Parking Compliance Strategy
July 2019

Contents

1. Introduction

What is this strategy about?

This strategy reviews Knox's parking compliance program and presents options that will improve the balance of accessibility, safety, liveability and productivity for everyone who visits, works or lives in Knox.

What is parking compliance?

Parking compliance is when people park their vehicles according to the regulations set at specific locations. Regulations are usually presented as signs indicating particular obligations associated with a parking space. These obligations may include the length of time a vehicle can be parked, reservation for permit holders (such as a disability permit) or other restrictions such as clearways and loading zones.

Why is parking compliance important?

Parking regulations are put in place to enable:

- **Access** to key facilities and services, and for people with varying needs
- **Safety** for pedestrians, motorists and all road users
- **Productivity** for businesses and retail areas; and
- **Liveability** for the local community.

However, these outcomes can't be achieved unless the public complies with these regulations. Education, partnerships and enforcement are therefore an important part of achieving compliance. The following table provides examples of the impacts of non-compliance:

Safety – non-compliant parking near hospitals and schools affects the safe entry and exit for patients, children and families.

Access – overstaying in a parking space at a retail precinct means that other people can't park to do their shopping. This lack of accessibility creates an inconvenience for shoppers and potential revenue loss for shopkeepers in the precinct. Regular turnover of vehicles provides all visitors with the opportunity to access the shops and facilities.

Productivity – non-compliant parking in industrial precincts can significantly affect businesses in these locations, interrupting their operations and reducing productivity.

Liveability – vehicles illegally parked on nature strips or blocking driveways can inconvenience local residents, damage nature strips and infrastructure within nature strips and impact the amenity of our residential streets.

Isn't compliance enforcement just about raising revenue?

The fundamental reasons for parking compliance and enforcement are often overlooked by people who park illegally. It is a common reaction when people receive a parking infringement to think that enforcement is only about Council revenue raising.

Where Council finds parking hot spot problem areas, officers may meet with stakeholders; including school communities, business operators, trader groups and members of the community; to seek resolutions to these parking problems without the need to issue infringements.

However where community engagement and community awareness raising doesn't work, compliance activities may be implemented. For parking regulations to work effectively, drivers must adhere to them. It is recognised that parking regulations to maximise access, safety, productivity and liveability in Knox, in the face of competing pressures, will only work if there is a consequence to non-compliance, and the most effective consequence is enforcement (infringements).

More multi-unit residences, industrial and business developments, and commuter parking demand around railway stations has resulted in requests for parking enforcement from the community being significant, with the community expecting parking availability for everyone.

Council manages these competing demands through the development of Parking Management Plans in areas with high parking demand. These plans when completed will allocate parking space and set parking restrictions to best meet the needs of all the users in that area. The Plans will be available on Council's website when completed.

Managing these changes the right way requires a better mix of enforcement measures to improve parking compliance throughout Knox. This strategy presents ways we can achieve this for the benefit of everyone in our growing city.

2. Council's role

Roads and Parking – What the Victorian Government Says

The Victorian State Government provide that Councils in Victoria are responsible for the planning, construction and maintenance of some roads within their area. They are also responsible for some management and restriction on the use of local roads, and the management and enforcement of parking restrictions.

Councils are responsible for local parking arrangements in their municipality. This includes issuing parking permits and enforcing parking regulations.

Parking laws exist to ensure safe and fair use of Victoria's roads for everyone's benefit. People who park illegally risk being fined. People authorised by the Council may issue parking tickets or tow vehicles when someone has parked illegally.

State legislation under which Council undertakes road related duties include:

- Road Safety Act 1986
- Road Management Act 2004
- Road Safety Road Rules 2017

Parking in Knox

In line with the above responsibilities assigned to Council by the Victorian State Government, Council undertakes to following parking arrangements in Knox. This includes:

- Planning for the provision of parking – making sure that parking is appropriately considered in all public and private development;
- Providing sufficient parking accessibility to support the economic development of business for customers and staff;
- Implementing localised parking restrictions – allocating parking restrictions through signage, lines and permits; and
- Enforcing parking restrictions – issuing warnings and infringements to achieve higher levels of compliance.

How does Council encourage compliance?

Council is responsible for enforcing local parking restrictions as well as most parking rules in the Victorian Road Safety Road Rules 2017.

This involves responding to complaints received from the community as well as proactively undertaking regular patrols in priority areas like schools, hospitals and activity centres.

From an enforcement perspective the tools Council has to achieve compliance include issuing warnings, issuing infringements, and in some cases towing vehicles.

Council's Community Laws Department delivers the parking compliance service. In the 2017-18 financial year our two parking officers undertook regular parking patrols across the municipality and attended 1,344 parking related complaints, or about 26 requests per week. A total of 6,108 infringements were issued.

Despite this, Council's parking compliance efforts are currently unable to keep up with demands from the community.

Common parking issues raised by the community include:

- Overstaying time restrictions in Activity and Local Shopping Centres, and other timed areas.
- Stopping contrary to No Stopping signs.
- Parking in inappropriate locations including on footpaths and across driveways.
- Parking on nature strips - this is particularly evident in new subdivisions with narrow service roads and roll-over kerbs.
- Parking and stopping around school zones.
- Parking at and around building sites.
- Parking around the interface between business and residential zones.

3. How this strategy supports our Policies and Plans

Knox Community and Council Plan

The Knox Community and Council Plan 2017-21 sets a vision for the City of Knox and identifies the eight goals that drive all Council activities until 2021. This Parking Compliance Strategy supports the delivery of Goal 3 of this plan:

Goal 3: We can move around easily.

Strategy 3.1: Enable improved transport choices supported by integrated and sustainable transport systems and infrastructure.

