Parking Management Guidelines

A great place to *live*.

CITY OF MARION



Acronyms, terms and definitions

Acronym / term	Definition
CoM	City of Marion
ARR	Australian Road Rules
LATM	Local Area Traffic Management
DIT	Department For Infrastructure And Transport
AS	Australian Standards
EV	Electric Vehicle
Standard Vehicle	B85 – Referenced from Australian Standards

Kaurna Acknowledgement

Ngadiu tampendi Kaurna meyunna yaitya mattanya yaintya yerta

This Kaurna acknowledgement was prepared in consultation with traditional custodians.

Acknowledgement of Country

The City of Marion acknowledges we are situated on the traditional lands of the Kaurna people and recognises the Kaurna people as the traditional custodians of the land.

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Parking Management Guidelines Overview

As with all metropolitan councils, the City of Marion is confronted with an increasing demand for on-street parking while ensuring accessibility. These requirements often seem to be contrary or at least seen as competing needs. In some suburbs this has been further been exacerbated by the extent of infill development that is occurring, resulting in a higher density of living with less off street parking and higher traffic volumes. Therefore, it is not surprising that Council Members and staff of council are continually approached to improve and/or manage parking requirements.

In response, Parking Management Guidelines have been developed to provide a clear, more holistic direction on when to implement the most appropriate and consistent intervention (if any) to address parking concerns raised within the built road network in the City of Marion. The guidelines also align with the Liveable and Connected themes of council's Community Vision - Towards 2040, by contributing to a city that is planned, safe and welcoming, whilst being linked by a quality road and transport network. In practical terms, the guidelines are meant to provide a tool in the management of the parking resource and assist in improving the local road network in regard to on-street parking provision and safe access.

As part of the guidelines a management matrix framework has been created, consisting of a parking purpose, principles and a flow chart outlining best practice when reviewing parking queries raised by the community.

Purpose statement:

Parking issues are reviewed/investigated in an open and clear manner to provide and optimise the on-street parking needs of the residents, their visitors, businesses and community facilities. Using appropriate interventions in a consistent manner throughout the city's road network.



Strategic framework

City of Marion strategic context

To ensure the delivery of the Community Vision – Towards 2040, the City of Marion has a Strategic Management Framework. In the context of the road network, transport and parking the framework contains a suite of plans and guidelines to provide a strategic direction and operational focus to achieve goals and outcomes.



Other related corporate strategies and plans
Road Hierarchy Plan
Carbon Neutral Plan
Smart CoM Strategic Plan
Transport Asset Management Plan
Energy Efficiency and Renewable Energy Plan
Disability Access and Inclusion Plan

Guidelines
Verge Development Guidelines

Related policies
Climate Change Policy
Environment Policy
Streetscape Policy
Equality, Access and Social Inclusion Policy

The development of the guidelines, in conjunction with the above documents, is considered a component in achieving council's Community Vision – Towards 2040. The Community Vision sets out themes that represent the shared values and aspirations that guide how council conducts its business, these are:

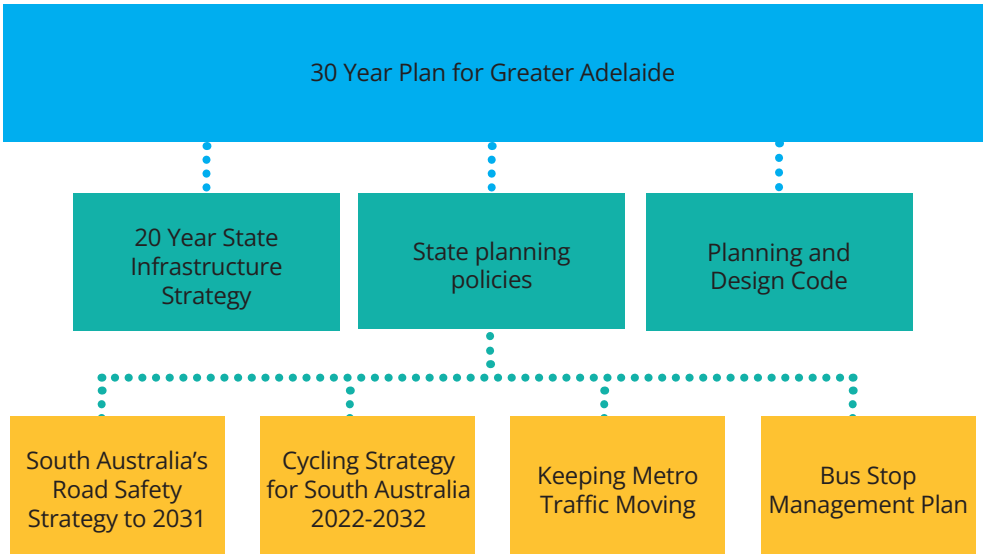
Liveable Innovative Valuing Nature
Prosperous Engaged Connected

The Parking Management Guidelines aligns with the Liveable and Connected strategic themes. In addition, there is alignment to the Transport Plan principles of integrated and effective, sustainable and safe and amenity and character. The Parking Management Guidelines is a tool that identifies best practice to address parking issues and user related needs whilst assisting the organisation to plan and manage its road network.

State and Federal strategic context

The South Australian Government has a number of strategies, plans and policies regarding the arterial road network which considers safety, efficient transport movement, public transport and active travel modes.

Aligning local plans and guidelines to State and Federal strategies and plans promotes sustainability and long-term planning. It encourages local governments to consider the broader implications of their initiatives and to work towards shared goals and consistent infrastructure that benefits the entire community.



Applicable legislation

Road Traffic Act (1961)

Private Parking Areas Act (1986)

Australian Road Rules (1999)

Expiation of Offences Act (1996)

Road Traffic (Road Rules - Ancillary and Miscellaneous Provisions) Regulation (1999)

Local Government Act (1999)

Instrument of General Approval and Delegation to Council for the Use of Traffic Control Devices, Road Closures and Granting of Exemptions for Events

Standards

Department for Infrastructure and Transport 'Manual of Legal Responsibilities and Technical Requirements for Traffic Control Devices - Part 2 : Code of Technical Requirements' (2021)'

Department for Infrastructure and Transport 'Operation Instruction - Pavement Marking Manual' (2021)

AS1742.11 - Manual of Uniform Traffic Control Devices Part 11 : Parking Controls (2018)

AS1743 - Road Signs - Specifications

AS/NZS2890.1 : Parking Facilities - Off-street Car Parking (2004)

AS/NZS 2890.5 : Parking Facilities - On-street Car Parking (2020)

AS/NZS 2890.6 : Parking Facilities - Off-street Parking for People with Disabilities (2022)

Background

Why we need Parking Management Guidelines

Projected population growth and infill development has notably been felt in the streets of the City of Marion. Every additional car based in our city increases the need for parking, as well as impacting the time spent travelling within and throughout the City of Marion.

With both the population and number of cars in the City of Marion already rapidly growing, the need for providing clarity around the on-going provision, management, and availability of car parking is a high priority. The Parking Management Guidelines aims to meet the needs of our residents, businesses, and visitors, recognising that each person has their own set of needs, and that those needs change over time.

The Parking Management Guidelines will provide a framework for the ongoing management of on-street parking provisions provided within the City of Marion road network. The overarching objective for the guidelines is to act as a tool that identifies best practice to address parking issues and user related needs whilst assisting the organisation to plan and manage its road network.

Challenges

Council recognises that with such a well-established street network, we have limited ability to increase capacity for on-street parking. As well as needing space to park an increasing number of vehicles, council also needs to consider its community's desire for us to create and maintain a high level of liveability, to mitigate the impacts of climate change, and to support/encourage greater transport choices.

