

Transport and parking management



The value we provide

- Support a reliable, safe and well-connected transport system
- Enable people to more easily move around, connect and get to places as the City grows.

What we do

- Manage parking policy, on-street parking controls and enforcement.
- Maintain our roads, medians and footpaths.
- Plan for and deliver changes to our city's transport network, streets and places to cater for our growing community.
- Increase the range of healthy, safe, connected and convenient walking and bike riding choices
- Partner with the Victorian Government to provide more convenient, reliable, accessible and frequent public transport choices.
- Work with the community to ensure fairest access to parking as a limited and shared resource.
- Harness new technologies and transport options for our community to get around.
- School Crossing Program for the safe and efficient movement of primary and infant school children.

Why we do it

- To provide residents, workers and visitors with different travel options that responds to Melbourne's population growth, supports Melbourne's much celebrated liveability, promotes people's individual health and wellbeing, and contributes to the City's economy.
- To respond to our limited ability to increase on-street car parking capacity and vehicle movement.
- To act to reduce the safety risk to our community on our streets.

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Activities that support this service

- Appeals Review Administration
- Parking Services
- Maintenance and operations – road transport
- Transport Safety Engineering
- Strategic transport

Our service at a glance

Service statistics	2018/19	2019/20
Parking management		
• Abandoned vehicles	1,646	1,249
• Disabled parking permits issues – Blue	1,737	1,582
• Disabled parking permits issued – Green	174	160
• Resident parking permits issued	8,041	7,639
• Foreshore permits issued	2,504	2,291
• Combined permits issued	6,726	6,106
• Community service permits issued	1,237	1,317
• Visitor parking permits issued	12,400	11,984
• Parking enforcement infringements issued	153,069	138,718
• Parking complaints (officer)	47	43
• Number of parking permits issued per year	34,519	32,718

Service risk profile **Medium**

Strategic risks	Residual risk rating
• Failure to effectively manage the provision of transport and parking to meet the needs of our growing community	Medium

Policies documents that support this service

Activating Laneway Strategy

[Car Share Policy 2016-21](#)

[Move, Connect, Live Strategy 2018-28](#)

[Parking Management Policy 2020](#)

[Road Management Plan 2017](#)

How much it costs to provide the service

Operating costs	Budget 2020/21		How the service is funded	\$000
	\$000			
Employee costs	6,384		Rates	22,428
Contracts	8,671		Parking revenue	3,779

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How much it costs to provide the service

Materials and other expenses	6,643	Reserves	(674)
Operating projects	2,043	Fees and charges (incl. statutory)	938
Total operating expenses	23,742	Grants	1,401
Capital projects	5,134	Other income	322
Total expenses	28,196	Total funding	28,196

(expenses include management overhead allocation, exclude depreciation and project expenditure)

Revenue from parking fees and fines is allocated on a proportionate basis across all service categories.

FTE=66.6

\$16.26 is spent on this service out of every \$100 of rates we receive

Parking fees and fines income exceed all transport related costs.

For funding purposes, parking revenue is allocated proportionally across all services.

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How much it costs to provide the service

Further revenue and expense information on the service

Activity	Expenses \$000	Revenue \$000
Parking Services	15,043	
<ul style="list-style-type: none"> Parking infringements Parking fees Parking permits Clearway and derelict vehicles charges Grant – school crossings 		14,993 12,889 2,226 961 148
Maintenance and operations	3,145	191
Transport Safety Engineering	1,253	67
Appeals Review Administration	1,031	0
Strategic transport	860	41
Operating projects	2,043	490
Management expenses	367	0
Total	23,742	32,006

Expenses exclude depreciation. Management expenses consist of apportioned costs for the Executive Leadership Team (CEO and general managers) and all department managers.

