

West Coast Council

Parking Review 2018

**Queenstown, Rosebery, Strahan
Zeehan & Tullah**

Tasmanian Consulting Service Pty Ltd

74 Oldaker Street, Devonport 7310

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Author: **Simon Angilley**
Reviewer: **Gordon Angilley**

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1. Review Purpose and Objectives

Tasmanian Consulting Service (TCS) were engaged by the West Coast Council to conduct a parking study of the current parking that is available in the CBD's of the five major towns within the municipality:

- Queenstown
- Rosebery
- Strahan
- Tullah
- Zeehan

At engagement, TCS were also commissioned to assist Council personnel obtain traffic count data at 3 locations. This information is needed for Council's database and ongoing management of the road infrastructure. The traffic count data does not provide an input to this study and hence is not referenced in this report.

At the parking study 'kick off meeting', the focus of the study scope was changed, by Council, to enable concentration of the study on parking issues/concerns at Strahan and Queenstown and, in particular, the issues relating to the paid parking in these two towns. This change of focus necessitated an increased community consultation process, compared to the original study intention. The change in focus was also justified as evidenced by the survey responses, the majority of which related to Strahan and Queenstown.



2. Summary

The investigation for the parking review comprised:

- Review and assessment of data provided by WCC.
- Council workshop meeting with Strahan Community Stakeholders.
- Community Questionnaire/Survey and, where requested, follow up interviews.
- Petition format survey by World Heritage Cruises.

Details of the questionnaire are included in Appendix 1 and the Survey results are included in Appendix 2.

Section 5 of this Report details the community engagement and consultation process and results, whilst Section 6 discusses each item and, where appropriate, provides a recommendation. Other relevant items are discussed in Section 7, together with recommendation where appropriate. For ease of reference, the recommendations detailed in Sections 6 and 7 are listed and cross referenced in Section 8.

As is to be expected, there are a number of recurring themes arising from the community submissions and, without repeating the Section 8 recommendations, we list below a number of general outcomes:

- Everyone would like to park adjacent to their proposed destination, to park for as long as they want and to not pay. Clearly, this is an unrealistic and impossible expectation for some of the West Coast towns – particularly Strahan and, to a lesser extent, Queenstown.
- The Strahan parking requirements far exceed the available parking space at various times due to the high seasonal demands generated by the tourism industry and the geography of the waterfront precinct and hence requires the application of logical and equitable controls, including the adoption of ‘user pays’ philosophy.
- A number of recommendations relating to parking and bus drop off zones at the Strahan waterfront are included, together with the recognition that the future redevelopment of this area will need to provision of additional parking. This will require the further development/refinement of the existing Strahan Waterfront Precinct Plan in association with the other stakeholders and property owners/responsible Authorities. Such development is likely to require Government funding and hence the consultation and preliminary design process should be initiated by Council sooner, rather than later.
- Better signage of parking areas and of parking controls (time limits etc.) is applicable for all towns, except Tullah. Also related to this is the need for consistent compliance inspections and enforcement of the controls. This includes the placement and signage of disabled parking spaces.
- One area in Queenstown that was reported as a safety concern for school students was the Council car park adjacent to St Joseph’s Catholic School (reference number 20 on map) which parents utilise as a drop off and pick up area for the students. Submissions in relation to this included a number of options to improve safety and these should be investigated with the relevant stakeholders.
- A number of submissions related to the condition of roads, footpaths, kerb and channel, as well as parking infrastructure. Whilst much of this detail is outside the scope of this review, it is recommended that the Council audit and infrastructure maintenance/upgrade programs address these aspects as time and funding permits.



3. Context and Setting

Location and boundaries of Tasmanian municipal areas:



from: **West Coast Community Plan 2025**

by: West Coast Council



Tasmanian Consulting Service
Engineering. Design. Planning. Management. Construction.
PO Box 1047; 74 Oldaker St. Devonport Tasmania 7310

p: 03 6424-9085
f: 03 6424-5709
mail@tascon.com.au
ABN: 40 009 579 453

3.1 Overview of West Coast Municipality

The West Coast Council municipal area encompasses a large, predominantly wilderness area of approximately 9,680 square kilometres on Tasmania's west coast. It is located approximately:

- 240 kilometers (around 3.5 hours along the Lyle Highway) from Hobart;
- 243 kilometres (around 3.5 hours along the Bass highway) from Launceston; and
- 90 kilometers (around 1.0 hours along the Murchison highway) from Burnie, the major regional service centre.

Geographically, the municipality covers much of the west of Tasmania. It is the largest Local Government Area of Tasmania by area and the second least densely populated, with a population of around 4,430 persons. Queenstown, is the municipality's largest town and civic hub with a current population of around 1,900 persons. Other key townships within the West Coast are Strahan, Zeehan, Rosebery and Tullah.

The smaller coastal hamlet settlements of Trial Harbour and Granville Harbour are also noteworthy.

Arguably the most unique feature of the West Coast is its vast wilderness and mountainous terrain. The mountainous topography is of particular significance both from a topographical and also in an economic context. Other notable topographical features include Macquarie Harbour and the Franklin-Gordon Wild Rivers National Park, as well as the South West Conservation Area, which takes in the West Coast Range and portions of World Heritage areas. Cradle Mountain, one of the state's major tourism destinations, is around 45 minutes by car from Tullah in the north of the municipality.

The West Coast's settlement, cultural, and economic history are largely centered on mining, particularly the townships of Queenstown, Zeehan and Rosebery. Most famous is the Mt Lyell Mining Company based in Queenstown. A nationally prominent copper mining entity from late 1890s to mid 1990s, the mine is central to the history of the West Coast region.

Although not as active as it once was, mining remains an integral component of the local economy, along with tourism. They are the two most significant sectors of the West Coast economy, in terms of both output and employment. The mining sector accounts for 39% of the total workforce, and tourism an additional 15% of west coast employment. A large proportion of other jobs in the region could be expected to be supported by these two sectors.

Key tourist attractions include the Gordon River Cruises and West Coast Wilderness Railway, with Strahan and to a lesser extent Queenstown the predominant tourist destinations.

Strahan, located on Macquarie Harbour, was historically settled as a port serving fishing, mining and timber activities. In recent times it has developed an aquaculture industry (salmon farming), which complements it as a tourism destination.

Adapted from: **West Coast Council Land Use Planning Strategy September 2017**
by: Integrated Planning Solutions
Essential Economics
Ratio Consultants

Population data from: ABS, Estimated Residential Population 2016
per the: Economics Assessment Report July 2017
by Essential Economics.

Employment data from: **West Coast Community Plan 2025**

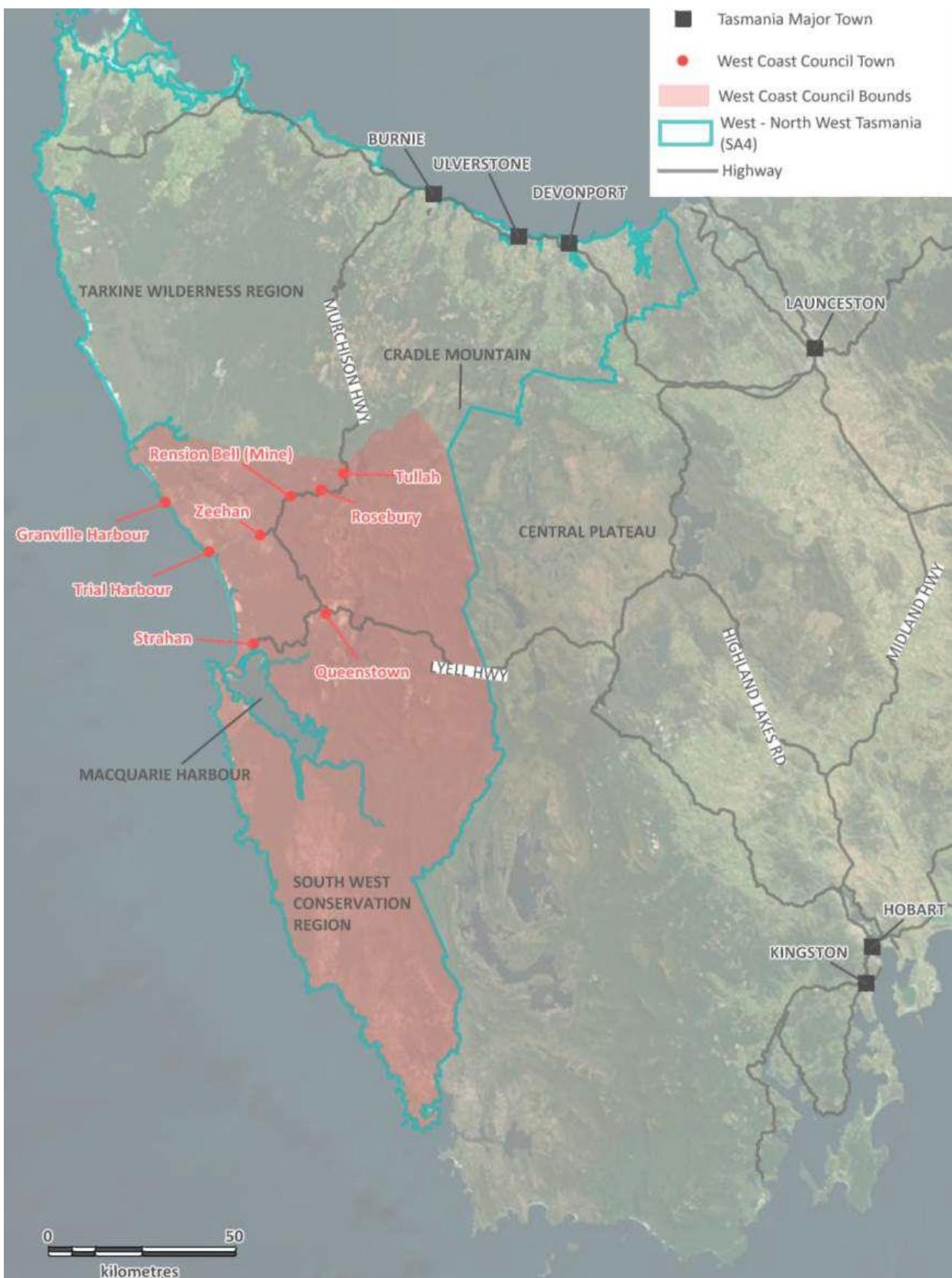


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Engineering. Design. Planning. Construction.
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ABN: 40 009 579 453

3.2 Study Area

Location of towns and attractions on the West Coast:



Source: Essential Economics with MapInfo, BingMaps, and StreetPro

from: **West Coast Council Land Use Planning Strategy September 2017**

by: Integrated Planning Solutions, Essential Economics, and Ratio Consultants



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ABN: 40 009 579 453

Locations of Off-Street Parking in Queenstown (per Council's GIS Record)



Source: West Coast Council (MapInfo GIS Record)
and: Land Information System Tasmania, DPIPWE (State Aerial Photo)

	Ownership	Spaces	Use		Ownership	Spaces	Use
20	Council	40	School, hospital	36	Council	1	Loading zone
21	Council	40	Hospital staff	37	Council	1	Loading zone
22	Council	2	Locals, tourists	38	Private	10	Business/staff
23	Supermarket	5	Staff	39	Private	10	Business/staff
24	Council	1	Loading zone	40	Private	15	Tourists, locals
25	Council	1	All	41	RSL	50	All
26	Private	10	Business	42	Council	40	Tourists
27	Council	1	Tourists, locals	43	Council	2	Bus Zone
28	Council	2	Tourists	44	Empire	3	Staff, tourists
29	Council	12	Staff, tourists	45	Private	5	Private
30	LINC	11	Locals, tourists	46	Private	6	Residents
31	Council	4	Visitors, tourists	47	Council	2	Train patrons
32	Council	27	Staff, tourists, loc	48	Council	1	Loading zone
33	Council	2	Taxi rank	49	Railway Hotel Childcare Centre	6	Tourists, patrons
34	Free	2	Locals, tourists	50	Childcare Centre	11	Childcare Centre
35	Council	1	Loading zone				



Locations of Off-Street Parking in Strahan



Source: West Coast Council (MapInfo GIS Record)
and: Land Information System Tasmania, DPIPWE (State Aerial Photo)

Ownership	Spaces	Use	Ownership	Spaces	Use
54 Abt	2	Tourists	62 RACT	15	Guests
55 Regatta Point Tavern	20	Patrons	63 Council	8	Locals, tourists
56 Regatta Point Tavern	8	Patrons	64 Council	2	Bus zone
57 Abt	6	Tourists	65 Hill Street Grocer	15	Staff
58 Abt	80	Tourists	66 Hill Street Grocer	25	Patrons
52 Council	4	Tourists	67 TasPorts	30	Tourists
53 Risby Cove (restaurant)	25	Guests, tourists	68 Council	99	Tourists
59 RACT	60	Guests	69 Council	10	Post Office patrons
60 RACT	5	Staff	70 RACT	5	Tourists, guests
61 RACT	5	Tourists, guests			



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Locations of Off-Street Parking in Zeehan (per Council's GIS Record)



Source: West Coast Council (MapInfo GIS Record)
and: Land Information System Tasmania, DPIPWE (State Aerial Photo)

	Ownership	Spaces	Use		Ownership	Spaces	Use
17	Heemskirk Motor Inn	25	Tourists, patrons	19	Council	1	Loading zone
18	Supermarket	25	Patrons				



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f: 03 6424-5709
mail@tascon.com.au
ABN: 40 009 579 453

Locations of Off-Street Parking in Rosebery (per Council's GIS Record)



Source: West Coast Council (MapInfo GIS Record)
and: Land Information System Tasmania, DPIPWE (State Aerial Photo)

	Ownership	Spaces	Use		Ownership	Spaces	Use
11	DHHS/MMG	25	Hospital patrons	15	Council	18	Tourists, locals
12	Council	20	School, locals	16	Council	40	All
13	Top Pub	6	Patrons	71	MMG	30	Tourists
14	Council	30	All	72	Council	40	All



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mail@tascon.com.au
ABN: 40 009 579 453

Locations of Off-Street Parking in Tullah (per Council's GIS Record)



Source: West Coast Council (MapInfo GIS Record)
and: Land Information System Tasmania, DPIPWE (State Aerial Photo)

	Ownership	Spaces	Use		Ownership	Spaces	Use	
1	Wee Georgie Wood	10	Tourists		6	Private	50	All
2	Council	10	Tourists		7	Council	32	All
3	Council	4	All		8	Private	20	All
4	Tullah Pub	12	Patrons		9	Chalet	40	Patrons
5	Private	20	All		10	Chalet	30	Patrons



3.3 Relevant Policy

The provision and regulation of car parking on the west coast is governed and guided by a range of legislation, regulation, policies, and plans, including:

- various Tasmanian state legislation; and Council's
- Parking By-law No 1 of 2016;
- Policy WCC.003 Asset Management
- Policy WCC.007 Enforcement/Compliance; plus Council's
- West Coast Community Plan 2025
- Land Use Planning Strategy 2017;
- Strahan Waterfront Precinct Plan 2015;

3.3.1 Tasmanian Legislation

There are a number of Acts and Regulations which, taken together, establish the basis for Council providing roads, footpaths, car parking, and associated infrastructure, as well as enabling enforcement.

These include:

Traffic Act 1925

Relevant provisions remaining under this Act include:

- that road authorities are not liable if roads, etc, unsuitable for wheeled recreational vehicles and toys (s41C);
- enabling the Removal of things obstructing public streets (s43); and
- allowing for the erection of standards, etc, by the Transport Commission (s49).

Transport Act 1981

Allows the Transport Commission's powers to be delegated to an individual, including a Council officer (s10).

Local Government (Highways) Act 1982

Part VII Controlled Parking establishes all relevant provisions for parking authorized by a parking meter or parking voucher.

Vehicle and Traffic Act 1999

Part 7A: Management of public streets includes the power for temporary road closures, and to create permits (for certain activities) with partial access restrictions.

Road Rules 2009

Establishes a wide range of rules for vehicles, bicycles, and pedestrians

- *Part 12: Restrictions on stopping and parking; including*
Division 2 No stopping and no parking signs and road markings; and
Division 7 Permissive parking signs and parking fees
- *Part 14: Rules for pedestrians*
- *Schedule 2: Standard or commonly used traffic signs*
- *Schedule 3: Other permitted traffic signs*



Traffic (Compliance and Enforcement) Regulations 2017

Provides the schedules of penalty units and demerit points applying to various offences prescribed under various Acts, including

- Traffic Act 1925
- Vehicle and Traffic Act 1999
- Road Rules 2009

3.3.2 West Coast Community Plan 2025

Outcomes from the Plan which are relevant to the consideration of parking and access include:

Outcome	No.	Strategy	By When	Council's Role
1.1 The West Coast communities are accessible and safe for residents and visitors to the Region	1.1.1	Create and maintain community spaces and infrastructure.	Ongoing	Provider/ Partner
	1.1.2	Maximise community safety through safe urban design.	Ongoing	Provider/ Partner
	1.1.4	Ensure appropriate levels of public transport to and from each of the communities.	Medium	Partner
1.2 More connected and inclusive communities	1.2.2	Improve access to cultural activities.	Ongoing	Provider/ Partner
	1.2.5	Develop and implement a West Coast Beautification Program and associated Signage Strategy for the Region	Short Term	Provider/ Partner
1.3 Active participation in sport, recreation and leisure opportunities.	1.3.3	Improved access is available to recreation facilities for young people.	Ongoing	Provider/ Partner
1.4 The health and welfare of the community is maintained through effective health care.	1.4.6	Assess and improve transport opportunities for the disabled and socially disadvantaged in the Region	Ongoing	Partner
2.3 A resilient and strong tourism sector.	2.3.2	Plan and provide appropriate infrastructure and services to support tourism.	Ongoing	Provider/ Partner
2.4 Resilient Mining & Aquaculture sectors	2.4.5	Identify and create a vision for future development of the Waterfront area to lay a foundation for future investment and eventual job creation in this critical precinct	Short Term	Provider/ Partner
3.1 Well planned and resourced assets and infrastructure.	3.1.1	Coordinate & sequence plan for provision of new infrastructure in the region with a long-term strategic perspective.	Ongoing	Provider/ Partner
	3.1.4	Plan accordingly for Council buildings and facilities to meet community needs.	Ongoing	Provider/ Partner
3.2 A safe and reliable transport system to and around the Region.	3.2.1	Identify options for improved public transport in and between towns and villages and accessibility to and from the region generally.	Medium Term	Provider/ Partner
	3.2.4	Identify and protect investment in existing and planned major infrastructure corridors and sites against encroachment and threat to operation from other land uses and from natural hazards.	Ongoing	Partner



Outcome	No.	Strategy	By When	Council's Role
	3.2.7	The public transport system facilitates the mobility of residents and visitors to and around the communities of the West Coast and meets the requirements of the Disability Discrimination Act.	Ongoing	Partner
	5.3.3	Revenue from grants and other income sources is maximised.	Short Term/ Ongoing	Provider/ Partner
5.3 Sound management of Council resources is undertaken.	5.3.5	Council is recognised as a relevant, well managed, cost effective, and operationally efficient & customer focussed organisation that connects with all of its stakeholders.	Ongoing	Provider

3.3.3 Council Policies

Council Policy WCC.003 – Asset Management

The purpose of this policy is:

"To set guidelines for implementing consistent asset management processes throughout West Coast Council. The policy will also provide direction as to how Council, as custodians of community assets, will sustainably manage current and future assets."

It applies to all Council activities.

Council Policy WCC.006 – Enforcement/Compliance

The purpose of this policy is:

"To provide a consistent approach for enforcement action in matters of non-compliance in accordance with legislation administered by Council; and

"To ensure transparency, procedural fairness and natural justice principles are applied."

It applies to all Council actions relating to enforcement/compliance matters.

3.3.4 West Coast Council Parking By-Law No.1 of 2016

The By-law is made under state legislation to establish and formalise specific details of parking on the west coast, including:

Regulating and controlling the use of parking areas belonging to, or controlled by, the Council;
(under s145 of the *Local Government Act 1993*)

Prescribing the penalties for parking (and other) infringement notices;
(under s100 of the *Local Government (Highways) Act 1982*).

Dated the 23rd December 2016 and repealed and replaced the previous Parking By-law, which had been in effect for the previous ten years.

3.3.5 West Coast Council Land Use Planning Strategy 2017

The Strategy establishes an evidence base to enable future development of strategic land use policy and initiatives on the west coast.

It identifies transitional zoning challenges, consistency issues and emerging opportunities arising from the ongoing introduction of the new State Planning Scheme, and provides strategic land use direction for the area, with specific focus on the towns of Strahan, Queenstown, Zeehan, Rosebery and Tullah.

The Strategy notes the Traffic Generating Use and Parking Code (E9) of the existing West Coast Interim Planning Scheme 2013, but also that the current Code is not of great relevance (to the towns considered by the Strategy) and that the "*code controls can be accommodated as a secondary matter*".



3.3.6 Strahan Waterfront Precinct Plan 2015

The Precinct Plan was initiated in response to the relocation of the various fish farm operations away from the main Strahan waterfront, to Smiths Cove.

Developed for the three key land managers – Council, Tasports, and the Department of State Growth – it provides:

"A vision for the Strahan Waterfront Precinct that ensures the long term economic, social and environmental sustainability incorporating the views and needs of existing users, asset owners, and the community and key stakeholders."

The plan provides a detailed vision for the future redeveloped precinct, with clear and coherent strategies and actions to be able to achieve that vision.



4. Existing Conditions

4.1 Existing Parking Supply

The existing off-street parking supply is currently documented in the Council's GIS data for the five towns. This information details the parking area ownership, number of available spaces and the predominant user category for each of the parks. The information has been extracted from the WCC Map Info Record and merged with town aerial photos extracted from the Tasmanian Land Information System. These maps and data lists are included in Section 3.2 above.

Due to the short study period associated with this Review, the predominant mechanism adopted in consultation with Council staff for assessing the current parking issues was community engagement and consultation. This process and the information gathered is discussed in Section 5 below and includes response data and analysis relating to:

- Parking availability and type (kerbside/off-street).
- Parking duration and fees.
- Signage and infrastructure condition.
- Complaints and specialised parking areas.

The majority of the responses and hence data gathered from these related to Strahan and Queenstown and this reflects these areas as being the larger tourist and commercial towns within the Municipality.

To gain additional information for the other three towns (Tullah, Rosebery and Zeehan) on-street parking situation, an inspection was conducted to identify the street sections and associated restrictions and brief comments are noted below:

Tullah

In addition to the off-street parking areas noted in Section 3.2 above, there is the following additional kerbside or lay-by parking:

- Relatively new lay-by parking with 7 spaces at the winder display/information boards (opposite the Wee Georgie Wood area). This services tourists and, together with the existing Council parking area (reference number 2) is likely to be more than sufficient.
- Quite extensive, unrestricted kerb-side parking along the main entry to Tullah Village (Farrell Street). However, considering the extensive Council and private off-street parking servicing the recreation and commercial premises, it is unlikely that the on-street parking is ever utilised.

Rosebery

The commercial area of Rosebery is well serviced by Council off-street parking located on the western side of Morrisby street (north of Arthur Street) and between the Main Street and the southern end of Morrisby Street (reference numbers 12 and 15 on the map). Additionally, the majority of the commercial premises have rear access delivery options from Kay Street on the west and Morrisby Street on the east.

The Main Street kerb-side parking is available on the eastern side, generally between the intersection with Primrose Street at the northern end and the Council off-street parking at the southern end (near the Morrisby Street intersection). This comprises approximately:

- 11 un-restricted spaces at the northern end.
- 3 time restricted (30 minute) spaces just north of the Arthur Street intersection.
- 11 time restricted (15 minute) spaces south from the IGA.
- 2 time restricted (30 minute) spaces at the southern end.

On the western side of the Main Street, kerb side parking is not restricted in the section north of the Arthur Street intersection. However, due to the narrower width between street centre line and kerb and the street curvature, the ability to park in this area probably requires review with respect to the safety of persons entering and exiting the RHS of parked vehicles. There is 90° off-street parking just north of the Rosebery Heritage Centre (which is not referenced on the map above). This area contains a total of 7 spaces, one of which is a designated disabled parking space.



On the western side of Main Street, south of the Arthur Street intersection, there is 30 minute time-restricted parking comprising one loading zone and approximately 13 normal spaces.

The eastern section of Arthur Street (between the Main Street and Morrisby Street) has two on-street parking spaces on the south side and no parking permitted on the north side. The western section of Arthur Street has un-restricted kerb-side parking to both sides.

In general, the parking signage is both in a very poor condition and is inadequate to effectively convey the intended parking requirements/restrictions.

Zeehan

The Zeehan commercial centre is a relatively small geographic area with the majority (except for the Motor Inn and Supermarket which have their own off-street parking) located on Main Street from Smith Street in the south to Hurst Street in the north – this corresponds with the ‘Shopping Zone’.

Kerb-side parking is available on both sides of Main Street and is generally un-restricted, except for:

- One loading zone space on the south western side opposite the Post Office.
- 15 minute parking opposite the Post Office (exact extent is unclear as this zone only has one sign).
- Half hour parking on north eastern side adjacent to Zeehan Hardware.

The West Coast Heritage Centre is located within the Commercial Centre on the north eastern corner of the main street and Frederick Street intersection. The Heritage Centre does not have any dedicated off-street parking, but is well served by the un-restricted kerb-side parking in Frederick Street and Main Street (south east of Frederick). An upgrade of footpaths and kerb and channel, particularly in Frederick Street north east of Main Street, would improve the amenity of the parking for this facility.

4.2 Revenue and Enforcement

Revenue

Historically, car parking revenue from across the West Coast municipality was approximately \$4,000 per annum.

With the adoption of the latest Parking By-law in December 2016, ticket machines and parking meters were installed and upgraded both along the Strahan waterfront, and the railway reserve carpark in Queenstown.

After introduction of those measures, parking revenue has increased to approximately \$45,000 per annum, exclusive of any infringements or fines revenue.

Senior Council staff note that \$45,000 revenue is equivalent to approximately 0.67% of the annual recurrent income from rates and charges (approximately \$6,700,000 in both 2015/16 and 2016/17).

It is therefore considered a small but important element of the overall Council revenue.

Enforcement

Infringement notices (parking fines) only commenced being issued in early 2018.

Council staff acknowledge that until then, it was common knowledge throughout the community – and widely relayed to tourists – that although there were parking charges, they were never enforced and no fines were ever issued.

There is one parking attendant to check for compliance with parking restrictions and issue infringement notices, across the entire municipality.

However that role is currently only part time – the council staff member has a number of other, non-parking related responsibilities which equally require time and application every week.

For instance, senior Council staff advised that, based on the current work responsibilities, the parking inspector “may get a half day in Strahan each week”.



4.3 Pre-Review Publicity and Community Sentiment

Council provided records of written correspondence which they received from the community in regard to vehicle parking and access arrangements.

The records covered a six month period, with the earliest dated 25th October 2017, and most recent the 22nd March 2018. There was a significant increase in amount of correspondence received from late February 2018 onward, generally coinciding with the commencement of infringement notices being issued.

Correspondence came from a broad range of the community, including tourists, tourism operators, other local businesses, residents, and from visitor information centre staff advising various feedback they had received.

The majority of comments related to concerns around parking difficulties in Strahan, with some issues also noted in Queenstown.

The input was overwhelmingly negative, and universally noted the dissatisfaction and difficulties being experienced (particularly in relation to cost of parking, lack of available parking, and lack of payment options).

Note however that much of the correspondence also included constructive feedback.

Many of the correspondents, including residents, tourism operators, and staff at the visitor information centre, provided suggestions of possible changes to try and help improve existing problems.

There was no community feedback received which expressed favour or support of the existing parking conditions.



5. Community Engagement and Consultation

At the initial ‘kick-off’ meeting for this review on 15th March 2018, Council staff noted the recent rise in dissatisfaction and negative community sentiment towards parking and access arrangements, most particularly in Strahan.

It was agreed that the key focus should be for appropriate community consultation to fully understand existing issues and sentiment, which should help inform any and all recommendations to adjust existing supply, restrictions, enforcement, and information of parking on the west coast.

5.1 Council Workshop Meeting with Strahan Community Stakeholders

The monthly workshop meeting of elected Councillors for March 2018 was amended and relocated to Strahan, so that the first half of the meeting could “discuss the parking issues raised by a number of Strahan business people” with those stakeholders.

The stakeholder meeting was held on the afternoon of 22nd March 2018 and treated as a priority of Council. It was convened by Mayor Phil Vickers and attended by the Councillors, along with senior Council staff including General Manager Dirk Dowling.

A variety of stakeholders were able to attend – most involved in tourism-based businesses and service industries, plus some from other industries (eg. fishing) which are affected by Strahan waterfront access issues.

5.1.1 Issues Raised at Strahan Stakeholder Meeting

Although the different stakeholders each expressed slightly different opinions reflecting their individual experiences, they shared and agreed upon the issues with parking and access in Strahan that were causing problems and frustrations.

- Parking Controls along main street (Esplanade) unfair and penalises Strahan residents.
There is paid kerbside parking in Strahan, but not in other towns across the west coast.
This is very strongly disliked.
- Historically there were time limits to the kerbside parking, to prevent all-day and long-duration parking from blocking short-term parking to shops.
Generally not a problem with this approach.
- The off-street carparks impose flat fee for all durations – need to accommodate a range of time.
The existing \$5 fee may be appropriate for all-day parking, but is onerous for half hour or one hour parking.
Parking fees need to be stepped or incremental charges for increasing duration.
- The existing meters only accept coins.
Many people don't have sufficient change, especially for the \$5 off-street carpark.
Local businesses are constantly asked by tourists to supply change for parking meter fees.
Meters and ticket machines need flexibility and range of payment options.
- Need much better provision for tourist buses and coaches.
Both for passenger drop-off and pick-up, and for parking while passengers are on cruise or train.
Should not charge coaches and busses for parking.
Absolutely cannot ever have them receive a parking infringement ticket.
- Buses typically try to park in the Council off-street carpark adjacent the western/old public toilets.
However this area is often occupied by campervans or RVs.
There are no areas designated or restricted as ‘Bus Only’.
- It was agreed that:
 - there are more ‘grey nomad’ tourists than historically, and their numbers continue to increase; but
 - the number of RVs staying in that main carpark has significantly reduced
(they are now using the caravan park, the golf club, and sites around the bay).
 - it remains unclear to tourists where RV waste dump points are located.



- Insufficient disability parking – businesses periodically receive comments from tourists who have had difficulty locating or finding appropriate spaces.
- A number of businesses have no on-site parking.
Physically not able to provide or develop – there is no land available.
- There are a lack of loading zones available adjacent to businesses.
This is a major issue for a couple of stakeholders, but others are not greatly affected by it.

The possibility of a 'local's pass' was raised, which might allow the pass holder to have free/unlimited parking in an otherwise restricted parking space.

The majority of stakeholders in attendance did not support this idea.

The group did recognise that the waterfront has always been, and remains, a working wharf – there was wide support that there should be boat-side access and loading zone(s) provided free for boat crew.

5.1.2 Meeting Consensus of Improvements/Strategy for Strahan Parking

At the end of the meeting, the various community stakeholders all agreed on the following general principles or 'philosophies' for parking in Strahan:

- Kerb-side and on-street parking should be free.
 - Kerb-side and on-street parking adjacent the Esplanade shops should be time limited.
Majority agree that 1-hour limit is sufficient.
 - Off-street carparks should provide parking for short-term up to all-day-parking.
 - Off-street carparks should not provide overnight parking (ie. not considered best location for RVs)
 - Off-street carpark fees should be incremental, based on the duration of the stay.
 - Fees should be able to be paid in a variety of methods (ie. coins, notes, credit/debit card)
 - Policing and enforcement of parking should be consistent and fair.
 - Parking policy and approach should be same all year round.
 - Simple map and information to give tourists, clearly showing:
 - parking locations;
 - disabled parking locations;
 - RV camping areas;
 - RV dump points;
 - public toilets and showers;
- and the parking time restrictions and parking fees associated with any of the car parks.

To those principles, there was consensus agreement among the stakeholders to the Mayor's suggestion that the following steps would significantly improve the difficulties currently being experienced:

- Remove the existing 1-hour meters from along the waterfront;
- Re-introduce free parking along the waterfront, with 1-hour time limit;
- Retain paid parking in the major off-street carparks;
- Replace or upgrade the off-street carpark ticket machines to provide flexible time and payment options;
- Improve communication with local business, including better consultation on proposed changes;
- Work with local business to provide better information about parking options to tourists.

5.2 Petition-format Survey of Tourists by World Heritage Cruises

In noting their concerns and unhappiness with existing conditions at the meeting, representatives from World Heritage Cruises provided to Council copies of a petition-format survey about the Strahan parking facilities they had undertaken of tourists and visitors using their services.



The survey noted and asked:

- World Heritage Cruises is unable to provide any change for car parking as we do not have any local banks to supply us with any change.*
- We would like Council to put in parking machines with card or cash options.*
- Please sign and comment if you agree or have any problems with the parking.*

244 distinct responses were received across a 25 day period (25th February to 22nd March 2018).

Although the names and signatures were not checked or cross-referenced to determine the respondents' home, it is noted that some of the written comments are clearly from Strahan or west coast locals.

However those comments are only a small portion of the total feedback – 12 comments of total 244 responses – and the overwhelming majority of feedback appears to be from tourists and visitors.

The responses all:

- expressed negative feedback on the experience of accessing parking facilities; and either
- supported the suggestion of parking machines with flexible payment options; or
- advocated for free parking, especially for cruise boat and railway customers.

All but two of the responses included a short written comment, which generally expressed the following sentiments and issues:

- 52 non-specific dissatisfaction at parking (eg. "ridiculous" "unbelievable" "bullshit" "stupid" etc);
- 80 need more flexible payment options (particularly 'tap and go' card reader);
- 45 parking should be free;
- 29 parking is too expensive, and cheaper parking should be available for short term duration;
- 28 signage to parking, and instruction/information about parking, is difficult or impossible to find; and
- 8 disabled access parking is inadequate (more should be provided at the cruise departure point).

5.3 Community Questionnaire / Survey

A formal questionnaire was developed to capture the experiences and thoughts of various users about the current public parking available through the west coast. The survey was targeted to each of the three main groups – local residents, business owners, and visitors/tourists – with separate sections asking around ten different questions relevant to each distinct group.

The review and survey were advertised using Council's regular community communications, including:

- a dedicated page on the Council's website;
- the weekly Mayor's Messages of 1st May 2018 and 15th May 2018;
- a public post (with links) on Council's Facebook page on 2nd May 2018;
- a series of repeated radio adverts on local station 7XS;
- information emails to relevant addresses in Council's database; and
- information flyers for public noticeboards and distribution to local businesses.

The questionnaire was available to be completed throughout May 2018 using:

- an online portal (SurveyMonkey) accessed via the dedicated webpage; or
- by paper hardcopy which was available as pdf download on the webpage; and
- by paper hardcopy distributed at Council offices and Visitor Information Centres.

The questions and answer fields for both the online and hardcopy survey options were identical.

A copy of the questionnaire is included as an appendix to this report.



At the completion of the survey, the responses from all of the paper hardcopy surveys were entered by Council onto the online survey engine, which allowed a full compilation of responses into the automatic reporting from SurveyMonkey. The detail record of responses is included as an appendix to this report.

5.3.1 Feedback to Facebook Post

The Facebook post advertising the review and survey was shared 17 times, and generated 14 separate discussion threads in the comments.

The majority of those threads were to express opinions on the Council's perceived priorities (including the need for this review) and on a range of issues separate to consideration of parking.

The five comments relevant to the parking review expressed:

- that there should be no parking meters on the west coast (included in multiple comments);
- that introducing parking time limits in Zeehan would negatively affect business owners and staff access;
- that the time limit restrictions currently in place should be monitored and enforced;
- and
- frustration that off-street metered carparks are a flat fee, regardless of length of time of stay;

5.3.2 Response Rate to Questionnaire

A total of 130 completed surveys were received, comprising:

- 108 online responses; and
- 22 paper copies.

Of those 130 submissions, the respondents identified as:

- 94 (72.3%) West Coast residents;
 - 26 (20.0%) West Coast business owners; and
 - 9 (6.9%) visitors or tourists;
- with
- 1 respondent who skipped the question.

Nine of the respondents who identified as residents also completed the section for business owners.

A total of 35 businesses are therefore represented in the survey responses.

Similarly, all of the respondents who identified as West Coast business owners also completed the questionnaire section for residents.

That was completely appropriate.

The questions asked at the business owner and residents sections had different focus, and therefore helped provide the most complete capture of community experience and sentiment.

In addition to completing the checkbox answers on the survey:

- 67 (51.5%) included additional written comments and feedback;
- and
- 26 (20.0%) requested they be contacted for a follow-up discussion.

The response rate is considered high.