Initiative 3.1.1: Undertake a strategic review of Council's parking compliance services to review current parking compliance issues within the municipality, and provide strategies and recommendations to address them.
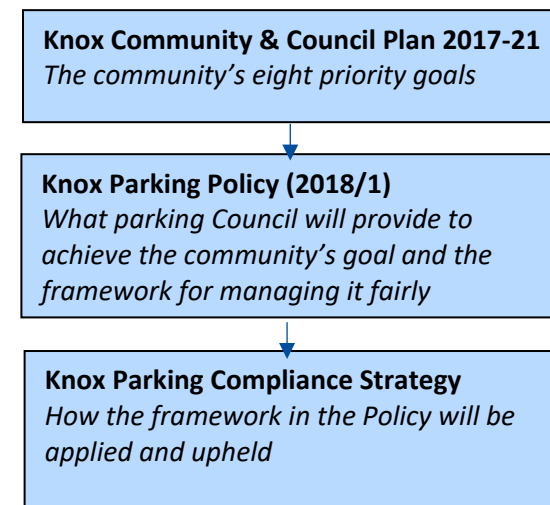
Knox Parking Policy

The Knox Parking Policy (2018/1), adopted by Council in February 2018, sets out the ways that Council will make parking available across Knox to meet the needs of different stakeholders such as people with a disability, schools, residents, employees, businesses and major service providers (like hospitals and higher education).

The Policy sets out a priority hierarchy for the type of parking that needs to be provided and managed. It also sets out a framework for how parking will be facilitated using signage, line markings and parking permits, and how it should be managed so that it is equitable and fair.

Knox Parking Compliance Strategy

This Strategy outlines Councils' plan for how it will manage parking compliance around Knox to achieve the outcomes and priorities set out in the Parking Policy.

Knox Community & Council Plan 2017-21
The community's eight priority goals

↓

Knox Parking Policy (2018/1)
What parking Council will provide to achieve the community's goal and the framework for managing it fairly

↓

Knox Parking Compliance Strategy
How the framework in the Policy will be applied and upheld

4. The current state of parking in Knox

Why is parking an increasing issue in Knox?
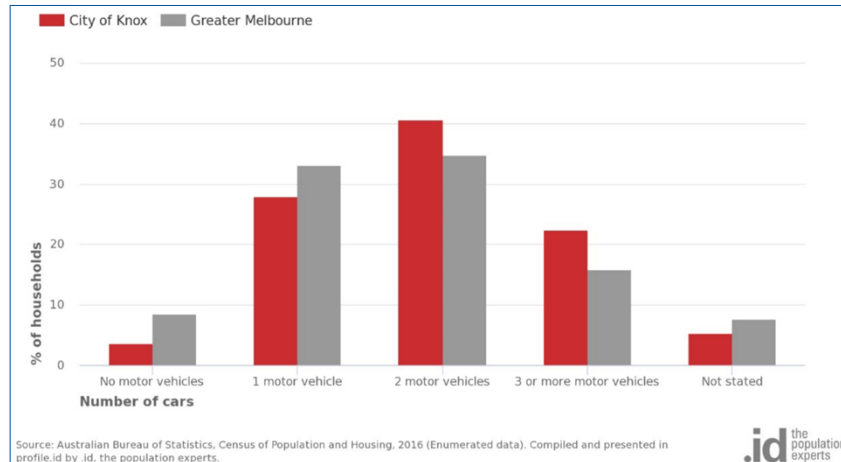
- The number of cars owned per household in Knox is generally higher than the Greater Melbourne area.

- There are over 4,200 more households in Knox since 2006.
- The proportion of households with no motor vehicles decreased by

City of Knox - Households (Enumerated)	2006			2016			Change
	Knox		Greater Melbourne	Knox		Greater Melbourne	2006-2016
Number of cars	Number	%	%	Number	%	%	
No motor vehicles	2,275	4.4	6.5	2,047	3.7	5.7	-228
1 motor vehicle	14,272	27.9	31.5	15,502	28.0	31.6	+1,230
2 motor vehicles	21,784	42.5	39.4	22,533	40.6	38.6	+749
3 or more motor vehicles	10,398	20.3	17.0	12,434	22.4	18.5	+2,036
Not stated	2,507	4.9	5.6	2,923	5.3	5.7	+416
Total households	51,236	100.0	100.0	55,439	100.0	100.0	+4,203

Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Enumerated data). Compiled and presented in profile.id by .id, the population experts.

10% (228 households) and the proportion of households with three or more motor vehicles increased by 20% (2,036 households) since 2006.
- Over 22% of households in Knox have three motor vehicles and over 40% of households have two motor vehicles.
- In 2012 there were 121,540 vehicles registered in Knox. In 2017 this increased to 129,010 vehicles. This is an additional 7,470 over five years, or approximately 1,494 vehicles within Knox each year.

Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2016.

What do our current infringements show?

- Over two-thirds of all infringements issued are in Upper Ferntree Gully, Boronia and Bayswater. Most infringements in Upper Ferntree Gully are from the area around the William Angliss Hospital.

Top 10 Infringements Issued in Knox (2017-18)

- Most infringements are for vehicles parking longer than indicated on a parking sign (56.5%). These parking areas are predominantly around shopping centres, hospitals and transport hubs.

- Most infringements are issued after 12pm, which can be explained by officer resources focusing on early morning school patrols. This is followed by commercial car park patrols commencing mid to late morning (which involves the more time-consuming manual 'mark up' processes). These later patrols for say two hours parking bays would then not result in overstay infringements being issued until after 12pm.
- The number of infringements issued is consistent during weekdays, however there is limited parking monitoring on weekends due to limits on resources.

Compliance enforcement challenges

The data above highlights several key challenges and gaps for Knox that are addressed in this strategy.

