It's all part of Council’s plan

Dedicated to a better Brisbane
## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of recommendations</td>
<td>02</td>
</tr>
<tr>
<td>1.0 Introduction</td>
<td>06</td>
</tr>
<tr>
<td>1.1 Brisbane Parking Taskforce</td>
<td>07</td>
</tr>
<tr>
<td>1.2 Consultation</td>
<td>08</td>
</tr>
<tr>
<td>1.3 Parking policies and practices in other cities</td>
<td>08</td>
</tr>
<tr>
<td>2.0 Background</td>
<td>09</td>
</tr>
<tr>
<td>2.1 History of parking management</td>
<td>09</td>
</tr>
<tr>
<td>2.2 Changes in parking within the CBD</td>
<td>10</td>
</tr>
<tr>
<td>2.3 Changes in parking outside the CBD</td>
<td>11</td>
</tr>
<tr>
<td>3.0 Strategic context and overarching principles</td>
<td>14</td>
</tr>
<tr>
<td>4.0 On-street parking in the city</td>
<td>17</td>
</tr>
<tr>
<td>4.1 Parking priorities</td>
<td>17</td>
</tr>
<tr>
<td>4.2 Triggers for changing the use of kerbside space</td>
<td>20</td>
</tr>
<tr>
<td>4.3 CBD kerbside allocation</td>
<td>22</td>
</tr>
<tr>
<td>4.4 Pricing of CBD parking</td>
<td>22</td>
</tr>
<tr>
<td>4.5 Cycling and parking</td>
<td>22</td>
</tr>
<tr>
<td>4.6 Motorcycle parking</td>
<td>24</td>
</tr>
<tr>
<td>4.7 Off-street parking alternatives – commercial vehicles</td>
<td>24</td>
</tr>
<tr>
<td>4.8 Parking for people with a disability</td>
<td>25</td>
</tr>
<tr>
<td>4.9 Car share</td>
<td>26</td>
</tr>
<tr>
<td>4.10 Bus and coach parking</td>
<td>26</td>
</tr>
<tr>
<td>5.0 Paid parking</td>
<td>27</td>
</tr>
<tr>
<td>5.1 Meter charges</td>
<td>28</td>
</tr>
<tr>
<td>5.2 Parking meter payment methods</td>
<td>30</td>
</tr>
<tr>
<td>5.3 Meter locations</td>
<td>30</td>
</tr>
<tr>
<td>6.0 Residential parking</td>
<td>31</td>
</tr>
<tr>
<td>6.1 Residential parking permit scheme</td>
<td>31</td>
</tr>
<tr>
<td>6.2 Permits in existing residential parking permit areas</td>
<td>32</td>
</tr>
<tr>
<td>6.3 New residential parking permit areas</td>
<td>32</td>
</tr>
<tr>
<td>6.4 Permit pricing</td>
<td>33</td>
</tr>
<tr>
<td>6.5 Permit processing</td>
<td>34</td>
</tr>
<tr>
<td>6.6 New developments in traffic and residential parking permit areas</td>
<td>35</td>
</tr>
<tr>
<td>6.7 Consideration of a business parking permit scheme</td>
<td>35</td>
</tr>
<tr>
<td>7.0 School parking</td>
<td>36</td>
</tr>
<tr>
<td>7.1 Education, management and signage</td>
<td>37</td>
</tr>
<tr>
<td>7.2 Enforcement and compliance</td>
<td>38</td>
</tr>
<tr>
<td>8.0 Signage</td>
<td>39</td>
</tr>
<tr>
<td>8.1 Traffic area signage issues</td>
<td>39</td>
</tr>
<tr>
<td>8.2 Signage format and information</td>
<td>40</td>
</tr>
<tr>
<td>9.0 Enforcement</td>
<td>42</td>
</tr>
<tr>
<td>9.1 Approach to enforcement</td>
<td>43</td>
</tr>
<tr>
<td>9.2 Enforcement appeals</td>
<td>43</td>
</tr>
<tr>
<td>9.3 Parking fines and revenue</td>
<td>44</td>
</tr>
<tr>
<td>10.0 Leveraging technology</td>
<td>45</td>
</tr>
<tr>
<td>10.1 Parking sensors</td>
<td>47</td>
</tr>
<tr>
<td>10.2 Time limits on kerbside space</td>
<td>47</td>
</tr>
<tr>
<td>10.3 Demand responsive pricing</td>
<td>47</td>
</tr>
<tr>
<td>10.4 Open parking data</td>
<td>49</td>
</tr>
<tr>
<td>11.0 Future policy management</td>
<td>51</td>
</tr>
<tr>
<td>Appendix</td>
<td>52</td>
</tr>
</tbody>
</table>
A message from the Chairman

The establishment of the Brisbane Parking Taskforce has paved the way for the first comprehensive review of on-street parking management in our City’s history.

No longer a ‘big country town’, Brisbane is now a city of well over one million residents and is positioned at the heart of a region that is home to almost three million residents.

As Brisbane continues to grow and prosper, the demand for finite kerbside space will continue to increase and effective planning and management is critical going forward.

Following careful consideration of community feedback, together with a detailed examination of what other comparable cities are doing to manage their parking challenges, the Taskforce has developed 55 recommendations for implementation.

These recommendations aim to achieve key outcomes such as:

• establishing 10 overarching principles to underpin Council’s future approach to parking management decisions
• setting clear priorities for the allocation of kerbside space in different parts of the city, with a particular focus on safety and the promotion of sustainable transport options
• incentivising short stays to increase vehicle turnover and support local business by introducing 15-minute free parking at all non-CBD metered spaces
• enhancing the user experience for parkers by improving parking signage and leveraging a range of technological solutions such as parking sensors and apps
• improving the residential parking permit scheme by discontinuing manual processing of permits and adopting a fast, online or phone application system
• protecting existing residents from parking pressures associated with new development by strictly limiting new permit availability in growing areas
• working with Brisbane schools to develop and implement area-specific traffic and parking management plans
• improving compliance levels by actively increasing community awareness of parking rules and enforcement activities.

Parking management is an ongoing challenge for all growing cities, and the production of this report signals the beginning of a journey of continuous improvement.

Furthermore, the Taskforce will continue to support and assist Council by providing an external sounding board for parking management decisions going forward.

Finally, I wish to sincerely thank the Taskforce members, together with the many people and organisations who have so generously contributed their time and ideas to help ensure our deliberations were well-informed and rigorous.

Cr. Adrian Schrinner
Taskforce Chairman
## Summary of recommendations

<table>
<thead>
<tr>
<th>No.</th>
<th>Recommendation</th>
<th>Delivery timeframe</th>
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<tbody>
<tr>
<td><strong>Parking in the city</strong></td>
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<tr>
<td>1</td>
<td>Adopt parking prioritisation lists to guide the allocation of kerbside space based on key priorities such as safety, support for sustainable transport modes and facilitation of short-term parking in high-demand areas.</td>
<td>&lt;3 months</td>
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<tr>
<td>2</td>
<td>Adopt a parking intervention trigger points tool to guide parking management decisions.</td>
<td>&lt;3 months</td>
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<tr>
<td>3</td>
<td>Optimise the use of highly sought-after CBD kerbside space by carrying out a full review of kerbside allocation.</td>
<td>12 months</td>
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<tr>
<td>4</td>
<td>Actively promote the range of discounted off-peak parking options – offered both by Council and private operators – that currently exist within inner-city areas to encourage increased visitation during weekends and evenings.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>5</td>
<td>Continue offering discounted off-peak parking at meters and Council-owned carparks (King George Square and Wickham Terrace) to support city activation during weekends and evenings.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>6</td>
<td>Continue to develop and improve the dedicated parking information website <a href="http://www.brisbaneparkingguide.com.au">www.brisbaneparkingguide.com.au</a></td>
<td>Ongoing</td>
</tr>
<tr>
<td>7</td>
<td>Undertake a trial of cycling clearways (peak/off-peak sharing of on-street parking and cycle lanes).</td>
<td>12 months</td>
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<tr>
<td>8</td>
<td>Encourage new multi-unit developments within traffic and permit areas to provide off-street cycle parking facilities.</td>
<td>3 months</td>
</tr>
<tr>
<td>9</td>
<td>Investigate opportunities for increasing bicycle parking in the CBD and inner-city areas, particularly within new developments.</td>
<td>3 months</td>
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<tr>
<td>10</td>
<td>Continue to expand free motorcycle parking in inner-city areas.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>11</td>
<td>Approach carpark operators to discuss the potential development of an initiative to assist commercial vehicles accessing off-street parking to help alleviate strain on existing on-street loading zones.</td>
<td>6 months</td>
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<td>No.</td>
<td>Recommendation</td>
<td>Delivery timeframe</td>
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<tr>
<td>12</td>
<td>Develop a standard drawing and implement the phased rollout of enhanced kerbside ramps and set-down areas for people with a disability.</td>
<td>&gt;12 months</td>
</tr>
<tr>
<td>13</td>
<td>Provide extended set-down and pick-up times at passenger loading zones for people with a disability by allowing them to park for five minutes (rather than two minutes).</td>
<td>&lt;3 months</td>
</tr>
<tr>
<td>14</td>
<td>Actively encourage and incentivise the expansion of car sharing schemes in Brisbane within off-street carparks in new developments.</td>
<td>6 months</td>
</tr>
<tr>
<td>15</td>
<td>Brisbane Transport is encouraged to continue working with private bus and coach operators to identify further opportunities to share bus zones, where practical.</td>
<td>Ongoing</td>
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<tr>
<td></td>
<td><strong>Paid parking</strong></td>
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<tr>
<td>16</td>
<td>Introduce free 15-minute parking in all non-CBD metered areas and within the King George Square and Wickham Terrace carparks to encourage short stays and higher vehicle turnover.</td>
<td>&lt;3 months</td>
</tr>
<tr>
<td>17</td>
<td>Encourage increased use of pay-by-phone technology to deliver an improved customer experience, including the opportunity for meter expiry messages to be received and for meter ‘top-ups’ to be carried out remotely.</td>
<td>12 months</td>
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<tr>
<td>18</td>
<td>Ensure ‘tap-and-go’ payment technology is rolled out to all parking meters to deliver an improved user experience.</td>
<td>&lt;3 months</td>
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<td>19</td>
<td>Cap the existing number of paid on-street parking spaces within currently metered areas.</td>
<td>Ongoing</td>
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<td></td>
<td><strong>Residential parking</strong></td>
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<tr>
<td>20</td>
<td>Introduce a special visitor permit for carers and registered healthcare professionals in residential parking permit areas.</td>
<td>&lt;6 months</td>
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<tr>
<td>21</td>
<td>Establish criteria for creating new residential parking permit areas involving both a technical assessment and community consultation.</td>
<td>3 months</td>
</tr>
<tr>
<td>22</td>
<td>Cap the number of residential parking permits in new parking permit areas to one residential permit and one visitor permit per eligible household.</td>
<td>3 months</td>
</tr>
<tr>
<td>23</td>
<td>Retain the current fees for residential parking permits.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>24</td>
<td>Apply a discount for eligible pensioners seeking residential parking permits.</td>
<td>&lt;3 months</td>
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<tr>
<td>25</td>
<td>Investigate options to phase-out the use of parking permit stickers and adopt a fast, phone or online application and processing system with a variety of payment options.</td>
<td>6 months</td>
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<tr>
<td>26</td>
<td>Enhance enforcement of the residential parking permit scheme (to protect residential amenity) through the use of technology.</td>
<td>6 months</td>
</tr>
<tr>
<td>27</td>
<td>Residents of new multi-unit developments and student accommodation located within traffic areas or parking permit areas where development applications are lodged after 31 March 2015 will not be eligible for residential or visitor parking permits.</td>
<td>3 months</td>
</tr>
<tr>
<td>28</td>
<td>Work with local Councillors, the real estate industry and the Queensland Law Society to ensure that new residents moving into traffic and permit areas are provided with relevant information on the parking restrictions in their area.</td>
<td>6 months</td>
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<tr>
<td>No.</td>
<td>Recommendation</td>
<td>Delivery timeframe</td>
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<tr>
<td>29</td>
<td>Investigate the introduction of a business parking permit scheme for pre-existing businesses with no off-street carparking, located within traffic and permit areas.</td>
<td>12 months</td>
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<tr>
<td>30</td>
<td>Invest further funds into school safety improvements and active travel initiatives.</td>
<td>6 months</td>
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<tr>
<td>31</td>
<td>All Brisbane schools be requested to develop and implement their own traffic and parking management plan using a template prepared by Council.</td>
<td>&gt;6 months</td>
</tr>
<tr>
<td>32</td>
<td>Implement a phased rollout of standardised drop and go zone signage at schools in support of their traffic and parking management plans.</td>
<td>12 months</td>
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<tr>
<td>33</td>
<td>Work with the Queensland Government to ensure that school expansion and redevelopment projects include appropriate provision of off-street parking.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>34</td>
<td>At the request of schools, trial driver-behaviour monitoring cameras at school loading zones and support them with highly visible enforcement vehicles and uniformed Suburban Safety and Parking Control Officers.</td>
<td>&gt;12 months</td>
</tr>
<tr>
<td>35</td>
<td>Progressively review and improve signage for traffic areas, making signage clearer and more recognisable through the use of colours and visual prompts.</td>
<td>&gt;12 months</td>
</tr>
<tr>
<td>36</td>
<td>Develop and progressively install enhanced loading zone signage across Brisbane, commencing with high-use zones.</td>
<td>&gt;12 months</td>
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<tr>
<td>37</td>
<td>Investigate simplified parking signage options, including a trial of parking schedule signs, to determine their effectiveness and suitability for further use.</td>
<td>&gt;12 months</td>
</tr>
<tr>
<td>38</td>
<td>Conduct a full spatial audit of all parking signs and associated roadside infrastructure across Brisbane – including geo-tagging – to ensure Council’s asset register is accurate and up-to-date.</td>
<td>&gt;12 months</td>
</tr>
<tr>
<td>39</td>
<td>Investigate options for introducing electronic signage and smartphone applications (with a voice-guided feature) to direct motorists to available parking.</td>
<td>12 months</td>
</tr>
<tr>
<td>40</td>
<td>Facilitate improved compliance levels in suburban areas by increasing community awareness of parking enforcement activities with the use of highly visible, marked vehicles and uniformed Suburban Safety and Parking Control Officers.</td>
<td>12 months</td>
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<tr>
<td>41</td>
<td>Facilitate improved compliance levels by supplementing manually issued (on-the-spot) infringements, with technology-enabled methods such as camera-equipped vehicles and parking sensors.</td>
<td>12 months</td>
</tr>
<tr>
<td>42</td>
<td>Continue the practice of issuing camera-detected infringements by mail for safety-related offences or in cases where it is not practical or safe to physically attach an infringement to a vehicle.</td>
<td>Ongoing</td>
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<tr>
<td>No.</td>
<td>Recommendation</td>
<td>Delivery timeframe</td>
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<tr>
<td>43</td>
<td>Undertake greater public education of parking and traffic regulations, offences, and fines, as well as providing information on Council’s reinvestment of parking-related revenue into the community.</td>
<td>6 months</td>
</tr>
<tr>
<td>44</td>
<td>Continue to offer the existing two-stage appeal process – involving an internal review, and consideration by the independent Disputes Commissioner – for situations where motorists wish to dispute an infringement. This should be complemented by appropriate education to ensure the community is informed and aware of this process.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>45</td>
<td>Continue the use of the current tiered system of fines, which discourages offences that adversely impact on other people, such as illegally parking in a disability bay or stopping in a clearway.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>46</td>
<td>Work with the Queensland Government and surrounding councils with the aim of achieving greater uniformity in parking infringement levels.</td>
<td>&gt;12 months</td>
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<tr>
<td>47</td>
<td>Update Council’s website to ensure that information regarding traffic regulations, offences and fines is easier to understand.</td>
<td>&lt;3 months</td>
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<td></td>
<td><strong>Leveraging technology</strong></td>
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<td>48</td>
<td>Integrate technology elements to provide a total parking management solution.</td>
<td>&gt;12 months</td>
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<td>49</td>
<td>Facilitate and support greater use of technology, such as online tools and applications (apps), to help residents, visitors and commercial operators pre-plan their parking.</td>
<td>&gt;12 months</td>
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<td>50</td>
<td>Roll out parking sensors in suitable high-demand locations to provide Council with accurate parking usage data.</td>
<td>&gt;12 months</td>
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<td>51</td>
<td>Make use of parking sensor data, where available, to inform time-limit adjustments to achieve optimum occupancy and parking availability rates.</td>
<td>12 months</td>
</tr>
<tr>
<td>52</td>
<td>Make use of parking sensor data, where available, to inform annual parking meter fee adjustments to achieve optimum occupancy and parking availability rates.</td>
<td>12 months</td>
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<tr>
<td>53</td>
<td>Actively encourage the use of parking-related open data for application (app) development, including the establishment of a public ‘hack-a-thon’ competition, similar to ‘Hack Brisbane’.</td>
<td>&gt;12 months</td>
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<td></td>
<td><strong>Future policy management</strong></td>
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<td>54</td>
<td>Update and fully revise the Parking in Brisbane Guide. This guide should be made available in a simple and easy-to-use format, both as a hard copy and an online version.</td>
<td>3 months</td>
</tr>
<tr>
<td>55</td>
<td>Reconvene the Brisbane Parking Taskforce three months and six months after the submission of this report and then annually thereafter.</td>
<td>Ongoing</td>
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1.0 Introduction

