CBD Parking Strategy

2020-2025

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AlburyCity

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Endorsed by
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CONTENTS

Acknowledgements

Council would like to acknowledge Austroads for publication of traffic management guidelines that have been used extensively in the development of this strategy. The Traffic and Transport team would also like to acknowledge the contributions from various internal Council teams, as well as feedback from the broader community.

EXECUTIVE SUMMARY

Albury is a modern, vibrant city on the northern banks of the Murray River located 300 kilometres north-east of Melbourne and 570 kilometres south-west of Sydney. It has a population of over 50,000 residents (nearly 100,000 when combined with the twin city of Wodonga), with an attractive commercial and retail core servicing a regional community of over 180,000.

Albury's isolation from Melbourne and Sydney coupled with problematic local public transport sees a high dependence on private vehicles from all residents. These private vehicles must be stored when not in use, and as such parking in both the Albury and Lavington CBDs must be considered and carefully managed.

This strategy updates and replaces the AlburyCity Parking Strategy (2010 - 2015). The AlburyCity Parking Strategy (2010 - 2015) was developed to consider the direction for additional parking in Albury with the construction of multi-deck facilities, and the reconfiguration of parking spaces in Lavington, in line with the CBD Masterplans.

This CBD Parking Strategy 2020-2025 aims to commence a transition period where parking demand is managed and balanced against the needs of all users. It recognises that parking cannot be considered in isolation, but in conjunction with the provision of alternative transport modes. It acknowledges that changes to driver behaviour will not occur overnight, and that alternative modes of transport must be viable and convenient before any change can be expected.

The average occupancy rate for public parking in the Albury and Lavington CBDs is 58% and 47% respectively, indicating that there is ample parking provided in both CBDs. Demand for parking is not equal across all precincts and time-restrictions however, and there are isolated sections of high demand. Rationalisation of the parking hierarchy based on best practice guidelines will ensure that the most appropriate type of parking is implemented to suit the adjacent land use. Time-restricted parking ensures adequate turnover to suit commercial businesses, while All-Day parking provides facilities for CBD workers to park safely throughout the day.

Additional to this, the strategy considers a variety of parking management strategies to ensure that all parking is accessible, equitable, logical and fit for purpose. Some of these initiatives include:

- Public-Private Agreements, where private businesses provide parking for the use of the general public, whether it be in a time-limited or All-Day capacity;
- increased capacity to existing off-street All-Day parking facilities;
- development opportunities for additional off-street parking facilities, both All-Day and time-restricted;
- planning Strategies to consider minimum and maximum parking requirements for new developments, end-of-trip cycle facilities in new developments, and the consideration of infill developments;
- review of the Residential Parking Permit Scheme, with an aim to improve equity for all users;
- consideration of improved cycle parking and end-of-trip facilities; and
- smart initiatives to improve data collection and parking management efficiencies.

This strategy complements and refers to a number of existing strategies such as Albury 2030, the Albury Retail Development Strategy, and the Albury and Lavington CBD Masterplans. Additionally, it will support the development of the Albury Wodonga Integrated Transport Strategy, a *Two Cities One Community* initiative.

Although it is a five-year strategy, The CBD Parking Strategy focuses on long term planning in order to enable changes to driver behaviour in the future. It investigates and develops 27 actionable items to assist with the transition from supply to demand management. Some of the key recommendations include:

- assess and review all parking precincts and facilities in both the Albury and Lavington CBDs in accordance with the Parking Rationalisation Guidelines;
- bring forward the Wilson Street multi-deck extension works, and consider the possibility of extending by two levels;
- investigate opportunities for the construction of additional All-Day multideck facilities in the eastern end of the Albury CBD;
- consider interim measures to increase availability of off-street All-Day parking in the Albury CBD;
- investigate a formalised Residential Parking Permit Scheme in the Albury CBD;
- support the development of AlburyCity's Urban Forest Strategy;
- review parking provision rates for new developments in the Albury DCP;
- review the Albury DCP to include greater provision for cycle parking at new developments, and requirements for the provision of end-of-trip facilities at developments within the CBD; and
- investigate opportunities for the implementation of on-route parking guidance systems in the Albury and Lavington CBDs.

The ultimate aim of the CBD Parking Strategy 2020-2025 is to provide adequate parking in such a way that it supports a balanced and sustainable transport network, and meets the needs of visitors, businesses and the community.

1. INTRODUCTION

Parking forms a necessary component of a city's transport system. It is needed to allow for the safe storage of vehicles while they are not in use and enables drivers to undertake their intended activity at their destination. It forms an interface between the road network and other land uses.

Parking is not a cause but rather an effect, whereby demand is generated by land use type and intensity, spatial distribution and availability of supply and choice.

The traditional approach to parking has been that motorists should nearly always be able to easily find convenient, free parking at every destination. Under this 'predict and provide' approach, parking planning is based on the premise that a 'parking problem' equals an inadequate supply, and therefore:

- more parking is better;
- every destination should satisfy its own parking needs;
- car parks should never fill; and
- parking should always be free, subsidised, or incorporated into building costs.

Typically, if parking is not easily accessible or attractive as an end-of-trip facility, then the demand may be reduced when compared to better alternatives. Alternatively, if parking is well located and easily accessible then demand will increase. AlburyCity has historically focused on providing a high supply of parking for all users. This has resulted in high expectations regarding parking availability.

In the last ten years there has been an increasing trend towards a more efficient use of existing transport infrastructure as an alternative to expanding parking facilities, incorporated into a technique known as 'Travel Demand Management' (TDM). TDM emphasises the movement of people and goods rather than motor vehicles.

The majority of drivers do not recognise the long-term implications of continually increasing the supply of parking, or that demand satisfaction is unsustainable. The majority of drivers want more parking – as close to their destination as possible – and do not consider the social, environmental and economic impacts of infinite parking. Education on the benefits of alternative transport will have positive long-term benefits. The *AustRoads Guide to Traffic Management* recommends the following rationale be observed in all responses to parking issues:

- drivers should not expect long-term free parking close to their destination;
- there are environmental, aesthetic and financial costs associated with an unlimited supply of parking;
- improved compliance has benefits for all stakeholders; and
- better parking control and management will benefit all stakeholders.

Parking management policies under TDM focus on reducing the trend of motor vehicle use and ownership, and to help share the cost of parking infrastructure equitably. This is in line with the following outcomes from Albury 2030:

- **Outcome 1.6b** - provide industry best practice of meeting parking demand; and
- **Outcome 1.6.2** - improve CBD accessibility.

It is imperative that the implementation of actions to change existing trends and promote a new approach to parking be timed appropriately. It would be detrimental to introduce new parking policy measures with the aim to constrain traffic and parking growth in the Albury and Lavington CBDs before ensuring that public transport and other travel modes are attractive and realistic alternatives. Similarly, any attempts to promote public transport and active travel options will be impacted by the availability of free, convenient parking. As such, this parking strategy will be incorporated into the Albury Wodonga Integrated Transport Strategy (AWITS) that is currently in development as a component of the *Two Cities One Community* Initiative with City of Wodonga.

The ***CBD Parking Strategy 2020-2025*** recognises the importance of the availability of car spaces in Albury and Lavington CBDs and the need to provide safe, convenient and efficient parking facilities to meet visitor, business and community requirements. A sensible parking policy is an important component of an accessible city and although residents may differ on how often they access CBD parking, the entire community benefits from having strong, vibrant CBD areas.

2. ABOUT THIS STRATEGY

This strategy updates and replaces the AlburyCity Parking Strategy (2010 - 2015). The AlburyCity Parking Strategy (2010 - 2015) was developed to consider the direction for additional parking in Albury with the construction of multi-deck facilities, and the reconfiguration of parking spaces in Lavington in line with the CBD Masterplans.

The ***CBD Parking Strategy 2020-2025*** aims to commence a transition period where parking demand is managed and balanced against the needs of all users. It recognises that parking cannot be considered in isolation, but in conjunction with the provision of alternative transport modes. It includes recommendations regarding the implementation of policies and infrastructure to promote and enable the uptake of walking, cycling and public transport. It acknowledges that changes to driver behaviour will not occur overnight, and that alternative modes of transport must be viable and convenient before any change can be expected.

This strategy investigates and develops 26 actionable items to assist with this transition by managing parking demand and enabling change. It will support the draft Albury Wodonga Integrated Transport Strategy, and provides the foundations for future parking strategies.

Figure 1.1 below shows the direction of the CBD Parking Strategy 2020-2025 and how it integrates with past and future strategies.

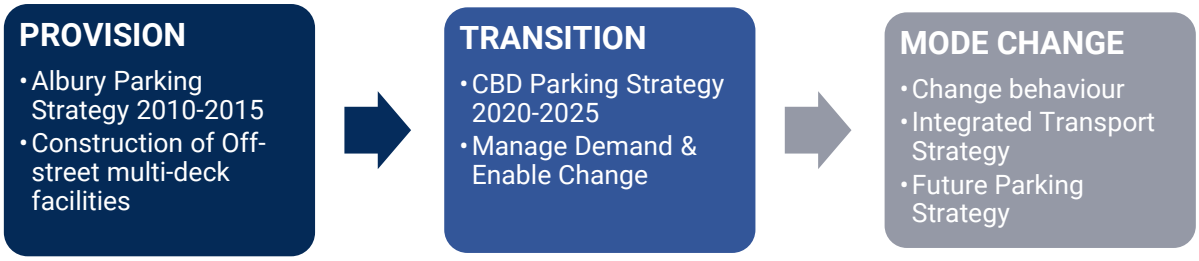


Figure 2.1: Past, Present and Future Strategies

Albury is unique in that it has two major commercial hubs (Lavington and Albury CBDs) and a twin city of Wodonga across the border in Victoria. Albury-Wodonga, whilst straddling a state border, operates as 'Two Cities One Community', with the Albury CBD the major retail and commercial hub.

For this strategy, the CBD areas are defined by land zoning as:

- Inner Core – Commercial Core (B3);
- Outer Core – Mixed Use Zone (B4); and
- CBD Fringe – Residential Zone (R1) & Medium Density Residential Zone (R3).

Specifically, the Inner Core denotes the area of greatest economic and social activity within the CBD, whilst the Outer Core consists of a variety of commercial, retail and domestic uses. The CBD Fringe is comprised of residential areas impacted by their proximity to the CBD.

The Albury and Lavington CBDs differ in both size and layout, each with different needs and challenges. The Albury CBD is comprised of approximately 176 hectares with major retail anchors of Kmart, Myer and Target, two major enclosed shopping centres (Myer Centrepoint and Westend Plaza) and sizeable employers including the ATO, Albury City Council, the Commercial Club and the SS&A Club. It is predominantly serviced by retail and hospitality businesses. The Lavington CBD, by comparison, is significantly smaller at approximately 93 hectares, and is a secondary commercial hub for the area. It has one enclosed shopping centre (Lavington Square) with major anchors of Big W, Best & Less, and Rivers Clothing. It is serviced by a range of businesses including retail, commercial, bulky goods and light industrial premises. The different sizes, layouts and zoning of each CBD can be seen in **Figures 2.2** and **2.3** below.

This strategy acknowledges the different needs and challenges of each CBD, and proposes strategic actions accordingly.

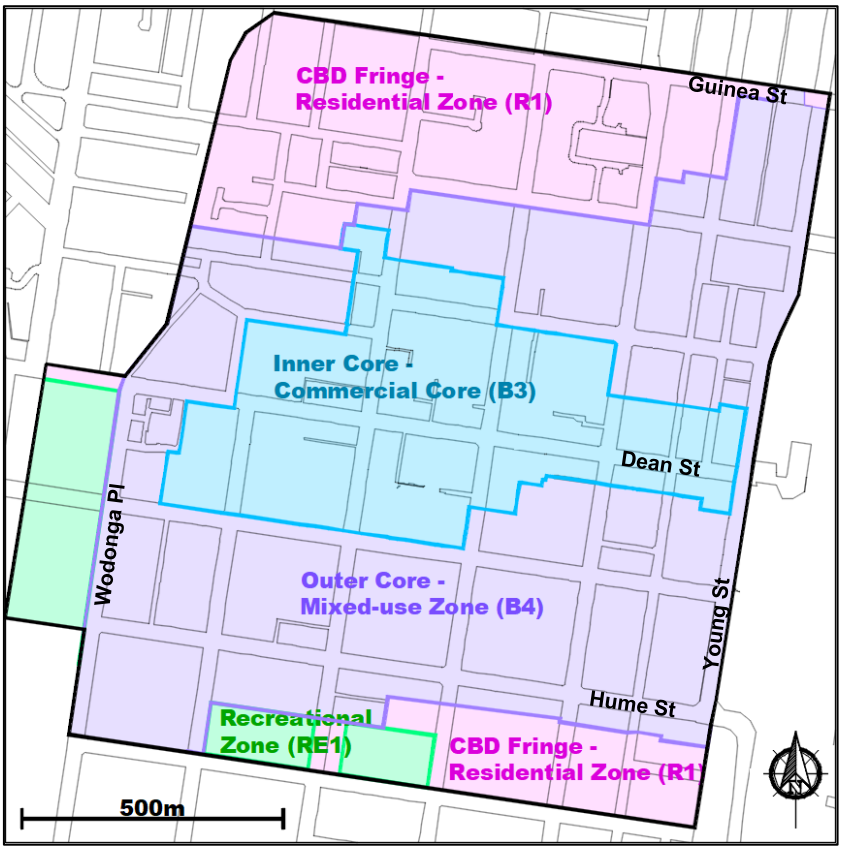


Figure 2.2: Albury CBD Land Zoning

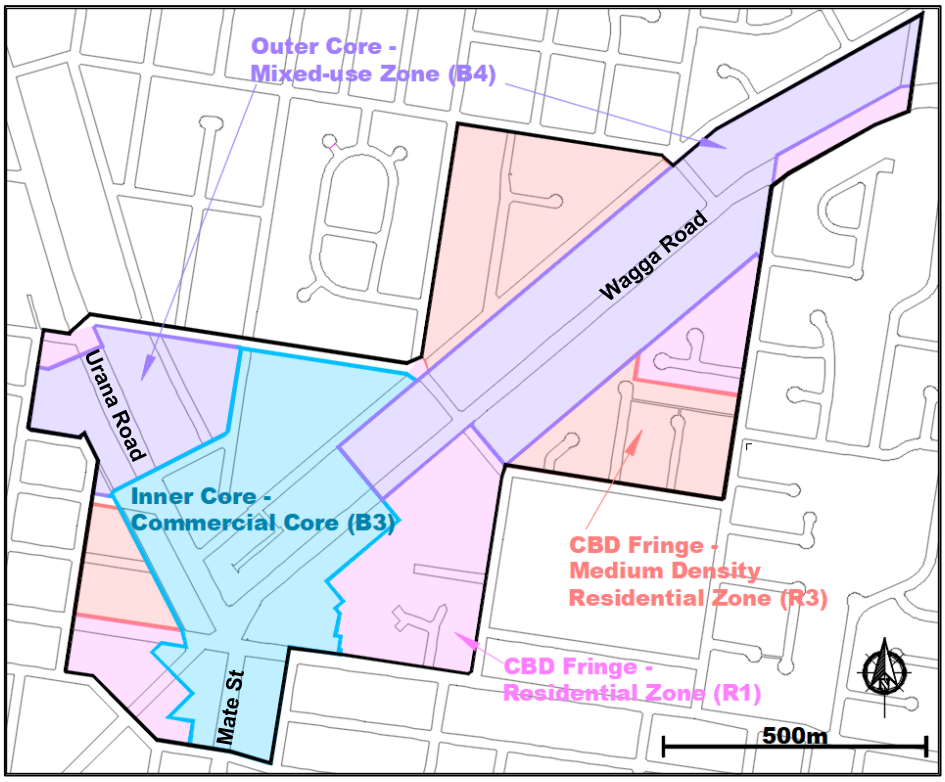


Figure 2.3: Lavington CBD Land Zoning

3. BACKGROUND

Albury is a modern, vibrant city on the northern banks of the Murray River located 300 kilometres north-east of Melbourne and 570 kilometres south-west of Sydney. It has a population of over 50,000 residents (nearly 100,000 when combined with the twin city of Wodonga), with an attractive commercial and retail core servicing a community of over 180,000.

Albury is a major manufacturing, retail, commercial, administrative and cultural centre for a broad geographic region that includes southern New South Wales and north-eastern Victoria. It is the highest-order centre in the region, servicing towns such as Chiltern, Beechworth, Rutherglen, Yackandandah, and Tallangatta on the Victorian side as well as Corowa, Jindera, Holbrook and Howlong on the New South Wales side. It has a wide trading influence for retail goods and services, and is also the main service centre for a range of commercial, administrative and community functions.

Albury's isolation from Melbourne and Sydney coupled with problematic local public transport sees a high dependence on private vehicles from all residents. These private vehicles must be stored when not in use, and as such the management of parking in both the Albury and Lavington CBDs must be considered. General perceptions are that parking in the Albury CBD can be difficult at peak periods, however the number of car parking spaces in the Albury CBD is adequate. A growing population will see this demand increase, and as such the need for a strategic direction to manage this was identified.

The Albury and Lavington CBDs provide approximately 8,660 publically available parking spaces, both on-street and off-street. The off-street spaces are provided in AlburyCity managed car parks, as well as major commercially managed car parks available to the public. This figure does not include the significant number of private off-street car parks within both CBDs. The different types of parking is as follows:

- **ACC Off-Street** refers to AlburyCity owned and managed parking facilities such as those in Griffith Road, Sanders/Urana Road, Volt Lane, David Street, Kiewa Street and Wilson Street;
- **Commercial Off-Street** refers to privately owned parking facilities open to the general public, such as Myer Centrepoint, Westend Plaza, Lavington Square, Northpoint, SS&A Club, Aldi, First Choice Liquor and others, some of these facilities are leased to AlburyCity, some are not;
- **On-street** refers to kerb-side parking on public roads; and
- **Private Off-Street** refers to privately owned parking facilities not available to the general public (and not included in the approximate 8,660 publically available spaces).

The breakdown of these spaces is shown in **Figure 3.1** below.

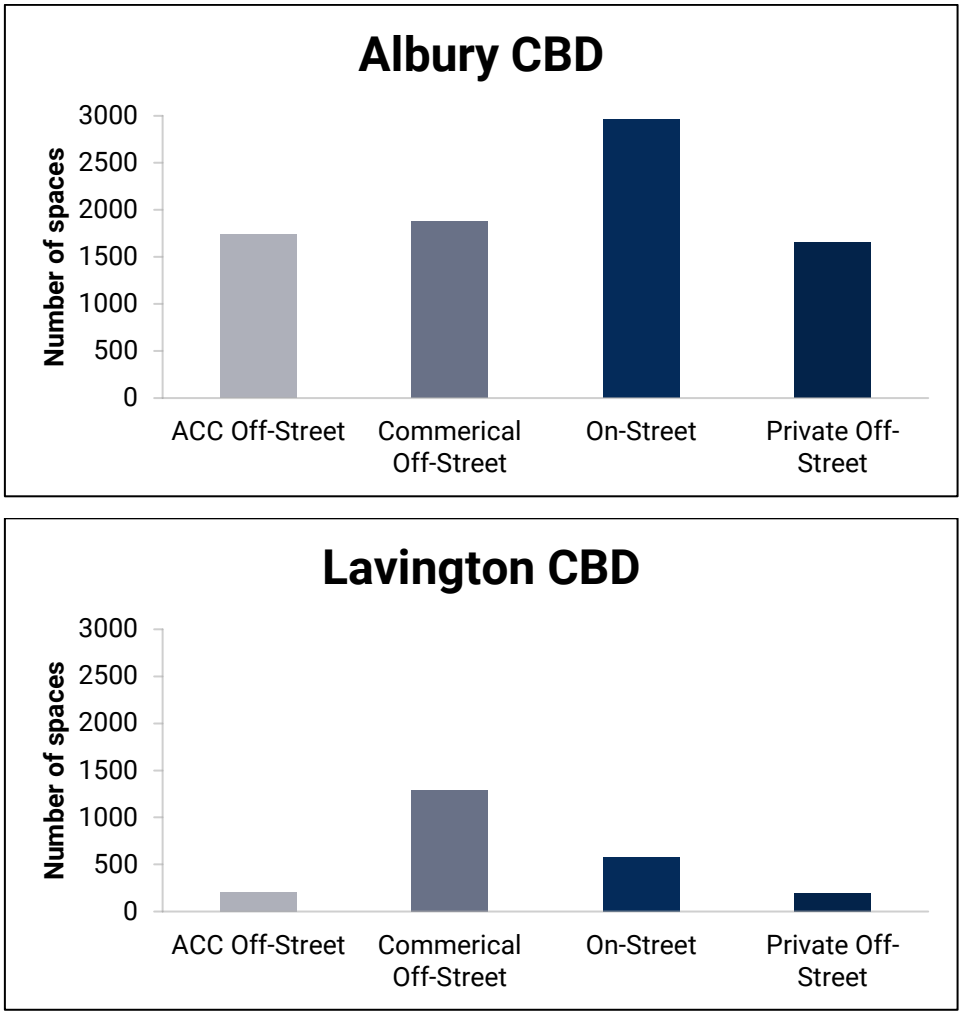


Figure 3.1: CBD Parking Spaces

The 8,660 publically available parking spaces in Albury and Lavington are designated into a variety of different time limits, dependant on the proximity to the Inner Core and surrounding land use. The breakdown of the allocated time-limits is shown in **Figure 3.2** below, with locations shown in **Figure 3.3**.

