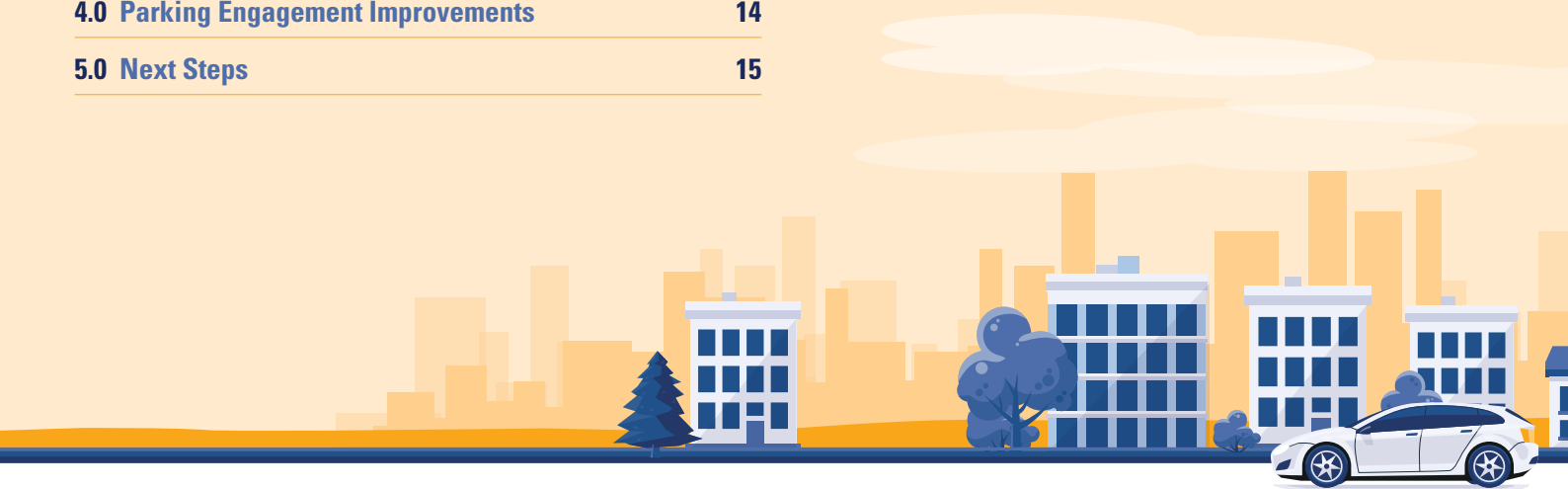


Parking Conversation Guide



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Kaurna Acknowledgment

We acknowledge the City of Unley is part of the traditional lands of the Kaurna people and we respect their spiritual relationship with their country. We acknowledge the Kaurna people as the traditional custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kaurna people today.

The City of Unley is commencing the development of a City-wide Parking Strategy (the Strategy). This Strategy will help us better balance the on-street parking needs of residents, businesses, workers, shoppers, commuters and visitors.



1.0 Introduction

The aims of the Strategy are to:

- Provide a holistic and strategic framework to guide Council decision making relating to the management of on-street parking, including permits.
- Maximise the parking provisions already in place and deliver new provisions where appropriate.
- Better manage changing parking demands over time.

The development of the Strategy will be a two stage process comprising of:

Stage 1 (2021/22)

The development of an overarching framework and decision-making principles, and includes:

- Better understanding of the current on-street parking supply through the collection and analysis of on-street parking data on a GIS platform.
- Better understanding of our current on-street parking issues, and gaps in our on-street parking policy through stakeholder and community engagement.
- Undertaking best practice research on the management of on-street parking both locally and nationally.

Stage 2 (2022/23)

- The development of the Strategy in response to the overarching framework and decision-making principles agreed to in Stage 1.

To assist the development of Stage 1 of the Strategy, the Council has chosen to pilot Shaping Unley, a new and innovative engagement process to explore complex and polarising policy issues facing our community. The process involves the community from the beginning - stepping through the problems, opportunities, and possible solutions in a collaborative way.