It reflects typically high community engagement with, and interest in, issues affecting vehicle access and parking



Comparison to Similar Surveys in Other Locations

For comparison, responses to similar community engagement (by others) in small or regional settings includes:

- City of Victor Harbour, South Australia (2016 population of 15,075)
2016 survey for Traffic, Parking and Land Use study: 99 survey responses;
- Guildford (outer suburb of Perth) Western Australia (2016 population of 2,011)
2016 survey for Access and Parking Strategy study: 31 survey responses;
- Devonport City Council, Tasmania (2015 population of 30,497)
2015 survey for Devonport Parking Strategy review: 114 survey responses;
2015 survey for \$50M Stage 1 Living City project: 35 completed survey/feedback forms.

5.4 Results of Questionnaire / Survey

A detail record of responses to the questionnaire is included as an appendix to this report.

The relevant findings from each of the survey groups (local residents, businesses, and visitors and tourists) have been noted below in the appropriate topics.

5.4.1 Parking Availability

Locals

The majority of local respondents use Council parking facilities on a weekly or daily basis. (Q5/B1)
Most do not usually have any difficulty getting a Council parking space where and when they need it.

42.2% of all respondents never have any difficulty, and another 19.8% have a difficulty finding preferred parking only seldom (a few times a year). (Q6/B2)

Despite this overall performance, a significant minority of respondents do experience some difficulty finding a preferred parking space.

For non-work related trips – shopping, attending appointments, socialising, and other similar community activities – nearly 1 in 4 (24.7%) find it difficult to get a parking space when at least regularly (every week), and approximately 1 in 13 (7.8%) of all respondents have difficulty finding available parking on a daily basis. (Q6/B2)

Businesses

Business respondents were asked to rate the Council parking facilities in the vicinity of their business on a scale from 1 (bad) to 5 (excellent). (Q21/C7)

Business respondents think that the:

- number of spaces available is: below 'average', between 'poor' to 'average' (mean rating 2.73);
 - proximity of spaces to business is: generally 'average', between 'average' to 'good' (mean rating 3.14);
- The most common business rating for each aspect was 'good'.

Only two respondents thought the location and proximity of spaces to their business rated as 'excellent'. Both were located in Queenstown.

There were no respondents who rated the number of spaces available near their business as 'excellent'.

5.4.2 Preferred Parking Type

Locals

Locals were asked what type of car parking they would prefer to use – kerbside or off-street – for various types of journey/trip. (Q11/B7)



There was a strong preference for kerbside parking when shopping or when attending appointments, but for all other journey types the preference was approximately equal.

for shopping:	80.7%	prefer kerbside (edge of road)	19.3%	prefer off-street (in central location)
for appointments:	66.7%	prefer kerbside	33.3%	prefer off-street
for other trips:	56.0%	prefer kerbside	44.0%	prefer off-street
for socialising/sport:	54.9%	prefer kerbside	45.1%	prefer off-street
for work:	48.7%	prefer kerbside	51.3%	prefer off-street

5.4.3 Required Parking Time/Duration

Locals

Locals indicated that for non-work related trips – shopping, attending appointments, socialising, and other similar community activities – two thirds usually require parking of either medium (30-60 minutes) duration (36.7%) or long (1-2 hours) duration (29.8%). (Q8/B4)

Another quarter (23.4%) of such trips usually require parking of less than 30 minutes.

On a town-by-town basis, at least 86.7% of locals thought there was enough time to complete their activities when parking in Zeehan, Rosebery, or Tullah – although around 22% advised they would have liked longer parking time limits. (Q9/B5)

For parking in Queenstown, 26.6% had enough time but wanted longer, while 20.2% did not have enough time. For parking in Strahan, 30.9% had enough time but wanted longer, while 39.5% did not have enough time.

Visitors and Tourists

Tourists and visitors required a broad range of times to complete their activities in Zeehan, Rosebery, and Tullah. (Q30/D6)

The spread of those times was relatively even, suggesting a variety of different activities were accessed.

In both Queenstown and Strahan, the majority of tourists and visitors respondents required extended parking duration of more than 2 hours (54.6% in Queenstown, 56.3% in Strahan).

Nearly half (47.1%) of all visitor and tourist respondents did *not* have enough time at their parking space to complete their activities.

Another quarter (23.5%) indicated that they had enough time, but wanted more.

Businesses

The majority (58.6%) of business respondents require only quick parking (less than 15 minutes) for suppliers. (Q18/C4)

Approximately three quarters (74.2%) of business respondents believe the existing time limits on Council parking spaces give clients enough time to access their business. (Q19/C5)

However nearly half of those businesses (and 35.5% of all responses) also indicated that their customers want longer parking time.

Business estimation of the time that local customers need to properly access their business is slightly lower than residents indicated, reflecting that locals may access multiple business premises per parking/trip.

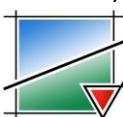
However their estimation of much longer parking time required by visitors and tourists matched the responses from those visitors and tourists.

Nearly half (48.3%) of all businesses serve tourists and visitors who typically need parking longer than 2 hours.

The majority of business respondents believe there is a problem of long or extended parking near their business premises reducing the access and availability for quick or short term parking. (Q20/C6)

Nearly one third (31.3%) of business respondents believe it is a problem.

Another third (34.4%) agree that it is a problem but that it only happens occasionally.



5.4.4 Parking Fees

Tourists were asked to rate how appropriate were the fees charged for parking. (Q35/D11)
Neither local residents nor businesses were asked a specific question about parking fees.

Visitors and tourists think that the:

- fees charged for parking are: generally 'poor', between 'bad' to 'poor' (mean rating 1.84);

The most common tourist rating is 'bad'.

There was one tourist who rated the fees charged for parking as 'excellent'.

5.4.5 Ease of Understanding (Directional and Information Signage)

Local residents and business respondents were asked to rate the quality of:

- directional signage (to locate car parking, attractions, destinations, etc);
- information signage (advising parking time limits, fees, etc);

on a scale from 1 (bad) to 5 (excellent). (Q12/B8; Q22/C8)

Tourists were asked for similar rating, but with more distinction between the signage types:

- visitor information and directional signage (to locate attractions, destinations, etc at each town);
- parking location signage (finding carparks, including access driveways to off-street parking);
- parking information signage (clarity of parking time limits, fee costs, location of ticket machines, etc); (Q26/D2; Q27/D3; Q28/D4)

Locals

Local residents think that the:

- parking directional signage is: below 'average', between 'poor' to 'average' (mean rating 2.52);
- parking information signage is: above 'poor', between 'poor' to 'average' (mean rating 2.43);

The most common resident rating for each aspect is 'average'.

There was only one resident who rated the parking information signage as 'excellent'.

Businesses

Business respondents think that the:

- parking directional signage is: above 'poor', between 'poor' to 'average' (mean rating 2.36);
- parking information signage is: generally 'poor', between 'poor' to 'average' (mean rating 2.11);

The most common business rating for each aspect is 'average'.

There was only one business which rated the parking direction signage as 'excellent'.

Visitors and Tourists

Visitors and tourists think that the:

- visitor information signage is: generally 'average', between 'average' to 'good' (mean rating 3.11);
- parking location signage is: above 'poor', between 'poor' to 'average' (mean rating 2.44);
- parking information signage is: above 'poor', between 'poor' to 'average' (mean rating 2.50);

The most common tourist rating for each aspect is 'average'.

There were three tourists who rated the visitor information signage as 'excellent'.

No tourists rated the parking location or parking information signage that highly.

5.4.6 Parking Complaints

Just over half (55.4%) of all businesses respondents indicated that they never receive complaints about parking and access – not from staff, suppliers, customers, nor tourists/visitors. (Q17/C3)

Despite this overall performance, a significant portion of businesses receive complaints on a monthly or more frequent basis.



That includes complaints from staff (29.0% of businesses), from suppliers (20.7%), from local customers (26.7%), and from visitors/tourists (32.2% of businesses).

One respondent indicated they receive daily complaints from people in each of those categories. (Their questionnaire response was anonymous, and unable to follow-up for further details or discussion).

Separately to that respondent, four other businesses receive daily parking complaints from visitors and tourists – one located near the Strahan waterfront, and three located in Queenstown.

Other (different) businesses also receive frequent complaints – one Strahan waterfront business has daily staff issues, a Queenstown business receives at least weekly complaints from local customers, and another receives weekly complaints from visitors and tourists.

5.4.7 Specialised Parking Spaces (Disabled Access, and Large Vehicles)

All respondents were asked to rate the parking for:

- large vehicles (RVs, campers, caravans) (ease of finding; quantity; size; etc)
 - disabled and special access needs (ease of finding; proximity to destination; etc)
- on a scale from 1 (bad) to 5 (excellent). (Q12/B8; Q22/C8; Q32/D8; Q33/D9)

Locals

Local residents think that the parking available for:

- RVs and large vehicles is: generally 'poor', between 'poor' to 'average' (mean rating 2.12);
- disabled and special access needs is: below 'average', between 'poor' to 'average' (mean rating 2.68);

The most common resident rating for RV parking is 'average', and only four locals think it is 'excellent'. The most common resident rating for disabled parking is 'good', and only six locals think it is 'excellent'.

Businesses

Business respondents think that the parking available for:

- RVs and large vehicles is: 'poor' (mean rating 2.00);
- disabled and special access needs is: below 'average', between 'poor' to 'average' (mean rating 2.56);

The most business rating for RV parking is 'bad', and only two businesses think it is 'excellent'.

The most business rating for disabled parking is 'average', and only two businesses think it is 'excellent'.

Visitors and Tourists

Visitors and tourists think that the parking available for:

- RVs and large vehicles is: generally 'poor', between 'poor' to 'average' (mean rating 2.22);
- disabled and special access needs is: 'poor' (mean rating 2.00);

The most common tourist rating for each aspect is 'bad'.

There was one tourist who rated the RV and large vehicle parking as 'excellent'.

No tourists rated the disabled and special access parking that highly.

5.4.8 Pavement and Footpath Condition

Respondents were asked to rate the quality of:

- parking surfaces (eg. is it level or uneven? are there cracks or potholes); and
- footpaths and pavements (eg. is the footpath wide enough? is there separation from traffic? is it level?)

on a scale from 1 (bad) to 5 (excellent).

(Q12/B8 and Q22/C8)



Locals

Local residents think that the:

- parking surfaces are: below ‘average’, between ‘poor’ to ‘average’ (mean rating 2.73);
- footpaths and pavements are: below ‘average’, between ‘poor’ to ‘average’ (mean rating 2.67);

The most common resident rating for each aspect was ‘average’.

There were only four residents who rated these items as ‘excellent’.

Businesses

Business respondents think that the:

- parking surfaces are: below ‘average’, between ‘poor’ to ‘average’ (mean rating 2.50);
- footpaths and pavements are: below ‘average’, between ‘poor’ to ‘average’ (mean rating 2.68);

The most common business rating for each aspect was ‘average’.

There was only one business who rated these items as ‘excellent’.

Visitors and Tourists

Visitors and tourists think that the:

- footpaths and pavements are: below ‘good’, between ‘average’ to ‘good’ (mean rating 3.53);
- Tourists were not asked about the parking surfaces.

The most common tourist rating was ‘average’.

There were four tourists who rated these items as ‘excellent’.

5.4.9 Behaviour Changes because of Parking Difficulties

Locals were asked if difficulties or problems with parking had caused them to change how often they shop (or meet others) at a particular location. (Q10/B6)

Perceived difficulties with access and parking in Zeehan, Rosebery, and Tullah, had caused fewer than 10% of respondents to go less often, or to go somewhere else.

A further 15% suggested that although they had not changed their activities, they had considered doing so.

Perceived parking difficulties in Queenstown had caused 13.1% to change their behaviour, and a further 16.2% to contemplate going less often, or going somewhere else.

Perceived parking difficulties in Strahan had caused 38.7% to change their behaviour, and a further 18.3% to contemplate going less often, or going somewhere else.

That is, only 43.0% of locals who responded had not considered changing their shopping and other activities in Strahan, due to problems with parking there.

5.5 Additional Comments and Feedback to Questionnaire / Survey

The questionnaire asked and allowed for “any additional information or comments about parking and access” from each of the survey groups (local residents, businesses, and visitors and tourists).

Of the 130 survey submissions, a total of 67 (51.5%) provided additional written comments and feedback.

Comments ranged in length from four words (total) to eight paragraphs.

Some raised a specific issue or concern (eg. damaged kerb and channel in a particular location) but the majority discussed a number of themes noted (above) from the questions.

The comments were overwhelmingly common and consistent across those different themes.

Each of those themes and issues, and the general feedback received about them, is noted below.

A complete record of all the additional comments and feedback is included as an appendix to this report.



5.5.1 Consistent Approach across the West Coast

6 respondents raised this issue.

All believe that the approach to parking controls (time restrictions, fees, enforcement) needs to be consistent across all towns on the west coast.

eg. *"All council parking should attract the same definition no matter which town it is in."*

"If you are going to have paid parking in Strahan, make sure all the other towns are the same. Remember we are all west coasters"

5.5.2 Free Parking as Standard

20 respondents raised this issue.

All believe that parking should be free wherever possible, and that free parking should be the standard situation.

All believe that kerb-side parking should be free at all times.

Many noted that kerb-side time limits may be appropriate, while a minority questioned the need for time limits.

Most did not object to fees for off-street parking, but believe that they should be time-based, while a minority questioned the need to charge for off-street parking.

eg. *"Should not have to pay to park."*

"I don't believe there should be parking fees for street parking. Charge parking fees in the large Council owned carparks. There should be limited time parking in high traffic areas."

"We shouldn't need to pay for parking. Don't you think we are screwed enough without the council doing it too?"

"The size of our community does not need paid parking."

"Why are we charging tourists to park in the carpark next to the railway? Seems like a bit of double dipping with the high charge for the tour itself and free parking everywhere else ... We should be encouraging more tourists and offering a free park with accessibility to the railway as a bonus."

"We want people to visit, not to make money out of carparking."

5.5.3 Parking Restrictions in Select Locations

12 respondents raised this issue.

One respondent questioned the need for any parking restrictions (either time limits or fees/charges).

The remainder all believe that in locations where there is high demand for kerb-side parking, high turn-over should be encouraged and achieved by time limit restrictions (rather than fees/payment).

This was particularly noted for Main Street in Strahan, and the CBD (Orr Street and adjacent) in Queenstown.

Five respondents specifically mentioned a one hour limit

eg. *"Not sure why it's required to have time limits and charges when there is also a push to bring people in to the communities, be it new residents or tourists."*

"The kerbside parking should be 1hr parking."

"No payment for the first hour."

"I don't think it is right to be charging for parking in Strahan. Time limits, yes. Or maybe lower the cost of parking – extremely unfair for locals." (from a Zeehan resident)

"THE FIRST HOUR SHOULD BE FREE PARKING."

"Get rid of the parking meters in Strahan. Time signage will suffice."



"Continue to provide free overnight car-parking for your yacht cruise clients on the main wharf adjacent to the toilet block."

5.5.4 Incremental (Time-based) Fees

13 respondents raised this issue.

All believe that the off-street carparks should also provide for shorter durations, not simply all-day parking.

eg. *"The 2 main off street parks need the parking meters to ... have incremental money charges, not a blanket \$5 or \$6 charge."*

"The car park pricing needs to have options other than \$5. Locals won't pay \$5 to park in Miners Siding to go and have a coffee or lunch at the train station for an hour."

"Queenstown council carpark quite expensive for short usage."

"... the railway parking yard charges outrageous money for short stays and this could be fixed with a machine with various times, so people are not paying \$5 for 10 minutes."

"Strahan – charged for all day parking. Need to have option of paying for all day or at an hourly rate."

5.5.5 Flexible Options for Payment of Fees

7 respondents raised this issue.

All believe that any paid parking must be via meters which accept a range of payment options, not simply coins.

eg. *"The 2 main off street parks need the parking meters to accept coins, notes, cards."*

"Credit card machines are a must."

"Parking meters don't take credit cards, I don't carry change – No Banks!"

"I believe there should be FREE 60 minute kerb side parking in front of shops; paid 30 minute to 7 day off-street parking; with machines that take cards, notes & coin."

"Better quality machines – allowing for card or cash payment in long term parks."

5.5.6 Loading Zones and Parking for Staff / Workers

12 respondents raised this issue.

7 respondents noted problems with access for businesses, both in the lack of loading zones near premises, and the difficulty for staff to locate all-day parking in close proximity to their place of work.

Another 6 respondents raised problem of business-related vehicles seeming to occupy kerb-side parking for long periods of time and so blocking access for customers.

Although some of those responses seem to offer different opinions, they are different experiences and perspectives of the same issue, being difficult or insufficient parking access for businesses staff and suppliers.

All of the responses which raised the problem of business owners and staff using kerbside parking for all day, are from (or about) Queenstown.

5 respondents suggested a system of parking permits or designated parking areas (or both) for staff and other locals who require regular, long-duration car parking.

eg. *"Insufficient loading zones near businesses."*

"There are no loading zones and all kerbside parking is 1/2 hour."

"There are limited spaces near our (Zeehan) business."

"Those working in the hub of Strahan, as I do, should have a parking permit and free designated parking area."



"Locals should be able to buy a yearly parking ticket at a reduced cost."

And: *"Business owners should not be allowed to park their vehicles in the main streets outside their businesses all day."*

"Business owners are parking all day leaving less room in the shopping precinct for residents & visitors."

"The trucks that deliver freight to the (Queenstown) supermarkets park illegally and take up spaces and cause traffic hazards on a daily basis – with no repercussions."

"Staff at our (Strahan) business take advantage of the excellent footpaths, and walk/cycle to work, so we do not need permanent spots. If other businesses nearby want daily access to parking spots they should lease them from Council."

"We need short term parking in Main Street for shops, cafes, etc & long term parking for attractions & workers."

5.5.7 Parking for People with a Disability

12 respondents raised the topic of parking for people with a disability, with two distinct issues identified.

7 responses discussed the monitoring and 'policing' of spaces for people with a disability.

All agree that there needs to be better enforcement, to prevent use by non-disability vehicles and ensure they remain available to vehicles with disability parking permit.

eg. *"Disabled parking places are not 'policed'."*

"Police disabled parking more."

"Disabled parking needs to be policed more. They are regularly taken by people without a disabled parking pass."

8 responses raised the number of parking spaces provided for people with a disability.

Nearly all agreed that there were not enough spaces, and that more should be provided.

One respondent suggested that one of the two spaces outside the Queenstown supermarkets is unnecessary, although they indicated this is because the spaces are not being used by vehicles with a disability parking permit. ie. an issue related to monitoring and enforcement of use.

eg. *"Disabled parking – needs to be more of it and closer to cruise boats."*

"Disabled parking needs improvement in Rosebery shops."

"We do need more disabled car parks."

"There are too many disabled spaces outside the Queenstown supermarkets. I understand the need to have them, but one bay is sufficient, not two, as I have actually never seen a disabled person park there."

5.5.8 Parking for RVs and Campervans

14 respondents raised this issue.

All believe that there are two related problems for RV parking.

These are a lack of appropriate parking spaces in the towns for RVs to access, and that RVs and caravans occupy multiple kerb-side spaces (particularly for long periods of time) blocking access for others.

eg. *"RV and large vehicles should not be permitted to park in CBD areas. They can park in close proximity and walk."*

"Nowhere for motor homes to park and vehicles with large vans."

"RV parking is a serious problem in Strahan. Very clear signage is required to direct them to the all day carpark and not kerbside or clogging the Visitor Information Centre / Amphitheatre carpark."

"RVs shouldn't park in the main area (of Queenstown) anyway."



"There are limited spaces near our business, and no disability parking or designated areas for RV or large vehicles."

"Have designated RV parking areas and not in the main street (of Zeehan). RV can park all day in front of your shop and look around town without realizing they are affecting customers trying to find a park."

"Closing the Foxy Ground to overnight parking has inconvenienced tourists and disadvantaged our economy. This was an errant move by WCC. RVs need to be encouraged to stay in Queenstown, not faced with unwelcoming signage issues."

"Although not the Council's fault, the prohibition on camping at the (Queenstown) showgrounds (is just another 'nail in the coffin' for a sustainable community). Just another reason not to visit."

"RV overnight parking should not be permitted within town boundaries if there is a caravan park opening in that town."

"On behalf of RV visitors, I am not impressed that the Rosebery Stitt Park, developed by the Lions Club, conveniences are closed."

5.5.9 Information and Signage

11 respondents raised problems arising from inadequate signage or insufficient information.

All believe that better information – more clear and more abundant – needs to be provided, particularly for visitors and tourists.

This included signage to identify parking locations, and the parking limits or restrictions applying to those spaces.

eg. *"Tourists need to be better informed when parking on the West Coast ... we had a vast number of disgruntled tourist this past season due to bad signage, dysfunctional parking meters."*

"Signs for disabled parking, loading zones, and taxi stand could be highlighted or policed more."

"Work in town centre and deal with parking signage issues daily."

"There is a large carpark but the absent/appalling signage ... means that people don't use it."

"Parking spaces outside of cottages (Strahan) – some don't even have numbers to identify your parking space to put money in for the relevant space."

5.5.10 Inspectors and Enforcement

11 respondents raised this issue.

All believe that there need to be changes to the current practices of inspection and enforcement, including to the issuing of infringement notices for breaches.

7 respondents believe there needs to be better (more rigid) enforcement of disabled parking spaces (see above).

4 respondents believe that no infringement notices or fines should be issued.

eg. *"Police disabled parking."*

"People always park longer than the signed 30mins etc in Orr Street as we know no one enforces it"

"the overzealous ticketing inspector employed this past season needs to be retrained and ... not fining unsuspecting Coach drivers and tourists alike."

"Don't start issuing infringements."

"The west coast should not issue infringement notices to anyone. Visitors are also unimpressed."

"If parking is to continue to be paid (which I strenuously object to) then there is no need to enforce this through infringements. Tourist who voluntarily pay will do so as they do not come back often, but it is the local resident who would be infringed."

I fail to see why anyone should be infringed for a parking offence when there are multiple empty bays.

No-one parks in a bay simply for the fun of it. If they are longer than a displayed time, it is usually for a good reason."



5.5.11 Condition of Roads and Parking Infrastructure

21 respondents provided feedback on the existing condition or problems with parking and road infrastructure.

"Kerb and gutter is of poor condition and poses OHS risks." (from a Queenstown business owner)

"Road surface and drainage need significant upgrades opposite 59 Esplanade (Strahan)".

"Drainage and road surface are a problem." (from a Strahan business owner)

"The footpath in front of our cafe and home are bad, crack in frosty weather, and have grass and weeds going through it." (134 Main Street, Zeehan)

"Main Street footpaths are uneven, dangerous. The poles (black) in the main street need removing or upgrading." (from a Queenstown business owner)

"The bollards in Orr Street Queenstown are not visible enough, too low and painted black. Most drivers don't know they are there until they have made contact."

"The legal width of the footpath outside the woodwork (the Esplanade, Strahan) is technically private property, the roadside footpath is too narrow."

"Footpaths getting better (at residence). The footpath at our business is on our leased area, and the footpath at kerbside is too narrow to be legal." (from a Strahan business owner)

"One side of the footpath excellent – the other a complete mud slip." (from a Strahan resident)

"Footpaths particularly in Frederick Street (Zeehan) are uneven."

"Kerbing is disintegrating and cracking in Queenstown CBD."

"Line marking on all car spaces in Orr Street (Queenstown) needs repainting.

"At the intersections, cars park too close which makes visibility hard to see oncoming traffic (eg. Cutten/McNamara intersection, Queenstown)"

"Parking at sports venues isn't great – eg. Queenstown Sports Stadium

"Open drains everywhere. Nearly every street has stuffed footpaths. The Zeehan Park is just a joke – my kids' play equipment is a lot better."

"In Zeehan the no parking sign out in front of rock shop and old burnt chemist needs to be removed now the chemist is not there. It is now not appropriate for 'no parking' to be there as the chemist is gone and half the time the rock shop is not open."

"Large trucks should not be allowed to go up or down Union Hill in Strahan. It is too dangerous."

"The parking alongside the Queenstown Hub and Council Chambers is terrible.

"The car spaces are far too close, it's very easy to bump other car doors when you open them. I have also had someone back into my car and then drive off.

"They are far too narrow for car parking – they should be widened to make it easier and safer."

"The roadside gradient immediately outside the Zeehan Medical Centre is very bad for parking. Those on the driver's side of the car struggle to open the door, let alone exit the vehicle, such is the slope of the road."

"Parking spaces outside of cottages (Strahan) – some don't even have numbers to identify your parking space to put money in for the relevant space."

"Could someone please fix the sewage problem still seeping into the harbour to West Strahan Beach ... fix the sewage!!!"

"On behalf of the St Joseph's Catholic school, in relation to the council car park opposite school in Orr Street that is accessed by our school community:

"We appreciate that parents are able to use this carpark for drop off and pick up, however the parking arrangement is currently unsafe.

"Your assistance with markings and slip lanes would be greatly appreciated.

"I have received complaints from nearby neighbours in relation ... to signage, no standing at all times."



5.6 Follow-up Discussions from Questionnaire / Survey

The questionnaire asked and allowed “would you like to be contacted for a short (5 minute) follow-up discussion?” from each of the survey groups (local residents, businesses, and visitors and tourists).

Of the 130 survey submissions, a total of 26 (20.0%) indicated they would like that follow-up.

25 of those provided contact details, including telephone number.

One respondent provided only their name, which was not listed in the telephone directory, and could not be contacted.

All 25 respondents were telephoned during June 2018 for follow-up discussion.

In many cases, the time of initial contact did not suit the respondent, and an appropriate time agreed for subsequent call. Whenever voicemail or an answering service was contacted, a brief message was left, outlining purpose of call and a reply telephone number. A second, subsequent call was then made a few days later.

As a result, a total of 16 questionnaire/survey respondents had a follow-up discussion. They comprised

- 7 West Coast residents;
- 7 West Coast business owners; and
- 2 tourists;

Two other, detailed discussions were held with local stakeholders after the questionnaire/survey.

One was a return call from one person who had not done the questionnaire/survey.

Their work colleague (Strahan-based business) had done the survey, and received a voicemail contact, but did not wish to have a follow-up discussion.

The comments and feedback, reflecting experience as a resident and business operator, were equally appreciated.

The other was with the Operations Manager of Strahan Village and Gordon River Cruises (RACT Destinations).

Along with World Heritage Cruises and West Coast Wilderness Railway, they are one of the three major tourist enterprises operating in Strahan.

Their services and facilities include not only a range of accommodation and the boat cruise, but also a publically-accessible private car park.

Feedback to this review had been received from a range of Strahan tourist and other business operators, including both World Heritage Cruises and West Coast Wilderness Railway, but not from RACT Destinations.

Therefore their input was specifically sought and solicited.

5.6.1 Nature of Follow-up Discussions

There was no fixed nor strict format for the follow-up discussions, but a possible outline was provided at the commencement of each.

Each respondent was advised:

- of the TCS role, being:
“a consultant assisting the Council undertake a review of parking arrangements across the west coast”;
- of the overall progress of the survey and review;
- that we were happy to discuss any issues the respondent may wish
- that notes would be taken through the conversation, unless the respondent wanted otherwise;
- that all discussion would help inform the review, but would be anonymous in the final report; and
- the discussion could be as long or as short as they wished.

As a prompt for possible discussion topics, we suggested the following:

- a summary of the response to the questionnaire (numbers received, and general themes); and
- a review of the respondent’s answers or additional comments, as a reminder of their feedback.



All respondents welcomed the summary information on the questionnaire responses and themes.
None needed a reminder of the feedback and information they had already provided.

After discussing the summary information:

- two respondents were happy to not add any further comments;
- 14 respondents provided additional comments, feedback, and discussion of parking issues.

Duration of Follow-Up Discussions

There was a wide range of time spent in the follow-up discussions.

Some discussions were only 10-15 minutes long, but many went for 45 minutes or longer.

Although that duration was significantly longer than was indicated on the questionnaire survey, it allowed respondents a better opportunity to fully discuss and explain the various issues and experiences they had.

5.6.2 Records of Follow-up Discussions

Notes were kept of each discussion, to summarise the various issues discussed, including detail of specific items as appropriate.

These records were made to ensure that the respondent's input was appropriately respected and captured.

Those records include a number of private details, including some contact information, as well a variety of specific feedback which would allow easy identification of the respondent.

Therefore a copy of the records of the follow-up discussions is *not* attached to this public report.

The follow-up discussions covered a wide range of topics and issues.

Much of the discussion was to issues already noted through the questionnaire and additional comments.

In those areas, the discussion supported and reinforced the previously received community experiences and opinions. There were some topics – particularly those of disability parking spaces, RV and campervan parking, and information signage – where the follow-up discussions added significant amount of new or additional detail to that already received.

Finally, there were a number of additional topics and specific issues raised in the follow-up discussions which were new, and had not previously been identified or captured through the questionnaire and survey.

All of these are summarised in following sections.

Note: wherever feedback is taken directly from the records of the discussion, it is indicated in italics, like so.

5.6.3 Topics Reinforced During Follow-up Discussions

Much of the various follow-up discussions reinforced the feedback received in both the questionnaire responses and the additional comments and feedback.

These included following:

Time Limits on Kerbside Parking

Kerbside parking should be free.

Kerbside parking should not be used for all-day parking – need to have a time limit.

One hour or 90 minute time limit most commonly proposed.

Time-based Fees for Off-Street Parking

Any fees in off-street carparks should be time-based, not flat rate.

Must include at least one hour and two hour options, as well as all-day.

Multiple Payment Options at Meters/Machines

Any and all parking meters and ticket machines must accept multiple payment options.

ie. coins, notes, and (especially) credit and debit card.



Contactless payment (Paywave and similar RFID/NFC systems) is becoming more widespread and standard – it would be very welcome, but not essential at this time (perhaps in future it will be).

Sample Discussion/Comment:

At our retail business in Queenstown – historically the payment method has been 2/3 cash, 1/3 card, but that is now reversed: 2/3 card, 1/3 cash, and trend is continuing.

More and more payments are being made by card/paywave/etc. Parking meters must accept cards.

All-day Parking for Residents and Locals

Need to provide opportunity and mechanism for locals (staff and businesses) to utilise all-day parking. Should not be free – need to have some payment – but could provide a discounted rate.

All-day staff parking should not be kerb-side –need to keep street parking for tourists and local shoppers.

Sample Discussion/Comment:

People who use public parking spaces to access their workplace should be subject to same limits and costs as everyone else. A free period is fine, but all day parking should not be allowed on kerb-side spaces.

Consistent Inspections and Enforcement

Need to improve policing of parking, with more consistent inspections and enforcement of infringements.

Needs to be same approach and application in every town.

Focus should be:

- to enforce time limits (eliminate all-day parking on street); and
- stop the use of disability parking spaces by vehicles without disability permit.

Sample Discussion/Comment:

Need to have consistent policing and enforcement.

Better and more inspections to eliminate all-day parking on street and disabled parking without sticker.

In January have two boat trips, therefore will need two inspections daily (eg. 10am and 4:30pm)

Consistent Approach Across the West Coast

Parking controls need to be consistent across west coast to ensure fairness for all towns.

Must ensure that don't have paid kerbside parking in one town and not another.

Inspections – and particularly infringement notices – need to be applied evenly across all towns.

5.6.4 Public Toilets (Strahan)

Public Toilets at Strahan – need increase inspection /cleaning / re-stocking regime.

Regularly run out of toilet paper, hand towels, and soap. Especially on weekends.

Sometimes not very clean. Especially on weekends.

*This is a consistent problem, especially in summer, and most especially on weekends in summer.
Tourists often comment and complain (to our waterfront businesses).*

5.6.5 Public Transport Options (Strahan)

No public transport options in Strahan. No shuttle bus. No taxis. No Uber/Lyft car share.

Will be vital once regular flights commence next summer (access to/from airport).

Shuttle service between accommodation to cruises and trains would reduce parking demand.

Likely not viable as a stand-alone business, but may be possible to combine with Council staff person providing parking inspections, and the routine inspection and cleaning of amenities (see above)?

5.6.6 Bicycle Access and Infrastructure (Strahan)

Discussion/Comment A:

Further improvement of facilities to encourage increased use of bicycles in Strahan would be a good idea.

Could help get tourists and staff into and out of waterfront area.



Especially from caravan park and beach area to waterfront.

Need better signage and facilities for bike and gear storage/security.

Perhaps a bike share, especially if have a section where continuous shared path therefore be a 'no helmet required' zone.

TCS Note: rule 256(1) of *Road Rules 2009* requires approved bicycle helmet be worn at all times – even on a bike path or shared path.

Discussion/Comment B:

We should be encouraging people to walk and cycle, to reduce car dependency.

Has benefits for health, environment, and reduces demand and load on car/road infrastructure.

Strahan has good infrastructure already, with footpath/bikepath and gardens along waterfront sections.

However the bike parking facilities (rack) are not in good locations, and are not well utilised.

(At post office, and near new park benches. None near cruise offices).

Need bicycle parking at 'destinations'. ie. Visitor Information Centre; Cruise Offices; Waterfront Shops/Exercise Equipment; Train Station

Need to put bicycle parking and signage at 'front and centre' to inform and encourage use – has a low cost but deliver a high impact.

Cruise offices were previously hiring bikes – perhaps this may return?

Many RVs camp at Meredith Street, and have bicycles with them – improved bike parking/racking along waterfront and better signage and information would encourage their use much more.

Peak tourist season = peak car parking demand = best weather for riding, which reduces car parking demand.

5.6.7 Emergency Services Vehicles

Discussion/Comment A:

Volunteer emergency services in Strahan.

There are times when people are on-call as volunteer ambulance staff, and therefore use ambulance as commute vehicle – they require ability to park ambulance all-day, close to work, and without paying.

No mechanism for this.

Not necessarily require a dedicated space, but need to ensure a space is available for those times.

Discussion/Comment B:

Fire station in Queenstown is just far enough away from CBD that don't currently get people who are shopping/socialising parking adjacent station.

Similar for ambulance and SES.

Therefore access for volunteers is currently not an issue.

However do need to monitor and be aware of possibility.

If introduce any measures which pushes parking further away from CBD/main street it might interfere or obstruct.

5.6.8 Disability Parking Spaces

Discussion/Comment A:

Definitely need another disability parking space at the pharmacy in Queenstown.

Discussion/Comment B:

Need more disability parking spaces.

Regularly see vehicles in disability parking space without permit displayed – very frustrating.

None in Rosebery or Zeehan that aware of.

Definitely required near the Rosebery shops and IGA supermarket – sometimes struggle to get a spot.



If keep metered spaces, then if have a disability parking permit should not have to pay.

Discussion/Comment C:

*Spoon drain gutter along the disability parking spaces near Queenstown Railway IGA are cracked and broken.
Have been in poor condition for a long time (a couple of years).
Is a trip hazard, and needs repair.*

Discussion/Comment D:

If parking time limit is more than 2 hours, then disability permit holders should not have to pay.

TCS Note: in Tasmania, the Transport Access Scheme provides holders of Australian Disability Parking Permit be allowed an extension of time in any regular parking space, but requires they must still pay any applicable fees.

5.6.9 Uncontrolled Parking At Intersections (Queenstown)

*At various intersections vehicles regularly park too close to the intersection – often within 10m.
eg. side streets onto Driffield Street, Queenstown – Cutten St, Russell St, Beardsley St, etc
This means there are not proper sight lines and cannot see intersection clearly.
Becomes very dangerous.*

5.6.10 Parking on Nature Strip and Footpath (Rosebery)

*In Rosebery people often park on footpath and/or nature strip - it happens on both sides of our street.
It does not cause any real problems or difficulties, but unclear if it is allowed.
Would like to know if ok to continue (should be fine), or if Council intend to police/stop the practice.*

TCS Note: the Tasmanian Road Rules 2009 allow a property owner (or property occupant) to park on the nature strip directly adjacent to their property boundary, provided it does not unreasonably obstruct other road users.

5.6.11 RV and Campervan Parking

Discussion/Comment A (Queenstown):

*Only real issue with parking is from caravan and RV parking.
Need to make RVs aware of their parking options, and have better controls in place to ensure compliance.
It is a major problem.*

RVs regularly park outside business, and remain in place a day and a half or longer.

Particular problem in Cutten Street and McNamara Street in Queenstown.

Issues which have been encountered include RV campers:

- using the wheelie bins of business,
- setting up chairs and tables on footpath, and
- dumping grey water in gutters (stormwater drains) which also splashes onto road and footpath.

There are a number of places to go, including Queenstown Caravan Park (which has always been helpful) and Lake Burbury camping ground, but not on the main streets of the town.

Discussion/Comment B (Strahan):

*RVs in the long-term carpark at waterfront are not as big a problem as they previously were.
Most now seem to go to the golf club, or beaches, etc.*

Discussion/Comment C (Rosebery):

Need to provide appropriate RV/campervan spaces.

They often occupy two car parking spaces (sometime three when in the off street carpark and have awning / furniture out) and cars cannot use.

5.6.12 Information Signage

Discussion/Comment A (Queenstown):

Nearly all tourist information signage is poorly provided.