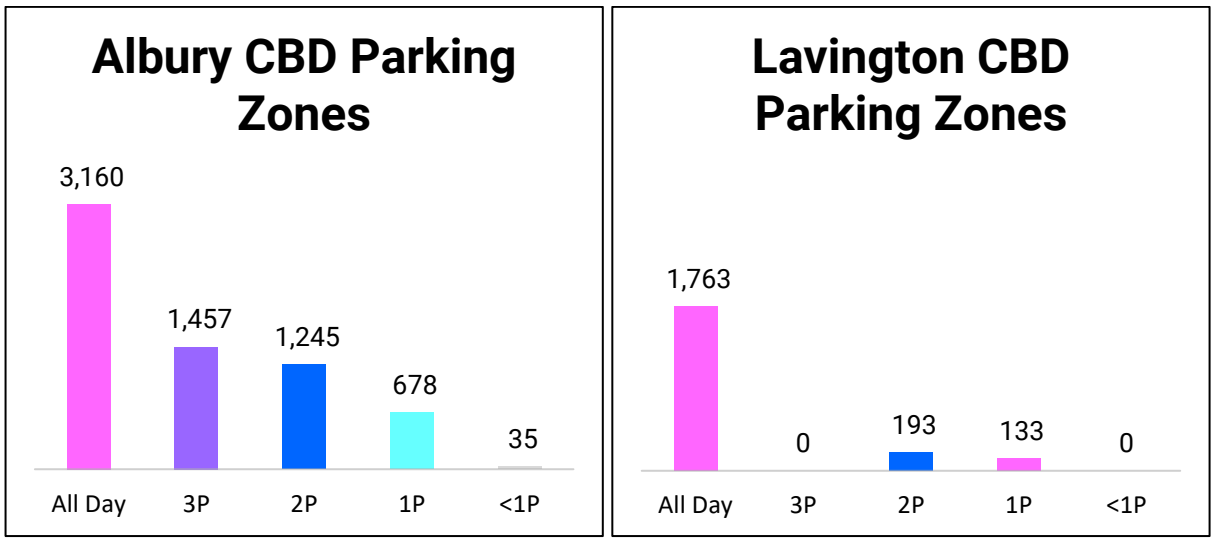


Figure 3.2: Allocated time-limits, Albury & Lavington CBDs

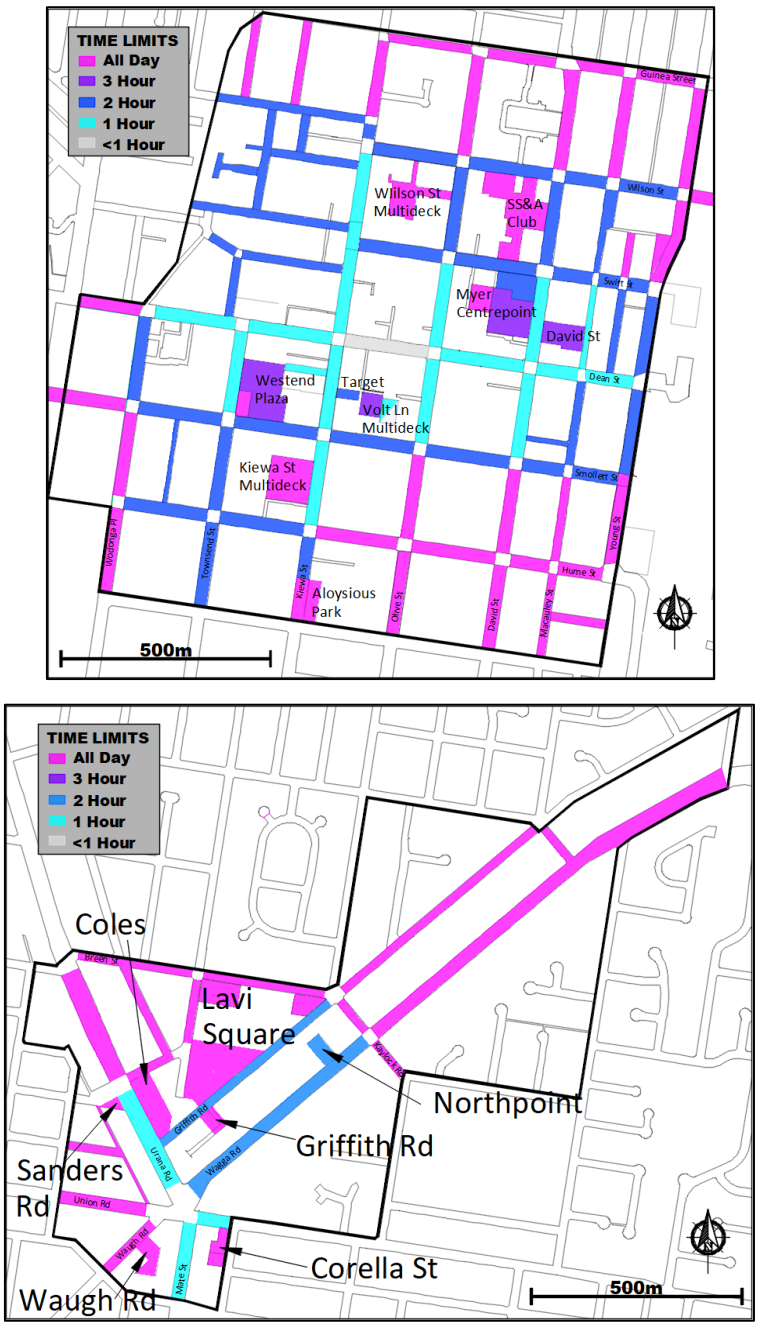


Figure 3.3: Time-restricted Zones in Albury & Lavington CBDs

It can be seen from the above image that Lavington has predominately unrestricted parking, despite being a major commercial hub. Unrestricted parking impacts on vehicle turnover and subsequently impedes the ability of vehicles to utilise convenient parking near to commercial premises. The *Austroads Guide to Traffic Management (ARGTM) Part 11: Parking*, discusses the need for regulated short term use parking in commercial and retail areas. Northpoint is a privately-owned, time-limited car park that is open to the public. It is not patrolled by Council compliance staff as it is privately owned and as such regularly has issues with over-staying vehicles.

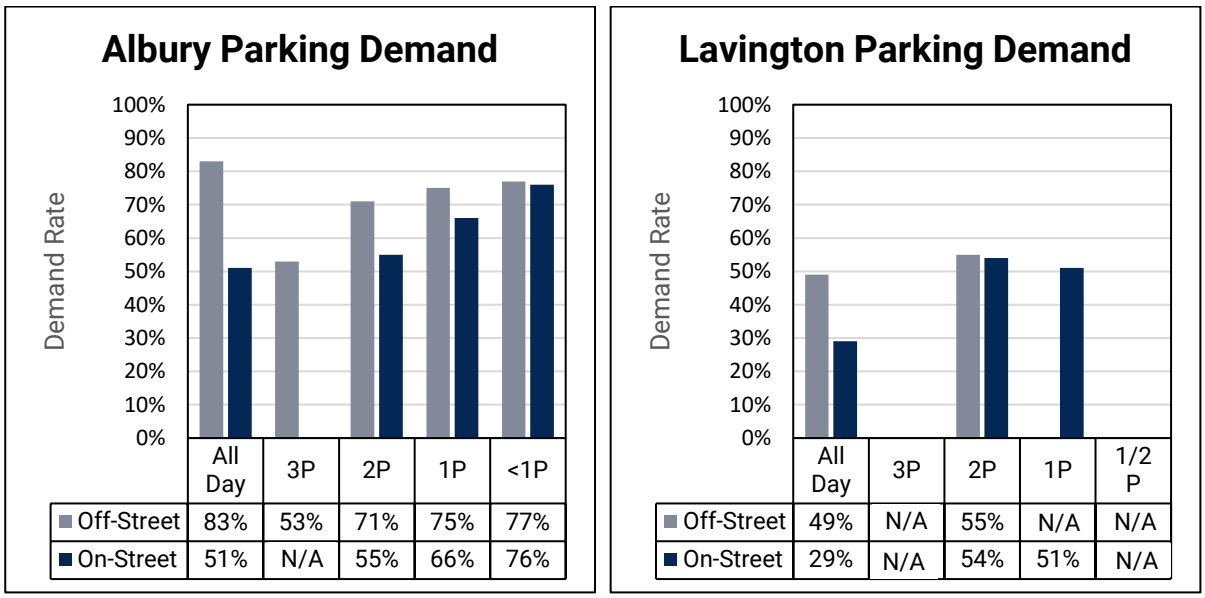
Whilst Albury has a significant number of off-street parking facilities, it is noted that there is no off-street facility in the south-east sector of the CBD, and as such commuters and consumers have no option but to utilise kerbside parking in the area.

3.1. PARKING DEMAND

To determine the availability of parking in the Albury and Lavington CBDs regular parking surveys are undertaken at various periods throughout the year. These parking surveys are undertaken midweek at 9am, 11am, 2pm and 4pm in order to determine the parking occupancy rates on a standard day.

The average occupancy rate on a standard day is observed to be 58% in Albury and 47% in Lavington, indicating that there is ample parking in both CBDs. The *ARGTM Part 11* states that ideally, the occupancy rates of parking facilities should be high enough to ensure that they are occupied at a level that justifies the supply, but not so high that it is unreasonably difficult to find a space. An occupancy rate of 85% at peak times of demand means that approximately one space in every seven should be vacant. When occupancy rates are regularly over 85%, the facility can be considered to be at capacity, and therefore changes to the parking management may be necessary.

Parking demand across the different facilities in Albury and Lavington is shown in **Figure 3.4** below.



	All Day	3P	2P	1P	<1P
Off-Street	83%	53%	71%	75%	77%
On-Street	51%	N/A	55%	66%	76%

	All Day	3P	2P	1P	1/2 P
Off-Street	49%	N/A	55%	N/A	N/A
On-Street	29%	N/A	54%	51%	N/A

Figure 3.4: Average Parking Demand in Albury & Lavington CBDs vs Time Restriction

From the above figure it can be seen that no facility or precinct in either CBD is at capacity, although off-street All-Day parking in Albury is in high demand. It could be determined from the above that motorists prefer off-street parking over on-street, however this is generally only the case in All-Day parking. Motorists prefer to park as close to the desired facility as possible, and as such the off-street 1-hour and 2-hour parking spaces closest to the major anchors of Myer, Kmart and Target are subsequently in high demand.

Figure 3.5 below shows the distribution of parking demand across each CBD, with the shading denoting lightest through to heaviest demand. The figures show that whilst the overall averages of parking demand in each CBD are reasonable, there are isolated sections that are oversaturated. This again suggests that motorists wish to park as close to their desired location as possible.

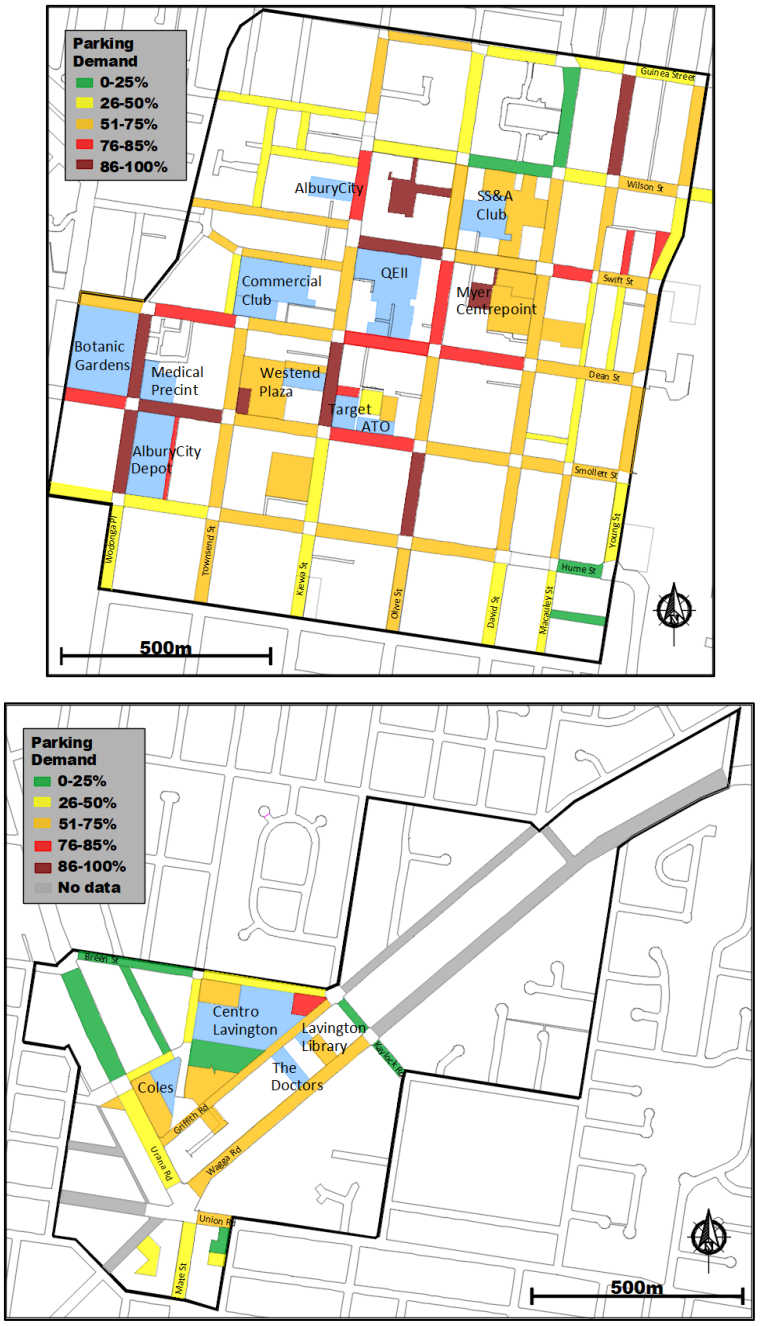


Figure 3.5: Distribution of parking demand in Albury & Lavington CBDs

The number of parking spaces within the Albury CBD is such that there is almost one car park for every worker in the CBD, and subsequently there is no incentive to consider alternative means of transport. This is in stark contrast to the number of parking spaces available in the Sydney and Parramatta CBDs, as shown **in Figure 3.6** below. Comparative data from similarly sized regional cities such as Ballarat and Bendigo was unable to be sourced.

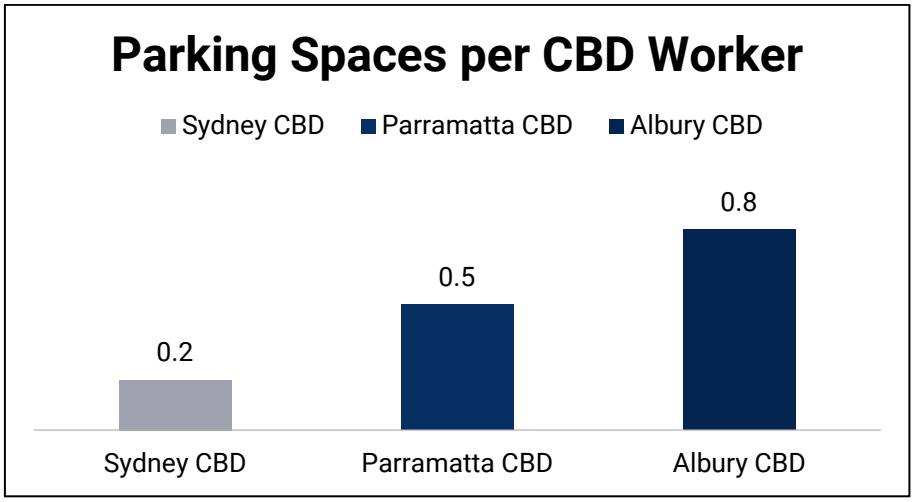


Figure 3.6: Parking spaces per CBD worker

It is acknowledged that although Parramatta and Sydney differ in terms of size, population and public transport availability, Albury is comparable in that it is a city with a compact urban core and a thriving CBD. Alternative and sustainable modes of transport should be encouraged, however uptake will remain low whilst parking is so freely available to all commuters.

Both the Albury and Lavington CBDs subsequently require staged changes to parking management in order to encourage a shift in driver behaviour and strive for a more sustainable future.

3.2. PUBLIC TRANSPORT

Public Transport options in Albury are limited, and those few services that are provided are inconvenient, lengthy, confusing and fragmented. The network is hampered by cross border policies, with different legislation, service providers and ticketing systems, resulting in a complete lack of uniformity. This combination of poor public transport coupled with an abundance of convenient and free parking ensures that those community members with access to a private vehicle, such as CBD workers and shoppers, have no incentive to consider a transport mode shift. As such, public transport in Albury is used primarily by those in the community that don't have an alternative such as youth, the elderly, and those with disabilities.

AlburyCity and City of Wodonga are currently working with Department of Transport Victoria (DOT) and Transport for NSW (TfNSW) to review and improve public transport services across and between the two cities. The *Albury Wodonga Public Transport Issues Paper* was developed as a component of the *Two Cities One Community* initiative, and highlights the difficulties and constraints surrounding the existing public transport network in Albury Wodonga. This paper is included in Appendix C.

3.3. ACTIVE TRANSPORT

Whilst recreational cycling in Albury is a popular hobby for many residents, cycling as a means to access either CBD for work or shopping is extremely limited. Even when travelling less than 5km residents are far more likely to hop in their car than on a bike. This is due in part to lack of cycle facilities within the city. On-road cycle lanes are few and far between, and whilst there are a number of well-utilised off-road trails such as the Bungambrawartha Creek Trail, Albury-Thurgoona Trail, Wagirra Trail and East Albury Trail, there is little to no connection between them.

Council is currently designing and developing a bike loop in the Albury CBD that will include protected on-road cycle lanes, treatments at intersections, and improvements to end-of-trip facilities. It is envisaged that this CBD Bike Loop will be implemented in 2020, in conjunction with an education campaign to inform the wider community of the changes. Cycle facilities are also a focal point of the AWITS, and will continue to be extended into other parts of the city.

4. STRATEGIC DOCUMENTS

The CBD Parking Strategy supports and adheres to the themes and objectives of a number of Council's strategic documents. These are listed below.

4.1. ALBURY 2030

The CBD Parking Strategy will adhere to Albury 2030 Guiding Principles of accessibility and sustainability. The strategy will work towards the following outcomes from Albury 2030:

Theme 1: Growing a sustainable economy

- improve CBD Accessibility;
- provide industry best practice of meeting parking demand;
- improve infrastructure and opportunities for walking and cycling;
- promote bicycle traffic as efficient and healthy alternative to car travel – infrastructure and businesses to support this with end-of-trip facilities; and
- increase available public parking locations by 5%.

Theme 3: A Caring Community

- Improve the health and wellbeing of the Albury Community.

4.2. ALBURY RETAIL DEVELOPMENT STRATEGY 2015 - 2025

Action 20.1

Use of sustainable modes of transport for accessing retail centres as they provide improved amenity for local environments through reduced private vehicle traffic, air emissions, safer public spaces etc.

Action 20.2

Future transport planning for the Albury and Lavington CBDs takes into account cycling access and facilities. Recognise the ability of high-quality cycling infrastructure to create additional visitation associated with recreational visits.

Action 20.3

Ensure that centres are easily accessible via footpaths and walking trails.

4.3. ALBURY CBD MASTERPLAN 2009

Strategy 2: A Connected City

To reinforce the structure and legibility of Albury through a clear street hierarchy and urban form, providing cues for vehicles.

- Initiative 2: The Loop. To highlight the connected ring of roads made up of Guinea, Kiewa, Hume and David Streets. This loop forms a circulation system which reinforced the retail and civic core while connecting vehicles to the major car parks in the CBD; and
- Initiative 3; Parking Strategy. To increase the legibility and improve access to destination parking areas within the CBD, while retaining on-street car parking.

Strategy 3: A Sustainable City

To maintain Albury's economic, social, cultural and environmental role in the region, while promoting a holistic approach to sustainability and climate change.

Strategy 4: A Walkable City

To provide a high level of pedestrian amenity within the city to promote a vibrant, safe and easy-to-navigate pedestrian environment.

Strategy 5: A Bicycle-friendly City

To provide a clean, healthy, safe alternative to motorised transport for people of all ages.

4.4. LAVINGTON CBD MASTERPLAN 2009

Strategy 2: Create a Heart for People

To provide a civic and community 'heart' in Lavington that enhances Griffith Road.

Strategy 3: Strengthen the Core

To consolidate the core of Lavington's CBD to create a vibrant, active local centre.

Strategy 4: Beautify Lavington

To make Lavington a more attractive and desirable place to live and visit.

4.5. ALBURY WODONGA INTEGRATED TRANSPORT STRATEGY

The Albury Wodonga Integrated Transport Strategy (AWITS) is a component of the *Two Cities One Community* Initiative and is currently in development. This project is a joint venture between AlburyCity and the City of Wodonga, and will support the strategic direction of the CBD Parking Strategy.

5. VISION

To provide adequate parking in such a way that it supports a balanced and sustainable transport network, and meets the needs of visitors, businesses and the community.

5.1. MISSION

To manage parking in the Albury and Lavington CBDs such that it benefits the whole community through ease of access, economic and financial return, decreased traffic congestion and improved safety for all pedestrians.

To change the direction of parking provision in Albury and Lavington, and to work towards encouraging uptake of alternative modes of transport.

To support and inform the development of the Albury Wodonga Integrated Transport Strategy.

5.2. OBJECTIVES

1. Rationalise parking in the Albury and Lavington CBDs.
2. Develop a clear and legible parking classification scheme and hierarchy.
3. Identify opportunities for future growth.
4. Identify opportunities for Public-Private Agreements.
5. Examine and rationalise the Residential Parking Permit Scheme.
6. Review DCP and LEP parking requirements.
7. Review Special Rate for CBD Parking.
8. Review disabled parking facilities.
9. Review bicycle parking and facilities.
10. Identify opportunities for smart initiatives.

5.3. SCOPE

This strategy includes management considerations for the following:

- Parking Management Precincts (including on-street and off-street parking);
- Residential Neighbourhoods and Streets;
- Compliance and Enforcement;
- Information and Data;
- Community Education; and
- Planning and Development.

5.4. STRATEGIC RELATIONSHIPS

- CBD businesses and commercial premises.
- Major anchors such as Target, Westend Plaza, Myer Centrepoint and Lavington Square.
- Transport for NSW (TfNSW).
- The SS&A Club.
- NSW Rail.
- The Australian Rail Track Corporation (ARTC).

6. PARKING HIERARCHY

The CBD Parking Strategy proposes to redefine the parking hierarchy within the Albury and Lavington CBDs in line with the principles of Travel Demand Management to ensure that all parking is accessible, equitable, logical and fit for purpose. The objectives of an effective parking hierarchy are as follows:

- uphold the safety and convenience of all road users;
- encourage the use of alternative transport modes such as walking, cycling and public transport;
- promote equitable and transparent allocation of parking spaces across all user groups; and
- facilitate consistent decision-making regarding parking infrastructure.

Further, a parking hierarchy must include general parameters such as time limits, special purpose zones, and considerations for other road users. It also needs to consider the layout, facilities, uses and needs of a CBD. This sub-sections below detail general parameters as well as individual considerations for the Albury and Lavington CBDs.

6.1. GENERAL PARKING

6.1.1. Time Limits

Parking facilities in Albury and Lavington provide a variety of differing time limits in order to best suit the surrounding area. In areas of high demand shorter time limits are applied to increase parking turnover and therefore allow more people to access the facility. The following limits are utilised.

Loading zone – used specifically for commercial vehicles to deliver goods to nearby businesses. Delivery vehicles can park up to 30 minutes while loading or unloading, while utes and station wagons can park up to 15 minutes. Motorists driving any other sort of vehicle can only use loading zones to pick-up or drop-off passengers. The location and frequency of loading zones is dependent on adjacent land use, and is not influenced by land zoning.

15-minute parking – used as a pick-up/drop-off zone in areas of high turnover such as schools, banks, post offices and commercial facilities providing a high level of convenience such as dry cleaners and milk bars. It is only appropriate for motorists who wish to go to one address. The location and frequency of 15-minute parking is dependent on adjacent land use, and is not influenced by land zoning.