1.1 Shaping Unley

The Shaping Unley process is a five-step engagement process, as shown in the figure below, and has been developed in partnership with DemocracyCo, a leading engagement consultant.

Shaping Unley Process



To help the development of the Strategy, Council encouraged the community to provide their views on current issues they may have with on-street parking experience(s); as well as any ideas on how they may think these issues could be resolved. Council also wanted to hear about good experiences and find out what is working well.

Through Your Say Unley the community were provided the opportunity to share their parking issues and ideas, drop a comment on a city map, or complete a short survey. The engagement was promoted broadly through flyers in the rates notice, social media, digital messaging and city wide on-street signage.

261 people provided a range of submissions via Your Say Unley. The aim of the engagement was not to address specific parking issues, but to use the community feedback to develop an overarching framework and supporting decision-making principles to form the basis of the Strategy.

Based on the feedback from the Issues and Ideas engagement, the key parking issues raised by the community were categorised into three key themes for discussion by the Community Panel:

- Parking congestion
- Parking accessibility and driveway access
- Road accessibility and narrow streets.



The Shaping Unley Community Panel consisted of 20 randomly selected community members, including Unley residents, business owners and staff, property owners, landlords, regular visitors and casual visitors. Collectively the diversity of the group provided a wide mix of opinions and experiences when it came to parking within the City of Unley.

The panel dedicated a large amount of their personal time (up to 20 hours) attending three panel sessions held in the evening to help their community and Council to develop principles and ideas that will underpin the development of the Strategy.

The table on the page overleaf provides a summary of what was discussed at each of the three panel sessions.



Summary of panel session discussions

Session 1	Session 2	Session 3
<p>Understanding the task</p> <p>Critical thinking</p> <p>Understanding parking – issue dialogues</p> <p>Discussing what ‘fair’ looks like</p> <p>Sharing ideas</p>	<p>‘Stinky fish’ – airing concerns about glaring problems</p> <p>Community survey results - understanding and interpreting</p> <p>Facts and opinions for each issue</p> <p>Root cause analysis for parking issues in Unley – The 5 Why’s</p> <p>Identifying who matters and what they need.</p> <p>Identifying solutions together.</p>	<p>Solutions – getting feedback on our ideas from Transport Team</p> <p>Ideas review and finessing</p> <p>Congestion – understanding the trigger for when we have a problem</p> <p>Engagement approaches</p> <p>Finalising / agreeing on the decision-making principles</p> <p>Reflection</p>

From the three sessions, the panel provided advice for both Council and the community to consider. The panel collectively recognised that Council needs to work smarter to increase access and availability of its on-street parking spaces. They also recognised that the community would benefit from being more holistic and perhaps reconsider their expectations around parking - noting the historic layout of Unley, its narrower streets and increasing demand for parking as the City grows.

A key comment from the Issues and Ideas engagement that resonated with the panel was:

“On-street parking is a great luxury, and we should cherish and protect it. A lot of suburbs and cities around the world would love such a luxury.”





The panel indicated a preference for Council to consider practical solutions that address specific problems, rather than implementing sweeping changes across large areas that might not solve a problem, but rather shift the problem elsewhere.

The panel highlighted the importance of education and reflected that behaviour change is needed by the community in how they move around the City, using more sustainable modes of transport rather than the car as a first option. In addition to this, the panel also acknowledged that more consistent enforcement is required to support any future solutions, which will help ensure compliance and improve community confidence that Council is supporting their decisions.

The Community Panel Discussions resulted in the following three key strategic directions:

- Parking issues and ideas – to address/overcome the three key parking themes of:
 - Parking congestion
 - Parking accessibility and driveway access
 - Road accessibility and narrow streets.
- Parking decision-making principles – to inform the development of the City-wide Parking Strategy.
- Parking engagement improvements – to improve the way that Council interacts with the community on parking matters at a hyper local, local street, and area-wide perspective.