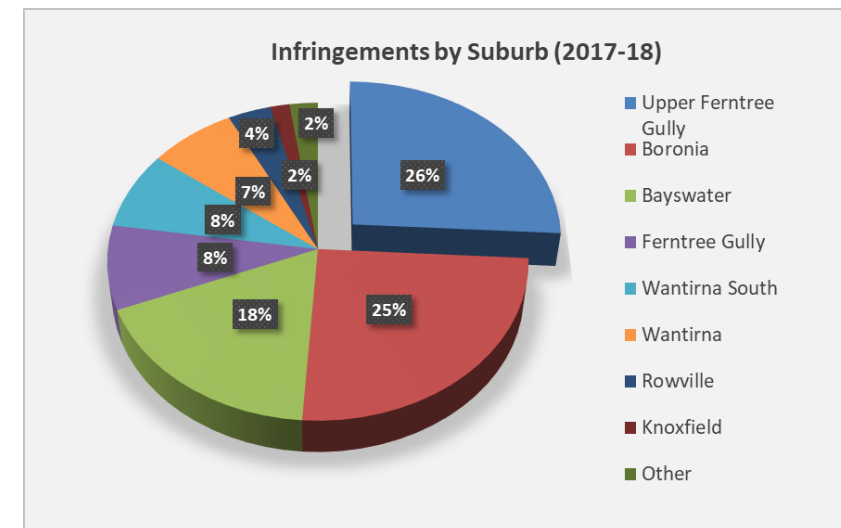**Growing health and commercial precincts servicing more patients, employees and visitors**

Significant parking compliance delivery challenges exist particularly around William Angliss Hospital, Bayswater commercial area and Boronia Central. In addition, future development of the Wantirna Health Precinct near Knox Private Hospital is also expected to generate additional parking compliance demands.

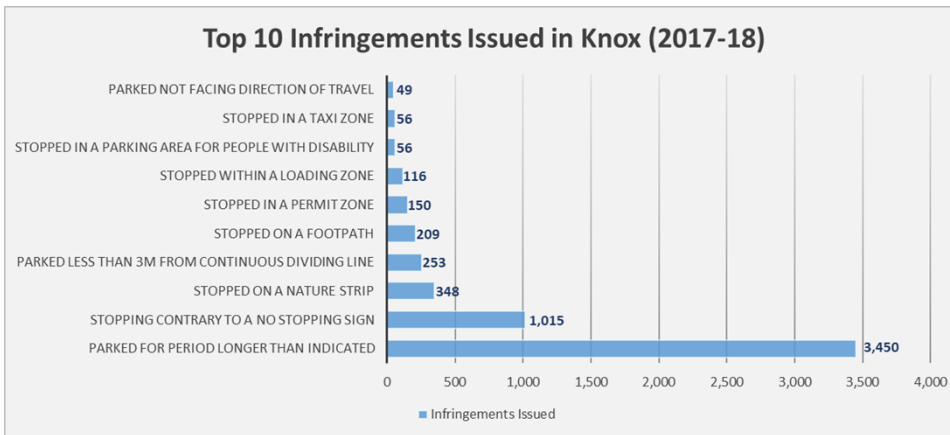**Population and housing increases driving greater parking demand**

More multi-unit developments, industrial and business developments in the municipality is leading to greater demand for parking, including commuter parking at railway stations. In a community survey conducted in 2017 to inform Council's Parking Policy, a large proportion of respondents requested more parking restrictions in Knox which is reflective of this greater demand. Many of the responses raised concerns about additional road congestion and demand on parking space availability due to increased population, associated with increased multi-unit developments in Knox.

Limited capacity of compliance enforcement service

Council's current parking compliance service is at capacity. Parking availability is not meeting community expectations and monitoring and enforcement activity is less frequent than businesses would like.

Infringements by Suburb (2017-18)

For example, Council currently has nine agreements (Road Safety Act 1986 Section 90D Parking Agreements) with private landowners, such as shopping centres, to undertake enforcement on their behalf. The service levels for these agreements vary from 2-3 visits each week to 2-3 visits each year. This is consistent with all other publicly managed retail areas in Knox which receive on average around 2 visits per week.

This is considered unsatisfactory by many owners of these private car parks and has recently seen the termination of one of the agreements because Council simply could not meet the service levels the landowner expected.

At the same time, there is new demand for additional 90D agreements which, at present, Council is unable to support.

Insufficient enforcement capability affecting school safety
An even more pressing challenge is Council's responsibility for enforcing parking compliance at the 43 schools and 99 school crossings in the municipality. Due to resource limitations, current parking patrols cover only half these school areas each year.

The high level of non-compliance around school areas, especially at drop off and pickup times, is putting children at risk. For example, routine patrols at most schools generally result in between 0 -11 infringements being issued each 30 minute visit, with some schools up to 28 infringements.

Complaints from the community make it clear how concerned residents and schools are, as shown by the overall number of complaints, with a proportion of these complaints related to school zone parking. It is therefore recommended that Council improve its parking compliance and enforcement services around all schools in the municipality.

5. Achieving the right mix of compliance enforcement for Knox

The information presented in the previous section illustrates the gap between community demand for better parking compliance and Council's capacity to enforce it.

This strategy proposes to reduce the gap by increasing our monitoring and enforcement capacity, through implementing the right mix of conventional enforcement approaches – parking officers manually patrolling and issuing infringement notices – and proven technology.

In some cases, a personalised visible approach to monitoring and enforcement is needed, such as around schools during drop off and pickup times or parking across footpaths and driveways.

In other cases, the use of technology has the potential to save a significant amount of officer time and provide greater, more consistent monitoring and enforcement around Knox.

This will mean an increase in monitoring and enforcement, which for those who park illegally, will likely mean more infringements. However, this will be balanced with education and greater awareness to give everyone a fair go at finding a place to park in Knox.

Manual officer enforcement vs technology – a case study
The initial process for an officer to manually 'walk and chalk' the tyres of 300-400 vehicles in the Bayswater retail precinct takes about 90 minutes. The officer must attend eight different parking areas of varying time restrictions, then later recheck all parking bays to see if any vehicles have overstayed – a process that takes at least another 90 minutes.

Introducing the right parking compliance technology will help reduce this significant undertaking and improve the efficiency and effectiveness of enforcement activities.