30-minute parking – used outside local shops that rely on providing a reasonably high level of convenience to maintain competitive market positions. 30-minute spaces are used in high demand areas where 1-hour parking would result in inadequate turnover. This limit allows consumers to go to one or two shops.

1-hour parking – used outside major shopping centres and in other locations where there is a demand for parking and the activity is likely to take longer than half an hour. This type of parking can be implemented in off-street facilities however needs to be clearly visible.

2-hour parking – used outside major shopping centres although it can result in enforcement difficulties with some motorists staying excessively long times. It is more likely to be applicable in areas with professional and personal services. It is also applicable in streets where a residential parking permit scheme applies. This type of parking can be implemented in off-street facilities.

3-hour or 4-hour parking – used in areas where longer parking times are required such as cinemas and major shopping centres, but it is desired to stop All-Day commuter parking. This type of parking is more suitable to off-street facilities

All-Day parking – usually generated by employees and will occur across all types of development. Signage is not required however can be used to designate the type of parking (e.g. angle) or for certain classes of user (e.g. motorcycle parking only).

The allocation of time limits and the provision of on-street versus off-street parking should be determined with consideration of land zoning, adjacent land uses, proximity to the inner core, proximity of existing facilities, and parking demand.

Parking demand is a significant factor to consider when determining an appropriate parking hierarchy. Although the overall parking demand in Albury is only 58%, this does not take into account the high demand in some areas versus low demand in others. The overall parking demand of 47% in Lavington is due to the averaging of extremely low parking utilisation in some areas, versus isolated areas of high demand.

6.1.2. Special Purpose Zones

Special purpose zones restrict parking to specific users and vehicles. All zones should be adjacent to the edge of the carriageway, with the availability and demand regularly monitored. If zones are not being used they can be converted to time-limited parking, but if it is apparent that loading and unloading is occurring from No Stopping areas additional zones may be required.

Bus Zone – available for public buses only. Bus stops in bus zones should be provided at appropriate intervals along bus routes at locations that are convenient for patrons and in an arrangement that is readily accessible. Bus stops should be designed in accordance with *Disability Standards for Accessible Public Transport* (2015) which requires the installation of tactile ground surface indicators and a minimum kerb height of 150mm.

Taxi Zone – available for taxis only. Taxi zones are to be provided in sufficient numbers and with adequate capacity for the convenience of taxi users. They should not be located in residential sections of a street.

Loading Zone – used specifically for commercial vehicles to deliver goods to nearby businesses. Delivery vehicles can park up to 30 minutes while loading or unloading, while utes and station wagons can park up to 15 minutes. Motorists driving any other sort of vehicle can only use loading zones to pick-up or drop-off passengers. The location and frequency of loading zones is dependent on adjacent land use, and is not influenced by land zoning.

Loading zones should be provided in convenient locations in business and industrial areas where there is regular demand for loading and unloading of goods. They should be located at one end of a section of parking with a clear length for vehicles to either drive-in or leave directly without having to negotiate around parked cars or kerb extensions. They need to be of sufficient length to accommodate the vehicle plus rear door opening and the number of vehicles likely to use it at peak demand. Loading zones should not be mixed with angle parking to prevent vehicles overhanging parking bays.

Truck Zones – alternative to Loading Zones where delivery vehicles need to be restricted to trucks only. This zone is available only for a truck actually engaged in loading and unloading goods. A time limit should always be displayed otherwise no limit applies. Location and design requirements are essentially the same as Loading Zones. These are not used in Albury or Lavington.

Permit Zone – available only for vehicles with an authorised permit label displayed. Permits are discussed further in **Section 9.4** of this strategy.

Mail Zone – available only for postal vehicles. For instance, near post boxes.

6.1.3. Other Road Users

Considerations for other road users should include:

Trucks – The Australian Road Rules provide for parking up to 1-hour by heavy vehicles in built-up areas and unrestricted in non-built-up areas. Loading Zones and Truck Zones

Buses & Coaches – where kerbside parking is required for buses and coaches it should be parallel to the kerb and long enough to satisfy the likely demand, while allowing for entry and exit manoeuvres.

Motorcycles – motorcycle parking zones should be provided in groups at on-street locations according to demand, such as near universities, entertainment areas and shopping centres. Provision can be achieved by converting car parking bays or by using irregular spaces and under-sized remnants.

People with Disabilities – on-street parking bays for people with disabilities should be provided in angled parking zones as adequate provision can be difficult to achieve at parallel parking. Further information on parking for people with disabilities is discussed in **Section 12** of this strategy.

Bicycles – bicycle parking is generally provided in the form of bicycle rails. These facilities should be located parallel to the kerb or footpath unless a footpath extension is provided on both side of the road. Bicycle parking is discussed further in **Section 13** of this strategy.

Caravans, Trailers and Recreational Vehicles – parking for long vehicles and recreational vehicles should be provided where demand warrants it; there are no set requirements for provision.

Emergency Vehicles – Australian Road Rules provide exemptions from parking restrictions for emergency vehicles providing the driver is taking reasonable care.

Taxis – on-street taxi ranks should be distributed at convenient locations throughout activity centres.

6.2. ALBURY

The distribution of parking in the Albury CBD is generally such that the shortest times are in the centre of the commercial hub, lengthening in duration the further from Dean Street the facility or street is located. Loading Zones, Taxi Zones, Bicycle parking, 15-minute parking, bus parking, and parking for people with disabilities are spread throughout the CBD with consideration of nearby facilities and land uses. **Figure 6.1** below shows the current configuration of parking in the Albury CBD overlaid with relevant land zoning. Special use zones are not shown.

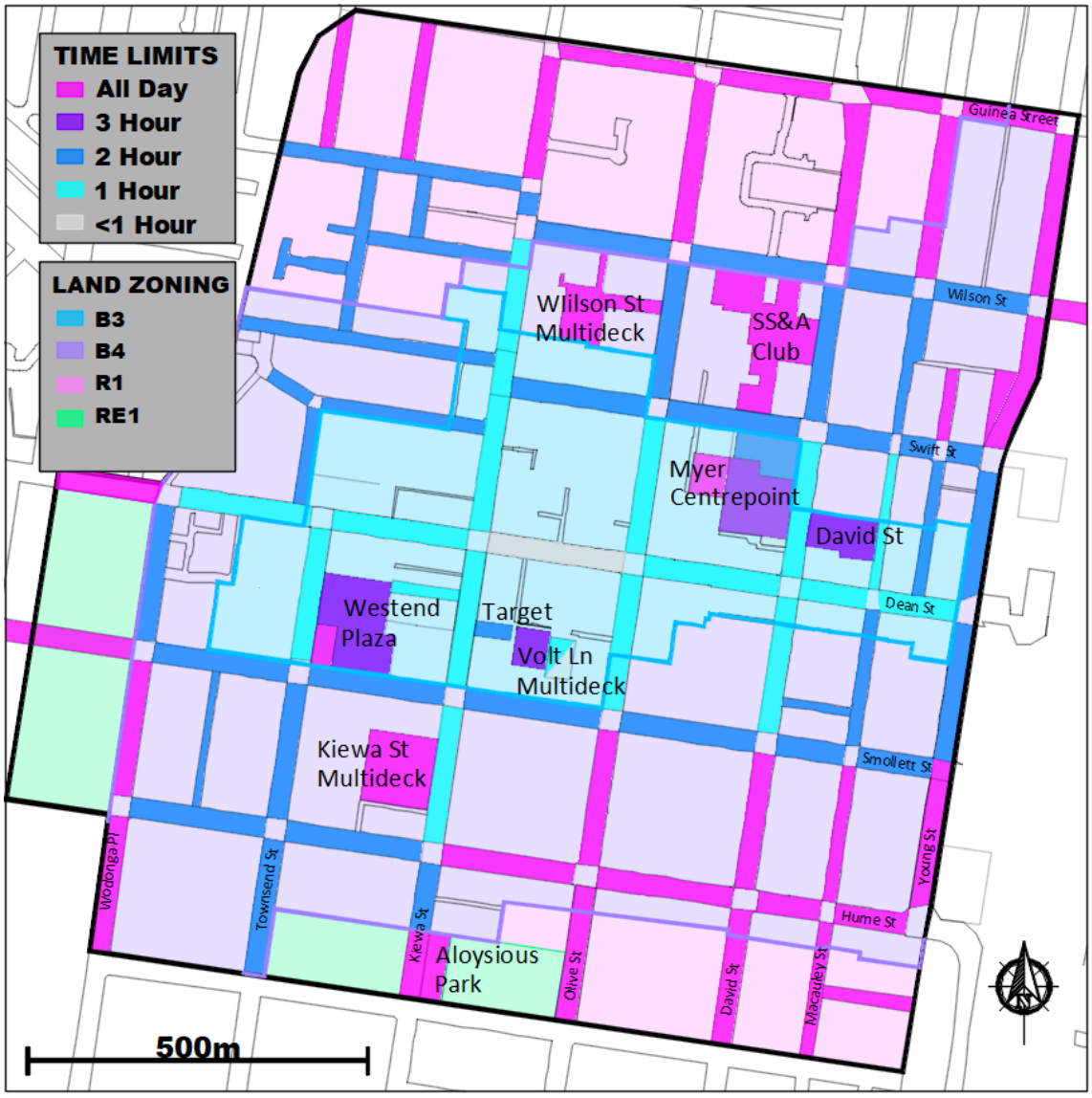


Figure 6.1: Location of time-limited zones, overlaid with Land Zoning, Albury CBD

It can be seen from **Figure 6.1** above that there are a number of inconsistencies across the CBD, such as time restrictions in the CBD Fringe and All-Day parking in the Inner Core. Additionally, it has been identified that there are a number of streets within the CBD without any disabled parking provided, as well as a number relating to special use zones.

The aim of this strategy is to rationalise the configuration of timed zones, special use zones, and provisions for other road users within the CBD, such that it is logical, adequate and appropriate.

Occupancy rates are not consistent across each zone, they differ greatly depending on location, adjacent land use and proximity to the Inner Core. **Figure 6.2** below shows the current occupancy rates across the Albury CBD overlaid with points of interest.

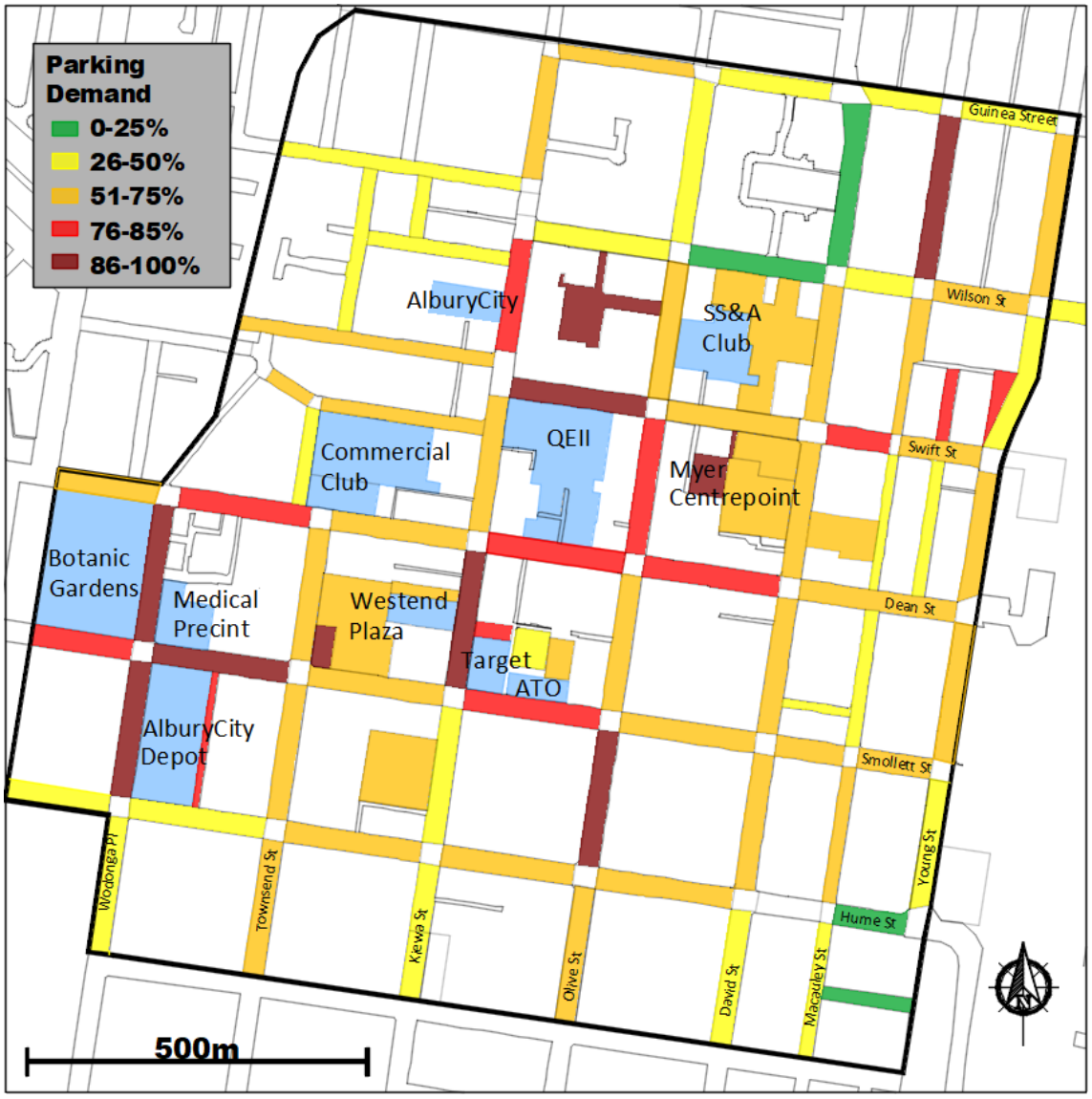


Figure 6.2: Parking Occupancy Rates, Albury CBD

Figure 6.2 indicates that the general behaviour in Albury is to park as close to the desired destination as possible, rather than utilising an off-street facility further away and walking. The streets with the highest demand for parking fall into three categories:

- Short-term high turnover parking (1-hour) on streets adjacent to major shopping destinations such as Dean Street, Kiewa Street, and Olive Street (Westend Plaza, Target and Myer Centrepoint)
- Short-term medium turnover parking (2-hour) used by commuters in lieu of All-Day parking, such as Wodonga Place, Smollett Street, Kiewa Street and Swift Street (adjacent to AlburyCity Depot, Gardens Medical Centre and ATO). This practice is referred to as 'Spot Hopping' and is detailed below.
- All-Day parking on streets without nearby available off-street All-Day parking such as Olive Street and Wodonga Place south of Smollett Street, Macauley Street north of Wilson Street, and Spencer Street north of Swift Street.

Parking surveys undertaken in Swift Street between Kiewa and Olive Streets indicated a high prevalence of 'Spot Hopping'. 'Spot Hopping' is the behaviour where a commuter will park within a short-term space and move the vehicle regularly during the day rather than park in an All-Day space further away. Of the 52 available 2-hour spaces in Swift Street, 19 vehicles were parked for more than four hours, and six vehicles parked for the entire day, moving their vehicle from one space to another within the street. Occupancy rates at the Wilson Street All-Day multi-deck facility are greater than 93% on any given weekday, and as such commuters tend to park in the nearby Swift Street and Kiewa Street 2-hour spaces rather than at the SS&A Club.

Further to this, there is high demand at a number of off-street facilities, particularly those that offer All-Day parking. **Table 6.1** below shows the occupancy rates of all off-street parking facilities in the Albury CBD compared to time limits.

Facility	Time Limit	Average Occupancy Rate
Wilson Street	All-Day	88%
Kiewa Street	All-Day	66%
SS&A Club	All-Day	68%
Westend Plaza	All-Day	93%
Myer Centrepoint	All-Day	95%
David Street	3 Hour	53%
Myer Centrepoint	3 Hour	50%
Westend Plaza	3 Hour	58%
Volt Lane	3 Hour	36%
Target Car park	2 Hour	79%
Myer Centrepoint	2 Hour	68%
Market Car park	1 Hour	87%
Westend Plaza	1 Hour	71%

Table 6.1: Occupancy Rates at Off-Street Facilities in Albury

It can be seen from the table above that the demand for 3-hour off-street parking is the lowest in the CBD, with an average of 50% occupancy. Comparatively, the All-Day parking closest to the CBD is in extremely high demand, where those facilities that are further away such as SS&A Club and the Kiewa Street multi-deck see lower occupancy rates. The demand is much higher for shorter time-limited facilities such as the Target car park, Market car park and the Westend Plaza 1-hour. These parking areas are all at-grade facilities in close proximity to major anchors, and are easily accessible from Kiewa and Smollett Streets.

This again indicates that the general behaviour for motorists is to park in convenient facilities as close as possible to their destination, whether as a shopper or CBD worker. Figure 6.3 shows a visual representation of the different off-street facilities in the Albury CBD.

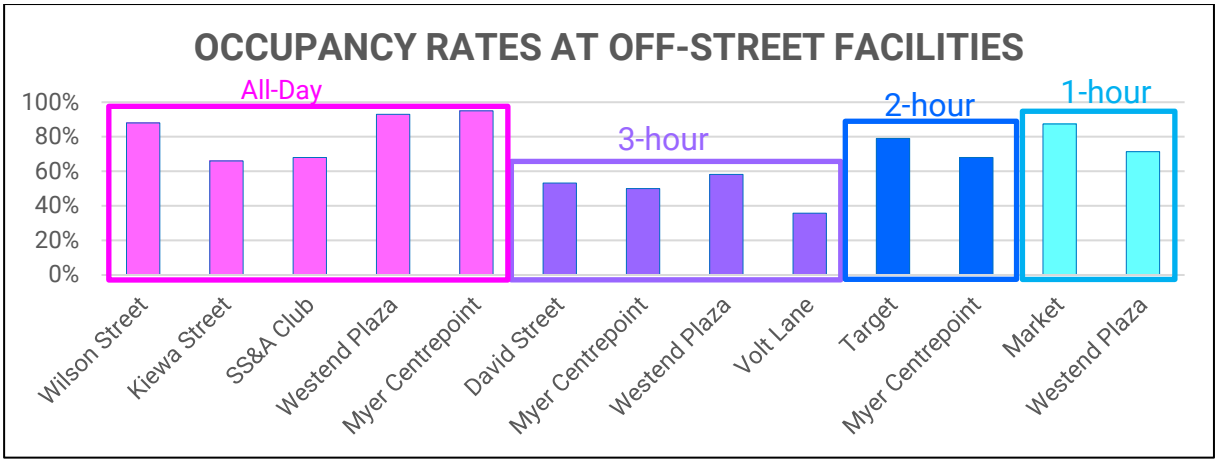


Figure 6.3 Occupancy Rates at Off-Street Facilities

6.3. LAVINGTON

Lavington is somewhat more complicated due to the alignment of the roads making up the CBD, and the barrier that the Fiveways intersection presents, particularly to pedestrians. As previously mentioned, Lavington has predominantly unrestricted parking, despite its status as a major commercial hub. This presents challenges to businesses in the area, and once again provides an abundance of convenient, free parking, which raises expectations and causes dissatisfaction during times of peak demand.

The distribution of timed parking in Lavington differs in that the majority of on-street parking within the CBD is timed (except where that street is residential) whist the majority of off-street parking is unrestricted. Utilisation rates are typically low – generally between 50-60% – with the Lavington Square East off-street parking the only facility nearing capacity. This is due largely to convenience; the car park is easily accessible and near to the Big W entrance.

Figure 6.4 below shows the current layout of parking zones within the Lavington CBD overlaid with adjacent land zoning, while **Figure 6.5** shows the observed parking demand in each area.