Managing parking is a challenge for all large cities. Brisbane’s evolution from a large country town into a thriving city over recent decades has greatly increased the pressure on parking.

On-street parking is a shared community asset for which demand regularly exceeds supply, particularly in the central business district (CBD) and streets surrounding sporting and entertainment venues, public transport hubs, retail centres, schools, hospitals and locations with many apartments or workplaces.

Taxis, couriers, buses, motorcycles, cyclists, commuters, shoppers, workers, delivery vehicles and other visitors are increasingly competing for the city’s limited on-street parking, vying for prime locations.

Cities around the world choose to manage their valuable parking spaces in various ways, using restrictions, time-limit charges, or a combination of the two. Careful thought is given as to whether kerbspace should be allocated for alternative uses such as bus zones, taxi zones, loading zones, clearways or bicycle lanes.

Brisbane City Council’s approach to on-street parking management has developed incrementally over many years. As pressures on parking have grown, so too have requests for parking enforcement, with a 26 per cent increase over the 12 months to June 2014, signalling a need to review Council’s approach.

In June 2014, Lord Mayor Graham Quirk established the Brisbane Parking Taskforce (The Taskforce) to advise Council how to respond to emerging parking issues and best manage on-street parking in the future. The Taskforce’s recommendations, outlined in the following report, will also assist Council in implementing the city’s first overarching parking management strategy.
1.1 Brisbane Parking Taskforce

The Taskforce was charged with reviewing Council’s parking policies and practices related to on-street parking only and developing recommendations to improve parking management across Brisbane.

Brisbane has a mix of on-street parking and off-street parking. In the more densely developed areas of the city such as the CBD and around major centres, transport hubs, schools and hospitals, on-street parking may be subject to time limits (or metered) and subject to permits. Parking is sometimes not permitted on certain streets to assist with traffic flow or safety, public transport or cycling priority, or to give more space to pedestrians.

Off-street parking is parking attached to privately owned buildings such as businesses or apartments and in multi-storey carparks. Where off-street parking is available for general public use, it is priced on a commercial basis.

The Taskforce’s Terms of Reference was to examine on-street parking and to consider the following issues:

1. parking meter numbers, locations, charges and operating hours
2. principles guiding the imposition of various time limits at regulated and metered parking sites
3. policies for parking in the vicinity of schools
4. enforcement policies and procedures
5. parking fine levels and the use of associated revenue
6. fixed parking signage and other means of informing motorists of parking restrictions
7. Council’s residential parking permit scheme
8. opportunities for improving parking management through innovation and technology
9. appropriateness of the current use of CBD and inner-city kerbside space.

Excluded from the scope of the Taskforce’s considerations were off-street parking issues such as:

• operation of privately owned commercial carparks (including their parking rates)
• parking on private property (including shopping centres and new developments)
• provision of park ‘n’ ride facilities (TransLink responsibility).

The Taskforce drew upon analysis of Council’s parking operations and infrastructure to guide their discussion and also considered best practice policies and practices of other comparable cities.
1.2 Consultation
Shortly after forming the Taskforce, Council asked community members to submit their opinions on parking issues through the following mechanisms:

- a structured online survey
- emails or letters submitted through a Council Contact Centre
- comments via social media (Facebook and Twitter).

Between 4 June and 11 July 2014, Council received:

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
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<tbody>
<tr>
<td>1,160</td>
<td>Written submissions via email, online survey or social media</td>
</tr>
<tr>
<td>3,396</td>
<td>Page views of the Brisbane Parking Taskforce webpage</td>
</tr>
<tr>
<td>199,380</td>
<td>Facebook and Twitter impressions (including 88 and 28 proactive suggestions through each medium respectively)</td>
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</tbody>
</table>

This public input was analysed and used by the Taskforce to guide their deliberations. Appendix A provides a summary of the consultation received.

1.3 Parking policies and practices in other cities
To help inform the Taskforce about the parking policies and practices in other comparable cities, the Chairman held detailed discussions with the following councils:

- City of Melbourne
- City of Sydney
- Manly Council
- Moreland City Council
- North Sydney Council
- Parramatta City Council.

The Taskforce would like to thank these councils for their assistance and willingness to share information.

In addition, the parking policies and practices of other councils were also examined, including:

- Adelaide City Council
- Auckland Council
- Gold Coast City Council
- City of New York
- City of Perth
- City of Port Phillip
- City of San Francisco.

Members of the Taskforce had the opportunity to attend the 14th Parking Australia Convention and Exhibition (PACE) held at the Brisbane Convention and Exhibition Centre on 16 September 2014. The biennial parking convention featured over 50 exhibitors, including both suppliers and operators from the parking community, in addition to a series of national and international speakers. Taskforce member Lorraine Duffy kindly facilitated an informative session with Jay Primus, formerly of the San Francisco Municipal Transportation Agency, to discuss his city’s innovative approach to parking management.
2.0 Background

2.1 History of parking management

Parking in Brisbane was largely uncontrolled up until 1957 when Council installed the first parking meters in the CBD and Fortitude Valley. By the mid-1960s, 8,000 metered spaces were operational.

Keen to avoid the meters, motorists began filling up surrounding streets with some 10,000 vehicles parking on a typical weekday by 1961, leading to complaints. Businesses and professional establishments called for new time limits on parking, commercial operators requested loading zones and local residents protested they were unable to find parking close to their home and that parked cars were marring streetscapes.

The Queensland Traffic Commission, the body responsible for all parking related matters at the time, responded by installing the Central Traffic Area in 1961, limiting parking to just two hours on weekdays and Saturday mornings and employing officers to enforce parking regulations. It had an immediate effect, with long-term on-street parking (including commuter parking) dropping by 7,000 vehicles per day, while improved signage and enforcement helped open up an additional 5,000 spaces¹.

The Central Traffic Area was extended to take in parts of Woolloongabba and West End in 1985. Between 1999 and 2003, the concept was extended to other parts of the city with the implementation of the St Lucia Traffic Area for the University of Queensland and the Gabba, Lang Park and Ballymore Traffic Areas for their associated major sports venues.

Residential parking permit areas have also been established in some parts of the city to address particular local problems. These are described further in Chapter 6.

While the Police Department (now the Queensland Police Service) and the Queensland Traffic Commission were initially involved in managing parking, by 1965 all powers to regulate and enforce parking were delegated to Council.

Two types of parking management schemes are used in Brisbane.

- **Traffic areas and parking control areas**: These areas have blanket time limits and are not signed on a street-by-street basis. They were established to control parking around the central city, the University of Queensland and major sports venues. The term ‘parking control area’ is now used instead of ‘traffic area’ to better reflect the intention of the restrictions.

- **Resident parking permit areas**: These areas are located outside of traffic areas and parking control areas to address local issues. Areas under the scheme are signed on a street-by-street basis.

Council prefers establishing residential parking permit areas to establishing (or expanding) traffic and parking control areas as they offer greater flexibility in addressing local issues (i.e. they are not a blanket control). Additionally, they do not require Council to establish a local law to implement and can be set up relatively quickly compared to a parking control area.

### 2.2 Changes in parking within the CBD

The mix of parking stock in the CBD has changed markedly since the first meters were introduced. Most parking spaces were on-street in the 1940s but by the time the Central Traffic Area was created, on-street parking accounted for one-quarter of all parking. Today, this has dropped to just under two per cent as the number of parking spaces within buildings has increased and bus stops, loading zones and taxi zones, and most significantly, the Queen Street Mall, have replaced on-street spaces. Most off-street parking (apart from two public carparks) is now outside the control of Council. Of these 31,000 spaces, it is estimated that 10,000 spaces are publically available, with the remaining reserved for commercial vehicles and tenants.