*Signs are inconsistent, and generally small. Only exceptions are for cruises and train.
All other attractions (both business/tourism operators, and local sights/destinations) are very poor.*

*A good comparison is Great Ocean Road in Victoria.
It has great signage along route and through towns, including directions to attractions, parking, and RV camps.
Hopefully the Great Western Drive concept might help fix this? Perhaps?*

eg. the best views of Queenstown are from the old Hydro road, but it is not sign posted at all.

Related issue – the clearing and maintenance of carparks and access at lookouts is bad, and often not done at all.

Discussion/Comment B:

*Both Tullah and Rosebery have ample parking spaces.
However if not familiar with town, can be very difficult to find parking and facilities.
Signage (to parking and facilities) in both towns could be greatly improved, particularly for tourists.*

5.6.13 Overnight Parking (Strahan)

*The business requires both staff and customers (tourists) overnight parking at Strahan waterfront.
This is integral to operation of the business activity.*

*Staff have historically had permit/sticker for spaces adjacent Visitor Information Centre (TasPorts carpark).
Clients/tourists have used the Council all-day park – are unsure whether to purchase one ticket or two.
If get two tickets, they will both be purchased at midday of day 1 – cannot get second ticket on morning of day 2.*

*No problem with staff or customers paying for parking, but is a definite procedural issue and problem.
At minimum there should be an appropriate permit system available for businesses on waterfront.*

*Requirements need to be clear, including to businesses so they can help inform customers.
Information generally available to tourists could be greatly improved.*

5.6.14 Parking and Access at St Joseph's Catholic School (Queenstown)

Discussion/Comment A (from the School):

*School is K-6, with over 100 students enrolled.
Ongoing concerns for student and public safety associated with the parking and access around the school.
Understand that it has been an issue for many years.
Problems relate to the safety of current practice of student drop-off and pick-up using the Council's informal triangular carpark area opposite the school, between Orr Street and Little Orr Street.*

Major concerns around safety are from:

- car and pedestrian movements inside the carpark area; and
- students crossing the street.

which are particularly because of:

- no line marking, directions, or other measures in the carpark; and therefore
- no separation, or even consistent control, of cars and pedestrians within the carpark; and
- the pedestrian crossing is right at the intersection of Orr Street to Pontifex Street (cars come round the corner without stopping).

There are also "No Parking" signs in Little Orr Street which makes it difficult for residents, who have to park in the eastern end 'point' of the triangular carpark area.

This restricts access a drop-off and pick-up, and causes frustration between residents and parents.

The hospital has own carpark, but some staff seem to use the western end of the council area as an overflow carpark.

This does not restrict access as much, and so not as much frustration, but can still be problem occasionally.

School greatly appreciates ability for parents to use the carpark at drop-off and pick-up.

Would like that to be able to continue.



However really want and need to work with Council and residents to develop appropriate markings and other controls so that access is maintained and kids are kept safe.

Discussion/Comment B:

Access along Little Orr Street, and the adjacent pavement hardstand area, have been issues for a long time. This has included various disputes from time to time.

e.g. Council previously installed "No Right Turn" signs, but they were done incorrectly and forced traffic flow in directions which made accidents more likely – signs were quickly taken down.

Historically it was not a carpark, but a recreation reserve, and was originally created as such.

To the best knowledge, that has never actually been changed.

(Previously used for basketball and netball, and parking could only be done after school hours, not during school)

Council previously raised possibility that Little Orr Street could be resident access only, but the residents did not want that restriction – happy for full public access, as long as resident access maintained and traffic is safe.

Residents would support any measures which improve safety, but;

- *they must be properly involved and consulted about proposed changes; and*
- *access for Little Orr Street residents, at all hours, needs to be maintained.*

5.6.15 Tourist Experiences

Two tourists participated in the follow-up discussions – one from southern Tasmania, and one from the Adelaide Hills region of South Australia.

Each provided detail accounts of their own visits to the west coast, and the experiences of other tourists they had talked to during their stay.

Discussion/Comment A (from South Australia):

Visited in May 2018. Overall their holiday was a very positive experience.

Loved Tasmania and the west coast – loved the cruise, loved the train, loved the walks and nature.

No fixed itinerary – originally booked 2x nights in Strahan, but stayed for 4x nights because liked it so much.

Only negative from entire trip was the significant stress and worry they saw others experience, which was all related to access to the cruise operations in Strahan.

This was from their own cruise, and in conversations with others (not on their cruise) they had during their stay. They normally do not fill in visitor surveys, but the issue was so noticeable that they wanted to comment.

They are aged mid-50s, and were the youngest passengers on their tour boat – many were considerably older. They walked between their accommodation to the cruise terminal, and so had no issues personally.

However there was real confusion, negativity, and anger amongst other passengers.

Most arrived by car at 8:00am for an 8:30am cruise boat departure.

Given their age, and slow walking speed, they felt pressure to make a quick decision about parking location.

When they could not pay by credit card that caused further stress, including multiple trips back to car to get change/coins then put ticket in windscreen, before walking to the cruise terminal.

Caused considerable stress that would miss departure time, and many were angry when on the boat.

Staff onboard Gordon River Cruises were really helpful and accommodating – they indicated they regularly 'copped flack' and received complaints from tourists about the parking.

They talked to only one person (tourist) on their boat who was not upset by the cruise parking arrangements.

Most people were not angry with the cost of parking – although they would obviously prefer not to pay.

What made them really upset was the inconvenience and stress of the current arrangements.

Inconvenience was due to:

- *paid parking (not free 15 minute parking) right outside the Visitor Information Centre; this made it difficult to access the VIC for just a few minutes to get information and directions;*



- *not able to get parking close to cruise departure;*
- *having to pay with coins only.*

Stress was due to:

- *not easy to find the carpark;*
- *difficult to tell how long could park for, and to find where to pay;*
- *could not pay easily, so extra trips back to the car, or not being able to pay at all;*
- *signs saying 'working port' and 'parking/damage at own risk';*
- *long distance to walk to cruise terminals;*
- *worrying about weather (especially having to walk through rain to get to/from terminal)*

The biggest issue for everyone was a lack of awareness and preparedness.

They later looked through the Visitor Information Centre, but could not find any mention of parking or paying. Nor was there any information provided when they booked their cruise ticket.

Proper information really needs to be provided when you book, so know where you are going (to park), what you need to pay, and how much time you need to allow.

They would prefer there is a parking voucher issued when you book your ticket – could be a levy included automatically in the purchase – as well as simple instructions or map to help.

For all tourists, and especially given the age profile, the easier it can be made, the better it will be.

Discussion/Comment B (from southern Tasmania):

They have had two separate holidays on west coast in the past few years, including March 2018.

Both have been wonderful, and the absolutely love both Strahan and the west coast.

A number of suggestions that would help improve visitor experience:

The signage throughout the west coast is really difficult to read, especially when driving.

Tourists have big problems with getting to the cruises in Strahan.

On board they were all talking amongst themselves that they did not feel welcomed to their visit because of problems with parking and access to the cruises.

When arrive for the boat:

- *nowhere to park;*
- *nobody tells you before you arrive where the parking is;*
- *there were lots of staff parking in the tourist spots and short-stay spots;*
- *when the weather is bad it is very hard to see or find the main carpark;*
- *signs to show carpark entry are bad;*
- *signs inside the carpark (rules and instructions) are difficult to find and follow;*
- *they fed money into the meter but no ticket issued, and no 'out of order' sign;*
- *others didn't have enough coins to pay and not take credit card;*
- *when weather is bad is a long way to walk to the cruise office.*

Although they had raincoats and umbrellas, lots of mainland tourists did not have suitable wet weather gear.

They all thought they could park car, go straight inside, and go straight onboard.

This was very common.

The train station was undercover, and once inside was good shelter.



Strahan needs these things to make it much better:

- *undercover walkway from carpark to the cruise terminal;*
- *lots more seats and benches to sit on the Strahan waterfront, eg. at the sawmill, and at the cruise terminal; and*
- *when get ticket (to either cruise or train) should get a map showing destination, and carpark locations; it should have basic information or instructions (eg. will need to pay \$xx for parking)*

*All the staff at World Heritage Cruises were really helpful and gave great service.
All the staff at the train and the Visitor Information Centre were also really good.*

Parking at Regatta Point is very good if driving an RV, and great for the train, but it is a long way from the cruises.

Other Attractions:

There are two great spots to watch the sunsets in Strahan:

- *creek/park near Hogarth Falls (the ship is Instagram famous);*
- *Regatta Point – a platform over the water would be spectacular and attract photographers.*

They should be promoted.

There are two species of bird (firetail birds and ground parrots) which live near the airport that bird watchers come especially to Strahan to see and photograph.

Many don't really know where to go to see them, so could provide some guidance.

That needs to balance against protecting the birds and their environment, so need to be careful.

Need better signage to get to destinations and attractions around Strahan.

eg. Ocean Beach (especially for sunsets)

eg. Henty Dunes (people don't know what they're missing – need better information so they will go).

5.6.16 RACT Destinations (Strahan Village and Gordon River Cruises) Experience

They share some of the issues and concerns of other large tourism operators in Strahan, but not all.

Paid Kerbside Parking and Impact on Business

Principal concern is consistency of parking restrictions, not only between towns, but also within Strahan.

One instance is the kerbside parking along Esplanade, from Bushmans to the Cottages, is all paid.

This is not welcoming to visitors, and is unfair to locals compared to residents other towns.

It also creates business trading inequities.

For example, that paid parking is in front of their bottleshop, but there is none in front of the other bottleshops in Strahan (at Regatta Point Tavern near railway station, at Molly's takeaway near caravan park, etc).

Time Limits to Kerbside Parking

They do not object to having deterrents to long term and all-day parking on the street, but it needs to be appropriate and equitable.

They purchased and installed signs imposing a 15 minute time limit to the car parking spaces (on their land) in front of their reception building. People have adhered to those, and it has worked well.

Bus and Coach Access and Parking

Approximately 40% of their business – for both the accommodation and cruises – travels by bus/coach arrivals. They have sufficient parking available for all those coaches on top of the hill (at accommodation on Esk Street).

Because the age demographic is older and elderly travellers, most in-house guests drive from accommodation to the cruise terminal (approximately 30 second journey, but avoids walk up/down steep hill).



The key issue for bus/coach travel for them is not parking spaces, but congestion at the cruise terminal at departure and arrival time.

At those key periods, there may be 6 different busses all trying to drop-off and/or pick-up at the same time.

If parking of coach/bus is an issue, then:

- *area around Esk Street and Esplanade is closes, particularly adjacent Anzac Park;*
- *large slab of concrete paving south-west of Anzac park, before the cruise terminal, could fit 3x coaches; however work here would impact the existing parkland landscaping or views across the harbour.*

Safety Upgrade at Intersection of Esplanade and Esk Street

This area, on the corner adjacent their reception building, is typically used as a U-turn location. Some believe that Esk Street is a driveway, although it is a public road.

The U-turn manoeuvre is dangerous – a number of near misses or accidents.

The public road intersection should be upgraded to prevent U-turn and make safer.

A possible solution – previously discussed with Council – is a central island (or similar) on Esk Street.

Strahan Village Car Parks

They have two main car parking areas.

At the top of the hill, around the hotel (off Esk Street) are approximately 55 car parking spaces. These are all allocated and used for house guests, staff, deliveries, etc.

At the bottom of the hill, behind the cottages (off Esplanade) are another approximately 60 car parking spaces. 30 of those spaces are allocated and reserved for accommodation guests.

They are fully utilised in peak season, from September to April.

The remaining 25-30 car parking spaces are available to (non-guests) public. They are charged at a single, flat-rate of \$6 per day.

The ticket machine has recently been upgraded to mains power – it was previously on a PV solar panel which frequently had insufficient charge for battery, and meter would not work.

Until the upgrade, public were required to walk across to reception building to pay for ticket. Unknown how many parked and did not pay.

Based on payments made at reception, paid (public) occupancy of the carpark from July 2017 to June 2018 was:

Year; Month	Total Spaces	Daily Cars/Spaces
2017; July	21	1
2017; August	6	< 1
2017; September	88	3
2017; October	183	6
2017; November	194	6 ½
2017; December	190	6
2018; January	250	8
2018; February	255	9
2018; March	245	8
2018; April	~250	8
2018; May	80	2 ½
2018; June	80	2 ½

The money generated from the paid parking occupancy (approximately \$11,000 per annum) is spent on carpark maintenance, benefitting both the paying public users and the accommodation guests.



RACT are not interested in considering or investigating any options – such as leasing land or parking spaces to Council for use – which would impact their ability to manage, use, and develop the land at any time.

However they would be happy to consider some coordination of their carpark with Council's and other facilities. This might include being indicated on parking location maps, having a consistent approach to signage, etc.



6. Discussion of Main Issues

The community feedback and input has expressed consistent experiences and opinion, whether from local residents, local businesses, or tourists and visitors, and regardless of which town the respondents were based.

The majority of concerns and problems raised by the community are associated with Strahan waterfront area, and to a lesser extent Queenstown central business zone, along with general information and signage throughout the west coast.

6.1 Need for Parking Controls

The community accepts that there need to be some forms of parking control, most commonly expressed as a desire to prevent vehicles from occupying kerbside parking long term or all-day.

This is entirely appropriate – provision of parking spaces allows vehicle-based access to facilities and attractions, and the application of parking controls helps promote and best enable that vehicle-based access be equal and available to all.

6.2 Consistent Approach Across West Coast

The community believes that any imposed parking controls need to be consistent across the west coast.

This is particularly expressed in the unanimous agreement that if kerbside parking is free in one town, it should be free in all towns.

That is not necessarily the best approach in developing a parking and access policy or plan.

The selection and application of parking controls is best focussed on helping ensure that vehicle-based access is as equal and available to as many people as possible.

It should be selected appropriate to the particular location and destination, and therefore the controls on a given type of parking space will vary from place to place.

This may be understood by comparison (for example) of parking at the Strahan waterfront on Esplanade with parking near the Strahan sports ground on Meredith Street – they have different demands and an expectation of different parking controls.

Notwithstanding this, many believe the entire west coast community should be considered as a single location and destination.

There is unanimous expectation for a consistent and equitable approach across the municipality, particularly in relation to fees, charges, and penalties.

It is valid for this expectation to be considered as a basic principle to help ensure that vehicle-based access is as equal and available to as many people as possible.

Recommendation

That the parking controls imposed at any given location and space on the west coast should generally be the same as those imposed upon similar parking arrangements throughout the municipality.

Recommendation

That any fees, charges, and penalties, associated with parking at any given location and space on the west coast be exactly the same as those associated with all other similar parking arrangements throughout the municipality.

Any parking controls should be regularly assessed, to ensure they remain appropriate for their intended purpose.

Recommendation

That all parking controls imposed on the west coast be regularly reviewed and assessed to ensure that they continue to provide the appropriate balance of access and service for the needs of the community.



6.3 Types of Parking Control Measures

6.3.1 Controls are Appropriate for Location

In Zeehan, Rosebery, and Tullah, there are currently no paid kerbside parking spaces, nor any paid off-street carparks.

If a consistent approach across the west coast is strictly applied, it could be interpreted to require creation of a paid off-street carpark and introduction of time limited kerbside parking in those towns. Such moves would be misguided at this time.

The community consultation process revealed no apparent problems or any issues with the existing kerbside parking access in those towns.

There is not a strong case to amend the existing extent of kerb-side time limits in Rosebery or to introduce limits to Tullah or Zeehan.

Similarly, any more rigorous programme of inspections and infringement notices associated with introduction of time limits would very likely cause community dissatisfaction where currently there are no apparent problems.

The community-wide consistent approach must be sensibly applied, and take account of actual site needs.

Recommendation

That the parking controls imposed at any given location and space consider and reflect the level of demand for that location and space, and the access which it provides.

6.3.2 Payment for Parking Access

Parking spaces are essential for vehicle-based travel and therefore an essential element of successful community, particularly one which is geographically widespread and car-reliant as the west coast.

The true cost of parking spaces has been widely studied, with a range of academic papers – along with periodic debates within urban planning and economics professions – about how to best determine the cost and effectively pay for providing and maintaining public parking.

Recognising the True Costs of Parking

There are informed arguments that all public parking, including all kerbside spaces, and including in residential areas, should be subject to a user-pays fee based on market rates.

That is based on a number of reasons, including that:

- all public space – including streets and kerbsides – belongs to everyone;
- free parking is a subsidy for cars and driving;
- competition for parking spaces creates traffic congestion;
- traffic congestion wastes the time and fuel of the driver, but also imposes external costs (lost productivity, increased pollution, increased wear and deterioration of road infrastructure) onto the public; etc.

Furthermore, revenue from paid parking contributes to the local authority.

That money may be used for infrastructure maintenance, improvement, and expansion – including upgrades of the parking facilities – although it should also be offset against any costs associated with collection of revenue.

Although each of those reasons can be applied everywhere, their relative strength and importance does vary with location.

Pricing to Manage Demand and Use

Imposing a fee for parking is not only done for cost recovery, but also as one of the fundamental tools to manage parking demand.



The more expensive it is to park in a particular location, the fewer people who are willing to pay that higher price, and therefore the demand for that parking is reduced.

The placement and distribution of paid parking, including that of different rates/costs, can influence where people choose to park and the distribution of parking.

Kerbside parking typically has a higher convenience to users, giving closer proximity to a user's destination than that provided by off-street parking.

That convenience leads to higher demand, which is usually tempered by imposing higher fees for kerbside parking than for off-street parking.

A number of survey respondents expressly indicated that if fees are introduced to kerbside parking across the west coast, their shopping and socialising habits will significantly alter, including reduction of spending within the west coast.

Paid Parking to Generate Revenue

Paid parking is often noted as one of the most simple and effective ways for a destination location to derive direct income from residents of a neighbouring municipality.

However this applies where there is a regular and high movement of people across municipal boundaries. On the west coast, parking revenue will be mainly from local residents and businesses, and from tourist visitors.

If charging fees for kerbside parking, revenue will be more from local shoppers and tourists 'passing through'.

All community feedback rejected the concept of fees for kerbside parking.

If charging fees for off-street parking, then revenue will be raised more from visitors accessing longer duration tourist activities (especially cruises and railway) and from local employees and staff parking for work.

Some of the community believes that off-street carparking should also be free.

This is typically based on rationale of welcoming and encouraging tourist visitation, and also that parking should not be used as a revenue source by Council.

However the majority accept that, in principle, appropriate fees may be charged for off-street parking.

There is unanimous agreement that any fees be fair and reasonable, including that fees be proportional to the duration of parking use/occupancy.

Finding Appropriate Balance for West Coast

The case for comprehensive paid kerbside parking is much stronger in large urban and city scenarios, where there is much greater residential density and a broader range of transport options, than in a community of small, dispersed towns like the west coast.

In smaller communities, an increased reliance on individual car use and fewer options for alternative transport options, mean that parking is relatively more important to help facilitate access and social interaction.

There is very strong community sentiment that kerbside parking should be free, all across the west Coast. The majority also accept that, in principle, appropriate fees may be charged for off-street parking.

This community sentiment is the opposite to the accepted norm for larger communities and towns.

Survey responses (Q11/B7) suggest that significant portion of the community prefers a certainty of availability rather than immediate proximity when parking for work, socialising, attending sports or cultural events, or other activities.



The community willingness to accept less proximate parking locations for various activities, along with the very strong community preference against any paid kerbside parking, indicate that the use of other options to manage parking access will be supported and may be expected to succeed.

Recommendation

That, wherever possible, paid parking should not be used as a control measure to manage kerbside parking demand and use.

The money received from parking fees is a small but important component of overall Council revenue.

Council staff suggest that a rate rise of between 0.5% to 1.0% would be necessary to replace the current parking revenue, which aligns to the Council's recent audited financial statements.

Staff have indicated a strong preference to avoid any such rate increase, and are very keen that the level of parking revenue not be reduced, if possible.

Provision of parking is a service provided by Council, and payment for it is an established and common practise. It is an application of a 'user pays' philosophy, and revenue generated can help offset the cost of infrastructure, as well as associated servicing and maintenance.

Although community sentiment prefers that parking across the west coast be free wherever possible, there is widespread (if reluctant) acceptance that Council will continue to charge for their off-street carparks.

Some in the community believe strongly that local workers who require and use all-day parking should be required to pay for that access.

There is universal agreement that, if local workers are charged for long stay parking, discounts should be provided to them.

Detail feedback from tourists to the survey questionnaire, and tourist comments to the World Heritage Cruises petition-format survey, indicates that while visitors are upset with the current parking and payment arrangements in Strahan, the majority accept they will likely need to pay for such longer-term parking.

It is appropriate that at least some of the Council's parking facilities have a fee for use, and is generally accepted – especially by tourists – that this will be the case.

Recommendation

That paid parking may be used as a measure to generate revenue, provided that imposed fees are appropriate to the location, are proportional to the duration of the parking, and that discounted fees are made available to frequent users.

6.3.3 Time Restrictions on Parking

Time restrictions which limit the duration of parking encourage a greater turnover of vehicles through a given parking space.

By preventing long stay parking, they provide more access opportunities for short stay and medium stay users. They are therefore used in high demand locations, often in conjunction with paid parking.

For time limits to be most effective they require effective enforcement to deter over-stays, and the support of local community to respect and adhere to them.

The west coast community has indicated very strong acceptance – and preference – for time restrictions on kerbside parking in high demand areas, most particularly the Strahan waterfront and Queenstown CBD.

Community support is for only time limits on kerbside parking.

It does not include kerbside paid parking, nor time limits for off-street parking.

Recommendation

That kerbside parking be managed by time limit restrictions in high demand locations, to encourage turnover.



Recommendation

That off-street parking be free of any time limit restrictions, to enable and encourage long stay parking.

6.4 Kerbside Parking Controls

6.4.1 Time Limits for Kerbside Parking – Strahan and Queenstown

There is strong community support for imposing maximum time limit restrictions on kerbside parking to help ensure availability and access.

The areas of greatest focus are the Strahan waterfront and the Queenstown central business zone, with particular concern to prevent vehicles from occupying kerbside parking long term or all-day.

The individual experiences of different members of the community result in different opinions on the best time limit restriction for a given parking location – there will be some disagreement regardless of the chosen limit.

It is therefore important that the maximum time limit provides a balance between encouraging the turnover of vehicles, allowing sufficient time for required activity, and being able to enjoy the support (and therefore likely compliance) from the majority of the community.

The general consensus from the community is that the most appropriate maximum time limits for kerbside parking are:

- one hour, along the Strahan waterfront; and
- between one hour and 90 minutes in Queenstown central business zone.

This generally reflects local resident's responses to the survey questionnaire (Q8/B4).

- 82% need to park for one hour or less for shopping, and only 3% for longer than 2 hours;
- 71% need to park for one hour or less for appointments, and only 3% for longer than 2 hours.

Recommendation

That kerbside parking at the Strahan waterfront be subject to a maximum time limit of: **one hour**.

Recommendation

That the area at the Strahan waterfront subject to time limited kerbside parking spaces be the length of Esplanade along the northwest bank of Risby Cove. That is, from:

- Strahan Point, adjacent 1 Frazer Street; to
- War Memorial Park, adjacent 45 Esplanade.

Recommendation

That the existing 9-off angle parking spaces in front of the Strahan Post Office ('Customs House') remain subject to a maximum time limit of: **15 minutes**.

Recommendation

That kerbside parking in the Queenstown central business zone be subject to a maximum time limit of: **one hour**.

Recommendation

That the area in the Queenstown central business zone subject to time limited kerbside parking spaces be approximately that area zoned '21.0 General Business' under the *West Coast Interim Planning Scheme 2013*. That is, the area bounded by and including:

- Cutten Street from Driffield Street to Dixon Street;
- Dixon Street from Cutten Street to Orr Street;
- Orr Street from Dixon Street to Bowes Street;
- Bowes Street from Orr Street to Hunter Street;
- Hunter Street from Bowes Street to Sticht Street;
- Sticht Street from Hunter Street to Driffield Street; and
- Driffield Street from Sticht Street to Cutten Street.



Recommendation

That the existing kerbside parking along the east side of Sticht Street, Queenstown, between Orr and Cutten Streets, remain subject to a maximum time limit of: **30 minutes**.

6.4.2 Time Limits for Kerbside Parking – Other Towns

Both Zeehan and Rosebery have a variety of different maximum time limits applying to different sections of kerbside parking

One resident noted that a particular time limit restriction in Zeehan should be removed, and this has already been done by Council.

There were no other issues nor problems raised in relation to the kerbside time limits in these towns.

Recommendation

That the maximum time limits currently applying to kerbside parking in Zeehan remain unchanged.

Recommendation

That the maximum time limits currently applying to kerbside parking in Rosebery remain unchanged.

6.4.3 When Should Kerbside Parking Time Limits Be Applied

Possible Approaches

The primary consideration of when to apply parking time limit restrictions is the periods of highest demand, to help promote turnover of vehicles through the parking spaces and enable more equal access.

As a result, parking time limits are typically established to apply only during daytime ‘business’ hours, particularly in and around retail and business areas.

There will often be different hours of operation on the weekend from those during the traditional work week.

In locations of critical demand, where access at all times is vital – such as adjacent and near a hospital or emergency medical centre – parking time limit restrictions may be in-effect continuously (all the time).

However other factors which influence the effectiveness of time limits also need to be considered.

One is that parking control officers need to be on-duty and available to inspect for non-compliance, and issue infringement notices as necessary.

Another is that parking restrictions need to be easily understood by users, to best ensure they are followed. If signage identifying the time restrictions is highly detailed and overly complicated or complex, there is a greater chance that it is not understood and subsequently ignored.

A third consideration is different times of high demand between different destinations, even when they are in the same vicinity.

For instance, a takeaway cafe will likely have different times of peak custom to a dry cleaner located next door. Although those different peaks help distribute parking demand, it is equally important that parking time limits are applied for enough of the day that individual businesses are not advantaged or disadvantaged by them.

A possible result after considering those other factors is for kerbside parking time limit restrictions to be applied continuously (all the time) even for locations where demand is not critical.

This enables the signage and parking requirements in those locations to be clear and unambiguous, and for the time limit restrictions to apply equally to patrons of all adjacent businesses and destinations.

Although there is some user recognition of the daytime hours that parking inspectors typically work, and that they are therefore not likely to receive an infringement notice for over-staying outside those times (eg. at 7pm in Queenstown central business zone), those periods also typically correspond to times of low parking demand.



Approaches in Similar Regional Centres

Both approaches – time limit restrictions with different hours of application, and restrictions which are continuous – are used by other communities in the Cradle Coast region, on both free and paid parking spaces.

For example, in town centres and retail precincts:

- 1/2 hour; Free	8:00am to 6:00pm	Mon to Fri	8:00am to 2:00pm	Sat & Sun	Wynyard	Goldie St
- 1/2 hour; Free	9:00am to 6:00pm	Mon to Fri	9:00am to 12:00pm	Saturday	Ulverstone	Reibey St
- 1 hour; Free	9:00am to 5:00pm				Latrobe	Gilbert St
- 1 hour; Paid	9:00am to 5:30pm	Mon to Fri	9:00am to 1:00pm	Saturday	Devonport	Stewart St
- 1 hour; Paid	9:00am to 6:00pm	Mon to Fri	9:00am to 2:00pm	Saturday	Burnie	Mount St
- 2 hour; Free	9:00am to 6:00pm	Mon to Fri			Penguin	Main Road

And in retail and mixed-use zones on the CBD fringe:

- 1/2 hour; Free	All day, every day (24/7)	Strahan Street and Hopkinson Street, South Burnie
- 1 hour; Free	All day, every day (24/7)	Edwardes Street, South Burnie

Times of Kerbside Parking Demand in Strahan

In Strahan, the major periods of parking demand are associated with the river cruises and wilderness railway.

The two cruise operators have understandably similar schedules for their Gordon River itinerary. Each has a daily 'morning' cruise, and during peak summer season each provides a second 'afternoon' sailing.

With a recommended arrival approximately half an hour before departure, the 2017/18 timetable was approximately:

Arrive Strahan: 8:00am and 8:30am;
Cruise Depart: 8:30am and 9:00am;
Cruise Return: 2:30pm and 3:00pm; respectively.

Plus the peak season additional sailing:

Arrive Strahan: 2:30pm and 2:45pm;
Cruise Depart: 3:00pm and 3:15pm;
Cruise Return: 5:00pm and 8:30pm; respectively.

The West Coast Wilderness Railway operates half day and full day train journeys departing from Strahan Station. The days of the week on which they operate have seasonal variations, as do the times of departure. Departure time is typically 9:00am, and the return times are typically 1:00pm, 5:30pm and 6:15pm.

However Strahan Station is distant from the proposed time limited kerbside parking along Esplanade, and provides sufficient car parking at and adjacent the Station.

Vehicle parking for railway passengers in Strahan is not reported as a problem, and it does not contribute to the various existing parking issues within the town.

Some existing hospitality businesses along the Strahan waterfront open from 6:00am (eg. Banjos Bakery operates 6:00am to 6:00pm).

However the pressure on kerbside parking availability is not expected until the arrival of cruise passengers and subsequent other tourists who require long-duration parking.

Similarly, some existing hospitality businesses along Strahan waterfront operate late into the evening (eg. the Hamers Hotel restaurant operates 5:30pm to 8:30pm, and the bar operates until late)

Tourist and visitor patrons of those services will have either been on an earlier tour (and therefore utilise long term, off-street parking) or be staying overnight in Strahan (and therefore have overnight parking associated with their accommodation).



Use of waterfront kerbside parking at those later times will be predominantly related to patrons at the adjacent businesses, and the pressure on kerbside parking availability from non- customers will be minimal.

Recommendation

That time limit restrictions to kerbside parking in Strahan should:

- commence at or before passengers for the first cruise of the day are expected to arrive;
- continue until, or after, the sailing departure of the last cruise of the day; and
- continue until, or after, the regular close of daytime businesses along the waterfront.

Therefore the time limit restrictions to kerbside parking in Strahan should either:

- apply from 8:00am to 6:00pm; or
- be continuous, and apply all the time.

Times of Kerbside Parking Demand in Queenstown

Community feedback is that kerbside parking in Queenstown is less difficult and contentious than in Strahan.

Train departures from Queenstown Station are for half day journeys, with seasonal variation in times and days of operation to those leaving Strahan.

Morning departure is 9:00am or 10:00am, with a second afternoon tour departing 2:15pm in peak season. There are also earlier departures for tourists on associated tours in peak season (eg. Raft and Steam tour).

Although the offstreet carpark adjacent the Queenstown Station does not provide sufficient capacity for all passengers, the community did not raise this as creating any flow-on issues for kerbside parking in Queenstown.

A likely contributing factor is that of many of the larger accommodation providers in Queenstown are located close to the station, with relatively easy, flat and level walk to access it.

e.g. Empire Hotel is directly opposite, Mt Lyell Motor Inn is less than 100m, Railway Hotel is less than 200m, Queenstown Motor Lodge is less than 300m, the West Coaster Motel and the Mountain View Motel are less than 500m, and Silver Hills is less than 600m away.

This aligns with anecdotal information from ad-hoc discussions with various Queenstown Station train passengers, who had all walked to the station from their accommodation.

Demand along Orr Street and surrounding streets is primarily associated with the adjacent retail and commercial premises.

Specific complaints of long-duration occupation of kerbside parking believed the difficulties were created by businesses owners and staff, rather than by tourists or visitors.

Recommendation

That time limit restrictions to kerbside parking in Queenstown central business area should:

- commence at, or before, the regular start of daytime businesses in the area; and
- continue until, or after, the regular close of daytime businesses in the area.

Therefore the time limit restrictions to kerbside parking in Queenstown central business area should either:

- apply from 8:00am to 6:00pm; or
- be continuous, and apply all the time.

Clarity of Time Limits on Signage

The more easily that kerbside parking time limits are understood, the more likely they are to be followed and therefore be effective.

All community feedback, including not only tourists and visitors but also local residents, expressed frustration at poor parking signage on the west coast, and indicated that they had difficulty understanding various parking restrictions and requirements.



The signage required if kerbside parking time limits are applied only at certain times of day, must necessarily have more information, and require more interpretation, than the signage required if kerbside parking time limits are continuous, and apply at all times.

Recommendation

That time limit restrictions to all kerbside parking on the west coast are continuous, and apply at all times.



Sign with Restrictions at Certain Times Only (Devonport)
Adds clutter and potential confusion



Sign with Continuous Restrictions (Burnie)
Clearer and more easily read.

6.4.4 Loading Zones, Taxi Ranks, Bus Stops, and other Designated Spaces

Difficulty getting appropriate parking for access to businesses was raised by the community, with the focus nearly exclusively on Queenstown.

A number of businesses noted problems due to a lack of loading zones, while a number of residents noted problems due to business staff and deliveries occupying kerbside parking spaces for long periods of time.

Some of the existing problems would be improved by increased turnover of parking spaces.

It is recommended (below) that parking inspections be made more frequently (every weekday in Queenstown), and that increased enforcement will help improved compliance.

We understand that there is not a regular public bus service operating on the west coast, nor any licensed taxi providers, but that Council are working with the State government to consider the introduction of regular public bus service.

The creation and location of any bus stop, loading zone, taxi rank, or other similar designated restricted space, can have very significant impacts on adjacent and nearby properties.

Recommendation

That the consideration of a restricted access space (such as a loading zone, taxi rank, bus stop, or similar) should occur only after a request, application, or proposal that one be established.



Consideration should include the need to create the space, as well as the most appropriate location for it, and be based on the merits and particular details of each individual proposal.

Recommendation

That any restricted access spaces (such as a loading zone, taxi rank, bus stop, or similar) created as a result of a specific application should require payment of an appropriate annual fee by the applicant.

6.5 Off-Street Parking Controls

Maintaining some revenue from the car parking facilities is a core desire of Council.

Continuing to charge fees for the off-street facilities is the primary mechanism to generate that revenue, and is generally accepted by the community.

However the current system, particularly in Strahan, is the main source of dissatisfaction and complaints from tourists and visitors, as well as local businesses.

It requires modification to better ensure that the imposed fees are appropriate to the location and are proportional to the duration of parking, and are able to be easily understood and paid by users.

6.5.1 Type of Payment Method (Pre-Payment or Payment-on-Departure)

There are two basic methods for paid parking – charging fees in advance of use (pre-paid) or on departure (post-payment) – which influence subsequent choices on payment options, enforcement, and access control.

Pre-Payment (Payment on Arrival)

Pre-payment requires users to purchase the right to park for a given amount of time either before, or immediately after, they arrive at the carpark, locate an available space and park their vehicle.

This method typically does not have any physical controls on vehicle entry or exit from the carpark, but relies upon monitoring, inspections, and the issuing (or threat of issuing) infringement notices with accompanying fees to encourage and ensure compliance.

Because of that lack of physical controls, this method typically has a lower relative infrastructure capital cost and ongoing maintenance requirements.

This is offset by the cost of monitoring, traditionally by parking attendant inspections, although modern technology does allow automated monitoring, such as by number plate recognition and individual space sensing.

The pre-payment method is currently implemented at all paid off-street parking on the west coast.

Payment-on-Departure

Payment on departure allows users to arrive, locate an available space, and park for any period of time, and then requires them to pay for that time immediately prior to departing the carpark.

This method typically imposes physical controls on vehicle entry to and exit from the carpark (eg. boomgates).

Entry control allows the system to recognise the commencement of parking, and ensure the full time of use and fees are calculated. Exit control allows the system to compel users to pay to be able to depart.

These controls also require some treatment to the perimeter of the carpark, to ensure vehicles are only able to depart by the controlled exit.

This method is not currently used for any of the off-street parking on the west coast.

During community consultation it was raised, in passing, as a possible change to the existing system.

Which Method is Most Suitable for West Coast Carparks

It is impractical and problematic to introduce payment-on-departure to the existing off-street carparks.

All three carparks would require installation of entry and exit station controls and boom gates.



In Queenstown, the existing entry to the carpark area from Driffield Street is also the access to the public roadway ‘Railway Reserve’ which provide sole access to nine private residences, one of the dual accesses for another five private residences, and the principal service access for the Queenstown Station.

That existing access needs to be maintained – entry and exit controls could not be placed across it. Even if the access to ‘Railway Reserve’ roadway were not required, entry control point would need to be located further off Driffield Street than the current kerbs and landscaping allow, so there would be sufficient queue length for vehicles off Driffield Street.

Similarly, the eastern Strahan carpark (adjacent the Visitor Information Centre) is not only on land owned by TasPorts, but is connected to Esplanade by sections of public roadway and driveway crossovers which also provide access for other users to the ongoing working port operations.

Those existing access points need to be maintained, and entry and exit controls could not be placed across them.

The implementation of payment-on-departure at the Queenstown railway reserve carpark, and the eastern Strahan carpark would require installation of perimeter fencing around the parking spaces, as well as entry and exit controls, to separate the parking space from the adjacent ongoing public use access.

At both locations this would:

- require the new perimeter fencing be installed across multiple land titles that are not owned by Council;
- result in a reduction of available car parking spaces due to the need to include vehicle circulation aisles within the new perimeter fencing;
- introduce visual elements to those locations which would likely detract from current visual amenity; and
- complicate, rather than simplify, the ease of access and of locating carpark entry by visitors and tourists.

It would be considerably easier to physically introduce and install payment-on-departure to the main, western Strahan off-street carpark.