For example, in areas where in-ground sensors (described in Section 6 of the strategy) are installed there would be no need for vehicles to be marked up. Instead, officers could start issuing infringements as soon as they arrive at the location. This could save up to three hours of officer time on the conventional 'walk and chalk' method. That means enforcement is undertaken in a more timely manner to effectively encourage compliance and vehicle turnover in the area.

This time saving will enable officer resources to be distributed more efficiently around the municipality. It will boost productivity, provide fairer coverage and increase focus in high priority areas.
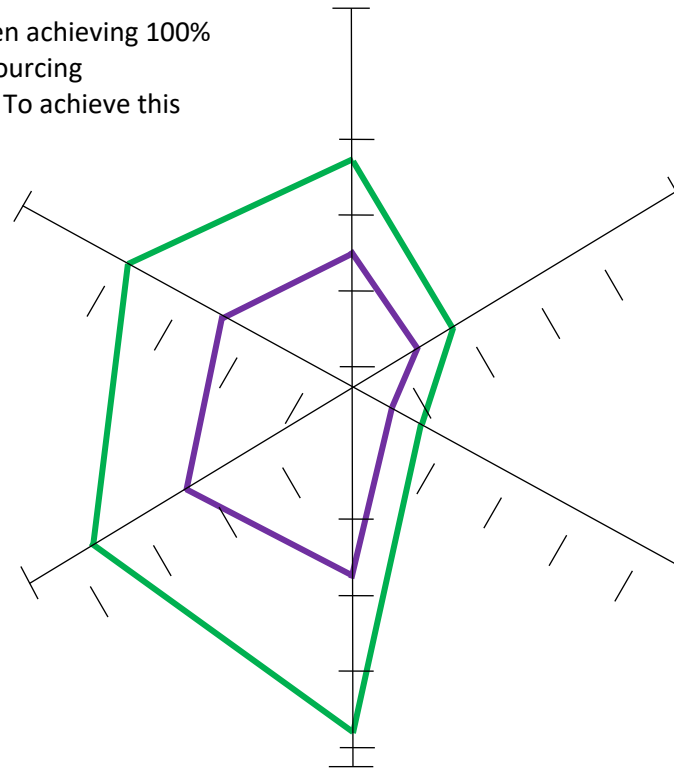
What this strategy is trying to achieve

The diagram below illustrates how Council's parking enforcement efforts and focus is spread across six key areas. The **purple** line represents the **current state** within the existing resources, and is based on officer attendances and patrols; the **green** line shows the **desired future state** that this strategy seeks to achieve.

As the diagram shows, there needs to be a balance between achieving 100% focus in each area, with what is reasonable in terms of resourcing requirements, and community expectations and priorities. To achieve this future state additional resources will be required.

Privately owned car parks – Currently council has an agreement to patrol nine private shopping centre car parks (some areas 1-2 patrols per week and many areas only weekly to monthly patrols). This strategy aims to improve these agreements, set clearer expectations and increase the number of private car parks patrolled to meet the growing demand.

Residential – Currently residential parking compliance is enforced in response to complaints received. This strategy does not propose to increase parking compliance within residential areas, however with increased officer resources there is scope to improve response times to customer complaints and in dealing with issues around multi dwelling developments.

Hospitals – Currently only 1-2 patrols per week are undertaken with high levels of non-compliance. Further expansions and development will increase parking demand. This strategy seeks to increase the frequency and efficiency of patrols to improve parking availability.

Commercial (business/retail) – Currently proactive patrols in these areas (some areas 1-2 patrols per week and many areas only weekly to monthly patrols) are a central focus, however absorb the majority of officer time. This strategy seeks to increase the efficiency and effectiveness of these patrols to allow officer resources to be redirected to improve other areas.

Industrial - Currently industrial parking compliance is enforced in response to complaints received. This strategy does not propose to increase parking compliance within industrial areas, however with increased officer resources there is scope to improve response times to customer complaints.

Schools – Currently parking officers only have the capacity to conduct proactive patrols at half the schools in Knox each year, while also responding to complaints. This strategy seeks to ensure 100% of schools in Knox are proactively patrolled each year in additition to being responsive to complaints and known problem areas.

6. Technology options and benefits

Victorian councils use various technologies to make monitoring and enforcing parking compliance more efficient. Each offers different benefits, however not all are suitable for Knox. This strategy is informed by an assessment of each technology against local needs and community expectations.

In-car cameras

In-car cameras can capture images of parking offences where extensive illegal, and/or unsafe parking occurs. This technology has the benefit of documenting frequent offences that are often difficult to enforce because they are brief. Cameras can also be used in areas where parking officers can't park legally themselves or where there are potential OHS issues.

In-car cameras are currently used for parking compliance enforcement in Knox and it is recommended they continue to be part of the technology mix.

Automatic Number Plate Recognition

The vehicle mounted number plate recognition system uses technology to read a parked vehicle's number plate whilst simultaneously taking pictures of the vehicle when illegally parked. This technology is primarily for 'over staying' situations such as shopping centre car parks and on street parking.

The system notes each vehicle it passes, essentially like 'electronic chalk'. Officers can either return to the location to recheck the system directly or be alerted in real-time when passing a vehicle that has overstayed parking restrictions.

It offers the following benefits:
- Ability to scan over 1,000 vehicles per hour;
- Greater accuracy and less time than manual methods;
- Easy deployment in most vehicles; and
- Easy relocation between vehicles.

However, this technology does have resourcing considerations. For example, officers must leave their vehicle to check for disability parking permits in vehicles because these allow parking for double the permitted time. It would also require infringements to be mailed, rather than Council's preferred option to attach the infringement to the vehicle on the spot as a visible deterrent to other motorists. Mailing infringements would increase administrative staff workloads and cost Council more in postage and the conduct of VicRoads registration searches.

This technology is not currently being used at Knox and is not recommended at this stage for the reasons noted.