### Traffic areas and residential parking permit areas in Brisbane.

![Traffic areas and residential parking permit areas in Brisbane.](image-url)
CBD parking stock trend

<table>
<thead>
<tr>
<th>Year</th>
<th>On-street spaces</th>
<th>Off-street spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>1947</td>
<td>5,000 (63%)</td>
<td>3,000</td>
</tr>
<tr>
<td>1964</td>
<td>2,084 (26%)</td>
<td>6,000</td>
</tr>
<tr>
<td>1978</td>
<td>1,478 (9%)</td>
<td>15,326</td>
</tr>
<tr>
<td>1987</td>
<td>904 (4%)</td>
<td>20,298</td>
</tr>
<tr>
<td>1990</td>
<td>799 (3%)</td>
<td>25,354</td>
</tr>
<tr>
<td>Now</td>
<td>576 (2%)</td>
<td>31,000</td>
</tr>
</tbody>
</table>


The above estimate of available on-street spaces (576) is for the middle of the day. This number reduces to around 280 spaces during the peak periods when clearways are required, and expands to the equivalent of 840 spaces in the evening, including timed parking spaces and unallocated spaces. Within this estimate, the CBD is defined by the river, Makerston Street, Roma Street, Turbot Street and Boundary Street.

2.3 Changes in parking outside the CBD

Parking outside the CBD also evolved over the same period as commercial and residential activity intensified around large shopping centres, near railway stations and along major arterial roads. Areas around smaller centres such as Wynnum and Nundah also became busier.

The Brisbane City Plan 2014 (City Plan), the main plan that directs development in Brisbane, builds upon the city shape that emerged after the 1950s. It focuses new development away from Brisbane’s leafy, low-density suburbs and historic neighbourhoods, concentrating it in the inner city, around major shopping centres, along nine growth corridors (which connect the centres to the CBD) and into the few remaining undeveloped parts of the city suitable for housing estates.

The City Plan defines the inner city as the CBD supported by the gateway hubs of Milton, Fortitude Valley and Woolloongabba (forming the City Frame).

Growth in the rest of the city will be focused into ‘nodes’ along the transport corridors radiating from the city centre, as well as special centres (e.g. hospitals and education centres) and industrial centres. Under the City Plan, less than seven per cent of Brisbane will undergo significant urban change over the next 20 years.

Within the City Plan, the centres of Carindale, Mt Gravatt, Chermside and Indooroopilly are designated Principal Regional Activity Centres while Toombul-Nundah, Mitchelton, Wynnum Central and Toowong are designated as Major Regional Activity Centres. These areas are all experiencing growth with corresponding pressures on both off-street parking (managed by major retail centres) and on-street parking.
Principal and major regional activity centres

Chermside
Toombul
Nundah
Wynnum
Central
Carindale
Upper Mount Gravatt
Mitchelton
Indooroopilly
Toowong

Major centres
Principal regional activity centres
and Major Regional Activity Centres
Special centre
Major industry area
Air and sea ports
Suburban living area
Greenspace and rural neighbourhoods
(within greenspace systems)
Strategic Planning Corridors
Major Road Network
Railway

Brisbane City Council boundary
Waterbody
3.0 Strategic context and overarching principles

Parking management policies and practices need to be formulated in the context of Brisbane’s overall vision and strategies. The most relevant strategic documents and their interrelationships are shown below.

**Strategic context for parking management**

- Brisbane Vision 2031
- Brisbane Economic Development Plan 2012-2031
- Brisbane City Plan 2014
- Brisbane Access and Inclusion Plan 2012-2017
- Brisbane City Centre Master Plan 2014
- Transport Plan for Brisbane 2008-2026
- Brisbane Active Transport Strategy 2012-2026
The Brisbane Vision 2031 (Vision 2031) is Council’s long-term community plan for the city. It details the aspirations for the city’s future and outlines ideas for achieving this vision. Targets set by Vision 2031 include increasing the use of public and active transport, reducing greenhouse gas emissions, improving accessibility, growing the economy and ensuring Brisbane remains friendly and welcoming for all.

The Brisbane Economic Development Plan 2012-2031 sets out the priorities and actions required to support Brisbane’s successful economic development to 2031. Major themes include:

- global reputation – Brisbane Australia’s New World City
- productive Brisbane
- talent attraction and global events
- lifestyle city
- leadership, engagement and implementation.

Making the city more accessible to visitors, workers, investors and international students is an objective that will increase Brisbane’s integration into the global economy. Bringing additional business and recreational visitation will increase Brisbane’s economic links with the rest of the world.

Council is also exploring opportunities to improve its communication including opening Council’s extensive databases to electronic access by the public and investigating ways to deliver new services by electronic means.

As part of the plan, existing planning and regulatory frameworks will be reviewed to better facilitate the activation of the CBD, Fortitude Valley and other precincts around the city.

The Brisbane City Plan 2014 (City Plan) is one of the key tools Council uses to operationalise high-level policies and community plans such as Vision 2031. City Plan sets out how the city should grow and shows what each block of land can be used for. It also articulates specific carparking requirements for new developments.

Parking management assists the strategic intent of City Plan, in that:

- retail and commercial locations are highly accessible
- large public and private community facilities are highly accessible, particularly by public transport
- urban environments, public domains and movement systems are well-located, well-connected, permeable and legible
- greenhouse gas emissions from transport are reduced
- transport systems support the city’s preferred growth pattern
- new development provides sufficient carparking to protect the traffic functions and streetscape of the road network and encourages public and active transport.

The Transport Plan for Brisbane 2008-2026 aims to create ‘a vibrant and prosperous Brisbane where all residents have high quality access to facilities and services, while the city’s environmental quality and liveability are maintained’.

The plan focuses on increasing public and active transport use to achieve a sustainable road transport system. Therefore, it aims to reduce private vehicle share from around 80 per cent to 70 per cent of daily travel by 2026. In achieving this target, 75 per cent of peak motorised trips into the city centre would be by public transport.

The Brisbane City Centre Master Plan 2014 (City Centre Master Plan) presents a vision for the CBD as a place where people and businesses connect. It highlights the importance of easy access and a transport network that is simple to use.

The plan recognises that different users need access to the city centre and that managing access by commercial vehicles will be a key enabler of future growth. It identifies public transport is the primary way most people will get to the city, followed by private vehicles and active transport. The plan’s overriding philosophy is that the ‘city centre is open for business’.

The Brisbane Access and Inclusion Plan 2012-2017 aims to achieve universal inclusion of all residents and visitors in the life of Brisbane. One of the 21 outcomes defined by the plan is that Brisbane residents and visitors are able to reach destinations across the city easily, safely and efficiently. One of the plan’s five primary objectives is to provide a level of accessible carparking for people with a disability that meets demand in localities across the city.

One of the objectives of the Brisbane Active Transport Strategy 2012-2026 is to improve awareness and understanding of Queensland’s road rules by pedestrians, cyclists and motorists, as well as the etiquette for using shared paths and roads. It aims to encourage greater acceptance of walking and cycling.

Understanding the strategic aims of the above documents assisted the Taskforce to develop 10 overarching principles to underpin Council’s future approach to parking management.
Overarching principles

The Taskforce confirmed 10 key principles used to guide its recommendations and designed to underpin Council’s future approach to parking management. These are outlined below.

1. **Equity**: Kerbside space is a shared community asset and a limited resource and as such should be managed to ensure a wide range of competing users have fair and reasonable access.

2. **Efficiency**: Efficient management of on-street parking allows for the broadest range of uses and maximises community benefits.

3. **Safety**: While accommodating competing uses for limited road and kerbside space, safety for all users is the highest priority in any parking management decisions.

4. **Effective enforcement**: Parking enforcement acts as a firm, but fair, incentive for people to comply with the rules and assists Council to maintain equity, safety, and accessibility.

5. **Appropriate pricing**: Where pricing is used, it should be set at levels that encourage the most efficient use of parking spaces. In areas where demand exceeds supply, appropriate pricing helps to encourage turnover. Financial penalties (infringements) are graded on the basis of impact to others, with the highest priority being safety. Revenue from meters and enforcement is used by Council to enhance Brisbane’s liveability and local infrastructure.

6. **Congestion management**: Parking management aims to reduce congestion by minimising circulating traffic and maximising road space for traffic during peak hours. This will assist in achieving environmental objectives by reducing vehicle kilometres travelled and ‘stop-start’ movements, a major source of greenhouse gases.

7. **Supporting and complementing land use**: Parking policies and practices are sufficiently flexible to respond to changing land uses. On-street parking complements the provision of off-street parking, ensuring equitable access and supporting sustainable travel behaviour.

8. **Supporting travel demand objectives**: Effective parking management and appropriate pricing supports Council’s aim to encourage travel choices such as walking, cycling and public transport use.

9. **Economic development**: Efficient management of parking makes it easier to do business in Brisbane and supports the economic prosperity of our city.

10. **Leveraging technology**: Technology should be leveraged to assist in parking management, making it easier to find parking spaces, improve compliance and assist Council in planning for future parking needs.

Issues and recommendations

Key issues addressed by the Taskforce and its recommended approaches to dealing with Brisbane’s parking challenges are detailed in the following chapters. Topics addressed are as follows.

- **Chapter 4** addresses on-street parking in the city and makes recommendations on priorities and triggers, pricing and addressing the needs for various sectors of the community.

- **Chapter 5** makes recommendations on the future role and operation of parking meters.

- **Chapter 6** recommends improvements to the residential parking permit scheme.

- **Chapter 7** recommends improvements to the management of parking around schools.

- **Chapter 8** recommends improvements to signage in the city.

- **Chapter 9** recommends improvements to the effectiveness of enforcement.

- **Chapter 10** recommends how technology can be leveraged to provide much needed data to improve parking management.

- **Chapter 11** recommends the future role of the Taskforce.
4.0 On-street parking in the city

Parking availability is critical to Brisbane’s liveability and prosperity. Well-located parking spaces enable people to move easily around the city and to get to the places they need to go for work, study or recreation. Businesses also rely on kerbside parking space for loading bays, customer parking and taxis.

Brisbane residents and business owners who provided submissions to the Taskforce understood that better turnover of high-demand on-street parking was the best way to improve parking availability. They saw effective traffic management, combined with good public transport, as essential to ensuring easy access to the city centre. Community consultation also revealed a desire for high quality amenity for pedestrians and cyclists within the city centre.

4.1 Parking priorities

Demand for on-street parking space will continue to increase as Brisbane grows. On-street parking should be managed in a way that is fair, consistent and contributes to the city’s broader strategic aims. Choices around how to use kerbside space should be informed by the space’s location and parking needs at various times of the day or week. Council’s approach must be sufficiently flexible to allow for change over time or in response to evolving neighbourhood needs.

Kerbside space should be used for the highest priority purpose whether that is to make the street safe for emergency vehicles, allow access to public transport or ease congestion during peak hours. This is especially important in the CBD, inner city and around major centres where pressure for on-street space is the greatest.
Drawing on the overarching principles described in Chapter 3, the Taskforce identified six primary uses of kerbside spaces, as prioritised below.

1. Safety.
2. Promotion of alternative sustainable transport options.
3. Servicing properties to ensure the viability of businesses.
4. Equitable access for people with disabilities.
5. Traffic management.
6. General parking space.

These uses were applied to different parts of the city, each with similar land use characteristics, to develop more detailed parking prioritisation lists.

<table>
<thead>
<tr>
<th>Parking area</th>
<th>Characteristic of area</th>
</tr>
</thead>
</table>
| City Core (CBD) | Very high density land use  
Highly regulated kerbspace |
| City Frame* and around Principal Regional Activity Centres** (areas within 400 metres of Chermside, Carindale, Mt Gravatt and Indooroopilly) | Medium-high density land use  
Predominance of mixed-use development  
Areas of unregulated kerbspace |
| Rest of the city | Low-medium density land use  
Mostly unregulated kerbspace  
Lower parking demand with opportunity for longer-term parking |

* Brisbane City Plan 2014 defines the inner city as the City Core (CBD) plus surrounding City Frame.
** As defined by the South East Queensland Regional Plan 2009-2031.

