October 2025

Exploring parking together
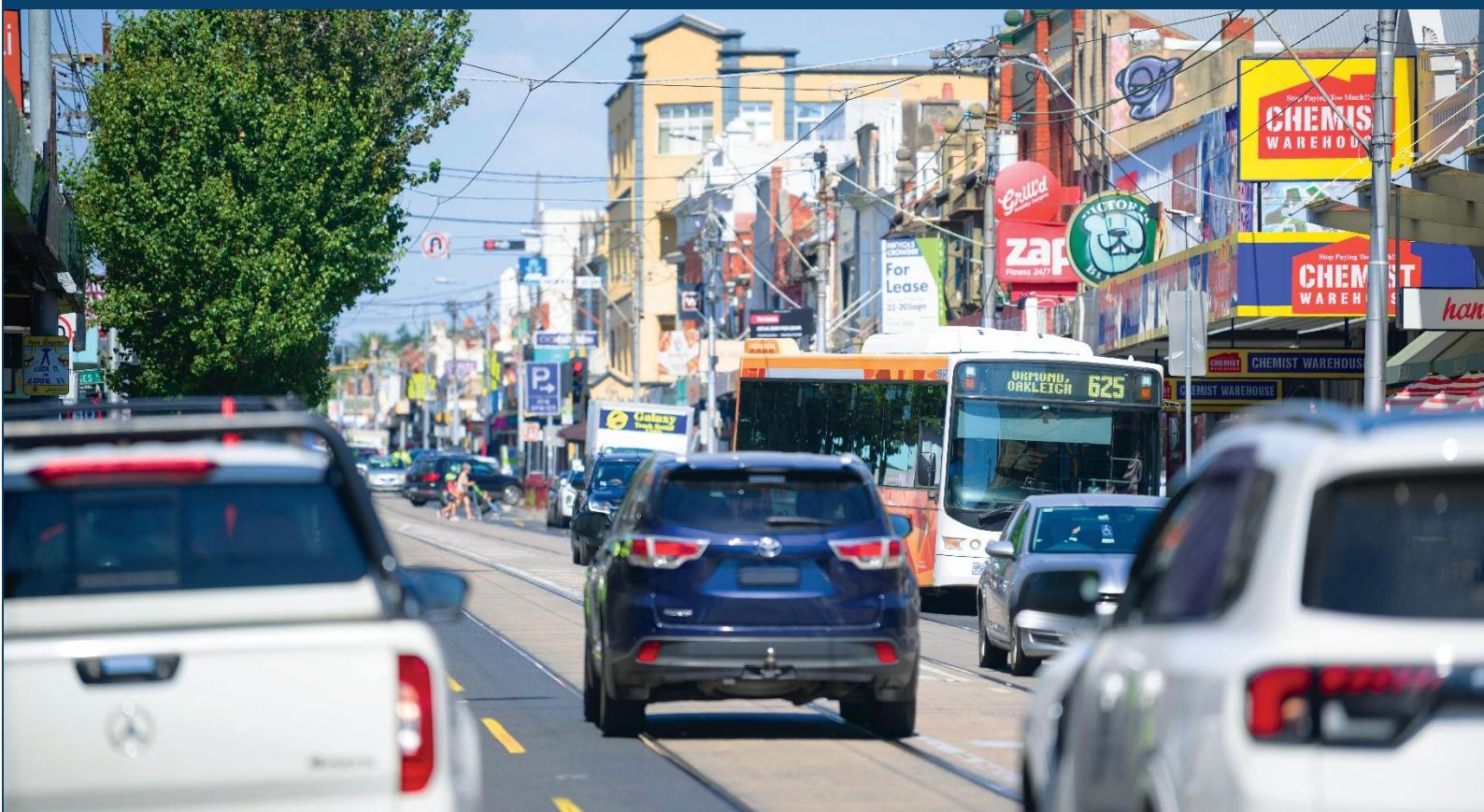
Engagement report

Executive summary

Glen Eira City Council is exploring smarter, fairer ways to manage the future of parking in our busiest shopping strips — Carnegie, Elsternwick and Bentleigh. We engaged with our community and asked for feedback on how we can better manage parking in these areas.

This included asking about:

- **Parking management tools**: Such as timed parking restrictions, parking sensors and smart technology, and user-pays parking.
- **Parking experience**: The quality and issues around parking in each of the areas.
- **Technologies**: Whether apps, online parking availability, or different payment methods would be useful.
- **Fairness, safety and accessibility**: If there's anything we can do to improve parking in these ways.
- **Improvements to the shopping strips**: If Council were to raise money from user-pays parking, what improvements to the strips should the money pay for.

How we engaged

Community engagement took place for one month from Wednesday 23 July to Sunday 24 August 2025.

Opportunities for community feedback included:

- an online survey on Council's Have Your Say Glen Eira webpage — with hard copy surveys also available
- an online social map
- email, letter or phone call submissions
- a community focus group
- meetings with Elsternwick and Carnegie traders.

What we heard

In total, we received **4,943** pieces of feedback, comprised of:

- 4,731 survey submissions
- 128 comments on the social map on Have Your Say
- 65 submissions in emails and letters
- one community focus group with 19 community members.

Parking management tools

Most respondents supported the following parking management tools:

- Improve and encourage active and sustainable transport — **57 per cent** support

- No changes should be made — **57 per cent** support.

Fewer respondents supported the following tools:

- A review of the current parking limits — **42 per cent** support
- Better enforcement of parking rules — **40 per cent** support
- Online real time parking availability information, powered by sensor data — **37 per cent** support
- Analysis of parking space usage, powered by sensor data — **36 per cent** support
- Paying a fee for on-street parking — **6 per cent** support
- Paying a fee to park in parking lots — **5 per cent** support.

When comparing the visitors of each shopping strip, minimal variation in response rates occurred. This suggests that community sentiment about the tools is consistent regardless of their preferred shopping location.

Most demographic cohorts were fairly consistent with the average (data in Appendix 1). The most significant variations were:

- People under the age of 35 and LGBTIQA+ people show higher than average support for the parking management tools.
- Non-car users show significantly higher than average support for parking management tools.

Balancing free and user-pays parking

When survey respondents were asked how many parking spaces should be user-pays:

- 0% to 10% user-pays — **75 per cent** of people
- 20% to 30% user-pays — **12 per cent** of people
- 40% to 60% user-pays — **11 per cent** of people
- 70% to 80% user-pays — **1 per cent** of people
- 90% to 100% user-pays — **1 per cent** of people.

Parking experience

We asked about the quality of the parking experience in or around the shopping strips:

- Carnegie was rated the lowest at **3.1 stars** out of 5
- Elsternwick was rated at **3.7 stars** out of 5
- Bentleigh was rated highest at **3.9 stars** out of 5.

Parking technology

The survey also asked what technology the community would use (noting respondents could select more than one option):

- None — **57 per cent**

- Mobile parking apps for real time availability — **31 per cent**
- An app for payments and changing duration — **23 per cent**
- Smart meters — **16 per cent**
- SMS and call to pay — **3 per cent**
- Other — **3 per cent**.

Comments

The survey had three open questions where respondents could comment with feedback. Comments were received from 3,577 people (**76 per cent**).

The open questions asked people about:

- the quality of their parking experience in the shopping strip/s
- their feedback on the parking management tools
- their ideas for making parking fairer, safer and more accessible.

Overall, the most common sentiment in answer to these questions was **opposition to user-pays parking**, which was mentioned by **40 per cent** of people.

When commenting on the existing parking arrangements, more people were dissatisfied (**26 per cent**) than satisfied (**11 per cent**). High density development was commonly mentioned (**19 per cent**). Suggestions for improvements included adding more parking (**10 per cent**), improving enforcement (**10 per cent**), and adjusting time limits (**8 per cent**).

Most common sentiments in comments	
Main themes in comments	**Common reasons for the themes**
🚫 **Opposition to user-pays parking** (40 per cent of people)	- User-pays is a financial burden - Businesses would be hurt - It's unfair for rate payers - It's viewed as revenue raising - It adds a barrier to accessibility - It doesn't reflect community values
❌ **Parking is not satisfactory** (26 per cent of people)	- There aren't enough spaces, particularly in Carnegie - Congested traffic creates stress - Evenings and weekends are the busiest - Time limits are too short - Some parking layouts are inefficient - Traders have limited options
🏢 **High density impacts** (19 per cent of people)	- Apartments and high-density development is a problem - Sufficient parking is not included in developments - Residents of apartments are parking on the street - Increased congestion is a result of high population - Residential streets are experiencing overflow

🚌 **Better sustainable transport** (18 per cent of people)	- Encouraging public transport usage would help - Increase public transport coverage and frequency - It doesn't work well for people carrying heavy things or making multi-stop trips - It's slow, inconvenient, or unreliable - It doesn't work for people with accessibility needs - Public transport can be community and environmentally friendly
✅ **Parking is satisfactory** (11 per cent of people)	- There is sufficient availability - Making changes to parking is unnecessary - Parking spaces are close to the shops and accessible - The strips are attractive because of parking availability
👮 **Better enforcement might help** (10 per cent of people)	- Cars overstay in parking spaces - There is a lack of enforcement - Disability spaces are misused - Some cars drive poorly, including double parking and blocking driveways - Increasing numbers of delivery drivers and scooters
🅿️ **Add more parking** (10 per cent of people)	- Multi-storey or underground parking would help - Increased demand means a need for more spaces
🕐 **Adjust time limits** (8 per cent of people	- Time limits could apply later into the evenings - Some areas and shops would benefit from spaces with more time - Reducing the time allowed could increase turnover in some cases
🪧 **Signage could be improved** (5 per cent of people)	- Signage can be unclear, incorrect or missing - Changes to signage in specific locations could help

Who we heard from

We asked respondents about themselves and their connections to the strips.

🗺️ **Which strip**	- Bentleigh shopping strip is the most visited (**62 per cent**) **51 per cent** go to Carnegie shopping strip **49 per cent** go to Elsternwick shopping strip
🏬 **Connections**	**84 per cent** visit at least two to three times a week **74 per cent** visit for services, shopping or leisure **73 per cent** live in or near a shopping strip **17 per cent** catch public transport at the strip/s **9 per cent** work in the strip/s
🛍️ **Traders**	156 business owners or operators participated 225 employees participated 20 volunteers participated

🚌 **Transport**	•	Almost everyone uses a car to travel to the shopping strip/s (**95 per cent**)
	•	**46 per cent** walk to the shopping strip/s
	•	**11 per cent** use some form of public transport
🎂 **Age and gender**	•	Most respondents are aged between 35 to 64 (**69 per cent**)
	•	Few responses came from those under 25 or over 75 (**7 per cent**).
	•	**65 per cent** of respondents identify as women or girls, and **29 per cent** as men or boys.
📍 **Suburb**	•	Respondents live across all Glen Eira suburbs.
	•	Most live in Bentleigh East (**15 per cent**), Bentleigh (**15 per cent**), Carnegie (**13 per cent**), and Elsternwick (**11 per cent**).
🌏 **Identity**	•	**15 per cent** were born overseas, and **15 per cent** are from a multicultural background.
	•	Smaller identity groups included people with disability (**6 per cent**), carers for someone with disability (**6 per cent**), and LGBTIQA+ (**4 per cent**).

Background

Our shopping strips and activity centres are the heart of Glen Eira. They're where we meet friends, shop local, grab a coffee, or enjoy a night out. These places are important to our community's daily life and wellbeing.

As Glen Eira grows, these centres are getting busier, and finding a car park is getting harder. We know this could be frustrating, and we want to explore ways to reduce the pressure so everyone can continue to enjoy what our centres have to offer.

Why now?

Glen Eira is growing — and fast. More people are choosing to live, work and spend time here, and that means more demand on everything from housing to public space to parking.

Our population is on track to grow from 151,096 in 2017 to 180,626 by 2036. The Victorian Government has set a housing target of 63,500 new dwellings for Glen Eira by 2051. That means more people, more homes — and more cars.

While our population is growing, the space in our shopping strips isn't. With limited space and more people using our centres every day, we want to look at how we manage parking more efficiently to make the most of what we have.

As part of the *Our Priorities, Our Future* community engagement in 2023, the Community Priorities Panel of 40 community members recommended that Council review how parking is managed to support our long-term financial sustainability and a better approach to parking in Glen Eira.

We've also heard clearly from our community that green open space is a top priority. Through our largest-ever engagement (*Our Place, Our Plan*) in 2025, 71 per cent of respondents said healthy, urban green spaces should be a key focus for future planning.

People want more trees, seating, outdoor dining and public gathering areas — not more land taken up by car parks. At the same time, we know that cars are still a big part of how many people get around.

That's why we need to plan now — so our shopping strips stay accessible, attractive and welcoming, no matter how you travel.