For example, providing walking and cycling facilities in the past has proved difficult due to the perceived loss of parking provision and existing facilities being requested to be removed to increase on-street parking capacity. For example, the removal of permanent and or timed cycle lanes.



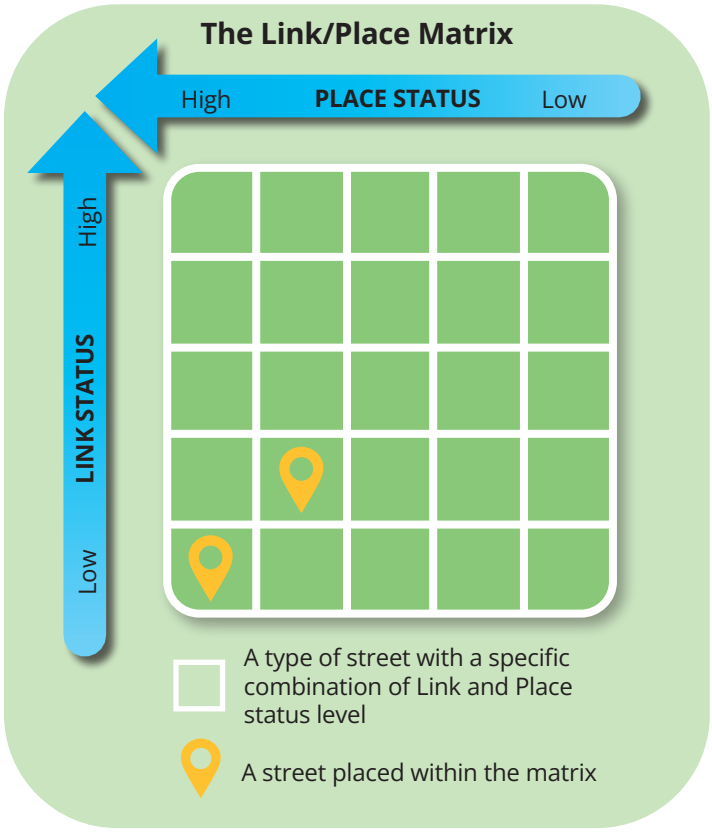
Roads and verges

Roads are considered to be a public place and therefore available to all road users with a variety of requirements (in other words many competing needs), these are:

- The movement of traffic (accessibility and movability).
- Access to private property.
- Linkage to and for businesses.
- Delivery of goods.
- The provision of public transport.
- The use of alternative modes of transport, such as bicycles; and
- On-street parking, which generally consists of:
    - Residential and visitor
    - Business (staff and customers)
    - School drop-off and pick-up
    - Park-n-ride, in the vicinity of public transport services.

The City of Marion Road Hierarchy Plan is based on traditional road hierarchy principles, whilst also incorporating elements which determine or influence its function, that is the need of road users and stakeholders. The road hierarchy plan is primarily based on traffic movement (cars), often resulting in a poor street environments for pedestrians and cyclists.

Future reviews of the road hierarchy plan will include a vision to incorporate an alternative hierarchy methodology, such as 'link and place'. As a link, a streets purpose and or function is for users to pass through it as quickly and conveniently as possible, to minimise travel time; while as a place, the street is a destination, where people are encouraged to spend time (refer example of matrix titled 'The Link/Place Matrix').



This approach has led to the development of new ways of classifying all urban streets, using a two-dimensional Link/Place matrix, measuring street performance, and identifying aspects that are under-performing thereby prioritising areas for improvement.

This approach has also been identified to assist with road safety benefits and has been adopted within South Australia's Road Safety Strategy to 2031 and is more aligned with council's future vision and current policies and strategies such as:

- Transport Plan
- Streetscape Guidelines
- Walking and Cycling Guideline and Action Plan

The current Road Hierarchy Plan is divided into five (5) classical road types which are identified below table for reference to their preferred service level and characteristics.

Road Classification and Service Levels (City of Marion Road Hierarchy Plan 2005)

Road classification	Traffic volumes	Designated speed limit	Characteristics
Arterial	< 80,000	60 to 80 km/h	Cater for a significant number of vehicles moving between regions and are maintained by the State Road Authority, being the Department for Infrastructure and Transport (DIT). These roads are of a high demand design, often with a number of lanes separated by a wide median. Parking is generally restricted and or limited in these roads, especially during am/pm peak times (clearway) with cycle lanes often provided during these peak times. Bus routes utilise these roads in most instances as they provide access to nearby amenities.
Sub-arterial	< 10,000	50 to 60 km/h	Reasonably high volumes of traffic use these roads to travel between regions. Normally one lane in each direction, although the travel lane can commonly be separated from the parking and or cycling lane (either by road width or a dedicated parking lane/cycle lane). Like arterial roads, the bus network generally utilises these streets due to amenities, for example, community facilities which are often adjacent or nearby.
Distributor	< 6,000	50 to 60 km/h	Assist to disperse traffic into or within a local area. Generally consisting of one lane in each direction of travel, free of parking and provides direct access to residential properties.
Collector	< 3,000	50 to 60 km/h	Provides a link between either arterial/sub-arterial, distributor and local streets. Catering for the movement of traffic, they have one lane in each direction, allow parking and provide direct access to residential properties.
Local	< 1,000	50 km/h	Caters for lower traffic volumes and parking is generally allowed on both sides of the street (road width dependant). Providing access to properties and a safe environment for the community. Essential to note, local streets provide a safe connection for various cycle routes and pedestrian movements within the council area and assist to promote the use of alternative means of transport.

Please note: Mentioned traffic volumes are service levels and NOT maximum vehicle movements. In fact the service levels are a 'selected' value.

Roadway capacity is defined as the maximum hourly rate at which vehicles can reasonably be expected to traverse a point or a section of road during a given time. Utilising the Austroad Guidelines – an uninterrupted single lane flow can vary from 1,500 to 2,400 vehicles per hour.

City of Marion key statistics and trends

Median age
39
City of Marion

Older residents
(aged 60 and over)
25%
City of Marion

95,650
Residents

6% Increase
+ 5,142 Residents
Since 2016

Population

30.4%
of Dwellings are Medium or High Density

$284M p.a
Average City of Marion's Building Approvals

41,650
Dwellings

5% Increase
+ 1,855 Dwellings
Since 2016

Households & Development

5,678
Local Businesses

$4.04 Billion
The City of Marion's Gross Regional Product

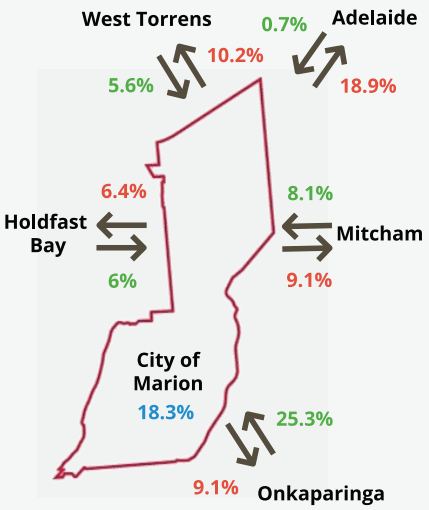
28,240
Local Jobs in the City of Marion

23% Increase
+ 5,258 Jobs Added
Since 2016

Employment

How People Travel Around the City

Journey to work
(Residents place of work / Workers place of residence)



Main Method of Travel to Work

	City of Marion	Greater Adelaide
Car	66%	67.5%
Public transport	8.1%	6.1%
Walking	1.2%	1.9%
Cycling	0.8%	1%

31,707
City of Marion Residents traveled by Car to Work

10% increase since 2016

Parking Trends in the City of Marion

Car Ownership

51.6%
of City of Marion households own 2 or more vehicles

2.7% increase since 2016

Parking Investigation Requests

Year	Requests	Change
2020	568	-
2021	604	6%
2022	622	3%

Source: ABS 2016 and 2021 census data

Resources

Council's Transport Team which operates within the Engineering Unit, is the first point of contact for any request or enquiry relating to the installation, amendment, or removal of parking controls.