Major contracts (annualised expense)	\$000
<ul style="list-style-type: none"> Civil infrastructure and maintenance Parking administration services Street lighting electricity Parking technology (sensors, infringement issuing, PayStay) Parking machine maintenance Towing obstructing vehicles from Clearways Parking machine coin collection Collection, storage and sale of abandoned vehicles 	3,400 2,200 1,200 530 380 140 130 45

Major leases	Market rental estimate	Rent per year (excl GST)
<ul style="list-style-type: none"> None 		

Major financial contributions	\$000
<ul style="list-style-type: none"> None 	

Major assets

Council assets (June 2020)	Value \$000
<ul style="list-style-type: none"> Streets and laneways (265 km) Kerb and channel (455 km) Road pavement Road surface Footpaths and cycleways (414 km footpaths and 59 km bike network lanes and paths) 	(a) 63,161 188,703 76,251 63,188

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How much it costs to provide the service

• Bridges (13)	4,715
• Street furniture (such as seats and bike racks)	13,339
• Traffic control devices (489 parking machines)	2,786
• Off street carparks	11,285
• Lights on road	2,374
• On street parking (52,000 spaces)	Not separately valued
• In ground parking sensors (1,571)	Not separately valued
• Signs, speed humps, roundabouts and other traffic management devices to improve road safety	Not separately valued

(a) From 1 July 2008, Council recognises any material land under roads that comes in Council's control within the Financial Report at fair value.

Our Council Plan 2017-27 priorities

Completed

- Develop an Integrated Transport Strategy.
- Deliver the Beach Street separated queuing lane.
- Develop a plan to manage parking as part of the Integrated Transport Strategy.
- Work with Public Transport Victoria and Yarra Trams to deliver a pipeline that will improve place and movement – Carlisle Street upgrade.

In progress

- Deliver an Integrated Transport Strategy.
- Implement projects that create safe, high amenity walking routes.
- Improve the attractiveness of bike riding.
- Plan for and deliver Kerferd Rd safety and streetscape improvements.
- Work with Public Transport Victoria and Yarra Trams to deliver a pipeline that will improve place and movement.
- Deliver program of renewals and improvements to laneways, roads, footpaths and street signage.
- Develop new policies for paid parking, on-street permits and parking provision rates.
- Investigate Council's car parks for future development opportunities.
- Implement clever parking initiatives that help manage parking supply and turnover.
- Expand the on-street network of car share vehicles.
- Integrate land use and transport planning through a review of the Municipal Strategic Statement.
- Implement blackspot safety improvements.
- Work with partners on the St Kilda Junction safety upgrade.
- Complete the streetscape/ intersection upgrade of Wellington Street.
- Improve local community travel choices.
- Progressively review and upgrade disabled parking spaces in commercial areas.
- Review Council's design and technical standards.

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Our projects (* means 100% and ** means partial grant and contribution funding)

Capital projects \$000	2020/21	2021/22	2022/23
Bike Infrastructure Delivery	770	1,300	1,200
Blackspot Safety Improvements *	278	517	400
Footpath Renewal Program	543	760	760
Kerb and Gutter Renewal Program	438	920	920
Laneway Renewal and Upgrade Program	330	245	545
Local Area Traffic Management Infrastructure **	90	0	0
Park Street Bike Link *	125	1,000	0
Parking Technology Renewal and Upgrade Program	350	400	400
Pedestrian Infrastructure Delivery	40	830	830
St Kilda Junction Safety Upgrade	100	0	0
Public Space Accessibility Improvement Program	150	350	350
Road Renewal Program **	1,450	2,000	3,070
Wellington Street Upgrade	470	0	0
Total capital projects (excluding Fleet Renewal allocation)	5,134	8,322	8,475
Operating projects \$000	2020/21	2021/22	2022/23
Civil Infrastructure Maintenance Contract Review	120	0	0
Domain Precinct and Melbourne Metro Management *	595	595	490
Integrated Transport Strategy Implementation	215	155	235
Public Space Shimmy Lane and Wayfinding	150	0	0
Park Street Temporary Bike Lane	150	0	0
St Kilda Road (Junction to CBD)			
Temporary Bike Infrastructure	280	0	0
St Kilda Road (Jacka Boulevard and Beaconsfield Parade)			
Standard Drawings and Designs	283	150	0
Temporary Bike Infrastructure	250	0	0
Total operating projects	2,043	900	725

How we are performing

Recent highlights

- Working with neighbouring councils and state agencies to develop a transport response to the COVID-19 pandemic. This included seeking temporary protected bike lanes on St Kilda Road, Beaconsfield Parade and Kerferd Road as priorities for Victorian Government investment. Quick, light touch implementation of wayfinding is being planned as the first step towards implementing additional local bike routes across the City.
- Successfully concluded parking pricing trials and evaluations, resulting in the retention of the seasonal paid parking fee in Fitzroy Street Precinct, Waterfront Place Precinct and Elwood Beach car park.
- Adoption of the Domain Public Realm Master Plan in September 2019 and a commitment by Department of Transport to signalise the Park and Wells streets intersection.