We've been advocating for better public transport options, including improved train, tram and bus services. We've also been investing in active transport infrastructure — with upgrades to footpaths, bike lanes, wayfinding signage, street lighting and more — to enhance walking and cycling around Glen Eira.

Why we are looking at Carnegie, Elsternwick and Bentleigh

We're seeing more people visiting our Carnegie, Elsternwick and Bentleigh shopping strips — and with good reason. These areas are lively, popular and full of great places to shop, eat and catch up.

As these areas grow busier, parking is becoming harder to find. At peak times, parking is already close to full, which means more cars circling the block, more congestion, and more frustration for everyone.

That's why we're focusing on these three shopping strips. We want to understand what's working, what's not, and how we could manage parking better — now and into the future.

Neighbouring Councils are also working on parking management

Several neighbouring councils are adopting smarter, more sustainable approaches to managing parking:

- Bayside City Council has adopted a 10-year *Parking Strategy* focusing on sustainability, better access, and future needs. User-pays parking is enforced along the foreshore and Beach Road, with exemptions for residents with valid beach parking permits. Bayside has also introduced smart parking technology, including in-ground sensors and electronic signage that displays real-time parking availability.
- City of Port Phillip has implemented a *Parking Management Policy* that uses tiered permits to reduce car trips. User-pays parking is managed via the PayStay app, and in-ground sensors help monitor parking occupancy and improve access in busy areas.
- City of Monash is developing a comprehensive *Parking Management Framework* that includes options like user-pays parking, digital signage, and extended time restrictions. Parking sensors have already been installed to track usage and support data-informed planning.
- City of Stonnington is rolling out smart parking infrastructure, including in-ground sensors across key locations, such as Chapel Street, Glenferrie Road, and Toorak Village. These sensors support turnover, enforcement, and planning. Stonnington is also developing a *Parking Action Plan* that includes options for introducing user-pays parking in high-demand areas.

By learning from our neighbours and listening to our community, we could adopt best practices that suit Glen Eira's unique needs.

How we reached people

We ran a communication campaign using several channels to raise awareness and encourage participation across the wider community, including key population groups and stakeholders. The table below outlines the channels we used and how far each one reached.

Communication activities	Reach
Glen Eira News Article in August edition	Delivered to approx. 64,500 residences
Have Your Say engagement page Live with the survey available	Views: 12,796 Visitors: 8,896 Followers: 1,252
Social media: Facebook and Instagram Glen Eira City Council Facebook and Instagram accounts concluded the campaign with 9 posts, including main feeds and stories.	Views: 40,204 Reach: 30,782 Interactions: 193 Link clicks: 273
Community engagement e-newsletter August edition	Recipients: 4,451 Opened: 2,448 Link clicks: 519 Click throughs to engagement: 98
Sustainability e-newsletter August edition	Recipients: 3,850 Opened: 1,950 Click throughs to engagement: 37
Glen Eira Business e-newsletter August edition	Recipients: 6,968 Opened: 3,845 Click throughs to engagement: 5
Targeted promotion — letter box drop Targeted letters were distributed to residential properties around Bentleigh, Carnegie and Elsternwick.	3,650 letters
Targeted promotion — traders Targeted emails, posters, table tents, and postcards were distributed to local traders associations.	Emails and meetings with the three trader associations 75 posters 150 table tents 1,000 postcards
Pole and bin signs Signs were placed on bollards, poles and bins around the Bentleigh, Carnegie and Elsternwick shopping strips and parking areas.	75 bollard signs 75 bin signs
Poster Shared at Council facilities, including Glen Eira Town Hall and Glen Eira Libraries.	25 posters
Postcard Distributed during pop-ups, to businesses, and shared at Council facilities, including Glen Eira Town Hall.	2,750 postcards

Digital screens Screen on display at Customer Service	Wednesday 23 July to Sunday 24 August 2025
Website — news item and webpage	Page views: 672 Link clicks: 298
Golden Days Radio 95.7FM Announcements on Saturday 2 August.	Approx listeners: over 75,000 listeners globally.

How we engaged with people

The primary engagement activity was an online survey through Council's Have Your Say platform. Hard copies of this survey were available upon request. A social map on Have Your Say also asked community members to pin public comments on specific locations.

Council also held community meetings to discuss the project and collect feedback:

- a two-hour facilitated workshop with community members, including representatives from Elsternwick and Bentleigh traders
- a two-hour facilitated discussion with Carnegie traders
- a presentation and questions at an Elsternwick traders association meeting.

Engagement activities	Number who participated
Have Your Say community survey	4,731 survey submissions
Email submissions	65 emails
Have Your Say social map	128 comments
Community focus group	19 people
Elsternwick traders meeting	13 people
Carnegie traders meeting	12 people
Community pop-ups - One pop-up each at Carnegie, Elsternwick, and Bentleigh shopping strips - Two walk-throughs each in Carnegie, Elsternwick, and Bentleigh shopping strips	389 conversations 618 postcards handed out

What we heard

The online survey included a total of 24 questions and included four sections:

- Connection to the shopping strip/s
- Experience with parking
- What can we do to manage parking
- Demographics.

The Community Focus Group's feedback is shown in full after the survey results.

Note: *This analysis includes insights generated using AI tools to assist with sentiment classification and theme identification. All findings have been reviewed and interpreted by Council staff to ensure accuracy and relevance.*

Connection to the shopping strip/s

Question one: Which of the following shopping strips do you visit regularly?

This was a required question, and allowed people to select more than one option. It was answered by 4,731 people (**100 per cent**).

- *Centre Road, Bentleigh* was selected by 2,942 people (**62 per cent**).
- *Koornang Road, Carnegie* was selected by 2,434 people (**51 per cent**).
- *Glen Huntly Road, Elsternwick* was selected by 2,327 people (**49 per cent**).
- *Other* was selected by 182 people (**4 per cent**).

The option for *Other* allowed people to write other shopping strips. The most common responses to this question were:

- Bentleigh East — 44 people (<1 per cent)
- Glen Huntly — 37 people (<1 per cent)
- Ormond — 23 people (<1 per cent)
- Caulfield — 17 people (<1 per cent)
- Murrumbeena — 16 people (<1 per cent)
- McKinnon — 13 people (<1 per cent).

As the question allowed for multiple answers, we can also see how many people visit more than one shopping strip:

- 55 per cent of people selected only one of the three strips
- 27 per cent of people selected two of the strips
- 18 per cent of people selected all three of the strips.

Question two: How do you use or connect with the shopping strips?

This was a required question, and allowed people to select more than one option. It was answered by 4,724 respondents (**100 per cent**).

- *I visit for services, shopping or leisure* was selected by 3,446 people (**73 per cent**)
- *I live in or near the shopping strip* was selected by 3,477 people (**73 per cent**)
- *I catch public transport from there* was selected by 811 people (**17 per cent**)
- *I work in the shopping strip/s* was selected by 412 people (**9 per cent**)
- *Other* was selected by 50 people (**1 per cent**).
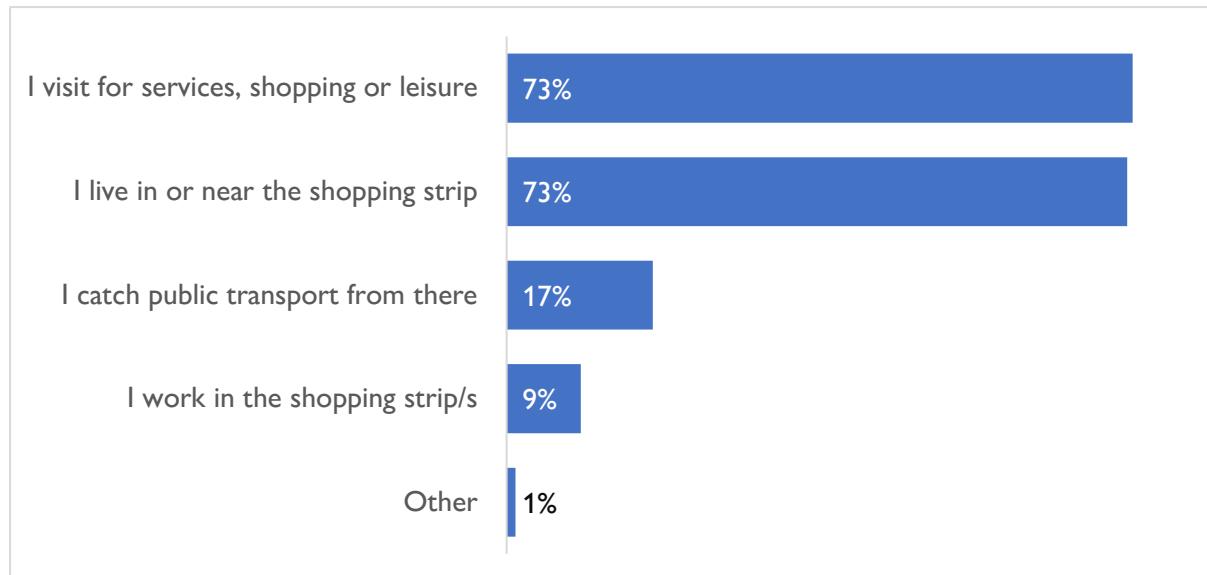
The chart on the following page provides results by area. When applying filters to survey responses by area, it is important to note that respondents were able to select more than one option. As a result, the data cannot be strictly isolated to a single area. For the

purposes of this analysis, insights are based on the majority of selections made by respondents, acknowledging that some individuals may be represented in multiple areas.
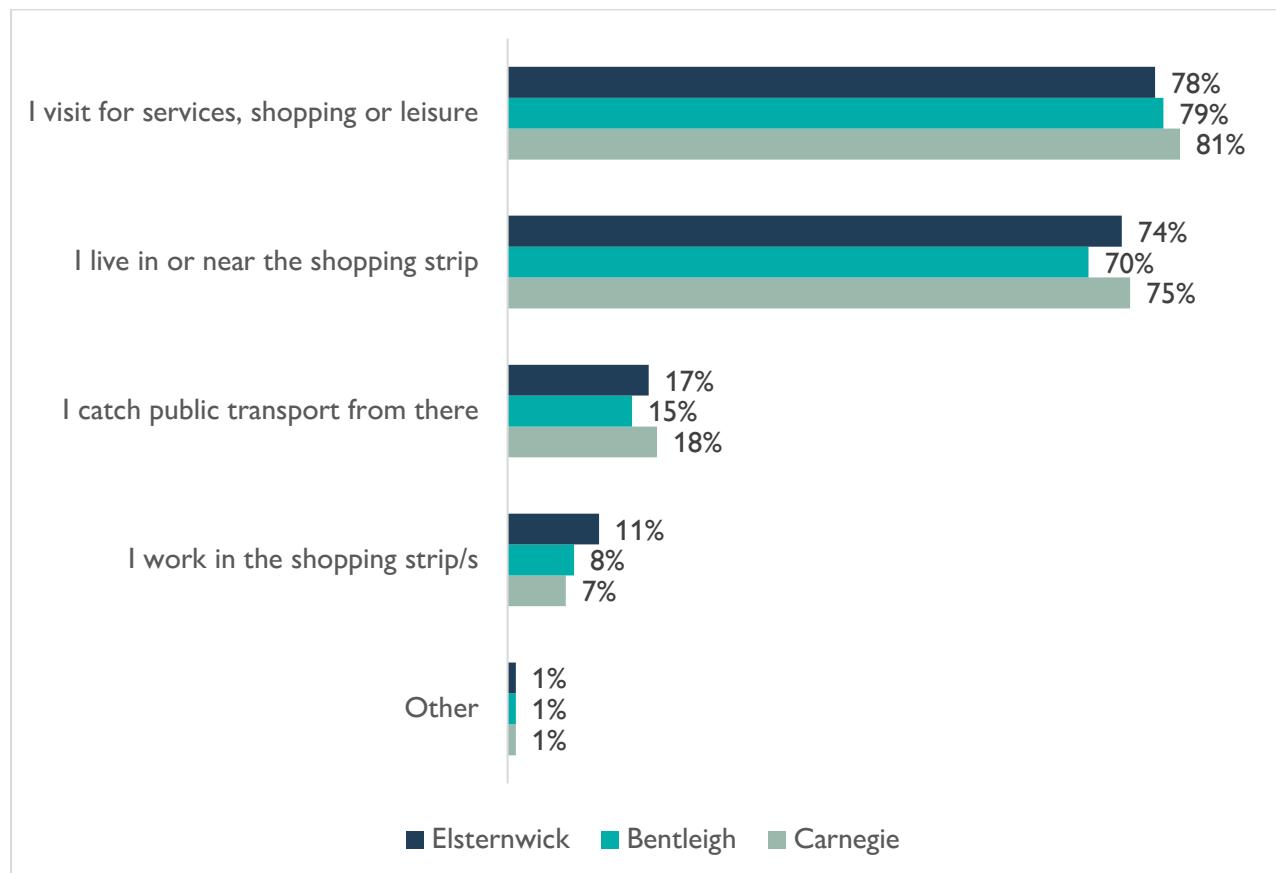
The option for *Other* allowed people to write their connection. The most common responses to this question were:

- Driving — 15 people (0.3 per cent)
- Shopping — 13 people (0.3 per cent)
- Social connection — 12 people (0.3 per cent).