The Development and Regulatory Services Department (Community Safety Inspectors) are responsible for ensuring compliance with the various parking controls.

Application of the guidelines

Typical issues raised

The amount and variety of parking is a common concern for all metropolitan councils, including the City of Marion. The contributing factors to be considered are:

- Limited road space/road widths
- The competing needs of road users
- Extent of infill development
- Less availability of off-street parking
- Increased traffic volumes
- Geographical constraints

Below is a list of the most typical issues raised by the local community. Please refer to 'Frequently Asked Questions' section at the end of document for detailed information relating to other queries.

Issue raised	Technical response
Driveways - vehicles parking opposite or too close to/over the driveway	Vehicles can legally park up to the edge of a driveway as per Australian Road Rules. Vehicles can park opposite a driveway as long as 3 metres is maintained between parked vehicles and kerb or another parked vehicle.
Access difficulties – through/ into the street Vehicles parking opposite one another or too close to intersection	Australian Road Rules state parking is not permitted within 10 metres of an un-signalised junction and/or if a 3 metres trafficable lane is not maintained between the parked vehicle(s) or vehicle and adjacent road kerb.
Bin collection issues - vehicles parking in front of bins	Parking a vehicle in front of a bin is not illegal. • The contractor is required to manually load the bin(s). If this is not occurring, it needs to be reported to the contractor. • Promote alternative bin placement. • Garbage trucks can generally safely access a street when minimum three (3) metre trafficable lane is maintained.
Limited parking for resident	The road is a public space, therefore parking in front of a property for owner/visitor is not a prescribed role for council to provide, although we try to provide this where possible. Increased development resulting in parking loss. • SA Planning and Design Code requires one (1) on-street car park per three (3) dwellings. • Off-street parking spaces required for new developments is dependent on the amount of bedrooms for each dwelling.



Parking tiers and intervention types

With City of Marion having such a diverse range of suburbs, varying in geography, competing needs and infill development, it is understood and recognised that a single approach to parking rules cannot be achieved and there will always be extenuating circumstances that would be deemed to sit outside the general parameters set out in the Parking Management Guidelines. For this scenario, council will review accordingly to ensure each query is investigated fairly on its own merit when/if the query is not considered general and is 'outside' normal parameters.

To address the varied issues raised throughout the council, whilst also taking into consideration the contributing factors, interventions, and treatments available, parking tiers have been developed to generalise these queries for all streets within the City of Marion. Road widths, parking demand and competing needs will be assessed to determine the most appropriate treatment (if any).

1. Unrestricted parking

Any road greater than 7.2 metres in width generally can safely accommodate parking on both sides of the road with safe one-way access maintained along the street and or into and out of private properties. If specific zones are required or there is a need to provide necessary availability of space for various user groups or where parking turnover is required, refer to user-restricted parking or timed parking tiers below.

On the instance where an intervention is not required, council's transport team commit to providing adequate information to ensure a great customer experience is achieved.

This can include but is not limited to the following:

- Promote having a conversation with neighbours and or vehicle owners (if possible) to explain access difficulties derived from the way the vehicle(s) are parked, to see if they can park in an alternative location and alleviate personal concerns.
- Discuss ways to self-manage the access. For example, reverse in and drive out in a forward direction and best navigate the instance of cars parked opposite or adjacent a driveway access.
- Discuss opportunities to widen the driveway to improve access. For example, the existing access point is sub-standard (below 3.6 metres as per City of Marion Standard Drawing SD-13). This would solely be the owner/developers' responsibility to undertake and finance.
- Provide information about parking benefits/ community needs/competing needs:
    - Traffic calming
    - Emergency service vehicle requirements (3 metre carriageway needs to be maintained)
    - Excessive parking restrictions directly affect the local community in a negative way for example, parking is needed and is generally in high demand.



2. Restricted parking

Any road less than 7.2 metres in width (kerb to kerb) cannot safely accommodate parking on both sides of the road, with access along the street directly impacted by on-street parking. As per the Australian Road Rule (ARR) 208 – parking abreast, a minimum 3 metre trafficable lane needs to be maintained at all times for road users, including emergency service vehicles.

To self-manage these situations, council has proactively educated the community to not breach this ARR with the implementation of 'do not park opposite' educational signs although this is still commonly ignored, not adhered to and is difficult to enforce unless both cars are physically sighted when parking from an enforcement perspective. To achieve the above (should education not work) and ensure these roads function adequately and safely, yellow lines to represent 'no stopping at all times' will be introduced. Yellow lines in a general sense are associated with ARR and are not based on specific user requirements.

Other scenarios where yellow lines may be considered to be installed (not relating to ARR), are in the following circumstances:

- Traffic safety queries relating to impacted sight lines on bends and or junctions/ intersections resulting in compromised access which requires a restriction above and beyond the standard 10 metres junction ARR.
- At times drivers utilise a cul-de-sac or dead-end section of a street to park vehicles resulting in restricted movements, for example, vehicles unable to turnaround effectively.
- For high priority traffic routes to ensure both lanes of travel (in opposing directions) are maintained at all times.
- If an on-street parking space between property driveways is deemed not large enough to safely accommodate a vehicle to park safely (without obstructing access).
- To indicate fire hydrants as per ARR - 194.

Continuous yellow line

Yellow lines are a common treatment used to highlight to the community that a vehicle must not stop on a length of road or in an area to which a continuous yellow line applies at any time, regardless of the reason. Yellow lines can be placed along one side of the street or in a staggered nature, to not overly impact/limit the on-street parking provision for the community on one side of the street only.



When assessing the placement of yellow lines, council will place these in a strategic nature to maximise the amount of on-street parking using the following criteria:

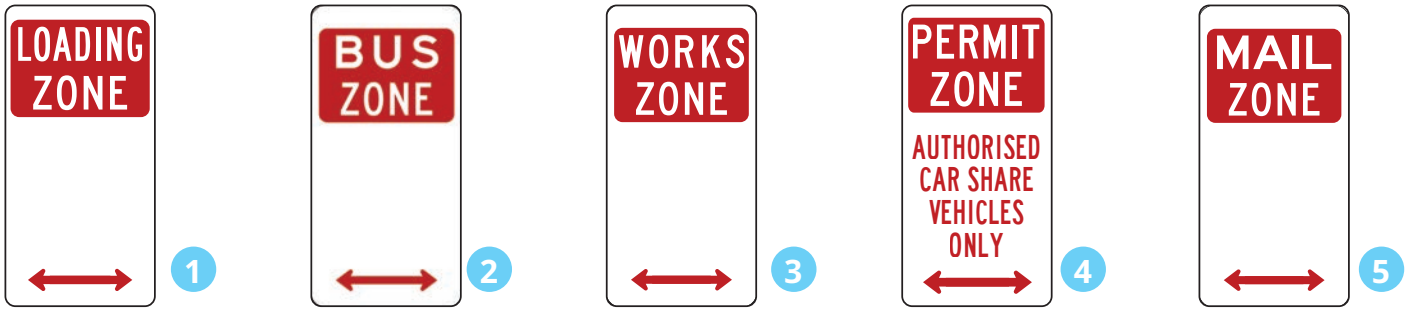
- Measuring the available kerb space between driveways on each side of the street to ascertain how many individual car parks can physically fit along one side at any given time. Car park lengths used for this assessment are based on Australian Standard 2890.5:2020 – Parking Facilities - Part 5: On-street parking, with reference to the typical parallel parking layout. For example:
    - Length of an end space where vehicles may enter or leave the space directly are 5.4 metres.
    - Length of an intermediate space is 6 metres minimum.
    - Length of an end space which may be obstructed at one end by a concrete protuberance (traffic island for example) are 6.3 metres.
- Assessing current and future development in the street and surrounding area.
- Reviewing nearby amenities.