**Recommendation 1**
Adopt parking prioritisation lists to guide the allocation of kerbside space based on key priorities such as safety, support for sustainable transport modes and facilitation of short-term parking in high-demand areas.
### Parking priorities for the City Core (CBD)

<table>
<thead>
<tr>
<th>Priority</th>
<th>Type of use</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Safety</td>
<td>Facilitates rapid access for emergency vehicles&lt;br&gt;Provides for adequate sightlines at intersections, driveways and pedestrian crossings</td>
</tr>
<tr>
<td>2</td>
<td>Alternative and sustainable transport</td>
<td>Provides for bus stops, taxi ranks and cycling facilities</td>
</tr>
<tr>
<td>3</td>
<td>Servicing properties</td>
<td>Provides short-stay parking for drop-off/pick-up of passengers and goods&lt;br&gt;Facilitates waste collection&lt;br&gt;Opportunities for longer-term access for maintenance vehicles</td>
</tr>
<tr>
<td>4</td>
<td>People with disabilities</td>
<td>Provides for parking close to destination entry points for Disability Parking Permit holders</td>
</tr>
<tr>
<td>5</td>
<td>Clearways</td>
<td>Maximises traffic throughput to assist network performance (typically during peak hours)</td>
</tr>
<tr>
<td>6</td>
<td>Short-stay parking</td>
<td>Provides for parking of two hours or less</td>
</tr>
<tr>
<td>7</td>
<td>Medium-stay parking</td>
<td>Provides for parking of up to three hours</td>
</tr>
</tbody>
</table>

### Parking priorities for the City Frame and Principal Regional Activity Centres

<table>
<thead>
<tr>
<th>Priority</th>
<th>Type of use</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Safety</td>
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<td>4</td>
<td>People with disabilities</td>
<td>Provides for parking close to destination entry points for Disability Parking Permit holders</td>
</tr>
<tr>
<td>5</td>
<td>Clearways</td>
<td>Maximises traffic throughput to assist network performance (typically during peak hours)</td>
</tr>
<tr>
<td>6</td>
<td>Residential and short-stay parking</td>
<td>Facilitates residential parking where appropriate (e.g. residential parking permits)&lt;br&gt;Provides for parking of two hours or less for vehicles without permits</td>
</tr>
<tr>
<td>7</td>
<td>Medium-stay parking</td>
<td>Provides parking for up to three hours for vehicles without permits</td>
</tr>
<tr>
<td>8</td>
<td>Long-stay parking</td>
<td>Provides parking for longer than three hours for vehicles without permits</td>
</tr>
</tbody>
</table>
Parking priorities for the rest of the city

<table>
<thead>
<tr>
<th>Priority</th>
<th>Type of use</th>
<th>Description</th>
</tr>
</thead>
</table>
| 1        | Safety                                     | Facilitates rapid access for emergency vehicles  
Provides for adequate sightlines at intersections, driveways and pedestrian crossings |
| 2        | Alternative and sustainable transport      | Provides for bus stops, taxi ranks and cycling facilities                                        |
| 3        | Servicing properties                       | Provides short-stay parking for drop-off/pick-up of passengers and goods  
Facilitates waste collection  
Opportunities for longer-term access maintenance vehicles |
| 4        | People with disabilities                   | Provides for parking close to destination entry points for Disability Parking Permit holders   |
| 5        | Clearways                                  | Maximises traffic throughput to assist network performance (typically during peak hours)       |
| 6        | Residential parking                        | Facilitates residential parking where appropriate (e.g. residential parking permits)           |
| 7        | Short-stay parking                         | Provides for parking of two hours or less for vehicles without permits                          |
| 8        | Medium-stay parking                        | Provides parking for up to three hours for vehicles without permits                             |
| 9        | Long-stay parking                          | Provides parking for longer than three hours for vehicles without permits                       |
| 10       | Unregulated                                | Provides unregulated parking available for all users, with no time limits (except in traffic areas) |

4.2 Triggers for changing the use of kerbside space

Defining the circumstances which may bring about a review of the way a parking or other kerbside space is used can help ensure a consistent and timely approach to parking management. These ‘intervention triggers’ should reflect the city’s parking priorities and issues identified as important by community members. They should also help balance use and availability, which is accepted internationally as ideally ranging between 60-85 per cent parking occupancy. This means parking is well used but some spaces are still available for arriving motorists.

Recommendation 2
Adopt a parking intervention trigger points tool to guide parking management decisions.
# Parking intervention trigger points tool

<table>
<thead>
<tr>
<th>Issue</th>
<th>Trigger point</th>
<th>Suggested response</th>
</tr>
</thead>
</table>
| Safety hazard | On-street parking activity causes a safety hazard for pedestrians and other road users | Consider no-stopping restrictions  
Consider pedestrian safety measures |
| Throughput of alternative sustainable modes (such as buses and bicycles) is compromised on major routes | Kerbside parking is affecting the reliability of public transport services  
Cyclists cannot access destination points safely | Consider providing sufficient lane widths  
Consider installing bus/HOV lanes  
Consider installing no-stopping lanes  
Consider installing cycle lanes or bicycle awareness zones |
| Property servicing | Properties cannot be effectively serviced within the property itself | Consider introducing loading zones (shared between multiple properties) |
| People with disabilities cannot access popular destinations | No off-street spaces exist in reasonable distance of destination | Consider creating parking bays for Disability Parking Permit holders |
| Traffic congestion | Traffic throughput is compromised on higher-order roads by on-street parking | Consider installing clearways  
Consider no-stopping restrictions |
| Demand pressures in residential areas in City Frame and adjacent to major centres | Demand for on-street parking regularly exceeds 80 per cent of available supply in residential streets at peak times where off-street parking options are constrained | Consider introducing or altering time restrictions (suited to local demand) to encourage turnover of spaces (with resident parking permit schemes where appropriate)  
Consider establishing new residential parking permit areas  
Consider introducing new metered parking areas to manage the use of spaces, provided there is demonstrated local support |
| Demand pressures in business and retail precincts | Demand for on-street parking regularly exceeds 80 per cent of available supply | Consider introducing or altering time restrictions (suited to local demand) to encourage turnover of spaces  
Where demonstrated local support exists, consider introducing metered parking to encourage turnover of spaces |
| Demand pressures on unregulated parking | Occupancy rates for unregulated parking regularly exceed 80 per cent at peak times | Consider introducing time restrictions (suited to local demand) to encourage turnover of spaces  
Consider introducing new metered parking areas to manage the use of spaces, provided there is demonstrated local support |
| Illegal parking across driveways | Ongoing illegal parking across driveways is impacting residents and businesses ability to enter/exit their properties | Consider installing a yellow line across driveways  
Consider introducing marked bays to better define appropriate parking locations |
| Illegal parking near schools and transport hubs | Ongoing illegal parking near schools and transport hubs is impacting safety and residential access | Consider installing marked parking bays to clearly define where motorists can park |
| Parking in narrow streets | Parked vehicles are blocking traffic (including buses and waste collection trucks) in narrow streets | Consider introducing parking restrictions on one side of the street to accommodate safer vehicle movement  
Consider introducing staggered parking on alternative sides of the street to accommodate safer vehicle movement  
Consider introducing marked bays to better define appropriate parking locations |
| Illegal parking in traffic areas | Investigations identify a large number of non-local motorists are overstaying area-wide traffic area time limits, significantly impacting residential access and amenity | Consider the application of traffic area reminder signage on problem streets throughout the traffic area |
4.3 CBD kerbside allocation
The CBD has changed markedly since the last CBD kerbside review was undertaken internally by Council in 1992. Buses accessing the CBD have more than doubled in number and increased retail activity has magnified pressure on on-street loading zone spaces.

The City Centre Master Plan recognises that projected employment and population growth in the CBD will place even more pressure on limited kerbside space. Smart management of existing spaces will be essential in keeping CBD streets open for business. The plan recognises that the mix of buses, cars, taxis, bicycles and service vehicles needs to be balanced with a high level of pedestrian movement to ensure a vibrant CBD and maximise the opportunities for economic activity. A key master plan initiative is to develop and implement a city centre road user operating plan. This would include kerbside allocation by transport mode for different times of the day and week.

The development of parking prioritisation lists and the intervention trigger points guide by the Taskforce now enables this work to be undertaken.

Recommendation 3
Optimise the use of highly sought-after CBD kerbside space by carrying out a full review of kerbside allocation.

4.4 Pricing of CBD parking
The Taskforce recognises there is a public perception that prices at inner-city carparks are inflated. A small number of submissions received by the Taskforce reflected this perception, stating that parking cost was a factor in deciding whether to go to the CBD or inner city to shop or for other activities.

Public perceptions regarding the cost of inner-city parking are driven largely by off-street parking rates. These rates vary widely, from less than $20 per day to more than $80 per day, depending on the location and method of payment. Not surprisingly, the higher rates inevitably get the most media attention and this tends to create the inaccurate perception that all inner-city parking is over-priced. In reality, Brisbane off-street parking providers operate in a competitive market and significant discounts are being offered to attract customers. For example, large discounts are being offered for customers who book parking online in advance.

To help residents and visitors take advantage of competitive pricing, a new online portal has been developed by Council in conjunction with Brisbane Marketing and private operators. The www.brisbaneparkingguide.com.au portal provides customers with the ability to search online to find the best parking deals when heading to the CBD, Fortitude Valley, South Bank or sporting events. Customers can reserve a spot before they leave home.

To encourage city activation during off-peak periods, Council recently commenced offering $5 flat-rate parking on weekends and after 4.30pm weekdays, in the Council-owned King George Square and Wickham Terrace parking stations.

Recommendation 4
Actively promote the range of discounted off-peak parking options – offered both by Council and private operators – that currently exist within inner-city areas to encourage increased visitation during weekends and evenings.

Recommendation 5
Continue offering discounted off-peak parking at meters and Council-owned carparks (King George Square and Wickham Terrace) to support city activation during weekends and evenings.

Recommendation 6
Continue to develop and improve the dedicated parking information website www.brisbaneparkingguide.com.au

4.5 Cycling and parking
Council’s shared vision for the future of Brisbane, Vision 2031, is an aspirational planning tool that, among other things, aims to promote increased cycling. This vision sets a target for the completion of more than 1,700 kilometres of bikeway networks by 2031. This vision is supported by a record investment in cycling infrastructure of $120 million between 2012 and 2016 and builds on Council’s $100 million investment in the preceding four years. Council is also working with the Queensland Government to deliver the Cycle Network program. This program guides the development of the cycle network across South East Queensland by mapping existing and preferred principal cycle network routes.

Brisbane currently has more than 1,100 kilometres of on and off-road bikeways and shared paths.

In 2009, Council took action to improve cyclist and pedestrian safety within Brisbane City by reducing the speed limit from 50 km/h to 40 km/h on all CBD streets (with the exception of Turbot and Ann Streets). In the five years since this decision, the number of cyclists using CBD streets has increased by more than 10 per cent per annum and accident records indicate improved overall safety levels for CBD road users. Other large Australian cities have since adopted a similar approach, with Perth,
Melbourne and Sydney introducing a 40 km/h speed limit on CBD streets. International cities such as London and New York have also moved to drop speed limits within their CBD areas.

In addition, the introduction of the CityCycle bicycle hire scheme has made approximately 2,000 bikes available for public use at 150 stations across Brisbane’s inner-city areas, stretching from Newstead to West End and Toowong. CityCycle bike hiring and returning is now available 24 hours, seven days a week.

Cycling infrastructure in Brisbane takes three main forms, including:

- off-road bikeways and shared paths
- dedicated cycle lanes
- bicycle awareness zones (BAZ).

Council plans to continue investing in and expanding all three forms of cycling infrastructure.

In many areas of Brisbane, road space has been defined with parking allowed between the kerb and a lane delineated with a continuous edge line. The standard yellow BAZ symbol is put within the edge line or elsewhere on the road to make drivers aware of the presence of cyclists. In contrast, dedicated bicycle lanes are marked with a white bicycle symbol and often include green entry thresholds.

Many participants in Council’s consultation identified conflict between on-street parking and cyclists as an issue to be resolved. While some people have submitted that cars are regularly parking in dedicated cycle lanes, in many cases, it is likely they have observed cars parked in bicycle awareness zones. In the case of bicycle awareness zones however, road space is shared between cyclists and other road users. The challenge for Council is to accommodate competing uses in a manner that satisfies the intent of the overarching principles listed in Chapter 3.

To help achieve this aim, the Taskforce identified an opportunity to trial shared road space on a peak/off-peak basis by installing cycling clearways along some roads. These lanes would operate as cycle lanes for peak periods and as parking spaces during off-peak periods. This concept is currently being used in Melbourne (Exhibition Street) and is consistent with Council’s desire to encourage alternative modes of transport for commuting. It also offers a potential solution for the narrower streets in Brisbane, particularly on the right-hand side of one-way streets that cannot be used by buses to pick-up and drop-off passengers.

**Greater kerbside space should be allocated to cycling lanes and additional active transport options in preference to parking space.**

Stephen, Albany Creek

The Taskforce also discussed the need for adequate off-street bicycle parking facilities, particularly in large multi-unit residential buildings and large commercial office buildings. It was agreed that Council should encourage new large-scale developments within traffic and permit areas to provide off-street cycle parking facilities.

Along with off-street bicycle parking facilities, the City Centre Master Plan also identified the need for casual bicycle parking within the CBD, particularly as cyclists prefer to park as close as possible to their end destination. The Taskforce agrees that innovative solutions to increase bicycle parking in the CBD need to be explored.

**Recommendation 7**

Undertake a trial of cycling clearways (peak/off-peak sharing of on-street parking and cycle lanes).

**Recommendation 8**

Encourage new multi-unit developments within traffic and permit areas to provide off-street cycle parking facilities.

**Recommendation 9**

Investigate opportunities for increasing bicycle parking in the CBD and inner-city areas, particularly within new developments.
4.6 Motorcycle parking

Motorcycles and scooters are a popular transport choice for commuters travelling to Brisbane’s inner city. In recent times, Council has progressively rolled out a significant number of free motorcycle parking spaces across inner Brisbane. In 2012, Council made a commitment to install an additional 400 free motorcycle and scooter parking spaces over the four-year term from 2012-2016. This milestone was achieved early, with 460 free spaces delivered by September 2014. Rather than completing the program, Council announced that a revised target had been set, with the aim of providing 600 free spaces by 2016. Once this new target is reached, the total number of free motorcycle and scooter parking spaces in Brisbane will exceed 1,000.