Question three: As someone who works in the area, how would you describe yourself?

This was an optional question asked of people who answered that they work in the shopping strip/s. 410 people answered this question (**9 per cent**).

- *I'm an employee* was selected by 225 people (**55 per cent**)
- *I'm a business owner or operator* was selected by 156 people (**38 per cent**)
- *I'm a volunteer* was selected by 20 people (**5 per cent**)
- *Other* was selected by 9 people (**2 per cent**).

The chart below provides results by area. When applying filters to survey responses by area, it is important to note that respondents were able to select more than one option. As a result, the data cannot be strictly isolated to a single area. For the purposes of this analysis, insights are based on the majority of selections made by respondents, acknowledging that some individuals may be represented in multiple areas.
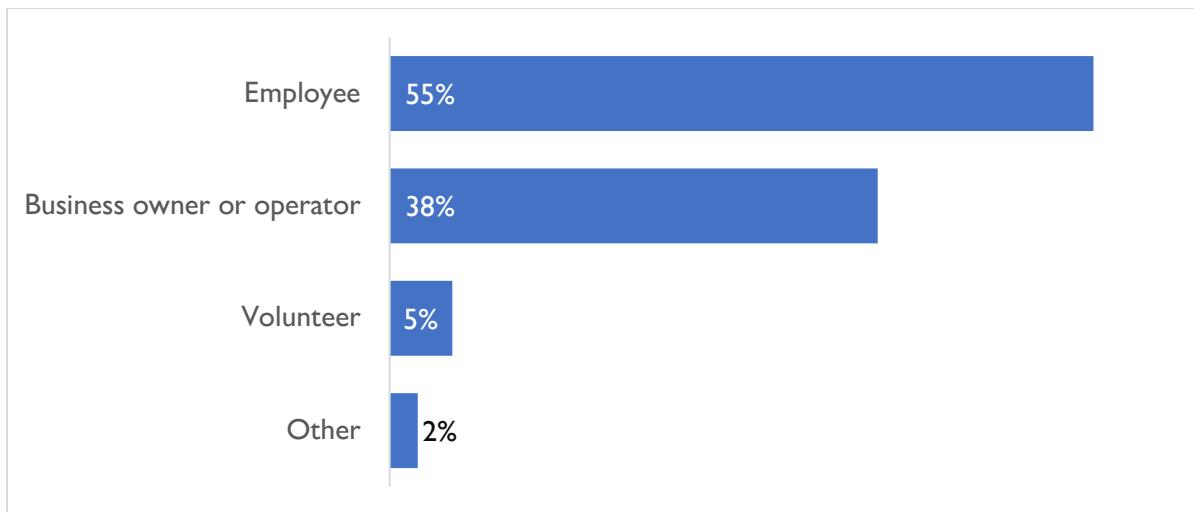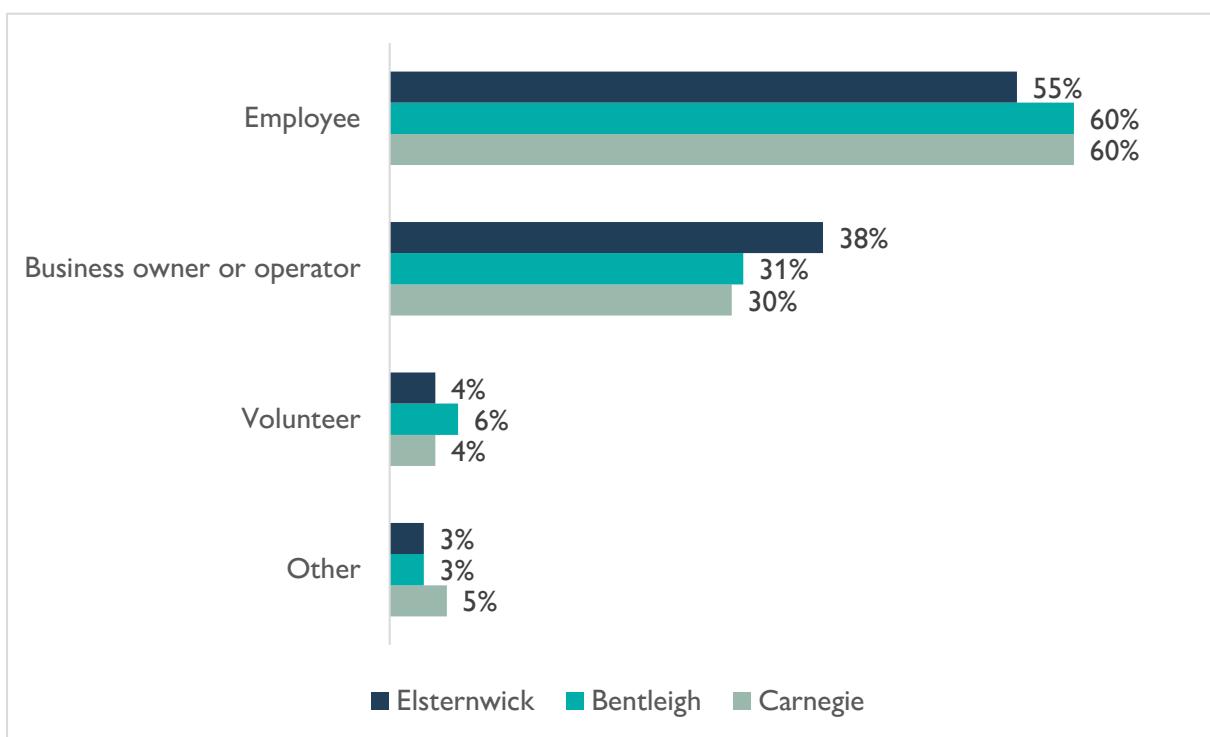

Question four: How often do you visit the shopping strip/s?

This was a required question. It was answered by 4,724 respondents (**100 per cent**).

- *Every day or two* was selected by 2,034 people (**43 per cent**)
- *Two to three times a week* was selected by 1,916 people (**40 per cent**)
- *Once a week* was selected by 600 people (**13 per cent**)

- *Two to three times a month* was selected by 145 people (**3 per cent**)
- *Once a month or less* was selected by 29 people (**<1 per cent**).

Response	Percentage
Every day or two	43%
Two to three times a week	41%
Once a week	13%
Two to three times a month	3%
Once a month or less	1%

The chart below provides results by area. When applying filters to survey responses by area, it is important to note that respondents were able to select more than one option. As a result, the data cannot be strictly isolated to a single area. For the purposes of this analysis, insights are based on the majority of selections made by respondents, acknowledging that some individuals may be represented in multiple areas.

Response	Elsternwick	Bentleigh	Carnegie
Every day or two	45%	39%	40%
Two to three times a week	40%	42%	43%
Once a week	12%	15%	13%
Two to three times a month	3%	3%	3%
Once a month or less	1%	1%	1%

Question five: How do you travel to the shopping strip/s?

This was a required question, and allowed people to select more than one option. It was answered by 4,724 respondents (**100 per cent**).

- *Car* was selected by 4,509 people (**95 per cent**)
- *Walk* was selected by 2,169 people (**46 per cent**)
- *Train* was selected by 334 people (**7 per cent**)
- *Bicycle, scooter or motorcycle* was selected by 281 people (**6 per cent**)
- *Tram* was selected by 196 people (**4 per cent**)
- *Bus* was selected by 159 people (**3 per cent**)
- *Other* was selected by 12 people (**<1 per cent**).
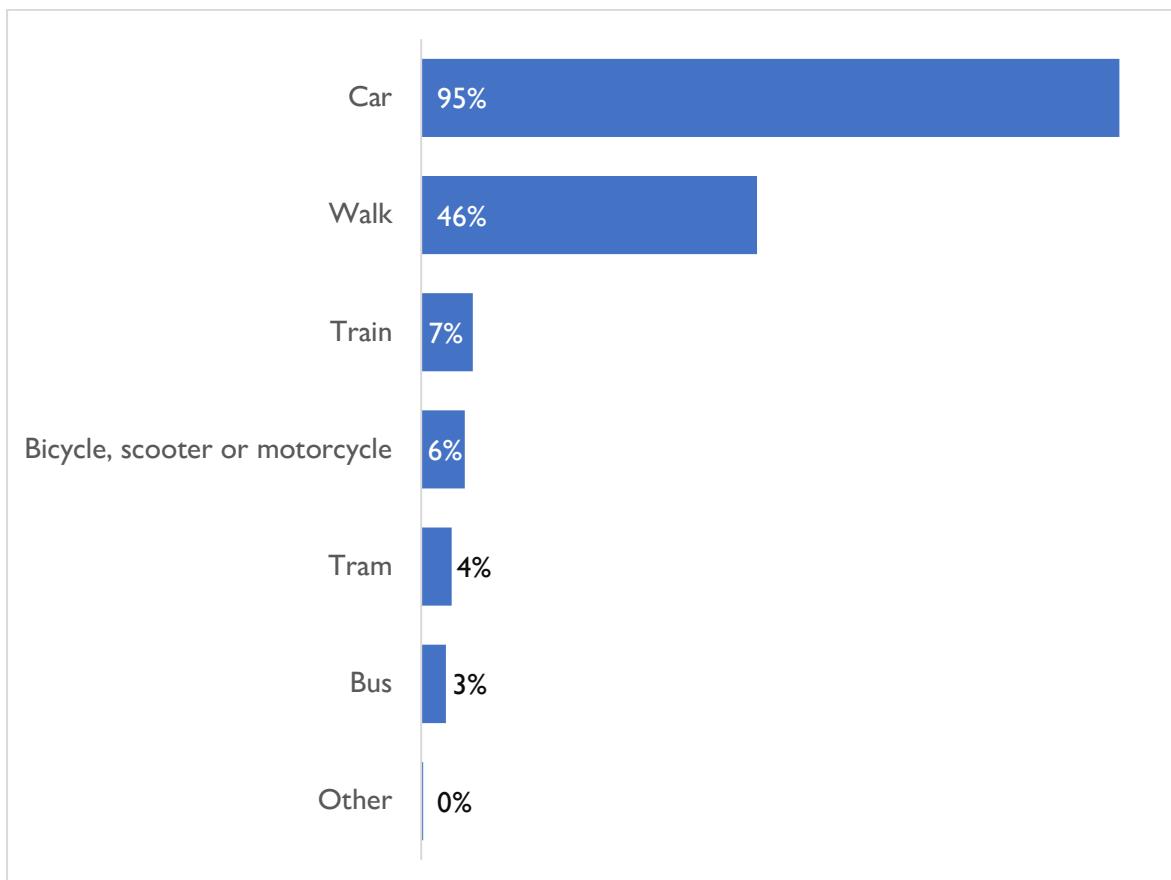
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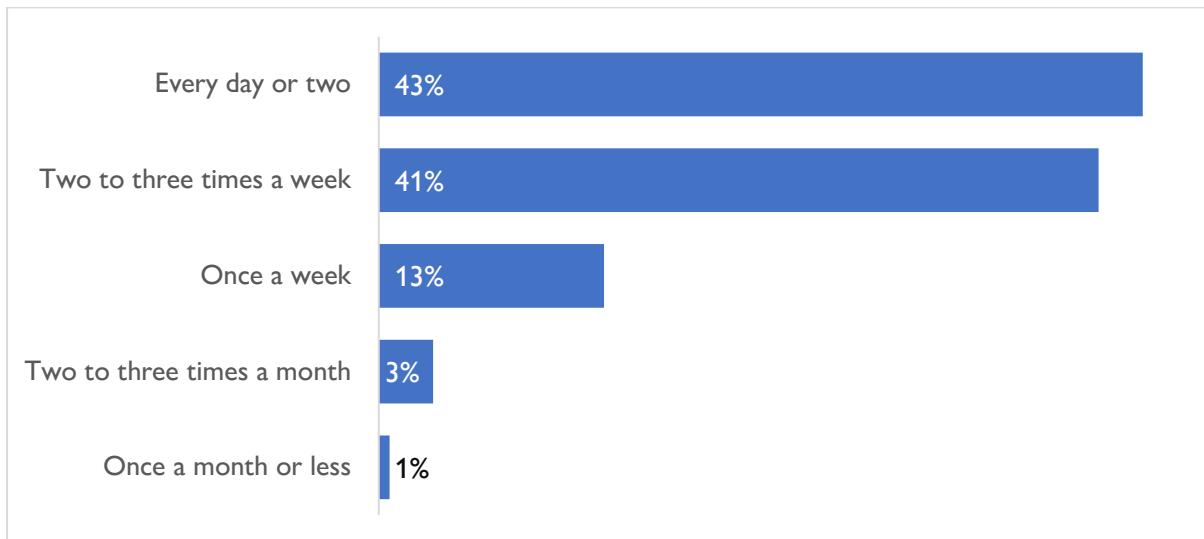