P
RAILWAY STATION
SPACES
AVAILABLE
MURRAY TERRACE
MARION

3. User-restricted parking

User-restricted parking restrictions are applied to specific zones identified to provide necessary availability of space for various user groups and are not directly related/associated with an ARR. This provides a balance between community needs and parking amenity.

Specific zones are considered to assist businesses, public transport, services for the community and destinations. These zones, including specific user groups, are explained in detail below.



1. Loading zone

A loading zone is a restricted stopping or parking area reserved for commercial vehicles (trucks of any size, panel vans and utes) to load or unload goods temporarily during the time and or days specified on the signs. Non-commercial vehicles, including wagons and sedans are permitted to stop in a loading zone if the vehicle is picking up or dropping off goods that are 'difficult to handle because of their size', although the maximum time they are permitted to stay is 10 minutes regardless of what is specified on the sign.

2. Bus zone

A bus zone is associated with a public bus stop, extending for a total length of 30 metres (ARR - 183). These zones are for public buses only. The driver of a public vehicle cannot stop in a bus zone at any time.

Generally, council only installs line marking (broken yellow line) or signs to highlight the extent of the zone and remind motorists to not park or stop in these areas when a concern/ complaint is raised pertaining to the above.

3. Temporary works zone

Where temporary works are required and a tradesperson or service provider is unable to reasonably access on-street parking due to an existing timed parking restriction for example, 2 hour parking (2P), they may apply for a temporary works zone to be exempt from the time limit specified. Please note works zones cannot be granted where 'No Stopping' restrictions apply. The temporary works zone must be applied for by the resident requiring the temporary works and will be issued for a specific period being not more than three months, and for a specific address.

Longer durations for exemption can be assessed if required for extenuating circumstances and are granted on a case-by-case basis.

4. Car share zone

Car share services provide cars on-demand, for rent either by the hour or by the day. Council can work with car share operators to deliver services by facilitating access to on-street parking.

5. Mail zone

If signposts exist to clearly indicate a 'mail zone' adjacent a post box for example, a driver must not park or stop in this zone for any reason as per ARR - 186. Generally, post boxes are not signed unless a query is raised by Australia post or others, stating access is an issue to collect and or drop off mail at a post box.



7



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6. Taxi zone

A taxi zone can be implemented to designate a specific parking area for the use of vehicles undertaking a taxi service. When this zone exists, a driver must not stop in a taxi zone, unless the driver is driving a taxi as per ARR - 182. This is not considered to be a common treatment within the City of Marion.

7. Electric vehicle zone

The City of Marion has several electric vehicle (EV) charging stations located across the city for public charging (this function is not managed by City of Marion).

These electric car charging stations are free to use for the first 15 minutes. Council's vision is to broaden the network of EV charging stations across the city in the future. The parking spaces directly in front of the charging station are dedicated for electric vehicles. These are clearly marked with a pavement decal to indicate that this provision is available.



8. Parking for people with disabilities

Accessible on-street parking can be provided to assist the community and or residents with an impairment in areas where parking is considered to be of high demand, and where availability of a parking space is difficult to locate for these users when required.

The following considerations should be applied when reviewing the need for accessible on-street parking:

- Residential streets with competing parking needs (a valid disability permit pertaining to the requestee needs to be sighted and a scanned copy provided for council records); and
- Areas where safe and accessible paths of travel from the accessible parking spaces to the adjoining developments is achievable.

The provision and design of accessible on-street parking shall be provided in accordance with figure 4.2 to figure 4.7, in Australian Standard 2890.5:2020 – Parking facilities, Part 5: On-Street Parking. If the available space cannot fully achieve these dimensions, council will endeavour to install the most accessible design to suit the location.

Parking spaces for use by people with disabilities can be identified by the following:

- Pavement requirements – a parking space shall consist of an unobstructed area having a firm plane surface, all at the one level/grade.
- Signs – parking spaces shall be identified by a parking control sign incorporating the international symbol of access for people with disabilities (minimum requirement).
- Pavement markings – parking spaces shall be marked in accordance with associated Australian Standard.
- Headroom – the headroom for each accessible parking space shall be at least 2.5 metres.

Is important to note, council will endeavor to provide this accessible facility where possible, although the onus should be put on the requestee to provide accessible parking off-street in the first instance. For example, within an existing car park for a school facility/business or residential property. When this is not possible, council will review and provide for on a case-by-case basis.



4. Timed parking

Timed parking restrictions are applied to provide necessary availability of space for various user groups where turnover of car parking is required, and where an immediate restriction is not impacted by an ARR.

Specific time zones are considered to assist business, public transport nodes and precincts or when parking demand is derived from nearby community facilities such as schools, reserves, sports facilities, or shopping centers. The road must be wider than 7.2 metres to allow such a restriction to be in place without contravening the ARR (such as parking opposite or where a minimum 3 metre road cannot be provided / maintained).

When reviewing specific zones within the council area and the suitable parking restriction that may apply, the proximity from the zone will be a contributing factor and may vary on the level of use generated from the facility. For example, a 100 metre radius for a low patronage train station compared to 600 metres radius for a regional station (such as the Oaklands Park Train Station). Parking observations will also need to be undertaken on three (3) separate occasions on a general weekday to ensure parking demand is sufficiently high (>85%) on a regular basis to warrant a restriction.

Appropriate time limits for consideration could include:



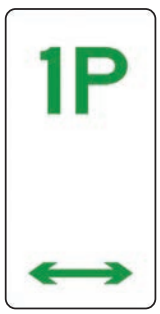
1



2



2



3



3



1. No Parking (2 minute)

No parking zone does not allow a motorist to stop unless dropping off or picking up passengers or goods, with the requirement being that the driver cannot leave the car or take longer than two (2) minutes.

These zones are commonly used for school drop off and pick up areas (kiss and drop) to improve traffic efficiency surrounding the schools and to ensure vehicles do not unnecessarily park for long periods of time in areas that children are frequently dropped off or picked up.

These restrictions are generally installed directly in front of or bounding the school and provide direct access.

2. 15 – 30 minute

Shorter time periods allow motorists to park briefly to either undertake a service, drop off and pick up children and or pick up take away food for example.

These short time restrictions are generally installed directly in front of the facility requiring the quick turnover. Examples where this time limit would be considered are as follows:

- Childcare centres/ kindergartens.
- Specialised services for example fast food, dog grooming, dry cleaning or take-away food outlets.

3. 1 - 2 hour

Longer time periods are considered in areas to deter long term parking and at times create a balance between residential parking and commuter parking needs near public transport or larger shopping centres which are considered to be high parking generators.