Step 3: Community Testing

The Conversation Guide was developed by Council staff, DemocracyCo and the panel to aid broad community engagement, and consideration of, and discussion about, the panel's proposed directions.

The information within the Conversation Guide reflects the deliberations of the panel and is aimed to assist the wider community and other stakeholders to weigh up the options and come to a more informed opinion about the best way forward.

The following pages sets out the details of the key panel directions.

2.0 Parking Issues and Ideas

The panel identified and discussed many parking issues during the three panel sessions, which were informed by the Issues and Ideas engagement. The three parking themes that were identified as being the most important parking issues for the community, and were the focus of the panel sessions, included:

- 1 Parking congestion
- 2 Parking accessibility and driveway access.
- 3 Road accessibility and narrow streets

Each issue was examined and considered by the panel to determine the root cause, who needs to be considered and potential ideas/solutions to address the issue.





2.1 Parking Congestion

The panel deliberated together on what their understanding of parking congestion is and the root cause of the problem. The following causes were identified:

- **Too much traffic.**

Unley wasn't built or designed for the amount of traffic it now experiences. The City of Unley was designed before cars existed, and the way the streets and house blocks have been built simply does not lend itself to the number of cars needed to traverse the city and park here.

- **Too many cars.**

There are too many cars on our streets. It is observed that households have more cars than ever before. There is greater affluence in the Unley area, with many high-density households having two or more cars. This, coupled with the number of small businesses, schools, aged care facilities and hospitals, in and near the Council area, has increased the number of cars in Unley, putting pressure on parking availability and making parking more congested.

- **Increase in medium to high density developments.**

Significant increase in medium to high density development's, with inadequate transit connections and off-street parking facilities, putting more pressure on our local streets both from a parking and traffic perspective.

- **Commuter parking.**

Unley experiences high numbers of commuter parking. The proximity to the CBD and the availability of trams, buses and trains makes Unley an attractive place for city commuters to park for the day, for free. The cost and lack of city-based parking is also compounding this problem.

- **Convenience, attitudes, and behaviours.**

Convenience, attitudes, and behaviours. People want to park closest to where they want to go – regardless of if they are a resident, commuter, or employee.

Tell us
what you
think

We would like you to tell us what you think of the ideas listed below and how successful you think these ideas will collectively be at addressing the issue of parking congestion? We would also like you to tell us which ideas you think are the most important for the Council to prioritise (top 3).

This feedback will help Council and the panel ascertain whether the ideas are generally supported by the community for further consideration in the development of the Strategy, as well as which ideas are most important to the community - and where Council should focus its efforts.

To help improve parking congestion the panel came up with nine ideas to test with the community. The Council considers these ideas as innovative, strategic, and aimed at addressing the root causes of the problem. Parking congestion ideas include:

1 Last mile solution:

Investigate and advocate to the State Government for the introduction of an on-demand shuttle bus for first and last mile trips between tram/train/bus stops, key business precincts and community facilities with poor public transport access.

2 Park Unley App:

Further expand on smart parking technology solutions to provide better information to people on parking availability and occupancy including Park Adelaide App, on-street smart parking signs, enforcement, etc.

3 Business collaboration:

Work with businesses to better utilise and access private off-street parking to support local visitor and business staff parking.

4 Better planning:

Advocate to State Government, in partnership with the Local Government Association, for better planning and design outcomes in regard to off-street parking provisions, garage design standards and on-street parking impacts.

5 Unley parking map:

Publicly share Council's on-street parking database/map online, displaying all parking controls in the City of Unley area.

6 Manage commuter parking:

Support commuter parking only at appropriate and designated parking locations for a fee (e.g. Bartley Crescent, Wayville Showgrounds).

7 Improve walking and cycling:

Further invest in better walking and cycling infrastructure to support more transport choices and reduce reliance on the car.

8 Improve public transport:

Advocate to the State Government for better and cheaper public transport options to and from Unley and the CBD to better support whole of public transport trips and reduce reliance on the car and commuter parking on local residential streets.

