.



Parking inspector on patrol

Risk level	Safety	Public and business amenity	Government
3 – High	The reported behavior poses a potential risk of serious injury or death	Parking that completely and unreasonably obstructs access to a residential or business premises or is in a high priority restricted zone	Behaviour that places severe restrictions on the operation of paid carparks
	Examples: <ul style="list-style-type: none"> • A large vehicle parking illegally close to an intersection, obstructing motorists' view of oncoming traffic • Parking within the restricted area around a school crossing • Blocking access for emergency services vehicles 	Examples: <ul style="list-style-type: none"> • Parking in a bus zone • Parking across a driveway restricting access to/from a residence or business • Parking without a permit in a mobility zone excluding access to parking for legitimate users 	Examples: <ul style="list-style-type: none"> • Vandalism of parking ticket machines • Use or production of fraudulent parking tickets or permits
2 – Medium	Physical harm could conceivably result from the parking behaviour	There is partial obstruction of access to a residential or business premises	Deliberate and consistent efforts to undermine the paid parking system
	Examples: <ul style="list-style-type: none"> • Parking on a nature strip blocking motorists' line of sight • Vehicles parking on footpaths in areas with pedestrian traffic • Parking outside of bays in an off road parking area 	Examples: <ul style="list-style-type: none"> • Parking partially across a driveway • Parking in a loading zone without a permit 	Examples: <ul style="list-style-type: none"> • Coordinated fee avoidance
1 – Low	Parking that is illegal but poses no material risk to safety	Parking that is illegal but does not materially obstruct public and business amenity	Parking that is illegal but does not constitute widespread or coordinated payment evasion
	Examples: <ul style="list-style-type: none"> • Motorists parking on the nature strip but not blocking line of sight and not damaging street trees 	Examples: <ul style="list-style-type: none"> • Overstaying time limits where there is ample available parking 	Examples: <ul style="list-style-type: none"> • Parking without a valid ticket/permit • Parking with an expired meter

Below are Parking Operations' timeframes for responding to complaints. These timeframes are a guide only. It may be an operational necessity to delay a response – for example when the parking behaviour complained about occurs at a specific day of the week or time of day. The problem may also require long term enforcement action in order to be resolved or require special planning.

Risk level	Response timeframes
High	Immediate – if no Parking Operations resources are available the police may be called
Medium	Within 2 business days
Low	Within 5 business days

7.2 Comparison of capital city parking fees

Location	Restricted availability , periphery or “early bird” all day parking fees*	Standard daily parking fees*
Canberra CBD (ACT Government parking)	\$9.50 per day in Zone B ⁹ long stay car parking (May 2015), \$10.50 per day (1 July 2015)	\$14.00 per day in Zone A ⁹ long stay car parking (May 2015), \$15.00 per day (1 July 2015)
Citywest car park (private parking)	\$12.00 per day before 9.30AM on rooftop	\$17.00 for 7 or more hours
Canberra Centre (private parking)	\$11.00 all day some rooftop parking	\$30.00 over 7 hours
Tuggeranong, Woden and Belconnen (ACT Government parking)	\$8.00 per day in Zone B long stay car parking (May 2015), \$8.50 (1 July 2015)	\$9.50 per day in Zone A long stay car parking (May 2015), \$10.50 (1 July 2015)
Westfield Woden/ Belconnen (private parking)	\$8.00 in one stated location per car park	\$25 for 7.5 to 8 hours; maximum of \$30 per day
Sydney CBD (private and government parking)	\$23.90 per day in limited Early Bird parking	\$53.90 standard
Melbourne CBD (private and government parking)	\$14.30 per day in limited Early Bird parking	\$34.60 standard
Brisbane CBD (private and government parking)	\$22.50 per day in limited Early Bird parking	\$64.30 standard
Adelaide CBD (private and government parking)	\$15.40 per day in limited Early Bird parking	\$26.00 standard
Gold Coast – Surfers’ Paradise	\$6.00 per day in limited Early Bird parking	\$17.00 standard
Wollongong CBD	\$8.00 per day in limited Early Bird parking	\$18.20 standard
Newcastle CBD	\$11.10 per day in limited Early Bird parking	\$14.40 standard
<p>* Sources: Citywest car park fees (http://www.citywestcarpark.com/www.citywestcarpark.com/Citywest_Homepage.html); Canberra Centre car park fees (http://www.secureparking.com.au/car-parks/australia/act/canberra/canberra-centre); Westfield Woden parking fees (http://www.westfield.com.au/woden/info); Westfield Belconnen parking fees (http://www.westfield.com.au/belconnen/info); Sydney, Melbourne and Brisbane CBD parking data based on 10 sites operated within each CBD operated by a number of private operators; Adelaide CBD parking data based on 5 sites operated within CBD by a number of private operators ; Gold Coast data based on 5 sites operated by a number of private operators; Newcastle data based on 3 private operators and 1 council car park within CBD; Wollongong data based on 5 private operators within CBD.</p>		

8. Endnotes

1. In most off-street locations 12 hour surveys were undertaken from 7am to 7pm on Thursday and Saturday. In a small number of off-street locations and in on-street locations multiple spot counts were undertaken.
2. Short-stay parking includes parking available for up to 4 hours.
3. The city centre survey includes all of the city centre and surrounding parts of Acton, Turner, Braddon, Reid and north Parkes.
4. The inner south survey includes all of Barton and areas of Forrest, Griffith, Kingston, Parkes and Yarralumla.
5. Includes service trades area.
6. Excludes unrestricted on-street parking surrounding town centre
7. Gungahlin parking figures should be used with caution, as the pace of development in the centre means that some carparks are being closed for development, and others being opened. As a result the survey results should be used as a guide only.
8. CMA- Capital Metro Agency
CMTEDD – Chief Minister, Treasury and Economic Development Directorate
EPD – Environment and Planning Directorate
ETD – Education and Training Directorate
JACS – Justice and Community Services Directorate
PCG – Parking Coordinator-General
TAMS – Territory and Municipal Services Directorate
9. Zone A – Core city and town centre areas and Zone B – Periphery city and town centre areas

BUILDING AN INTEGRATED TRANSPORT NETWORK