These restrictions are generally installed directly in front of the facility or on streets within a prescribed buffer zone (dependent on capacity and or the size of the facility). Examples where these times would be considered, including proximity to the facility, are as follows:

- Public transport facilities, for example train or tram stations and bus interchanges (100-600 metre zones, dependent on facility popularity and associated parking demand).
- Large shopping centers for example Westfield Marion (200-300 metre zones for streets within surrounding area).
- Specialized shops for example, bike shop or hairdresser (adjacent the perimeter).
- Industrial precincts (adjacent the perimeter).
- Sporting facilities/venues (100-250 metre zones, dependent on size of the facility, where and when sporting events are held, including seasonal and associated parking demand).



4. Exemption permits

As per the Road Traffic Act and associated ARR, council is empowered by the Minister for Transport to grant specific permits which are only applicable in the instance where a resident or business is subject to a timed parking restriction, for example, a 2 hour parking time limit (2P) in front of their property or business.

The following permits can be granted to the affected community on the instance where time limit parking exists. These are provided on a case-by-case basis and only one permit per property will be issued.

4.1 Residential permit exemption

To be eligible for a residential permit exemption, the applicant must be a resident who resides within the City of Marion. Permits are issued in respect to a specific street/suburb address. Permits are valid per financial year and are not automatically renewed. Applicants will need to reapply each year if exemption is still required. Only one (1) permit is granted per household.

4.2 Business permit exemption

To be eligible for a business permit exemption, the applicant must be a business operator located in the City of Marion. Permits are issued in respect to a specific street/suburb address. Permits are valid per financial year and are not automatically renewed. Applicants will need to reapply each year if exemption is still required. Only one (1) permit is granted per business.

Please note approval is subject to parking assessment to ensure other individual business(es) and community parking needs in the area are considered.



4.1



Parking treatments

Various parking treatments can be implemented throughout the council area to address needs and requirements. Parking treatments available for use can range from physical infrastructure, through to educational focused material to assist the community to self-manage the situation.

Generally, educational treatments are provided when a query has not already been raised prior and or evidence suggests the issue reported does not occur on a regular basis, thereby allowing the residents/local community to self-manage the situation. Whereas if there is a high parking demand demonstrated in residential streets where the on-street parking provision is not capable of meeting the parking needs or where community facilities such as schools, require traffic flow to be maintained and generate a high parking demand, physical parking infrastructure can be considered on a case by case basis and if approved, be programmed into future capital works programs for consideration in conjunction with other transport projects.

Parking treatments that are deemed appropriate for use within the City of Marion are described below.





1. Infrastructure

Parking infrastructure such as on street paved parking bays and indented parking bays within the verge space should only be considered in locations of high parking demand and to benefit the wider community. These could include public transport locations, schools, businesses, reserves and community facilities. When assessing the viability of these parking infrastructure locations consideration must be also made for proposed tree planting (not to impact existing environmental/tree canopy strategies) and upgrades to other infrastructure such as adjacent footpath widening or cycling facilities (walking and cycling strategies).

High parking demand is measured by a parking occupancy greater than 85 per cent which has been demonstrated following three (3) separate occasions throughout a general week.

1.1 Paved parking

This includes paving/permeable paving and a semi-mountable barrier kerb (refer photo above) to formally allow a vehicle to park on the verge area. A paved parking area can either provide enough width for a car to park completely off-street or partially on the road in the instance the verge space is compromised. Spaces are designed and constructed in accordance with Australian Standards to ensure they are accessible, and adequate lengths are provided to accommodate for standard B85 sized vehicles at a minimum. When scoping a provision such as this, the following parameters/design considerations need to be met/included:

- 1 metre clearance be provided either side of any existing street tree (0.5 metres if permeable paving can be used).
- 1 metre clearance from any other existing infrastructure for example, stobie pole/streetlight pole.
- 45-degree splays be provided either side for safe entry/exit of the paved parking area.
- Paving color to be clearly distinguished from existing concrete or paved footpath to ensure the general public can ascertain where parking area is located.
- Paved parking area to be constructed with concrete plinth to ensure paving is encased and does not shift over time as well as to further distinguish the parking area from the footpath.





1.2 Indented parking bays

Indented parking bays involve the construction of an indent of the existing kerb and water table to provide an off-street parking area, utilising the adjacent verge area depending on the road width and verge area available (refer to photo above). This treatment is generally provided to assist with high demand trafficable areas such as school frontages and/or train stations, for example where traffic flow needs to be maintained with a high parking demand requirement. A parking indent can either provide enough width for a car to park completely off-street or partially in the instance the verge space is compromised. Spaces are designed and constructed in accordance with Australian Standards to ensure they are accessible, and adequate lengths are provided to accommodate for standard B85 sized vehicles at a minimum. Parking layouts can be parallel to the kerb or incorporate angled parking where an area permits for example; 30 degree/45 degree and 90 degrees, which can assist in maximizing the number of parking spaces for the area.

Examples where these have been implemented and received well by the community, include the front of schools to assist with the AM and PM peak traffic periods associated with school drop off and pick up times and or reserves with high parking demand.

2. Education

Educational treatments are provided in the instance where a parking query has not been already raised, or where evidence suggests the issue reported does not occur on a regular basis. Evidence can be demonstrated through scheduled parking observations witnessing the issue or through a desktop study, including review of aerial imagery or other time stamped photos, for example, through the Mapillary software platform.

2.1 Signage

In the instance a road is confirmed to be less than 7.2 metres in width, and if the parking query pertaining to parking opposite has not already been raised and/or evidence suggest the issue does not occur frequently, council can install 'do not park opposite' signs (refer photo example above) to remind motorists the road width cannot accommodate for vehicles to be parked opposite one another whilst maintaining safe access along the street.

These signs provide guidance to the residents and the community to self-manage the parking situation in the street in an attempt to comply to the relevant ARR. If the issue persists and subsequent queries are raised, with evidence to show parking demand has increased, further parking assessment is required which may result in the application of parking restrictions or parking infrastructure treatments to be considered.