9 Promote innovative solutions:

Support and promote innovative parking initiatives aimed at reducing the need to own multiple vehicles per household and optimise existing parking spaces such as carpooling, car next door (carnextdoor.com.au), car share schemes, Parkhound (where residents and businesses can rent out underutilised off-street parking space/s) and public on and off-street electric vehicle charging stations.

It is evident from the ideas developed that, although the panel viewed parking tools such as time limit controls and permits as necessary to address street by street parking congestion concerns, they acknowledged that these tools don't necessarily fix the issue, they simply displace the issue or create new issues. It was the general view of the panel that if Council is serious about addressing parking congestion, more time and effort needs to go into managing the root causes and coming up with smarter and more innovative parking solutions.

Council is now seeking community feedback on these nine ideas and their ability to help to address parking congestion in the City of Unley.

Tell us
what you
think

We would like you to tell us what you think of the ideas listed below and how successful do you think these ideas will collectively be at addressing the issue of parking accessibility and driveway access? We would also like you to tell us which ideas you think are the most important for the Council to prioritise (top 3).

This feedback will help Council and the panel ascertain whether the ideas are generally supported by the community for further consideration in the development of the Strategy, as well as which ideas are most important to the community - and where Council should focus its efforts.

2.2 Parking Accessibility and Driveway Access

The panel also deliberated on what their understanding of parking accessibility and driveway access issues was, and the root cause of the problem. The following causes were identified:

- **Driver attitudes and behaviours.**
People generally don't observe their surroundings and / or are inconsiderate of others.
- **Lack of knowledge about road rules.**
People generally appear to not know or understand the road rules around parking near driveways. People are not taught this when they learn to drive, and it is too easy to get and maintain a licence.
- **There are too many cars in the locality.**
Parking across driveways appears to occur more frequently where there is high demand for parks.
- **Insufficient penalties and enforcement.**
Council don't, or don't want to, enforce this issue and are more reactive than proactive in their enforcement.

To help improve parking accessibility and driveway access issues, the panel came up with five ideas to test with the community. The ideas presented are more focussed on education and enforcement, rather than physical measures. The panel, however, did acknowledge that parking restrictions and line-marking may be appropriate in some locations where there is evidence of repeated blocking of driveways, impacting accessibility.

Driveway access ideas include:

1 Enforcement:

Increase and improve enforcement for people who park their car too close to a driveway.

2 Harsher penalties:

Advocate for harsher penalties for vehicles who park over a driveway and physically block access - versus vehicles who are just slightly protruding.

3 Residents parking on driveway:

Investigate options to facilitate residents being able to park over their own driveways.

4 Education programs:

- 4.1 Provide driver education lessons for people struggling to egress their driveways - tips and tricks.
- 4.2 Develop and provide Unley specific education material regarding the do's and don'ts when parking adjacent to a driveway.
- 4.3 Develop and install education signs warning people to watch for driveways on streets where there is evidence of repeated instances of illegal parking/blocking of driveways.

5 Line marking:

Install line-marking at specific locations where there is evidence of repeated instances of illegal parking/blocking of driveway.

Tell us
what you
think

We would like you to tell us what you think of the ideas listed below and how successful do you think these ideas will collectively be at addressing the issue of road accessibility and narrow streets? We would also like you to tell us which ideas you think are the most important for the Council to prioritise (top 3).

This feedback will help Council and the panel ascertain whether the ideas are generally supported by the community for further consideration in the development of the Strategy, as well as which ideas are most important to the community - and where Council should focus its efforts.

2.3 Road Accessibility and Narrow Streets

The panel also deliberated on what their understanding of road accessibility and narrow street issues was and the root cause of the problem. The following causes were identified:

- **Convenience.**

The majority of the community expect a convenient park in front of their destination and access to where they want to go.

- **Impatience.**

This creates issues on narrow streets where people become frustrated when traffic flow is impeded. This can result in safety issues.

- **More bigger cars.**

Our city is changing, and more people have larger cars, meaning increased pressure is felt by those parked in narrow streets.