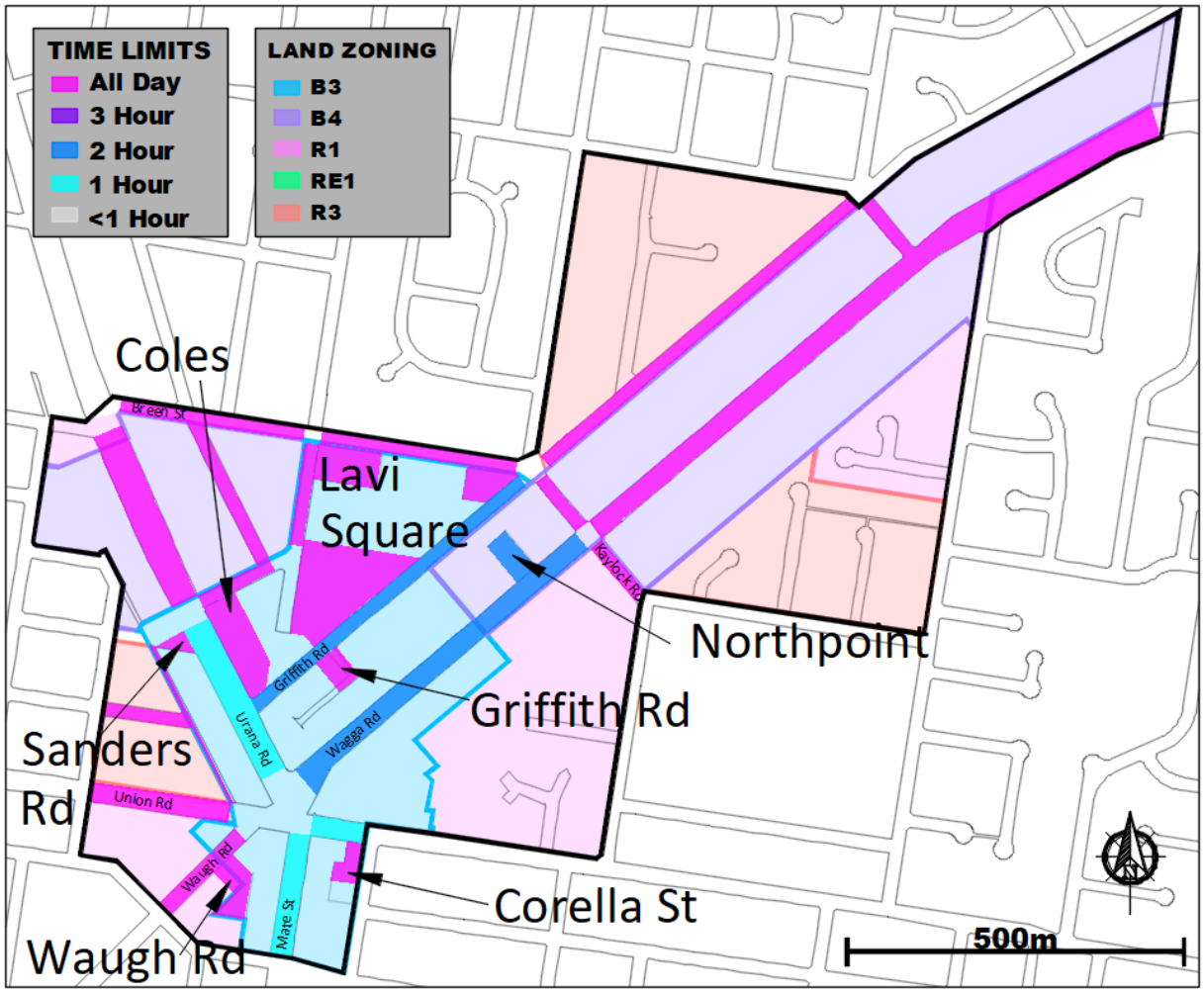


Figure 6.4: Location of time-limited zones, overlaid with Land Zoning, Lavington

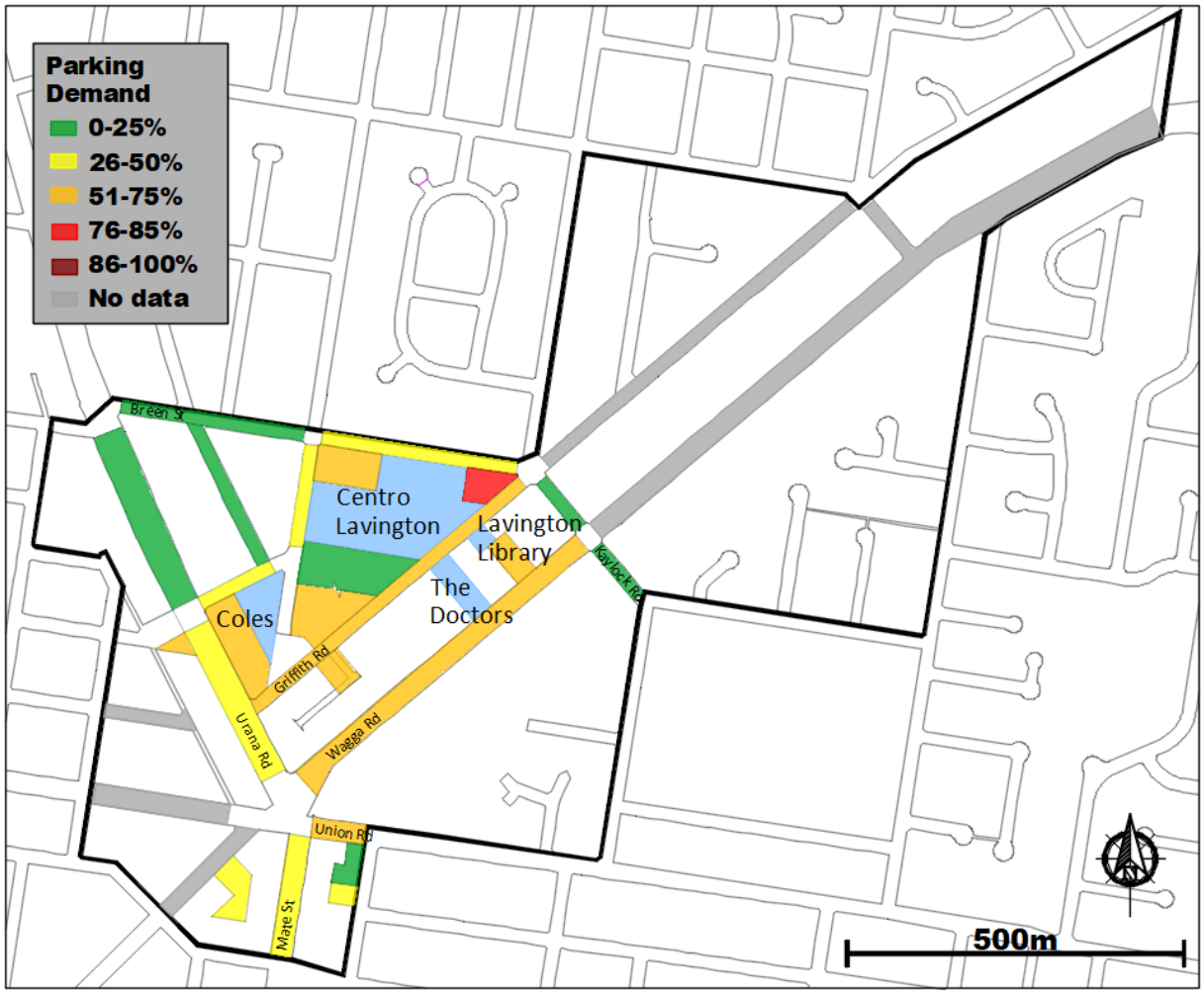


Figure 6.5: Parking Occupancy Rates, Lavington CBD

7. RATIONALISATION OF PARKING

In order to rationalise the parking hierarchies in each CBD a number of guidelines and an implementation procedure have been developed. **Figure 7.1** illustrates the procedure used to determine if a change is required in each street/facility, and **Table 7.1** details the relevant guidelines to determine the appropriate zone for that area.

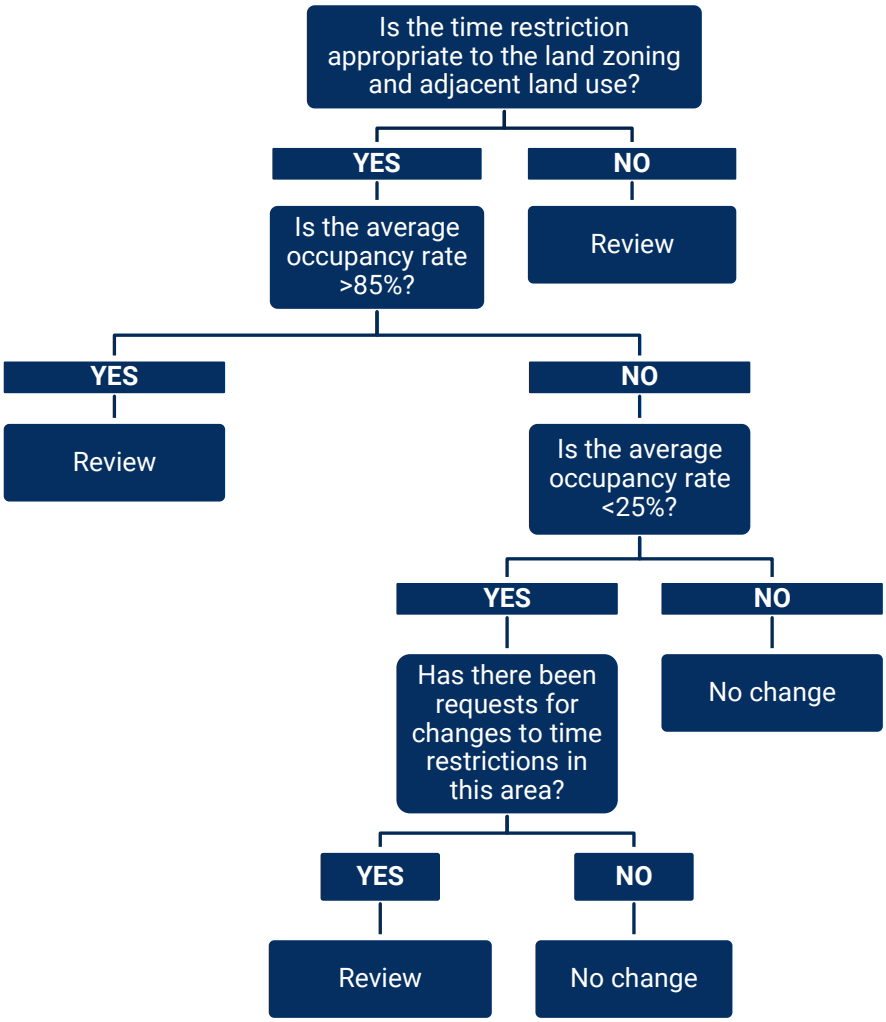


Figure 7.1: Parking Rationalisation Guidelines

CBD Area/zone	On-Street Limits	Off-Street Limits
Inner Core (B3)	Up to 1-hour	Up to 3 hours
Outer Core (B4)	2-hours or All-Day	All-Day
CBD Fringe (R1/R3)	All-Day, except in areas with a Residential Parking Permit Scheme	All-Day

Table 7.1: Time Restrictions per CBD Area

In order to fully rationalise the parking hierarchy in both the Albury and Lavington CBDs, all parking areas both on- and off- street must be assessed against these guidelines and implementation procedure.

Recommendation 1: Asses all parking precincts and facilities in both the Albury and Lavington CBDs in accordance with the Parking Rationalisation Guidelines.

Recommendation 2: Review and assess all loading zones, 15-minute parking, and taxi zones in the Albury and Lavington CBDs.

8. PUBLIC-PRIVATE AGREEMENTS

Public-Private Agreements refer to agreements between AlburyCity and private businesses where parking on commercial land is available for public use, whether in a time-limited or unrestricted capacity.

There are currently a number of Public-Private Agreements both time-limited and unrestricted in the Albury CBD, however none in Lavington. These partnerships include an agreement between parties whereby time-limited public parking is provided on commercial property, which is then patrolled and enforced by Council compliance staff. Sites include Myer Centrepoint, Westend Plaza, Volt Lane, Market car park, and a small at-grade car park adjacent to Target on Kiewa Street.

The benefits of these Public-Private Agreements are twofold:

1. parking is provided near to major commercial facilities without Council needing to construct and/or maintain the facility; and
2. commercial retailers are supported by appropriate turnover of parking.

Additionally, there is an agreement between AlburyCity and the SS&A Club to utilise the significant number of parking spaces within their facility for All-Day parking. Council pays an annual sum to the club as well as undertaking maintenance of the pavement, and in turn the SS&A Club ensures that the parking is available for use by the general public. This lease is nearing its end of life, and will need to be renegotiated in the near future to cater for ongoing growth of the city. Given the size and location of the facility, there are a number of future development opportunities that should be investigated.

Table 8.1 below shows sizeable off-street parking facilities in the two CBDs and any existing Public-Private Agreements.

Facility	Location	Agreement
Myer Centrepoint	Albury CBD	Time-limited and patrolled
Westend Plaza	Albury CBD	Time-limited and patrolled
Volt Lane	Albury CBD	Time-limited and patrolled
Market Car park	Albury CBD	Time-limited and patrolled
Target Car park	Albury CBD	Time-limited and patrolled
SS&A Club	Albury CBD	Untimed parking for public use
Commercial Club	Albury CBD	No agreement
First Choice Liquor	Albury CBD	No agreement
Northpoint	Lavington CBD	No agreement
Coles	Lavington CBD	No agreement
Lavington Square	Lavington CBD	No agreement

Table 8.1: Private parking facilities and agreements

As shown above, there are currently no Public-Private Agreements in place in Lavington. Further, the majority of off-street parking in the Lavington CBD is unrestricted, which subsequently results in low-turnover of vehicles and impacts on local traders.

The Northpoint car park on Wagga Road is a private facility that is time-limited to 2-hour parking, however as there is no agreement in place with Council it cannot be enforced. There are consequently regular issues with over-staying vehicles. Lavington Square has faced similar issues since the introduction of 2-hour parking on Wagga Road. Those that work on Wagga Road now park in the ground level parking area at Lavington Square, reducing the number of available spaces for shoppers. A Public-Private Agreement at these facilities would support local businesses by encouraging vehicle turnover.

Recommendation 3: Additional Public-Private Agreements be investigated and negotiated in both the Albury and Lavington CBDs.

Recommendation 4: The current agreement between AlburyCity and the SS&A Club car park be renegotiated.

9. FUTURE GROWTH

Over time, as the population of Albury continues to grow, the Lavington and Albury CBDs will expand with ever-changing needs in regards to parking. The demand for time-limited areas will increase, and on-street All-Day parking will be pushed further and further into the CBD fringes as new developments appear. In order to adequately cater for a growing city, consideration needs to be given to how transport and parking will be managed into the future.

As mentioned previously, current trends promote the implementation of Travel Demand Management, which emphasises the movement of people and goods rather than motor vehicles, and gives priority to more efficient travel modes such as walking, cycling, public transport and car sharing. This change in approach to the strategic management of parking is being applied in urban areas where sustainability is a major objective. It focuses on reducing the trend in motor vehicle use and ownership to help share the cost of parking infrastructure equitably. It provides all users (including the elderly, people with a disability, employees, shoppers, traders, residents and visitors) with safe and appropriate access to parking, whilst enabling adequate road access for pedestrians, cyclists, emergency vehicles, public transport, and delivery vehicles. It requires motorists to choose between time-limited parking nearby, or unlimited parking a reasonable distance away. It also requires a high standard of walking conditions between parking facilities and the destinations they serve.

Parking planning should therefore include shared and reciprocal parking (facilities with differing hours of operation utilising the same parking areas), parking regulations, parking user information (signage, website content, mobile phone apps), and pedestrian improvements (adequate lighting, appropriate access).

That being said, it is imperative that the implementation of these actions is undertaken in a timely manner. It would be detrimental to the growth of Albury to introduce new parking measures aimed at constraining traffic growth before ensuring that public transport and other travel modes are an attractive alternative to the car. Similarly, if parking supply is inadequately constrained, enhancing public transport services is likely to be more difficult to justify and sustain.

Although this is a five-year document, it focuses on long term planning and the consideration of a variety of initiatives to enable a change to driver behaviour in the future. The following discusses a number of options to encourage and support the growth of Albury into the future.

9.1. PAY PARKING

Public perception surrounding pay parking schemes is often negative, with concerns raised such as loss of visitors, loss of trade and impacts to business. Despite this perception, pay parking generally results in reductions in car use and traffic congestion which in turn improves the street amenity. A well planned and appropriately priced pay parking schemes can largely mitigate over-staying vehicles and ensure adequate turnover, resulting in improved trade for businesses. Further, pay parking can provide an accurate check on parking duration and increase enforcement efficiencies.

The implementation of pay parking should be considered in the following circumstances:

1. Where an insufficient turnover of parking spaces results in illegal parking;
2. Where a high demand is indicated by continuous usage of at least 70% available parking spaces during business hours; and
3. Where studies reveal insufficient off-street facilities within reasonable walking distance from developments generate high short-term parking demand.

All scenarios listed above occur regularly within the Albury CBD, however not so frequently in the Lavington CBD.

There are two different objectives to consider when investigating the merits of a pay parking system. One to manage traffic congestion, and the other to manage parking demand.

- **For traffic management** – introduce fees during peak periods high enough to encourage a shift in travel modes or times (e.g. Congestion Tax); and
- **For parking management** – introduce fees at the most convenient/heavily in-demand locations high enough to generate an 85% occupancy rate. If prices are too low, parking becomes saturated, causing motorists to cruise in search of a space. The target is to ensure 15% of spaces (one in seven) is available during times of peak demand.

As peak times of traffic congestion in Albury and Lavington are typically short and isolated to specific sections of the road network outside the CBD, it is not considered necessary to investigate pay parking for traffic management in any further detail in this strategy. There are however isolated areas of high demand in the Albury CBD, where pay parking may be appropriate for parking management purposes.

As discussed in Section 7 of this strategy, it is generally appropriate to reduce the time-restriction in locations where average occupancy rates are greater than 85%. This cannot be used in all situations, however, as it may not be feasible or practical. Reducing the time-restriction in 1-hour precincts to ½-hour for instance would increase vehicle turnover and parking capacity, however would also increase congestion and vehicle emissions. This is particularly undesirable in high pedestrian areas, where the majority of 1-hour precincts are located, as increased vehicle movements will negatively impact pedestrian accessibility as well as the street amenity.

Further, there are areas in the Albury CBD with existing ½-hour time restrictions, many of which with average occupancy rates of at least 75%. The *Albury Retail Development Strategy* identifies the Albury CBD as one of the highest order retail cores of a regional city in south-eastern Australia. As such it will continue to see high demand for parking, and simply reducing the time-restriction to ½-hour may not be the most appropriate solution.

Additionally, there are other areas in the Albury CBD where reduction of time-limits may not be appropriate. Streets near to medical facilities are in high demand, however implementing 1-hour parking would have a detrimental impact on those attending the facility. That being said, implementation of paid parking in such precincts could also impact those attending the facility.

It should be noted that many other regional cities in south-eastern Australia have pay parking schemes in place, shown in **Table 9.1**.

City	Population	Pay Parking
Ballarat	100,000	YES
Bendigo	95,000	YES
Wagga Wagga	54,000	NO
Albury	52,000	NO
Shepparton-Mooroopna	50,000	YES
Wodonga	40,000	NO
Warrnambool	34,000	YES
Wangaratta	20,000	YES

Table 9.1 Pay Parking in Regional Australian Cities by population

An in-depth parking study should be carried out to establish the justification of any pay parking proposal. The investigation must thoroughly consider all potential benefits and disadvantages of such a scheme, and provide sound reasoning for any recommendations and actions. It should only consider specific precincts where parking demand is high but reductions to time limits may not be appropriate, and where there is adequate off-street parking nearby. It should be cognisant of market competitiveness with other CBDs, particularly Wagga Wagga and Wodonga as neither has existing pay parking schemes.

Any proposed pay parking scheme should be considered purely for parking management purposes, with no consideration regarding revenue raising.

Recommendation 5: An in-depth parking study be carried out in high demand areas to determine the requirement for any pay parking proposal, and provide sound reasoning for any subsequent recommendations and actions.

9.2. ALL-DAY PARKING

All-Day parking in the Albury CBD is arguably that with the highest demand from consumers, and is compounded by the low uptake of active transport and inconvenient public transport. Whilst it is prudent not to provide an over-supply of All-Day parking, it is acknowledged that until such time as public transport is reliable and convenient, utilisation will remain low. The following should also be considered when looking to the future of All-Day parking in the city:

- there is anecdotal evidence of vehicles parking in 2-hour limited precincts and moving their vehicle throughout the day;
- there are currently no All-Day off-street parking facilities at the eastern end of the Albury CBD, and subsequently demand in the All-Day and 2-hour on-street areas is high.
- the Wilson Street Multi-deck is at capacity all day, every day, from approximately 7am -4pm;
- the Kiewa Street Multi-deck has been open for approximately two years and is already at 60% of capacity, any changes to on-street time limits in the area will increase the utilisation of this facility;
- there are regular instances of commuters parking all day in the Volt Lane Multi-deck facility;
- the limited number of All-Day spaces provided at Westend Plaza and Myer Centrepoint are at capacity all day, every day, from approximately 8am onwards;
- the All-Day parking at the SS&A Club is only at 60% capacity, although this is due in part to a lack of understanding from the general public that this area is not just for customers of the club; and
- the lease between AlburyCity and the SS&A Club is nearing the end of its life, and will need to be renegotiated.

The industry standard, generally accepted distance for commuters to walk from their car to their place of work in a CBD setting is approximately 400m. In the Albury CBD this distance is almost exactly two blocks.

Figure 9.1 below shows the location of Council owned All-Day off-street facilities in the Albury CBD, and the leased All-Day parking at the SS&A Club with a two-block (400m) radius around each. It can be seen that the existing facilities only cater to part of the CBD, with workers in the eastern sections un-serviced by nearby off-street parking. The inclusion of additional facilities would provide the majority of the CBD with access to off-street parking within a two-block radius.

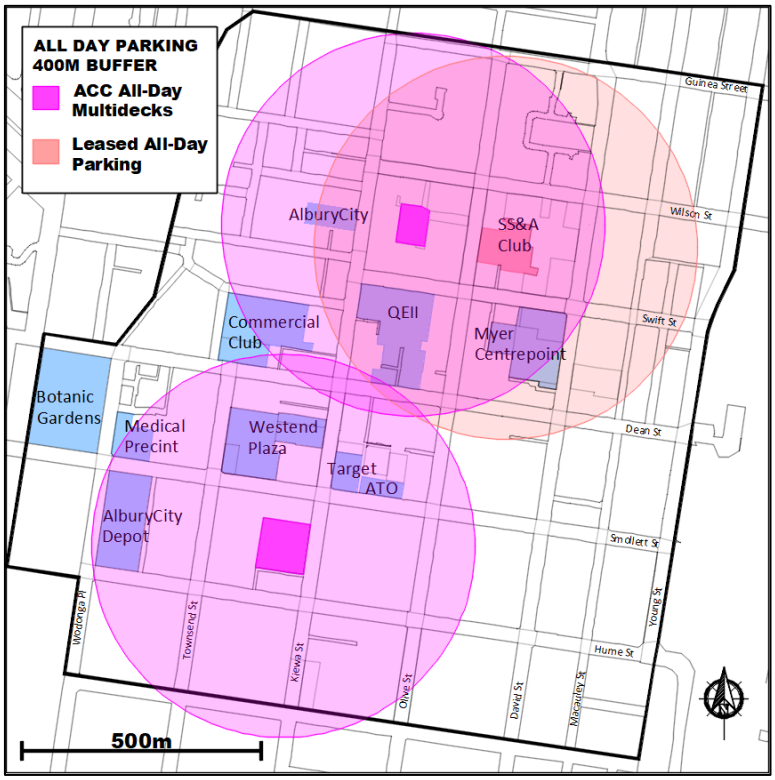


Figure 9.1: Location of Existing All-Day facilities with 400m radius.

The All-Day parking at Westend Plaza and Myer Centrepoint have not been included in the figure above as the number of spaces are limited (136 at Westend and 132 at Myer), generally used exclusively by staff at the two plazas, and have an average occupancy rate of 94%.

Volt Lane and the David Street (Cinema) car park are also not shown as they are timed facilities within the Inner Core, despite seeing regular use by commuters who move their vehicles throughout the day.

Results from community engagement undertaken in early 2020 indicate that 37% of CBD Business Owner/Operators and 34% of CBD Employees believe that they should only be required to walk one block from where they park to where they work. A further 17% of Business Owners and 25% of Employees believe they should be able to park within a block of where they work. Only 34% of Businesses and 29% of Employees stated that they believed it reasonable to walk two blocks. These results are discussed in further detail in Section 15 of this strategy.

In light of the above, the following is recommended to ensure adequate All-Day parking is provided in the Albury CBD.

Recommendation 6: Encourage CBD workers to park on the CBD fringes and walk to work, to make the Albury CBD more pedestrian friendly and less congested. Consider developing a campaign to promote the 'two-block walk'. Improvement to pedestrian facilities, such as walking paths and adequate lighting, must be implemented.

Recommendation 7: Bring forward the Wilson Street Multi-deck facility extension works, and consider the possibility of extending by two levels.

Recommendation 8: Investigate the possibility of constructing an additional level on top of the Kiewa Street Multi-deck facility, as a future opportunity.

Recommendation 9: Investigate opportunities for the construction of additional All-Day multi-deck facilities in the eastern end of the CBD.

Recommendations 7, 8 and 9 will take some time to implement, whilst demand for off-street All-Day parking will remain high. Given the low utilisation of the Volt Lane Car Park, and the general community view that the space is 'wasted', it may be appropriate to consider providing All-Day parking on the upper levels. This could be a cost-effective solution to provide additional All-Day parking in the interim until such time as:

a) demand for shopper parking at the Volt Lane multi-deck increases;
b) public transport in Albury is improved; and
c) an additional All-Day facility is built.