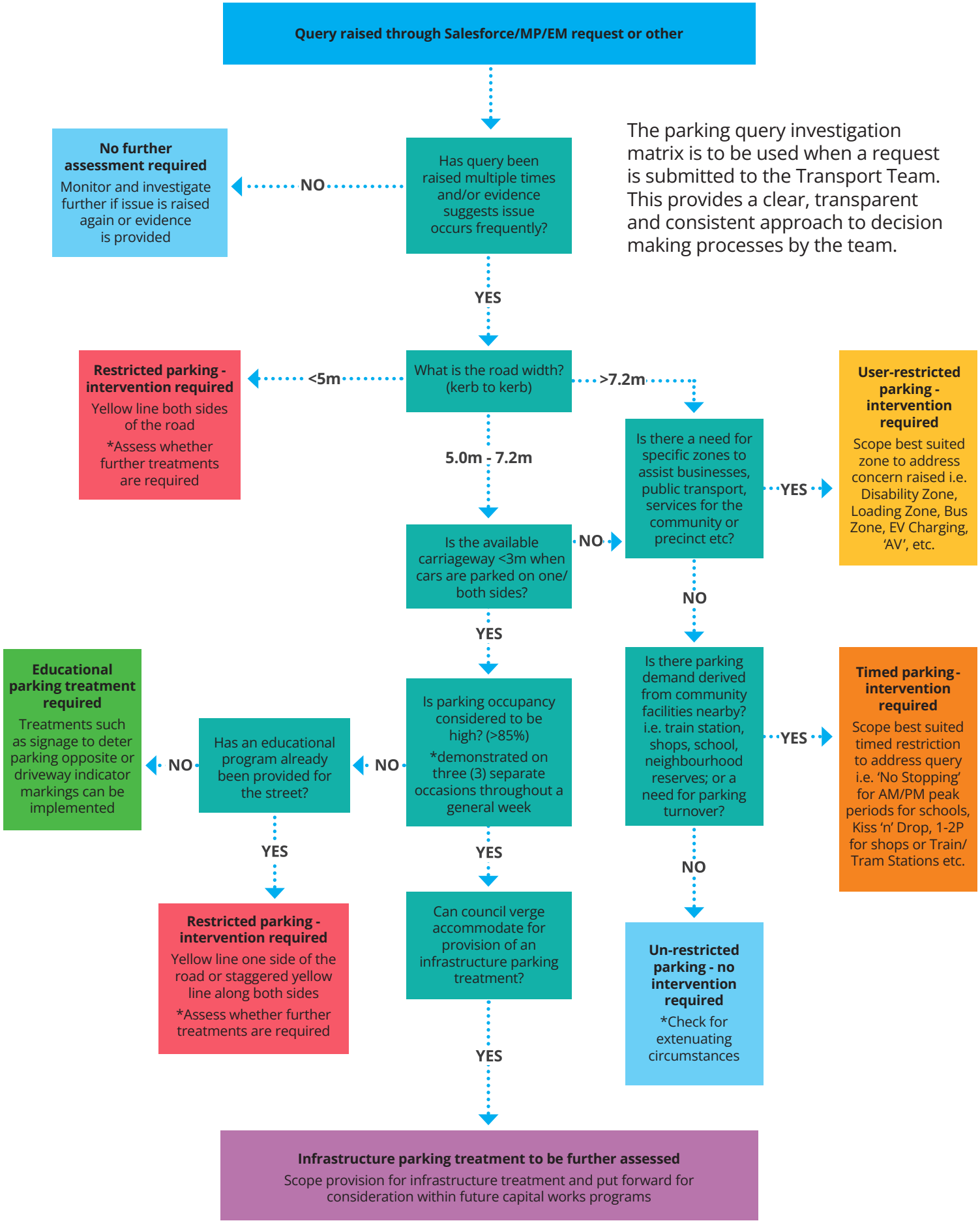


2.2 Driveway indicator markings

Driveway indicator markings may be implemented to indicate the extent of driveways and entrances, reiterating to the community where parking is not permitted as per ARR - 198. The markings consist of a perpendicular yellow line, installed directly on each side of the driveway, extending vertically from the kerb for approx. 300mm. Generally, this treatment is provided where there is evidence that vehicles are regularly parked or encroaching across the driveway or entrance, or where driveway access points are narrow or poorly aligned (creating access issues) and/or in areas with high parking demand.


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Sturt River Linear Park

Parking query investigation matrix



The parking query investigation matrix is to be used when a request is submitted to the Transport Team. This provides a clear, transparent and consistent approach to decision making processes by the team.

Community engagement

The City of Marion acknowledges that people want to have a say about decisions that affect their lives. Better decisions are made when the decision-maker takes into account the knowledge, experience and opinions of those affected by the decision. In line with the City of Marion's Strategic Plan Towards 2040 we will strive to make every decision with integrity and in the best interests of our community.

Methods of community engagement

We commit to the evaluation and continuous improvement in our community engagement. We will commit to appropriate levels of community engagement before making significant decisions taking into account the number of people affected and the likely degree of impact of the decision.

When undertaking any engagement with the community that encourages feedback on a solution or seeks comments on a particular issue, closing the loop with the community with an outcome or an acknowledgement is critical to demonstrate trust in the processes outlined. It is also important to set expectations and be clear on what the next steps are in the process to encourage further engagement from the community.

Community surveys

Regarding the implementation of parking controls or infrastructure that have been identified under the consultation category of consult, involve and collaborate requires greater than 60 per cent community support (of the residents that have responded) unless multiple options are presented, in which the option with majority is deemed supported by the community.

The consultation area should include all impacted residents and if deemed appropriate extend the consultation radius to the wider area to get a broader view of the communities preferred options.

Consultation material will be sent to the property address (occupier only). The consultation should only count one (1) vote per household. Consultation responses must have a name and address for reporting.

The City of Marion will consider the following methods of including the community.

Consultation method	Details	When to apply from a parking context	Recommended communications
Inform	Communicating balanced and objective information to help the community understand the decision.	• High risk/safety concerns. • Reinforcing legislation/ standards • Parking decision matrix (when only one reasonable solution is available)	• Letters to impacted residents/ businesses. • Advise ward Council Members
Consult	Providing information, ideally presenting a number of options, to allow the community to express their preferences regarding the decision.	• City of Marion provides the community multiple solutions (in line with the Parking Management Guidelines) to resolve a parking concern/issue. • Treatment/intervention proposed has a significant impact to residents (when there is no high risk/safety concerns). Letters to impacted residents/businesses.	• Letters to impacted residents/ businesses. • Community engagement survey. • Advise ward Council Members.
Involve	Working directly with the community throughout a project to ensure that concerns and aspirations are consistently understood and considered as the project evolves through to completion.	• Minor/major parking infrastructure projects that will have moderate impact to the community. • Local Area Traffic Management Studies (LATM).	• Letters to impacted residents/ businesses. • On-site 'street corner' meeting. • Community survey. • Advise ward Council Members.
Collaborate	Working in partnership with the community, with a shared sense of responsibility for the work and the outcome.	• Major parking projects that will have major impact to the community (rare).	• Letters to impacted residents/ businesses. • Onsite 'street corner' meeting or workshop. • Making Marion/City of Marion website/ webpage. • Community survey. • Advise ward Council Members.
Empower	Placing the decision-making about specific projects, plans and guidelines in the hands of the community and elected members. The community takes responsibility and is accountable for the outcomes of decisions made.	Not applicable from a parking management context	N/A

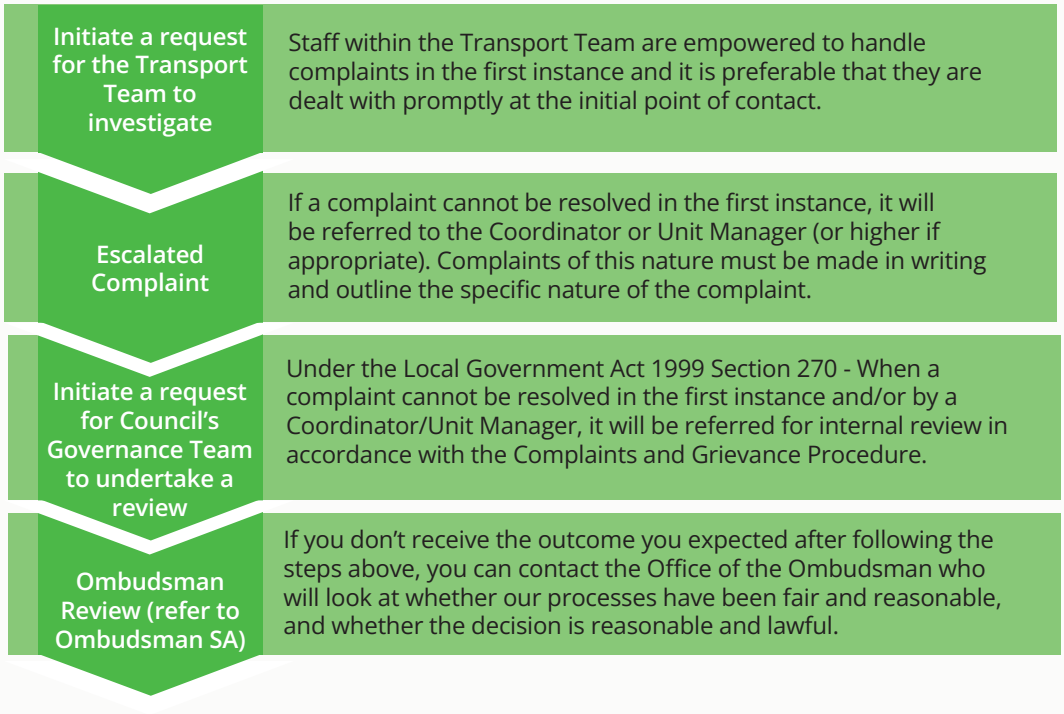
Dispute resolution

When undertaking parking investigations and implementing recommendations, some residents, business owners or road users may feel that council has acted outside its processes, authority or not in the community's best interests.