- **Our city wasn't designed for cars.**

Our historic city was designed before cars were used, meaning we have increased pressure on our narrow streets.

Council advised the panel that the technical definition of a narrow street is any street that is less than 7 metres wide based on the Australian Standard 'ASNZ 2890.5 2020 Parking Facilities - On-street Parking'. There is a community perception, based on feedback from the community and the Issues and Ideas engagement, that if two cars can't pass each other when vehicles are parked on both sides of the street that it is a narrow street.

Noting the high demand for on-street parking, it is not feasible or realistic for Council to restrict parking to facilitate free flow traffic movements, particularly noting that such an action on a local residential street would only encourage increased traffic volumes, speeds, and 'rat-running'. Council indicated to the panel that they would typically only consider restricting parking to facilitate safer traffic movements on local residential streets greater than 7 metres in width if an evidence-based safety and access warrant was identified.

To help improve road accessibility and narrow street issues, the panel came up with four ideas to test with the community. Narrow street ideas include:

1 Education:

- 1.1 Install education signs on all narrow streets (< 7 metres) in Unley to highlight that the street is narrow and not to park opposite another vehicle.
- 1.2 Develop and provide Unley-specific education material regarding the do's and don'ts when parking on a narrow street.

2 Enforcement:

Increase enforcement of non-compliant narrow street parking, that is proactive with a regular presence.

3 Restrict parking:

Restrict parking on one side of the street with least loss of parking if education and improved enforcement is not effective.

4 One-way streets:

Consider making some narrow streets one-way as a last resort.



3.0 Parking Decision-making Principles

Council asked the panel to develop principles that Council can use to assist its ongoing decision-making on parking.

The Panel considered what was 'fair and reasonable' in relation to addressing on-street parking issues. The key messages from these discussions were documented by DemocracyCo and Council staff and refined with the panel at its last session. These decision-making principles are important, as they will guide Council on how best to manage parking in the future, and form the basis of the Strategy.

The following decision-making principles were developed for the community to provide feedback on.

- 1 Many of the issues faced around parking in Unley are either one, or a combination of, safety/access, convenience, and productivity, and need to be considered in the context of the Australian Road Rules. Therefore, it is fair and reasonable:
 - 1.1 To ensure that the Australian Road Rules comes first in all decisions made about parking.
 - 1.2 That Council does not install unnecessary line-marking and signs to reiterate Australian Road Rules, except at locations where repeated poor parking behaviours are observed and a safety warrant is established.
 - 1.3 That behaviour change initiatives are considered first (education and enforcement) to address an on-street parking issue, and, if the issue continues, Council is to implement infrastructure measures (lines and signs) and/or restrict parking.
 - 1.4 That on-street parking is not removed to facilitate easier and faster manoeuvring and travel access into a property and/or along a street.

We would like your feedback on the six key decision-making principles which will be used to inform the basis of the City-wide Parking Strategy development. Do you support these principles (yes, no, or neutral) and why? We would also like your feedback on how the principles could be improved or strengthened.

All community feedback will be provided to Council and the panel for their further consideration prior to finalising the principles for Council's endorsement in late 2022/early 2023.