The existing access points could be converted from two-way (both entry and exit) to be one entry and one exit, with the appropriate controls including boom gates.

However there would likely be difficulties with approval – not only is land in Crown ownership, but there is a right-of-way easement to the TasPorts wharf infrastructure.

It is recommended that the parking method and controls be consistent across the west coast. If this carpark were converted to be payment-on-departure while the other, eastern Strahan carpark remained as pre-payment, it would create another point of potential confusion and misunderstanding for tourists and visitors.

Finally, to convert any of the existing off-street car parks to pay-on-departure will require the installation of not only new ticket machines, but also of boom gates and associated control measures.

It would create a new, and very high, risk to the provision of parking.

Namely, that malfunction or failure of the exit controls and boom gates would ‘trap’ users within the carpark, and prevent them from exiting.

Management of that risk would include:

- regular maintenance, to reduce the likelihood of it occurring, and
- a dedicated call-out facility with urgent attendance to resolve and enable vehicles to exit the carpark, to reduce the impact and consequences of any occurrence.

It would not be possible to completely eliminate the risk, and any occurrence would have be a significant negative experience for affected users, particularly visitors and tourists.

Given the fundamental importance of visitors and tourists to the west coast economy, and that those visitors are a principal source of parking revenue, it is strongly recommended that this risk should not be introduced.



Recommendation

That all paid off-street parking areas use the pre-payment method.

Recommendation

That all off-street parking areas are free of any physical barriers which prevent access or egress, and therefore rely upon inspections for all compliance monitoring and enforcement.

6.5.2 Type of Pre- Paid Parking Approach

There are a number of ways in which pre-paid off-street parking can be implemented, particularly:

- Pay and Display;
- Pay by Bay;
- Pay by Plate;

Pay and Display

User parks in available space, pays for desired parking duration from a centrally-located machine, and is issued with a printed permit/ticket which must be displayed on their dashboard while parked.

Perhaps the most common approach, advantages include the high level of user familiarity, and that tickets automatically provide a receipt (important for many commercial users, but less so for tourists and visitors).

The disadvantages are maintenance costs (paper replacement/refills for tickets, potential paper jams) and the time required for enforcement – inspector must check and read the ticket on each vehicle to confirm validity.

If only one ticket machine is provided, then if that meter is not functioning revenue is lost from all car parking spaces for the duration of the malfunction.

It is more difficult to integrate with individual parking bay sensor technology than pay by bay approach, although such technology is not recommended for the west coast at this time.

Pay by Bay

User parks in available space, must note the specific identification/number of that space, and then pays for their desired parking duration for that specific space from a centrally-located machine.

A printed permit/ticket is not required nor issued, although an option to print a receipt may be offered.

This approach is widely used for kerbside parking, which provides a medium level of user familiarity for off-street parking situations.

The main advantages are reduced consumables (no ticket issued), increased convenience (users do not need to return to their vehicle after payment) and simplified inspections and enforcement (parking attendant checks meter for list of expired bays).

The main disadvantages are the need to individually identify/number each parking bay, for users to be made aware of their bay number, and for users to remember and accurately enter that number while paying.

As no ticket is issued, if users require a receipt it must be specifically requested. Some machines do not offer the printing of a receipt at all (and this is standard for kerbside parking machines).

If a receipt printer is included there are consumable and maintenance costs similar to pay and display machines.

When a user departs, the remaining (unused) time is automatically available to the next user of the space, which reduces the total revenue, and may be perceived as an unfair benefit or advantage to the subsequent users.

If only one ticket machine is provided, then if that meter is not functioning revenue is lost from all car parking spaces for the duration of the malfunction.



It is relatively easy to integrate with individual parking bay sensor technology, including providing information on availability and automatic resetting of times on departure (providing increased revenue), although this technology is not recommended for the west coast at this time.

Pay by Plate

User parks in available space, and then pays for their desired parking duration for their vehicle (by entering their registration/number plate) from a centrally-located machine.

A printed permit/ticket is not required nor issued, although an option to print a receipt may be offered.

This approach is not widely used, especially within Tasmania, and will have a low level of user familiarity.

The main advantages are reduced consumables (no ticket issued), increased convenience (users do not need to return to their vehicle after payment), and improved revenue as well as improved perception of fairness (as any unused time is not transferred to subsequent users).

The main disadvantages are the need for users to remember their registration/number plate (particularly problematic for hire car users), the additional time required to enter that information at the machine, and the higher chance of users entering the number incorrectly.

Enforcement is also more time consuming, with parking attendants either scanning each license plate individually for it to be uploaded and checked by the system (requires communications link) or for the meter to provide a list of expired number plates, which must then be located within the carpark by the attendant.

Some systems/machines do not offer the printing of a receipt. If that function is included users must specifically request a receipt, and there will be maintenance costs similar to pay and display ticket machines.

It is more difficult to integrate with individual parking bay sensor technology than pay by bay approach, although such technology is not recommended for the west coast at this time.

Which Method is Most Suitable for West Coast Carparks

Feedback from tourists and visitors noted that their dissatisfaction arose from the lack of awareness and preparedness, and the subsequent inconvenience and (time-induced) stress created by the current parking arrangements.

Key considerations for an approach which best caters to visitors and tourists are therefore:

- easy for users to understand;
- simple for users to use;
- quick and time-efficient for users.

Council have noted the constraints on providing parking attendants and enforcement, and therefore require an approach which:

- enables equal and consistent enforcement;
- allows inspections and enforcement to be performed quickly and efficiently; and
- minimises other ongoing costs and maintenance requirements.

The existing pay and display approach is easiest for users to understand, and simple for them to use.
(Existing payment difficulties are a separate issue, considered below).

However it is not the most time-efficient approach, requiring the user to return to their car after payment to place and display their ticket.

The existing pay and display approach can be consistently applied, but it is not the quickest approach to enforce, and requires more time from parking attendant to check for compliance.

The pay by plate approach is not common, and will not be as familiar to users.

Users who know and have memorised their registration will not need to return to their vehicle after payment. However for all other users – likely to be the majority – this approach is not as simple, and requires them to note and remember their registration in order to pay.



Users will need to be clearly informed of that requirement, and many are likely have to return to their vehicle after they first reach the machine.

It is less 'user-friendly' than the existing pay and display approach.

The pay by plate approach can be consistently applied, but it is the slowest for parking attendants to inspect and enforce, requiring either specific numberplates (of 'out of time' vehicles) to be located and identified, or a time-consuming scan, upload and check of each number plate.

The pay by bay approach is easy for users to understand, and simple for them to use.
(Existing payment difficulties are a separate issue, considered below).

It is a time-efficient approach for users who remember their parking bay number, as they will not need to return to their vehicle after payment.

Users will need to be clearly informed of that requirement, but it is relatively familiar approach, and the clear and prominent marking of each parking bay helps to inform users as they first park.

The pay by bay approach can be consistently applied, and is the quickest for inspection and enforcement. A parking attendant can obtain a list of non-current bays from the meters and, because the bay numbers are always in the same location, quickly move to those locations to assess and issue an infringement as required.

A pay by bay approach provides significant improvements and benefits to both users and enforcement, particularly in the reduced time required.

It requires a change to the existing ticket machines, but note that it is recommended that these be changed for other considerations regardless of the pre-paid parking approach (see 'Options for Payment' below).

Recommendation

That all paid off-street parking areas use a Pay-By-Bay approach, including each of the existing off-street carparks which should be converted from the existing pay and display system.

Note: this will require the upgrade or replacement of existing voucher machines.

It is expected that the principle users of the off-street carparks will be tourists and visitors, and local workers. There is a low requirement and expectation from tourists for a receipt for their vehicle parking.

Some users may prefer a receipt for business (and income) related expense records, although the costs of car parking at or for a regular place of employment are not deductible, and ATO will accept documentation other than receipts (such as diary entries) for other parking claims.

There are additional costs to install and maintain a parking meter machine which provides printed receipts, which is not preference for Council.

Recommendation

That the Pay-by-Bay off-street parking meters do not provide printed receipts, but that all machines installed include the ability for a simple retro-fit of a receipt printing module if future demand is sufficient to require it.

A key factor for users, particularly tourists and visitors, will be to easily identify their parking bay number. Typical approach comprises the relevant number painted on the ground in each parking bay.

Applying that marking/tag large enough to be easily read from within the vehicle users helps users recognise the need to remember their parking bay, but means that it is obscured once the vehicle has parked above it.

Therefore the best approach is to provide at least two markings/tags, with one able to be easily read when the vehicle is parked.

An effective approach for parking spaces around the perimeter of the carpark is for a raised sign or marking, for instance fastened to the outside fence adjacent the parking space.



Recommendation

That each parking bay be numbered and identified by markings which are clear, prominent, and easily identified.
 That each bay have at least two markings, one of which can be easily seen and read when a vehicle is parked.
 That all numbering be regularly maintained to ensure ongoing legibility.

6.5.3 Modern Control Technologies

The control of parking spaces can be enhanced by use of modern technologies, such as:

- individual bay occupancy sensors;
- automatic number plate detection;

which enable a higher degree of automation, management and reporting, including:

- real time bay/space availability information;
- automatic alerting of over-staying (allows more efficient enforcement);
- re-setting of time allowance for each vehicle (allows increased revenue for pay by bay);
- detailed usage statistics, including occupancy and turnover.

For a payment-on-departure method, many of the benefits can be achieved relatively simply through ground loop sensors at the entry and exit control points.

However for a pre-paid, pay-by-bay approach, achieving those benefits requires detection (by ground loop or optical sensor) and communication of the occupancy of each individual parking bay.

Installation would expect a small increase in revenue through resetting of time allowance.

There might also be a small increase from targeted enforcement, by parking attendant being alerted to each overstay when their parking payment expires, however that effectively requires attendant to be available at or near each location at all times.

Carpark utilisation data would be significantly improved, which could assist long-term planning but may have limited use to address any immediate or short term problems, and which would require regular collation and data management.

Against those benefits, any such system would require a significant capital investment, and require additional levels of ongoing maintenance.

It is not considered necessary, and is not recommended for the west coast.

6.5.4 Options for Payment

The ticket/voucher machines currently installed in the pay and display carparks only accept coins.

All community feedback identified the lack of payment flexibility as a significant problem for users, and strongly urged the ability to also pay by notes, and particularly by credit card.

Recommendation

That all off-street parking facilities utilise reliable technology to allow the easy and safe payment of the required fees by an appropriate range of methods.

Requirements of Tasmanian Legislation

Tasmanian legislation *Local Government (Highways) Act 1982* establishes a range of requirements and functions related to parking, including that:

- a parking meter and a voucher machine are devices which operate "*on the insertion of a coin*"; and that
- it is a legitimate defence against an infringement if the meter or voucher machine "*could not be made to operate with a coin*".

And while it allows (s.105) that parking meters and voucher machines should be operated:

"... in accordance with the instructions (if any) affixed to, or appearing on, the meter or machine"

It further establishes that it is an offence to:



"insert, or causes to be inserted, in a parking meter or voucher machine anything other than a coin of the kind specified on the meter or machine";
 and to
"operate, or cause to be operated, a parking meter or voucher machine otherwise than by the insertion of such a coin".

We are not aware of any provision that allows a reference in legislation to "coin" to extend to and include other or all types of currency or legal payment.

It is not addressed in the *Acts Interpretation Act 1931*, and a keyword search through Tasmanian legislation reveals no relevant instruments.

Similarly, searches of the decisions of the Tasmanian Supreme Court do not indicate any consideration or judgement on the matter.

It is therefore a cautious (if archaic) position that in order to strictly comply with the *Local Government (Highways) Act 1982* all parking meters and voucher machines operating under that Act should operate only using coins, and no other means of payment.

Importantly however, the Act applies to the requirements and conditions for parking vehicles on state and local highways – that is to parking on roads, or kerbside parking.

Requirements of West Coast By-Law

The regulation of Council's off-street car parks is achieved by the West Coast Council *Parking By-Law No 1 of 2016* which is made under both the *Local Government (Highways) Act 1982* and the *Local Government Act 1993*.

It defines a 'parking area' as "*any land owned or controlled by the Council and designated ... to be an area for the Parking of Vehicles but does not include any part of a Local Highway*".

However it also effectively repeats the *Local Government (Highways) Act 1982* definition of both a parking meter and a voucher machine as devices which operate "*on the insertion of a coin*".

The application of the *By-law* is to legally limit the possible methods of payment for any off-street parking on the west coast to be by coin only.

Approach in Similar Tasmanian Municipalities

This matter is similarly unclear in other Cradle Coast municipalities.

The Burnie City Council's *Parking Policy CP-CBS-SG-007* recognises that "*the Council is to utilise appropriate parking technology to provide an accessible, reliable, convenient and fair means by which to collect parking charges*".

The Council has a number of pay and display off-street parking areas, which the Policy simply requires payment of the applicable fee, and the Marine Terrace Multi-storey carpark, which is operated as pay-on-departure for which the Policy specifically allows payment "*in cash or credit card ... or pre-purchased digital debit card*".

In practice that range of options is available, plus the use of a mobile phone based application for payment.

However the Policy, which was approved in September 2015, appears to be superseded by the *Burnie City Council Parking By-law, Number 1 of 2017*, dated March 2017.

The By-law defines a "voucher machine" as a device "*that issues a voucher or document after the correct coin or coins have been inserted*".

That is, it would legally limit the possible methods of payment for pay and display parking to be coin only, which is contrary to the Policy intent, as well as the currently in-use mobile phone based payment application.

Similarly, the Devonport City Council's *Parking By-law No 1 of 2013* has includes some potentially confusing requirements.



It defines a voucher machine, with its operation as being by the insertion of “*the correct notes, coin or coins*”.

Under a heading of “*Use of Voucher Machines*” it prescribes general conditions for using “*a carpark if a ticket dispensing machine*” and a “*ticket vending machine*” (which are not separately defined) and then subsequently includes more specific conditions for “*using a car park in which a voucher machine is installed*”.

The *By-law* would legally limit the possible methods of payment for pay and display parking in Devonport to be coin only, but in practice there are a number such car parks, which all accept payment not only by coin, but also by credit card and a mobile phone based payment application.

Implications for the West Coast

Council need to operate in compliance with their legal limits and legislative requirements.

It is unclear if the current Parking By-law allows Council to accept payment for off-street parking by a method other than (insertion of a) coin, and this should be subject to appropriate legal advice.

Recommendation

That Council obtain professional legal review of the current Parking By-law, including advice on limitations of ‘parking meters’ and voucher machines’ (as defined) and associated offences; and

That Council amend the current Parking By-law as necessary to enable use of appropriate range of methods for the collection of parking fees.

All stages of the community consultation included a very strong expectation that Council should provide a greater range of payment methods as a matter of urgency.

That range is provided by various other Cradle Coast councils without any known issues or problems, despite it possibly being inconsistent with their own parking by-laws.

Given the community expectation and demand, and the experience in nearby municipalities, we recommend Council consider introducing necessary changes as a priority – that is, prior to the conclusion of any legal review of the current Parking By-law.

Recommendation

That Council should consider implementing – as a high priority independent of the professional legal review of the Parking By-laws – the necessary modifications to existing infrastructure to enable payment of parking fees by cash notes and by credit card.

Which Payment Methods Should be Available

The ability to pay using coins should be maintained.

All community feedback included a preference to be able to pay using cash notes, and a very strong desire to be able to pay by credit card. Both options should be added.

Credit card payment options should include both card insert (with ability to read both magnetic strip and EMV chip), along with a ‘tap-and-go’ near field chip reading option.

Recommendation

That all off-street parking facilities allow payment of fees by coin, note, credit card, and other facilities or technology which allows for legal, safe and convenient payment as may be preferred by Council.

Note: this will require the upgrade or replacement of existing voucher machines.

Another option is to pay-by-phone, using a mobile phone-based payment application.

The technology is relatively new – the first trials in Tasmania commenced in Devonport in 2015/16.

Users link their credit card or debit facilities to the app, which are then used to pay for their parking.

Payment is typically by vehicle registration number, although some systems exist which allow payment by parking bay.



System advantages include the ability purchase of extra time and extend the parking duration without needing to return to the parking machine or vehicle, and for users to stop their time if they return early, thereby only paying for the time they use.

It may be more convenient for regular users, or those who have their phone without their wallet.

Disadvantages include the requirement for users to install and then pre-register with the particular app service, which makes it less attractive for occasional and one-off users (such as visitors and tourists).

There is typically an additional fee charged for utilising the service.

Pay-by-phone requires mobile phone reception and data transfer to use.

The mobile network coverage on the west coast, and particularly in Strahan, was widely reported through 2017 to be inconsistent and sporadic, with multiple drop-outs affecting local business.

The pay-by-phone option was not raised by the community during consultation.

It is expected that, with time, it will become more widespread and accepted.

Similarly, it is expected that the mobile phone network coverage to the west coast towns will continue to become more reliable.

It is likely that there will be future demand for a pay-by-phone option.

Recommendation

That the software installed on all meters and ticket machines for off-street parking facilities should allow the future integration of mobile phone payment application(s) and similar online payment systems.

6.5.5 Fees for Off-Street Parking

The current rate of \$5.00 for all day parking is generally accepted as appropriate, but that there needs to be option to pay lower amounts for shorter stays.

The parking rates must to balance the need for providing reasonable revenue to Council with community preference that parking should be free.

For comparison, both the off-street carparks and multi-storey carpark in Burnie charge a rate of \$1.50 per hour. The off-street carparks in Devonport charge a rate of \$1.50 per hour, while the multi-storey carpark charges a rate of \$2.00 per hour, in half hour (\$1.00) increments.

These are considered too high for Strahan and Queenstown.

We recommend a rate of \$1.00 per hour, in one hour increments, up to a maximum \$5.00.

The maximum \$5.00 fee should allow all-day parking, as currently provided.

Some businesses noted a need for 24 hour parking at Strahan waterfront, to enable parking for overnight tour operations. This can be accommodated by the 'all-day' parking option.

Recommendation

That fees for off-street parking be \$1.00 per hour, in one hour increments, up to maximum \$5.00 which will provide 24 hour parking.

That is:	Duration	Fee
	1 hour	\$1.00
	2 hours	\$2.00
	3 hours	\$3.00
	4 hours	\$4.00
	24 hours	\$5.00

6.5.6 Times of Operation for Off-Street Parking

The current off-street carparks operate using a pay-and-display method, with a single flat-rate for all day parking, which from 6:00am to 6:00pm, every day.

This creates the potential for confusion, particularly with the implementation of incremental hourly fees (above).



For instance, one afternoon itinerary of the river cruises (during peak period) sails from 3:15pm to 8:30pm.

That will require passengers to park for nearly six hours, however only three hours fall within the current period requiring payment of parking fees.

Recommendation

That the requirement to pay a fee to use off-street parking on the west coast is continuous, and applies at all times.

6.5.7 Discounts or Permits for Frequent Users

There is community agreement that regular users of the off-street carparks should be able to park at a reduced rate. A simple way to achieve and administer this is to provide a long term parking permit.

A fee of approximately \$960 per year is considered appropriate.

This is equivalent to \$4 per day for 240 working days per year (48 weeks at 5 days per week).

Alternatively expressed, it represents 192 days (16 days per month) at the full \$5 per day fee.

The long term parking permit should be available to purchase for both 12 months (\$960) and one month (\$80).

For comparison, a single vehicle permit to use the off-street carparks in Burnie costs \$112.50 per month (\$1,350 per year) and in Devonport costs \$135 per month (\$1,620 per year).

To park undercover in the Burnie multi-storey carpark costs \$129 per month (\$1,548 per year) while there is no permit option offered for the Devonport multi-storey carpark.

Recommendation

That regular users may pay in advance for parking in the off-street carparks by the purchase of a long term (monthly or yearly) permit.

That the cost of a long term parking permit be \$80 per month, or \$960 per year, per vehicle.

Implementation of the permit could be by a physical (printed) hardcopy which has to be displayed through windscreens, or by recording the vehicle registration number in the parking payment system.

Windscreen display requires the user to remember the permit when they use the carpark, but also allows a single permit to be used with different vehicles on different days.

It is easier and faster for enforcement to confirm that a valid permit is properly displayed, than to check vehicle registration numbers within a payment system database..

Recommendation

That the purchase of a long term parking permit is only the prepayment of parking at a reduced rate, and does not guarantee a parking space will be available to the permit holder at all times.

That the long term parking permit must be clearly and legibly displayed on the vehicle when parked to be valid.

6.6 Inspections and Enforcement of Control Measures

Any parking network operates best when there is full compliance with all of the various control measures.

Enforcement of the various control measure should aim to reduce and eliminate future non-compliance, and thereby to help the network operate as intended.

The current approach is by the issue of an infringement notice (and accompanying fine) for non-compliance. This is common and generally accepted practice, and should continue.

The community is very unhappy with how infringement notices have been issued.



There should be a similar approach as the control measures, and try to balance the community desire for free parking with the Council's need to obtain some revenue from parking facilities.

Recommendation

That infringement fines/penalties are *not* used to generate revenue, but only to help enforce the parking controls applying to the particular location and space.

6.6.1 Consistency of Parking Inspections

Much of the community anger at infringement notices came from the perception that they were introduced without notice, and that the parking inspections are irregular and inconsistent.

The community recognises that inspections in a given place will occur only at certain times, and believes those times will become widely known, so that parking controls will be relatively arbitrary, and only effective on days when inspection would occur.

Recommendation

That parking inspections be frequent, regular, and undertaken whenever and wherever parking control measures are in place.

Council has limited resources to implement these inspections, to the actual timing needs particular consideration.

6.6.2 Frequency of Parking Inspections

It is important that inspections consider both the off-street carparks and kerbside parking.

However it is not necessary that those inspections be performed by the same attendant, nor necessarily at the same time.

The off-street carparks are intended for long duration parking, particularly by visitors and tourists.

The majority of whom are influenced by the excursion times of local attractions, particularly the cruises and train, and inspections of the off-street carparks could therefore focus on those times.

Strahan Inspections

Regular daytime cruises return to Strahan at 2:30pm and 3:00pm.

Therefore an inspection of the Strahan off-street carparks between 1:00pm to 2:00pm would identify cruise participants who had not paid for their parking.

Similarly, peak season afternoon cruises return at 5:00pm and 8:30pm, so an inspection of the Strahan off-street carparks between 4:00pm to 5:00pm would identify cruise participants who had not paid for their parking.

Adopting those time periods for the off-street car parks would allow the parking attendant to inspect the kerbside parking spaces before and after.

Furthermore, the inspection and issuing infringements using a Pay-by-Bay approach should require considerably less than a full hour.

This provides an opportunity for the parking attendant role to assist with related Council functions, such as inspection, cleaning, and re-stocking of the public toilets.

Adopting this inspection frequency would require a Strahan-based parking attendant to work:

- 1hr 15min per day, generally; and
- 2hr 30min per day, when evening sailings (approximately 4 weeks, peak season, each year)

To provide this service every day, it will require a Strahan-based parking attendant to work:

- 9 hours per week, generally; and
- 18 hours per week, when evening sailings (approximately 4 weeks, peak season, each year)

This is approximately double the time available to the current parking attendant, who has approximately 'half a day a week' in Strahan, but would not require the time lost to travel by the current arrangement.



Recommendation

That regular parking inspections be undertaken in Strahan by a Strahan-based parking attendant. Inspections should include both the kerbside parking along the waterfront, and the off-street carparks.

Recommendation

That parking inspections at the Strahan waterfront occur daily, and nominally at:

- 12:55pm to 2:05pm; and.
- 3:55pm to 5:05pm in peak season when cruises operate an additional afternoon sailings.

Queenstown Inspections

The focus of parking controls and compliance in Queenstown is mainly on kerbside parking, and preventing the overstaying past time limit restrictions, however the off-street carpark controls will still need to be enforced.

Regular daytime train journeys depart Queenstown at either 9:00am or 10:00am, and return 4 hours later at either 1:00pm or 2:00pm.

Inspections of the off-street carpark at either 10:30am or 12:30pm will enable coverage of carpark users who are on the train journey.

Incorporating those off-street carpark inspections at the start or the end of kerbside parking inspections would allow the kerbside coverage to coincide with morning shopping or lunchtime access.

That is, Queenstown parking inspections from 9:25am to 10:35am, concluding with the off-street carpark; or from 12:25pm to 1:35pm, commencing with the off-street carpark.

It is highly unlikely Council will have resources to undertake two inspections per day in Queenstown. However these two inspections timeframes can be alternated, to enable regular coverage.

Similarly, inspections in Queenstown might be considered only on weekdays (Monday to Friday) and not weekends.

Adopting this inspection frequency would require a Queenstown-based parking attendant to work:

- 1hr 15min per day; and
- 6hr 30min per week (based on weekday inspections only)

This is likely to be only slightly more than the time available to the current parking attendant, and would not require the time lost to travel by the current arrangement.

Recommendation

That regular parking inspections be undertaken in Queenstown by a Queenstown-based parking attendant. Inspections should include both the kerbside parking throughout the central business area, and the off-street carpark.

Recommendation

That parking inspections in Queenstown occur every weekday, and nominally at one of either:

- 9:25am to 10:35am; concluding with the off-street carpark; or
 - 12:25pm to 1:35pm; commencing with the off-street carpark;
- and alternating between those two time periods.

Inspections in Other Towns

The community did not raise any particular issues of difficulty or non-compliance with the existing parking controls in Zeehan, Rosebery, or Tullah.

Therefore we recommend that focus of parking inspections and compliance remain in Queenstown and Strahan, and that community satisfaction with ongoing compliance in Zeehan, Rosebery, and Tullah is proactively monitored.



Recommendation

That regular parking inspections are not scheduled for Zeehan, Rosebery, and Tullah at this time, but community satisfaction of ongoing compliance with parking controls by monitored by consultation with residents and business operators.

6.6.3 Assessment of Infringements

There is a strong community belief that intent should be a factor in issuing of infringement notices. That is, parking users who have tried to comply with relevant control measures should not be penalised in the same manner as parking users who have ignored the control measures.

An example provided was that a user who pays for a parking space but overstays the paid amount of time does not deserve an infringement notice and fine as much as a user who parks in a disabled access space without a disability parking permit.

A desire for an equitable approach to infringements is understandable, however it is often impossible to determine user intent in assessing a breach of parking control measures.

For example, a vehicle which is parked longer than the paid amount of time may belong to a user who has been genuinely delayed, or to a user who deliberately paid less than was necessary to save money.

However there will be some situations in which a parking attendant can and should exercise discretion. An over-stay of five minutes is not nearly as significant as an over-stay of five hours.

Using appropriate discretion and judgement will be particularly important in the inspection of off-street carparks, and the visitors and tourists who use them.

Recommendation

That infringement fines/penalties are assessed and imposed with consideration of the nature of the breach, and potential impact on community reputation.

The table of *Infringement Notices – Penalties* at Schedule 1 of the Council's *Parking By-law* already provides the ability to impose different financial penalty amounts for different types of parking offence.

The majority of regular offences are currently set to be the same penalty amount.

These appear generally appropriate, but it would be sensible to review the relative penalty amounts after the improved parking inspections have had sufficient time to take effect.

Recommendation

That the penalties prescribed in Schedule 1 of the *Parking By-law No 1 of 2016* be reviewed approximately one year after the introduction of more regular and consistent parking inspections.

6.7 Disability Access Parking

The community feedback highlighted three issues in relation to disability parking:

- confusion over entitlement to free parking with a disability permit.
- lack of enforcement to ensure only permitted use of disability parking spaces; and
- desire for more disability parking spaces.

6.7.1 Entitlements Arising from a Disability Parking Permit

The Australian Disability Parking Permit is a nationally standard permit which can be used in all States and Territories of Australia.

However the parking concessions available to holders of the permit do vary across the country.

In some States (such as NSW and Qld) the permit allows free parking in regular paid parking spaces, but this is not the case in Tasmania.



In Tasmania, the operation of the permit is incorporated in the Tasmanian Transport Access Scheme, which generally provides a doubling of any time limit applying to a parking space for the holder of a permit.

Specifically, any vehicle displaying a valid Australian Disability Parking Permit is entitled to park:

- In parking zones designated for people with disabilities:
-> for not longer than any time which may be displayed on the parking sign;
- In an area (incl. parking meters) with a time limit of less than 30 minutes:
-> for a maximum of 30 minutes;
- In an area (incl. parking meters) with a time limit of between 30 minutes and one hour:
-> for a maximum of two hours;
- In an area (incl. parking meters) indicating a time limit of one hour or longer:
-> for twice the time indicated on the sign.

For parking spaces controlled by a parking meter or voucher vending machine, the maximum time must be paid before the additional time above takes effect.

Under the Tasmanian Transport Access Scheme there are no provisions which reduce parking fees for vehicles displaying a valid Australian Disability Parking Permit.

Recommendation

That Council applies the provisions of the Tasmanian Transport Access Scheme to all Council parking spaces.

That a summary of those provisions be noted in any Council parking information, including and particularly in any travel advice to tourists.

6.7.2 Enforcement of Disability Parking

Community feedback noted the need for better enforcement of designated disabled parking spaces, to prevent use by vehicles which do not have a disability parking permit.

This was most commonly raised from survey respondents in Queenstown, but should apply to all designated disabled parking spaces.

Recommendation

That every parking inspection will include a specific check of all designated disability parking spaces, to ensure use of those spaces is only by vehicles displaying a valid Australian Disability Parking Permit.

6.7.3 Number and Location of Designated Disability Parking Spaces

All sections of the community agreed that the provision of disability led parking spaces needs to be improved.

There were a number of requests for the installation (or conversion) of additional designated disability spaces, while many noted that existing designated spaces are being occupied by vehicles lacking a valid permit, and that enforcement of the existing spaces is necessary.

Those existing problems may be due to a variety of reasons, including:

- a wilful disregard of the parking restriction;
- a holder of a valid Australian Disability Parking Permit not properly displaying it; and
- being unaware that the particular parking space is designated for disability parking.

It is recommended (above) that parking inspections should be made more frequently (daily in Strahan and Queenstown) and that all of those inspections should include checks of all designated disability parking spaces.

That increased enforcement will help improve compliance, so that at least some of the current difficulties accessing designated disability parking should be reduced.



Recommendation

That the visual identification of each designated disability parking space be reviewed and upgraded as necessary to aid user recognition.

Upgrade measures may include renewal of permissive parking signs displaying a people with disabilities symbol, and on-ground labelling of the parking space with same symbol.

Recommendation

That the availability of, and access to, designated disability parking spaces be reviewed approximately one year after the introduction of more regular and consistent parking inspections.

Recommendation

That subject to the outcome of the disability parking review, additional designated spaces be considered for:

- Strahan, particularly near the cruise terminals.
- Queenstown, particularly on Orr Street near the Medical Union (pharmacy);
- Rosebery, on Agnes Street near the post office and pharmacy, or in the off-street carpark.



6.8 RV and Campervan Parking

All sections of the community agreed there are currently problems associated with parking for RVs and campervans.

These particularly include a lack of parking spaces within the towns which are appropriate for RVs, and the related problem that RVs and caravans currently occupy multiple kerb-side spaces, often for long periods of time, which prevents access for others.

RV users are almost exclusively visitors and tourists, and part of an important demographic to the west coast economy. They require appropriate parking for activities of (at least) three different durations:

- short-term parking, for retail shopping and town-based activities;
- medium-term parking, for visiting tourist attractions and excursions (river cruise, train, etc);
- overnight and long-term parking, for their (self-contained) accommodation.



The short term parking to access retail and other urban-based activities needs to be in town.

Many of the kerbside parking spaces in Queenstown, Rosebery , and Zeehan are large enough to accommodate parking of small and medium sized RVs, as are the angle roadside parking spaces on Esplanade in Strahan.

Concerns about duration of RV parking for these activities are no different to any other user.

More frequent parking inspections (recommended above) will help improve compliance with kerbside time limits, and should therefore help address that issue.

There are significant differences of community opinion about how and where to provide the medium-term, long-term and overnight parking for RVs and campervans.

Some believe that all RV parking should be accommodated near town centres and at attractions.

Others want to encourage RV users to visit, but believe that RV parking is best located out of town centres – typically on the town fringe - and supported by appropriate pedestrian and other access to the town centre and attractions.

There are some spaces for medium term RV parking at the existing off-street carparks adjacent the current major tourist excursion destinations:

- train station at Strahan – the large (private) carpark has a range of spaces that allow RV parking;
- train station at Queenstown – the off-street carpark includes 26x spaces arranged in double length pairs; these provide sufficient size, but only if an RV occupies two of the spaces;
- cruise terminals at Strahan – the off-street carpark has 9x over-length spaces along the water side; these are adjacent the existing amenities, and there is competition from bus and coach parking.

Recommendation

That RVs and campervans be permitted to use multiple parking spaces in off-street carparks, provided they pay for each parking space they occupy, and comply with all other requirements and restrictions of the carpark.

The community has concern about the reduction in recent years of facilities for overnight RV parking on the west coast. This has included measures to prevent overnight camping at Strahan off-street carpark, and at the Queenstown football ground, and the closure of the amenities facility (on private land) at Stitt Park in Rosebery.

Locating facilities for overnight and long-term RV parking requires consideration of strategic land use planning, especially including tourism management, and collaboration or integration with private providers (typically caravan parks).

For example, the Caravan and Motorhome Club of Australia's *RV Friendly Towns* initiative requires that, in order to qualify, towns and localities must offer a range of services including:

- *long-term parking available close to the town centre at a reasonable rate*
- *a 24-hour medical service or pharmacy*
- *a mechanic or service centre that can offer basic vehicle repairs*
- *access to potable water and a dump point*
- *access to a Visitor Information Centre and a town map*

Their 2016 *RV Friendly Towns Tasmania* brochure includes Queenstown, Strahan, and Zeehan as RV Friendly Towns (a copy of the brochure is included as an appendix to this report).

Recommendation

That Council note the community desire for more overnight and long-term RV parking and, in consultation with private providers, develop a strategic approach to delivering these facilities across the municipality as part of their overall tourism strategy.

6.9 Parking Information Signage

The quality of information signage related to parking on the west coast was rated by locals, businesses, visitors and tourists alike as being 'poor' to 'average', including both:

- directional signage; to locate off-street car parks and their access driveways; and
- information signage; advising of parking time limits, fees, position of meters and voucher machines, etc.



6.9.1 Directional Signage to Parking

Visitors and tourists are often not aware of the off-street carparking facilities available on the west coast, and have difficulty locating them.

It is a significant problem for the waterfront carparks in Strahan.

When approaching from the north (from Henty Road from Zeehan) visitors arrive around Strahan Point from Bay Street, and see the remaining port infrastructure.

There is an open view to the western off-street carpark, but the access is shared with working port infrastructure and can be unclear that it is the correct location for general public parking.

When approaching from the east (from Lyell Highway from Queenstown) visitors arrive down the steep decline of Harold Street to the Esplanade roundabout.

That provides a clear view to the Cruise terminal directly ahead, but no guidance how to access them, including no indication of parking locations.



Recommendation

That wayfinding signage be installed on approaches to town, advising and highlighting parking availability and direction.

This should be incorporated with the signage outcomes of the West Coast Branding Project.



Recommendation

That much more prominent signage to identify off-street carparks, be installed at the entry to each carpark.
Adopt standard "P" imagery for clarity and recognition.

6.9.2 Information Signage about Parking

Tourists and visitors reported considerable difficulty understanding the actual requirements of a parking space, including issues such as:

- faded and absent signs showing kerbside parking restrictions (eg. disability parking space in Rosebery);
- difficulty locating the existing ticket machine in Strahan off-street carparks, especially when cars are parked adjacent the machine;
- difficulty understanding parking fees and requirements; and
- numbering of paid kerbside parking bays (in Strahan) unclear or absent.



Existing ticket machine (and the sign above it) in Strahan can be difficult to see.

Recommendation

That much more prominent signage to identify location of parking meter be installed at each of the machines in each off-street carpark.

Signage to be designed and installed to ensure it is clearly visible from furthest sections of the carpark when surrounded by parked vehicles.

Adopt standard "P" imagery for clarity and recognition.



Tasmanian Consulting Service

Engineering. Design. Planning. Construction.

PO Box 1047; 74 Oldaker St. Devonport Tasmania 7310

p: 03 6424-9085

f: 03 6424-5709

mail@tascon.com.au

ABN: 40 009 579 453



Existing ticket machine (and the sign above it) in Strahan can be difficult to see.

We note that parking fees are clearly displayed on the existing ticket machines.

The lack of clarity expressed by tourists seems due to:

- relatively small text, which may be difficult for people with poor eyesight; and
- confusion that the carpark has no option for paying for shorter stays, only a flat-rate for the whole day.

Recommendation

That the upgrade or replacement of existing machines in off-street carparks be accompanied by installation of information providing concise instructions and parking fee advice in a simple, large font.

Information may be incorporated on the upgraded/new machine or on separate, adjacent sign.

Recommendation

That the conversion of kerbside parking to be time limits be accompanied by a review, and upgrade as necessary, of the existing permissive parking signage at those kerbside locations.

Review should include consideration of the clarity and prominence of signs, and condition of linemarking.