The City of Marion Complaints and Grievances Policy states that the City of Marion:

- Is committed to providing good governance practices through efficient fair and accessible mechanisms to resolve services complaints or grievances.
- Encourages customers and the community to raise issues and complaints with the council as it provides the opportunity to improve services to the community.
- Recognises the importance of transparency in decision making and the need to provide a fair and objective process for the review of all decision and actions.

The workflow to the right shows the management of complaints and grievances and the path recommended to any community members to follow:



All complaints received by the City of Marion will be treated seriously and complainants will be treated courteously. However, occasionally the conduct of a complainant can be unreasonable. This may take the form of unreasonable persistence, unreasonable demands, lack of cooperation, argumentative or threatening behaviours.

Where a complainant's behaviour consumes an unwarranted amount of council resources or impedes the investigation of their complaint, a decision may be made to apply restrictions on contact with the complainant. Before making any decision to restrict contact, the complainant will be made aware that, if the specified behaviour(s) or actions continue, restriction may be applied.

Any decision to restrict contact or suspend action on a complaint process will be made by the chief executive officer and/or a general manager. This will be communicated to the complainant in writing.

Council deputations and petitions

A person or persons can make a request to appear as a deputation at a council meeting, to discuss parking matters in front of council members. The presiding member may refuse to allow a deputation to appear at a meeting or to refer the hearing to a council committee.

Petitions provide a democratic mechanism for the community to make requests of and provide information to council. Council accepts petitions from members of the community who have a direct interest in the City of Marion. Petitions must relate to matters that council is authorised to determine and be submitted in writing to council in accordance with the principles set out in regulation 10 of the local government (procedures at meetings) regulations and the requirements of the City of Marion petition policy.

Where further investigation is required, the petition will be tabled and noted and any recommendations may include delegation to staff to investigate and action accordingly or may request a further information report be brought to council for consideration.

When considering a petitioned request, council takes into account the City of Marion's strategic directions, budget and programmed work. This ensures the needs and expectations of both the petitioner(s) and the wider community are considered.

Customer charter

To deliver the best service to our community and to improve our residents' quality of life, continuously, smartly and efficiently.

Our commitment to you is:

You can expect:

- To be treated in a friendly, professional manner.
- Your privacy and confidentiality to be respected.
- Us to deliver what we promise and keep you informed of progress.
- Inclusivity and accessibility reflects the diversity of our community.
- Staff to take ownership of customer enquiries.
- Your personal integrity to be respected.
- Seek the views of those who receive our services and use this feedback to improve our services.

We will:

- Work with you to see things from your point of view.
- Approach requests with interest and creativity.
- Explain things in a helpful and informative way.
- Work with you to resolve a matter in a timely manner.
- Work to build a long-term, trust-based relationship with you.
- Accept responsibility when we get it wrong, fix it and learn from our mistakes.

You can assist us by:

- Working with us, so that we can get the best possible outcome together.
- Treating us with respect and courtesy.
- Provide accurate and complete information.
- Suggesting ways in which we can improve our service.
- Letting us know when you have received exceptional service.

We live our values

- Respect
    - treating everyone as we want to be treated, where all contributions are valued.
- Integrity
    - fostering trust and honesty in all our interactions.
- Achievement
    - enhancing our knowledge and performance to reach our shared goals, while being dedicated to supporting one another.
    - prioritise community safety.
- Innovation
    - encouraging new ideas and learning from our experience to do things better.
    - commit to participating in best practice methodology.

Customer request workflow

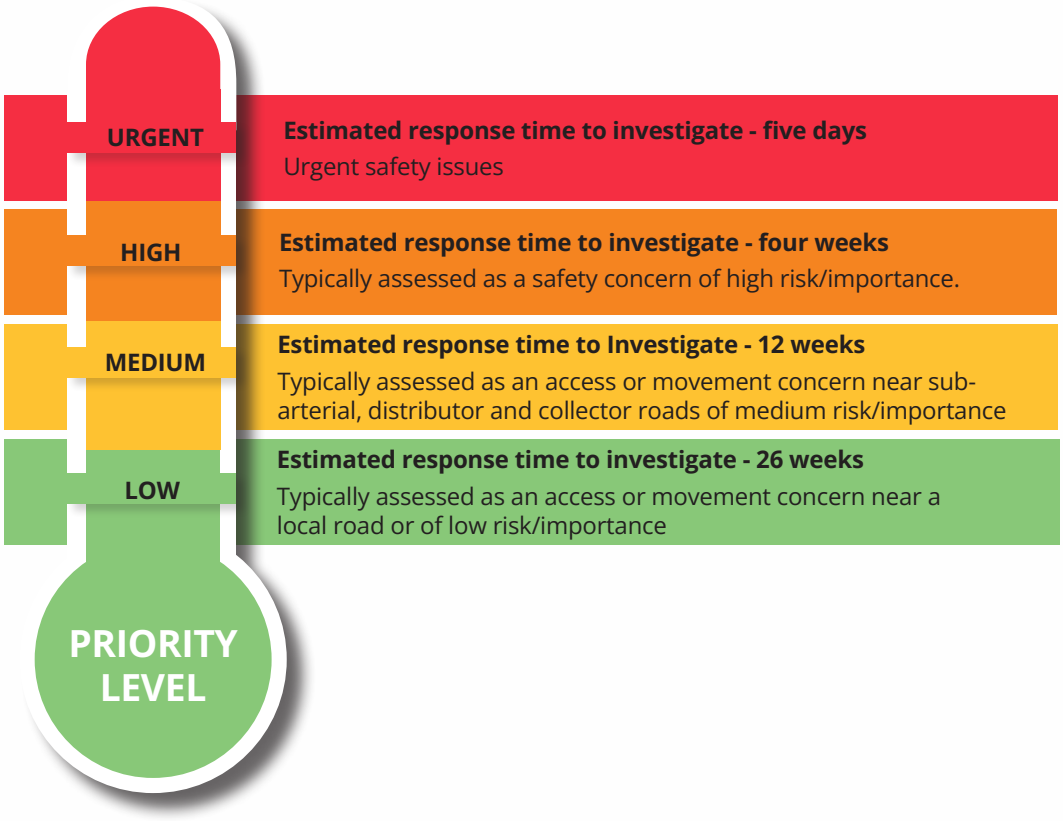
To ensure uniformity and consistent approach regarding parking investigations and the provision of parking restrictions/controls the following request workflow has been developed.



All parking enquires/requests from residents, Council Members and members/candidates of parliament (state and federal) are to be directed to City of Marion Customer Event System (Salesforce), who will allocate a reference number. This is to provide a consistent, transparent and fair approach to all requests and for internal tracking and reporting purposes.