- 2 Many people have individual issues that they may want solved; the Council's role is to serve the entire community. Therefore, it is fair and reasonable:**
 - 2.1 To try and put in place parking solutions that serve all people of Unley, not just some. Nobody should have exclusive rights to public on-street parking spaces.
 - 2.2 To try and put in place parking solutions that optimise the use of available on-street parking spaces.
 - 2.3 That Council considers parking issues holistically in the context of the street, not just in hotspots / localised locations.
- 3 Unley largely comprises of a mixed-use area, including residents, retail/business, commercial, schools/education, community/open space, and aged care, and hence on-street parking management needs to consider all users, not just some. Therefore, it is fair and reasonable:**
 - 3.1 For Council to facilitate some parking for business-related staff and visitors on local residential streets that are located in proximity to a mixed-use area, and where there is on-street parking capacity
 - 3.2 For council to actively engage with all key stakeholders prior to changing on-street parking controls to ensure it is understood who is parking on-street - and why.
- 4 Council needs to work with all stakeholders collaboratively to address and solve parking dilemmas, they can't do it alone. Therefore, it is fair and reasonable:**
 - 4.1 That parking problems and solutions should be solved by community, business and Council all working together.
 - 4.2 That Council should collaborate further with neighbouring Councils and State Government agencies with the aim to improve and resolve the core on-street parking issues, rather than displacing them.
- 5 Many people view the parking in front of their business or house to be their own parking space, when in fact this space is public space. Therefore, it is fair and reasonable:**
 - 5.1 To view all on-street parking to be public parking, and not for the exclusive use of the property bounding the on-street park.
 - 5.2 Where a resident has mobility issues, Council is to work with them to ensure they have equitable access to their residence.
- 6 Many people view that the provision of more parking spaces (on and off-street) will improve parking congestion issues, but managing parking needs a holistic approach. Therefore, it is fair and reasonable:**
 - 6.1 That Council, in partnership with the State Government, needs to invest more in providing the community with more attractive and reliable transport choices/end of trip facilities to help reduce the reliance on the car.

Tell us
what you
think

We would like you to provide your feedback on the engagement improvements. Do you support the improvements (yes, no, or neutral) and why? We would also like your feedback on how these improvements could be strengthened.

All community feedback will be provided to Council and the panel for their further consideration prior to finalising the proposed engagement improvements on parking matters for Council's endorsement in late 2022/early 2023.

4.0 Parking Engagement Improvements

How Council engages with the community is important if we are to achieve balanced solutions. Although Council staff aim to engage with the community on parking problems to the best of its abilities – it is recognised that there is room for improvement.



Council staff were keen to hear the views of the panel on how they thought Council should engage on parking problems that are hyper local (i.e. in front of three to four houses), whole of street, and also area wide.

Based on the panel deliberations there were four clear improvements for Council to consider. These include:

- 1 Community engagement should start early by identifying and assessing the problem. Council staff should not try and sell solutions. They need to work with the community to define them together.**
- 2 Community engagement should be more personalised through the use of face to face and street meetings, where the community can talk through the problem/s in a collaborative manner.**
- 3 Community engagement should be multi-modal, using many different avenues to reach the community and involve them, noting the varying demographics of our community from young to old, and their varying ability to participate.**
- 4 The Shaping Unley Process has been a positive experience for the panel members. Council should consider a 'mini version' when stuck on an area-wide parking issue or where the community are not participating in order to make a fair and reasonable decision.**

5.0 Next Steps

At the conclusion of the Community Testing, the next steps towards completing the Shaping Unley process, and Stage 1 of the City-wide Parking Strategy development is outlined below.

Shaping Unley Process Next Steps



The Conversation Guide will be used to gain feedback from the broader community to understand the level of support for the proposed strategic directions of the panel.

Once the feedback has been collated by Council staff, the Community Panel will reconvene to review the community comments received and reflect on their original directions.

Through additional workshop/s, the panel may wish to refine their directions, with advice from council staff as required. A final set of directions / outcomes will be prepared by the panel for the Council to consider.



At the conclusion of the Panel Review and deliberations, Council staff will produce a report with the outcomes of the Community Testing and the panel's final directions.

The report will be presented to Council to make final decisions about how to move forward.

Depending on the report outcomes and results of the Community Testing, Council may decide to proceed with Stage 2 of the Parking Strategy, or seek further advice from the panel and/or Council staff.

Tell us
what you
think

To tell us what you think, go to
[yoursay.unley.sa.gov.au/
city-wide-parking-strategy](https://yoursay.unley.sa.gov.au/city-wide-parking-strategy)
or scan the QR code:





The City of Unley would like to thank all the panel members for their time and contribution to this important Council initiative.

To find out more about Councils ongoing development of the City wide Parking Strategy, go to unley.sa.gov.au/parking-strategy