7. Other Items and Considerations

7.1 Strahan Waterfront Precinct Plan

The Strahan Waterfront Precinct Plan 2015 provides an excellent template and strategy for the future development of the wharf, port and foreshore, and a number of the proposed elements have been implemented already.

Recommendation

That any works on the Strahan waterfront are designed and coordinated to be compatible with the Waterfront Precinct Plan, and to progressively achieve the overall goals of that Plan.

7.1.1 Total Parking Available in Strahan Waterfront

Advice from various tour operators and tourists is that there are insufficient existing carparking spaces for number of vehicles during peak season.

It is particularly an issue when there are multiple daily sailings of the cruise operations.

The Precinct Plan provided for an increase in the number of parking spaces at the Strahan waterfront.

Some of the recommended strategy measures have been implemented, including painting to delineate and define parking spaces in the western off-street carpark, and more formal, parallel kerbside parking along the frontage.

The Plan also calls for removal of the off-street carpark adjacent the Visitor Information Centre, and replacement with angle kerbside parking, and associated reconfiguration of vehicle and pedestrian circulation to the wharf edge and waterfront.

Introduction of this element of the Precinct Plan will provide a number of improvements to the existing parking arrangements.

That includes creation of additional parking spaces from the existing available.

There are a number of other elements which need to occur to properly enable these circulation and parking improvements, but we recommend that they be included in future planning for the area.

Recommendation

That the upgrade of kerbside parking and wharf access arrangements shown in the Huon Pine sub-precinct and Fishing Vessel / Cruise Boat sub-precinct of the Waterfront Precinct Plan be supported and an integral part of all future works on the Strahan waterfront.

Recommendation

That the "*future development opportunity on the Huon Aquaculture site once operations move to Smiths Cove*" proposed in the Precinct Plan should include consideration of additional off-street parking spaces available for use by tourists and visitors.

7.1.2 Layout of Parking Spaces, and Location of Disability Access Parking

The physical space available for the revised layout indicated in the Precinct Plan is very constrained.

A formal land or engineering survey is required to progress any design, but site inspection and basic site measurements indicate that the Precinct Plan layout would be achievable.

Recommendation

That Council or other stakeholders confirm existing infrastructure and develop the existing concept layout to provide dimensional constraints for the future layout, and therefore guide development planning.

The Precinct Plan parking layout will provide clearer parking adjacent the Visitor Information Centre, which will assist visitor and tourist recognition and compliance.

It will also allow disability access parking spaces be located immediately adjacent the Visitor Information Centre.



Tourists may expect the new kerbside spaces to provide long-duration parking while on cruise, and this demand will need to be balanced against others requiring short-term parking to access the Visitor Information Centre.

Recommendation

That the upgraded kerbside parking shown in the Waterfront Precinct Plan be a combination of designated disability access parking, short term (time limited, free) parking, and long-term paid parking.

The parking conditions and requirements of all spaces will need to be clearly identified.

Recommendation

That the Council investigate and consider modification of the Waterfront Precinct Plan to include covered shelter along pedestrian access ways, including between the off-street carpark and the cruise terminal.

7.1.3 Bus and Coach Bays

The eastern end of the revised layout in the Precinct Plan includes 11-off angled kerbside parking spaces, located immediately in front of a potential development footprint two-storey building.

Despite the proximity to the new roundabout intersection, the eastern location of these particular car parking spaces, and their position adjacent the access for proposed pick-up and drop-off zone, means that they occupy one of the few locations available near the cruise terminal which is appropriate for future installation of coach/bus bays.

Recommendation

That the Council investigate and consider modification of the Waterfront Precinct Plan to integrate a bus stop bay – for loading and alighting from tourist coaches – at the eastern end of the precinct, adjacent the Esplanade and Harold Street intersection roundabout.

7.2 Visitor Information with Cruise and Train Tickets

Recommendation

That Council work with the railway operator and both the cruise operators to develop a simple and clear information sheet or pack to be provided automatically with the purchase of a ticket for any of their excursions.

Details should include simple schematic map showing locations of relevant:

- short term parking;
- long-term parking;
- train station;
- cruise terminal;
- other tourist zones (eg. Visitor Information Centre)

and include clear information or instructions on parking availability, fees, access, and walking times.

Information sheet/pack should be consistent between all operators, but provide space and opportunity for individual branding and identification.

7.3 Parking and Access at St Joseph's School Queenstown

The existing triangular area of hardstand pavement area, bounded by Dixon Street, Orr Street, and Little Orr Street in Queenstown, which includes Council's land title CT.156710/1, is currently used for off-street car parking.

That comprises both overflow parking from the hospital, and particularly drop-off and pick-up parking for students attending St Joseph's School.

The area is bounded by kerb and channel and a low perimeter fence along Dixon Street and Orr Street, however it does not have any line marking, including no definition nor delineation of parking spaces and circulation aisles.

The flat kerb profile along Little Orr Street means there are not clearly defined or controlled points of access and egress.

Safety of users, vehicles, and pedestrians would be significantly enhanced by introducing more formal controls to the area.



If student access is a priority, those controls could include a ‘kiss-and-drop’ zone along the full length of the Orr Street perimeter, incorporating a safe pedestrian/footpath zone between the roadway/fence and the car drop lane.

Using this type of zone would retain clear area for properly defined and delineated car parking spaces in the south west corner, and along Little Orr Street if a continuous crossover to that street is not required.

Depending on the exact layout and the condition of the existing pavement in the development areas, it may be achieved with relatively little work, including use of painted line markings and precast kerb/island elements directly over the existing surface.

We note the long history of keen and passionate local resident interest in the area – all works should be conceived, designed, planned and developed so they accommodate the needs of all stakeholders, including residents, the school, and the Council.

Recommendation

That Council work with stakeholders, including St Joseph’s School and the local residents, to properly plan and implement upgrades to the hardstand area around CT.156710/1 at Little Orr Street in Queenstown which provide safer use of the area for vehicle parking and for student drop-off and pick-up.

7.4 Assorted Works to Roads, Footpaths, and other Infrastructure

The community noted the following sections of existing infrastructure as being below the standard necessary for safe or practical use:

In Strahan:

59 Esplanade, Strahan:

Road surface, and the drainage on opposite side of road, are both poor.

Esplanade, Strahan

Roadside footpath is too narrow.

West Strahan Beach

Sewage seeping into the harbour. Needs urgent rectification.

In Queenstown:

Orr Street, Queenstown:

Footpaths uneven and dangerous.

The black bollards are difficult to see and need removing or upgrading

Orr Street, Queenstown:

Existing bollards are not very visible – too low and painted black – and therefore are dangerous.

Are regularly hit by vehicles because most drivers don’t know they are there until they make contact.

Orr Street, Queenstown

Linemarking, including car parking spaces, is faded and needs repainting.

Council Chambers and Hub, Driffield Street, Queenstown

Size of existing car parking spaces is too small, and spaces are far too close and narrow.

Have had multiple incidents of car doors striking other cars, and vehicles reversing into one another.

In Zeehan:

134 Main Street, Zeehan:

Footpath cracked and in poor condition. Grass and weeds grow through it. Cracks widen in cold and frosty weather.

Frederick Street, Zeehan

Footpaths are uneven.



89 Main Street, Zeehan

The roadside gradient immediately outside the Zeehan Medical Centre is too steep.

Slope of road is so steep that driver's side struggle to open the door, let alone exit the vehicle.

Recommendation

That Council outdoor works staff inspect and assess the condition of each of the above items for inclusion on their maintenance schedule, or capital works program, as appropriate.



Tasmanian Consulting Service

Engineering. Design. Planning. Management. Construction.

PO Box 1047; 74 Oldaker St. Devonport Tasmania 7310

p: 03 6424-9085

f: 03 6424-5709

mail@tascon.com.au

ABN: 40 009 579 453

8. List of All Recommendations

Section	Recommendation
6.2	That the parking controls imposed at any given location and space on the west coast should generally be the same as those imposed upon similar parking arrangements throughout the municipality.
6.2	That any fees, charges, and penalties, associated with parking at any given location and space on the west coast be exactly the same as those associated with all other similar parking arrangements throughout the municipality.
6.2	That all parking controls imposed on the west coast be regularly reviewed and assessed to ensure that they continue to provide the appropriate balance of access and service for the needs of the community.
6.3.1	That the parking controls imposed at any given location and space consider and reflect the level of demand for that location and space, and the access which it provides.
6.3.2	That, wherever possible, paid parking should not be used as a control measure to manage kerbside parking demand and use.
6.3.2	That paid parking may be used as a measure to generate revenue, provided that imposed fees are appropriate to the location, are proportional to the duration of the parking, and that discounted fees are made available to frequent users.
6.3.3	That kerbside parking be managed by time limit restrictions in high demand locations, to encourage turnover.
6.3.3	That off-street parking be free of any time limit restrictions, to enable and encourage long stay parking.
6.4.1	That kerbside parking at the Strahan waterfront be subject to a maximum time limit of: one hour .
6.4.1	That the area at the Strahan waterfront subject to time limited kerbside parking spaces be the length of Esplanade along the northwest bank of Risby Cove. That is: - from: Strahan Point, adjacent 1 Frazer Street; - to: War Memorial Park, adjacent 45 Esplanade.
6.4.1	That the existing 9-off angle parking spaces in front of the Strahan Post Office ('Customs House') remain subject to a maximum time limit of: 15 minutes .
6.4.1	That kerbside parking in the Queenstown central business zone be subject to a maximum time limit of: one hour .
6.4.1	That the area in the Queenstown central business zone subject to time limited kerbside parking spaces be approximately that area zoned '21.0 General Business' under the <i>West Coast Interim Planning Scheme 2013</i> . That is, the area bounded by and including: - Cutten Street from Driffield Street to Dixon Street; - Dixon Street from Cutten Street to Orr Street; - Orr Street from Dixon Street to Bowes Street; - Bowes Street from Orr Street to Hunter Street; - Hunter Street from Bowes Street to Sticht Street; - Sticht Street from Hunter Street to Driffield Street; and - Driffield Street from Sticht Street to Cutten Street.
6.4.1	That the existing kerbside parking along the east side of Sticht Street, Queenstown, between Orr and Cutten Streets, remain subject to a maximum time limit of: 30 minutes .
6.4.2	That the maximum time limits currently applying to kerbside parking in Zeehan remain unchanged.
6.4.2	That the maximum time limits currently applying to kerbside parking in Rosebery remain unchanged.
6.4.3	That time limit restrictions to kerbside parking in Strahan should: - commence at or before passengers for the first cruise of the day are expected to arrive; - continue until, or after, the sailing departure of the last cruise of the day; and - continue until, or after, the regular close of daytime businesses along the waterfront.



Section	Recommendation
6.4.3	<p>That time limit restrictions to kerbside parking in Queenstown central business area should:</p> <ul style="list-style-type: none"> - commence at, or before, the regular start of daytime businesses in the area; and - continue until, or after, the regular close of daytime businesses in the area.
6.4.3	That time limit restrictions to all kerbside parking on the west coast are continuous, and apply at all times.
6.4.4	<p>That the consideration of a restricted access space (such as a loading zone, taxi rank, bus stop, or similar) should occur only after a request, application, or proposal that one be established.</p> <p>Consideration should include the need to create the space, as well as the most appropriate location for it, and be based on the merits and particular details of each individual proposal.</p>
6.4.5	That any restricted access spaces (such as a loading zone, taxi rank, bus stop, or similar) created as a result of a specific application should require payment of an appropriate annual fee by the applicant.
6.5.1	That all paid off-street parking areas use the pre-payment method.
6.5.1	That all off-street parking areas are free of any physical barriers which prevent access or egress, any therefore rely upon inspections for all compliance monitoring and enforcement.
6.5.2	<p>That all paid off-street parking areas use a Pay-By-Bay approach, including each of the existing off-street carparks which should be converted from the existing pay and display system.</p> <p>Note: this will require the upgrade or replacement of existing voucher machines.</p>
6.5.2	<p>That the Pay-by-Bay off-street parking meters do not provide printed receipts, but that all machines installed include the ability for a simple retro-fit of a receipt printing module if future demand is sufficient to require it.</p>
6.5.2	<p>That each parking bay be numbered and identified by markings which are clear, prominent, and easily identified.</p> <p>That each bay have at least two markings, one of which can be easily seen and read when a vehicle is parked.</p> <p>That all numbering be regularly maintained to ensure ongoing legibility.</p>
6.5.4	That all off-street parking facilities utilise reliable technology to allow the easy and safe payment of the required fees by an appropriate range of methods.
6.5.4	<p>That Council obtain professional legal review of the current Parking By-law, including advice on limitations of 'parking meters' and voucher machines' (as defined) and associated offences; and</p> <p>That Council amend the current Parking By-law as necessary to enable use of appropriate range of methods for the collection of parking fees.</p>
6.5.4	That Council should consider implementing – as a high priority independent of the professional legal review of the Parking By-laws – the necessary modifications to existing infrastructure to enable payment of parking fees by cash notes and by credit card.
6.5.4	<p>That all off-street parking facilities allow payment of fees by coin, note, credit card, and other facilities or technology which allows for legal, safe and convenient payment as may be preferred by Council.</p> <p>Note: this will require the upgrade or replacement of existing voucher machines.</p>
6.5.4	That the software installed on all meters and ticket machines for off-street parking facilities should allow the future integration of mobile phone payment application(s) and similar online payment systems.
6.5.5	That fees for off-street parking be \$1.00 per hour, in one hour increments, up to maximum \$5.00 which will provide 24 hour parking.
6.5.6	That the requirement to pay a fee to use off-street parking on the west coast is continuous, and applies at all times.
6.5.7	<p>That regular users may pay in advance for parking in the off-street carparks by the purchase of a long term (monthly or yearly) permit.</p> <p>That the cost of a long term parking permit be \$80 per month, or \$960 per year, per vehicle.</p>



Section	Recommendation
6.5.7	<p>That the purchase of a long term parking permit is only the prepayment of parking at a reduced rate, and does not guarantee a parking space will be available to the permit holder at all times.</p> <p>That the long term parking permit must be clearly and legibly displayed on the vehicle when parked to be valid.</p>
6.6	<p>That infringement fines/penalties are <i>not</i> used to generate revenue, but only to help enforce the parking controls applying to the particular location and space.</p>
6.6.1	That parking inspections be frequent, regular, and undertaken whenever and wherever parking control measures are in place.
6.6.2	<p>That regular parking inspections be undertaken in Strahan by a Strahan-based parking attendant. Inspections should include both the kerbside parking along the waterfront, and the off-street carparks.</p>
6.6.2	<p>That parking inspections at the Strahan waterfront occur daily, and nominally at:</p> <ul style="list-style-type: none"> - 12:55pm to 2:05pm; and - 3:55pm to 5:05pm in peak season when cruises operate an additional afternoon sailings.
6.6.2	<p>That regular parking inspections be undertaken in Queenstown by a Queenstown-based parking attendant. Inspections should include both the kerbside parking throughout the central business area, and the off-street carpark.</p>
6.6.2	<p>That parking inspections in Queenstown occur every weekday, and nominally at one of either:</p> <ul style="list-style-type: none"> - 9:25am to 10:35am; concluding with the off-street carpark; or - 12:25pm to 1:35pm; commencing with the off-street carpark; <p>and alternating between those two time periods.</p>
6.6.2	<p>That regular parking inspections are not scheduled for Zeehan, Rosebery, and Tullah at this time, but community satisfaction of ongoing compliance with parking controls by monitored by consultation with residents and business operators.</p>
6.6.3	That infringement fines/penalties are assessed and imposed with consideration of the nature of the breach, and potential impact on community reputation.
6.6.3	That the penalties prescribed in Schedule 1 of the Parking By-law No 1 of 2016 be reviewed approximately one year after the introduction of more regular and consistent parking inspections.
6.7.1	<p>That Council applies the provisions of the Tasmanian Transport Access Scheme to all Council parking spaces.</p> <p>That a summary of those provisions be noted in any Council parking information, including and particularly in any travel advice to tourists.</p>
6.7.2	That every parking inspection will include a specific check of all designated disability parking spaces, to ensure use of those spaces is only by vehicles displaying a valid permit.
6.7.3	<p>That the visual identification of each designated disability parking space be reviewed and upgraded as necessary to aid user recognition.</p> <p>Upgrade measures may include renewal of permissive parking signs displaying a people with disabilities symbol, and on-ground labelling of the parking space with same symbol.</p>
6.7.3	That the availability of, and access to, designated disability parking spaces be reviewed approximately one year after the introduction of more regular and consistent parking inspections.
6.7.3	<p>That subject to the outcome of the disability parking review, additional designated spaces be considered for:</p> <ul style="list-style-type: none"> - Strahan, particularly near the cruise terminals. - Queenstown, particularly on Orr Street near the Medical Union (pharmacy); - Rosebery, on Agnes Street near the post office / pharmacy, or in the off-street carpark.
6.8	That RVs and campervans be permitted to use multiple parking spaces in off-street carparks, provided they pay for each parking space they occupy, and comply with all other requirements and restrictions of the carpark.



Section	Recommendation
6.8	That Council note the community desire for more overnight and long-term RV parking and, in consultation with private providers, develop a strategic approach to delivering these facilities across the municipality as part of their overall tourism strategy.
6.9.1	That wayfinding signage be installed on approaches to town, advising and highlighting parking availability and direction. This should be incorporated with the signage outcomes of the West Coast Branding Project.
6.9.1	That much more prominent signage to identify off-street carparks be installed at the entry to each carpark. This should be standard "P" imagery for clarity and recognition.
6.9.2	That much more prominent signage to identify location of parking meters be installed at each machine in each off-street carpark. Signage to be designed and installed to ensure it is clearly visible from furthest sections of the carpark when surrounded by parked vehicles. Adopt standard "P" imagery for clarity and recognition.
6.9.2	That the upgrade or replacement of existing machines in off-street carparks be accompanied by installation of information providing concise instructions and parking fee advice in a simple, large font. Information may be incorporated on the upgraded/new machine or on separate, adjacent sign.
6.9.2	That the conversion of kerbside parking to be time limits be accompanied by a review, and upgrade as necessary, of the existing permissive parking signage at those kerbside locations. Review should include consideration of the clarity and prominence of signs, and condition of linemarking.
7.1	That any works on the Strahan waterfront are designed and coordinated to be compatible with the Waterfront Precinct Plan, and to progressively achieve the overall goals of that Plan.
7.1.1	That the upgrade of kerbside parking and wharf access arrangements shown in the Huon Pine sub-precinct and Fishing Vessel / Cruise Boat sub-precinct of the Waterfront Precinct Plan be supported and an integral part of all future works on the Strahan waterfront.
7.1.1	That the " <i>future development opportunity on the Huon Aquaculture site once operations move to Smiths Cove</i> " proposed in the Precinct Plan should include consideration of additional off-street parking spaces available for use by tourists and visitors.
7.1.2	That Council or other stakeholders confirm existing infrastructure and develop the existing concept layout to provide dimensional constraints for the future layout, and therefore guide development planning.
7.1.2	That the upgraded kerbside parking shown in the Waterfront Precinct Plan be a combination of designated disability access parking, short term (time limited, free) parking, and long-term paid parking. The parking conditions and requirements of all spaces will need to be clearly identified.
7.1.2	That the Council investigate and consider modification of the Waterfront Precinct Plan to include covered shelter along pedestrian access ways, including between the off-street carpark and the cruise terminal.
7.1.3	That the Council investigate and consider modification of the Waterfront Precinct Plan to integrate a bus stop bay – for loading and alighting from tourist coaches – at the eastern end of the precinct, adjacent the Esplanade and Harold Street intersection roundabout.
7.2	That Council work with the railway operator and both the cruise operators to develop a simple and clear information sheet or pack to be provided automatically with the purchase of a ticket for any of their excursions. Details should include simple schematic map showing locations of relevant: <ul style="list-style-type: none">- short term parking;- long-term parking;- train station;- cruise terminal;- other tourist zones (eg. Visitor Information Centre) and include clear information or instructions on parking availability, fees, access, and walking times. Information sheet/pack should be consistent between all operators, but provide space and opportunity for individual branding and identification.



Section	Recommendation
7.3	That Council work with stakeholders, including St Joseph's School and the local residents, to properly plan and implement upgrades to the hardstand area around CT.156710/1 at Little Orr Street in Queenstown which provide safer use of the area for vehicle parking and for student drop-off and pick-up.
7.4	That Council outdoor works staff inspect and assess the condition of each of the items (listed at section 7.4) for inclusion on their maintenance schedule, or capital works program, as appropriate.



9. Appendices and Attachments



Tasmanian Consulting Service
Engineering. Design. Planning. Management. Construction.
PO Box 1047; 74 Oldaker St. Devonport Tasmania 7310

p: 03 6424-9085
f: 03 6424-5709
mail@tascon.com.au
ABN: 40 009 579 453

9.1 Appendix 1: Car Parking and Access Questionnaire



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West Coast Council – Car Parking and Access Questionnaire

ABOUT

West Coast Council are undertaking a study into the public parking arrangements available to locals and visitors to our region. The study aims to capture how well our current services work, and how they may change as tourism and industry continue to shape our towns' futures.

Below is a short survey that is designed to capture your experiences and thoughts about the current public parking that is available in our towns.

There are separate sections for residents, business owners, and for visitors and tourists.

You do not need to answer all the questions in the section relevant to you, but the more feedback you can provide, the better we can understand any possible issues.

Please return this survey to: West Coast Council
11 Sticht Street
Queenstown 7467

or complete the online version, found at:
<https://www.surveymonkey.com/r/wcparkingstudy>

A. QUESTIONS FOR EVERYONE

A.1 Are you a:

- West Coast resident
- West Coast business owner
- Visitor or tourist

A.2 Residents and business owners, in which part of our community is your home or business located?

- Queenstown:
- Zeehan:
- Strahan:
- Rosebery:
- Tullah:
- Other:

(Granville Harbour, Trial Harbour, Gormanston, etc)

A.3 Visitors and tourists, in which parts of our community did you stay (overnight accommodation)?

- Queenstown:
- Zeehan:
- Strahan:
- Rosebery:
- Tullah:
- Other:

(Granville Harbour, Trial Harbour, Gormanston, etc)

A.4 How often do you access or visit each of the towns in our community?

	Rarely once / never	Seldom few times a year	Occasionally every month	Regularly every week	Daily every day
- Queenstown:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Zeehan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Strahan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Rosebery:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Tullah:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Granville Harbour, Trial Harbour, Gormanston, etc)

West Coast Council – Car Parking and Access Questionnaire

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West Coast Council – Car Parking and Access Questionnaire

B. QUESTIONS FOR RESIDENTS

B.1 How often do you need to use Council parking (either kerb-side, or public off-street carparks)?

	Never	Seldom few times a year	Occasionally every month	Regularly every week	Daily every day
- for Work:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Shopping:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Appointments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Socialising/Sport:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.2 How often do you find it difficult to get a Council parking space where/when you need it?

	Never	Seldom few times a year	Occasionally every month	Regularly every week	Daily every day
- for Work:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Shopping:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Appointments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Socialising/Sport:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- for Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.3 If you cannot get a parking space right at your destination, do you:

- drive around until you find one close by; or
- park at first available space, and then walk to your destination?

	Drive around until find nearby space	Park at first space then walk
- for Work:	<input type="checkbox"/>	<input type="checkbox"/>
- for Shopping:	<input type="checkbox"/>	<input type="checkbox"/>
- for Appointments:	<input type="checkbox"/>	<input type="checkbox"/>
- for Socialising/Sport:	<input type="checkbox"/>	<input type="checkbox"/>
- for Other:	<input type="checkbox"/>	<input type="checkbox"/>

B.4 How long do you usually need to park, so that you have enough time to complete your activities?

	Quick 0 – 15 mins	Short 15 - 30 mins	Medium 30 – 60 mins	Long 1 – 2 hrs	Extended more than 2 hrs
- for Work:	<input type="checkbox"/>				
- for Shopping:	<input type="checkbox"/>				
- for Appointments:	<input type="checkbox"/>				
- for Socialising/Sport:	<input type="checkbox"/>				
- for Other:	<input type="checkbox"/>				

B.5 Do the existing time limits on Council parking spaces give you enough time to complete your activities?

	No There's not enough time	Yes, but ... I wish there was more time	Yes I have enough time
- Queenstown:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Zeehan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Strahan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Rosebery:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Tullah:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B.6 Have problems with parking in any of our towns made you change how often you shop or meet there?

	No There's no change	No, but ... I have thought about it	Yes I go less often, or go somewhere else
- Queenstown:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Zeehan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Strahan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Rosebery:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Tullah:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

West Coast Council – Car Parking and Access Questionnaire

B.7 Which type of parking would you prefer to use?

	Kerb-side (edge of road)	Off-street Carpark in Central location
- for Work:	<input type="checkbox"/>	<input type="checkbox"/>
- for Shopping:	<input type="checkbox"/>	<input type="checkbox"/>
- for Appointments:	<input type="checkbox"/>	<input type="checkbox"/>
- for Socialising/Sport:	<input type="checkbox"/>	<input type="checkbox"/>
- for Other:	<input type="checkbox"/>	<input type="checkbox"/>

B.8 How do you rate other parts of access arrangements in our communities?

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Directional Signage: <i>(eg. to locate carparking, to locate local attractions/destinations, etc)</i>	<input type="checkbox"/>				
- Information Signage: <i>(eg. advising parking time limits, fees, etc)</i>	<input type="checkbox"/>				
- Quality of Parking Surface: <i>(eg. is it level or uneven? Are there cracks or potholes? etc)</i>	<input type="checkbox"/>				
- Quality of Footpaths / Pavement: <i>(eg. is footpath wide enough? Is there enough separation from traffic? Is it level or uneven? etc)</i>	<input type="checkbox"/>				
- Number of Disabled Parking Spaces: <i>(eg. are there enough? Are they close enough to destination?)</i>	<input type="checkbox"/>				
- Number of RV / Large Vehicle Spaces: <i>(eg. are there enough? Are they close enough to destination?)</i>	<input type="checkbox"/>				

Comments:

B.9 Do you have additional information or comments about Council parking and access in our community?

Would you like to be contacted for a short (5 minute) follow-up discussion?

No	Yes (contact details below)
<input type="checkbox"/>	<input type="checkbox"/>

Name: _____

Phone Number: _____

Address: _____

West Coast Council – Car Parking and Access Questionnaire

C. QUESTIONS FOR BUSINESS OWNERS

C.1 How many people attend your business each day?

	Low Season	Average	High Season
- Staff:	____ /day	____ /day	____ /day
- Suppliers:	____ /day	____ /day	____ /day
- Local Customers:	____ /day	____ /day	____ /day
- Tourists and Visitors:	____ /day	____ /day	____ /day

C.2 How much vehicle parking is available for people to access your business?

	Private Parking on your property	Very Close 0-1 min walk	Nearby 1- 3 min walk	General Area 3-5 min walk
- for Staff:	____ spaces	____ spaces	____ spaces	____ spaces
- for Suppliers:	____ spaces	____ spaces	____ spaces	____ spaces
- for Customers:	____ spaces	____ spaces	____ spaces	____ spaces
- Disabled Access Parking:	____ spaces	____ spaces	____ spaces	____ spaces
- RVs and Large Vehicles:	____ spaces	____ spaces	____ spaces	____ spaces
- for Bikes:	____ spaces	____ spaces	____ spaces	____ spaces

C.3 Do you experience complaints about parking and access to your business being difficult or unavailable?

	Never	Seldom few times a year	Occasionally every month	Regularly every week	Daily every day
- from Staff:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- from Suppliers:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- from Local Customers:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- from Tourists / Visitors:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C.4 How long do people typically need to park to properly utilise your business or services?

	Quick 0 – 15 mins	Short 15 - 30 mins	Medium 30 – 60 mins	Long 1 – 2 hrs	Extended more than 2 hrs
- Suppliers:	<input type="checkbox"/>				
- Local Customers:	<input type="checkbox"/>				
- Tourists / Visitors:	<input type="checkbox"/>				

C.5 Do the existing time limits on Council parking spaces give clients enough time to access your business?

No There's not enough time	Yes, but ... They want more time	Yes They have enough time
- <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C.6 Do you believe there is a problem of long or extended parking near your business reducing access and availability for quick or short term parking?

No That is not a problem	Yes, but ... It only happens occasionally	Yes It is a problem
- <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C.7 How do you rate the Council parking facilities in the vicinity of your business?

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Number / Capacity: <i>(ie. are there enough spaces?)</i>	<input type="checkbox"/>				
- Proximity / Location: <i>(ie. are the spaces close enough to your business?)</i>	<input type="checkbox"/>				

West Coast Council – Car Parking and Access Questionnaire

C.8 How do you rate other aspects of the access arrangements in the vicinity of your business?

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Directional Signage: <i>(eg. to locate carparking, to locate local attractions/destinations, etc)</i>	<input type="checkbox"/>				
- Information Signage: <i>(eg. advising parking time limits, fees, etc)</i>	<input type="checkbox"/>				
- Quality of Parking Surface: <i>(eg. is it level or uneven? Are there cracks or potholes? etc)</i>	<input type="checkbox"/>				
- Quality of Footpaths / Pavement: <i>(eg. is footpath wide enough? Is there enough separation from traffic? Is it level or uneven? etc)</i>	<input type="checkbox"/>				
- Disabled Parking Spaces: <i>(eg. are there enough? Are they close enough?)</i>	<input type="checkbox"/>				
- RV / Large Vehicle Parking Spaces: <i>(eg. are there enough? Are they close enough?)</i>	<input type="checkbox"/>				

Comments:

C.9 Do you have additional information or comments about Council parking and access for your business?

Would you like to be contacted for a short (5 minute) follow-up discussion?

No Yes (contact details below)

Name: _____

Phone Number: _____

Business/Company: _____

Address: _____

West Coast Council – Car Parking and Access Questionnaire

D. QUESTIONS FOR VISITORS AND TOURISTS

D.1 What type of vehicle did you use to visit the West Coast?

	Car	Car plus Caravan	RV / Campervan	Motorbike	Bicycle	Other
-	<input type="checkbox"/>					

D.2 How did you rate the visitor information and direction signs on the West Coast?

eg. was it easy to find your destination and the attractions at each town? etc

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Visitor/Destination Location Signs:	<input type="checkbox"/>				

D.3 How did you rate the parking location signs on the West Coast?

eg. could you locate off-street car parks, and their access driveways? etc

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Parking Location Signs:	<input type="checkbox"/>				

D.4 How did you rate the parking information signs on the West Coast?

eg. was it clear how long you could park for? The parking fee costs? The locations of ticket machines? etc

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Parking Information Signs:	<input type="checkbox"/>				

D.5 How close to your destination / attraction were you able to park?

	At the Destination	Very Close 0-1 min walk	Nearby 1-3 min walk	General Area 3-5 min walk	Away > 5 min walk
- Queenstown:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Zeehan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Strahan:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Rosebery:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Tullah:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D.6 How long did you need to park, so that you had enough time to complete your activities?

	Quick 0 - 15 mins	Short 15 - 30 mins	Medium 30 - 60 mins	Long 1 - 2 hrs	Extended more than 2 hrs
- Queenstown:	<input type="checkbox"/>				
- Zeehan:	<input type="checkbox"/>				
- Strahan:	<input type="checkbox"/>				
- Rosebery:	<input type="checkbox"/>				
- Tullah:	<input type="checkbox"/>				

D.7 Did the time limits on your car parking spaces give you enough time to complete your activities?

No Was not enough time	Yes, but ... We wanted more time	Yes We had enough time
-	<input type="checkbox"/>	<input type="checkbox"/>

D.8 How did you rate the parking for Large Vehicles (RVs, campervans, caravans, etc)?

eg. could you find them? Were there enough? Were they large enough for your vehicle? etc

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- RV / Large Vehicle Parking Spaces:	<input type="checkbox"/>				

D.9 How did you rate the parking for disabled and special access needs?

eg. could you find them easily? Were they close to attraction/destination? etc

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Disabled Parking Spaces:	<input type="checkbox"/>				

West Coast Council – Car Parking and Access Questionnaire

D.10 How did you rate the footpaths and pavements on the West Coast?

e.g. is footpath wide enough? Is there enough separation from traffic? Is it level or uneven? etc

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Quality of Footpaths / Pavement:	<input type="checkbox"/>				

D.11 Were the fees charged for parking appropriate for the location and duration you used the carpark?

	1 Bad	2 Poor	3 Average	4 Good	5 Excellent
- Parking fees:	<input type="checkbox"/>				

D.12 Do you have additional information or comments about parking and access from your visit?

Would you like to be contacted for a short (5 minute) follow-up discussion?

No **Yes (contact details below)**

Name: _____

Phone Number:

Address:

9.2 Appendix 2: Survey Data

Automatically generated from Survey Monkey
Includes all manual/paper responses.



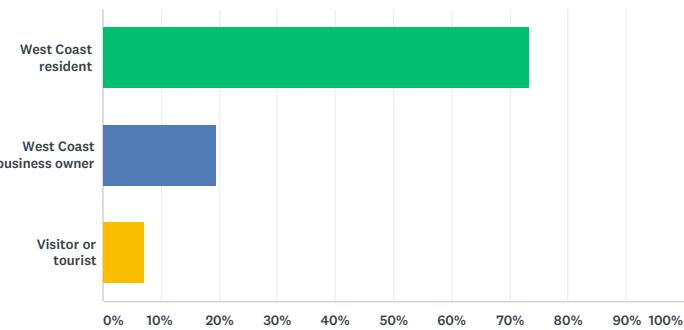
Tasmanian Consulting Service
Engineering. Design. Planning. Management. Construction.
PO Box 1047; 74 Oldaker St. Devonport Tasmania 7310

p: 03 6424-9085
f: 03 6424-5709
mail@tascon.com.au
ABN: 40 009 579 453

West Coast Parking Study Survey

Q1 Are you a

Answered: 128 Skipped: 1

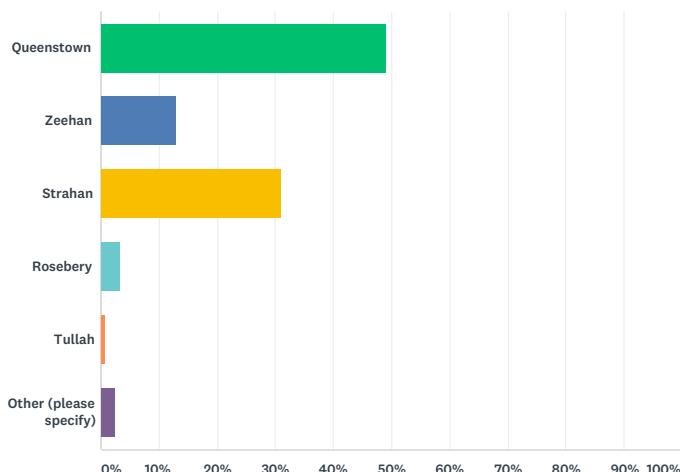


ANSWER CHOICES	RESPONSES
West Coast resident	73.44%
West Coast business owner	19.53%
Visitor or tourist	7.03%
TOTAL	128

West Coast Parking Study Survey

Q2 Residents and business owners, in which part of our community is your home or business located?

Answered: 116 Skipped: 13

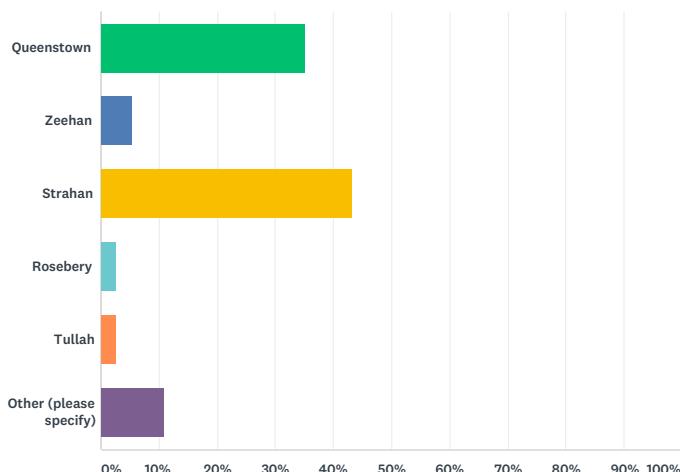


ANSWER CHOICES	RESPONSES
Queenstown	49.14%
Zeehan	12.93%
Strahan	31.03%
Rosebery	3.45%
Tullah	0.86%
Other (please specify)	2.59%
TOTAL	116

West Coast Parking Study Survey

Q3 Visitors and tourists, in which parts of our community did you stay (overnight accommodation)?