Fee-based parking (ticket machines, parking meters)

This type of technology requires drivers to pay when parking their vehicle and is recommended in areas with vehicle occupancy greater than 85%.
There are two types of machines in common use: parking meters and ticket machines. As well as paying the fee (via card or smartphone application), drivers must also obey any time limits displayed on signs and move before their paid parking time expires.

This technology generates income and is effective in encouraging vehicle turnover, with many smartphone applications providing alerts to users when their parking is due to expire. However, fee-based parking has proven to be

unpopular in other municipalities, particularly those outside inner-Melbourne, and can have an adverse effect on shops and cafes that are under pressure.

Knox currently does not have paid parking. This technology is not recommended at present, with the community unlikely to support any change.

In-ground sensors

These small electronic devices are installed underneath parking bays and programmed in-line with the parking restrictions, including a built-in tolerance. The sensors detect and record when a vehicle arrives and leaves a parking bay and relays that information back to an officer when a vehicle overstays the time permitted.

Sensors are usually placed in high demand parking areas, as they support efficient parking turnover, and help ensure on street parking is more readily available for residents, businesses, shoppers and visitors.

This technology is a more accurate and consistent way to manage parking compared to the conventional, time consuming, manual 'chalking' method. It allows limited parking spaces to be managed in a fair and equitable way.

In-ground sensors also collect parking usage data to help Council plan parking areas and set time restrictions, as well as provide real time occupancy information to the community, which helps drivers find available parking through online applications.

This technology also saves officer time and reduces the risk of physical injury, such as back injuries from constant bending to manually chalk tyres. Some information required when issuing an infringement is also pre-populated by the parking sensor software, reducing the likelihood of officer error and minimising confrontation with motorists.

The introduction of the technology within Knox must be linked to an increase in Parking Officer resource; to obtain the benefit In-ground sensors will achieve in community parking compliance and to offset the cost of installation.

In-ground sensor technology is not currently used in Knox but is recommended.
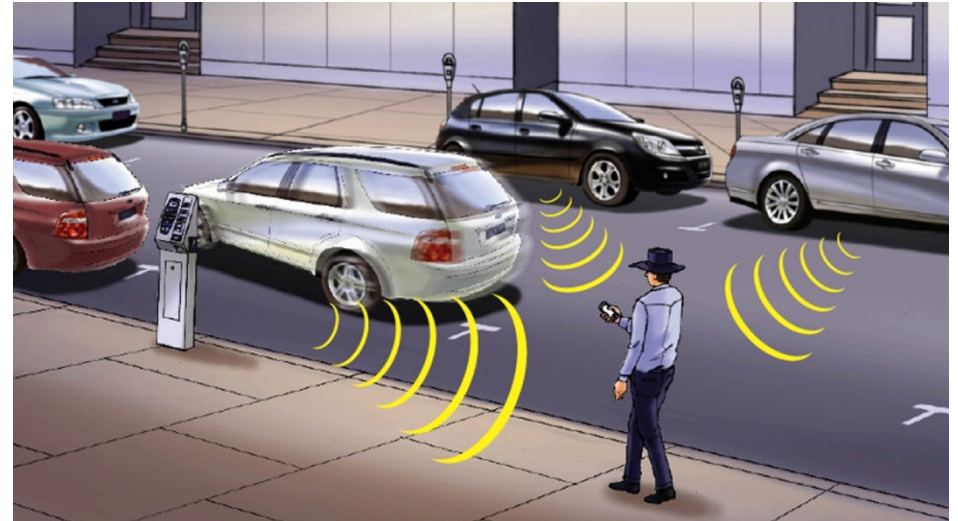
Case study – Operating parking sensors at Boronia

Boronia activity centre and shopping precinct is a high non-compliance area, accounting for 25% of infringements issued in 2016-17. Current manual parking enforcement activity is time consuming and only allows for one or two officer patrols per day which is having limited impact in this high demand area.

Operating parking sensors in this area would involve the installation of 309 sensors, which would be placed in the 15 minutes to 2 hours parking spaces, avoiding any special parking bays such as loading zones and disabled parking spaces.

Each patrol using the technology would focus only on overstay vehicles therefore allowing between 3 and 4 officer patrols each day, subject to additional officer resource.

Spotlight on in-ground sensors – what do other councils say?

Of the six councils compared in the table below, Knox is at the higher end according to size and population. Most have installed in-ground sensors and those already using in-ground sensors plan to increase the numbers installed due to the technology's proven benefits.

Councils mainly use in-ground sensors in activity centres and key areas like hospitals. However, before implementation a communication and education program is recommended to explain why the technology is being used. Sensors prove to be excellent from an OHS perspective, effectively being 'electronic chalk' without officers having to physically mark vehicles.

Other metropolitan councils that currently use in-ground sensors include Nillumbik Shire Council, Yarra City Council, Moreland City Council, City of Melbourne, and City of Port Phillip. The City of Casey is currently testing in-ground sensors.

COUNCIL	Greater Dandenong	Monash	Whitehorse	Man/ham	Kingston	Maroondah	Knox
Population	157,242	192,850	162,000	120,000	153,079	111,000	**162,238**
Area Sq. km	129	81.5	64	114	90	61.4	**114**
No of Field Officers	10	13	8	2.5	8	3.5	**2**
In-ground Sensors	Yes (trial)	Yes	Yes	Yes	No	No	**No**

7. Our Strategy

Knox is geographically large with diverse townships and communities. To ensure compliance is as fair as possible for all residential, commercial and industrial areas, the strategy divides the municipality into precincts.

The precincts are:
- **Commercial** (including parts of Bayswater, Boronia and Ferntree Gully)
- **Industrial** (including parts of Bayswater, Rowville, Knoxfield and Boronia)
- **Schools** (throughout the municipality)
- **Hospitals** (Upper Ferntree Gully and Wantirna)
- **Private property** (primarily private car parks in retail / business areas)
- **Residential** (particularly areas with multi-unit developments)

Within each precinct, compliance activity is designed to support the key principles of Council's Parking Policy. This Policy sets out a parking hierarchy to help balance different parking needs of the community.