	Elsternwick	Bentleigh	Carnegie
Car	96%	97%	96%
Walk	42%	39%	47%
Train	7%	7%	8%
Bicycle, scooter or motorcycle	6%	6%	7%
Tram	8%	2%	4%
Bus	3%	4%	4%
Other	0%	0%	0%
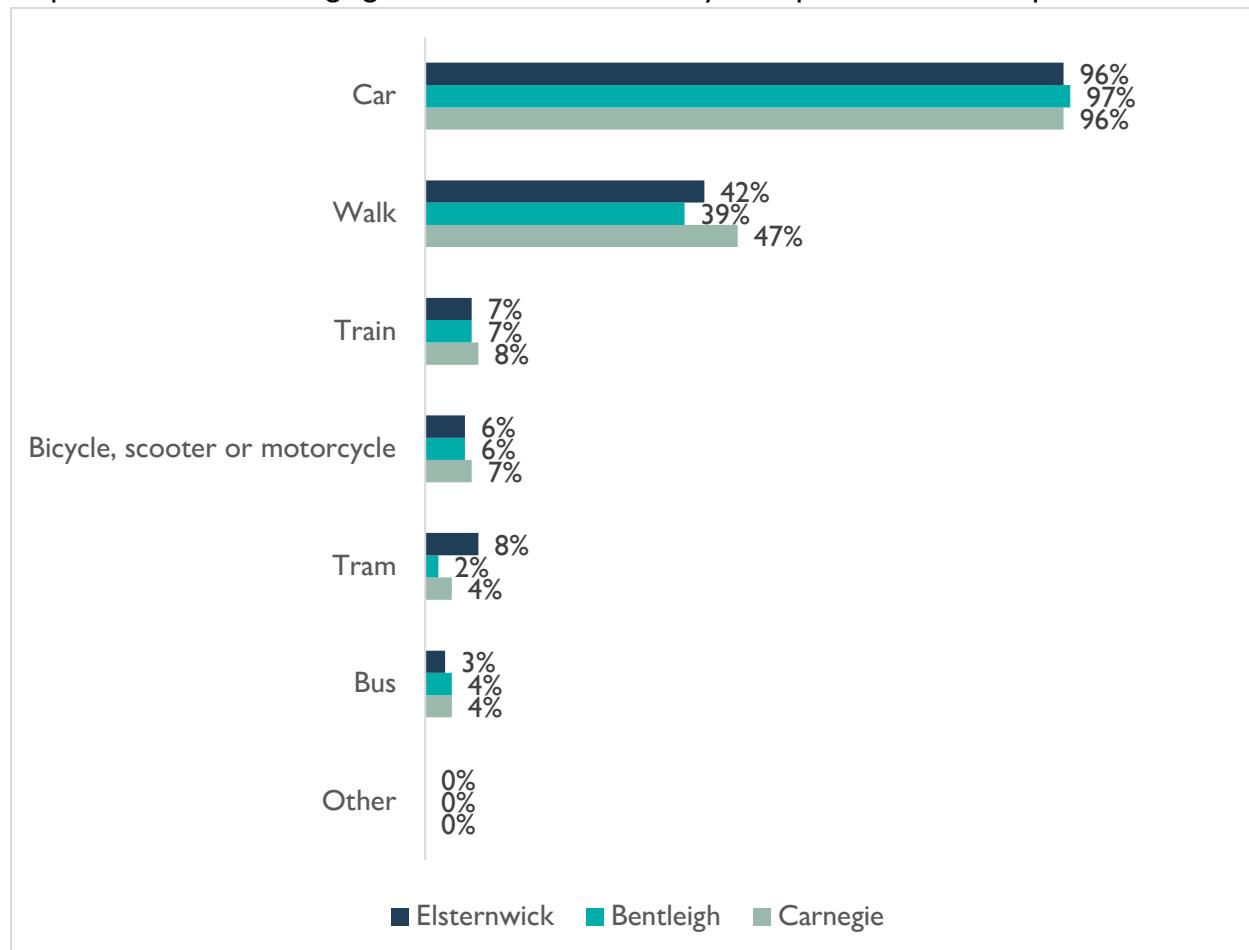
Your experience with parking

Question six: On a scale of 1-5, rate the quality of the parking experience in the Carnegie shopping strip. 1 star is bad, 5 stars is good.

This was a required question, asked of people who said they visit Carnegie in Question one. It was answered by 2,434 respondents (**51 per cent**).

- ⭐ was selected by 266 people (**11 per cent**)
- ⭐⭐ was selected by 429 people (**18 per cent**)
- ⭐⭐⭐ was selected by 749 people (**31 per cent**)
- ⭐⭐⭐⭐ was selected by 687 people (**28 per cent**)
- ⭐⭐⭐⭐⭐ was selected by 303 people (**12 per cent**)

The average rating was 3.1 stars.

Average = 3.1

11%	18%	31%	28%	12%
⭐	⭐⭐	⭐⭐⭐	⭐⭐⭐⭐	⭐⭐⭐⭐⭐

Question seven: On a scale of 1-5, rate the quality of the parking experience in the Elsternwick shopping strip. 1 star is bad, 5 stars is good.

This was a required question, asked of people who said they visit Elsternwick in Question one. It was answered by 2,327 respondents (**49 per cent**).

- ⭐ was selected by 106 people (**5 per cent**)
- ⭐⭐ was selected by 231 people (**10 per cent**)
- ⭐⭐⭐ was selected by 573 people (**25 per cent**)
- ⭐⭐⭐⭐ was selected by 857 people (**37 per cent**)
- ⭐⭐⭐⭐⭐ was selected by 560 people (**24 per cent**)

The average rating was 3.7 stars.

Average = 3.7

5%	10%	25%	37%	24%
⭐	⭐⭐	⭐⭐⭐	⭐⭐⭐⭐	⭐⭐⭐⭐⭐

Question eight: On a scale of 1-5, rate the quality of the parking experience in the Bentleigh shopping strip. 1 star is bad, 5 stars is good.

This was a required question, asked of people who said they visit Bentleigh in Question one. It was answered by 2,943 respondents (**62 per cent**).

- ⭐ was selected by 93 people (**3 per cent**)
- ⭐⭐ was selected by 167 people (**6 per cent**)
- ⭐⭐⭐ was selected by 561 people (**19 per cent**)
- ⭐⭐⭐⭐ was selected by 1178 people (**40 per cent**)
- ⭐⭐⭐⭐⭐ was selected by 944 people (**32 per cent**)

The average rating was 3.9 stars.

Question nine: On a scale of 1-5, rate the quality of the parking experience in the shopping strip/s you mentioned other than Carnegie, Elsternwick or Bentleigh. 1 star is bad, 5 stars is good.

This was an optional question, asked of people who said they visit shopping strip/s other than Carnegie, Elsternwick or Bentleigh in Question one. It was answered by 169 respondents (**4 per cent**).

- ⭐ was selected by 10 people (**6 per cent**)
- ⭐⭐ was selected by 17 people (**10 per cent**)
- ⭐⭐⭐ was selected by 45 people (**27 per cent**)
- ⭐⭐⭐⭐ was selected by 64 people (**38 per cent**)
- ⭐⭐⭐⭐⭐ was selected by 33 people (**20 per cent**)

The average rating was 3.6 stars.

The average ratings of people who visit the following shopping strips were:

- McKinnon (13 people) — 4.1 stars
- Ormond (23 people) — 4.0 stars
- Bentleigh East (44 people) — 3.8 stars
- Glen Huntly (37 people) — 3.6 stars
- Caulfield (17 people) — 3.5 stars
- Murrumbeena (14 people) — 2.6 stars.

Question ten: Do you have anything you'd like to share about your experiences parking in/around the shopping strip/s?

This was an optional question and asked people to write down feedback. It was answered by 2,974 respondents (**63 per cent**).

The feedback has been themed for each of the three shopping strips, with accompanying comments.

Feedback about Carnegie

Key themes about Koornang Rd, Carnegie	Number of people
Difficulty finding parking	191
Congestion issues	124
Satisfied with parking	94
Opposition to user-pays parking	82
Time limit concerns	18

Representative comments:

"We need more considering parking in Carnegie. Maximising the space at Shepparson Ave and having a paid multi-storey car park with trader permits would be amazing."

"I think Carnegie could do with some multi story parking. Both the carpark near the library/behind bakers delight but more especially the Woolies Carnegie carpark are about waste of spaces just for open air car parking. Get some underground or multi story parking and utilise the space more. Even then it into shops above with parking below. Like Cole's Elsternwick - great use of space"

"Carnegie is way too congested. Not enough parking options and car parks are too small."

"Carnegie is the hardest of these three shopping strips to find a car park, multiple circling the centre, loads of traffic all vying for a park that in the evening dinner/weekends is near impossible to find a park. I had to drive down Koornang Rd and park in front of a residential home to secure a park while going out for dinner."

"It can be congested at Carnegie but I generally get a park."

"Make koornang rd, and any other relevant shopping strip's malls,one ways or ring roads."

"Parking turnover is relatively high on Koornang Rd but still often busy."

"Carnegie: I prefer to walk as parking is a challenge, but need to drive when doing the shopping. People from the apartments park in the small Woolies car park, making it more difficult to get a park."

Feedback about Elsternwick

Key themes about Glen Huntly Rd, Elsternwick	Number of people
Difficulty finding parking	72
Opposition to user pays parking	54
Congestion issues	47
Satisfied with parking	22

Representative comments:

"We go to elsternwick because parking at Carnegie is terrible"

"I have to often ptv to work in elsternwick which takes almost triple the time because I cannot find a park"

I usually cycle to Elsternwick as it's close enough that it's not worth driving around looking for parking, but there aren't enough appropriate spots to park my bike without risk of tripping someone up or damaging someone's car. Many of the drivers are either not conscious of cyclists or are actively hostile so I don't feel safe on Glenhuntly Rd and visit only when I can't do my errand elsewhere, even though there are much better shops in Elsternwick than in Balaclava and Ripponlea."

"Parking options are pretty good, Elsternwick has an abundance of parking and will have more so with the Woolworths."

"I think the parking is more than adequate with the library parking, street parking and if at coles I use their parking. Also parking southside of Glenhuntly road is adequate.   2hr restrictions in carparks and side streets and I hr along Glenhuntly road is the correct way to go"

"Parking during the week (10.00am to 5.00pm) along Glen Huntly road is always pot Luck. At times it can also be difficult to fund a space in the car parks on the southern side of Glenhuntly Road behind the strip. Even the car park net to the Library can be full."

Feedback about Bentleigh

Key themes about Centre Rd, Bentleigh	Number of people
Opposition to user-pays parking	107
Congestion issues	79
Difficulty finding parking	91
Satisfaction with parking	61
Time limit concerns	17

Representative comments:

"Please leave the open parking areas behind the Centre Road shops as it is at present."

"Always manage to get a spot easily when and where I need one which is a big reason I go to Centre road."

"Bentleigh is manageable as there aren't a lot of street parks, but there are plenty of carparks directly behind Centre Rd and can always find a park there."

"On Sundays it is very busy because of the bentleigh market. Otherwise I always manage to find a spot, but can take longer on weekends. There is NO issue with finding parking mid week."

"Bentleigh is by far the easiest with plenty of parking near the shops."

"I always find a park in Bentleigh. The car park is large and close to all ships - very convenient. I have some mobility issues so I appreciate how easy it is to park and shop here. This is why I frequently shop in Bentleigh due to the ease of parking. I don't go to places where there is paid parking."

What can we do to manage parking

Question eleven: With a growing population, more people will want to park in our shopping strips. If it means easier access to parking, which of the following options would you be open to?

This was a required question, and asked people to choose their level of support for each parking management tool. It was answered by 4,731 respondents (**100 per cent**).

The portion of people who either *Support* or *Strongly support* each tool are:

- *No changes should be made* — **57 per cent**
- *Improve and encourage active and sustainable transport* — **57 per cent**
- *A review of the current parking limits (on-street, off-street, short-term, long-term)* — **42 per cent**
- *Better enforcement of parking rules* — **40 per cent**
- *Online real time parking availability information, powered by sensor data* — **37 per cent**
- *Analysis of parking space usage, powered by sensor data* — **36 per cent**
- *Paying a fee for on-street parking (i.e. parking on the road in the spaces next to the footpath)* — **6 per cent**
- *Paying a fee to park in parking lots (i.e. off-street parking)* — **5 per cent.**

Appendix 1 shows the demographic response rates to this question.