Answered: 37 Skipped: 92

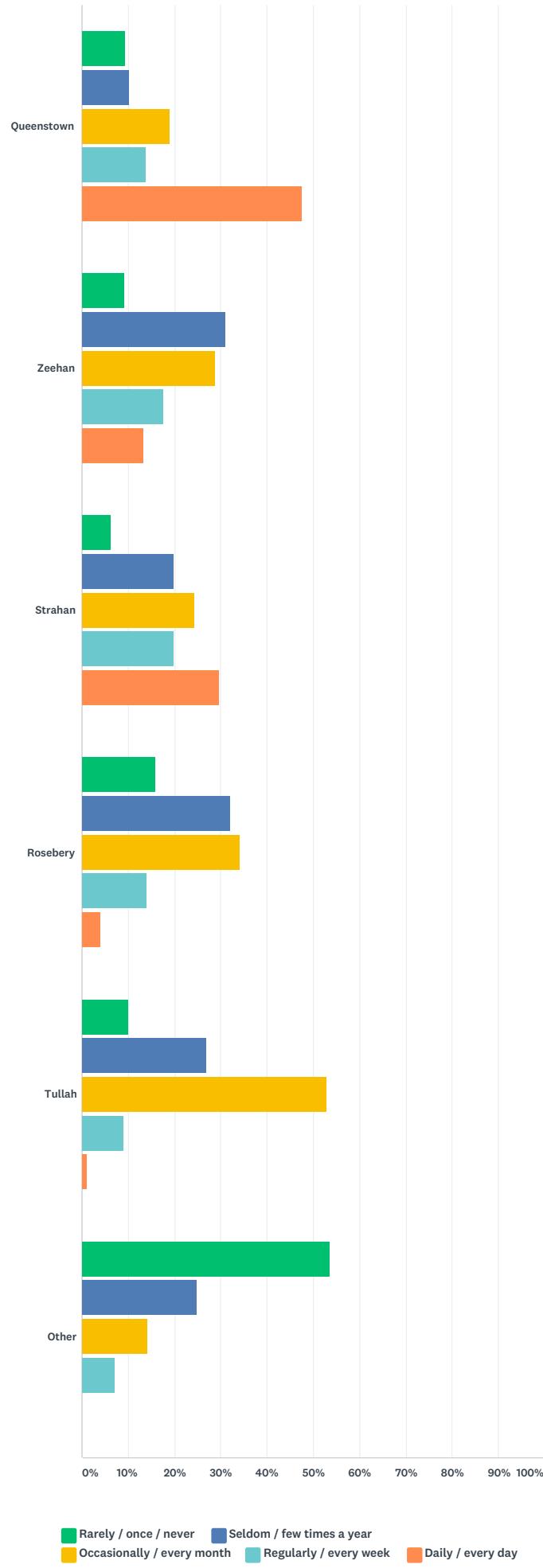


ANSWER CHOICES	RESPONSES	
Queenstown	35.14%	13
Zeehan	5.41%	2
Strahan	43.24%	16
Rosebery	2.70%	1
Tullah	2.70%	1
Other (please specify)	10.81%	4
TOTAL		37

Q4 How often do you access or visit each of the towns in our community?

Answered: 122 Skipped: 7

West Coast Parking Study Survey



[Legend] Rarely / once / never [Legend] Seldom / few times a year
[Legend] Occasionally / every month [Legend] Regularly / every week [Legend] Daily / every day

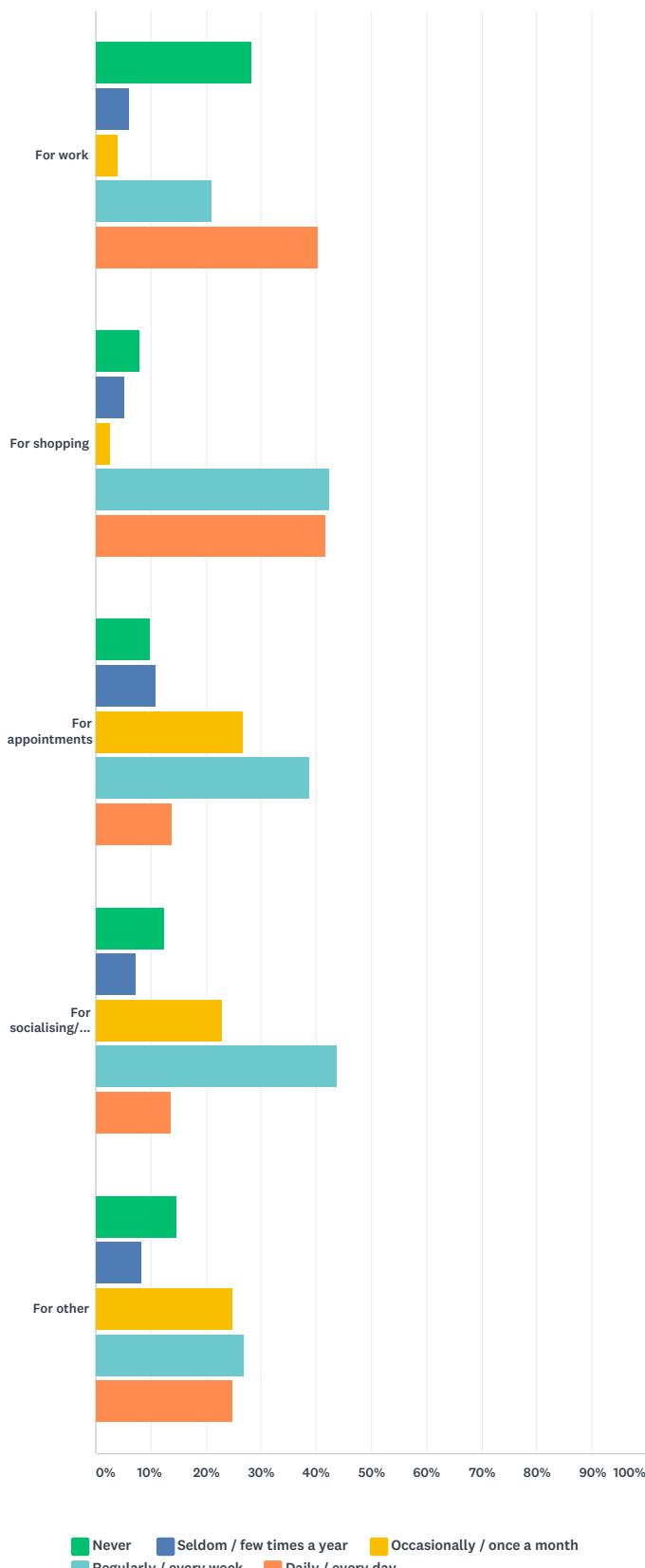
West Coast Parking Study Survey

	RARELY / ONCE / NEVER	SELDOM / FEW TIMES A YEAR	OCCASIONALLY / EVERY MONTH	REGULARLY / EVERY WEEK	DAILY / EVERY DAY	TOTAL
Queenstown	9.48% 11	10.34% 12	18.97% 22	13.79% 16	47.41% 55	116
Zeehan	9.28% 9	30.93% 30	28.87% 28	17.53% 17	13.40% 13	97
Strahan	6.31% 7	19.82% 22	24.32% 27	19.82% 22	29.73% 33	111
Rosebery	16.00% 16	32.00% 32	34.00% 34	14.00% 14	4.00% 4	100
Tullah	10.00% 10	27.00% 27	53.00% 53	9.00% 9	1.00% 1	100
Other	53.57% 15	25.00% 7	14.29% 4	7.14% 2	0.00% 0	28

West Coast Parking Study Survey

Q5 Questions for residents - How often do you need to use Council parking (either kerb-side, or public off-street carparks)?

Answered: 118 Skipped: 11



	NEVER	SELDOM / FEW TIMES A YEAR	OCCASIONALLY / ONCE A MONTH	REGULARLY / EVERY WEEK	DAILY / EVERY DAY	TOTAL
For work	28.28% 28	6.06% 6	4.04% 4	21.21% 21	40.40% 40	99
For shopping	7.96% 9	5.31% 6	2.65% 3	42.48% 48	41.59% 47	113

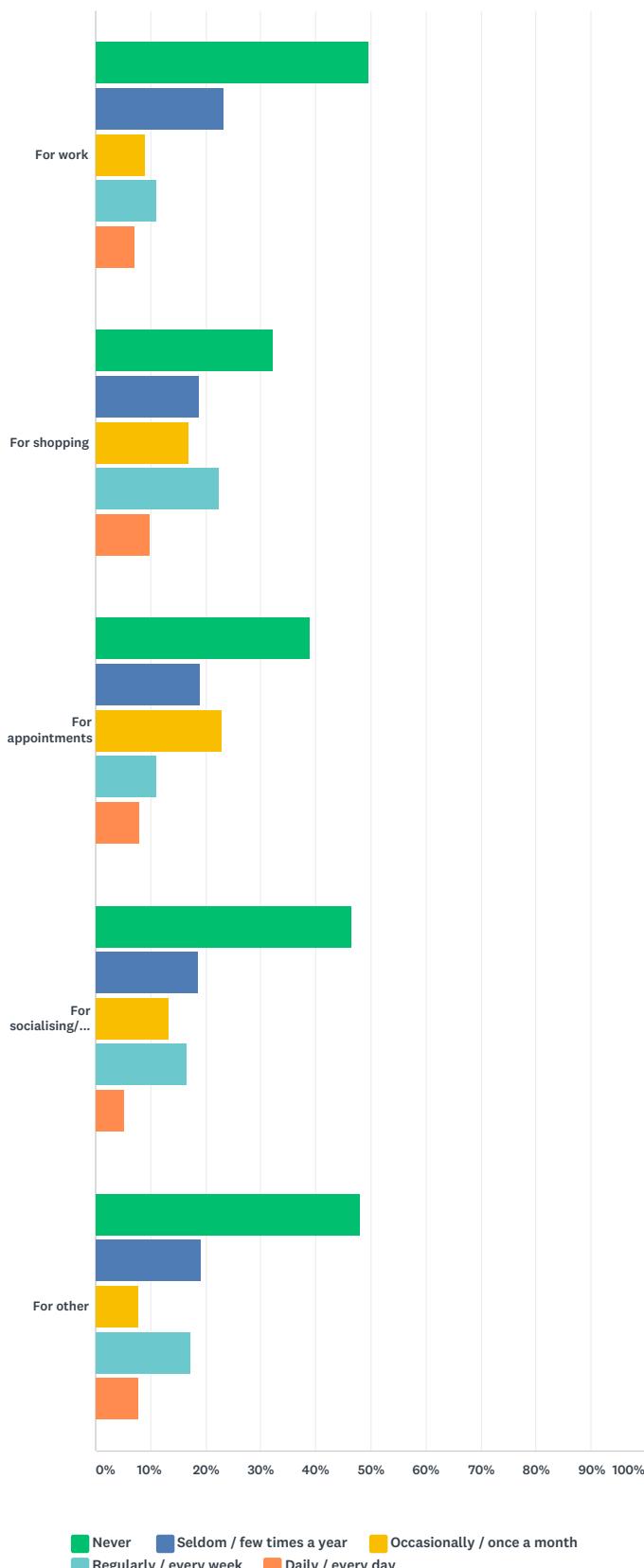
West Coast Parking Study Survey

For appointments	9.90% 10	10.89% 11	26.73% 27	38.61% 39	13.86% 14	101
For socialising/sport	12.50% 12	7.29% 7	22.92% 22	43.75% 42	13.54% 13	96
For other	14.58% 7	8.33% 4	25.00% 12	27.08% 13	25.00% 12	48

West Coast Parking Study Survey

Q6 How often do you find it difficult to get a Council parking space where/when you need it?

Answered: 117 Skipped: 12



█ Never █ Seldom / few times a year █ Occasionally / once a month
█ Regularly / every week █ Daily / every day

	NEVER	SELDOM / FEW TIMES A YEAR	OCCASIONALLY / ONCE A MONTH	REGULARLY / EVERY WEEK	DAILY / EVERY DAY	TOTAL
For work	49.49% 49	23.23% 23	9.09% 9	11.11% 11	7.07% 7	99
For shopping	32.14% 36	18.75% 21	16.96% 19	22.32% 25	9.82% 11	112

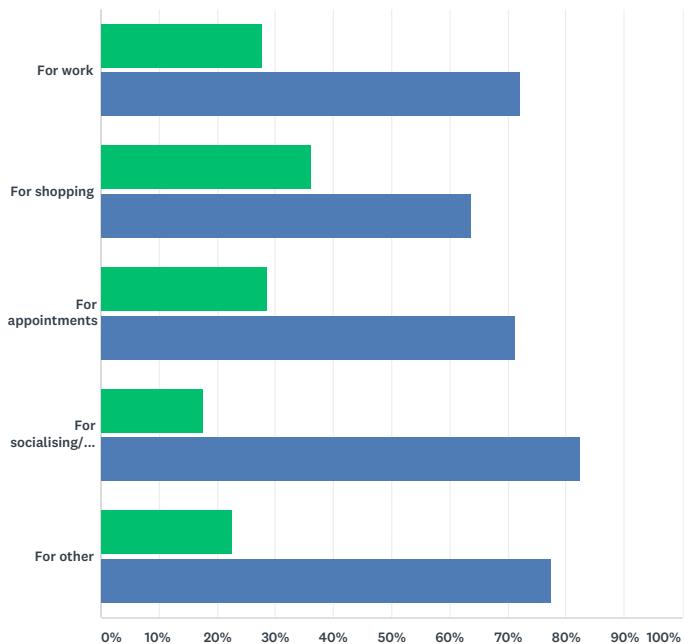
West Coast Parking Study Survey

For appointments	39.00% 39	19.00% 19	23.00% 23	11.00% 11	8.00% 8	100
For socialising/sport	46.39% 45	18.56% 18	13.40% 13	16.49% 16	5.15% 5	97
For other	48.08% 25	19.23% 10	7.69% 4	17.31% 9	7.69% 4	52

West Coast Parking Study Survey

Q7 If you cannot get a parking space right at your destination, do you:

Answered: 116 Skipped: 13



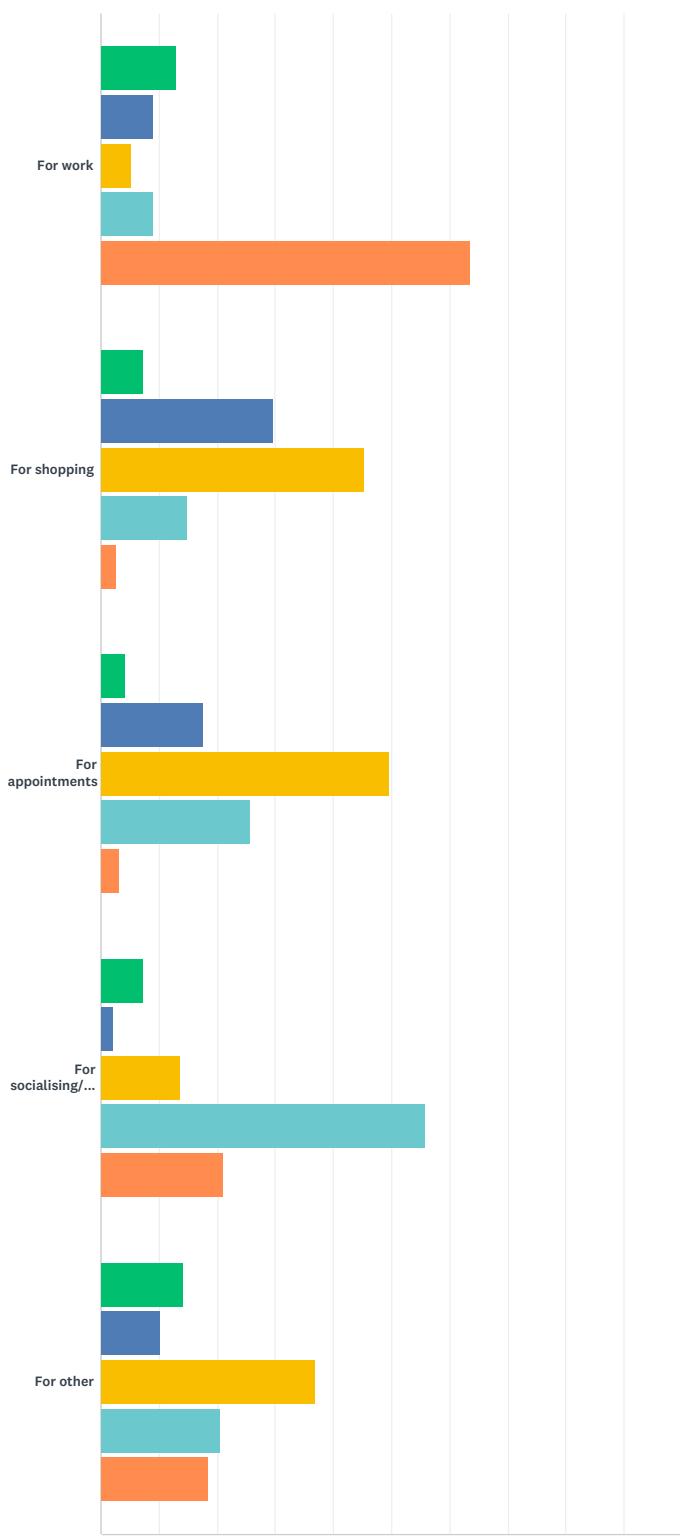
█ Drive around until you find a nearby space █ Park at first space and then walk

	DRIVE AROUND UNTIL YOU FIND A NEARBY SPACE	PARK AT FIRST SPACE AND THEN WALK	TOTAL
For work	27.85% 22	72.15% 57	79
For shopping	36.11% 39	63.89% 69	108
For appointments	28.57% 28	71.43% 70	98
For socialising/sport	17.58% 16	82.42% 75	91
For other	22.64% 12	77.36% 41	53

West Coast Parking Study Survey

Q8 How long do you usually need to park, so that you have enough time to complete your activities?

Answered: 116 Skipped: 13



█ Quick - 0-15 minutes
 █ Short - 15-30 minutes
 █ Medium - 30-60 minutes
█ Long - 1-2 hours
 █ Extended - more than 2 hours

	QUICK - 0-15 MINUTES	SHORT - 15-30 MINUTES	MEDIUM - 30-60 MINUTES	LONG - 1-2 HOURS	EXTENDED - MORE THAN 2 HOURS	TOTAL
For work	12.99% 10	9.09% 7	5.19% 4	9.09% 7	63.64% 49	77
For shopping	7.41% 8	29.63% 32	45.37% 49	14.81% 16	2.78% 3	108

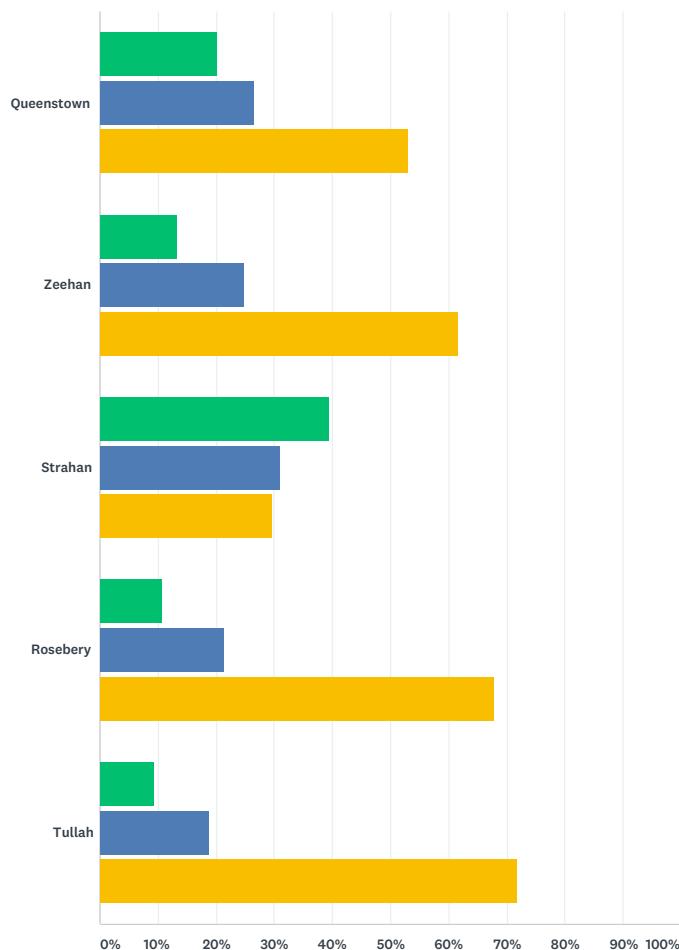
West Coast Parking Study Survey

For appointments	4.12% 4	17.53% 17	49.48% 48	25.77% 25	3.09% 3	97
For socialising/sport	7.37% 7	2.11% 2	13.68% 13	55.79% 53	21.05% 20	95
For other	14.29% 7	10.20% 5	36.73% 18	20.41% 10	18.37% 9	49

West Coast Parking Study Survey

Q9 Do the existing time limits on Council parking spaces give you enough time to complete your activities?

Answered: 112 Skipped: 17



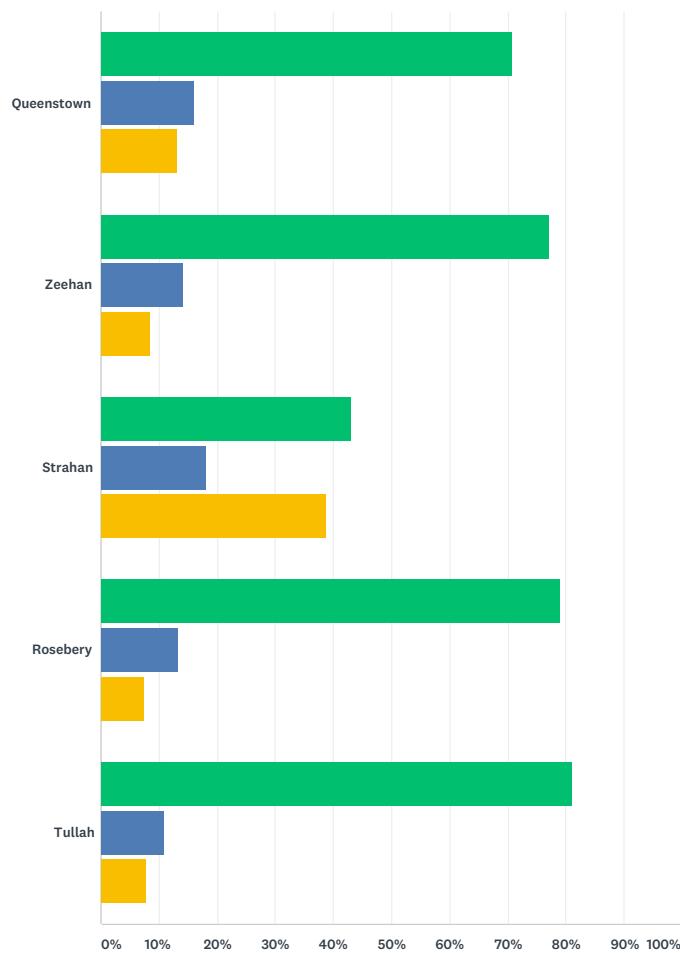
█ No there's not enough time
 █ Yes, but I wish there was more time
█ Yes, I have enough time

	NO THERE'S NOT ENOUGH TIME	YES, BUT I WISH THERE WAS MORE TIME	YES, I HAVE ENOUGH TIME	TOTAL
Queenstown	20.21% 19	26.60% 25	53.19% 50	94
Zeehan	13.33% 8	25.00% 15	61.67% 37	60
Strahan	39.51% 32	30.86% 25	29.63% 24	81
Rosebery	10.71% 6	21.43% 12	67.86% 38	56
Tullah	9.43% 5	18.87% 10	71.70% 38	53

West Coast Parking Study Survey

Q10 Have problems with parking in any of our towns made you change how often you shop or meet there?

Answered: 118 Skipped: 11



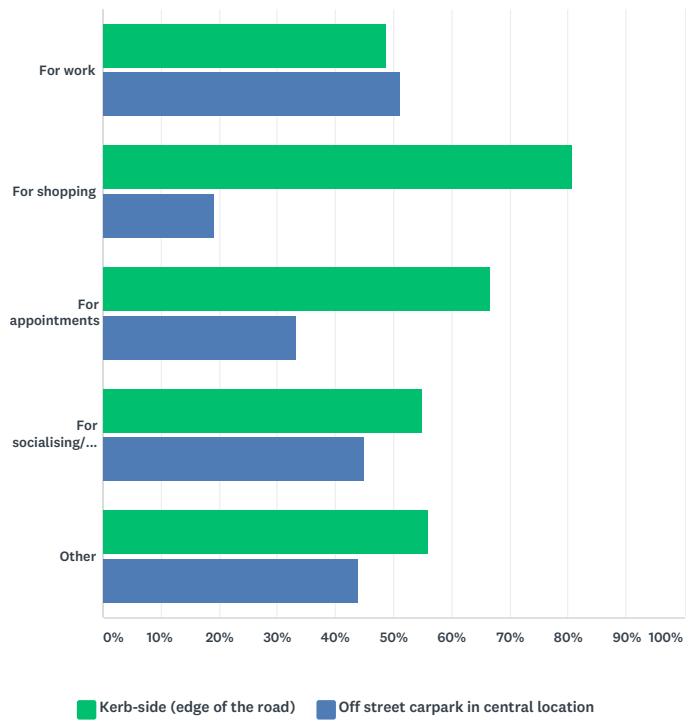
█ No, there's no change
 █ No, but I have thought about it
█ Yes, I go less often, or somewhere else

	NO, THERE'S NO CHANGE	NO, BUT I HAVE THOUGHT ABOUT IT	YES, I GO LESS OFTEN, OR SOMEWHERE ELSE	TOTAL
Queenstown	70.71% 70	16.16% 16	13.13% 13	99
Zeehan	77.14% 54	14.29% 10	8.57% 6	70
Strahan	43.01% 40	18.28% 17	38.71% 36	93
Rosebery	79.10% 53	13.43% 9	7.46% 5	67
Tullah	81.25% 52	10.94% 7	7.81% 5	64

West Coast Parking Study Survey

Q11 Which type of parking would you prefer to use?

Answered: 115 Skipped: 14



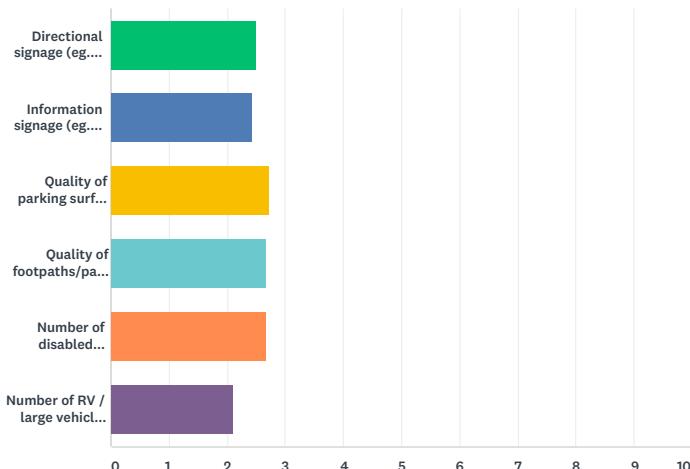
■ Kerb-side (edge of the road) ■ Off street carpark in central location

	KERB-SIDE (EDGE OF THE ROAD)	OFF STREET CARPARK IN CENTRAL LOCATION	TOTAL
For work	48.72% 38	51.28% 40	78
For shopping	80.73% 88	19.27% 21	109
For appointments	66.67% 64	33.33% 32	96
For socialising/sport	54.95% 50	45.05% 41	91
Other	56.00% 28	44.00% 22	50

West Coast Parking Study Survey

Q12 How do you rate other parts of access arrangements in our communities?

Answered: 120 Skipped: 9



	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Directional signage (eg. to locate carparking, to locate local attractions/destinations, etc)	14.29% 17	26.05% 31	38.66% 46	21.01% 25	0.00% 0	119	2.52
Information signage (eg. advising parking time limits, fees, etc)	18.80% 22	22.22% 26	38.46% 45	19.66% 23	0.85% 1	117	2.43
Quality of parking surface (eg. is it level or uneven? Are there cracks or potholes? etc)	14.29% 17	18.49% 22	36.13% 43	27.73% 33	3.36% 4	119	2.73
Quality of footpaths/pavement (eg. is footpath wide enough? Is there enough separation from traffic? Is it level or uneven? etc)	17.09% 20	15.38% 18	37.61% 44	26.50% 31	3.42% 4	117	2.67
Number of disabled parking spaces (eg. are there enough? Are they close enough to destination?)	20.18% 23	16.67% 19	23.68% 27	34.21% 39	5.26% 6	114	2.68
Number of RV / large vehicle spaces (eg. are there enough? Are they close enough to destination?)	27.27% 30	26.36% 29	30.00% 33	12.73% 14	3.64% 4	110	2.12

West Coast Parking Study Survey

Q13 Do you have additional information or comments about Council parking and access in our community?

Answered: 57 Skipped: 72

West Coast Parking Study Survey

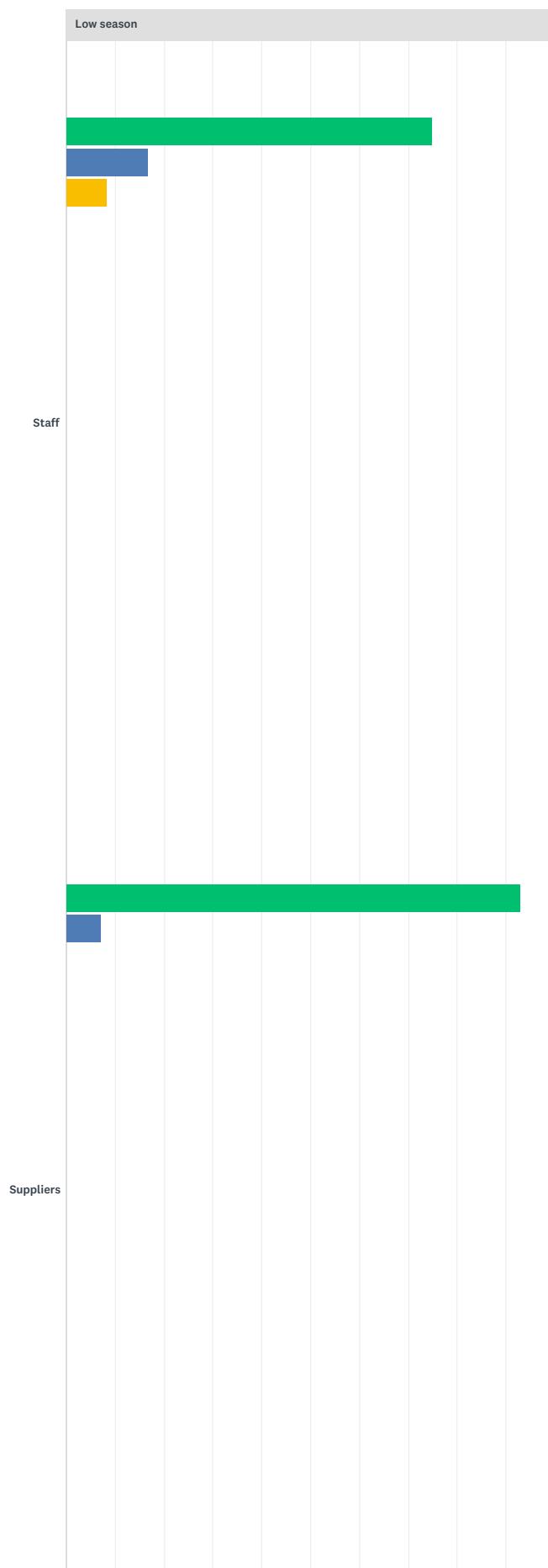
Q14 If you would you like to be contacted for a short (5 minute) follow-up discussion please leave your details below.

Answered: 26 Skipped: 103

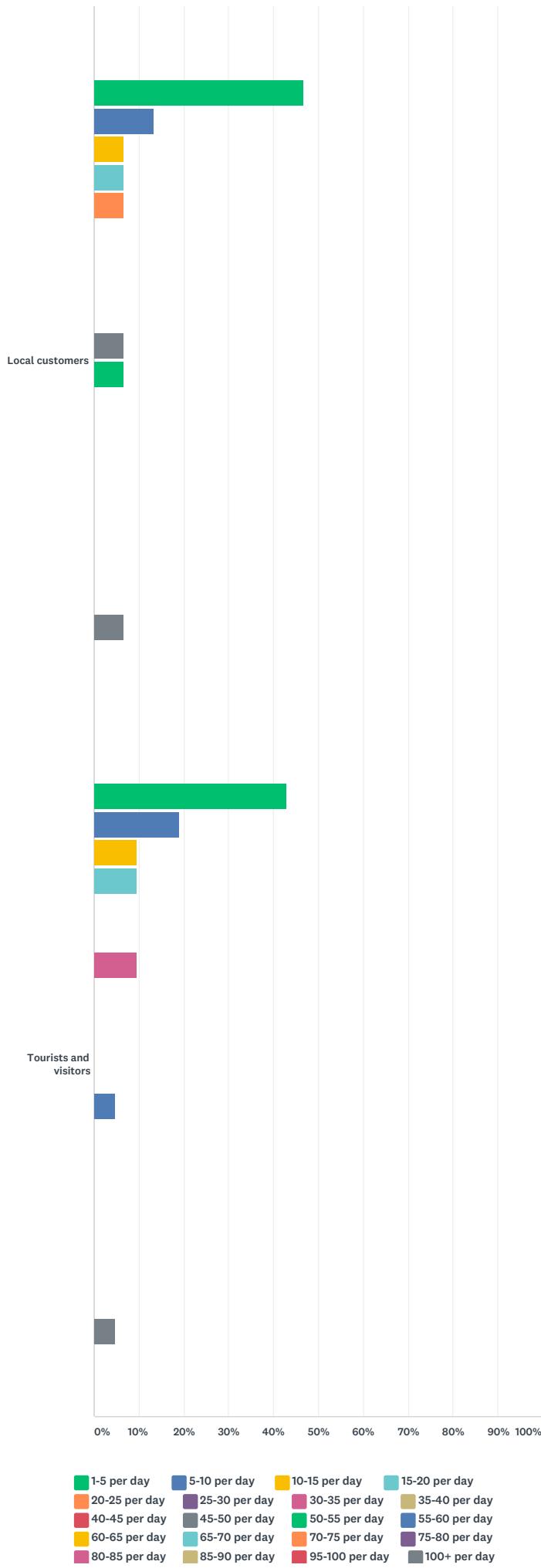
ANSWER CHOICES	RESPONSES	
Name	96.15%	25
Company	0.00%	0
Address	84.62%	22
Address 2	11.54%	3
Town	84.62%	22
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	0.00%	0
Phone Number	84.62%	22

Q15 Questions for business owners - How many people attend your business each day?