For example, the Parking Policy (2018/1) prioritises the provision of accessible parking above mail zones, therefore enforcement efforts will also prioritise accessible parking. Similarly, for safety reasons the Parking Policy prioritises the provision of 'No Stopping' areas even if there is a high demand for resident parking in that area. As such, enforcement efforts will also make compliance within 'No stopping' areas the first priority.

Reading this strategy

Analysis of parking compliance and enforcement in each of the six precincts is presented according to 'what we know', 'what we want to achieve' and 'how we will do it'.

What we know - Information about what we know about parking compliance in each precinct is drawn from things our community has told us through the Parking Policy Community Survey (2017) combined with our own observations.

What we want to achieve – Better parking compliance and enforcement in each precinct.

How we will do it - This sets out the practical steps we will take to achieve more effective parking compliance throughout the municipality.

7.1 Commercial precincts (business/retail)

What we want to achieve
- Sufficient customer vehicle parking turnover close to businesses and services to deliver the greatest social and economic benefit to residents and Knox business.
- Access for specialised services such as accessible parking, loading, bus, mail and taxi zones.
- Minimise the impact of train station commuter parking.
- Safe and compliant parking including vehicles parking within the allocated parking bays.
- Minimise the impact of commercial activities on neighbouring residential areas.

What we know
- In the Parking Policy Community Survey, conducted in 2017, to inform Council's Parking Policy, 47% of people said there is either not enough parking or people routinely overstay parking restrictions impacting on other visitors to retail and business areas.
- The greatest number of current parking infringements are issued within the retail and business precinct.
- Many of these infringements are for vehicles overstaying time limit parking restrictions. This reduces parking availability.
- There is a high demand for parking within activity centres and industrial/business developments, which is increasing due to increased development and proximity of railway stations. Parking Management Plans will provide a hierarchy of parking in these areas but will still require enforcement as demand will continue to outstrip supply.
- Council officers are aware that business operators want additional parking patrols to ensure parking space availability for customers to these areas.

- The current process of issuing overstay infringements is labour intensive and time consuming.
- Using in-ground parking sensors in timed parking areas delivers productivity benefits, reduces OHS incidents, and enables more effective monitoring and data collection of car parking usage.
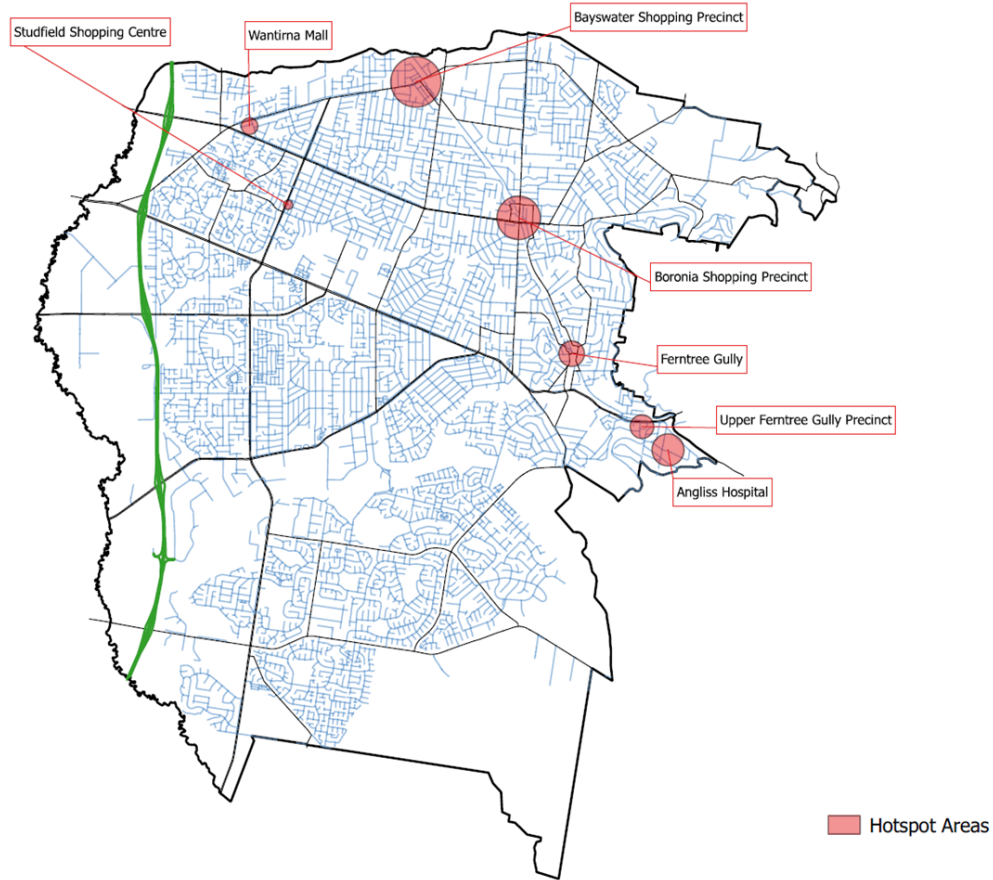
How we will do it
- Consider an increase in the enforcement of parking restrictions in retail and business areas to achieve compliance and vehicle turnover.
- Provide parked vehicles with limited overstay of timed restrictions to enable owners extra time to return to their vehicle (i.e. allow 15 minutes extra in a 2 hour parking bay)
- Install in-ground parking sensors.
- Consider implementing parking technology in all future Parking Management Plans conducted by Traffic and Transport in conjunction with Community Laws.

Case study
Parking officer's routine parking patrols at the Bayswater, Boronia and Wantirna Mall retail areas frequently find areas at capacity, with parked vehicles exceeding timed restrictions.