It should never be considered a permanent solution, as Volt Lane is within the Inner Core of the CBD, and therefore All-Day parking must be considered a premium.

If All-Day parking is to be implemented on the upper levels of Volt Lane it should be done so with the understanding that it will revert to timed parking during high demand periods such as Christmas trading. Further, as this will be highly desirable for CBD workers, it is prudent to consider methods of providing live occupancy rates to mitigate instances of motorists driving all the way to the top level and not finding an available space. This is discussed further in Section 14: Smart Initiatives.

Recommendation 10: Consider interim measures to increase availability of off-street All-Day parking in the Albury CBD.

9.3. TIME-RESTRICTED PARKING

As detailed in previous sections, there is adequate provision of time-limited parking both on- and off-street in the Albury and Lavington CBDs, however some precincts require rationalisation. It should not be considered appropriate to increase the number of kerbside parks by realigning parallel spaces to angle. A proliferation of kerbside parking can lead to significant levels of searching for parking spaces which may disrupt traffic flow, reduce the attractiveness of an area for pedestrians, increase fuel emissions, and potentially hinder streetscape improvements. Further, on-street parking should be used mainly to support those road users with needs for high levels of access, such as public transport carriers, service vehicles, people with a disability and emergency services.

There are however development opportunities at existing at-grade parking areas in both CBDs. These facilities are within the Inner Core and should be optimised to provide time-restricted parking as well as additional uses. One such opportunity is the development of a public transport interchange within the Albury CBD to improve the security, attractiveness and usability of public transport, and subsequently encourage uptake. This opportunity will be investigated further in the Albury Wodonga Integrated Transport Strategy with regard to feasibility and logistics, however should be identified as a priority in this strategy.

Recommendation 11: Consider development opportunities at council-owned at-grade parking facilities in the Inner Core of both the Albury and Lavington CBDs for the provision of time-limited parking and other uses.

Recommendation 12: The development of a public transport interchange be considered within the Albury Wodonga Integrated Transport Strategy.

9.4. RESIDENTIAL PARKING PERMIT SCHEME

Most residential properties in Albury and Lavington have access to at least one off-street car parking space, however there are some historic properties in the CBD fringe where this is not the case. These properties, and others, are issued annually with a number of parking permits to allow them to park All-Day in the time-limited streets around their home. This scheme was introduced during the construction of the Wilson Street Multi-deck facility in 2007, and has been in place ever since. The scheme currently has no eligibility criteria, and does not require payment. There has been significant discussion for a number of years as to whether to maintain this scheme, however full removal may not be the most appropriate action.

Community engagement undertaken in early 2020 received feedback from 49 Albury CBD Residents and 18 Lavington CBD Residents. Of the Albury CBD respondents 37% only had access to one off-street park on their property, while 14% have access to none – the properties do not even have driveways. Of those with no off-street parking 50% stated that they could rarely or never source a park near their property, while 38% of those with only one off-street park stated the same.

Permit parking schemes are intended to give priority parking to those who may be disadvantaged by others taking the limited parking space available. There are a number of different types of permit schemes to consider, as detailed below:

- **Residential Permit Scheme:** used where residents have limited or no off-street parking and have difficulty parking near their residence. There are two types of controls that may be used:
    - time-limited parking with resident vehicle exception – in these schemes a time limit is imposed on vehicles parking on the street and permits are available to exempt residents' vehicles from these limits; and
    - permit zones – where parking on the particular side of the street is exclusively for permit holders with all other vehicles prohibited from stopping, then a permit zone should be used. This type of restriction is only appropriate where there is a very heavy demand for resident parking and it is necessary to ban all other vehicles.
- **Residents Visitors Parking Scheme:** similar to a Residential Permit Scheme but used to allow a visitor of a local resident to park nearby;
- **Business Parking Scheme:** used where business people have no off-street parking and have difficulty parking near their business premises. These schemes should be restricted to relatively small and easy to regulate precincts; and
- **Special Event Parking Scheme:** used where parking from a major venue spills into a substantial adjoining area affecting residents or businesses.

This strategy considers the need for a Residential Parking Permit Scheme, however it is not currently deemed necessary to further investigate any other type of parking scheme as listed above.

There are a number of streets within the Albury CBD Fringe that see a high demand for All-Day parking, and as such impact on adjacent residential properties. CBD residents without access to off-street parking have difficulty securing a park near their properties, and visitors to the premises cannot park nearby. Areas such as these could be deemed appropriate for the implementation of a Residential Parking Permit Scheme, and would therefore have a time limit across the zone to prioritise short-term parking and deter commuter parking. Residents would be able to purchase parking permits to allow an exemption to the time restriction.

Prior to issuing any permits, a list of eligibility criteria must be set and incorporated into the application form. Fees may be levied for issuing permits, but ideally they should be set not with the intention of making a profit, but rather to recoup costs associated with administering, operating and maintaining the scheme.

There are a number of best practice guidelines to consider for the implementation of a Residential Parking Permit Scheme, as outlined below:

- the holder of the permit is never guaranteed a parking space – this is to be emphasised on all permit documents;
- a fee is usually charged for permits to recoup the cost of administration, monitoring and maintenance, and to discourage unnecessary applications;
- a maximum of two residential parking permits are issued to the occupier of a residential property and the maximum number of permits issued is reduced by one permit per off-street parking space;
- permits are not issued for occupants of high-rise buildings, new multi-unit developments, or dwellings located in the town centre;

- Residential Parking Permits include the vehicle registration number;
- permits are to be assigned to specific streets/precincts;
- permit schemes should not apply to spaces where the general time limit is less than 1-hour as these spaces are usually in high demand; and
- there be a cap on the total number of permits available as a percentage of the overall spaces within a zone to ensure that the scheme is sustainable.

To protect the sustainability of residential parking schemes, new developments within residential parking zones should not be eligible for parking permits. Developers and residents associated with new developments have a responsibility to ensure they have sufficient off-street parking to meet their needs. Council should prepare information to assist developers, new buyers and tenants to understand the new restrictions.

Recommendation 13: Investigate a formalised Residential Parking Permit Scheme in the Albury CBD. If deemed appropriate, implement the scheme with a set eligibility criteria and in line with best practice guidelines. This would replace the existing Residential Parking Permit Scheme.

9.5. DELINEATION

The allocation of parking spaces in the Albury and Lavington CBDs is achieved through any combination of linemarking, signage, concrete blisters and/or kerb extensions. Some precincts are marked only with edge lines and signage to designate an area for parking, whereas others have individually delineated bays. Streets with individually marked bays designate specific locations for vehicles to park, and at what angle, which ensures that the number of available parking spaces remains the same. This can be both a positive and a negative, as often a greater number of vehicles are able to park when there is no linemarking. The converse is also true, where motorists leave larger gaps between vehicles than necessary, and decrease the number of available parks. Additionally, unmarked parking bays can result in regular instances of vehicles blocking, or partially blocking driveways, particularly in areas of high demand. **Figure 9.2** below shows individually marked bays in Dean Street (Inner Core) compared to unmarked bays in Olive Street (CBD Fringe).

Figure 9.2a: Individually delineated parking bays in Dean St, Albury

Figure 9.2b: Unmarked angle parking area in Olive St, Albury

It can be seen from **Figure 9.2** above that the vehicles parked in Dean Street are uniformly arranged and evenly spaced, whereas the vehicles in Olive Street are parked at varying angles, and the white Volkswagen to the left of the image is parked over a residential driveway.

In the Albury CBD approximately 60% of streets are not individually delineated, regardless of whether they are parallel or angle parking. The majority of streets within the Inner Core are individually delineated, with streets in the Outer Core and CBD Fringe unmarked, however there are a number of exceptions. In Lavington individually marked bays are located on Wagga Road, Griffith Street and Urana Road, however not on Mate Street. **Figure 9.3** below shows the location of individually marked bays in both CBDs, and highlights the sporadic nature of their implementation.

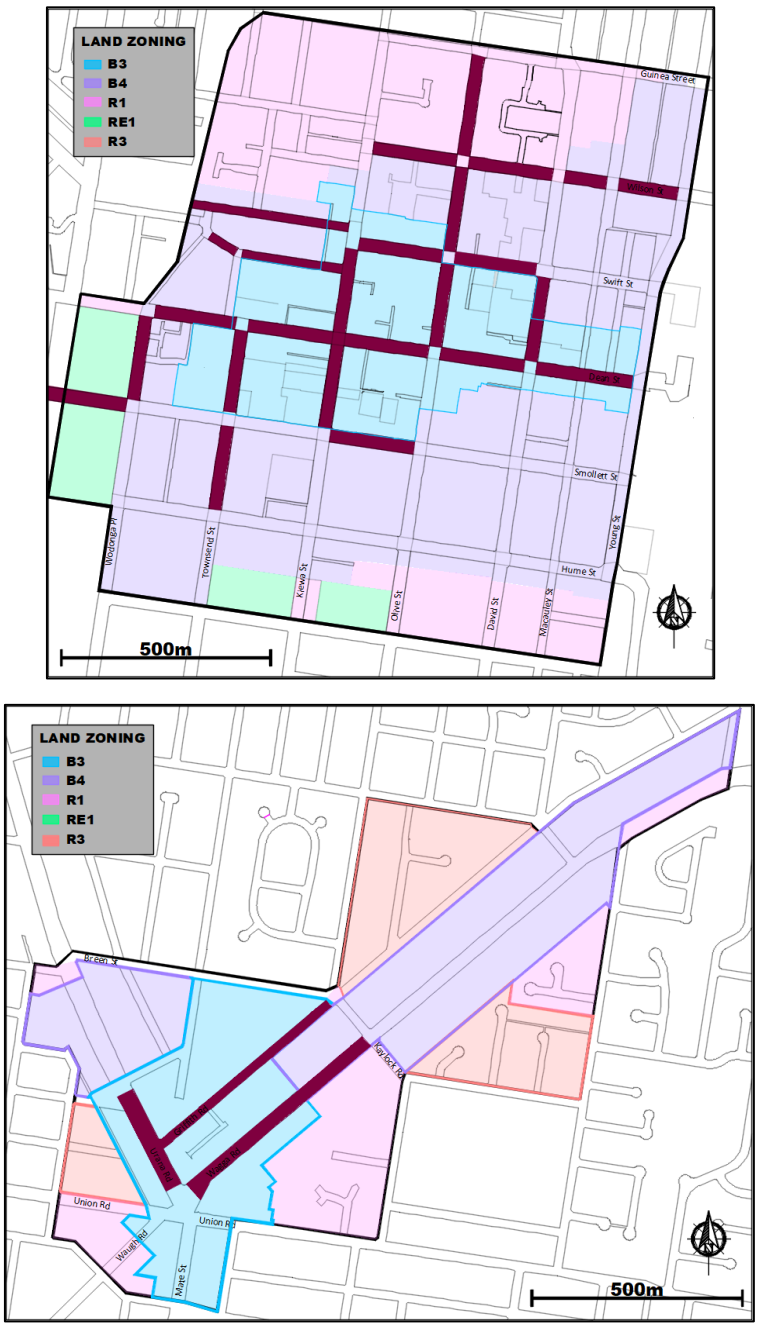


Figure 9.3: Location of individually delineated parking spaces.

Historically, when a request has been raised to individually delineate bays in a specific street, the response has been that doing so may decrease available parking spaces, as well as contributing to maintenance costs. In light of the principles of Travel Demand Management it should be considered prudent to consider individually delineating parking bays on all CBD streets. Informal parking areas, particularly when angled, result in vehicles parking haphazardly. This is not only unattractive from a streetscape perspective, but also potentially unsafe.

Recommendation 14: Formally linemark all angle parking areas in the Albury CBD with individually delineated bays. Additionally, consider individually linemarking parallel parking bays in areas of high demand.

9.6. STREETSCAPES

Albury is well known for its tree lined streets; the CBD is filled with aesthetically pleasing avenues of mature trees, providing shade, landscape character, biodiversity and climate resilience. **Figure 9.4** below shows one of Albury's inner CBD streets and the canopy cover provided by the mature trees on both sides of the road.

Figure 9.4: A tree-lined street in the Albury CBD

In order to protect this important component of the city, Council is currently developing an Urban Forest Strategy. This strategy will include the use of thermal imaging to investigate the impacts of climate change on the liveability of Albury, as well as define the holistic planning and management of canopy cover with a vision to create a thriving urban forest.

This strategy will include:

- protection of existing assets;
- planting of new trees;
- replacement of aged trees at the end of their useful life;
- replacement of trees in poor-health; and
- potential removal of trees that are not growing to maturity.

In order to achieve this, thought must be given to the location of tree plantings. It is not always practical or possible to plant within the nature strip for reasons including road reserve widths, existing services, footpath widths, and/or building awnings. As such, the only viable location to plant trees is often within the roadway, which impacts on parking availability.

This should not be seen as a negative, but as another component of a thriving and attractive CBD. **Figure 9.5** below shows an Albury CBD street with a high average occupancy rate for All-Day parking as a result of the canopy provided; the street is pleasant to park in, particularly during the summer months.

Figure 9.5: Albury CBD Street with high demand for All-Day parking

This does not just apply to streets with All-Day Parking. Figure **9.6** below shows two different streets in the Albury CBD, one with canopy cover and one without. **Figure 9.6a** shows Dean Street between Kiewa and Olive Streets, with a significant amount of canopy cover and a limited number of parallel parking spaces. The Albury Retail Development Strategy identifies this section of Dean Street as the high intensity core of retailing in the Albury CBD, and is supported by pedestrian infrastructure and an attractive streetscape. In comparison, **Figure 9.6b** shows Olive Street between Dean and Smollett Streets, with only a single mature tree. This street is unattractive, dominated by car usage, extremely hot in the summer months, and provides limited pedestrian facilities. These two streets are right beside one another in the Albury CBD, however differ significantly.

Figure 9.6a: Dean Street between Kiewa and Olive Streets, with good canopy cover

Figure 9.6b: Olive Street between Dean Street and Smollett Street, with little to no canopy cover

In consideration of the above, the CBD Parking Strategy 2020-2025 should support the Urban Forest Strategy through the consideration of parking removal to allow for the planting of additional trees. The urban forest will be planned and managed in an integrated manner that optimises canopy cover and protects and promotes its sustainable growth, health and resilience.

Recommendation 15: Support the development of AlburyCity's Urban Forest Strategy through the consideration of parking removal for the planting of additional trees in the Albury and Lavington CBDs.

10. THE COST OF PARKING

Parking is a relatively expensive commodity incorporated into the cost of buildings and roadway facilities and is a hidden surcharge on top of the price of effectively any good or service. It is estimated that the total value of motor vehicles and providing minimum parking requirements is approximately 4.4 times as much per square metre of developed building as other municipal services combined. This does not take into consideration the ongoing cost of maintaining parking facilities, including cleaning, linemarking, re-surfacing and lighting.

This section discusses the cost to construct additional parking facilities within the city, ongoing maintenance of existing facilities, and the Albury CBD Parking Special Rate.

10.1. CAPITAL EXPENDITURE

Since 2007 a total of three multi-deck car parking facilities have been constructed in the Albury CBD. A three-storey All-Day facility in Wilson Street in 2007, a five-storey 3-hour timed facility in Volt Lane in 2011 and a three-storey All-Day facility in Kiewa Street in 2017. Wilson Street was constructed by AlburyCity at Council's cost, however the Volt Lane and Kiewa Street facilities were constructed under an agreement between AlburyCity and the developer of the Volt Lane complex.

The approximate cost to construct each of the above multi-storey facilities in 2019 is as follows;

Site	Construction Cost	Spaces	Height	Cost per space
Wilson Street	$6.5M	358	3 storeys	$18K
Volt Lane	$13M	598	5 storeys	$22K
Kiewa Street	$8M	550*	3 storeys	$15K

**The Kiewa Street facility is multi-storey only on 60% of the land parcel, the remaining 40% is at-grade parking. There are approximately 550 spaces in the multi-storey structure, however 711 spaces in total on the site.*

Table 10.1: Construction Costs Multi-Deck Parking Facilities, 2019

At-grade parking areas consume the greatest volume of land per car space. The *ARGTM Part 11* shows that based on construction and land costs, the most efficient and cost-effective solution for the substitution of at-grade parking bays is above-ground deck parking between two to three levels in height. **Table 10.1** above supports this, as the cost to construct Volt Lane is significantly more per space than the Wilson or Kiewa Street facilities

The cost to construct additional multi-deck facilities within the Albury CBD can be estimated based on the values below:

- at-grade parking, $4K – $5K per space;
- multi-deck parking, $15K – $23K per space; and
- basement parking; $40K – $50K per space.

The capital cost to construct a three-storey parking station is therefore in the order of $8-$20M depending on the size of the facility and the number of parks that can be provided. This figure does not include any costs for the purchase of land, or any considerations for the development of additional Public-Private Agreements. Opportunities exist to negotiate agreements between Council and third parties at different sites, where any combination of commercial, business or residential facilities could be incorporated into the development of a multi-storey parking station. This would serve to activate the site, provide additional employment opportunities in the CBD, and effectively decrease the cost of each parking space.

10.2. PARKING REVENUE

Council receives funds in the form of developer contributions under Section 7 of the Environmental Planning and Assessment Act (1979), in lieu of the provision of adequate parking. The most recent contribution amount leveed was $15,000 per space. This revenue varies depending on development type however, and is difficult to forecast.

Additionally, Council's Statement of Revenue Policy details that in accordance with Section 495 of the Local Government Act 1993, a Special Rate be levied on business categorised properties within a specific area of the Albury CBD to raise revenue that is applied to maintain existing car parking areas in central Albury.

There are 442 properties that are subject to the Albury CBD Parking Special Rate. The amount paid by each property is dependent upon their relative unimproved land value and is irrespective of whether they provide off-street parking for their premises. The revenue collected from the Special Rate has increased an average of 3.1% per annum since 2005, in line with rate pegging. This is shown in **Table 10.2** below.

Year	Revenue	Increase	Year	Revenue	Increase
2005	$ 336,896	-	**2013**	$ 451,675	3.6%
2006	$ 357,367	6.1%	**2014**	$ 467,124	3.4%
2007	$ 368,479	3.1%	**2015**	$ 478,165	2.4%
2008	$ 386,456	4.9%	**2016**	$ 490,342	2.5%
2009	$ 395,168	2.3%	**2017**	$ 497,719	1.5%
2010	$ 410,246	3.8%	**2018**	$ 503,529	1.2%
2011	$ 424,398	3.4%	**2019**	$ 515,734	2.4%
2012	$ 435,821	2.7%	**2020**	$ 534,204	3.6%

Table 10.2: Revenue from Albury CBD Parking Special Rate over time

The Albury CBD Special Rate for Parking has been in place since sometime in the 1970s and is based on the concept that parking is a necessity and therefore all businesses must pay for it to be provided and maintained. This ideology directly opposes the principles of Travel Demand Management in that it prioritises vehicle needs over the movement of people and goods, and as such is not in line with the objectives of this strategy, Albury2030 or the CBD Masterplans.

Converse to this is a "parking space levy" scheme, used in some metropolitan municipalities. Schemes such as this require that owners of properties within the levied area – whether it be parking stations, office space or commercial facilities – pay a yearly fee for any parking provided onsite. The funds collected under this scheme are generally used to improve public transport facilities.

Recommendation 16: Review the Albury CBD Special Rate for Parking in line with the aims and objectives of the CBD Parking Strategy 2020-2025.

11. PLANNING STRATEGIES

11.1. NEW DEVELOPMENTS

The current method to determine parking supply for new developments in Albury is based on generic parking provision standards. The Albury Development Control Plan (DCP) requires specific volumes of parking spaces for different developments calculated on the Gross Floor Area of that development. This specification regularly results in the provision of a significant number of parking spaces, and therefore impacts on the amenity of the development and surrounding area.

Parking provision standards are often arbitrary and based on highly scattered data. AlburyCity should seek to establish what constitutes an appropriate supply of parking in an area and then seek to balance that demand through appropriate management strategies.

To a large extent, minimum parking requirements are a historical by-product of plentiful and inexpensive land. The requirements were seen as a means for ensuring that parking demand generated by a particular development was appropriately addressed and catered for. Minimum parking requirements lack accuracy and efficiency in the following ways:

- are typically designed to cater for peak demand, this considers development independently of the surrounding urban environment and ignores the potential to share parking resources between adjacent developments, potentially leading to an over-supply of parking;
- result in fragmented parking areas across a city by requiring individual developments to cater for their parking demands;
- give no consideration to the marginal benefits and costs provided by additional parking spaces. The costs of meeting minimum parking requirements increase where land values are higher, thereby discouraging intensification and redevelopment;
- rarely take into account actions or strategies aimed at increasing the use of active and public transport; and
- fail to account for demand management strategies and provide no incentive for consideration of alternative transport modes.

The *ARGTM Part 11* discusses the empirical research undertaken in some Australian states into parking demand for supermarkets, restaurants and medical centres and that the number of spaces required is between 50-80% of the rates stated in their planning codes.

Parking provision standards for all types of parking should be interpreted and applied with caution and consideration of the following:

- conditions can vary widely between development land use of the same type, and for different locations within an urban area, subsequently, specific parking needs may be quite different from those indicated in a rigid table of requirements;
- setting parking provision requirements does not take into account reciprocal parking arrangements that may exist between establishments that operate at different times of day, or on different days of the week;
- enforcement of minimum parking requirements, without including a maximum may result in excessive parking supply, which in turn results in a higher demand for additional spaces; and
- application of generous parking provisions increases the cost of development, and can therefore affect its feasibility.

Recommendation 17: Review parking provisions in the Albury DCP in accordance with the aims and objectives of the CBD Parking Strategy 2020-2025. Consider flexible requirements allowing for reductions of these provision rates in return for developer/employer agreements to support public transport, car-pooling, and encourage active transport where applicable.

Recommendation 18: Investigate the merits of publishing maximum parking provision rates in the Albury DCP, recognising that parking demand can be modified by the proximity of public transport and other factors.

11.2. INFILL DEVELOPMENTS

A number of existing developments in both the Albury and Lavington CBDs provide private off-street parking areas for staff and/or customers. These private car parks are scattered, often poorly kept, and located on land in high profile areas with significant development potential.

Many of these car parks are accessed via laneways which form part of the pedestrian ant-trail within the Albury CBD. The *Albury CBD Masterplan 2009* states that ant-trail laneways should be small in scale and provide intense activity, encouraging pedestrian shopping and outdoor dining both during the day and at night. Any attempts to achieve intensification will be hampered by continued vehicle provisions and access.