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How we are performing

- Commenced the design of the externally funded Park Street bike link.
- Secured funding from DELWP (as part of Shrine to Sea) to deliver on resident petition related to temporary closure of Montague/Herbert Street crossing over Kerferd Road.
- The new Parking Management Policy was endorsed in February 2020, contributing to the delivery of parking management outcomes in the strategy. Implementation, including advocacy for electronic permits and provision of information on the new permit system to the community is underway.
- Council's Proposed Public Transport Network Map 2028 was finalised for inclusion as Map 3 in Move, Connect, Live - Integrated Transport Strategy 2018-28 in June 2020.

Recent challenges

- In response to the COVID-19 pandemic:
 - Introduction of grace periods and reduced services to reflect community expectations and movement restrictions during lock down periods.
 - Advocated to the Victorian Government for temporary protected bike lanes to support additional bike riding for community members choosing not to travel on public transport during the pandemic.
- The COVID-19 pandemic had a significant impact on the delivery of our projects due to reduced ability to consult, budget impacts, and limitations on what work can be done in the public domain.
- Planning and delivery of three of our bike corridors (Move, Connect, Live Action 18) has been delayed. Design of the Inkerman Bike Corridor was slowed due to challenges collecting data and the need to reallocate resource to other projects at this time. Park Street Bike Link (Move, Connect, Live Action 23) was impacted by the inability to undertake consultation on the design and is now planned for early 2021.
- Similarly, inability to consult widely on the Garden City Bike Corridor delayed the project, consultation and construction are both now planned for this corridor in 2021.
- Consultation on new car share spaces was also put on hold due to COVID-19, and as a result the project is not meeting expansion targets set in the Car Share Policy 2016-2021 (Move, Connect, Live Action 36). Similarly, as community facing programs, both our work with schools to support active travel, and our work with the wider community to encourage bike riding have been largely put on hold due to COVID-19 (Move, Connect, Live Actions 16 and 22).
- In March 2020 a trial of shared dockless electric bicycles began in Melbourne, Yarra and Port Phillip (Move, Connect, Live Action 38), and was temporarily suspended in line with government guidance. Work is continuing to resume this trial once it's safe to do so.
- The Wellington Street upgrade project (Move, Connect, Live Action 13) was delayed due to Department of Transport requiring expansion to the scope of the project, with significant cost increase impact. This project has been funded for delivery in 2020/21.

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Measure	2017/18 result	2018/19 result	2019/20 result	2020/21 target	Metro councils 2019/20
Number of fatal and serious traffic collisions involving all road users	60	70	43	<119	No comparison available
Number of private passenger vehicles trips (2016/17=128,000)	No score	No score	No score	128,000	
Number of walking trips (2016/17=153,000)	No score	No score	No score	180,000 (+18%)	
Number of bike riding trips (2016/17=17,000)	No score	No score	No score	30,000 (+75%)	
Number of public transport trips (2016/17=42,000)	No score	No score	No score	49,000 (+18%)	
Number of cars owned by Port Phillip residents (2016/17=51,200)	No score	No score	No score	51,200	
Community perceptions of Council's parking management as part of the Customer Satisfaction Survey	56	58	60	>55	
Resident satisfaction with parking management	79%	75%	66%	>80%	
Resident satisfaction with resident parking permits	83%	81%	82%	>75%	
Sealed local road requests per 100km of sealed local roads	69	57	50	70	
Satisfaction with sealed local roads	67	68	69	>70	67
Cost of sealed local road reconstruction (per m ²)	\$152.85	\$91.10	\$65.31	<\$160	\$150.17
Cost of sealed local road resealing (per m ²)	\$55.26	\$31.12	\$28.07	<\$50	\$26.14
Cost of sealed local road resealing (per tonne)	\$268.71	No score	\$275.59	<\$285	No comparison available
Sealed local roads below the intervention level	97%	97%	97%	97%	96%
Number of schools participating in 'Walk to School' month	No score	10	11	9	No comparison available
Number of schools participating in 'Ride to School' day	No score	15	15	14	
Number of car share vehicles based in Port Phillip	147	No data	225	No target	