The table below shows how often each level of support was chosen for each tool.

	No changes should be made	Improve and encourage active and sustainable transport	Better enforcement of parking rules	A review of the current parking limits	Analysis of parking space usage, powered by sensor data	Online real time parking availability information, powered by sensor data	Paying a fee for on-street parking	Paying a fee to park in parking lots
Do not support	14%	11%	22%	23%	27%	28%	85%	84%
Unlikely to support	8%	7%	13%	15%	13%	14%	7%	8%
Neutral or unsure	21%	25%	25%	20%	24%	21%	3%	3%
Support	17%	33%	25%	29%	23%	22%	3%	3%
Strongly support	40%	24%	15%	13%	13%	15%	3%	2%

■ Strongly support ■ Support ■ Neutral or unsure ■ Unlikely to support ■ Do not support

The table below outlines the portion of people who either *Support* or *Strongly support* each parking management tool by shopping strip. When applying filters to survey responses by area, it is important to note that respondents were able to select more than one option. As a result, the data cannot be strictly isolated to a single area. For the purposes of this analysis, insights are based on the majority of selections made by respondents, acknowledging that some individuals may be represented in multiple areas.

This data shows minor variations (between 0 – 6 per cent) in support across the various parking management tools across the three key activity centre areas, suggesting that preferences are broadly consistent.

Tool	Carnegie majority	Elsternwick majority	Bentleigh majority	All
No changes should be made	50%	63%	62%	57%
Improve and encourage active and sustainable transport	59%	55%	54%	57%
A review of the current parking limits (on-street, off-street, short-term, long-term)	45%	37%	37%	42%
Better enforcement of parking rules	43%	35%	38%	40%
Online real time parking availability information, powered by sensor data	41%	36%	35%	37%
Analysis of parking space usage, powered by sensor data	40%	34%	33%	36%
Paying a fee for on-street parking (i.e. parking on the road in the spaces next to the footpath)	6%	4%	4%	6%
Paying a fee to park in parking lots (i.e. off-street parking)	6%	4%	2%	5%

Question twelve: Do you have any other feedback about the above options?

This was an optional question and asked people to write down feedback. It was answered by 2,346 respondents (**50 per cent**).

Most common sentiments in comments	
Main themes in comments	**Common reasons for the themes**
🚫 **Opposition to user-pays parking** (582 people)	• Negative impact on businesses • Financial, social and mental burden on people • Perceptions that it's revenue-raising • Surrounding shopping areas have free parking • Parking is fine as it is • It's unfair for rate payers • It adds a barrier to accessibility • User-pays parking doesn't reflect community values or character of the areas • Cars get pushed into residential streets
💡 **Improvements** (341 people)	• Build more car parking, including multi-storey • Improve sustainable and active transport options • Prioritise disability and accessibility parking spaces and enforcement • Permits for residents and traders • Improve enforcement approach • Improve parking lot layouts • Improve signage to address inconsistencies • Change timing restrictions • Reduce property development and density
👮 **Enforcement** (150 people)	• Enforcement is seen as revenue raising • Enforcement creates stress for shoppers • Inconsistent enforcement across time and places creates uncertainty • Enforcement is sometimes seen as sufficient or excessive • Increasing enforcement may be an appropriate tool for turnover and revenue • Skepticism about technology-based enforcement
🚌 **Sustainable transport** (148 people)	• More frequent, reliable and cheaper public transport would help • Walking paths and active transport are important • Cycling infrastructure is not sufficient • Public transport isn't accessible or equitable • Community shuttle bus would help

⚙️ **Technology** (101 people)	• Concerns around parking apps and payment systems
	• Skepticism about sensors, online availability and automated enforcement
	• Concerns around cost of implementing technology
	• Concerns on the safety of mobile use while driving
🦯 **Accessibility** (86 people)	• Concerns around impacts of changes on vulnerable groups
	• Fairness is a priority for parking
	• Concerns around technological barriers reducing the accessibility of shopping strips
	• Ongoing issues on improper parking in disability spaces
	• More accessible parking would help

Representative comments:

"Whilst I am broadly against the introduction of paid parking, I feel that a review of the time allowed per park and subsequent increase in enforcement (parking inspectors) is not unreasonable. I would also strongly encourage council consider the needs of disabled people and ensure they are prioritised when considering any modifications.

If paid parking must be introduced, avoid reliance on an app as this introduces many vulnerabilities. On-street meters (which ideally also take cash) must remain an option for the elderly and/or people without smartphone access,"

"We need a solution that will fix the problem for many, many years. Not just a short-term fix. I'd support the building of a high-rise parking place"

"Being required to pay to park will mean I will no visit the area as often. I know many older folks struggle with the parking apps. I would support paid parking (but free if you have a GE registered car / sticker etc (like bay side with beach parking)"

"Assessment of parking areas and check if flow of traffic is efficient. Woolworths car park in Carnegie could flow better especially with pedestrian interface into arcade. Carnegie parking ideally should be around the district so pedestrian safety is prioritised withing shopping area."

"I'm sceptical about the idea of parking sensors. It will be sold to people as helping them find a car space but the technology and apps are always poor quality and unreliable due to lack of maintenance. I also think it will just be used for enforcement of parking rather than actually helping people find a carpark."

"They put paid parking into Bridge Rd Richmond and the shopping strip died. Do not have paid on street parking. The carpark out the back of Westpac does have 2 hour and 4 hour

parking - maybe you could allocate some parking there for all day that it paid with a ticket, for the people that work in and around the street."

"Definitely discourage paid parking. Understand the need to allow for best chance at available parking but, you'll end up angering residents, visitors, and business owners that will point to discouraging foot traffic and lost revenue. Best to have better enforcement of parking rules which means Council will need to hire add'tl staff to patrol and monitor and not sure if your budget will allow that kind of expenditure, especially considering other more pressing issues."

"The worst parking times are at dinner time, due to Carnegie having so many restaurants, and a higher number of food delivery drivers using cars. Bicycles, Mopeds and Motorbikes are fine. Beyond that, you just need way more parking, the population and visitor numbers are far greater than they used to be."

"Having applicable time limits taking in mind the surrounding businesses and how long their customers need to park."

"When parking fees are introduced, if on-street parking is retained (which I hope it isn't) the fee should be significantly higher there than off-street. This can change behaviour and promote users to park off-street and support the removal of on-street parking in the future."

"The solution to this issue does need to address the fact that Glen Eira is a suburban municipality with a large proportion of residents using cars as their main mode of transport. It also needs to be accessible to people who are older or have mobility issues… consider greater use of disabled parking spots."

"Have a time limit for free then charge. Those actually shopping or attending the shops will be able to manage. Try to implement a way to stop apartment and rail commuters parking there."

"The only sustainable way to improve parking is by reducing the demand by increasing the amount of trips made by public or active transport. Simply adding more parking will not solve the issue long term. Charging for parking is good, but the funds raised must be used to improve these alternative transport options."

"There needs to be a whole lot of 5 min parking for picking up takeaway food or just dashing in for one item from a shop, for locals to be able to use all the services conveniently."

Question thirteen: If we were to raise money through user-pays parking, which improvements to our shopping strips would you like the money to pay for?

This was an optional question and allowed people to select multiple options. It was answered by 3,922 respondents (**83 per cent**).

Across the 3,922 respondents, the following options were chosen:

- Safety upgrades (including lighting) — **31 per cent**
- More parking in the long term (e.g. multistorey parking) — **31 per cent**
- Landscaping and greenery — **29 per cent**
- Footpath upgrades — **25 per cent**
- Other — **17 per cent**
- Street furniture (eg. chairs, tables, bins) — **16 per cent**
- Cycling infrastructure — **13 per cent**
- Community art projects — **10 per cent**
- EV charging stations — **9 per cent.**
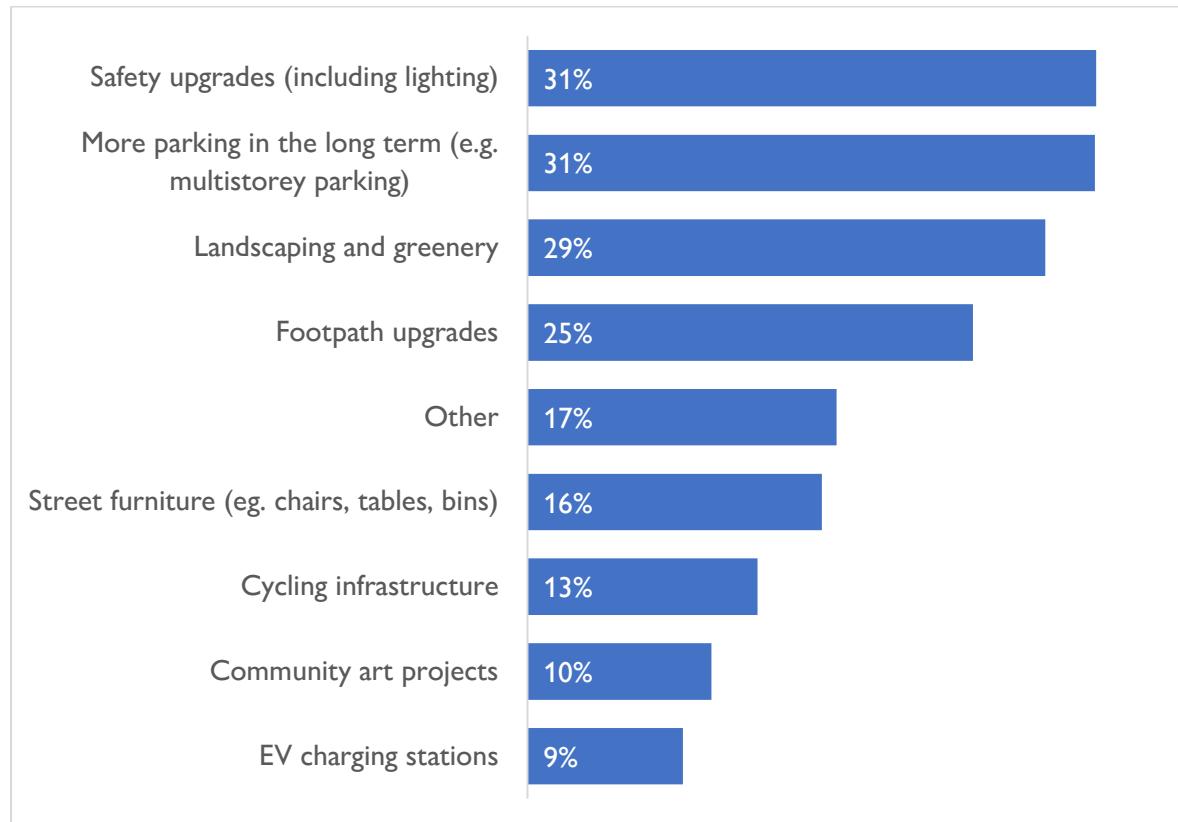
Question fourteen: To make parking fairer and more accessible, how do you think we should balance user-pays parking and free parking in shopping strips?

This was a required question. It was answered by 4,690 respondents (**99 per cent**).

Using a slider tool, respondents chose the portion of parking spaces that should be user-pays from all parks are free to all parks are paid using a 0-10 sliding scale. The responses are outlined below:

- 0% to 10% user-pays — **75 per cent** support
- 20% to 30% user-pays — **12 per cent** support
- 40% to 60% user-pays — **11 per cent** support
- 70% to 80% user-pays — **1 per cent** support
- 90% to 100% user-pays — **1 per cent** support.
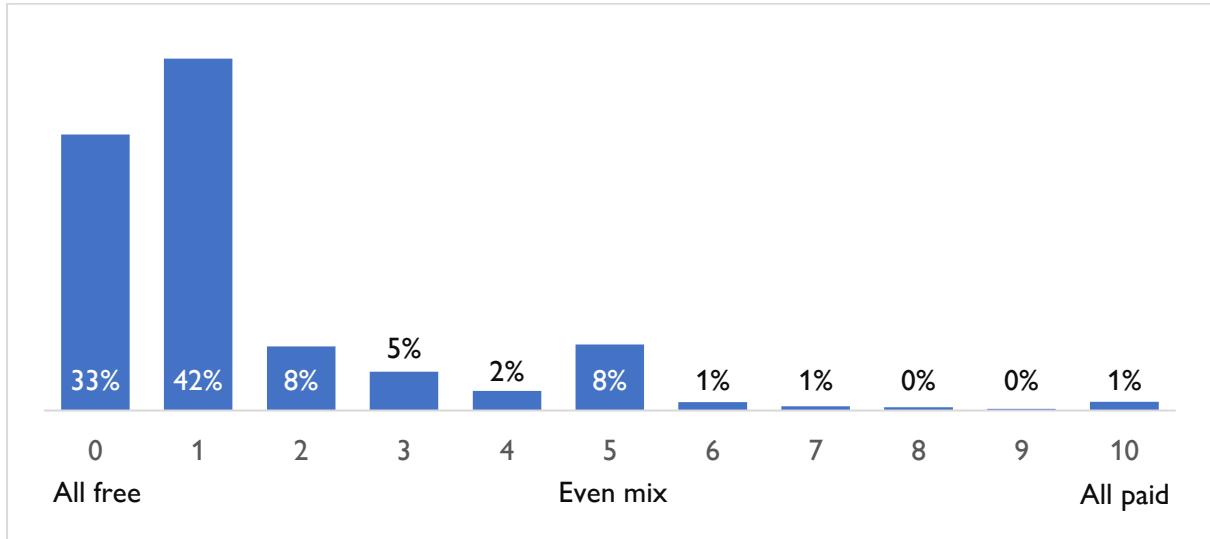
Question fifteen: Would you use any of this technology?