A residential area in Ferntree Gully is affected by staff from a nearby industrial business parking in a residential court. This sometimes makes it difficult for homeowners to enter or leave their property.

Studfield Shopping Centre

Wantirna Mall

Bayswater Shopping Precinct

Boronia Shopping Precinct

Ferntree Gully

Upper Ferntree Gully Precinct

Angliss Hospital

Hotspot Areas

Retail/Commercial Precinct Hot Spots

7.2 Industrial precincts

What we want to achieve
- Sufficient vehicle parking turnover close to businesses and services.
- Access for specialised services such as accessible parking, deliveries, loading, and employee parking.
- High vehicle turnover to deliver the greatest social and economic benefit to business visitors and Knox business.
- Ensure that oversize vehicle parking is in accordance with Road Safety Road Rules.

Case study
In some industrial areas the parking of oversized vehicles routinely double park outside factories to unload their goods blocking one lane of traffic and creating unsafe road conditions.

Some vehicle repair businesses in Knox routinely store excess vehicles unable to be stored on their property out on the roadside. This limits parking available for other businesses in the area.

What we know
- Council currently has insufficient capacity to address parking problems in industrial areas.
- Known problems include double parking of heavy vehicles, vehicles parking in no stopping areas, and parking over driveways making it unsafe and difficult to access properties for large vehicles.
- Council receives complaints about industrial businesses storing vehicles on roadways, both registered and unregistered, affecting availability of parking and amenity of the area.
- Industrial and residential area interfaces create parking availability issues for people in the residential area.

How we will do it
- Consider an increase in the enforcement of parking restrictions in industrial areas to achieve compliance and road safety.
- Engage with business and trader groups when problem parking issues are identified, where appropriate, to seek solutions to an issue prior to the issuing of infringements.

7.3 School precincts

What we want to achieve
- Ensure the safety of children around school zones.
- Minimise the impact of school drop off and pickups on neighbouring residential areas.
- Reduce the impact of parking around schools during drop off and pick up times often causing road congestion and blocking of roadways to through traffic
- Protect the safety of school crossing supervisors.
- Move towards 100% parking compliance around school areas.

What we know
- Council is responsible for 99 school crossings covering 43 Knox schools.
- There is significant non-compliance around school areas, particularly during drop off and pick up times.
- Children's lower levels of road safety awareness puts them at greater risk around busy traffic, and parking during drop off and pickup times.
- Parking officer interactions with members of the school community and through their own observations, are aware that parents are concerned about children's safety during pickup and drop off times.
- Observations by parking officers and school crossing supervisors confirm poor parking behaviour by motorists during school pickup and drop off.
- Parking officers do not have the capacity to attend school area parking patrols as frequently as they consider necessary, focusing on priority school areas subject to complaints and known problem areas.
- Current parking patrols cover only half of school areas every year, with schools seen as a high safety risk only patrolled at present.
- Parking officers have zero tolerance for parking offences around schools.

How we will do it
- Working with Traffic and Transport where possible to ensure that traffic infrastructure, especially signage (including advisory signs) are appropriate to encourage safe and compliant parking, as well as drop off and pick up.
- Council will work with school communities where significant problems exist to improve education and achieve voluntary compliance.
- Better inform the community relating to parking issues around school zones including stopping in no stopping zones, near to school crossings, across driveways and footpaths and on nature strips.
- Where appropriate use non infringement practices such as visible officer presence to achieve voluntary compliance.
- That Council take a zero tolerance approach to serious safety issues in school areas, including stopping in proximity to a school crossing, parking in a no stopping zone, or parking on a nature strip, or similar, and issue infringements in those circumstances.
- Consider increasing parking enforcement around all school areas to achieve a higher level of parking safety, through additional parking officer resources.

Case study
Parents picking up or dropping off their children from schools often park as close as possible to the school gate, frequently in an illegal and unsafe way that makes it dangerous for children, school crossing supervisors and other parents.

At some school locations illegal parking by parents dropping off or picking up their children creates road congestion and blocks roadways to drivers seeking to drive through the school zone.

7.4 Hospital precincts

What we want to achieve
- Enough patient and visitor vehicle parking turnover close to hospitals.
- Discourage hospital staff from parking in time limited parking areas intended for visitor and patient parking.
- Access for specialised services such as accessible parking, loading, bus, and taxi zones.
- Minimise the impact of hospital activities on neighbouring residential areas.

What we know
- There are two significant hospitals in Knox; William Angliss Hospital and Knox Private Hospital.
- Proposed expansion of Knox Private Hospital and development of Wantirna Health Precinct will increase parking demand.
- Current parking patrols in hospital areas are infrequent and routinely only once or twice a week due to limited parking officer availability.
- Current parking infringements issued in hospital areas indicate high levels of non-compliance, with most infringements in Upper Ferntree Gully from the area around the William Angliss Hospital
- Infringements are usually for vehicles overstaying time limit parking restrictions, which reduces parking availability.
- Hospital areas would be key locations for introducing in-ground sensors to monitor compliance.

How we will do it
- Consider an increase in parking enforcement around hospital areas to achieve greater compliance and safety.
- Install in-ground parking sensors around hospitals.
- Consider parking technology in all future Parking Management Plans by Traffic and Transport in conjunction with Community Laws.
- Council will work with hospital management where significant problems exist to improve education and achieve voluntary compliance.
- Persons receiving infringements around hospital zones, experiencing exceptional circumstances relating to urgent health issues or similar will be considered compassionately within the infringement review guidelines.

Case study
Hospital staff and tradespeople routinely park in timed parking areas to avoid using fee-based staff parking areas. This behaviour takes valuable parking spaces away from hospital patients and visitors.

7.5 Privately owned car parks (under Road Safety Act 1986 Section 90D agreements)

What we want to achieve
- Enough customer vehicle parking turnover close to businesses and services.
- Access for specialised services such as accessible parking and loading.
- Safe and compliant parking including vehicles parking within the allocated parking bays.
- High vehicle turnover to deliver the greatest social and economic benefit to residents and Knox businesses.