Request prioritisation and service levels

Service levels based on risk and importance have been developed to provide guidance to the Transport Team to determine priorities and to set expectations to the community and Council Members.



Frequently asked questions

Property access

Vehicles are parked close to, or right up to the edge of my driveway, is this legal?

As per the Australian Road Rule vehicles are permitted to park right up to the edge of a driveway. This is not an offence and does not warrant parking restrictions.

Vehicles are frequently parking over my driveway, obstructing my access. What should I do?

If the issue occurs frequently, council's community safety team can monitor the situation and expiate as necessary. Following enforcement, and if the issue continues to occur, council can install yellow driveway edge markings to remind the community of the extent of the driveway access. This is considered to be an educational parking intervention.

A car is parked opposite my driveway which creates access difficulties for me and my visitors. Can a parking restriction be implemented to assist?

Vehicles are legally permitted to park opposite a driveway as long as a 3 metre trafficable lane is maintained between the parked vehicle and the driveway access. This is generally possible in roads that are wider than 5 metres.

My driveway is narrow, creating access difficulties when entering or exiting my property. Can anything be done about this?

Property access is the owner's responsibility and does not warrant a parking intervention. If the owner would like to widen their access point, they can apply for a Driveway Access Permit to obtain approval through council's Infrastructure Audit Team. Any modification(s) that are approved are considered to be at the sole cost of the applicant. Further information pertaining to an alteration request, including an application form and relevant standard drawings, can be found on the City of Marion website under 'Services we offer – Planning and building'.

Cars park between mine and my neighbour's driveway although the kerb space isn't long enough and the vehicle obstructs my driveway, can anything be done to assist?

As per the Australian Road Rule, vehicles are not permitted to park on or across a driveway (even partially), even if this driveway is to your own property.

Generally, a standard vehicle can legally park when a kerb space of 5.4 metres is provided. If the kerb space is below this measurement and the instance is occurring on a frequent basis, council may consider (on a case-by-case scenario) installing a yellow edge line to represent a 'no stopping at all times' restriction.



Street access

Vehicles are parked on both sides of the street, and I am concerned adequate access is not provided for an emergency service vehicle. Can a restriction be installed to assist?

Vehicles can be legally parked on both sides of the street provided a 3 metre minimum carriageway is retained to allow access for wide vehicles through the street, including emergency service vehicles. Generally, roads with a width above 7.2 metres can legally accommodate parking on both sides of the street.

Vehicles park on a bend in the road, restricting the sight line, and forcing vehicles to travel around them onto the opposite side of the road. Can a parking restriction be implemented?

Council will assess each case individually to ascertain whether a parking intervention is required to ensure safe access is maintained. This can include a review of available road width, road geometry and other physical constraints, such as stobie poles, trees and vegetation.

Vehicles are parked on both sides of the street, reducing the carriageway to one lane only. Can a parking restriction be implemented to ensure two-way traffic is maintained at all times?

Cars are legally permitted to park on both sides of the street as per the Australian Road Rules, as long as there is a minimum carriageway of 3 metres remaining, with vehicles then required to drive to conditions, pulling aside to give way to vehicles travelling in the opposite direction when/if required.

Cars are parked too close to the junction/intersection. Can a restriction be implemented?

The Australian Road Rule state that parking is not permitted within 10 metres of an un-signalised intersection. If you witness vehicles parking within this area, please contact council's Community Safety Team or SA Police.

Following enforcement, and if the issue is considered to still occur on a frequent basis, council may consider (on a case-by-case basis) installing yellow edge lines around the corner, to represent 'no stopping at all times' and remind to the community the extent of the no stopping area applicable in the Australian Road Rule.



Parking availability

My neighbour has several vehicles and occupies a large amount of available on-street parking in the street. Can restrictions be implemented to provide parking for each resident?

The road is a public space therefore as long as the vehicle(s) are registered and parked legally they are allowed to do so. Furthermore, council cannot control the number of vehicles each property chooses to leave parked on-street or guarantee parking availability for each resident at any given time.

There is increased development in my street/area, resulting in additional cars parked on-street and limited parking opportunities for other residents, can anything be done about this?

Currently, South Australia's Planning and Design Code stipulate a minimum of one (1) on-street parking space is to be provided per 3 dwellings. It is acknowledged that with continual increased housing development in the street/area, available parking opportunities for residents may be reduced. If the above-mentioned design code requirements are met, council is unfortunately unable to intervene.

Please refer to PlanSA website for further information or contact the council's Development Services department.

There is a parking restriction in front of my property that is applicable all year round, although the high parking demand is only when specific sports seasons are on (for example football/netball). Can the restriction be altered to be seasonal only, to allow parking outside of these times?

Council can review existing parking controls to ascertain whether the peak demand is applicable all year round. If evidence suggests parking demand is reduced following the completion of specific sports seasons for example, the parking restriction can be modified to allow unrestricted or modified time limited parking to occur outside these periods.

There is a large vehicle, trailer/caravan or boat regularly parked on-street, is this permitted?

As per the Australian Road Rule, if the vehicle is below 2.5 metres in width and less than 7.5 metres in length, it is considered to be legally parked while on-street. If the vehicle is greater than 7.5 metres in length (including when hitched to a vehicle) it is only legally permitted to remain parked on-street for a duration of 1 hour.



There is a train/tram station nearby, commuters park on both sides of the street, throughout the week. This leaves limited car parks left for me or my neighbours to utilise. Can a restriction be installed?

Council promotes the use of alternative modes of transport and acknowledge it is common that commuters can often utilise the nearby on-street parking when train/tram stations are near local streets. This is regarded as competing needs of the street and/or local community. To ascertain the parking demand and whether a parking restriction is warranted, council will need to review parking occupancy.

If warranted, a time limit restriction may be considered for one side of the street for example, a two hour time limit (2P). This allows residents to apply for a parking permit exemption from the time limit specified, thereby restricting the parking to the broader community who chose to park in the street. This creates a balance in parking demand.

There is a community facility nearby resulting in high volume of cars parking at various times throughout the week and/or on the weekend, this leaves limited parking for me or my neighbours to utilise. Can a restriction be installed?

It is common for motorists to utilise nearby on-street parking to community facilities, this is seen as competing needs for the street. To ascertain the parking demand and whether a parking restriction is warranted, council will need to review parking occupancy.

If warranted, a time limit restriction may be considered for one side of the street for example, a one hour time limit (1P). This allows residents to apply for a parking permit exemption from the time limit specified, thereby restricting the parking to the broader community who chose to park in the street. This creates a balance in parking demand.

Does the City of Marion offer residential/business parking permits?

Council can provide residential or business permit parking exemption in the instance that the area is subject to a timed parking restriction for example; a 2 hour time limit (2P) parking in front of their property or business. The permit exempts the vehicle from the specified timed limit. Eligible applicants must be residents who reside with the property affected, within the City of Marion and only one (1) permit is granted per property.

Please note business permit parking exemptions are subject to a parking assessment to ensure that individual business(es) and community parking needs are fully considered.



Waste collection

A car is parked in front of my waste collection bin. Can anything be done about this?

Vehicles are legally permitted to park in front of a waste collection bins. In the instance where the garbage truck cannot gain direct access to the bin to load it automatically, the operator is required to exit the vehicle and manually load and empty the bin(s). If this does not occur, please report this to council's waste contractor to schedule a re-collection. Parking restrictions are not warranted in this instance.

To self-manage the situation, alternative bin locations can may considered. For example, rubbish bins are permitted to be placed on-street, alongside parked vehicles or in front of your driveway access (if possible).



Document control

Document owners	Organizational role
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