This was a required question and allowed people to select multiple options. It was answered by 4,731 respondents (**100 per cent**).

The following answers were chosen:

- None of the mentioned technology — **57 per cent** support
- Mobile parking apps which show real-time availability — **31 per cent** support
- An app to make payments and adjust parking duration — **23 per cent** support
- Smart meters (card reader, contactless, app-based, QR codes) — **16 per cent** support
- Other — **3 per cent** support
- SMS and call to pay — **3 per cent** support.

None of the mentioned	57%
Mobile parking apps which show real-time availability	31%
An app to make payments and adjust parking duration	23%
Smart meters (card reader, contactless, app-based, QR codes)	16%
Other	3%
SMS and call to pay	3%
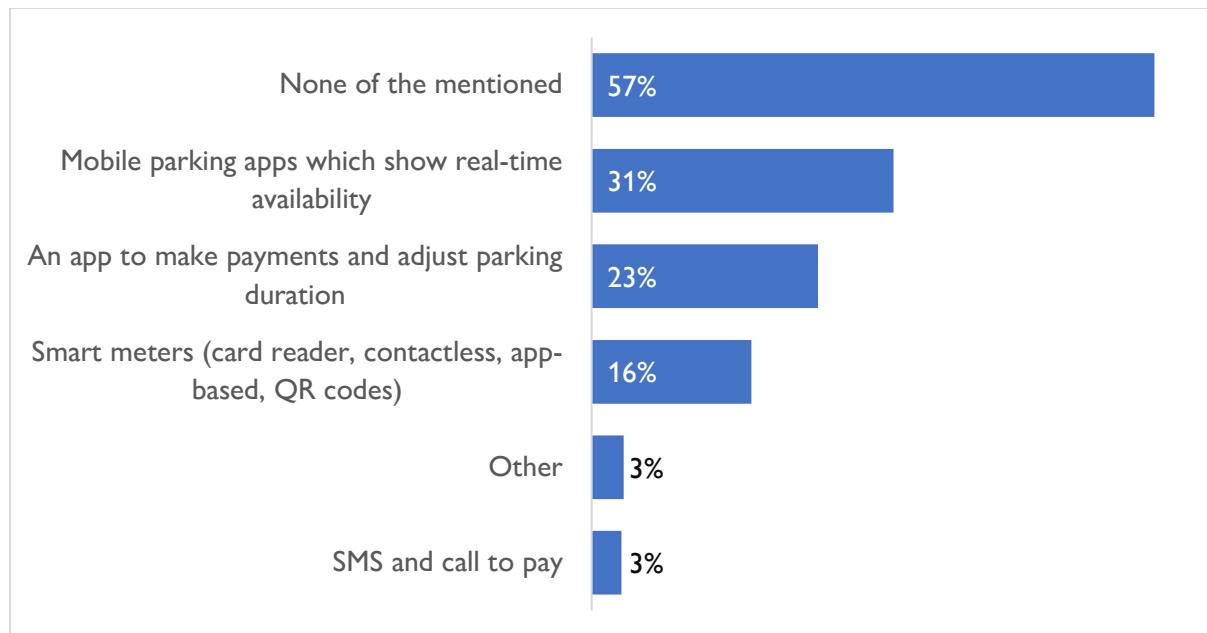
Question sixteen: Do you have any other ideas for making parking in our shopping strips fairer, safer and more accessible? (e.g. for people with disability, elderly people, or people visiting their place of worship)

This was an optional question and asked people to write down feedback. It was answered by 2,099 respondents (**44 per cent**).

Most common sentiments in people	
Main themes in comments	**Common reasons for the themes**
💡 Accessible spaces (447 people)	• Need more accessible parking spaces close to shops. • Spaces for elderly, people with prams and young children. • Concerns about technology barriers for these groups. • Enforce misuse of disability bays. • Wider parking bays for accessibility, off-street. • Improve kerbs, ramps and paths.
💵 Keep parking free (393 people)	• Residents already pay rates – fees seen as revenue raising. • Keep free parking with time limits to ensure turnover. • Cost of living pressures make fees unfair. • User-pays parking will deter locals and harm small businesses. • First hour or two free could work.

🚌 Sustainable transport (320 people)	• Encourage walking with safer crossings and shade.
	• Add safer bike lanes and secure bike parking.
	• Consider community shuttle or hop-on hop-off bus.
	• Increase bus frequency and reliability.
	• Upgrade tram stops for accessibility.
👮 Enforcement (265 people)	• Enforce 1–2 hour limits to improve turnover.
	• Increase parking officer presence and patrols.
	• Manage delivery drivers and e-scooters off footpaths.
	• Crack down on illegal u-turns and dangerous manoeuvres.
	• Standardise and improve signage/line marking.
🚗 More parking (187 people)	• Build multi-level or underground car parks near strips.
	• User-pays parking could work in built-up parking; keep on-street free.
	• Expand existing council car parks behind shops.
⏱️ Time restrictions (170 people)	• Keep a mix of 1, 2 and 3–4 hour options by location.
	• Add 10–30 minute bays for quick pick-ups.
	• First hour or two free, then pay if staying longer.
	• Reserve premium on-street for short stays, longer off-street.

Representative comments:

"Charge for parking for non-residents so that the locals can access the car spaces that they already pay for equitably."

"More disabled parks nearer to shops. Paid parking will make these areas MORE inaccessible for elderly and disabled people"

"Have a designated area of modestly priced paid parking that people can choose to use, on street and open carparks to remain free."

"More disabled parks nearer to shops. Paid parking will make these areas MORE inaccessible for elderly and disabled people"

"If you do decide paid parking is best, it would be good to be able to pay without downloading an app."

"It is extremely unsafe for the elderly and we need to fix it. Enforcing fines for people not displaying disabled permit but parking in the disabled spots. See it all the time."

"Get rid of parking on street on shopping strips and replace it with public transport and pedestrian amenity. It would bring a lot more people to the shops if they were calm, landscaped open spaces with no cars. Much of Koornang Rd is ideal for this. No one needs to drive and park between Neerim Rd and Egan St. All residences can be accessed via other local roads."

"Parking in our shopping strips is already fair, safe, equitable & accessible."

"Improve footpath quality/levelling to ensure smooth walking or wheeling experience."

"Encourage locals to walk and ride bicycles and scooters as a first choice and car when essential. Library events should include this as a reminder with an estimated environment impact per trip."

About you

Question seventeen: What is your age?

This was a required question. It was answered by 4,731 respondents (**100 per cent**).

The most significant age range is from 35 years to 64 years (**69 per cent**). The youngest and oldest cohorts held the lowest representation.

Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85
0%	4%	12%	22%	26%	21%	12%	3%	0%
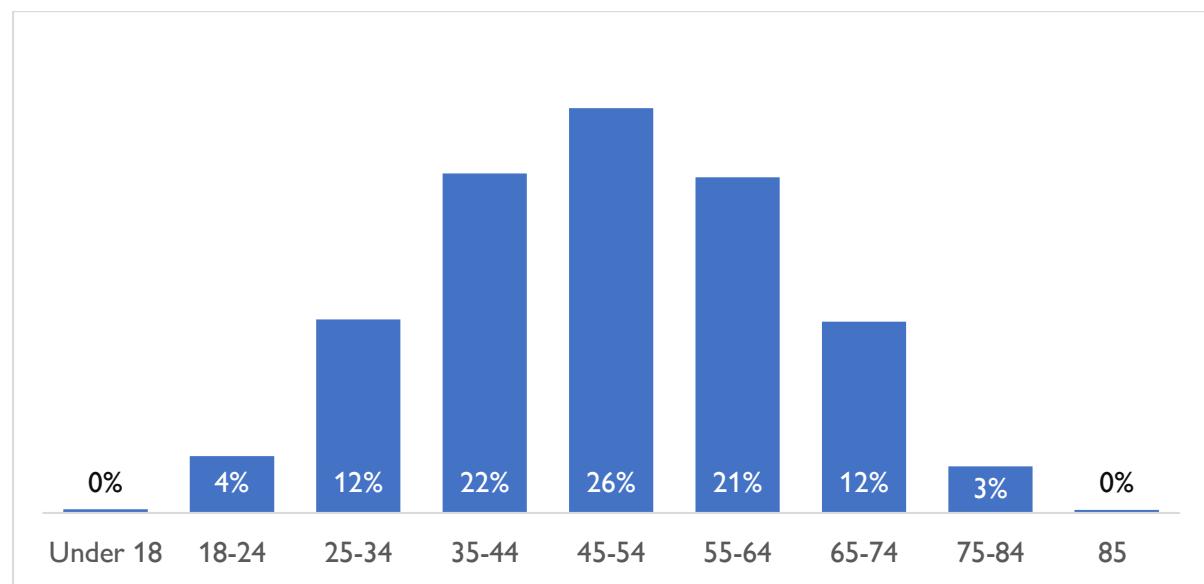
Question eighteen: What is your gender?

This was a required question. It was answered by 4,731 respondents (**100 per cent**).

Women or girls were the most represented (**65 per cent**), followed by men or boys (**29 per cent**).

Man or boy	Woman or girl	Non-binary	Prefer not to say	Other
29%	65%	1%	5%	0%
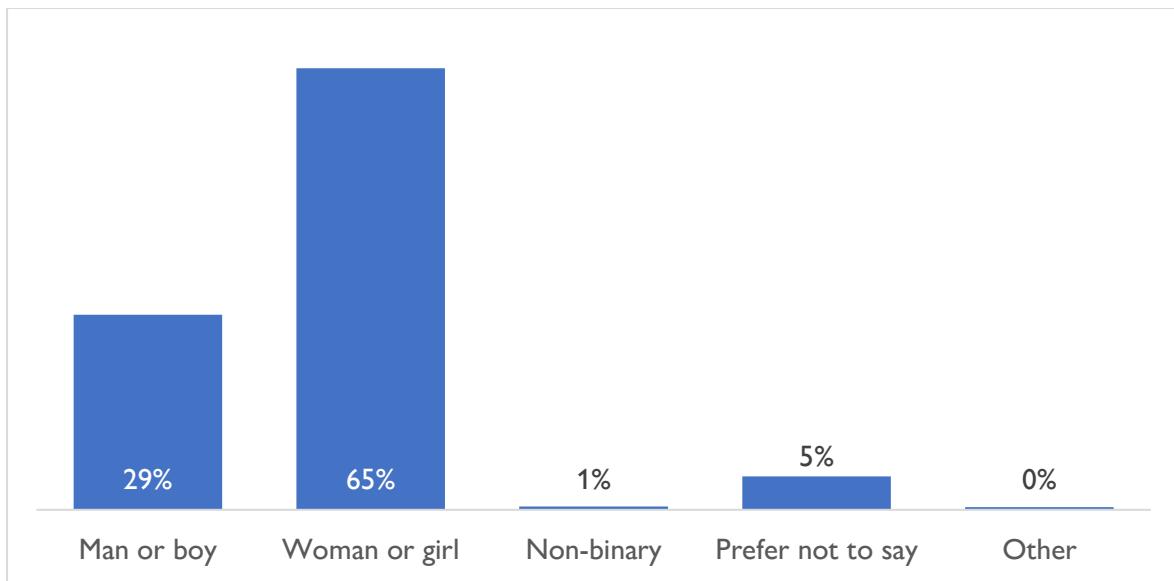
Question nineteen: What suburb do you live in?

This was an optional question. It was answered by 4,288 respondents (**91 per cent**).

The highest represented suburbs were:

- Bentleigh (**17 per cent**)
- Bentleigh East (**16 per cent**)
- Carnegie (**15 per cent**)
- Elsternwick (**12 per cent**)
- Caulfield South (**7 per cent**).