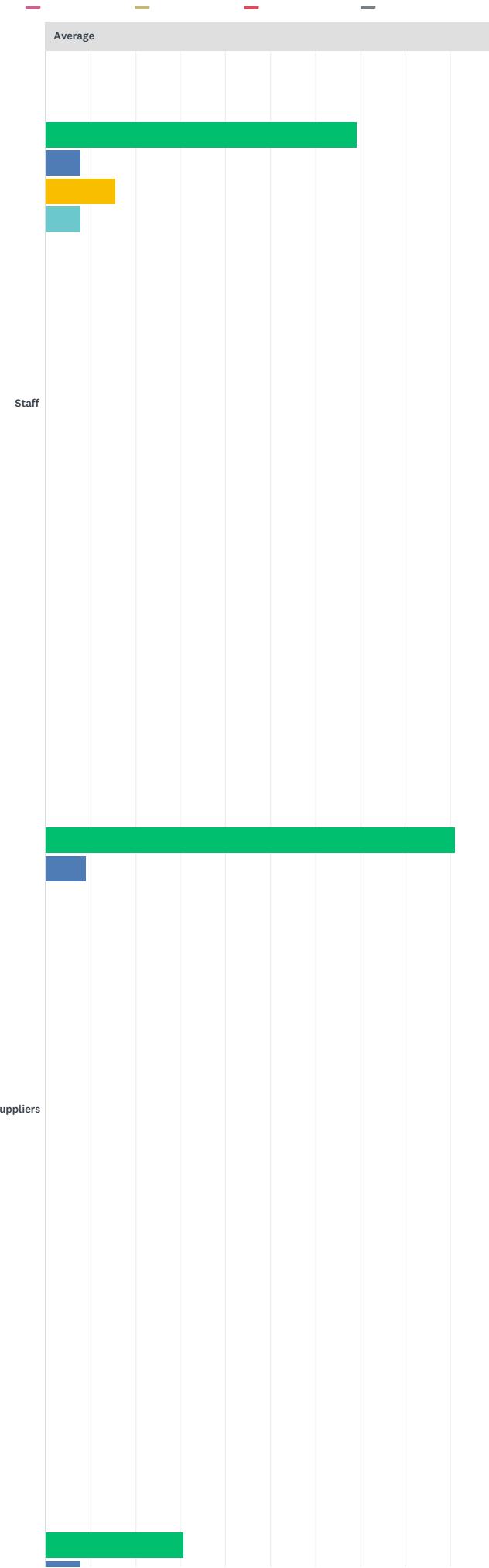
Answered: 29 Skipped: 100



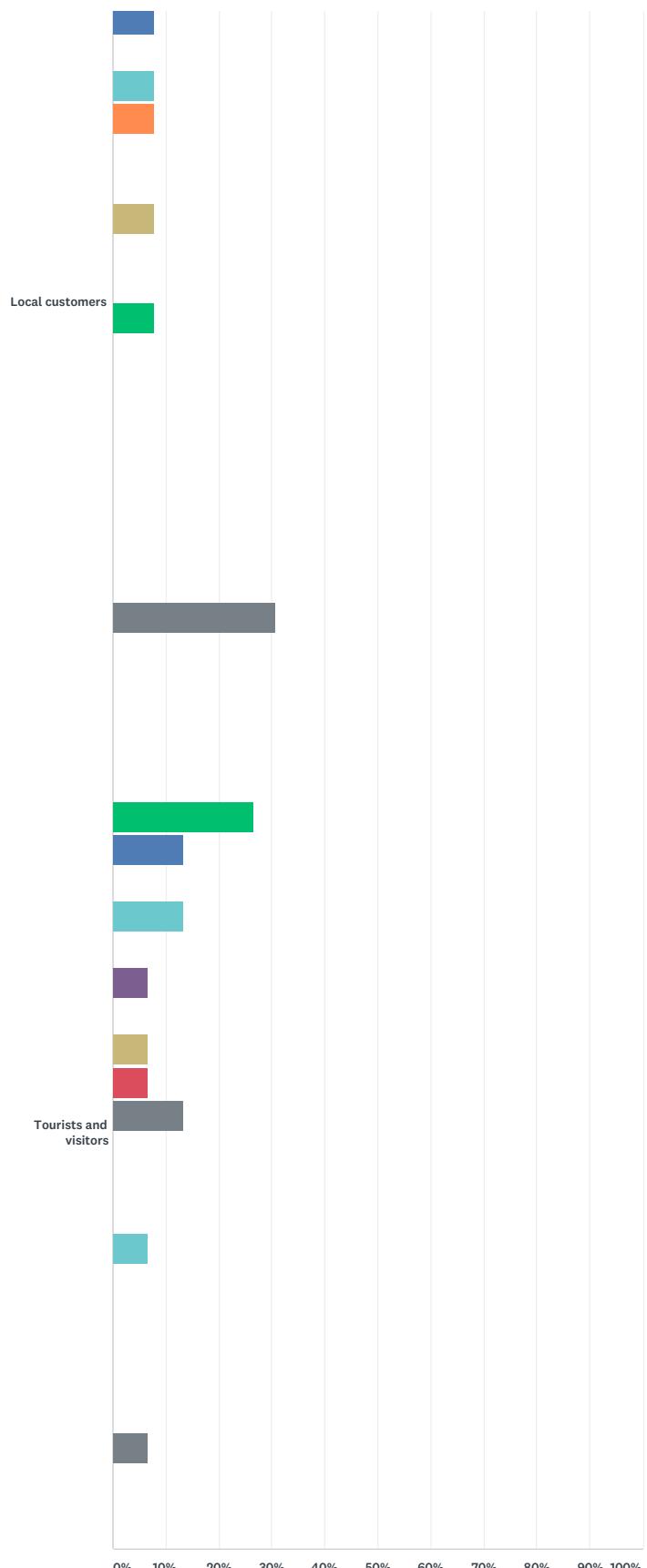
West Coast Parking Study Survey



West Coast Parking Study Survey



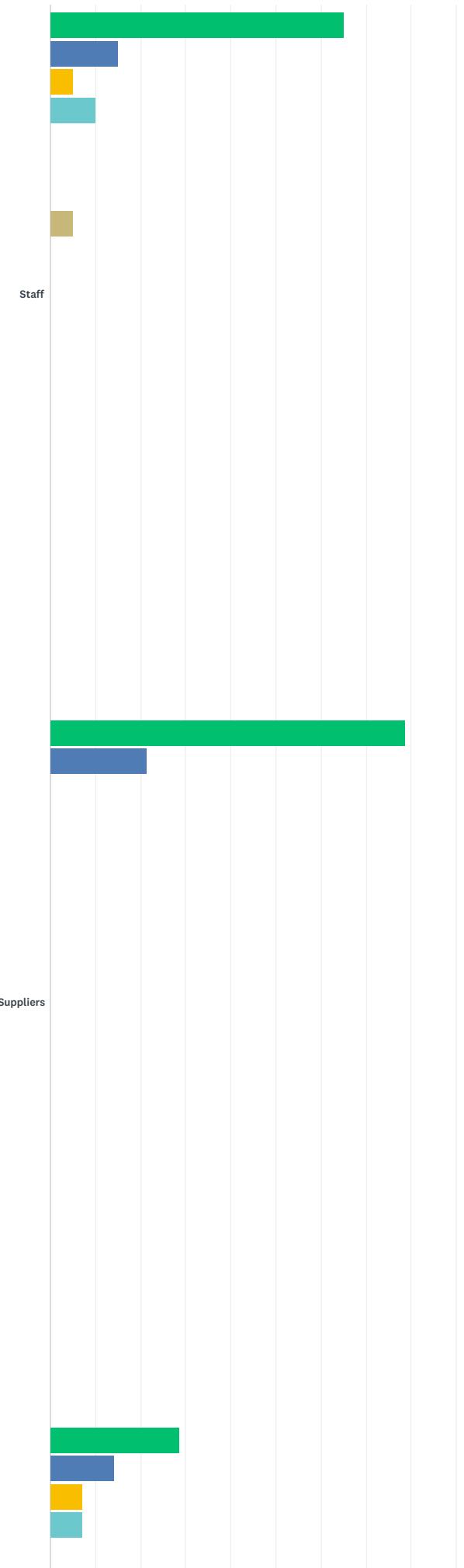
West Coast Parking Study Survey



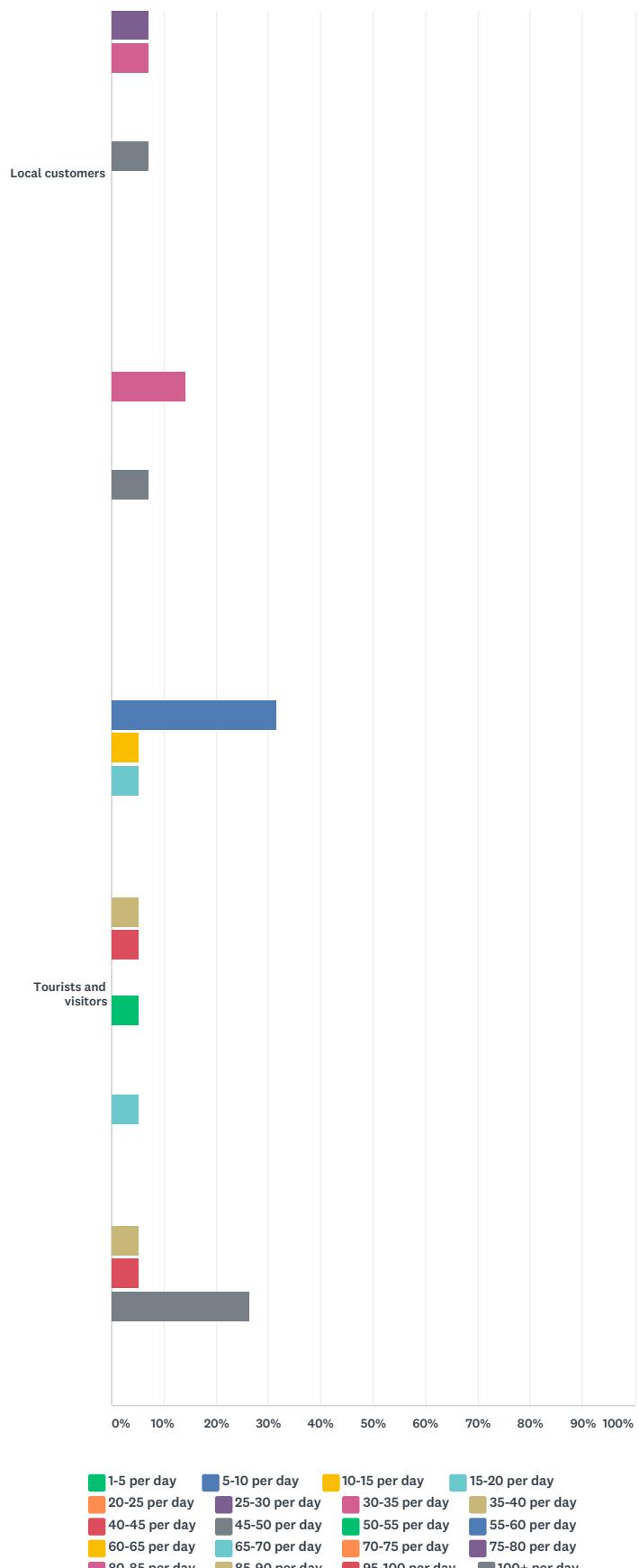
█ 1-5 per day █ 5-10 per day █ 10-15 per day █ 15-20 per day
█ 20-25 per day █ 25-30 per day █ 30-35 per day █ 35-40 per day
█ 40-45 per day █ 45-50 per day █ 50-55 per day █ 55-60 per day
█ 60-65 per day █ 65-70 per day █ 70-75 per day █ 75-80 per day
█ 80-85 per day █ 85-90 per day █ 90-95 per day █ 95-100 per day
█ 100+ per day

High season

West Coast Parking Study Survey



West Coast Parking Study Survey



Legend:

- 1-5 per day
- 5-10 per day
- 10-15 per day
- 15-20 per day
- 20-25 per day
- 25-30 per day
- 30-35 per day
- 35-40 per day
- 40-45 per day
- 45-50 per day
- 50-55 per day
- 55-60 per day
- 60-65 per day
- 65-70 per day
- 70-75 per day
- 75-80 per day
- 80-85 per day
- 85-90 per day
- 95-100 per day
- 100+ per day

Low season																		
	1-5 PER DAY	5-10 PER DAY	10-15 PER DAY	15-20 PER DAY	20-25 PER DAY	25-30 PER DAY	30-35 PER DAY	35-40 PER DAY	40-45 PER DAY	45-50 PER DAY	50-55 PER DAY	55-60 PER DAY	60-65 PER DAY	65-70 PER DAY	70-75 PER DAY	75-80 PER DAY		
Staff	75.00% 18	16.67% 4	8.33% 2	0.00% 0	0.00% 0													
Suppliers	92.86% 13	7.14% 1	0.00% 0	0.00% 0														

West Coast Parking Study Survey

Local customers	46.67% 7	13.33% 2	6.67% 1	6.67% 1	6.67% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6.67% 1	6.67% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	
Tourists and visitors	42.86% 9	19.05% 4	9.52% 2	9.52% 2	0.00% 0	0.00% 0	9.52% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4.76% 1	0.00% 0	0.00% 0	0.00% 0	
Average																
	1-5 PER DAY	5-10 PER DAY	10-15 PER DAY	15-20 PER DAY	20-25 PER DAY	25-30 PER DAY	30-35 PER DAY	35-40 PER DAY	40-45 PER DAY	45-50 PER DAY	50-55 PER DAY	55-60 PER DAY	60-65 PER DAY	65-70 PER DAY	70-75 PER DAY	75-80 PER DAY
Staff	69.23% 9	7.69% 1	15.38% 2	7.69% 1	0.00% 0											
Suppliers	90.91% 10	9.09% 1	0.00% 0													
Local customers	30.77% 4	7.69% 1	0.00% 0	7.69% 1	7.69% 1	0.00% 0	0.00% 0	7.69% 1	0.00% 0	0.00% 0	7.69% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	
Tourists and visitors	26.67% 4	13.33% 2	0.00% 0	13.33% 2	0.00% 0	6.67% 1	0.00% 0	6.67% 1	6.67% 1	13.33% 2	0.00% 0	0.00% 0	6.67% 1	0.00% 0	0.00% 0	
High season																
	1-5 PER DAY	5-10 PER DAY	10-15 PER DAY	15-20 PER DAY	20-25 PER DAY	25-30 PER DAY	30-35 PER DAY	35-40 PER DAY	40-45 PER DAY	45-50 PER DAY	50-55 PER DAY	55-60 PER DAY	60-65 PER DAY	65-70 PER DAY	70-75 PER DAY	75-80 PER DAY
Staff	65.00% 13	15.00% 3	5.00% 1	10.00% 2	0.00% 0	0.00% 0	0.00% 0	5.00% 1	0.00% 0							
Suppliers	78.57% 11	21.43% 3	0.00% 0													
Local customers	28.57% 4	14.29% 2	7.14% 1	7.14% 1	0.00% 0	7.14% 1	7.14% 1	0.00% 0	0.00% 0	7.14% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	
Tourists and visitors	0.00% 0	31.58% 6	5.26% 1	5.26% 1	0.00% 0	0.00% 0	0.00% 0	5.26% 1	5.26% 1	0.00% 0	5.26% 1	0.00% 0	5.26% 1	0.00% 0	0.00% 0	

West Coast Parking Study Survey

Q16 How much vehicle parking is available for people to access your business?

Answered: 26 Skipped: 103

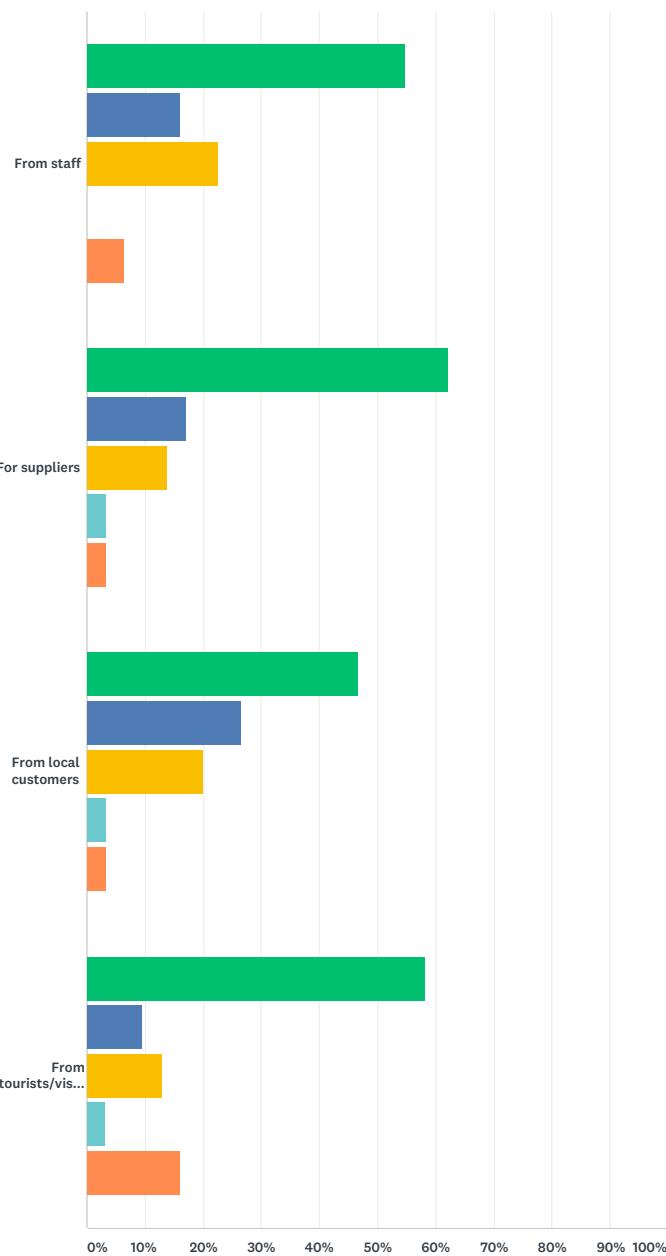
⚠ We're sorry. We cannot display a chart for a question with this many options.

Private parking on your property																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
For staff	20.00% 2	10.00% 1	10.00% 1	10.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10.00% 1	0.00% 0	10.00% 1	0.00% 0	10.00% 1	0.00% 1	10.00% 1
For suppliers	28.57% 2	14.29% 1	0.00% 0	28.57% 2	28.57% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For customers	20.00% 2	0.00% 0	0.00% 0	20.00% 2	0.00% 0	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Disabled access parking	50.00% 3	16.67% 1	16.67% 1	0.00% 0	16.67% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
RVs and large vehicles	40.00% 2	20.00% 1	0.00% 0	0.00% 0	20.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For motorbikes	28.57% 2	0.00% 0	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Very close - 0-1 min walk																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
For staff	33.33% 4	16.67% 2	8.33% 1	0.00% 0	16.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	25.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For suppliers	42.86% 3	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For customers	10.00% 1	0.00% 0	10.00% 1	0.00% 0	10.00% 1	0.00% 0	0.00% 0	0.00% 0	10.00% 1	10.00% 1	0.00% 0	10.00% 1	0.00% 0	0.00% 0	0.00% 0	10.00% 1
Disabled access parking	66.67% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	16.67% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
RVs and large vehicles	14.29% 1	14.29% 1	14.29% 1	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	14.29% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For motorbikes	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	40.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Nearby - 1-3 min walk																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
For staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	66.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For suppliers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For customers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	12.50% 1	0.00% 0	12.50% 1	0.00% 0	0.00% 0	12.50% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Disabled access parking	25.00% 1	25.00% 1	0.00% 0	50.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
RVs and large vehicles	0.00% 0	0.00% 0	0.00% 0	20.00% 1	20.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	40.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	20.00% 1
For motorbikes	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
General area - 3-5 min walk																
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
For staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For suppliers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For customers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	20.00% 1	0.00% 0	20.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
Disabled access parking	0.00% 0	50.00% 1	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
RVs and large vehicles	0.00% 0	0.00% 0	0.00% 0	20.00% 1	20.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	40.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0
For motorbikes	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0

West Coast Parking Study Survey

Q17 Do you experience complaints about parking and access to your business being difficult or unavailable?

Answered: 33 Skipped: 96



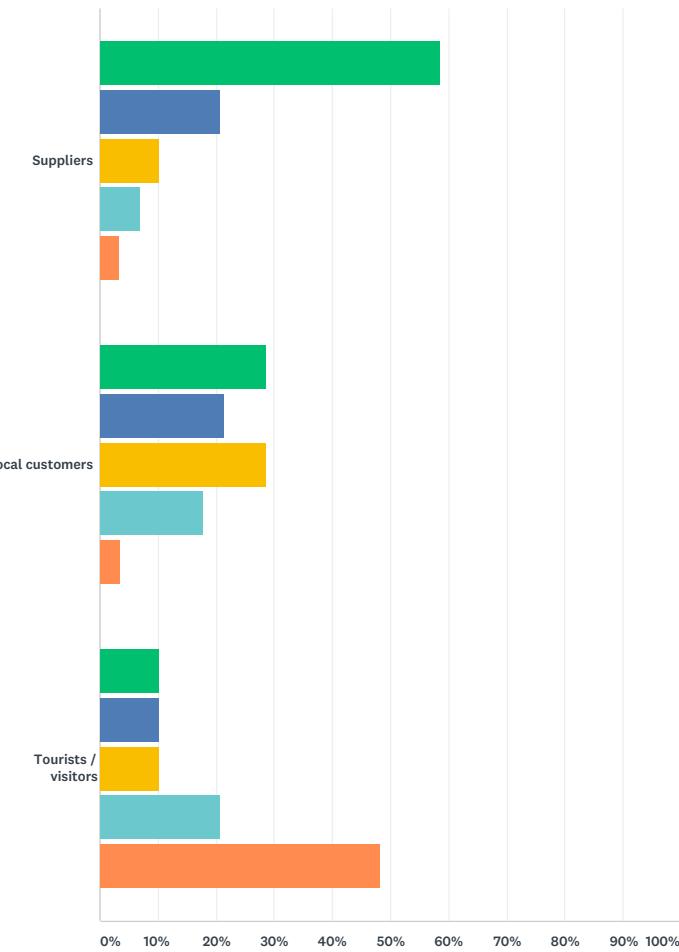
█ Never █ Seldom / few times a year █ Occasionally / every month
█ Regularly / every week █ Daily / every day

	NEVER	SELDOM / FEW TIMES A YEAR	OCCASIONALLY / EVERY MONTH	REGULARLY / EVERY WEEK	DAILY / EVERY DAY	TOTAL
From staff	54.84% 17	16.13% 5	22.58% 7	0.00% 0	6.45% 2	31
For suppliers	62.07% 18	17.24% 5	13.79% 4	3.45% 1	3.45% 1	29
From local customers	46.67% 14	26.67% 8	20.00% 6	3.33% 1	3.33% 1	30
From tourists/visitors	58.06% 18	9.68% 3	12.90% 4	3.23% 1	16.13% 5	31

West Coast Parking Study Survey

Q18 How long do people typically need to park to properly utilise your business or services?

Answered: 33 Skipped: 96



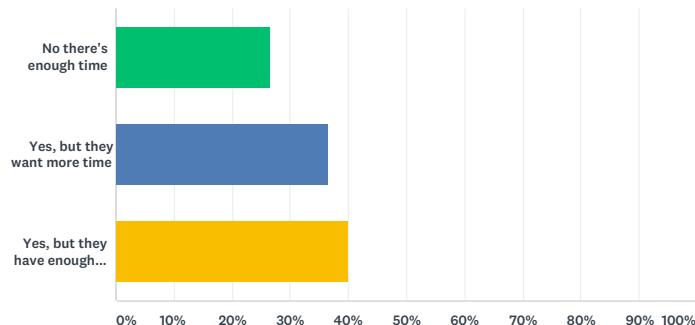
█ Quick - 0-15 mins
 █ Short - 15-30 mins
 █ Medium - 30-60 mins
█ Long - 1-2 hours
 █ Extended - more than 2 hours

	QUICK - 0-15 MINS	SHORT - 15-30 MINS	MEDIUM - 30-60 MINS	LONG - 1-2 HOURS	EXTENDED - MORE THAN 2 HOURS	TOTAL
Suppliers	58.62% 17	20.69% 6	10.34% 3	6.90% 2	3.45% 1	29
Local customers	28.57% 8	21.43% 6	28.57% 8	17.86% 5	3.57% 1	28
Tourists / visitors	10.34% 3	10.34% 3	10.34% 3	20.69% 6	48.28% 14	29

West Coast Parking Study Survey

Q19 Do the existing time limits on Council parking spaces give clients enough time to access your business?

Answered: 30 Skipped: 99

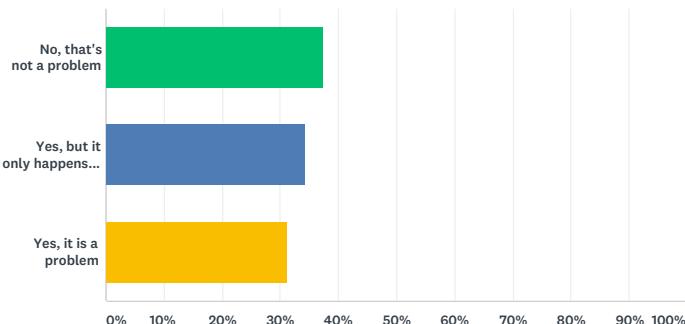


ANSWER CHOICES	RESPONSES
No there's enough time	26.67%
Yes, but they want more time	36.67%
Yes, but they have enough time	40.00%
Total Respondents: 30	

West Coast Parking Study Survey

Q20 Do you believe there is a problem of long or extended parking near your business reducing access and availability for quick or short term parking?

Answered: 32 Skipped: 97

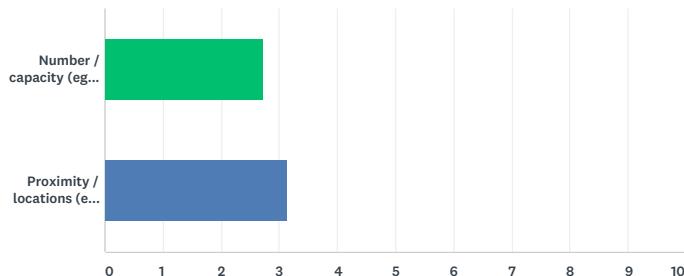


ANSWER CHOICES	RESPONSES
No, that's not a problem	37.50%
Yes, but it only happens occasionally	34.38%
Yes, it is a problem	31.25%
Total Respondents: 32	

West Coast Parking Study Survey

Q21 How do you rate the Council parking facilities in the vicinity of your business?

Answered: 31 Skipped: 98

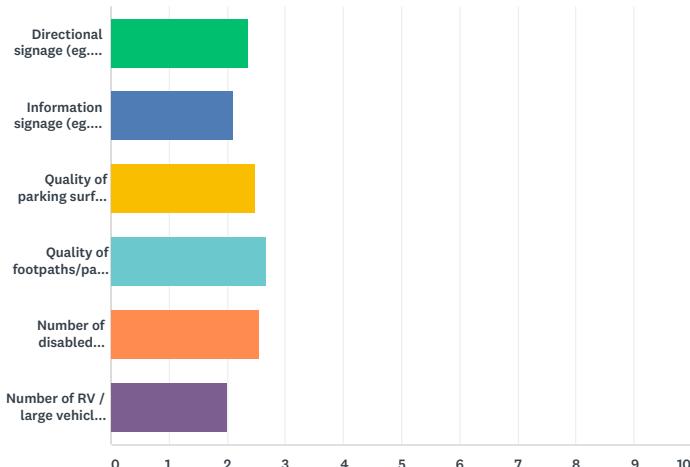


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Number / capacity (eg. are there enough spaces?)	20.00% 6	10.00% 3	26.67% 8	43.33% 13	0.00% 0	30	2.73
Proximity / locations (eg. are the spaces close enough to your business?)	10.34% 3	13.79% 4	24.14% 7	44.83% 13	6.90% 2	29	3.14

West Coast Parking Study Survey

Q22 How do you rate other parts of access arrangements in the vicinity of your business?

Answered: 30 Skipped: 99



	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Directional signage (eg. to locate carparking, to locate local attractions/destinations, etc)	21.43% 6	21.43% 6	39.29% 11	14.29% 4	3.57% 1	28	2.36
Information signage (eg. advising parking time limits, fees, etc)	25.93% 7	22.22% 6	40.74% 11	11.11% 3	0.00% 0	27	2.11
Quality of parking surface (eg. is it level or uneven? Are there cracks or potholes? etc)	17.86% 5	25.00% 7	32.14% 9	21.43% 6	3.57% 1	28	2.50
Quality of footpaths/pavement (eg. is footpath wide enough? Is there enough separation from traffic? Is it level or uneven? etc)	14.29% 4	25.00% 7	28.57% 8	28.57% 8	3.57% 1	28	2.68
Number of disabled parking spaces (eg. are there enough? Are they close enough to destination?)	18.52% 5	25.93% 7	25.93% 7	22.22% 6	7.41% 2	27	2.56
Number of RV / large vehicle spaces (eg. are there enough? Are they close enough to destination?)	34.62% 9	19.23% 5	30.77% 8	7.69% 2	7.69% 2	26	2.00

West Coast Parking Study Survey

Q23 Do you have additional information or comments about Council parking and access for your business?

Answered: 12 Skipped: 117

West Coast Parking Study Survey

Q24 If you would like to be contacted for a short (5 minute) follow up discussion, please leave your details below.

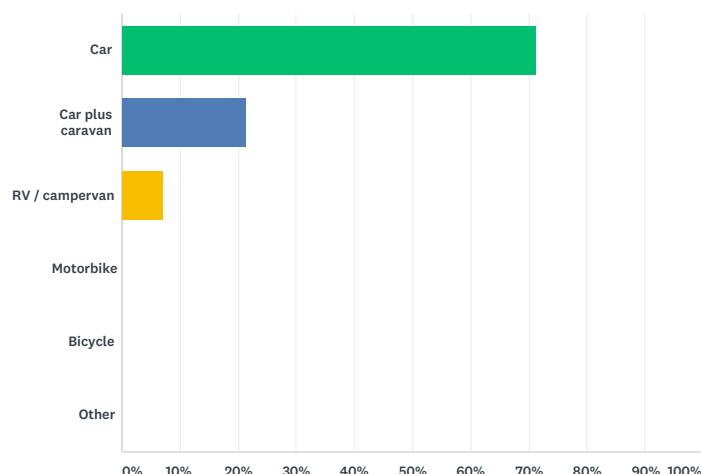
Answered: 9 Skipped: 120

ANSWER CHOICES	RESPONSES	
Name	88.89%	8
Business name	77.78%	7
Address	77.78%	7
Address 2	0.00%	0
Town	66.67%	6
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	0.00%	0
Phone Number	77.78%	7

West Coast Parking Study Survey

Q25 Questions for tourists/visitors - What type of vehicle did you use to visit the West Coast?

Answered: 14 Skipped: 115

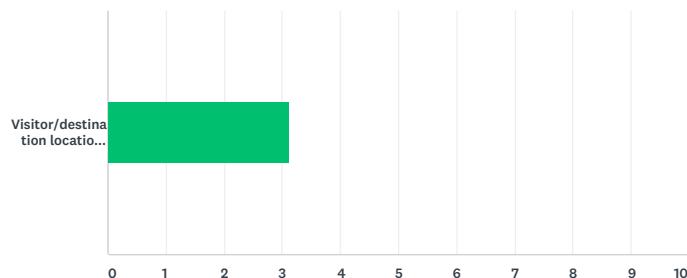


ANSWER CHOICES	RESPONSES
Car	71.43%
Car plus caravan	21.43%
RV / campervan	7.14%
Motorbike	0.00%
Bicycle	0.00%
Other	0.00%
Total Respondents: 14	

West Coast Parking Study Survey

Q26 How did you rate the visitor information and direction signs on the West Coast? eg. was it easy to find your destination and the attractions at each town? etc

Answered: 18 Skipped: 111

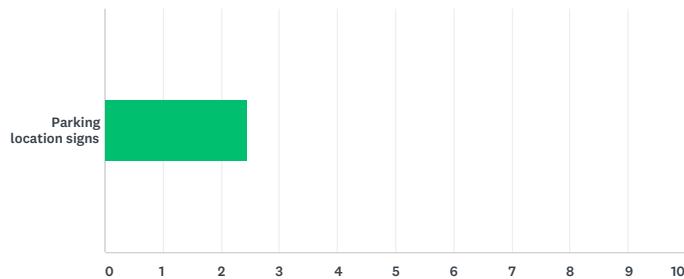


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Visitor/destination location signs	16.67% 3	11.11% 2	33.33% 6	22.22% 4	16.67% 3	18	3.11

West Coast Parking Study Survey

Q27 How did you rate the parking location signs on the West Coast?
eg. could you locate off-street car parks, and their access driveways?
etc

Answered: 16 Skipped: 113

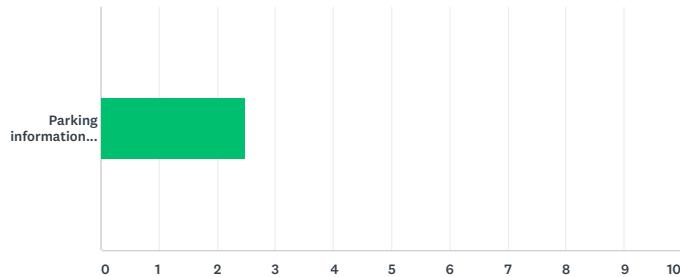


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Parking location signs	18.75% 3	37.50% 6	25.00% 4	18.75% 3	0.00% 0	16	2.44

West Coast Parking Study Survey

Q28 How did you rate the parking information signs on the West Coast?
eg. was it clear how long you could park for? The parking fee costs?
The locations of ticket machines? etc

Answered: 16 Skipped: 113

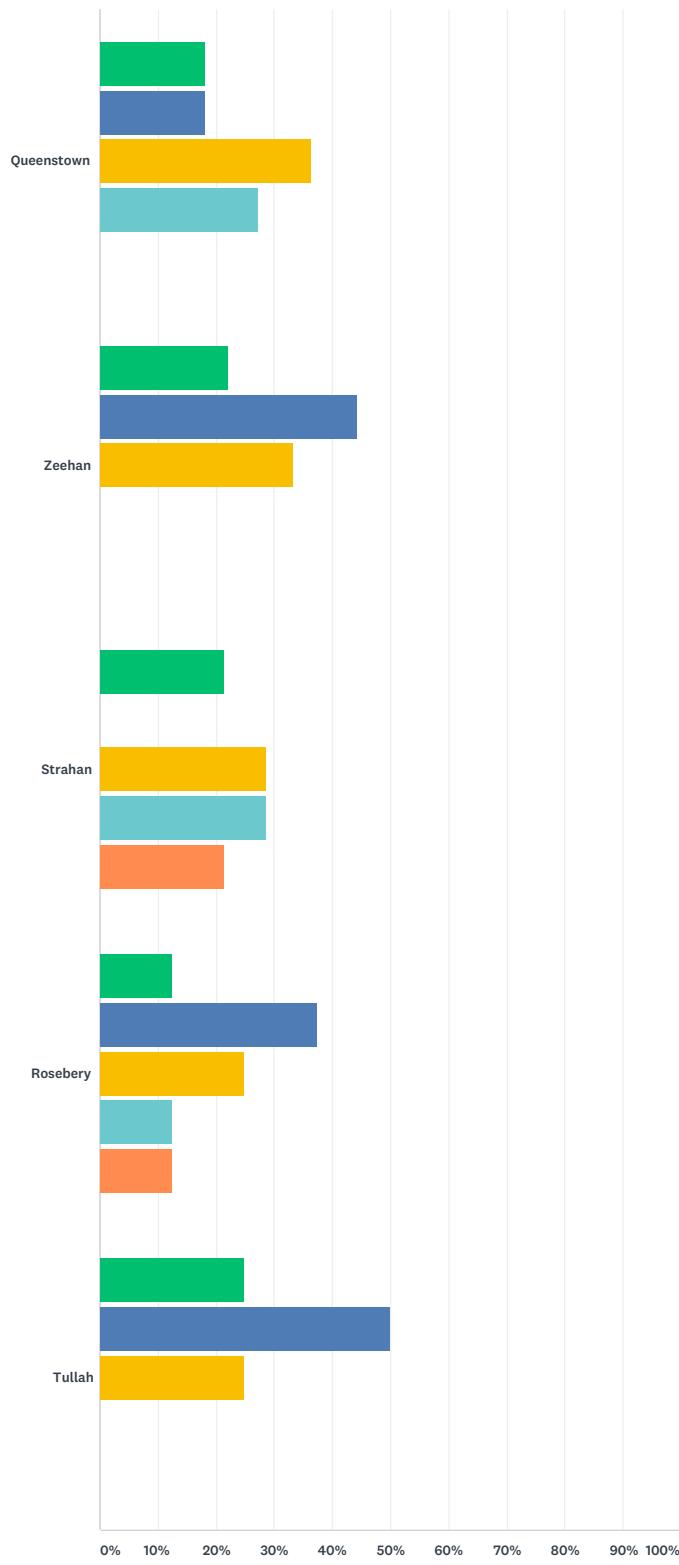


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Parking information signs	18.75% 3	31.25% 5	31.25% 5	18.75% 3	0.00% 0	16	2.50

West Coast Parking Study Survey

Q29 How close to your destination / attraction were you able to park?