As infill development occurs, there is opportunity to consolidate these parking areas as well activation at ground level. To avoid site by site decision making a clear strategy for vehicle and pedestrian access should be developed, with a clear vision for the future. This strategy should address various points identified in the *Albury CBD Masterplan 2009* such as:

- prevent sub-basement car parking that provides blank facades to the street;
- encourage development along Volt Lane with active uses at ground level;
- sleeve multilevel car parks which are built to the street edge with active uses at ground level;
- seek opportunities to infill voids (often car parks) with new buildings that address the street and contribute to the overall streetscape;
- enliven the ant trail by developing active frontage along car park edges. Provide dedicated pedestrian pathways through car parking areas; and
- harness development potential within key sites to promote new through site links. Incorporate active edges or building entrances off new links and minimise impact of service access on pedestrians.

Recommendation 19: That a strategy for the management of infill development be created, with a clear vison for pedestrian and vehicle needs into the future to ensure consistency and avoid site by site decision making.

12. DISABILITY AND ACCESSIBLE PARKING

12.1. PARKING FOR PEOPLE WITH DISABILITIES

Parking for people with disabilities is characterised by increased space allowance for people to enter and leave vehicles, generally with the extra required space shared between two bays or with another purpose.

Parking for people with disabilities should be located as close as possible to wheelchair accessible entrances. Disability accessible bays should also be located so that people getting into/out of vehicles can easily be seen by approaching drivers to avoid conflict. These bays must be constructed in accordance with *AS2890.6 Parking Facilities Part 6: Disabled Parking*.

Wherever possible parking bays for the disabled should be located off-street to provide additional safety to the driver.

The Building Code of Australia (BCA) prescribes the minimum number of car parking spaces that should be reserved for persons with a disability as a proportion of the total number of spaces provided. This proportion changes for different classes of building with which the car park is associated. In general, the rate is 1-2% of parking spaces in a car park containing more than ten spaces, however facilities like hospitals and medical centres should be at the higher end of this scale. It should be noted that this rate is well below the number of permits issued as a percentage of the population.

The Albury DCP states that parking for people with disabilities is to be provided at the rate of one space (minimum) for all developments and an additional space per 33 spaces or part thereof. Whilst this is greater than the requirements of the BCA it does not include any consideration for higher rates at specific developments. The DCP should be reviewed with the aim to provide increased rates for provision of disabled parking at developments such as medical centres and other relevant health facilities.

Whilst off-street parking is the preferred method of disability parking provision, there is a requirement for on-street parking. Disability permit holders are entitled to park in regulated areas on-street for double the maximum time allowed. Spaces allocated for people with a disability should be given particular priority in the immediate vicinity of facilities that have a high demand, such as medical facilities.

At present, the provision of on-street disabled spaces in the Albury and Lavington CBDs is largely sporadic, with some streets providing no facilities, particularly in Lavington. This is shown in **Figure 12.1** below. It is important to note that there is only one disabled parking space near to the Albury medical precinct, and none near The Doctors in Lavington.

Further to this is the provision of disabled parking spaces near to the Cultural Precinct in the Albury CBD This precinct include facilities such as the Albury Entertainment Centre, Library Museum, and Murray Art Museum Albury (MAMA), which are of significant importance to the city and regularly cater to both elderly and disabled patrons. At present, there are two disabled parking bays provided on-street adjacent to the Entertainment Centre in Swift Street, one within Retro Lane adjacent to the Library Museum, and none near to MAMA. The disabled parking bay within Retro Lane requires users to access the Library Museum via a staff-only door. Additionally, this space is located in a narrow laneway with a loading zone, and requires users to reverse back onto Kiewa Street when leaving. This can be seen in **Figure 12.1**.

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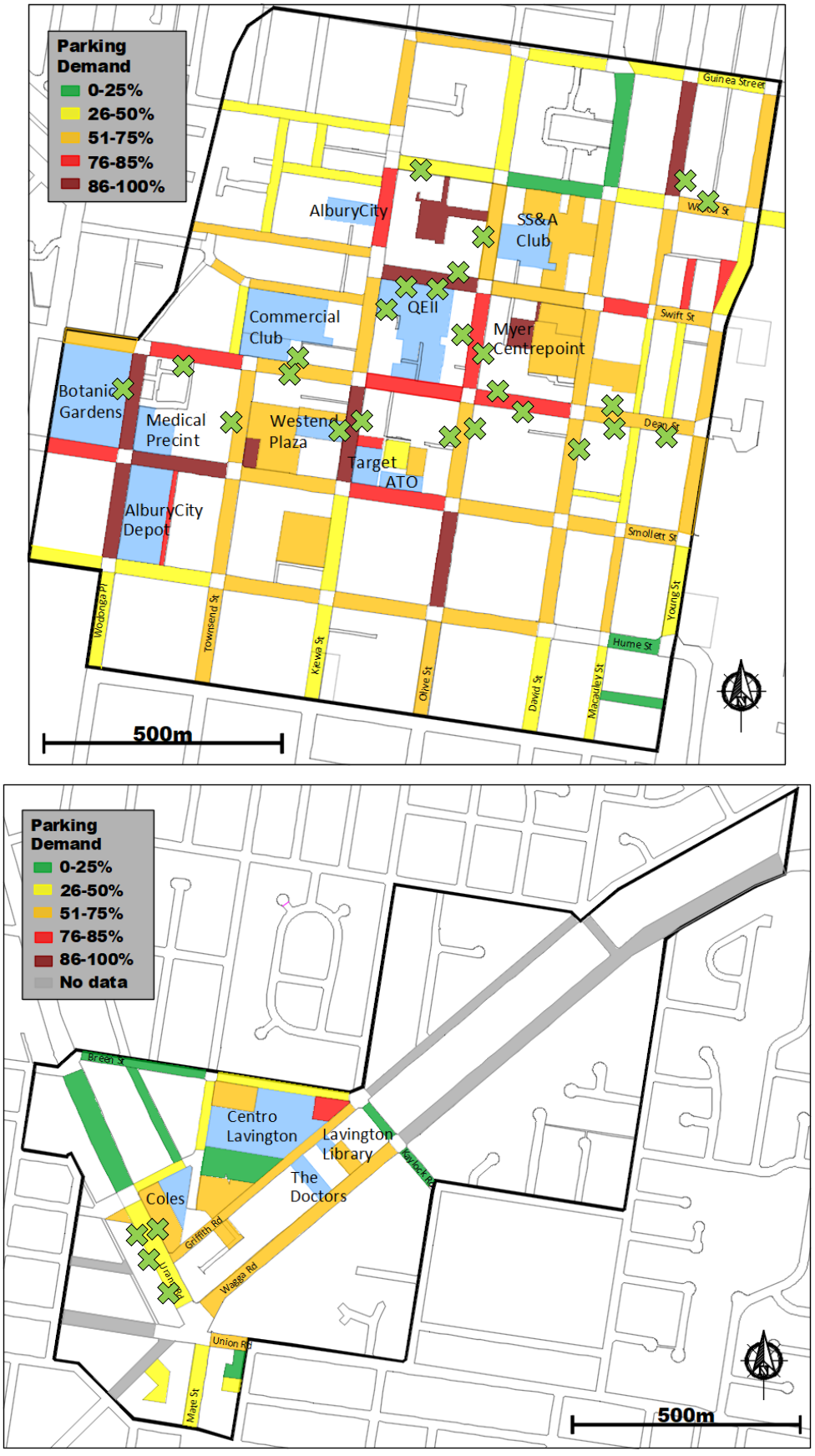


Figure 12.1: Location of on-street disabled parking facilities in Albury and Lavington CBDs

Figure 12.1 shows the number and distribution of disabled parking spaces in the Albury and Lavington CBDs, highlighting a lack of facilities. Of particular note are several streets with high demand for parking that do not provide the minimum number of disabled parking spaces as per the Albury DCP. Dean Street, between Wodonga Place and Townsend Street for instance has 40 on-street parking spaces, average occupancy rates greater than 75%, and only one disabled parking space. It is reasonable to assume that a high demand for parking equates to a similarly high demand for disabled parking; in order for all members of the community to access the service or facility in that location.

A review of all disabled parking in both the Albury and Lavington CBDs should be undertaken, to identify locations that do not meet the requirements of the Disability Discrimination Act, Austroads Guidelines, and the Albury DCP. Particular consideration should be given to health precincts and the Albury Cultural Precinct. The provision of additional disability accessible parks will be required, particularly in areas of high demand.

Recommendation 20: Review the Albury DCP with consideration to provide increased rates of disabled parking at developments such as medical centres and other relevant health facilities.

Recommendation 21: Undertake a review of all disabled parking in the Albury and Lavington CBDs in accordance with the Disability Discrimination Act, Austroads Guidelines, and the Albury DCP.

12.2. ACCESSIBLE PARKING

Further to the provision of dedicated disabled parking is the need for long vehicle parking. Facilities such as the libraries, the Entertainment Centre and MAMA are regularly visited by community groups and schools which travel by bus. At present, the only long vehicle parking in the Albury CBD is on Smollett Street adjacent to Albury Public School, and can only be used outside of school drop-off and pick-up times. This requires visitors to travel upwards of 600m which presents access barriers for both school groups and community groups catering to the elderly and the disabled. As such, a review of long vehicle parking facilities should be undertaken in both the Albury and Lavington CBDs. The number and location of any proposed long vehicle parking facilities must be considered in line with the Parking Rationalisation Guidelines detailed in this strategy.

Recommendation 22: Undertake a review of long vehicle parking in the Albury and Lavington CBDs in accordance with the Parking Rationalisation Guidelines identified in this strategy.

13. BICYCLE PARKING

Bicycle parking is an important component of any parking hierarchy and should be treated as a high priority. Well-placed and attractive bicycle parking facilities encourage residents, shoppers and employees to consider alternative modes of transport, as well as contributing to the overall streetscape.

Parking for cyclists falls into three categories:

- All-Day parking at trip destinations (e.g. for employees and students);
- All-Day parking at public transport stations or interchanges; and
- short-term parking at shopping centres, offices and other institutions.

Each category has different requirements, particularly with consideration of available space, safety, security and aesthetics. In general, every bicycle parking facility should satisfy the following requirements:

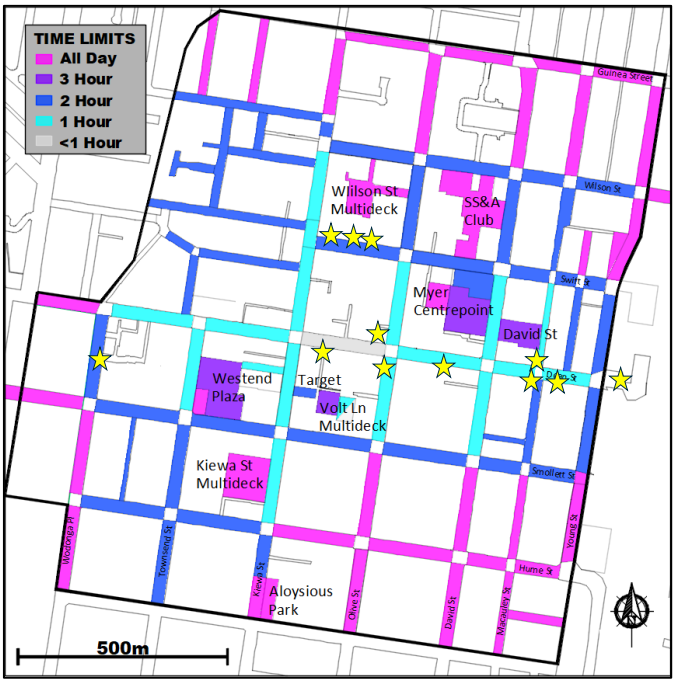
- be safe for all users, securely fixed and conveniently located;
- accommodate and support a standard bicycle;
- do not obstruct pedestrian access ways, loading zones, fire hydrants or nearby disabled parking;
- be placed in view of staff, customers and passers-by or covered by CCTV cameras;
- be easily accessible from the road;
- be protected from motor vehicles and opening car doors;
- be well lit;
- be protected from the weather;
- be appropriately signed; and
- be well-maintained and free from graffiti.

Short-term bicycle parking facilities should be provided in small clusters within 100m of common commuting and recreational destinations such as schools, shopping centres, railway stations, bus terminals/interchanges, work places, sports ground and more. If parking facilities are not conveniently located, cyclists will secure bicycles to whatever is available; railings, posts, seats, parking meters and/or trees, which presents a variety of issues relating to amenity and safety. In particular, short-term bicycle parking needs to be convenient to be effective.

Bicycle parking along a street is generally provided in the form of bicycle rails, and should be designed in accordance with *AS2890.3 Parking Facilities Part 3: Bicycle Parking*. Further, all bicycle parking facilities shall comply with the Disability Discrimination Act 1992. The facilities should be located parallel to the kerb or footpath, and on both sides of the road where demand warrants it.

When considering the provision of new or modified parking arrangements, methods to provide additional cycling facilities should be included. This includes strategic bicycle plans – such as the CBD Bike Loop – and designing the layout of parking areas in such a way as to reduce the likelihood of car doors being opened into the path of oncoming cyclists. Further, planning requirements should ensure that adequate parking provisions and end-of-trip facilities are incorporated into all new developments

At present, bicycle parking in the Albury and Lavington CBDs is limited and widely spaced, with no end-of-trip facilities or secure bicycle storage. **Figure 13.1** below shows the location of cycle parking in the Albury and Lavington CBDs, highlighting the scarcity.



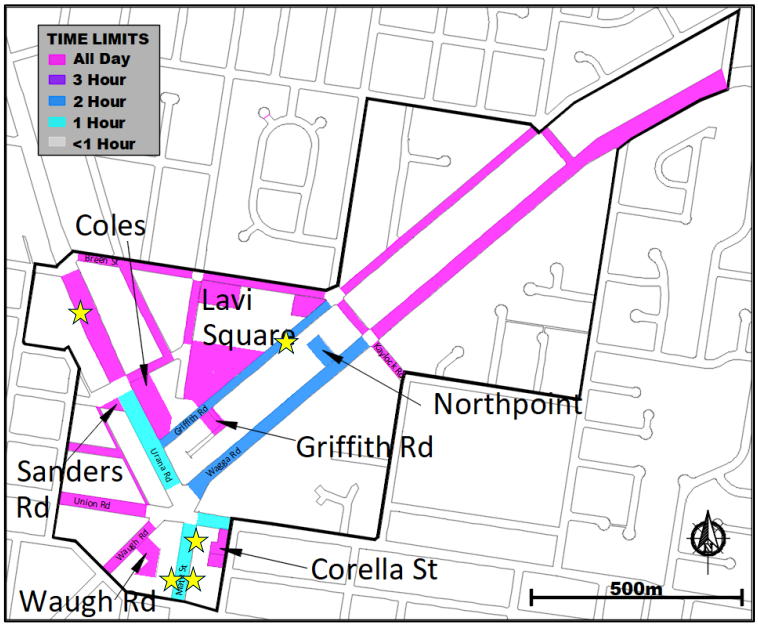


Figure 13.1: Location of cycle parking in the Albury and Lavington CBDs

As can be seen from the figure above, provision of bicycle parking in the Albury and Lavington CBDs is irregular and limited, and not located near to major centres such as Lavington Square, Westend Plaza, Myer Centrepoint, or QEII Square. Further, the facilities that are provided do not meet other requirements of bicycle parking, such as proximity to store entrances, provided in clusters, or protected from car door openings. This is shown in **Figure 13.2** below.

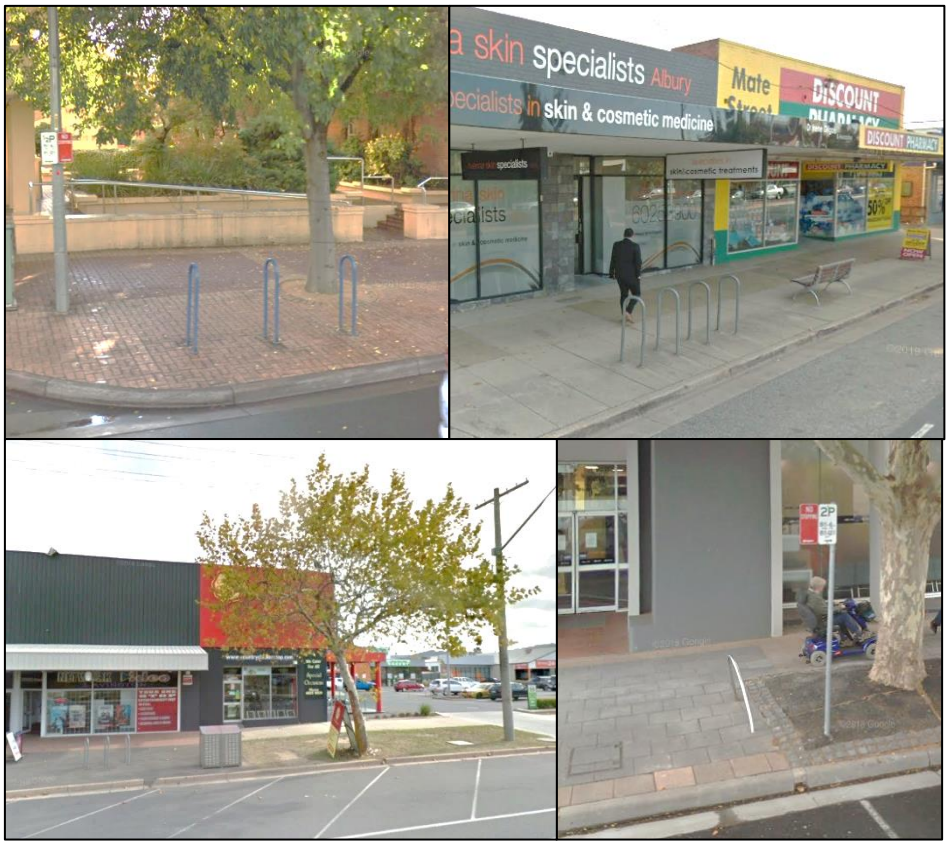


Figure 13.2: Cycle parking facilities in the Albury and Lavington CBDs

This is compounded by a lack of end-of trip facilities at office spaces, shopping centres, and other significant developments in the CBD. Bicycle parking rates in the Albury DCP are limited to provision of bicycle racks dependent on the number of car parks required (which in turn is guided by gross floor area calculations) and does not include any reference to end-of-trip facilities. Specifically, the DCP states that car parks with 30 or more spaces are to provide one bicycle rack space for each ten spaces.

Provision of end-of-trip facilities can be recommended in new developments, however it is ultimately at the discretion of the developer as there is no definitive requirement in the DCP. The DCP should therefore be reviewed to include a far greater focus on the provision of cycling facilities at new developments in the CBDs, as well as include the requirements for end-of-trip facilities. These facilities should include as a minimum, lockers, secure bicycle parking and consideration for showers.

Council is currently developing the CBD Bike Loop which will implement a connected loop in and around the Albury CBD. It considers impacts to cyclists such as lane widths, physical protection, connectivity, and access to desired services. Once completed in the Albury CBD, a second loop will be considered in the Lavington CBD, along with opportunities to connect the two. Additional cycle parking, secure storage, and adequate end-of-trip facilities will need to be included in the implementation of these loops. A bicycle plan should be developed to ensure that bicycle facilities are provided in a structured and appropriate manner, with consideration for all relevant factors.

Recommendation 23: A review of cycle facilities be conducted in conjunction with the development and implementation of the CBD Bike Loops, with additional bicycle parking and end-of-trip facilities installed at convenient locations to encourage cycling.

Recommendation 24: Review the Albury DCP to include greater provision for bicycle parking at new developments, and requirements for the provision of end-of-trip facilities at certain developments within the CBD.

Recommendation 25: A bicycle plan be developed for the implementation of cycle facilities across the city.

14. SMART INITIATIVES

Staff resourcing for the management of parking is significant. Council officers are required to conduct patrols on foot of all parking facilities both on- and off-street across the city in order to enforce compliance. The AlburyCity Compliance team spends approximately 20-30% of their time purely dedicated to parking patrols and infringements. The process is labour intensive and time-consuming with limited benefits. Further, staffing availability often sees the city un-patrolled, resulting in regular instances of over-staying – particularly in areas with longer time limits.

Additional to this is the collection of parking data. Parking counts are undertaken every six months, with 8-10 staff engaged over the course of four days to count every parked car in both the Lavington and Albury CBDs. This information is used to determine occupancy rates and parking trends, and is necessary for the ongoing management of parking in the city.

The development of smart technologies over the last decade has resulted in numerous opportunities for improvements to parking management. Parking Guidance Systems (PGS) have the ability to collect and supply data to parking information devices and to enforcement officers to determine how long a vehicle has been in a particular space. This assists in reducing congestion and improves parking management.

PGS essentially fulfill the following objectives:

- distributing demand for parking by placing an even burden on existing parking facilities;
- providing an orientation aid those unfamiliar with the area;
- improving parking search behaviour and reducing traffic circulation by informing the driver about the location and availability of a parking spaces and guiding drivers to the required parking location of their choice;
- improving public perception of the availability of parking; and
- improving the environmental quality reducing traffic circulation, reducing vehicle emission and fuel consumption and improving road safety.

PGS can operate both on-route and on-site. On-route systems reduce parking search behaviour and congestion by informing drivers of direction, location, and availability of parking spaces. These systems acquire data from all parking facilities connected to a network, and then present the information on active signage and through websites and mobile phone applications. An on-route system must offer meaningful information to drivers with sufficient time for them to alter their access route to a car park where there is spare capacity. By comparison, on-site systems seek optimum utilisation of available parking capacity. These systems provide information on the occupancy status of individual bays through means such as green and red lights or arrows. Figure 14.1 below shows examples of on-route and on-site PGS.

Figure 14.1: Examples on on-route (left) and on-site (right) Parking Guidance Systems

Further, the implementation of PGS can assist with the management and enforcement of parking. In-ground sensors, also known as PODS (parking occupancy detection systems) are devices embedded underground which detect the presence of a vehicle in a designated area. They record the arrival and departure time of the vehicle and transmit to a central server which collates the data and forwards it to the PGS or other device. They are often integrated with hand-held devices to inform compliance officers where vehicles have overstayed, reducing the need for on-ground patrols.

In-ground sensors are only one of many tools available for the development and implementation of parking guidance schemes. Parking sensors come in a number of different formats such as in-ground, surface mount or suspended and use varying methods to collect and distribute data.

The implementation of on-route PGS within the Albury CBD could provide numerous benefits such as:

- significant improvements to parking management efficiency;
- reductions in demand on staff resourcing;
- improvements to road safety;
- reductions in vehicle movements and traffic circulation throughout the CBDs;
- improve wayfinding for visitors to the city; and
- environmental improvements through reduced emissions.

It is therefore a recommendation of this strategy to investigate opportunities for the implementation of on-route Parking Guidance Systems.

There are a variety of benefits associated with on-site PGS, however given the relatively small size of all parking facilities in Albury and Lavington it is not deemed necessary at this stage. The Kiewa Street multi-deck facility provides 711 off-street parking spaces, and as such an on-site PGS is not warranted. This is in comparison to the likes of the Chadstone Shopping Centre in Melbourne, which utilises a green/red lighting system to manage occupancy of over 10,000 parking spaces.