What we know
- These agreements are made under the provisions of the Road Safety Act 1986 and seek to provide effective parking control outcomes on private land.
- Council currently has nine approved agreements.
- Five enquiries for additional agreements in the last year indicates greater customer demand at private retail and business parking areas, and associated needs for parking compliance.
- Private car park owners have high expectations for parking officers to provide daily parking patrols, which cannot be provided with current resources. This has led to one agreement being terminated by the landowner.
- Currently parking officers attend on a limited basis, premised on complaints and priority areas.
- There is currently no fee payable to Council or consideration of any required criteria to provide these parking agreements. However, Council does retain payments for any infringements collected.

- Other local government authorities have applied an approval process for agreements including criteria and application fees and annual administrative fees.
- Officers need to review the current agreements to ensure compliance and relevance.

How we will do it
- Consider an increase in parking enforcement within privately owned car parks to achieve greater compliance and safety.
- Review agreements to consider parking technology.
- Develop future parking agreements in conjunction with Traffic and Transport and Community Laws to ensure community needs are achieved.
- Review administrative process relating to entering into parking agreements to develop approval criteria and fees and charges payable to Council, in this private parking service.

Case study
One major shopping complex that had an agreement with Council to provide parking services recently withdrew from the agreement because they required parking officer attendance twice a day. This car park is affected by nearby railway station commuter parking. Council was only able to visit this location twice a week. The centre owners are currently trialling a private security company to enforce parking restrictions.

7.6 Residential precincts

What we want to achieve
- Parking restrictions are complied with to support community demand in accordance with legislative requirements.
- Protect the integrity of community infrastructure such as nature strips, underground services and other public land areas.
- Help residents readily access their property.
- Minimise adverse effects of illegal parking on footpaths and other public areas to improve safety and amenity.

What we know
- Knox residents own on average more cars per household than the general Greater Melbourne area.
- In residential areas, the focus of parking officers is on safety, access, liveability and minimising damage to council assets.
- Community complaints and interactions with our officers indicate concern about illegal parking including parking on nature strips, and across driveways and footpaths.
- In 2017-18, Council received 1,344 complaints about illegal parking, with many relating to residential areas.
- In the Parking Policy Community Survey (2017), 77.3% of respondents indicated they knew parking on nature strips is illegal.
- In the last 12 months, officers issued 393 warnings for parking on nature strips and 348 infringements. Officers currently apply a warning for a significant number of first-time offenders unless there is a safety risk caused by parking behaviour.
- Parking patrols of residential areas are conducted in response to complaints received or where timed parking or other parking restrictions apply.

How we will do it
- Consider an increase in parking enforcement within residential areas to achieve greater compliance, parking safety and amenity outcomes.
- Introduce community awareness around parking issues within residential areas including parking on nature strips, across driveways and footpaths.
- Include Community Laws and Traffic and Transport as a referral authority in all Statutory Planning applications for all major developments, linked with Planning and Building notifications when a building permit is issued, to ensure parking officers patrol as soon as construction commences.

Case study
Routine officer patrols in residential areas often see vehicles parking on footpaths and across driveways affecting homeowners' appreciation of their property. Parking on nature strips also damages the grass and services located under the nature strip, such as communications, gas, electricity and drainage.

The increase in multi-unit developments in residential areas and the delivery of building materials and trade vehicles further limits parking availability, increases damage to public land and creates frustration to residents during the construction phase.

8. How we will apply this strategy

This section of the strategy summarises and prioritises the actions that Council intends to implement to address current and anticipated parking compliance and enforcement requirements.

All actions were developed based on parking compliance information sourced from community feedback, Council data and benchmarking against other local Councils.

Each priority action is designed to improve access, safety, productivity and liveability, and ensure a fair distribution of parking availability for all Knox residents and visitors.

It is proposed that any increase in parking compliance activity by Council, through either increased parking officer resource or introduction of parking technology, be increased incrementally to meet community expectations; as opposed to a 'one off' significant increase in parking compliance across the municipality.

A list of the actions in order of priority are listed below:

Action	Description	Priority
A1	Prepare a business case as part of the 2020-21 budget for additional parking officer resources to increase parking patrols across all precincts and enhance current response capacity to community parking complaints.	High
A2	Prepare a business case for the 2020-21 budget to install in ground parking sensors in	High

Action	Description	Priority
	retail / business / hospital areas (linked to A1 above). A trial of in ground sensors may be explored prior to full implementation.	
A3	Review the administrative process, relating to entering into private land parking agreements, to develop approval criteria and fees and charges payable to Council in this private parking service.	High
A4	Traffic and Transport team to develop and implement Parking Management Plans that include consideration of parking technology (as proposed in the Knox Parking Policy (2018/1)).	High
A5	Prepare a business case as part of the 2021-22 budget for additional administrative officer resources as part of an expanded parking enforcement service.	High
A6	Community Laws and Traffic and Transport Teams to be included as a Statutory Planning Internal Referral Departments for all multi-unit developments. Community Laws to then actively patrol these development sites from building start.	Medium
A7	Develop Compliance and Enforcement Policy and Guidelines.	Medium
A8	Undertake Community Laws and Traffic and Transport Liaison Meetings to improve and better manage parking compliance outcomes across all areas.	Medium

9. How we will know the strategy is working

Subject to significant changes in parking demand, technology or policy context, this strategy and its priority actions will be reviewed every two years to ensure it continues to meet the needs of the Knox community.

The following data will be collected to measure the impact of the strategy:

1. Number and type of complaints received relating to parking.
2. Number of infringements issued within precincts.
3. Number of parking patrols conducted within all precincts.
4. Data received as a result of installing in-ground sensors such as live time tracking of parking availability in key retail activity areas and hospital precincts, levels of parking over stays and infringements issued.
5. Number of parking patrols conducted within private parking agreement areas and level of satisfaction in service levels from private parking area owners.