Participants in Council’s consultation saw motorcycle use as a tool to ease congestion and requested more parking be installed. Some submitters suggested that Brisbane should adopt the guidelines developed by the Motorcycle Advisory Group (formerly the Victorian Motorcycle Advisory Council), which allow for more extensive footpath parking².

Brisbane has narrower footpaths than Melbourne, which the Taskforce believes makes them unsuitable for widespread unregulated motorcycle parking. Rather than adopt the Victorian guidelines, the Taskforce recommends Council continue with its current approach of marking specific bays, where it is safe to do so. Additionally, where there are dedicated paid (metered) motorcycle bays outside the CBD (for example, Spring Hill and Bowen Hills), the Taskforce supports the provision of free motorcycle parking.

Recommendation 10
Continue to expand free motorcycle parking in inner-city areas.

4.7 Off-street parking alternatives – commercial vehicles

The availability of adequate loading zones within the city centre for commercial loading and passenger drop-off and pick-up is an ongoing issue. The Taskforce agree that Council should seek assistance from commercial carpark operators for spaces that commercial vehicles could use (within the carpark height limit). This could open up new opportunities for tradespeople and couriers with lower height vehicles.

Recommendation 11
Approach carpark operators to discuss the potential development of an initiative to assist commercial vehicles accessing off-street parking to help alleviate strain on existing on-street loading zones.

4.8 Parking for people with a disability

Community consultation undertaken to develop the Brisbane Access and Inclusion Plan 2012-2017 highlighted that on-street passenger loading can be dangerous, particularly when wheelchairs must go onto busy roads to get in or out of maxi taxis or cars. The plan commits Council to creating safer set-down bays with a clear path of travel for a wheelchair and either level access onto a footpath or multiple kerb ramps. Bays will be signed and promoted.

Taskforce members examined a technical solution to address this issue, proposing a new layout for loading zones. The key features include the following:

- Installing a space behind two-minute set-down and pick-up areas, loading zones and taxi ranks, specifically painted in yellow (signifying no-stopping) and signed accordingly.
- Installing a kerb ramp, located at the rear of each two-minute set-down and pick-up area, loading zones and taxi ranks.

A standard technical drawing for disabled access to passenger transport needs to be prepared in accordance with AS2890.6 (2009) to ensure these facilities are included in any future development.

People with a disability or mobility issues often require extended pick-up and set-down times. The Taskforce recommends holders of an Australian Disability Parking Scheme Permit in Queensland or a wheelchair-accessible vehicle (such as a maxi taxi) be permitted to park in loading zones for up to five minutes, instead of the current two minutes.

Recommendation 12
Develop a standard drawing and implement the phased rollout of enhanced kerbside ramps and set-down areas for people with a disability.

Recommendation 13
Provide extended set-down and pick-up times at passenger loading zones for people with a disability by allowing them to park for five minutes (rather than two minutes).
4.9 Car share
Car share is a membership-based, short-term car rental used as an alternative (or supplement) to car ownership and traditional car rental. As of 2012, there were in excess of 1.8 million car sharing members in 27 countries. Worldwide membership is expected to grow to more than 12 million by 2020.

Car share organisations have approached Council to support their operations, as experience shows local government support assists in uptake. Options for support include:

- exemptions from parking restrictions through permits
- dedicated on-street parking spaces
- modified parking tariffs for metered parking spaces and/or off-street parking stations
- incentives for car sharing to be accommodated off-street within new developments.

Due to the high demand for limited on-street space, the Taskforce’s preference is for off-street car share operations. Ideally, car share operators will negotiate for off-street spaces with developers, building owners and commercial carpark operators.

Recommendation 14
Actively encourage and incentivise the expansion of car sharing schemes in Brisbane within off-street carparks in new developments.

4.10 Bus and coach parking
More tourist and special-purpose coaches are visiting inner-city attractions such as South Bank Parklands, the cultural precinct, Parliament House and shopping areas. Coaches need places to lay over while waiting for their passengers. Commuter buses also need lay-over areas to wait between services. Bus zones are often used for this purpose and need to be available. Brisbane Transport has commenced discussions with the Queensland Bus Industry Council about the potential for shared use of certain inner-city bus stops. Council and the Queensland Government have also investigated longer term off-street solutions for coach lay-over in the inner city.

Recommendation 15
Brisbane Transport is encouraged to continue working with private bus and coach operators to identify further opportunities to share bus zones, where practical.
5.0 Paid parking

Though parking meters are not new to Brisbane, like most cities around the world, they tend to attract controversy wherever they are introduced. In reality, by increasing turnover of on-street parking, and ensuring that more spaces are available for customers, parking meters can help increase patronage for local business. Both Australian and international experience indicates that meters are an effective tool in managing parking demand.

Internationally, policy makers in many cities have opted to pursue parking occupancy rates of between 60-85 per cent. This means parking is well used, but some spaces are still available for arriving motorists. Occupancy rates of greater than 85 per cent often result in customers becoming frustrated, as well as adding to congestion in local streets as vehicles circle looking for a parking space. Studies have indicated that up to 30 per cent of traffic in business areas is generated by motorists circling adjacent streets in search of an open parking space.
Case Study: SFpark, San Francisco Municipal Transportation Agency (SFMTA)

SFpark was a federally-funded demonstration project using new policies and technologies, such as in-ground parking sensors and dynamic pricing, to improve parking in San Francisco. SFpark tested its new parking management system at 7,000 metered spaces and 12,250 spaces in 15 city-owned parking garages. After collecting extensive data to measure the effectiveness of the pilot, a full evaluation report was released in 2014. The following is an extract from the SFpark Pilot Project Evaluation Summary.

Meters are effective parking management tools

Though not the purpose of the SFpark pilot project, one of the clearest findings of this evaluation is that parking meters are extremely effective at managing parking demand, helping to achieve parking occupancy goals, and thereby achieving other goals such as reducing circling and greenhouse gas emissions.

For example, starting to enforce meters on Sundays in January 2013 resulted in improved parking availability, parking search time and parking turnover on Sundays. Additionally, the SFMTA introduced new meters on many blocks in 2011, resulting in improved parking availability. Prior to installing meters, parking was too full 90 per cent of the time. After installing meters, this dropped to just 15 per cent of the time.

Evenings provide additional evidence; parking occupancy spikes approximately 30 minutes before the SFMTA stops operating meters (typically around 6pm) making parking often hard to find in the evening in San Francisco’s commercial areas.


5.1 Meter charges

After almost 60 years of metered parking in Brisbane, today motorists pay $4.40 per hour for prime on-street parking in the CBD – only 40 cents more than they did a decade ago. In comparison, motorists pay up to $7 per hour in Sydney and up to $5.50 per hour in Melbourne for CBD on-street parking. The current rate structure applies the highest fees to shorter-term CBD spaces, with fees reducing as the location moves away from the city centre. This approach to price places value on premium high-demand spaces.

Council recently trialled in-ground parking sensor technology at several sites around the inner city to gather data on the occupancy of spaces, duration of stay, arrival and departure times and volume of traffic in a designated space. This trial provided a significant amount of previously unavailable data about how parking is used in Brisbane.

The trial showed that CBD parking spaces reach a peak occupancy rate of 98 per cent between 11am and 1pm, with an average turnover of 6.78 vehicles per space per day. The average overstay rate is more than 15 per cent, which means parking availability and turnover could be improved significantly if the overstay rate was reduced.

In non-CBD locations such as Newstead and Milton, the sensor data indicated peak occupancy rates of 80-90 per cent, with up to 22 per cent of vehicles overstaying. Once again, it is clear that reducing the overstay rate would help free up parking for users.

I am in full support of paid parking in the CBD and other highly trafficked areas of the city, in the hope that it discourages people from driving into work and consider other options.

Jayden, Ashgrove

Length of stay by allocation in Milton (August 2014)
Crucially, for local businesses, the sensor data also highlighted the importance of short-stay parking. A significant number of users are staying for less than 10 minutes, even in areas of medium or long-stay parking. For example in Milton, more than 30 per cent of all stays were less than 10 minutes. A significant number of stays also fell within the 10-30 minute range. In fact, in areas with time limits of up to two hours, more than half of all users stayed for no longer than 30 minutes.

In light of this data, the Taskforce recommends introducing free 15-minute parking at all non-CBD metered spaces to further incentivise short stays, increase vehicle turnover and support local business. This recommendation would apply to more than 7,700 metered spaces, representing almost 94 per cent of all metered spaces. Through this initiative, more than 40 per cent of parkers in many high-demand, metered areas (within non-CBD business and retail precincts) will not need to pay for parking. This is expected to increase turnover and significantly improve the parking experience by reducing costs and improving availability.

The free 15-minute parking initiative will apply to all metered parking zones outside of the CBD, bounded by (and inclusive of) Wickham Terrace, Roma Street, Countess Street, Eagle Terrace and Boundary Street.

I believe there is value in introducing several locations of short-term parking meters. These would have a limit of about 15 mins, and the charge would be around $2 for the privilege. There are many times where people want to go into the city to a particular store, or for a government agency for a very quick visit…

David, Mackenzie

Furthermore, the Taskforce recommends that Council’s off-street carparks also offer free 15-minute parking. This initiative is aimed at reducing circulating traffic as motorists look for short-term parking spaces within the CBD. Free 15-minute off-street parking will also facilitate passenger drop-off and pick-up in situations where longer than two minutes is required. Specific ‘express bays’ could be provided in each carpark for this purpose.

Recommendation 16
Introduce free 15-minute parking in all non-CBD metered areas and within the King George Square and Wickham Terrace carparks to encourage short stays and higher vehicle turnover.

Proposed locations for free 15-minute parking (excluding CBD)
5.2 Parking meter payment methods

Meters that take coin or credit cards regularly require unscheduled hardware maintenance and servicing. Closing meters makes paying difficult and increases Council’s customer enquiries. While customers can pay meters using their mobile phone, less than 10 per cent of parkers currently take up this option. This could be due to lack of awareness or additional fees incurred (a 40 cent transaction fee and additional SMS alert charges).

Council is investigating ways to improve its pay-by-phone solution by coupling it with better communication. This would allow customers to use their phone to find a park, make a payment, receive a meter expiry reminder and top-up a meter remotely. The solution would also provide Council with strategic information on kerbside usage and parking behaviours to assist with planning and enforcement.

Council has also commenced rolling out contactless payment readers across its network of electronic parking meters. This will allow customers to use either MasterCard PayPass or Visa Paywave, making payments faster and more convenient. Customers will have the option of inserting their card into the reader for payment or simply tapping it against the reader. It is anticipated all meters will be able to process ‘tap-and-go’ payments by early 2015.

**Recommendation 17**
Encourage increased use of pay-by-phone technology to deliver an improved customer experience, including the opportunity for meter expiry messages to be received and for meter ‘top-ups’ to be carried out remotely.

**Recommendation 18**
Ensure tap-and-go payment technology is rolled out to all parking meters to deliver an improved user experience.

5.3 Meter locations

The Taskforce received a wide range of community responses about the extent and location of parking meters. There was some desire for further parking meters around centres (e.g. Toowong and Albion) and at the CBD fringe (e.g. Woolloongabba, Petrie Terrace and Milton). However, some people also supported maintaining the status quo or even removing some meters.

The Taskforce does not consider there is an immediate need to expand the number of metered parking spaces at this time. However, it acknowledges that there may be opportunities, on a case-by-case basis, to optimise metered space locations within currently metered areas.

**Recommendation 19**
Cap the existing number of paid on-street parking spaces within currently metered areas.

I believe parking meters should slowly roll further away from the CBD towards areas such as Woolloongabba, Petrie Terrace, Milton, Riverside West End to the CityCat terminal, Newstead and other such areas.

Kieran, Petrie Terrace
6.0 Residential parking

6.1 Residential parking permit scheme

The residential parking permit scheme was introduced shortly after the Central Traffic Area was introduced in 1961.

The scheme helps manage parking demand and protect residential amenity in busy areas by setting time limits for parking. These are coupled with permit exemptions (typically two hours on weekdays). Residents and their visitors are exempt from the time limits provided they display a valid resident or visitor parking permit. A residential parking permit scheme can improve opportunities for residents and their visitors to obtain parking, however it does not guarantee parking availability. Residential parking permits also allow permit holders to park in traffic areas where blanket time limits apply.

The following regulations apply under the scheme:

- Residents must be a primary owner occupier and/or tenant with a current lease of six months or more to be eligible for a permit.
- The permit applies to each car or motorcycle (but not to boats, caravans, etc).
- To receive permits, residents pay a service fee of $10 per vehicle up to a maximum of $25 per household.
- Residents may apply for up to two restricted visitor (transferable) permits per residence for use by genuine visitors or service vehicles.
6.2 Permits in existing residential parking permit areas

Brisbane is the only large city in Australia with no limit on the number of resident parking permits that can be issued per household. Some residents believe households with an excessive number of permits are parking out streets and limiting other people’s ability to park in close proximity to their home.