Answered: 17 Skipped: 112



█ At the destination █ Very close - 0-1 min walk █ Nearby - 1-3 min walk
█ General area - 3-5 min walk █ Away - more than 5 min walk

	AT THE DESTINATION	VERY CLOSE - 0-1 MIN WALK	NEARBY - 1-3 MIN WALK	GENERAL AREA - 3-5 MIN WALK	AWAY - MORE THAN 5 MIN WALK	TOTAL
Queenstown	18.18% 2	18.18% 2	36.36% 4	27.27% 3	0.00% 0	11
Zeehan	22.22% 2		44.44% 4	33.33% 3	0.00% 0	9
Strahan	21.43% 3		0.00% 0	28.57% 4	28.57% 4	14

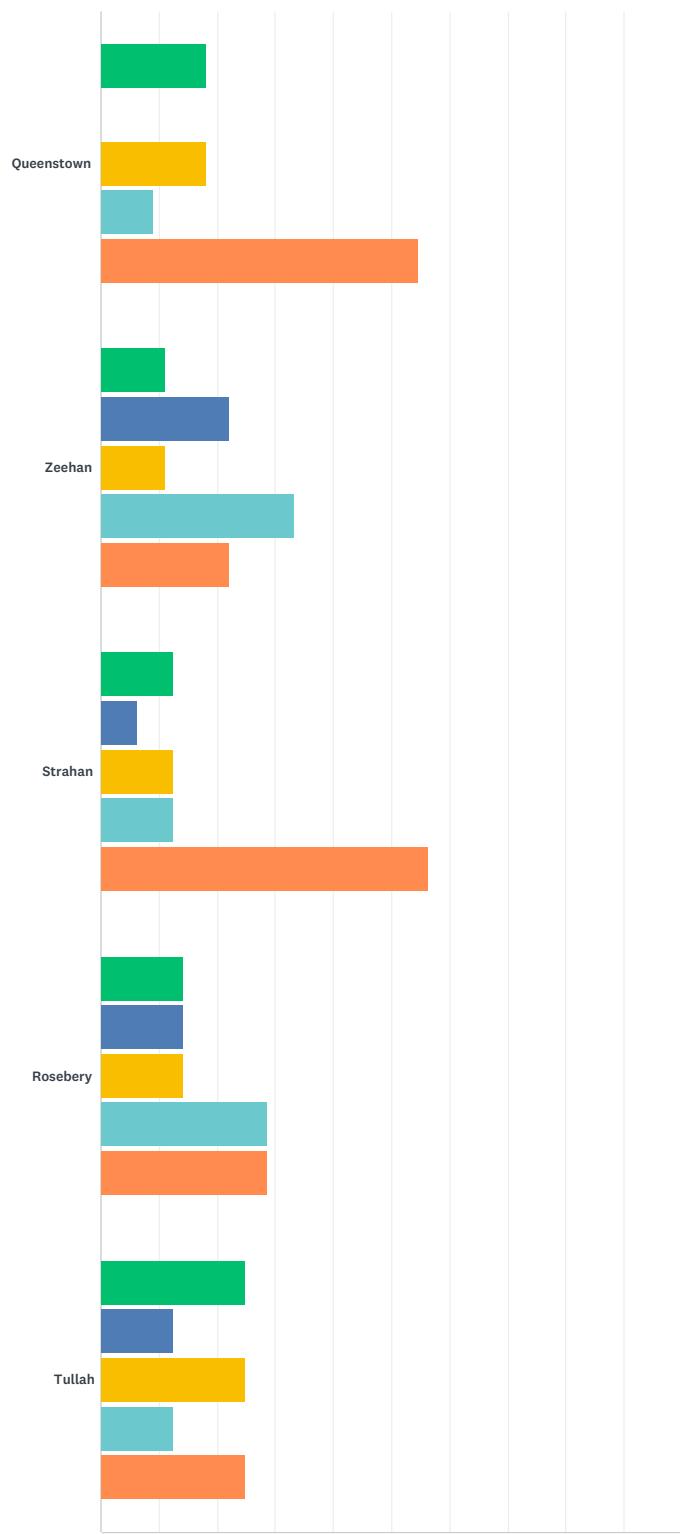
West Coast Parking Study Survey

Rosebery	12.50% 1	37.50% 3	25.00% 2	12.50% 1	12.50% 1	8
Tullah	25.00% 2	50.00% 4	25.00% 2	0.00% 0	0.00% 0	8

West Coast Parking Study Survey

Q30 How long did you need to park, so that you had enough time to complete your activities?

Answered: 18 Skipped: 111



█ Quick - 0-15 mins
 █ Short - 15-30 mins
 █ Medium - 30-60 mins
█ Long - 1-2 hours
 █ Extended - more than 2 hours

	QUICK - 0-15 MINS	SHORT - 15-30 MINS	MEDIUM - 30-60 MINS	LONG - 1-2 HOURS	EXTENDED - MORE THAN 2 HOURS	TOTAL
Queenstown	18.18% 2	0.00% 0	18.18% 2	9.09% 1	54.55% 6	11
Zeehan	11.11% 1	22.22% 2	11.11% 1	33.33% 3	22.22% 2	9

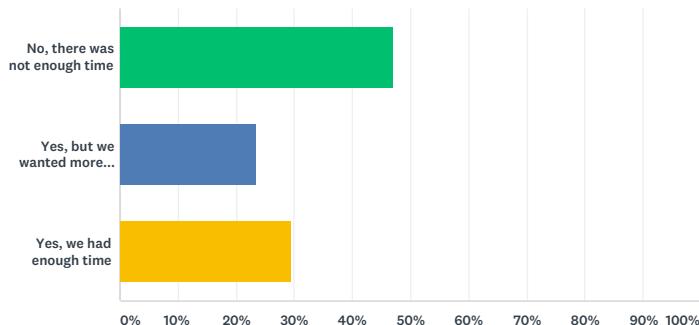
West Coast Parking Study Survey

Strahan	12.50% 2	6.25% 1	12.50% 2	12.50% 2	56.25% 9	16
Rosebery	14.29% 1	14.29% 1	14.29% 1	28.57% 2	28.57% 2	7
Tullah	25.00% 2	12.50% 1	25.00% 2	12.50% 1	25.00% 2	8

West Coast Parking Study Survey

Q31 Did the time limits on your car parking spaces give you enough time to complete your activities?

Answered: 17 Skipped: 112

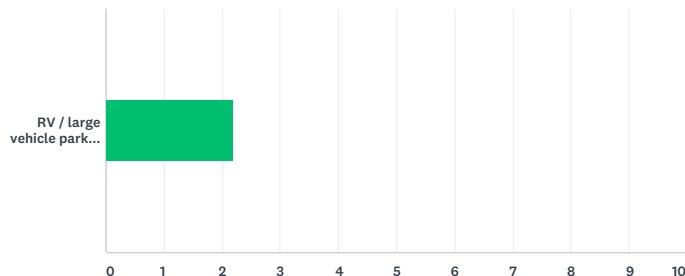


ANSWER CHOICES	RESPONSES
No, there was not enough time	47.06%
Yes, but we wanted more...	23.53%
Yes, we had enough time	29.41%
Total Respondents: 17	

West Coast Parking Study Survey

Q32 How did you rate the parking for Large Vehicles (RVs, campervans, caravans, etc)? eg. could you find them? Were there enough? Were they large enough for your vehicle? etc

Answered: 15 Skipped: 114

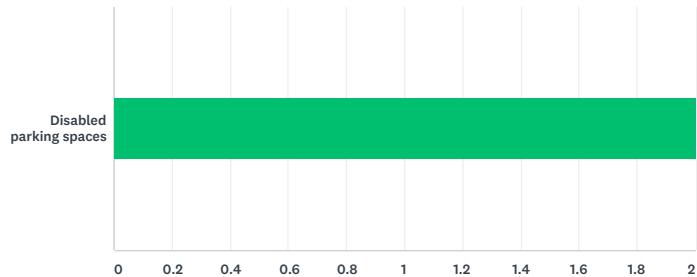


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
RV / large vehicle parking spaces	33.33% 5	33.33% 5	20.00% 3	6.67% 1	6.67% 1	15	2.20

West Coast Parking Study Survey

Q33 How did you rate the parking for disabled and special access needs? eg. could you find them easily? Were they close to attraction/destination? etc

Answered: 12 Skipped: 117

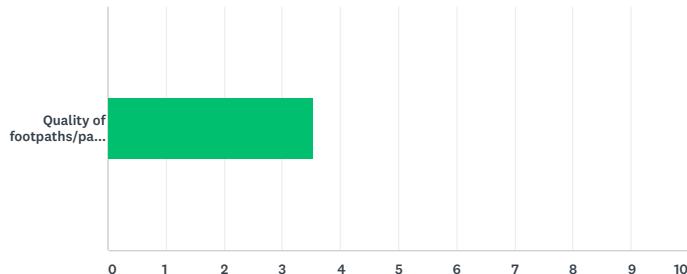


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Disabled parking spaces	41.67% 5	25.00% 3	25.00% 3	8.33% 1	0.00% 0	12	2.00

West Coast Parking Study Survey

Q34 How did you rate the footpaths and pavements on the West Coast? eg. is footpath wide enough? Is there enough separation from traffic? Is it level or uneven? etc

Answered: 19 Skipped: 110

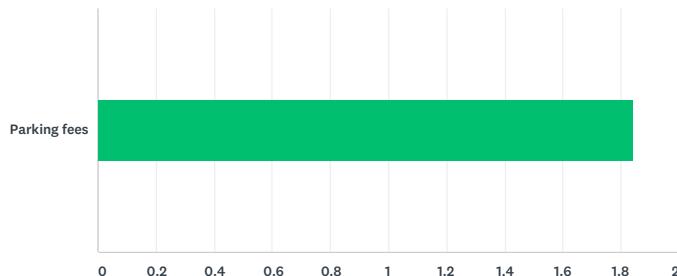


	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Quality of footpaths/pavement	0.00%	15.79%	36.84%	26.32%	21.05%	19	3.53

West Coast Parking Study Survey

Q35 Were the fees charged for parking appropriate for the location and duration you used the carpark?

Answered: 19 Skipped: 110



	BAD	POOR	AVERAGE	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Parking fees	52.63% 10	26.32% 5	10.53% 2	5.26% 1	5.26% 1	19	1.84

West Coast Parking Study Survey

Q36 Do you have additional information or comments about parking
and access from your visit?

Answered: 6 Skipped: 123

West Coast Parking Study Survey

Q37 If you would like to be contacted for a short (5 minute) follow-up discussion, please leave your details below.

Answered: 4 Skipped: 125

ANSWER CHOICES	RESPONSES	
Name	100.00%	4
Company	0.00%	0
Address	50.00%	2
Address 2	0.00%	0
City/Town	50.00%	2
State	50.00%	2
Postcode	50.00%	2
Country	50.00%	2
Email Address	0.00%	0
Phone Number	50.00%	2

9.3 Appendix 3: Additional Information / Comments on Survey Questionnaire

Extracted from Survey Monkey raw data

Includes all manual/paper responses.



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p: 03 6424-9085

f: 03 6424-5709

mail@tascon.com.au

ABN: 40 009 579 453

Additional Information / Comments on Survey Questionnaire

Response	Respondant ID	Type	Town	Survey Comments	Survey Additional Info (Comments)
Paper	10045096073	Business Owner	Queenstown TAS 7467		Should not have to pay to park
Paper	10045094171	Business Owner	Queenstown TAS 7467	Concerns of vehicles using kerbside parking all day.	Kerb and gutter is of poor condition and poses OHS risks
Paper	10045089087	Business Owner	Strahan TAS 7468	Continue to provide free overnight car-parking for our yacht cruise clients on the main wharf adjacent to the toilet block.	Road surface and drainage need significant upgrades opposite 59 Esplanade
Paper	10045085194	Resident	Queenstown TAS 7467		Police disabled parking more
Paper	10045082759	Business Owner	Strahan TAS 7468	Drainage and road surface are a problem	
Paper	10045080568	Business Owner	Zeehan TAS 7469	The footpath in front of our café and home are bad, crack in frosty weather and have grass and weeds going through it. 'Pitstop'	
Paper	10045078257	Business Owner	Queenstown TAS 7467	Main Street footpaths are uneven, dangerous the poles (black) in the main street need removing or upgrading	
Paper	10045075734	Business Owner	Strahan TAS 7468	The legal width of the footpath outside the woodwork (The Esplanade) is technically private property, the roadside footpath is too narrow.	The kerbside parking should be 1hr parking. the 2 main off street parks need the parking meters too be able to accept coins, notes, cards and need to have incremental money charges not a blanket \$5 or \$6 charge.
Paper	10045018766	Resident	Strahan TAS 7468		If you're going to have paid parking in Strahan, make sure all the other towns are the same. remember we are all west coasters
Paper	10045012805	Resident	Strahan TAS 7468	Better quality machines - allowing for card or cash payment in long term parks. I have no problems paying for parking. There are no loading zones and all kerbside parking is 1/2 hour	Residence: Footpaths getting better Business: the footpath at our business is on our leased area. Business: the footpath at kerbside is too narrow to be legal.
Paper	10044997330	Business Owner	Strahan TAS 7468	RV and large vehicles should not be permitted to park in CBD areas. They can park in close proximity and walk. Get rid of the parking meters in Strahan. Time signage will suffice.	Bus shelter in Andrew Street could do with a coat of paint or clean up
Paper	10044969800	Resident	Queenstown TAS 7467	Signs for disabled parking, loading zones, and taxi stand could be highlighted or policed more.	
Paper	10044966393	Resident	Queenstown TAS 7467		Police disabled parking more
Paper	10044958149	Tourist	Forreston SA 5233	It seems strange that a location that thrives on the tourist dollar would install paid parking especially surrounding the information centre and where the Gordon River Cruises depart. Also difficult for older travellers to work out meters.	
Paper	10044952995	Tourist		Parking meters don't take credit cards, I don't carry change - No Banks!	
Paper	10044950443	Tourist		Shame about parking, would have spent more time eating as well as browsing	
Paper	10044946585	Tourist		Tried to walk as much as possible	
Online	10029774969	Business Owner	Zeehan TAS 7469		Have designated RV parking areas and not in the main street. RV can park all day in front of your shop and look around town without realizing they are affecting customers trying to find a park.
Online	10029724360	Resident	Strahan TAS 7468	The Strahan parking issue MUST be addressed	One side of the footpath excellent - the other complete mud slip
Online	10019100276	Business Owner		Strahan - charged for all day parking. Need to have the option of paying for all day or at an hourly rate.	
	10015155245	Business Owner	Zeehan TAS 7469	There are limited spaces near our business and no disability parking or designated areas for RV or large vehicles. Footpaths particularly in Frederick Street are uneven.	I don't believe that there should be parking fees for street parking. Charge parking fees in the large Council owned carparks. There should be limited time parking in high traffic areas.
Online	10013426681	Resident		Disabled parking places are not 'policed'. Kerbing is disintegrating and cracking in Queenstown CBD	Business owners should not be allowed to park their vehicles in the main streets outside their businesses all day.
Online	10010537287	Resident			Should parking meters be introduced in Queenstown Orr Street and adjacent streets, I will change to fortnightly shopping in Burnie and only shop locally if absolutely necessary
Online	10010498968	Business Owner	Strahan TAS 7468	People come to the west coast for that country wilderness feel and I think having parking metres in these small struggling towns are taking that country friendly feel away. I have a business in tourism and the comments on the metres are all negative.	
Online	10010390586			Caravans/RVs need to take up more than one space in the carparks (e.g. Miners Siding). People always park longer than the signed 30mins etc in Orr Street as we know no one enforces it - doesn't seem to be a problem. Problem is people parking in the limited disabled parking spaces. Line marking on all car spaces in Orr Street needs repainting. At the intersections, cars park too close which makes visibility hard to see oncoming traffic (e.g. Cutten/McNamara intersection). Parking at sports venues isn't great - e.g. Queenstown Sports Stadium.	People need to get used to walking a little bit to get to shops. The car park pricing needs to have options other than \$5. Locals won't pay \$5 to park in Miners Siding to go and have a coffee or lunch at the train station for an hour. Credit card machines are a must. The trucks that deliver freight to the supermarkets park illegally and take up spaces and cause traffic hazards on a daily basis - with no repercussion from Tas Police.
Online	10009220971			We want people to visit , not to make money out of parking.	

Additional Information / Comments on Survey Questionnaire

Response	Respondant ID	Type	Town	Survey Comments	Survey Additional Info (Comments)
Online	10009156630				Why are we charging tourists to park in the car park next to the railway? Seems like a bit of double dipping with the high charge for the tour itself and free parking everywhere else. Is there a need to charge for parking? It's not as if anyone else uses the park. We should be encouraging more tourists and offering a free park with accessibility to the railway as a bonus. If you are worried about overnight camping then make the area 10P zone.
Online	10009060910	Business Owner	Strahan TAS 7468	Tourists needs to be better informed when parking on the West Coast and whilst there is a need for timed / paid parking signage needs overhauled, charges / fees need to be fair and the overzealous ticketing inspector employed this past season needs to be retrained and Strahan needs not be utilised as the "Cash Cow" of the West Coast fining unsuspecting Coach drivers and tourists alike.	All council parking should attract the same definition no matter which town it is in. For instance there are NO paid meters outside the West Coast Heritage Museum in Zeehan, no meters in Tullah or Roseberry and correct me if im wrong there are no meters in the main carpark for the Wilderness Train in Queenstown ..but yet Strahan seems to be the main focus of council since it is Strahan that attracts the most Tourists and we have a vast number of disgruntled tourists fined this past season due to bad signage, dysfunctional parking meters. Where was the consultation with local business owners prior the crack down on parking?? I can assure anyone that we did not receive any correspondence of verbal confirmation of the planned council crack down.
Online	10009007168	Resident	Queenstown TAS 7467		Not sure why its required to have time limits and charges when there is also a push to bring people in to the communities be it new residents or tourists.
Online	10008652173	Resident	Queenstown TAS 7467		Business owners are parking all day leaving less room in the shopping precinct for residents & visitors.
Online	10008636248	Resident	Queenstown TAS 7467	Queenstown has never had problems with parking until there was a parking machine put in the railway parking yard that charges outrageous money for short stays and this could be fixed with a machine with various times so people are not paying \$5 for 10 minutes. Another money grab from council.	WE WILL NOT TOLERATE PARKING METERS. And it is time to have a local run council instead of outsiders that are here to top up their super. No problems and consulting when run by locals.
Online	10008627965	Resident	Zeehan TAS 7469		I only hope the car park in Strahan can be used for a lesser fee than it is now for workers who should not have to pay the price it is now to park as they contribute to the local economy in all other aspects.
Online	10008619133	Resident	Zeehan TAS 7469	Why waste money on this your personal cars to drive around in and putting new stickers on a jeep when other things in our town need fixing. It's ridiculous!!	Open drains everywhere near every Street has stuffed foot paths the Zeehan Park is just a joke my kids play equipment is alot better these things is what you should be looking into
Online	10008616151	Resident	Zeehan TAS 7469		I am happy to pay for parking IF I was going to be out and about for more than an hour BUT here on the west coast I'm just running errands (checking mail, grabbing a loaf of bread , 15 minutes appointment) it's not like a city there is nothing to keep me busy enough to be out looking around for more than an hour unless it's for work.
Online	10008616008	Business Owner	Queenstown TAS 7467		Disabled parking needs to be policed more. They are regularly taken by people without a disabled parking pass.
Online	10008581623	Resident	Zeehan TAS 7469		Zeehan no parking sign out in front of rock shop and old burnt chemist needs to be removed now the chemist is not there. It is now not appropriate for no parking to be there as the chemist is gone and half the time the rock shop is not open.
Online	10008574959	Business Owner	Strahan TAS 7468	Large trucks should not be allowed to go up or down Union Hill in Strahan. It is too dangerous.	
Online	10008438886	Resident	Strahan TAS 7468		I feel that locals shouldnt need to pay for parking for 30min parks for daily living eg to shop, mail, drs etc However, parking because we are going out of cruise, train etc and using main street parking yes. In winter months we don't have parking issues or demand so why charge in this period of time?? I feel that a lot of tourists have a negative feeling towards our small towns when they have to pay for parking too.
Online	10008156587	Resident	Queenstown TAS 7467		The parking alongside the Queenstown hub and council chambers is terrible. The car spaces are far too close, it's very easy to bump other car doors when you open them. I have also had some one back into my car and then drive off. They are far too narrow for car parking they should be widened to make it easier and safer.
Online	10008134334	Business Owner	Queenstown TAS 7467	No where for motor homes to park and vehicles with large vans.	Police disabled parking.

Additional Information / Comments on Survey Questionnaire

Response	Respondant ID	Type	Town	Survey Comments	Survey Additional Info (Comments)
Online	10008115966	Business Owner	Queenstown TAS 7467	<p>These responses are in relation to the council car park, Orr St, opposite St Joseph's Catholic School (only).</p> <p>On behalf of the St Joseph's school, I am responding in reference to the council car park that it is accessed by our school community.</p> <p>We appreciate that parents are able to use this carpark for drop off and pick up, however the parking arrangement is currently unsafe. Your assistance with markings and slip lanes would be greatly appreciated.</p>	I have received complaints from nearby neighbours in relation to the council carpark opposite St Joseph's Catholic School, in relation to signage, no standing at all times.
Online	10007905568	Business Owner	Strahan TAS 7468	<p>Question 16 has no provision for zero! Derr.</p> <p>All the spaces left blank are actually zero.</p> <p>Re q 21 and 22: there is a large carpark right outside our door, but the absent/appalling signage, lack of short term places and stupid parking machine (only takes \$5 in coins) means that people either don't use it, come in to our shop asking for change, or use it but complain to us</p>	<p>Staff at our business take advantage of the excellent footpaths, and walk/cycle to work, so we do not need permanent spots.</p> <p>If other businesses nearby want daily access to parking spots they should lease them from Council - we should not be encouraging people to be lazy and drive short distances.</p> <p>But we do need more disabled car parks, more bus/RV spots, and at least six kerb side car parks that are CLEARLY SIGNED for one or preferably two hours.</p> <p>Then the cruise boat passengers can pay \$5 - using a modern machine - to park in the off street park all day.</p>
	10007813248	Resident	Queenstown TAS 7467		Queenstown council car-park quite expensive for short usage.
Online	10006775918	Resident	Rosebery TAS 7470		Disabled parking needs improvement in Rosebery shops
Online	10006730864	Business Owner	Queenstown TAS 7467		I believe there should be FREE 60 minute curb side parking in front of shops, paid 30 minute to 7 day off street parking machines that take cards, notes & coin.
Online	10006677213	Resident	Zeehan TAS 7469		The roadside gradient immediately outside the Zeehan Medical Centre is very bad for parking. Those on the driver's side of the car struggle to open the door, let alone exit the vehicle, such is the slope of the road.
Online	10006656148	Resident	Strahan TAS 7468		We shouldn't need to pay for parking. Don't you think we are screwed enough without the council doing it too?
Online	10006652470	Business Owner	Queenstown TAS 7467		The bollards in Orr street Queenstown are not visible enough, too low and painted black. Most drivers don't know they are there until they have made contact.
Online	10006647667	Resident	Tullah TAS 7321	I don't have trouble finding somewhere to park anywhere on the West Coast.	On behalf of RV visitors, I am not impressed that the Rosebery Stitt Park, developed by the Lions Club, conveniences are closed.
Online	10006631560	Resident	Queenstown TAS 7467		Don't start issuing infringements
Online	10006631263	Resident	Strahan TAS 7468	<p>PARKING SPACES OUTSIDE OF COTTAGES (STRAHAN), SOME DON'T EVEN HAVE NUMBERS TO IDENTIFY YOUR PARKING SPACE TO PUT MONEY IN FOR THE RELEVANT SPACE.</p> <p>DISABLED PARKING - NEEDS TO BE MORE OF IT AND CLOSER TO CRUISE BOATS.</p>	<p>1ST HOUR COULD BE FREE TO ENCOURAGE TRAFFIC TO MOVE ON.</p> <p>1ST PARK ON L/H SIDE AFTER ENTERING THE MAIN ST OF STRAHAN, IS MARKED FOR A COUNCIL CAR SPACE, WASTE OF A PARK NO ONE TO PARK THERE.</p>
Online	10006629212	Business Owner		RV overnight parking should not be permitted within the town boundaries if there is a caravan park opening in that town	RV should not be permitted to stay overnight within town limits if there is an operating caravan park
Online	10006625240	Resident	Strahan TAS 7468	TAKE AWAY THE YELLOW LINES IN THE MAIN STREET WATER SIDE AND ALLOW MORE PARKING SPACES EVERY ONE JUST PARKS THERE ANY WAY	THE FIRST HOUR SHOULD BE FREE PARKING
Online	10006624003	Resident	Strahan TAS 7468		<p>Charging for parking should only occur in towns and cities where demand for parking is so great there needs to be a way of enforcing turnover, such as time limits.</p> <p>West Coast towns are not so big that someone cant park 100m away and walk.</p> <p>The west coast should not issue infringement notices to anyone. Visitors are also unimpressed.</p>
Online	10006621460	Resident	Strahan TAS 7468	RV's parking in the main street of Strahan is a problem.	<p>Paid parking should be in every town and not just Strahan.</p> <p>We have to look after tourism on the west coast , as it is all we have , we need to keep attracting people to visit us, and not ripping people off for parking.</p> <p>Would like to see where the money is spent, as it appears not be spent in Strahan.</p> <p>Prices should not be high for parking , but a contribution - RV and truck should be charged higher amounts (except delivery and pick up).</p> <p>Can some one please fix the sewage problem still seeping into the harbour to West Strahan Beach.</p> <p>I pay rates , but for nothing as I am trying to build ... where does the money go ... fix the sewage !!!!</p>

Additional Information / Comments on Survey Questionnaire

Response	Respondant ID	Type	Town	Survey Comments	Survey Additional Info (Comments)
Online	10005591348	Business Owner	Queenstown TAS 7467	<p>There are too many disabled spaces outside the Queenstown supermarkets. I understand the need to have them, but one bay is sufficient, not two, as I have actually never seen a disabled person park there.</p> <p>The taxi stand opposite the Railway IGA does not need to be two bays. It should also be moved around the corner to Stich Street to free up two shopper/tourist bays in Orr St.</p> <p>The regulation of parking should be strictly limited to areas where access to parking is a genuine issue. It is for this reason that parking regulation is entrusted to local government - to ensure appropriate access is given for business and recreation. What it should never be is simply source of revenue for the local government.</p> <p>The West Coast cannot afford anything, however small, that would discourage tourists. The seasonal nature of the industry results in very high charges for tourist activities (including meal prices) and parking and camping imposts have a detrimental impact on the regional as an attraction. However, if parking is to continue to be paid (which I strenuously object to) then there is no need to enforce this through infringements. Tourists who voluntarily pay will do so as they do not come back often but it is the local resident who would be infringed.</p> <p>I fail to see why anyone should be infringed for a parking offence when there are multiple empty bays. No-one parks in a bay simply for the fun of it. If they are longer than a displayed time, it is usually for a good reason. The West Coast is not busy enough nor are there the parking problems to warrant enforcement. It will change the culture and nature of the region and should be resisted as much as possible.</p> <p>Penalising residents (or even tourists) simply because the WCC can make a law to do so is ignorant, ill-informed and out of touch with the community. Just because other big councils have a need to enforce parking laws, does not mean the WCC should follow suit. Charging parking fees for revenue reasons and not to encourage turnover is just another 'nail in the coffin' for a sustainable community.</p> <p>Although not the Councils fault, this is similar to the prohibition on camping at the showgrounds. Just another reason not to visit.</p>	<p>Queenstown is not large. Nowhere is too far for anyone to walk to a shop and the town is never so busy that parking cannot be found no more than 1-2 minutes from anywhere. There is always turnover so it doesn't matter if a tourist parks for an hour or more in the main street. That's actually a good thing.</p> <p>There is nothing worse than entering Orr St and seeing it deserted mid morning. I'm quite happy to park in a side street if the main street is full.</p> <p>It defies logic that in those situations someone thinks it's ok to penalise people.</p> <p>I understand that in Strahan the parking charges are all day or not at all. Who was the genius that allowed that to happen? Seems like a big "get stuffed" to residents who don't want to park all day.</p>
Online	10005346335	Resident	Strahan TAS 7468	RV parking is a serious problem in Strahan. Very clear signage is required to direct them to the all day carpark and not kerbside or clogging the Visitor Information Centre/Amphitheatre carpark.	Those working in the hub of Strahan, as I do, should have a parking permit and free designated parking area.
Online	10005281134	Resident	Strahan TAS 7468		Locals should be able to buy a yearly parking ticket at a reduced cost.
Online	10004567357	Resident	Strahan TAS 7468		No payment for the first hour.
Online	10004517729	Resident	Strahan TAS 7468		Could rate payers get free parking in Main Street? In Strahan to grab bread or coffee from Banjos, we don't want to pay for parking.
Online	10004462203	Resident	Strahan TAS 7468	Work in town centre and deal with parking signage issues daily.	The size of our community does not need paid parking, We need short term parking in Main Street for shops, cafes etc & long term parking for attractions & workers.
Online	10004165273	Business Owner	Queenstown TAS 7467	<p>Closing Footy Ground to overnight parking has inconvenienced tourists and disadvantaged our economy. This was an errant move by WCC.</p> <p>RVs need to be encouraged to stay in Queenstown, not faced with unwelcoming signage issues.</p>	<p>No, we need RV parking re-established at Queenstown Recreation ground. Small businesses have been severely disadvantaged since lockout by council.</p> <p>Please do not create further damage to our tourist trade with silly restrictive parking signs. The welfare of all businesses requires consideration by council, today's RV travellers need to be better respected and catered for by individual towns.</p>

Additional Information / Comments on Survey Questionnaire

Response	Respondant ID	Type	Town	Survey Comments	Survey Additional Info (Comments)
Online	10004458619	Tourist	Austins Ferry TAS 7011	<p>In regards to disability parking spaces (targeting Strahan but maybe it could apply near the railway in Queenstown) you must realise that the major tourist customer for the cruise is the higher aged group.</p> <p>Most have some form of a disability but have no intention of pursuing a disability parking permit - plus by law cannot leave their vehicle on it for 6 hrs. These guys need quick easy access to clear parking situations.</p> <p>I realise when I was there there was heaps of work going on around the whole wharf area but many oldies found parking & a long walk a bit unfriendly - no shuttle buses!</p> <p>No taxis for those that would prefer to leave their vehicle at there accommodation & this would reduce traffic flow & leave free parking areas for later daytime travelers!</p> <p>If they don't get a park they will just keep driving as a visitor & that is when they miss out & think Strahan is a 1 horse town - little do they know what they miss out on!!</p> <p>I have a disability parking permit but was too embarrassed to use it because I was so much younger than the people trying to get close to the terminals!</p> <p>I don't think you should be clogging up the kerb parking with DP Permit it blocks that space for the 6 hrs but you could have a block of 6-8 in a corner of the wharf car park facing the Rd & closest to the booking offices!</p> <p>.../. cont</p> <p>I did not feel secure at night time walking way back to my car in the dark!</p> <p>I also firmly believe that just because you have a disability you are not entitled to free parking so you need to cover that on your signage (some kerb side disability parking spot are free in Hobart something I do not understand (user pay system should apply to all)</p> <p>Regatta point is a great area to park when catching the train plus secure!!</p> <p>So if you have an RV or a trailer(boat) parking is a massive problem!</p> <p>If you launch a boat & go for an overnight trip up the river (or wherever) you do not have parking nor secure parking nor overnight parking hence no security to you vehicle so you are exposed to vandalism & theft!</p> <p>The same applies to the kayakers they have no where to park overnight either!</p> <p>I meet tourists on each of my trips who just go out to Macquarie Heads & park in the bush off a dirt Rd!</p> <p>.../.cont</p> <p>2. When I was last there the parking meters were more expensive than Hobart & I couldn't believe the hrs they ran for keep them a reasonable price your tourist has just pd \$160-\$230 a head for some Eco tourism & doesn't include drinks.</p> <p>When they return from their trip there is a rush to get to the car before the time expires so all the eateries miss all that business plus if u have to pay to run a meter whilst having your evening meal you will leave early - it's all common sense</p> <p>But I think you need to have an area for the boaters to park their trailers securely ether overnight or during the day for an extended period otherwise they have to go off find a possibly illegal spot park then worry about what they will return too!</p> <p>Also is there a parking area at the airport something for future planning thoughts aside from if u fly in u would have to walk or hitch into Strahan no taxis last time I was there No Uber or Taxi cannot believe that!</p> <p>Sorry right of topic finished now & for the record I absolutely love Strahan wish I could afford to live there I would be there in a flash!!</p>	<p>Oops see above.</p> <p>Lack of transport from accom to wharf area no taxis no shuttle buses-a shuttle bus would heavily reduce a lot of the traffic/parking problems even if only the main accommodation sites offered this service but it seems they are not keen to run their guest to their designated day trip</p> <p>Not at all friendly for a very friendly town I was left with the impression nobody thinks about that</p>
	10004453020	Resident	Strahan TAS 7468		It is too expensive to park in Strahan now.
	10004436651	Resident	Strahan TAS 7468		Insufficient loading zones near businesses.
	10004433204	Resident	Queenstown TAS 7467		Definitely do NOT bring in parking meters! I for one will move from the West Coast if that ever happens.
Online	10004420370	Resident	Zeehan TAS 7469		I dont think it is right to be charging for parking in strahan. Time limits, yes. Or maybe lower the cost of parking - extremely unfair for locals.
Online	10004406558	Resident	Queenstown TAS 7467		I enjoy not having parking meters. This influences my decision in where to visit shop when traveling up the north west coast.
Online	10004364120	Resident	Queenstown TAS 7467	RV shouldn't park in main area anyway.	Workman staying at Maloneys are a pain, alternative parking for their trucks should be found. Why can't they park at their Stornaway yard and car pool down.

9.4 Appendix 4: RV Friendly Towns, Tasmania v2016

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Tasmanian Consulting Service

Engineering. Design. Planning. Management. Construction.

PO Box 1047; 74 Oldaker St. Devonport Tasmania 7310

p: 03 6424-9085

f: 03 6424-5709

mail@tascon.com.au

ABN: 40 009 579 453



RV Services – Tasmania

The RV Friendly Town scheme is an initiative of the Campervan and Motorhome Club of Australia and is a helpful way for RV drivers (motorhomes, caravans) to identify small towns to plan a stopover. To qualify as an RV Friendly Town, a locality must offer a selection of services including;

- Long-term parking available close to the town centre at a reasonable rate
- A 24-hour medical service or pharmacy
- A mechanic or service centre that can offer basic vehicle repairs
- Access to potable water and a dump point
- Access to a Visitor Information Centre and a town map

RV Friendly towns in TASMANIA

Brighton/Pontville	Queenstown
Burnie	Railton
Campbell Town	Rosebery
Deloraine	Scottsdale
Devonport	Sheffield
Evandale	Smithton
Fingal	Sorell
Franklin	St Helens
George Town	St Mary's
Glenorchy	Stanley
Latrobe	Strahan
New Norfolk	Ulverstone
Oatlands	Wynyard
Penguin	Zeehan
	Port Huon

Dump Stations – TAS

Arthur River	End of Airey St, second on R after crossing bridge, heading south	Pontville	Glen Lea Rd, Pontville
Beaconsfield	York St, Beaconsfield,	Port Arthur	Port Arthur C'ven park
Bicheno	Cnr Esplanade and Foster St	Port Huon	Huon Hwy, Port Huon
Bothwell	Market Pl, behind Golf Museum	Port Sorell	Bakers Beach Rd, Bakers Point
Bothwell	C'ven park grounds, Market Place	Port Sorell	Darling St, Port Sorell
Burnie	The Esplanade, Burnie	Port Sorell	Bakers Beach Rd, Bakers Beach
Burnie	Cooee Pt Rd,	Port Sorell	Pontoon, near C'ven park
Cambridge	1000 Cambridge Rd, Memorial oval	Port Sorell	Camp Boomerang, Komode St
Campbell Town	King St, Campbell Town	Queenstown	Batchelor St, Queenstown
Campbell Town	War Memorial Oval, High St	Railton	The Esplanade, Railton
Cradle Mtn	Shuttle bus terminal, info centre	Rocky Cape	19375 Bass Hwy, Rocky Cape
Cygnet	Channel Hwy, Burtons Reserve	Rocky Cape	Cnr Honeysuckle Ave & Coming St
Deloraine	East Westbury Pl, Deloraine	Rosebery	Cnr Morrisby St & Arthur St,
Deloraine	Racecourse Rd, near entry to track	Rosebery	Agnes Street
Devonport	Parker St, Devonport	Ross	Caravan Park
Devonport	Horsehead Park, Devonport Rd	Scottsdale	Ringarooma Rd,
Devonport	Coles Beach	Scottsdale	Free Rest Area, North East Park
Dover	C'ven park, Kent Beach Rd	Sheffield	Spring St, Sheffield
East Dev'port	John St, East Devonport	Sheffield	West Nook Rd, near No 13
Evandale	Morven Park, Barclay St,	Smithton	West Esplanade, Smithton
Fingal	RV rest area, Talbot St, Fingal	Sorell	Montagu St, Sorell
Franklin	Huon Hwy, Franklin	Stanley	Wharf Rd, Stanley
George Town	92-96 Main Rd, George Town	Stanley	Tatlow's Beach, near C'ven park
Glenorchy	Royal Showgrounds, Howard Rd	St Helens	Cnr of Tully St & Young St
Gordon	Just off Channel Hwy, at Gordon	St Helens	St Helens C'ven park, Penelope St
Hamilton	River St, Hamilton	St Marys	Harefield Rd,
Hobart	200 Brooker Hwy, Hobart	St Marys	Sports Complex, Gray Rd
Huonville	Esplanade, Huonville	Strahan	Harvey St
Kempton	Old Hunting Ground Rd, off Main St	Swansea	The Duck Park, The Esplanade
Kingston	Channel Hwy, Entrance to Wetland	Swansea	Boat ramp Car park, Jetty Rd
Latrobe	Cotton St, behind IGA market	Triabunna	Esplanade East, near cnr of Boyle St
Launceston	Forster St, Invermay	Tullah	Farrell St
Launceston	Station Rd, St Leonards	Tullah	Madden St
Launceston	Treasure Isl C'ven park, Glen Dhu St	Ulverstone	Cnr Victoria St and Beach Rd
Longford	Riverside C'ven Park, Archer St	Ulverstone	Apex C'ven park Queen St
Low Head	Low Head Tourist Park	Ulverstone	Ulverstone C'ven park, Water St
Marrawah	Other side of bridge	Waratah	S side of Annie St, opp Council Works Depot
Montrose	Montrose bay reserve, Foreshore Rd	Westbury	Rear of Carpark, Andy's Bakery
New Norfolk	New Norfolk C'ven park – the Espl	Wynyard	Goldie St, Wynyard
Nubeena	Across road from Police Station	Zeehan	Packer St, Zeehan
Oatlands	Williams St, junction Wellington St		
Penguin	Johnsons Beach Rd,	Zeehan	Mulcahy St, see signage