Recommendation 26: investigate opportunities for the implementation of on-route parking guidance systems in the Albury and Lavington CBDs.

15. COMMUNITY ENGAGEMENT

Community consultation was undertaken in February 2020 in the form of an online survey. The survey was advertised on Council's website, Facebook, and through the Albury Northside Chamber of Commerce. The survey was live for three weeks, with 511 responses received.

15.1. DEMOGRAPHICS

Of the 511 responses received, 447 were in regards to the Albury CBD, with the remaining 64 relating to the Lavington CBD. Respondents were broken into five designations as shown in **Table B.1** below. "Locals" refers to those that live in Albury Wodonga, but not in the CBDs themselves.

	Business	Employee	CBD Resident	Local	Visitor	TOTAL
Albury	35	208	49	146	9	**447**
Lavington	6	4	18	36	0	**64**
TOTAL	**41**	**212**	**67**	**182**	**9**	**511**

Table B.1: Survey Respondents by CBD and category

It is important to note that the sample size of Business Owners and Employees in Lavington is very small, and as such may not provide an accurate representation of the population.

The Albury CBD responses included a very broad cross section of the community, with respondents from almost all suburbs within Albury Wodonga, as well regional areas of both NSW and Victoria. The Lavington CBD included a narrower catchment, with most shoppers residing in Lavington and the directly adjacent suburbs, and no out of town visitors. This information highlights that the Albury CBD is of particular importance to the broader region on both sides of the border. Of the Albury CBD Employees 16% were from Wodonga, and 7% from regional Victoria.

15.2. SHOPPER PARKING EXPECTATIONS

In the Albury CBD 54% of Business respondents stated that customer parking was most important. Additionally, 51% stated that customers needed to be able to park within a block of their destination. This is in contrast to 43% of CBD Residents and 36% of Locals who stated that two blocks was an acceptable distance to walk. A further 35% of CBD Residents believed that three or more blocks was an acceptable distance. Visitors from out of town were less inclined to walk with 44%stating that a block was an acceptable distance

These results show a general disconnect between the expectations of business owner/operators and the shoppers themselves. Customers are willing to walk far further than businesses would believe, and as such do not necessarily require parking right out the front of their desired destination. This supports the notion that successful and thriving CBDs rely on more than just the provision of parking.

Respondents were also asked how often they were able to find a timed park (shopper parking) where they wanted in the CBD. Over half of Locals stated they were 'Always' or 'Often' able to find a park where they wanted in the Albury CBD, with only 12% 'Rarely' or 'Never' able to find a park.

Visitors were less favourable, with 67% saying they were only 'Sometimes' able to find a park where they wanted. This could be due to a variety of reasons, such as out-of-towners tending to visit during peak periods, a lack of familiarity with the city, and a lower tolerance regarding acceptable walking distances.

15.3. COMMUTER PARKING EXPECTATIONS

Business Owners and Employees were asked what an acceptable distance was to walk to work from an All-Day car park. The general response from both was one-two blocks, with 71% of Businesses and 63% of Employees considering it an acceptable distance. That being said, 17% of Businesses and 25% of Employees believed that they should be able to park All-Day within a block of where they work. This directly opposes *The Austroads Guide to Traffic Management (ARGTM) Part 11: Parking*, which

recommends that free All-Day Parking should never be provided within the Inner Core of a CBD. This strategy should therefore consider opportunities to change commuter behaviour and encourage parking within the CBD fringes and walking to work. .

Employees were then asked how often they were able to find an All-Day park where they wanted in the CBD. Albury CBD responses were evenly spread from 'Always' through to 'Rarely', with 2% of respondents stating that they were 'Never' able to find an All-Day park where they wanted. These varied answered could be due different demand in different parts of the CBD. Responses from Employees in the Lavington CBD were more favourable, although again it is important to acknowledge the very small sample size of respondents.

15.4. PARKING FOR CBD RESIDENTS

CBD Residents were asked how many off-street parks were available on their properties. Just over half of those in the Albury CBD stated that they have less than two off-street parking spaces on their property, while 14% have none – that is they do not even have driveway access to their property. This is in contrast to Lavington, where 67% of residents have two or more off-street parks available on their property.

CBD Residents were then asked how often they or their guests were able to source a park near their home. In the Albury CBD those with no off-street parks are least likely to be able to source a park near to their property.

15.5. ALTERNATIVE TRANSPORT

All respondents were asked how they accessed the CBD. Unsurprisingly the majority stated that they drove to the CBD, with 95% to the Albury CBD and 97% to the Lavington CBD. The next most common form of transport was walking with 28% of Albury CBD respondents and 19% of Lavington CBD respondents stating that they also walked. Approximately 8% of Lavington CBD respondents stating that they used Public Transport to access the CBD, which is approximately eight times that of those using Public Transport to access the Albury CBD. Community Transport is also more heavily utilised in Lavington than Albury.

All respondents were then asked if they would consider alternative transport modes such as cycling and public transport if facilities were safer and more convenient. On average, almost one quarter of respondents from both CBDs stated that they would consider alternative transport if facilities were improved, however again this differs across respondent categories.

A third of Businesses and would use public transport to access the Lavington CBD, as well as over half of Lavington CBD Residents. Attitudes to public transport were less favourable in the Albury CBD, however over a third of Locals and over a quarter of Employees would consider it if facilities were improved. Further, 22% of Visitors would consider accessing the Albury CBD via public transport.

Interest in cycling was fairly similar across both CBDs at approximately 24%, with CBD Residents and Locals to the Albury CBD slightly more likely to ride than those in the Lavington CBD.

This shows that there is interest from all sectors of the community in considering alternative transport modes to access the CBDs. It reiterates that public transport and cycling facilities in and to the CBDs must be improved.

15.6. DISABLED PARKING

All respondents were asked if they used disabled parking, with only 4% in the Albury CBD and 16% in the Lavington CBD. Of those who use disabled parking, 69% in the Albury CBD and 80% in Lavington CBD stated that there was insufficient disabled parking.

15.7. FEEDBACK

Respondents were then asked to provide additional commentary on their submission. Commentary was largely well thought out and considered, with 62% of Albury CBD respondents and 48% of Lavington CBD respondents providing additional feedback.

Feedback was varied across all respondents, however a number of trends were identified which largely support the recommendations of this strategy.

15.7.1. Albury CBD

Of all the Albury CBD respondents, only 13% requested more parking, although not necessarily in the general sense. Of that 13%:

- 57% requested additional All-Day parking;
  - One fifth of this figure specifically referred to the Eastern end of the Albury CBD
- 9% requested more parking in Dean Street;
  - Predominantly businesses made this request
- 12% wanted to see more undercover parking;
  - Not necessarily requesting additional parking, just additional shade and shelter
- 3% requested additional motorcycle parking; and
- 19% requested more parking in general.
  - Those that made this request were predominantly Locals and Visitors who stated that they expected to be able to park within a block of their destination, could 'Rarely' or 'Sometimes' source a park where they wanted, and would not consider alternative transport options. These respondents represent less than 3% of all Albury CBD responses.

Other responses referred to streetscape improvements and environmental considerations such as people walking further in the CBD, better public transport, better cycling facilities, better pedestrian facilities, electric vehicle charging stations, and installation of solar panels on multi-deck car parks to provide electricity and shade. The suggestion to install solar panels has significant merit and should be considered a recommendation of this strategy.

Recommendation 27: Consider the inclusion of solar panels for shade and power generation on all new and upgraded parking facilities in the Albury and Lavington CBDs, with consideration for additional electric vehicle charging stations.

There were also several comments specifically requesting removal of on-street parking in favour of off-street facilities, allowing streetscape improvements such as more trees and narrower lanes to slow traffic, beautify the CBD, and make it more pedestrian friendly.

Another trend identified in respondent feedback referred to parking in residential streets in the CBD Fringe. It was detailed that residential streets in the CBD were heavily used by commuters parking all day, making it difficult for residents and their visitors to access parks anywhere near their homes. This supports the recommendation to investigate a Residential Parking Permit Scheme.

Other comments regarding the Albury CBD included:

- Safety concerns at multi-deck car parks; specifically commentary regarding lighting and security issues at All-Day facilities. This should be investigated.
- Issues with disabled parking in the CBD – not enough, not to standard, and not patrolled. This will be considered in the review of all disabled parking.
- Approximately 2% of all respondents raised concerns with the configuration of the Volt Lane multi-deck. There were a number of concerns from the community when the facility was first built, particularly regarding the metropolitan style layout. The small amount of feedback regarding this, and reasonable occupancy rates of levels one and two would suggest that only a small minority of the community still has concerns regarding the layout of the facility.
- Consideration for the construction of a multi-deck car park at the David Street car park behind the cinema. Respondents believed there was opportunity for additional parking as well as commercial spaces similar to the Volt Lane facility.

- Requests for Council to individually delineate parking bays, particularly in areas with angle parking. This is a recommendation of the strategy.
- Requests regarding additional parking patrols or technology to ensure adherence to time limits, and vehicles do not over-stay.

The last trend to be identified in the Albury CBD was fairly significant, with 12% of all respondents requesting consideration for the upper levels of Volt Lane to be changed to All-Day parking. Approximately 92% of these requests came from CBD Employees, with the remainder split evenly between Businesses and Locals. The majority of those that made the request highlighted that the top levels of Volt Lane are regularly empty, and that increased usage could mitigate vandalism issues in the complex. This strategy identifies consideration to include All-Day parking on the upper levels of Volt Lane, and feedback suggests this will be largely supported by the community.

15.7.2. Lavington CBD

Feedback from Lavington CBD was limited, with 5% of respondents referring to the Albury CBD in their comments. The remaining feedback can be broken down as follows:

- 9% of respondents requested alternative transport improvements, including pedestrian, cycling and public transport facilities;
- 5% requested streetscape improvements – wider footpaths, less parking, CBD beautification;
- 6% raised issues with disabled parking in the Lavington CBD;
- 3% stated parking in Lavington was adequate; and
- 6% requested more parking in general.

Similar to Albury, those that requested more parking in general were made up of Locals who indicated that they would walk up to a block to their destination, could 'Rarely' or 'Sometimes' source a park where they wanted, and would not consider alternative transport options. When combined with Albury CBD feedback, this makes up approximately 3% of all 511 responses.

15.8. SUMMARY

The trends identified through the community engagement process indicate that the aims and recommendations of the CBD Parking Strategy 2020-2025 are largely in line with the needs and wants of the broader community.

The strategy aims to manage parking whilst implementing infrastructure and policies to encourage future change. The community want clear, well managed parking that caters to the different users.

The strategy recommends improvements to public and active transport options, with opportunities to reconfigure streetscapes and beautify the CBDs. It discusses opportunities to develop current at-grade parking spaces into facilities such as multi-decks with commercial spaces. The community wants alternative transport options, pedestrian-friendly spaces, and attractive and safe CBDs.

Appendix A summarises all recommendations of this strategy.

APPENDIX A

RECOMMENDATIONS AND ACTION PLAN

Item	Description	Responsible Service Cluster & Team	Time frame	Completed
1.	Asses all parking precincts and facilities in both the Albury and Lavington CBDs in accordance with the Parking Rationalisation Guidelines	City Projects – Traffic & Transport	August 2020	
2.	Review and assess all loading zones, 15-minute parking, and taxi zones in the Albury and Lavington CBDs	City Projects – Traffic & Transport	August 2020	
3.	Additional Public-Private Agreements be investigated and negotiated in both the Albury and Lavington CBDs	Assets, Sustainability & Environment – Building and Property	August 2020	
4.	The current agreement between AlburyCity and the SS&A Club car park be renegotiated.	Assets, Sustainability & Environment – Building and Property	December 2021	
5.	An in-depth parking study be carried out in high demand areas to determine the requirement for any pay parking proposal, and provide sound reasoning for any subsequent recommendations and actions.	City Projects – Traffic & Transport	March 2021	
6.	Encourage CBD workers to park on the CBD fringes and walk to work, to make the Albury CBD more pedestrian friendly and less congested. Consider developing a campaign to promote the 'two-block walk'. Improvement to pedestrian facilities, such as walking paths and adequate lighting, must be implemented.	City Projects – Traffic & Transport	February 2021	
7.	Bring forward the Wilson Street Multi-deck facility extension works, and consider the possibility of extending by two levels.	City Projects – Design City Projects – Project Delivery	2020-2021 2022-2023	

8.	Investigate the possibility of constructing an additional level on top of the Kiewa Street Multi-deck facility as a long term future opportunity.	City Projects – Design	June 2021	
9.	Investigate opportunities for the construction of additional All-Day multi-deck facilities in the eastern end of the CBD – consider unused railway land, or existing at-grade car parks.	Business & Lifestyle – Economic Development	2020-2022	
10.	Consider interim measures to increase availability of off-street All-Day parking in the Albury CBD.	City Projects – Traffic & Transport	March 2021	
11.	Consider development opportunities at council owned at-grade parking facilities in the Inner Core of both the Albury and Lavington CBDs for the provision of time-limited parking and other uses.	Business & Lifestyle – Economic Development	2022	
12.	Consider the development of a public transport interchange within the Albury Wodonga Integrated Transport Strategy.	City Projects – Traffic & Transport	2021	
13.	Investigate a formalised Residential Parking Permit Scheme in the Albury CBD. If deemed appropriate, implement the scheme with a set eligibility criteria and in line with best practice guidelines. This would replace the existing Residential Parking Permit Scheme.	City Projects – Traffic & Transport	September 2021	
14.	Formally linemark all angle parking areas in the Albury CBD with individually delineated bays. Additionally, consider individually linemarking parallel parking bays in areas of high demand.	City Projects – Traffic & Transport	May 2021	
15.	Support the development of AlburyCity's Urban Forest Strategy through the consideration of parking removal for the planting of additional trees in the Albury and Lavington CBDs.	City Projects – Traffic & Transport	2020-2025	

16.	Review the Albury CBD Special Rate for Parking in line with the aims and objectives of the CBD Parking Strategy 2020-2025	Strategy & Performance – Finance	June 2020	
17.	Review parking provisions in the Albury DCP in accordance with the aims and objectives of the CBD Parking Strategy 2020-2025. Consider flexible requirements allowing for reductions of these provision rates in return for developer/employer agreements to support public transport, car-pooling, and encourage active transport where applicable.	City Development – Integrated City Planning	June 2021	
18.	Investigate the merits of publishing maximum parking provision rates in the Albury DCP, recognising that parking demand can be modified by the proximity of public transport and other factors.	City Development – Integrated City Planning	June 2021	
19.	That a strategy for the management of infill development be created, with a clear vision for pedestrian and vehicle needs into the future to ensure consistency and avoid site by site decision making.	City Development – Integrated City Planning	June 2022	
20.	Review the Albury DCP with consideration to provide increased rates of disabled parking at developments such as medical centres and other relevant health facilities.	City Development – Integrated City Planning	June 2021	
21.	Undertake a review of all disabled parking in the Albury and Lavington CBDs in accordance with the Disability Discrimination Act, Austroads Guidelines, and the Albury DCP.	City Projects – Traffic & Transport	August 2020	
22.	Undertake a review of long vehicle parking in the Albury and Lavington CBDs in accordance with the Parking Rationalisation Guidelines identified in this strategy.	City Projects – Traffic & Transport	August 2020	
23.	A review of cycle facilities be conducted in conjunction with the development and implementation of the CBD Bike Loops, with additional bicycle parking and end-of-trip facilities installed at convenient locations to encourage cycling.	City Projects – Traffic & Transport	March 2021	

24.	Review the Albury DCP to include greater provision for bicycle parking at new developments, and requirements for the provision of end-of-trip facilities at certain developments within the CBD.	City Development – Integrated City Planning	June 2021	
25.	A bicycle plan be developed for the implementation of cycle facilities across the city.	City Projects – Traffic & Transport	June 2022	
26.	Investigate opportunities for the implementation of on-route parking guidance systems in the Albury and Lavington CBDs.	Assets, Sustainability & Environment – Sustainability	June 2022	
27.	Consider the inclusion of solar panels for shade and power generation on all new and upgraded parking facilities in the Albury and Lavington CBDs, with consideration for additional electric vehicle charging stations.	City Projects – Design Assets, Sustainability & Environment – Assets	2021 2022	

APPENDIX B

Community consultation was undertaken in February 2020 in the form of an online survey. The survey was advertised on Council's website, Facebook, and through the Albury Northside Chamber of Commerce. The survey was live for three weeks, with 511 responses received. Information collected from this survey is as follows.

DEMOGRAPHICS

Of the 511 responses received, 447 were in regards to the Albury CBD, with the remaining 64 relating to the Lavington CBD. Respondents were required to designate themselves within five categories, and were allocated questions according to that delegation;

- CBD Business owner/operator (I own/operate a business within the Albury of Lavington CBD)
- CBD Employee (I work within the Albury or Lavington CBD)
- CBD Resident (I live within the Albury or Lavington CBD)
- Resident (I live in Albury Wodonga but not in the CBD)
- Visitor (I travel from out of town to the Albury or Lavington CBD for shopping/entertainment/leisure)

The breakdown of each of these categories in shown in **Table B.1** and **Figure B.1** below. In all instances "Residents" – those that live in Albury Wodonga but not the CBD – are referred to as "Locals" to differentiate between CBD residents.

	Business	Employee	CBD Resident	Local	Visitor	TOTAL
Albury	35	208	49	146	9	**447**
Lavington	6	4	18	36	0	**64**
TOTAL	**41**	**212**	**67**	**182**	**9**	**511**

Table B.1: Survey Respondents by CBD and category

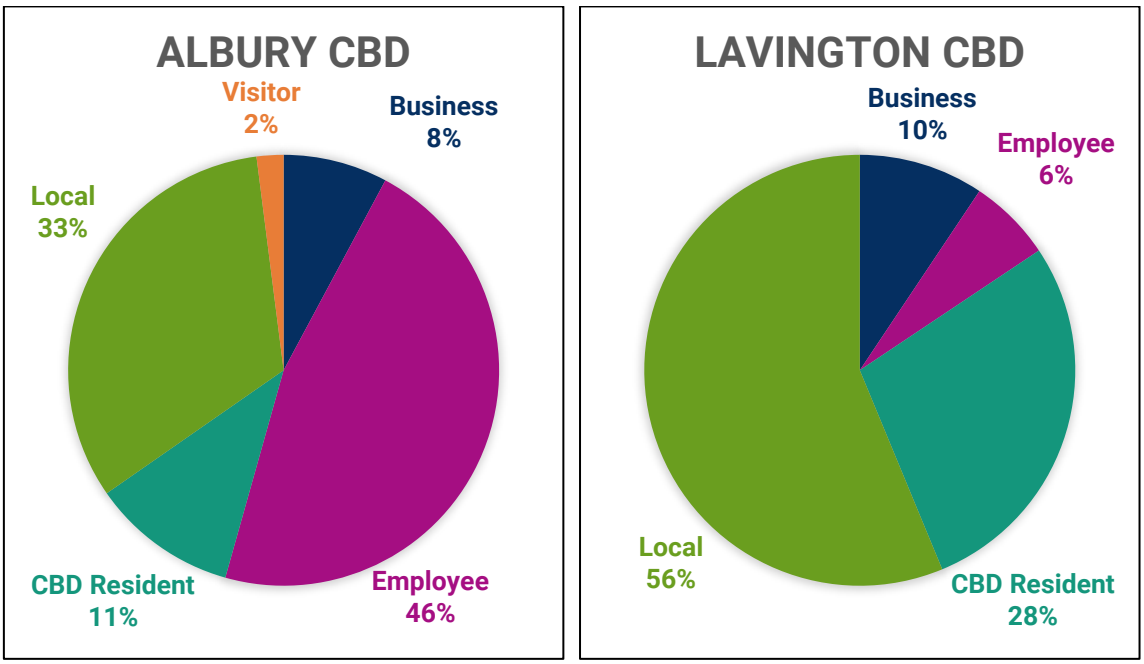


Figure B.1: Survey respondents by CBD and category

It is important to note that the sample size of Business Owners and Employees in Lavington is very small, with only six and four respondents respectively.

The Albury CBD responses included a very broad cross section of the community, with respondents from almost all suburbs within Albury Wodonga, as well regional areas of both NSW and Victoria.