While it is acknowledged that an excessive supply of permits can certainly undermine the effectiveness of the scheme, the decision to apply a fee to permits appears to have addressed this issue in the short term. Demand for permits has dropped from a peak of around 75,000 in 2012-2013 to less than 30,000 following the introduction of a permit fee.

Research shows that 94 per cent of households in existing residential parking permit areas have two residential parking permits or less while 75 per cent of households have a single permit. With this distribution of permits, the Taskforce agree that capping permits within existing residential parking permit areas is not necessary at the current time.

Currently, visitor parking permits are limited to two per household, but residents can apply for additional permits, which are issued at the discretion of Council. In addition, short-term permits can be made available for residents holding a function or an event. These permits are not intended for tradesmen undertaking renovations.

The distribution of the number of visitor parking permits shows that 98 per cent of households have one or two permits and that only two per cent of households require more than two permits.

Although the cap is appropriate and is supported by the Taskforce it was agreed that members of the community who need special care or support may require additional permits. Therefore, a new category of visitor permit is proposed to facilitate visits by carers and registered healthcare professionals.

Distribution of residential parking permits per household (issued between 1 March and 12 September 2014)

<table>
<thead>
<tr>
<th>Number of residential parking permits per household</th>
<th>Number of residential parking permits per household</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Permit</td>
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</tr>
<tr>
<td>1245</td>
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<tr>
<td>319</td>
<td></td>
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<tr>
<td>22</td>
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</tr>
</tbody>
</table>

Distribution of visitor parking permits per household (issued between 1 March and 12 September 2014)

<table>
<thead>
<tr>
<th>Number of visitor parking permits per household</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Permit</td>
</tr>
<tr>
<td>2 Permits</td>
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<tr>
<td>3 Permits</td>
</tr>
<tr>
<td>4 Permits</td>
</tr>
</tbody>
</table>

6.3 New residential parking permit areas

As the city develops, the residential parking permit scheme may need to be expanded into other areas. Community consultation revealed in-principle support for expanding residential parking permit areas around emerging areas such as Nundah, transport hubs such as at Greenslopes and at the edges of existing traffic areas.

For an area to be considered for a new residential parking permit scheme, factors such as the nature of development in the area, the availability of on-street parking and community feedback should be considered.

Potential assessment criteria may include the following:

1. The zoning and nature of development in the area.
2. The availability of on-street parking spaces between the hours of 10am-3pm on weekdays is severely limited (for example, more than 80 per cent of parking spaces are occupied).
3. Long-term parking is predominant (for example, more than 60 per cent of available spaces are occupied long term).
4. The parking demand is primarily generated by non-local motorists (commuters).
5. Council’s parking complaints register demonstrates a history of parking issues due to parking demand.
6. At least 60 per cent of respondents to a community survey are supportive of the scheme.

Recommendation 20
Introduce a special visitor permit for carers and registered healthcare professionals.
New schemes should aim to achieve a parking availability rate of 15-40 per cent. Vacancy rates greater than 40 per cent are generally regarded as inappropriate use of a valuable resource and detrimental to the city’s economic prosperity. A post-implementation review should be undertaken on the availability rates achieved. Any modifications required to the scheme should be carried out in consultation with affected residents.

To help ensure the effectiveness of the scheme, the Taskforce recommends that the supply of permits in new areas be capped. New schemes should include a cap of one residential and one visitor parking permit per household.

**Recommendation 21**
Establish criteria for creating new residential parking permit areas involving both a technical assessment and community consultation.

**Recommendation 22**
Cap the number of residential parking permits in new parking permit areas to one residential permit and one visitor permit per eligible household.

**Comparison of permit costs (June 2014)**

<table>
<thead>
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<th>Location</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>1st Permit</td>
<td>2nd Permit</td>
</tr>
<tr>
<td>Brisbane (current)*</td>
<td>$10</td>
<td>$10</td>
</tr>
<tr>
<td>City of Sydney**</td>
<td>$25-100</td>
<td>$50-200</td>
</tr>
<tr>
<td>North Sydney**</td>
<td>$31-114</td>
<td>$100-255</td>
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<tr>
<td>City of Melbourne***</td>
<td>$20</td>
<td>$80</td>
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<td>$32.70</td>
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</tr>
<tr>
<td>Hobart*****</td>
<td>$45</td>
<td>$45</td>
</tr>
</tbody>
</table>

* No limit to number of permits, maximum charge per household $25.
** Sliding scale of fees based on environmental impact of vehicle.
*** Two permit maximum with some locations allowed a single permit only.
**** $28 for dwellings built before 1976, $213 for dwellings built after 1976, $30 for residents who require daily medical care, $130 for eligible concession card holders.
***** Based on parking permit in metered area.

**6.4 Permit pricing**
The public feedback received regarding parking permits was primarily focussed on improving the efficiency and effectiveness of the system rather than on pricing. A large number of comments related to matters other than the cost of permits.

This is not surprising as a comparison with other capital cities shows that Brisbane has very low permit fees compared with other cities around Australia.

The Taskforce recommends retaining fees at the same level to help manage demand for permits and improve the overall effectiveness of the scheme. A discount for pensioners applying for permits is also desired.

**Recommendation 23**
Retain the current fees for parking permits.

**Recommendation 24**
Apply a discount for eligible pensioners seeking residential parking permits.

Greater restrictions are required around Nundah to discourage all day parking for public transport users and construction workers... A residents parking scheme is required for the area.

Shane, Nundah
I agree with the parking permits, but disagree with the paper-based system and charge for the ability to park in front of my own house. An online system needs to be developed where you can log onto your property and add or delete cars that may park at your property... It would simplify the whole system.

Stephen, Fortitude Valley

6.5 Permit processing

Council currently uses a paper-based system to process residential parking applications. This time-consuming process involves substantial manual handling which means residents cannot be issued with a permit immediately or given an accurate indication of when their application will be processed. Eligible applicants are posted permit stickers to affix to their vehicle. Community members expressed concern this places them at risk of being fined while waiting for a permit. They believe the process is too slow and subject to error.

The Taskforce recommends replacing the existing manual sticker-based system with an online and phone application system linking permits to vehicle registration. This would allow residential (and visitor) permits to be issued immediately (subject to verification of eligibility). Payment options would also be expanded and modernised as part of this initiative.

The linking of permits to vehicle registration reduces the potential for abuse (e.g. people sharing permits between vehicles) and allows for the implementation of technology such as Licence Plate Recognition (LPR) cameras. LPR consists of an in-vehicle camera that reads and recognises number plates. As it can be linked to multiple back-end systems (see Chapter 10), LPR can identify the status of the vehicle, the validity of the permit it is operating under and the status of meter payments. LPR therefore has the potential to become a key element of an effective, automated enforcement system that protects permit holders.

Recommendation 26
Enhance enforcement of the parking permit scheme to protect residential amenity through use of technology.

While there needs to be enforcement to ensure that parking spaces are effectively utilised it needs to be a little more sophisticated... Suggest that number plate recognition is used to verify the vehicle.

David, Newmarket

Recommendation 25
Investigate options to phase out the use of parking permit stickers and adopt a fast, phone or online application and processing system with a variety of payment options.
6.6 New developments in traffic and residential parking permit areas

Currently, all residents in traffic and residential parking permit areas are eligible for a permit, whether they live in a house, townhouse, existing unit or new apartment.

The consultation revealed residents believe new residential developments – particularly multi-unit developments – are placing major pressure on street parking and that this issue needs a longer-term solution. Although residents saw the need for traffic and residential parking permit schemes, they believe schemes become ineffective when too many permits are issued per street as a result of demand created by higher-density developments.

Other large Australian cities have moved to strictly limit permit availability within new development areas. In parts of Melbourne, all increases in density trigger permit ineligibility and cancellation of existing parking permits. In parts of Sydney, permit ineligibility applies to new developments involving mid-to-large-scale multi-unit dwellings.

The Taskforce believes that people moving into new multi-unit developments and new student accommodation within traffic and permit areas should not be eligible for parking permits. Instead, developers, buyers and renters within new developments have a responsibility to ensure they have sufficient parking off-street. On-street parking is limited and must be shared by a wide range of users. Given the high demand for these spaces, it is unreasonable for residents moving into large new developments to expect preferential access to on-street parking.

The Taskforce proposes applying the restriction on permit eligibility to development applications lodged after 31 March 2015. To assist developers, new unit buyers and tenants understand the new restrictions, the Taskforce recommends that Council prepare information to be provided to local councillors, the real estate industry and the Queensland Law Society.

Recommendation 27
Residents of new multi-unit developments and student accommodation located within traffic areas or parking permit areas, where development applications are lodged after 31 March 2015 will not be eligible for residential or visitor parking permits.

Recommendation 28
Work with local councillors, the real estate industry and the Queensland Law Society to ensure that new residents moving into traffic and permit areas are provided with relevant information on the parking restrictions in their area.

6.7 Consideration of a business parking permit scheme

Not all businesses have access to off-street parking. Some cities have implemented a business parking permit scheme to help local businesses. The City of Sydney, for example, introduced a business parking permit scheme in August 2014 for premises with no on-site parking. These permits exempt the vehicle from traffic or parking area restrictions.

Potential criteria for a business parking permit scheme may include the following:

- The business must not have any on-site parking.
- The business cannot reasonably modify the premises to provide an on-site parking space.
- The business is located within a traffic area where a time limit applies to unsigned parking spaces (CBD businesses would not be eligible).
- The permit is for a business vehicle and the business can demonstrate they require the vehicle for carrying goods or equipment.
- Business permits are limited to one per property. Businesses located within multi-unit complexes are not eligible.
- The permit is linked to the vehicle’s registration number.
- Permits are not provided for the purpose of general staff parking.

Recommendation 29
Investigate the introduction of a business parking permit scheme for pre-existing businesses with no off-street carparking, located within traffic and permit areas.
7.0 School parking

Safety concerns and changing lifestyles have resulted in more parents driving their children to and from school. This has increased congestion around schools and tension between parents and local residents.

To manage parking and improve school safety, Council uses education programs, behaviour-change programs and enforcement. Council also upgrades or delivers new infrastructure such as pick-up and drop-off zones, short-term parking and pedestrian crossing facilities through its Safer Routes to Schools program and a joint initiative with the Queensland Government, Safe School Travel.

Key parking issues raised by parents, residents and school staff during consultation include:

- illegal parking (parking across driveways, on footpaths or adjacent to intersections)
- lack of parking, competition with other road users and traffic congestion
- safety around parking areas
- the operation of drop and go zones (non-compliance, lack of enforcement).

You should concentrate more on active travel... If you get the kids cycling etc. most of the parking hassles will go away...The complete lack of parking or managed traffic flow added 30 mins of driving at each end of the day.

Brian, Stafford Heights
A high percentage of responses identified safety of children as a key emerging theme regarding parking around schools. Solutions suggested by the community include the following:

- **Educate parents on parking regulations**: Lack of knowledge is one reason for non-compliance with parking regulations.
- **Improve parking signage and line marking**: Improved delineation of bays could encourage cars to park correctly while better signage may assist with compliance (especially in drop and go zones).
- **Increase enforcement**: Enforcement of parking zones is needed in certain circumstances. Vehicles overstaying in drop and go zones should be ‘moved on’.
- **Review parking restrictions**: A number of respondents want parking times in drop and go zones to be increased from two minutes; others want stricter limits to encourage active travel.
- **Promote active travel and public transport**: Council should build on the success of its Active School Travel program.

Council's highly successful Active School Travel program educates and motivates students, parents and teachers to leave the car at home and actively travel to and from school. Commencing in 2004 with eight schools, there are now up to 50 schools participating in the program each year. Last year it achieved a 17 per cent decrease in car trips to school, with 80 per cent of parents surveyed stating their child's road safety awareness had increased through the program.

**Recommendation 30**
Invest further funds into school safety improvements and active travel initiatives.

### 7.1 Education, management and signage

While schools are major trip generators, very little infrastructure is provided by Education Queensland or other Queensland Government departments to manage traffic and parking. Often schools are significantly expanded – adding new buildings and students – without the provision of any new parking or passenger loading facilities. As a result, parking is forced into surrounding streets. Local residents and members of the school community then turn to Council for assistance in addressing problems associated with poor planning by state departments.

A cooperative approach between schools, the Queensland Government and Council is essential to help manage these challenges. Developing school-specific traffic and parking management plans can help formalise the processes and rules for each school and act as an aid to education. If each school developed its own plan, using a Council template, the plan could be communicated to new staff and parents, helping to reduce parking and traffic infringements which peak at this time.