Suburb	Percentage
Bentleigh	17%
Bentleigh East	16%
Carnegie	15%
Elsternwick	12%
Caulfield South	7%
McKinnon	5%
Murrumbeena	4%
Ormond	4%
Caulfield North	4%
I don't live in Glen Eira	3%
Caulfield	3%
St Kilda East	2%
Glen Huntly	2%
Brighton East	2%
Other	2%
Caulfield East	1%
Gardenvale	1%
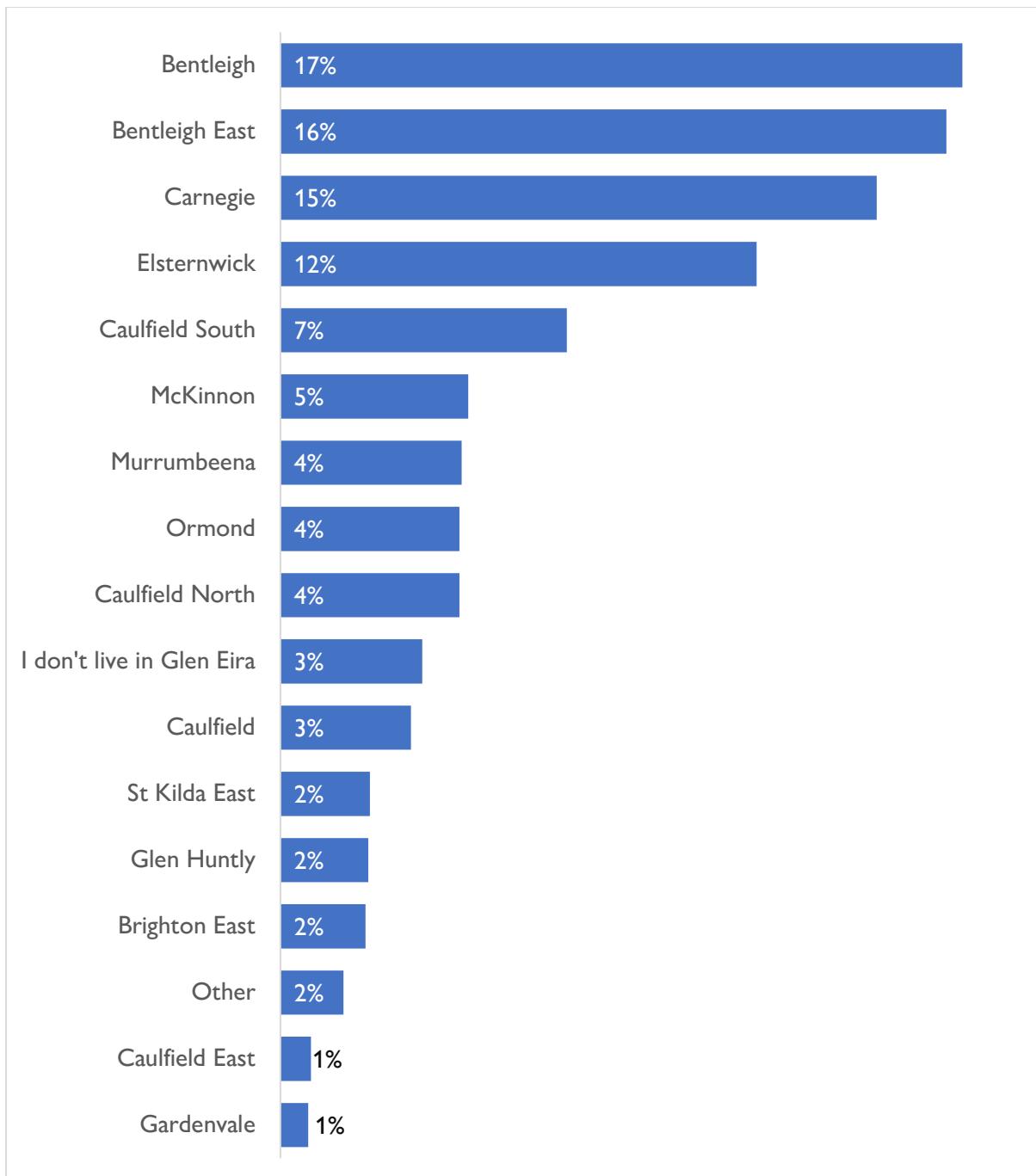
Question twenty: Do you identify as any of the following?

This was a required question. It was answered by 4,731 respondents (**100 per cent**).

The highest represented cohorts were people from a multicultural background (**15 per cent**), people born overseas (**15 per cent**), and people who speak other languages at home (**8 per cent**).

Carers of people with disability (**6 per cent**), people with disability (**6 per cent**), LGBTIQA+ (**4 per cent**), and First Nations people (**1 per cent**) were also represented.

Category	Percentage
None of the mentioned	48%
Prefer not to say	15%
A person from a multicultural background	15%
A person born overseas	15%
A person who speaks other languages at home	8%
A carer of someone with disability	6%
A person with disability	6%
LGBTIQA+	4%
A First Nations person	1%
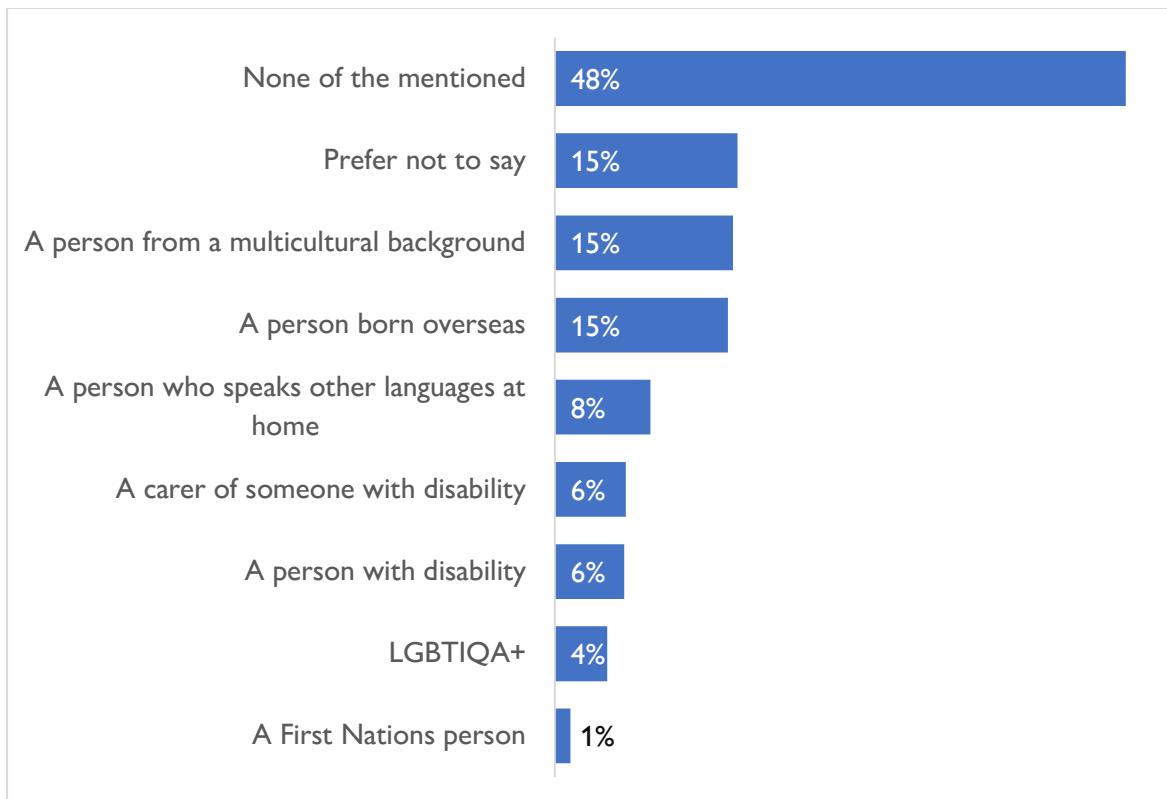
Question twenty one: Which identity relates to you?

This was an optional question shown to people who answered as First Nations in question twenty. It was answered by 61 respondents (**1 per cent**).

People who identify as Aboriginal made up **43 per cent** of the First Nations people. **39 per cent** prefered not to say.

Category	Percentage
Aboriginal	43%
Prefer not to say	39%
None of the mentioned	11%
Other	3%
Aboriginal and Torres Strait Islander	3%
Torres Strait Islander	0%
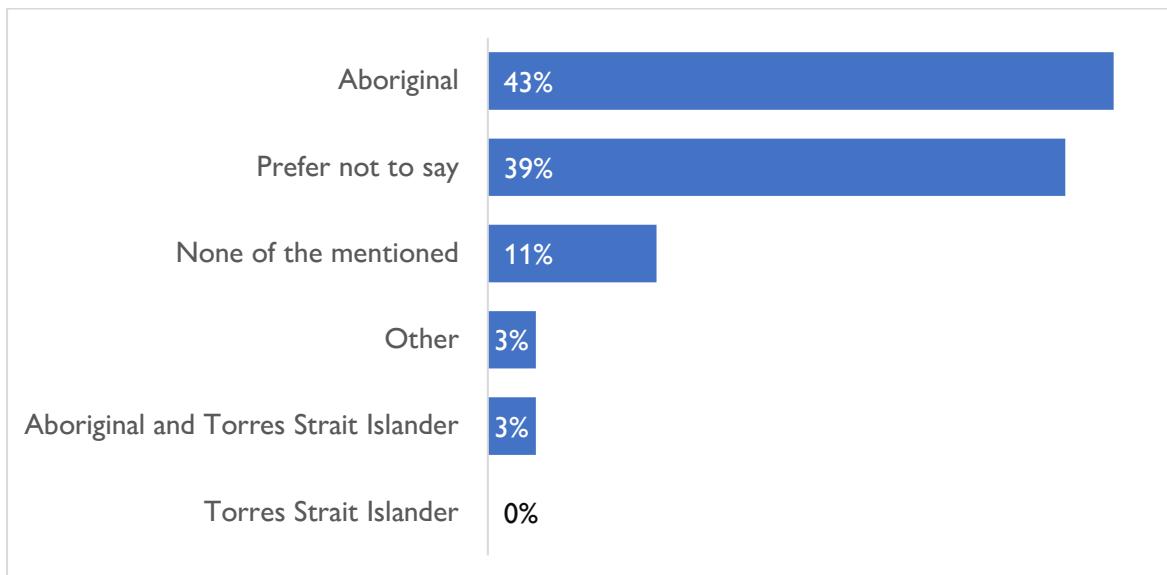
Question twenty two: Which country were you born in?

This was an optional question shown to people who answered as having born overseas in question twenty. It was answered by 579 respondents (**12 per cent**).

The most common continent regions people were born in:

- Europe – 202 people
- Asia – 127 people
- Africa and Middle East – 110 people
- Americas – 69 people
- Oceania – 46 people

Question twenty three: Which language/s do you?

This was an optional question shown to people who said they speak another language in question twenty. It was answered by 488 respondents (**10 per cent**).

The most common languages were:

- Hebrew – 46 people
- Russian – 37 people
- Spanish – 31 people
- Mandarin – 29 people
- Greek – 26 people
- Italian – 22 people
- French – 19 people
- Hindi – 19 people

Question twenty four: If you would like to be kept informed about this project, you can provide your email here.

This was an optional question, it was answered by 1,202 people. This information is private.

Community Focus Group

The focus group consisted of a 2 hour workshop with 19 community members. An expression of interest was promoted through eNewsletters and emails to people who have participated in past Council engagements. Expressions of interest were received from 25 people, and all were invited.

Traders from Elsternwick Traders Association and Bentleigh Traders Association were present.

The group were asked for feedback on eight parking management tools in each of the three parking strips. The following guiding questions were provided:

- What changes to parking management would help?
- How can we make parking safe, fair, and accessible?
- What are our barriers or challenges for better parking management?
- How are the strips different?

The below tables contain the focus group's feedback about parking management tools.