Using a Council template offers the added benefit of establishing a more consistent approach to parking and traffic management across Brisbane schools, while allowing flexibility for schools to address specific local challenges.

Experience shows schools can reduce congestion by proactively managing their passenger loading zones. For example, a Brisbane school that recently trained and appointed volunteers to manage their school’s loading zone also found a reduction in delays caused by motorists unlawfully overstaying time limits. This significantly reduced the time it took parents and guardians to collect students.

The Queensland Government’s Look Out program helps schools get trained and equipped to manage their loading zones safely and efficiently. As an incentive to become involved, the Queensland Government offers extra signs to schools participating in the program.

Council provides additional signage to further assist schools. Offering these signs to schools that develop a traffic and parking plan and actively manage their passenger loading zones may act as a further incentive for self-management. Volunteer organisations can also assist schools to manage their loading zones.

In the long term, this cooperation needs to extend to expansion and redevelopment projects that could alter the size and makeup of a school’s population. The Taskforce recognises that these projects should consider the provision of adequate off-street parking, to avoid future problems.

**Preparation of AV educational materials to show parents how best to use drop-off zones at schools. Assisting schools in the provision of traffic wardens to monitor parking behaviour... More prominent identification of drop-off zones through on road painting – sign posts alone do not adequately highlight restricted areas.**

School administrator
Recommendation 31
All Brisbane schools be requested to develop and implement their own traffic and parking management plan using a template prepared by Council.

Recommendation 32
Implement a phased rollout of standardised drop and go zone signage at schools in support of their traffic and parking management plans.

Recommendation 33
Work with the Queensland Government to ensure that school expansion and redevelopment projects include appropriate provision of off-street parking.

Recommendation 34
At the request of schools, trial driver-behaviour monitoring cameras at school loading zones and support them with highly visible enforcement vehicles and uniformed suburban safety and parking control officers.

The College has tried a number of strategies over the years to try to change behaviours however we have had little success. We regularly place notices in our weekly newsletter and have on many occasions requested the Queensland Police to patrol the area and issue infringement notices. We are currently working with BCC in its efforts around schools to improve parking behaviour.

School administrator

7.2 Enforcement and compliance
Illegal parking around schools is dangerous. It places children and other community members at risk and effective, ongoing enforcement is vital.

Brisbane has in excess of 300 schools which makes effective enforcement challenging. Council’s current parking enforcement program at schools responds to complaints made by members of the public, requests from schools, parents and citizens’ associations, councillors and observations by Council’s enforcement officers. Complaint and enforcement data is analysed to determine where and when programmed patrols are required. Feedback from the community indicates that driver behaviour and school safety improves following enforcement action, however, this positive effect is often short-lived.

The Taskforce agrees that opportunities exist to improve safety and compliance around schools through the use of technology such as mobile and fixed cameras. Some councils, both in Australia and overseas, have successfully used fixed cameras to encourage greater compliance at passenger loading zones. In recent times, Council has begun using vehicles equipped with dashboard cameras to monitor and enforce parking around schools. This mobile technology has given Council better capacity to respond to the large number of school-related enforcement requests received each year.

The Taskforce agrees that a technology-enabled approach has the potential to significantly improve driver behaviour and safety around schools and should be complemented with highly visible enforcement vehicles and uniformed suburban safety and parking control officers. Experience from across the city indicates that the mere presence of visible enforcement activities serves to improve driver behaviour and compliance around schools.
An entry sign for the Brisbane Central Traffic Area alerts motorists they are entering an area where parking is limited.

If parking is not permitted in the CTA, that stretch of road should be clearly signed and the default not simply be that there are signs on the approaches to the CTA. If you can place signs around the meters you can surely place signage where parking is restricted.

Brian, Seventeen Mile Rocks

### 8.0 Signage

Brisbane’s parking signage is designed and installed in accordance with Queensland standards, which reflect standards used across Australia. This ensures signs are legally enforceable and generally consistent across different Council areas.

#### 8.1 Traffic area signage issues

The Queensland Government requires all councils in the state to sign the entries into full-time traffic areas using standard signs. Variations require endorsement from the Queensland Government.

The most frequently mentioned issue about traffic areas was Council’s practice of only signing traffic areas at their boundaries and on major roads leading into the area. Respondents said additional signs are needed in specific streets within the traffic area as the entry signs can be easily missed. Some people noted that although they knew they were in a traffic area, they were unable to work out what time limit applied to the space they wanted to park in.

The Taskforce believes opportunities exist to improve signage for traffic areas. For example, additional signs could be installed at the start of problem streets and expanded into other streets as funding and resources become available. The Taskforce also noted that visual prompts such as colour-coded signage may be an effective way of reminding motorists that they are within a traffic area.

**Recommendation 35**

Progressively review and improve signage for traffic areas, making signage clearer and more recognisable through the use of colours and visual prompts.
8.2 Signage format and information

The complexity of signs and the difficulty interpreting them were key issues raised during community consultation. Discussions with other councils across Australia indicated that this was a common problem in most cities. While Council has limited ability to alter the format of existing parking signs (as they are standard across Queensland) additional signs could be created to clarify the designations of loading zones and better communicate the times parking is allowed.

The Taskforce also recommends Council trial a parking schedule sign to better explain parking times. These proposed signs have been based on the work of New York designer Nikki Sylianteng, creator of the website To Park or Not to Park?

A prototype sign to help motorists spot loading zones in the CBD quickly and differentiate between passenger and commercial vehicle loading zones has also been developed. This sign has been endorsed by the Queensland Government.

Community members stated that missing, damaged and faded signs make it difficult to determine if parking is permitted. Council often receives complaints from customers issued with parking infringement notices stating they failed to see the parking sign. Some submissions suggested that Council regularly audit the condition and location of all parking signs.

Technology now allows for printed signs to be supplemented with real-time electronic information. The Taskforce considers this a significant advantage in assisting people to find available parking and reducing the chances of misreading signage.
Recommendation 36
Develop and progressively install enhanced loading zone signage across Brisbane, commencing with high-use zones.

Recommendation 37
Investigate simplified parking signage options, including a trial of parking schedule signs, to determine their effectiveness and suitability for further use.

Parking signage is extremely difficult to figure out in Brisbane, especially when unfamiliar with an area, and often when there are multiple signs on a single pole, or when one large sign is used to cover a whole street...
Matt, Clayfield

A ‘lollypop’ sign is one way to help motorists quickly identify a loading zone

Recommendation 38
Conduct a full spatial audit of all parking signs and associated roadside infrastructure across Brisbane – including geo-tagging – to ensure Council’s asset register is accurate and up-to-date.

Recommendation 39
Investigate options for introducing electronic signage and smartphone applications (with a voice-guided feature) to direct motorists to available parking.

Based on the innovative work of New York designer Nikki Sylianteng, Council’s draft new parking schedule sign employs a simple format, images and colours to visually convey when parking is allowed.
Enforcement has improved lately however it is still a bit of a lottery on event days/nights. Sometimes whole streets are missed while others are ticketed. It seems that some streets are given priority while others are not. This is not fair.

Brett, Petrie Terrace

9.0 Enforcement

Enforcement is designed to change behaviour and ensure compliance. Without enforcement, streets would be parked out, access would be difficult, congestion would increase and safety would be seriously compromised.

Council enforces parking regulations by:

• responding to complaints
• investigating unregistered and abandoned vehicles
• coordinating parking enforcement activities during all major special events (e.g. sporting matches and music festivals)
• conducting proactive parking patrols to address areas with ongoing non-compliance and high traffic (e.g. CBD, West End and Fortitude Valley).

Proactive enforcement responds to intelligence gathered about problem areas. Once a level of compliance is achieved, scheduled enforcement is reduced and the focus shifts to other problem areas.

Council enforces parking activities directly and outsources back-end processing, administration and debt collection, so the Taskforce limited its focus to monitoring and detection technologies. Parking activities are monitored and infringements are issued through foot patrols and in-vehicle patrols.

In foot patrols, officers chalk tyres or mark the position of tyre valves to determine the length of parking stays, visually check permits, and affix Prescribed Infringement Notices (PINs) directly to cars. Officers check parking meters using handheld devices. (Council adopted ‘pay by plate’ meters in 2009 to replace ‘pay and display’ meters that require tickets to be displayed on the vehicle). Data on infringements is downloaded and transmitted to Council’s outsourced provider (for processing and debt collection).

In recent times, Council has introduced cameras mounted to vehicle dashboards that allow for in-vehicle patrols of infringements other than overstays (e.g. parking across driveways). Dash-camera-observed infringements are advised to Council’s outsourced provider who posts the PIN to the vehicle owner’s address.
9.1 Approach to enforcement

Community consultation revealed some people view Council’s enforcement of parking issues as haphazard and inconsistent. It is possible this perception, in part, may be due to people being unaware that enforcement is going on, as officers are not always present (e.g. by dashboard enforcement cameras). The Taskforce believes a high profile approach (e.g. vehicles and uniforms) is needed to actively counter this perception.

Many residents who submitted to the Taskforce support more enforcement. The primary breaches identified by residents are as follows:

- **Footpaths/verges**: Pedestrian safety, particularly for people with a disability, is very important.
- **No stopping zones/clearways**: Enforcement to relieve congestion is supported.
- **Traffic and parking control areas**: Enforcement should be increased and made more consistent.
- **Driveways**: Illegal parking across driveways blocks access to homes and should be addressed.

**Recommendation 40**

Facilitate improved compliance levels in suburban areas by increasing community awareness of parking enforcement activities with the use of highly visible, marked vehicles and uniformed suburban safety and parking control officers.

**Recommendation 41**

Facilitate improved compliance levels by supplementing manually issued (on-the-spot) infringements, with technology-enabled methods such as camera-equipped vehicles and parking sensors.

**Recommendation 42**

Continue the practice of issuing camera-detected infringements by mail for safety-related offences or in cases where it is not practical or safe to physically attach an infringement to a vehicle.

**Recommendation 43**

Undertake greater public education of parking and traffic regulations, offences, fines, as well as providing information on Council’s reinvestment of parking-related revenue into the community.

9.2 Enforcement appeals

Prior to 2004, the decision to uphold or waive disputed fines was often made at the discretion of the Lord Mayor. Feedback from the community indicated that this situation was far from ideal and decisions were often seen as being inconsistent. As a result, Council established the Office of the Disputes Commissioner to facilitate a robust and structured two-stage decision process for reviewing disputed fines.

An appeal is first referred to and dealt with by Council’s outsourced provider. If the customer is not satisfied with the outcome, they can refer the matter to the Disputes Commissioner. The Disputes Commissioner considers the full facts and circumstances. (These may not have been available to the officer at the time the parking infringement notice was issued). The Disputes Commissioner then undertakes a thorough review of evidence and supporting documents before making a decision, which is considered Council’s final decision on the matter.

After this appeals process has been exhausted, the customer may choose to take the matter to the Magistrates Court.

Compared with processes used elsewhere in Australia, the Office of the Disputes Commissioner is unique and offers a fair, consistent and reasonable opportunity for residents to appeal fines without incurring court-related expenses. The Queensland Ombudsman’s Office recently judged the process as ‘best practice’ following a review.

**Recommendation 44**

Continue to offer the existing two-stage appeal process – involving an internal review, and consideration by the independent Disputes Commissioner – for situations where motorists wish to dispute an infringement. This should be complemented by appropriate education to ensure the community is informed and aware of this process.
9.3 Parking fines and revenue

Parking fines are administered under the Transport Operations (Road Use Management) Act 1995 (the Transport Act). Under the Transport Act, Council is allowed to set fines for certain minor traffic offences. Where this is done, it overrides the penalties set out under the State Penalties Enforcement Act 1999. For this reason, there are differences in the cost of fines issued by Council and the Queensland Police Service. It is important to note, however, that parking management is generally seen as a low priority for police compared to other responsibilities. For this reason, full powers to regulate and enforce parking were delegated to Council in the 1960s.

<table>
<thead>
<tr>
<th>Five most common infringements issued in Brisbane</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Parking in a metered space without inserting payment ($85 or 0.75 penalty units)</td>
</tr>
<tr>
<td>2. Parking in the Brisbane Central Traffic Area for longer than permitted ($85 or 0.75 penalty units)</td>
</tr>
<tr>
<td>3. Parking for longer than permitted by a parking sign ($85 or 0.75 penalty units)</td>
</tr>
<tr>
<td>4. Stopping on a road with a yellow edge line ($113 or 1 penalty unit)</td>
</tr>
<tr>
<td>5. Parking in a metered parking space when the meter has expired ($85 or 0.75 penalty units)</td>
</tr>
</tbody>
</table>

To encourage compliance and discourage offences that adversely impact on other people, Council uses a tiered system of fines. The highest fines are attached to offences such as illegally parking in a disability bay or stopping in a clearway. The lowest fines are associated with overstaying offences.