Koornang Rd, Carnegie – feedback

Tool	Pros	Cons
Improve and encourage active and sustainable transport	Walking as recreation, better air quality, less transport, healthy living, accessible to different residents, parking demand. Limit road speed, eg 30/40 Limit road speed limits eg 30/40	Distance, age, disability
No changes should be made	Change needed, safety, equity, better bike lanes. No $	Congestion, access, volume of visitors
A review of the current parking limits	Turn overs, late parking hours after 8pm, single hours, review of peak parking times at carnegie, ormond elsternwick. Turnaround for business and residents.	I have doesn't work. Uncertainty
Better enforcement of parking rules	Fairness and leniency in parking times ie impacts to everyone, community	Costly, privacy. Negative customer experience, parking metre safety-oh+s.

	perception in walking from parking area. Maintain turnover.	
Online real time parking availability information, powered by sensor data	Better council management on parking, community bus. Helps avoid fines, relieve congestion, include ec data- air quality & omissions 9ev related)- cost to establish.	Safety concern accessing mobile
Analysis of parking space usage, powered by sensor data	Not necessary. Provide insights on parking behaviour.	Too costly, privacy. Wouldn't work as there is just no spaces around mealtimes.
Paying a fee for on-street parking	Encourage public transport, light turnover. Clientele are low spent, introducing fees will just drive them elsewhere (potentially staying home) as there's already no spaces available. Modify to allow free parking for residents & people with disabilities, low cost.	Disadvantaging low income. Detractor for customers.
Paying a fee to park in parking lots	Encourage public transport, light turnover, 2 yes, 3 no. Improve street scene scape to encourage parking.	Affecting trading traffic, no one policy applies to all wards (9)

Glen Huntly Rd, Elsternwick – feedback

Tool	Pros	Cons
Improve and encourage active and sustainable transport	Healthy lifestyle, accessible for all, clearer air, exercise, Reduce congestion.	None. No space for bike paths.
No changes should be made	Less disruption No cost to customers.	None at the moment. Current issues will still exist.
A review of the current parking limits	Changes in community/people can warrant a review. To change parking limits- 1hr from 9am-6.30pm, 2hr from 6.30pm-10pm.	Working as is. I have it doesn't work. No cost to customers.
Better enforcement of parking rules	None. Shouldn't drive away customers away from traders. Higher and better turnover of spaces getting access.	Congestion, people hoggy spot all day, overstaying, inequity. Fines.
Online real time parking availability information, powered by sensor data	Better efficiency, and availability, less cruising and looking for spots. Helps turnover and finding parking availability.	Expensive, encourages illegal driving- using phones, by the time you cynic its gone, inequity for people not familiar with phones. Fines.
Analysis of parking space usage, powered by sensor data	Statistics could be used for enforcement. Monitors activity usage.	Unnecessary, expensive, waste of taxpayers' money. Fear of fines and cost.
Paying a fee for on-street parking	Frees parking places, better utilisation. Paying for parking would likely just drive traffic into residential streets and results in impinging driveways. Turnover better and compliance.	Stress for traders, worried about loss of revenue, more expensive for customers to use businesses. Cost more deterring customers attending shops and restaurants.

Paying a fee to park in parking lots	Better turnover, Bike lanes.	Unfair for traders who paid levy to build those parking lots, bad image from council. Fines and reduce usage and access for shopping and restaurants.

Centre Rd, Bentleigh – feedback

Tool	Pros	Cons
Improve and encourage active and sustainable transport	Healthy lifestyle, exercise, cleaner air	Cost
No changes should be made	Bike lanes on Centre rd, 30km/hr speed limit, Extend tram from either Chapel or Hawthorn rd to centre rd. Remove trees.	Increased congestion, poor air, bad street scape
A review of the current parking limits	Changing community to cater to changing needs, fairer. Suggest trader parking permits. 1hr on main street works for customers but not traders.	Community backlash. Parking finishes 12pm so people park all day from 11am -Footy
Better enforcement of parking rules	Greater turnover, fairer, revenue for council.	Community backlash
Online real time parking availability information, powered by sensor data	Better utilization of parking.	Unfair for people who don't use phones, expensive, possibly dangerous.
Analysis of parking space usage, powered by sensor data	Better data for council to assess use and needs.	Privacy concerns, expensive. Could scare away customers.
Paying a fee for on-street parking	Revenue for council, higher turnover. No Capacity issue.	Backlash, non-progressive fee- effects low-income people more, community perception.
Paying a fee to park in parking lots	Revenue for council, higher turnover.	Backlash, non-progressive fee- effects low-income people more, community perception.

The following comments were also provided by members of the focus group:

- Day parking permit
- Improved lighting for safety
- 2hrs standard limit but 4hr and 1hr
- Myki for commuter car parking
- Increase commuter parking
- Commuter parking – capture true commuter
- Parking to cars ratio the same for new developments
- Ten signs in the activity zone around congestion- people can't park outside their house
- Carnegie – Tensions with drivers fighting for bays and doing illegal things
- Dropoff – 15mins only, 30mins only – sensor for fines
- Biking and walking culture
- Safer bike passage
- Elsternwick exploring signage, encouraging shared space
- Underground parking stackers
- Review of parklets as they are dangerous and take up car parks
- Everyone to have access
- Carer parking and increase accessible parking.

Trader Association stakeholder engagement

Two targeted stakeholder engagement sessions were conducted with trader associations in Elsternwick and Carnegie.

Council officers met with Elsternwick traders as an item in a Elsternwick Mainstreet Committee meeting on 11 August 2025. A brief overview of the project was presented to the 13 traders present, answered questions and provided channels for further engagement and promotion.

The key topics discussed by the traders present were:

- Concerns around the negative impacts of paid parking on traders
- How neighbouring Councils and shopping areas influence the approach to parking
- Notes that the Elsternwick car parks were originally paid for by the traders
- Concerns about the level of influence traders could have on Council's decisions.
- Questions about sensors and apps, whether they are in use anywhere, and if their main purpose is for paid parking
- Concerns around the justification for implementing parking management tools, and if the parking just needs to be 'tidied up'.

The Carnegie traders engagement session was held on 19 August 2025 and was attended by 12 traders. With a longer, dedicated session available to Council, this session provided a detailed overview of the project with traders, facilitated discussion, and encouraged further promotion to other Carnegie traders. A summary of the feedback received during this engagement session is provided below:

- **Parking enforcement and regulation**
  - Inconsistent enforcement of parking restrictions, particularly on weekends
  - Limited visibility of parking inspectors; concerns about reduced presence
  - Low trader support for increased enforcement due to fines on workers and increased costs to Council
  - Need for clearer signage and consistent restriction times across days and locations.
- **Parking capacity and infrastructure**
  - Strong community support for multilevel car parking to address capacity issues
  - Loss of parking due to infrastructure changes (e.g. level crossings, ramps)
  - Suggestions to convert underutilised spaces (e.g. vacant block on corner Koornang and Neerim Roads) into parking
  - Concerns about higher density residential developments increasing parking pressure.
- **Technology and monitoring**
  - Interest in parking sensors to monitor occupancy and improve enforcement

- o Mixed views on paid parking; some prefer it to avoid fines, others oppose it due to impacts on community
- o Need for transparent communication about sensor use and data ownership
- o Potential to use sensors for better data-driven planning and turnover monitoring
- **Access and turnover**
  - o Delivery drivers occupy spaces without restrictions, especially on weekends
  - o Requests to convert loading zones into short-term delivery bays or rideshare stops
  - o Desire for higher turnover in high-demand areas, especially during evenings
  - o Suggestions to extend time limits and standardise them across all days.
- **Public transport and active transport**
  - o Encouragement to use public transport
  - o Concerns about the limited awareness of train station parking
  - o Desire for improved cycling infrastructure and support for active transport
  - o Recognition that not all customers can cycle or use public transport.

Appendix 1

This appendix shows further detail on demographic response rates to question eleven in the online survey.

Question eleven: With a growing population, more people will want to park in our shopping strips. If it means easier access to parking, which of the following options would you be open to?

The table below shows age brackets and the proportion of people in that age who either *Support* or *Strongly support* each parking management tool. The age brackets of Under 18 and Over 85 have not been included due to low response rates – 11 people and 9 people respectively.

This data shows some minor variations in support through different ages across all parking management tools. The most significant variation is that younger people (under 35) typically show higher than average support for all tools, with the exception of 'Better enforcement of parking rules'.

	Age bracket							
Tool	**18-24** (171 responses)	**25-34** (581 responses)	**35-44** (1,020 responses)	**45-54** (1,216 responses)	**55-64** (1,008 responses)	**65-74** (575 responses)	**75-84** (140 responses)	**All** (4,731 responses)
Online real time parking availability information, powered by sensor data	59%	52%	40%	33%	31%	33%	31%	37%
Analysis of parking space usage, powered by sensor data	52%	50%	39%	33%	30%	31%	30%	36%
A review of the current parking limits (on-street, off-street, short-term, long-term)	49%	49%	43%	40%	38%	38%	42%	42%
Paying a fee to park in parking lots (i.e. off-street parking)	5%	8%	4%	4%	4%	5%	4%	5%

Tool	A First Nations person (62 responses)	A person with disability (277 responses)	A carer of someone with disability (283 responses)	LGBTIQA+ (208 responses)	Born overseas (690 responses)	Multicultural background (710 responses)	Speaks other languages at home (381 responses)	All (4,731 responses)
Paying a fee for on-street parking (i.e. parking on the road in the spaces next to the footpath)	8%	11%	6%	4%	4%	7%	4%	6%
Improve and encourage active and sustainable transport	64%	70%	57%	56%	54%	54%	50%	57%
Better enforcement of parking rules	27%	39%	38%	39%	39%	47%	41%	40%
No changes should be made	49%	42%	56%	62%	61%	57%	59%	57%

The table below shows various demographic cohorts and the proportion of people in that cohort who either *Support* or *Strongly support* each parking management tool.

This data shows notable variations in support from First Nations people and LGBTIQA+ people. First Nations people show lower than average support for the parking management tools, while LGBTIQA+ people show higher than average support. The other demographic cohorts do not show significant variation from the average.

Demographic cohort

Tool	A First Nations person (62 responses)	A person with disability (277 responses)	A carer of someone with disability (283 responses)	LGBTIQA+ (208 responses)	Born overseas (690 responses)	Multicultural background (710 responses)	Speaks other languages at home (381 responses)	All (4,731 responses)
Online real time parking availability information, powered by sensor data	27%	38%	35%	54%	47%	47%	51%	37%

Analysis of parking space usage, powered by sensor data	18%	42%	29%	52%	43%	44%	48%	36%
A review of the current parking limits (on-street, off-street, short-term, long-term)	29%	44%	41%	54%	47%	44%	45%	42%
Paying a fee to park in parking lots (i.e. off-street parking)	5%	5%	5%	9%	5%	5%	5%	5%
Paying a fee for on-street parking (i.e. parking on the road in the spaces next to the footpath)	6%	9%	6%	15%	8%	6%	7%	6%
Improve and encourage active and sustainable transport	39%	61%	53%	75%	64%	61%	62%	57%
Better enforcement of parking rules	27%	43%	37%	42%	45%	42%	43%	40%
No changes should be made	68%	46%	59%	36%	50%	54%	53%	57%

The table below shows the main gender cohorts and the proportion of people in that cohort who either *Support* or *Strongly support* each parking management tool.

This data shows that the level of support for parking management tools is slightly higher among men, and notably higher among people who are non-binary or prefer to self describe.

	Gender group			
Tool	**Man or boy** (1367 responses)	**Woman or girl** (3095 responses)	**Non-binary or prefer to self describe** (42 responses)	**All** (4,731 responses)
Online real time parking availability information, powered by sensor data	41%	37%	50%	37%
Analysis of parking space usage, powered by sensor data	42%	34%	58%	36%
A review of the current parking limits (on-street, off-street, short-term, long-term)	45%	41%	42%	42%
Paying a fee to park in parking lots (i.e. off-street parking)	8%	3%	8%	5%
Paying a fee for on-street parking (i.e. parking on the road in the spaces next to the footpath)	10%	4%	17%	6%
Improve and encourage active and sustainable transport	59%	57%	63%	57%
Better enforcement of parking rules	46%	37%	50%	40%
No changes should be made	50%	59%	33%	57%

The table below shows car users and workers and the proportion of people in that cohort who either *Support* or *Strongly support* each parking management tool.

This data shows that the level of support for parking management tools is notably higher among non-car users, including very high support for active and sustainable transport. Workers show slightly lower support for enforcement and fees, but otherwise are consistent with the average response rate.

	Car users and workers				
Tool	Car user (4509 responses)	Non-car user (222 responses)	Business owners (156 responses)	Employees (225 responses)	All (4,731 responses)
Online real time parking availability information, powered by sensor data	37%	46%	32%	40%	37%
Analysis of parking space usage, powered by sensor data	36%	50%	32%	38%	36%
A review of the current parking limits (on-street, off-street, short-term, long-term)	41%	59%	38%	42%	42%
Paying a fee to park in parking lots (i.e. off-street parking)	4%	22%	4%	4%	5%
Paying a fee for on-street parking (i.e. parking on the road in the spaces next to the footpath)	5%	28%	3%	5%	6%
Improve and encourage active and sustainable transport	56%	85%	52%	51%	57%
Better enforcement of parking rules	39%	65%	31%	28%	40%
No changes should be made	59%	24%	60%	55%	57%