The Taskforce considers Council’s current fine levels, and tiered fine structure, to be appropriate. However, it is believed that greater public education of fines and their purpose is required and will help improve compliance.

**Recommendation 45**
Continue the use of the current tiered system of fines, which discourages offences that adversely impact on other people such as illegally parking in a disability bay or stopping in a clearway.

**Recommendation 46**
Work with the Queensland Government and surrounding councils with the aim of achieving greater uniformity in parking infringement levels.

**Recommendation 47**
Update Council’s website to ensure that information regarding traffic regulations, offences and fines is easier to understand.
I believe investment in dedicated parking positions and places would be a better approach… The introduction of technology to guide persons to and from public parking spaces is an essential component to address parking constraints.

Ross, Bulimba

10.0 Leveraging technology

Most submissions to the Taskforce on technology issues supported investments in parking technology and innovation, especially tools to help people find a park, pay, receive advance notification of expiry and extend their parking time.

The majority of responses concerned:

- parking meter payment technology
- integrated phone application and website
- parking sensor technology
- parking space booking.

An integrated solution for parking management has the potential to streamline administrative activities, provide a seamless customer interface and reduce infringements. Modern, efficient technologies can improve consistency in decision making, mitigate human error, simplify enforcement activities, reduce processing times and errors and improve customer service.
The individual elements of an integrated approach could include:

- Smartphone applications (apps) to provide information on availability of loading zones and parking, pre-booking, meter-payment options, real-time information on remaining time and options for extension.
- An online application process for residential parking permits (residents and visitors).
- Licence plate recognition (see Chapter 6) to identify the permit status of the vehicle, payment status and length of stay.
- Handheld devices for enforcement officers that are android/iOS compatible, provide real-time data (syncing from the field), have improved search capability (of previous infringements and warnings) and are easier to read at night or in bright sunlight.
- Improvements to back-end processing (responding to customer enquiries).
- Parking sensor technology.
- Central processing and data warehousing.

These elements could be procured:

- as a full solution or incrementally
- according to priority and benefit
- according to an overall specification that ensures that all elements can talk to one another.

**Recommendation 48**
Integrate technology elements to provide a total parking management solution.

**Recommendation 49**
Facilitate and support greater use of technology, such as online tools and applications (apps), to help residents, visitors and commercial operators pre-plan their parking.

**Components of a potential integrated IT solution for parking management**
10.1 Parking sensors
Council does not have a reliable or accurate way of detecting and monitoring parking behaviour across the city. This makes benchmarking driver compliance against kerbside allocations difficult. Council also cannot determine the effectiveness of its enforcement practices or changes to kerbside allocations.

Parking sensors are devices that are installed in or on the road pavement within a parking space. They detect when a vehicle arrives and how long it stays. Each parking sensor sends an alert if a vehicle exceeds the allowed stay, which can be monitored by Council officers.

With thousands of on-street parking spaces in high demand, implementing a network of parking sensors would allow Council to analyse usage patterns and key parking metrics. This could greatly improve parking planning and management over time, specifically:

- operational resourcing and enforcement strategies
- assessing community or internal requests for changes to kerbside allocations.

The City of Melbourne has been operating a network of 5,400 parking sensors since 2012. Within 12 months of implementing parking sensors, the City of Melbourne reported improvements in:

- compliance with parking time limits
- productivity of parking officers
- enforcement rates.

In April 2014, Council undertook a trial of in-ground parking sensors in Brisbane. More than 300 sensors were installed in three different inner-city locations. The results to date have already assisted the Taskforce in reaching some of its recommendations such as the introduction of free 15-minute parking (Recommendation 16) and reviews of time limits (Recommendation 50).

Recommendation 50
Roll out parking sensors in suitable high-demand locations to provide Council with accurate parking usage data.

10.2 Time limits on kerbside space
Time limits placed on kerbside space take into consideration how the surrounding neighbourhood is used and the area’s current and future parking demand (e.g. as development occurs). The use of technology such as parking sensors could assist in setting appropriate limits by providing accurate data about parking use and availability. This would enable Council to optimise time limits in response to local demand.

Recommendation 51
Make use of parking sensor data, where available, to inform time-limit adjustments to achieve optimum occupancy and parking availability rates.

10.3 Demand responsive pricing
Sensor technology offers the advantage of highly accurate information on parking demand. This data can potentially be used to inform price adjustments aimed at optimising parking availability and turnover. For example, in San Francisco, sensor data was used to periodically adjust rates up or down to achieve a target occupancy rate of between 60-85 per cent.

Although in San Francisco parking rates were adjusted every six to eight weeks, the Taskforce believes once a year would be more appropriate for Brisbane (as parking meter fees are adjusted within Council’s annual budget process).

Recommendation 52
Make use of parking sensor data, where available, to inform annual parking meter fee adjustments to achieve optimum occupancy and parking availability rates.
Case study: Alice Street

A 2009 occupancy study of Alice Street, a busy CBD street, revealed low turnover and high occupancy rates in off-peak periods such as on weekends and in the evening. Very few parks were available and arriving motorists found difficulty in finding a space.

The following year Council introduced extended hours for paid parking (weekdays 7-10pm and weekends 7am-7pm) with a discounted rate of $2.

Due to the high cost of an occupancy study, Council did not evaluate the changes until 2014 when parking sensors were trialled. Results show that extending meter hours opened up more parks, with occupancy rates generally falling within the recommended target rate of 60-85 per cent.

Although Alice Street is predominantly three-hour parking, the average length of stay is now 40-100 minutes.

The sensor data found that:
- 40-60 per cent of vehicles remain for less than 15 minutes
- 30-40 per cent of visitors remain longer than one hour
- 10-20 per cent of vehicles remain longer than two hours.

In conclusion, the sensor trial confirmed the importance of paid parking in maximising turnover to create improved parking availability.
10.4 Open parking data

Although some municipalities (such as Manly Council in Sydney) have developed smartphone applications internally, others such as San Francisco have simply made parking data available on an open platform.

San Francisco encourages independent developers and researchers to use its public application programming interface (API), open data and application source code to create new apps and data visualizations that support the goal of making parking more readily available.

Brisbane has already provided 68 public datasets of which nine are transport related including restricted parking areas, loading zones, parking meters, CityGlider routes, ferry timetables and information on bikeways and bus stops. There are however, further opportunities to proactively release data sets to the public.

Council would need to resolve some issues before providing parking data on an open access basis, particularly related to privacy, legal aspects, data accuracy and data maintenance.

To encourage the take-up and promotion of open data, Council could host a competition such as Hack Brisbane for independent developers to develop the best app.

Recommendation 53

Actively encourage the use of parking-related open data for application (app) development, including the establishment of a public ‘hack-a-thon’ competition, similar to ‘Hack Brisbane’.
11.0 Future policy management

To complement this document, the Taskforce believes Council’s 2007 Parking in Brisbane Guide needs to be updated and refined as a complementary educational tool for residents, schools and businesses. The guide will be assisted by a series of separate fact sheets.

Reforming Brisbane’s parking management cannot be achieved instantly. Taskforce members see an ongoing role for the group in monitoring the implementation of key recommendations and updating the parking management strategy. The Taskforce recommends reconvening three months and six months after the release of this report and then on an annual basis.

The Taskforce is aware also that the Queensland Government is preparing a park ‘n’ ride strategy and looks forward to working with the Queensland Government on the future development of park ‘n’ ride facilities.

**Recommendation 54**
Update and fully revise the Parking in Brisbane Guide. This guide should be made available in a simple and easy-to-use format, both as a hard copy and an online version.

**Recommendation 55**
Reconvene the Brisbane Parking Taskforce three months and six months after the submission of this report and then annually thereafter.
Appendix A: Consultation summary

Between 4 June and 11 July 2014 Council received:

- 1,160 written submissions via email, online survey and social media:
  - 707 online survey submissions and 337 emails
  - 88 Facebook proactive suggestions
  - 28 Twitter proactive suggestions
- 3,396 pageviews of the Parking Taskforce page on Council’s website
- 199,380 Facebook and Twitter impressions.

The online survey asked for submissions to be made under the following categories:

- CBD and inner-city kerbside space
- time limits
- parking meters
- residential parking permits
- parking around schools
- enforcement
- parking fines and revenue
- parking technology and innovation
- other.

Emails, Facebook and Twitter submissions were categorised in the same manner. A number of submissions covered more than one category within the online survey.

The large majority of responses came from residents with business, visitors and ‘other’ representing far smaller but similar-sized groups.
Breakdown of respondents

<table>
<thead>
<tr>
<th>Respondent type</th>
<th>Number of responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>32</td>
<td>4.5%</td>
</tr>
<tr>
<td>Resident</td>
<td>588</td>
<td>83.2%</td>
</tr>
<tr>
<td>Visitor</td>
<td>42</td>
<td>5.9%</td>
</tr>
<tr>
<td>Other</td>
<td>45</td>
<td>6.4%</td>
</tr>
</tbody>
</table>

The distribution of responses by the online survey and by email is shown below.

Responses to survey

Key issues identified are as follows:

- The provision of on-street parking should strike a balance between the desire for accessibility and the needs of other users of the kerb (e.g. for clearways and bus stops).
- Greater turnover of spaces and more parking around the CBD fringe could increase parking availability.
- There should be more motorcycle parking.
- There is a conflict between cyclists and on-street parking. More kerb space should be made available to facilitate cycling.
- There should be more passenger pick-up and drop-off zones.

A.1 CBD and inner-city kerbside space

A total of 219 responses were received on CBD and inner-city kerbside space.

Emailed issues
A.2 Time limits
A total of 192 responses were received on time limits.

Key issues identified included:
• time limits around special centres (such as universities, technology precincts, hospitals and urban villages) do not cater for the needs of parking users
• parking limits perceived as inconsistent.

A.3 Parking meters
A total of 206 responses were received on parking meters.

Key issues identified included:
• charges and operating hours extending beyond 7pm on weeknights in some areas (inner city)
• charges on weekends in some areas (inner city)
• making metres more reliable and user-friendly
• reviewing the locations of meters to better align placement with areas of greatest need.

A.4 Residential parking permits
A total of 201 responses were received on residential parking permits.

Parking permit issues related to costs and availability of street parking:
• A permit system is supported for areas around high density developments, bus stations and rail stations.
• The imposition of a fee in March 2014, without any improvement in customer service, was negatively viewed. Additional benefits for residents were desired such as improved processing and enforcement.
• Residents also criticised the scheme for being unable to guarantee a park near their home (due to long-term parking by commuters or an excessive number of permits being issued in that street).
• The parking permit process is perceived to be slow and subject to error. It also places residents at risk of being fined while waiting for their permit.
• Technological solutions should be considered for processing.
• The financial cap encourages an excessive number of permits to be issued.
• The number of permits issued per household should be limited. Some respondents believe permits should not be issued to people who already have access to off-street parking.
A.5 Parking around schools
A total of 162 responses were received regarding school parking.

Key issues identified included the following:

- Parking and non-compliance around school drop and go zones are of concern.
- Drop and go zones require clearer signage and markings.
- More enforcement of time limits in drop and go zones is required to ‘move on’ vehicles that overstay.
- There is strong support for promoting active travel and public transport.

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A.6 Parking signage
A total of 158 responses were received on parking signage.

Confusion around signage was of concern:

- The volume of information on signs can be excessive, making it difficult to digest.
- Only signing traffic areas at their boundaries and on major roads leading into the area is insufficient. Additional signage is needed to make parkers aware of the regulations in the street they are parking in.
A.7 Enforcement
A total of 225 responses were received regarding enforcement.

While there was general agreement about the need for more enforcement there were some concerns including the following:

- Enforcement is perceived as haphazard and inconsistent.
- Greater enforcement is desired in certain areas.
- Suggested alternatives to enforcement include providing more parking or greater leniency in certain circumstances.
- Most support for greater enforcement came from residents on issues related to:
  - parking on footpaths/verges
  - no stopping zones/clearways
  - traffic and Parking Control Areas
  - driveways.

A.8 Parking fines and revenue
A total of 160 responses were received on parking fines and revenue.

The key issues surrounding parking fines focussed on the amount being paid and how the revenue is used:

- Fines are appropriate for infringements that have major impacts on others but fines for offences such as overstays or parking on a yellow line are considered excessive.
- Revenue should fund improvements to streets, better bikeways and more and cheaper parking facilities.
A.9 Parking technology and innovation

A total of 158 responses were received on parking technology and innovation.

Key issues identified included:
- parking meter payment technology
- integrated phone application and website
- parking sensor technology
- parking space booking systems.

A.10 Other

A total of 625 responses were received on issues categorised as ‘other’.

Key issues identified included the following:
- Parking should be removed from cycle lanes [noting that on-road infrastructure where parking is permitted is often a bike awareness zone].
- Inadequate off-street parking in new developments is perceived as a cause of streets being parked out.
- More park ‘n’ ride facilities should be provided at public transport hubs, supported by on-street restrictions and enforcement to deter commuters.