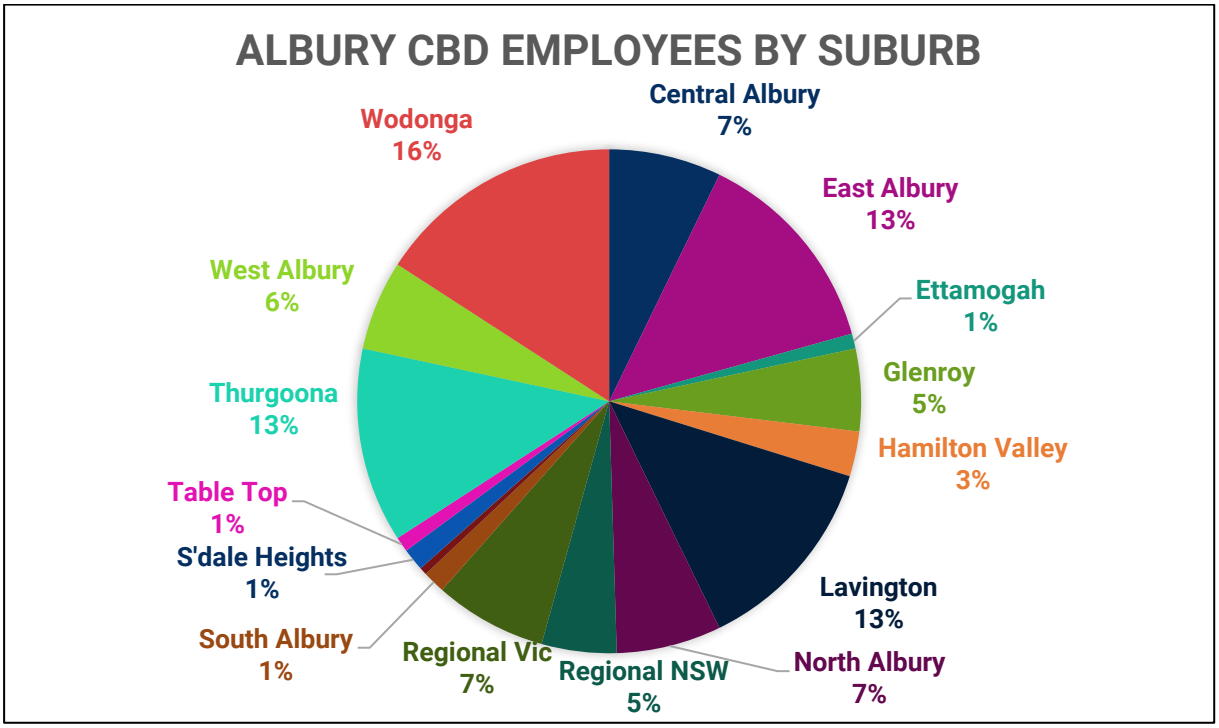


Figure B.2: Albury CBD Employees by suburb/locality

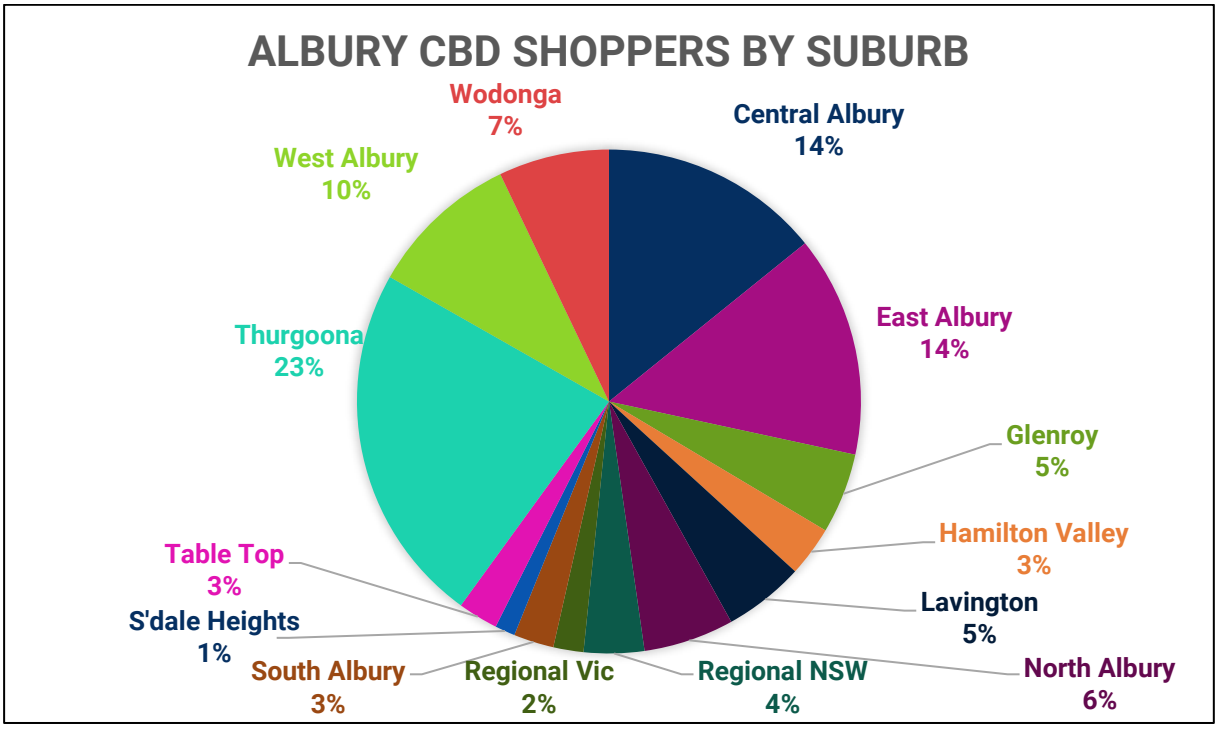


Figure B.3: Albury CBD Shoppers by category

The Lavington CBD has a narrower catchment, with most shoppers residing in Lavington and the directly adjacent suburbs. As mentioned previously, only four Lavington CBD Employees responded to the survey.

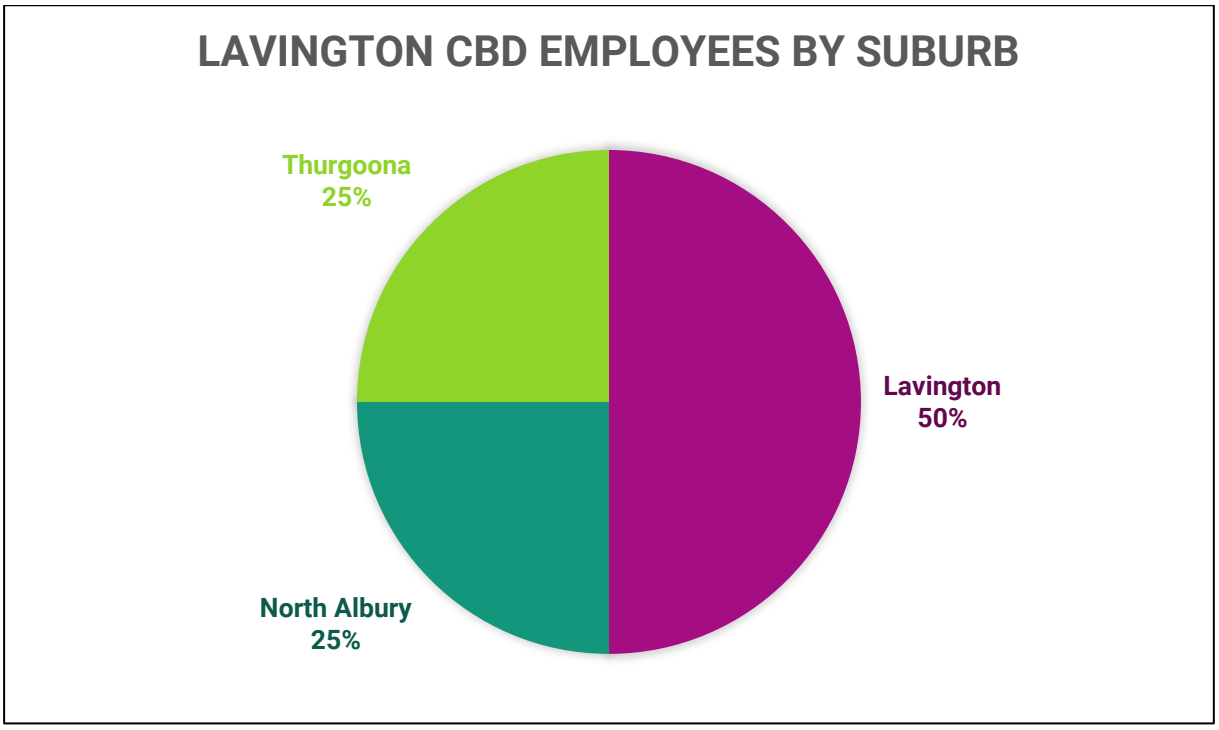


Figure B.4: Lavington Employees by suburb

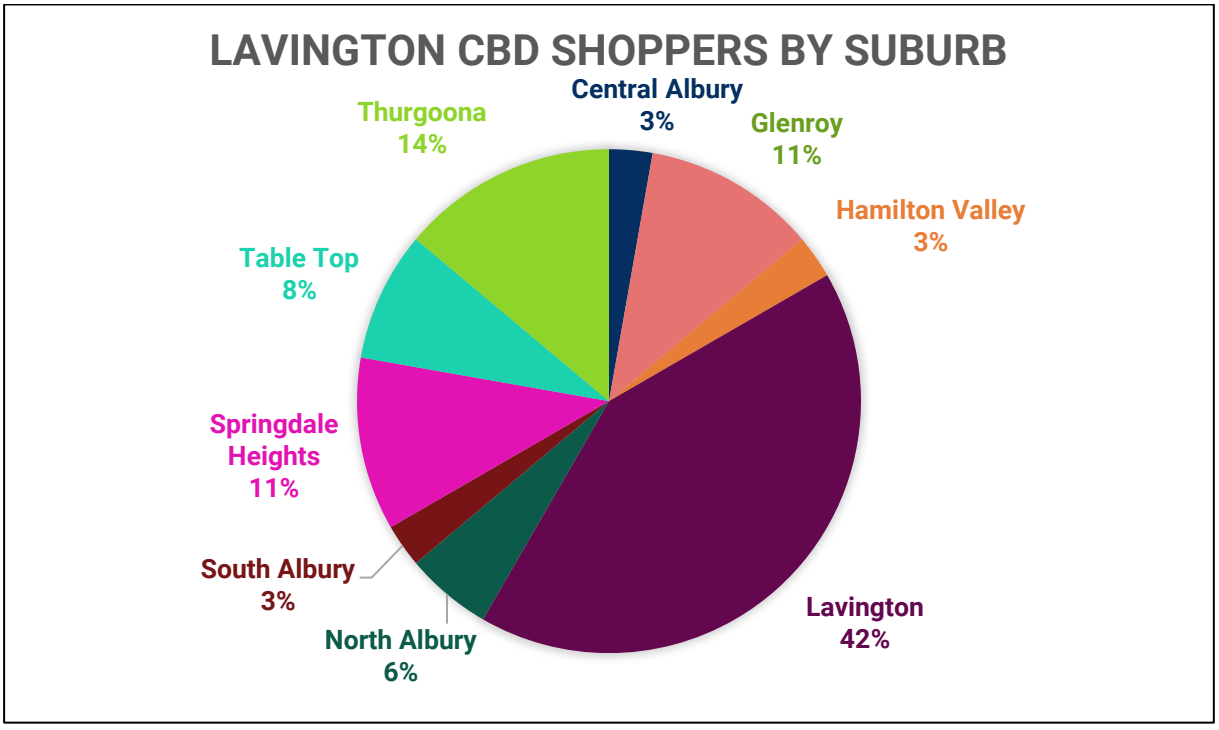


Figure B.5: Lavington CBD Shoppers by Suburb

This information highlights that the Albury CBD is of particular importance to the broader region on both sides of the border. Of the Albury CBD Employees 16% were from Wodonga, and 7% from regional Victoria.

15.9. BUSINESS OWNER/OPERATOR RESPONSES

The 41 Business respondents across both CBDs were asked to classify their business type. **Figure B.6** below shows that the Albury CBD respondents represent a broad range of classifications, whereas the Lavington CBD classifications are limited. This is again due to the small sample size – only six Lavington CBD businesses responded to the survey.

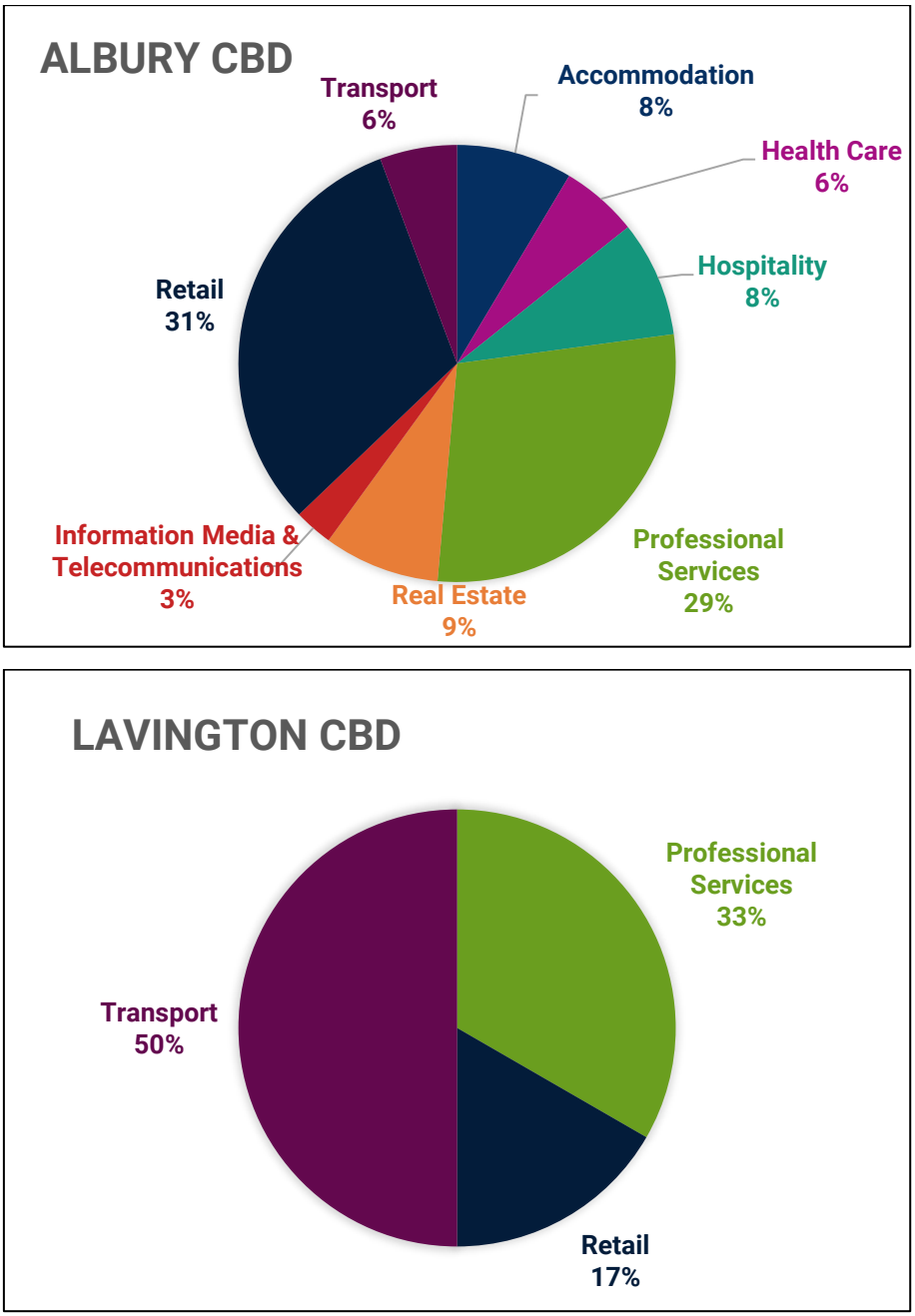


Figure B.6: Business classification by CBD

Respondents were then asked to rank the different types of parking from most important to least important. The five different types of parking that were rated include:

- Customer Parking
- Employee Parking
- Loading/Delivery Parking
- Accessible Parking for those with disabilities
- Parking for public transport – buses and taxis

In the Albury CBD 54% of respondents stated that Customer parking was most important, whereas 50% of Lavington Business respondents stated that public transport parking was most important. This result cannot be considered an accurate representation of the needs of Lavington businesses however, as 50% of business respondents were transport companies. **Figure B.7** below shows the ranking of parking types in each suburb according to Business respondents.

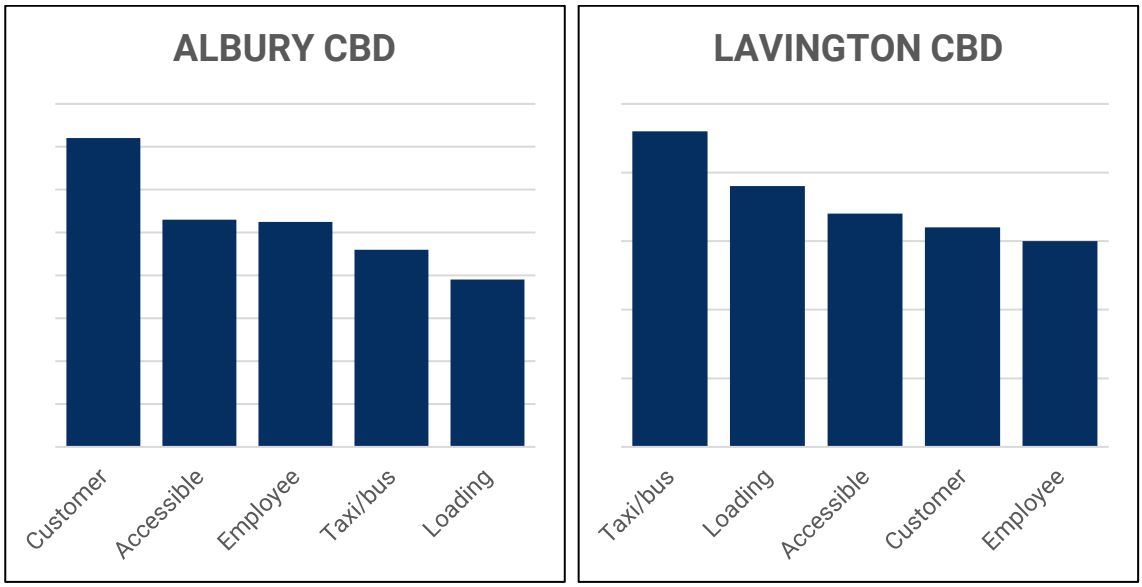


Figure B.7: importance of parking types in each CBD according to Businesses

15.10. SHOPPER PARKING EXPECTATIONS

Respondents were asked what they considered was an acceptable distance to walk from their parked car to a store to shop. Their options included Less than a block, One block, Two blocks, and Three or more blocks.

In the Albury CBD 51% of Businesses stated that customers needed to be able to park within a block, whereas 43% of CBD Residents and 36% of Locals stated that two blocks was an acceptable distance to walk. Additionally, 35% of CBD Residents believed that three or more blocks was an acceptable distance. Visitors from out of town were less inclined to walk, however 44% believed that a block was an acceptable distance. **Figure B.8** shows the breakdown of walking distance compared to respondent type.

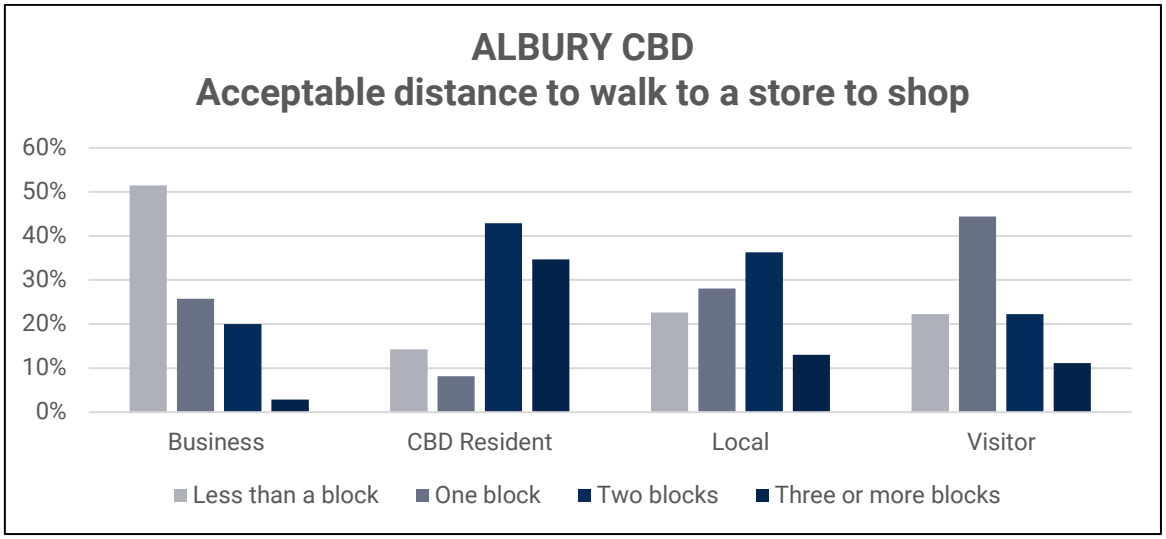


Figure B.8: Acceptable distances for customers to walk to a store to shop, according to respondent type, Albury CBD

Responses from Lavington CBD respondents were similar, with 83% of Businesses believing that customers must be able to park within a block of their business, whereas 33% of CBD Residents believed that two blocks was an acceptable distance. Local residents tended to agree with Businesses regarding acceptable walking distances, although to a lesser extent; 44% of Locals expect to be able to park within a block of their destination, with 36% believing a block is an acceptable distance. It is important to note that there could be a lack of clarity regarding what denotes a block in in Lavington. The Albury CBD is laid out in a grid pattern with evenly spaced roads, whereas the Lavington CBD is long and angular. **Figure B.9** below shows the breakdown of walking distance expectation compared to respondent type.

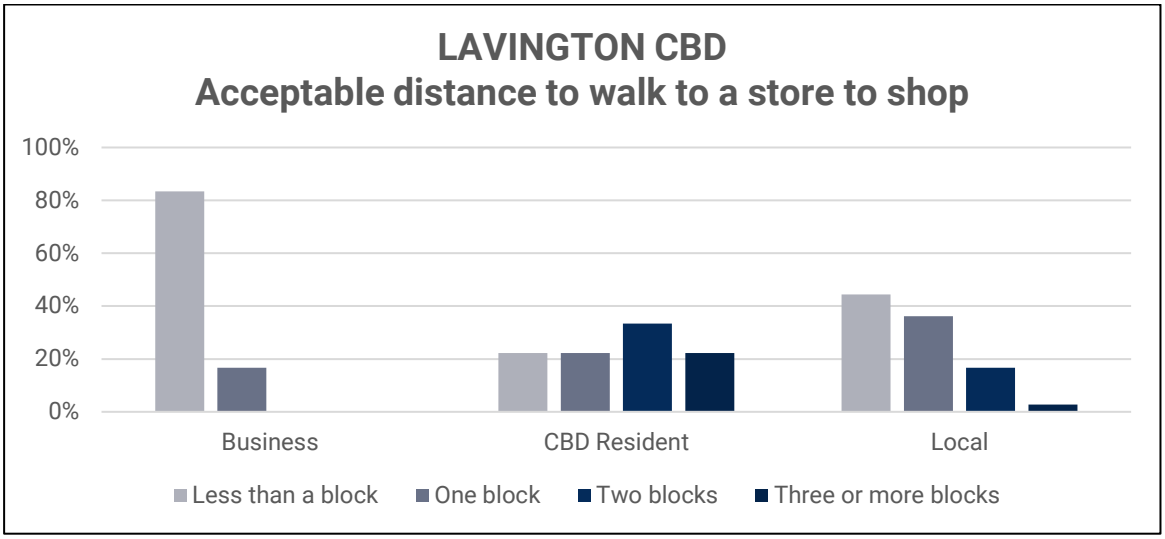


Figure B.9: Acceptable distances for customers to walk to a store to shop, according to respondent type, Lavington CBD

These results show a disconnect between the expectations of business owner/operators and the shoppers themselves. Customers are willing to walk far further than businesses would believe, and as such do not necessarily require parking right out the front of their desired destination. This supports the notion that successful and thriving CBDs rely on more than just the provision of parking.

Respondents were then asked how often they were able to find a timed park (shopper parking) where they wanted in the CBD. Over half of Locals stated they were 'Always' or 'Often' able to find a park where they wanted in the Albury CBD, and only 12% were 'Rarely' or 'Never' able to find a park. This supports the notion that there is ample timed parking in the Albury CBD.

Visitors were less favourable, with 0% saying they were 'Always' able to find a park, 11% selecting 'Often', and 67% saying they were only 'Sometimes' able to find a park where they wanted. This could be due to a variety of reasons, such as that out-of-towners tend to visit during peak periods such as school holidays and Christmas trading. It could also be due to a lack of familiarity with the city, and a lower tolerance regarding acceptable walking distances. **Figure B.10** below shows the breakdown between Visitors and Locals.

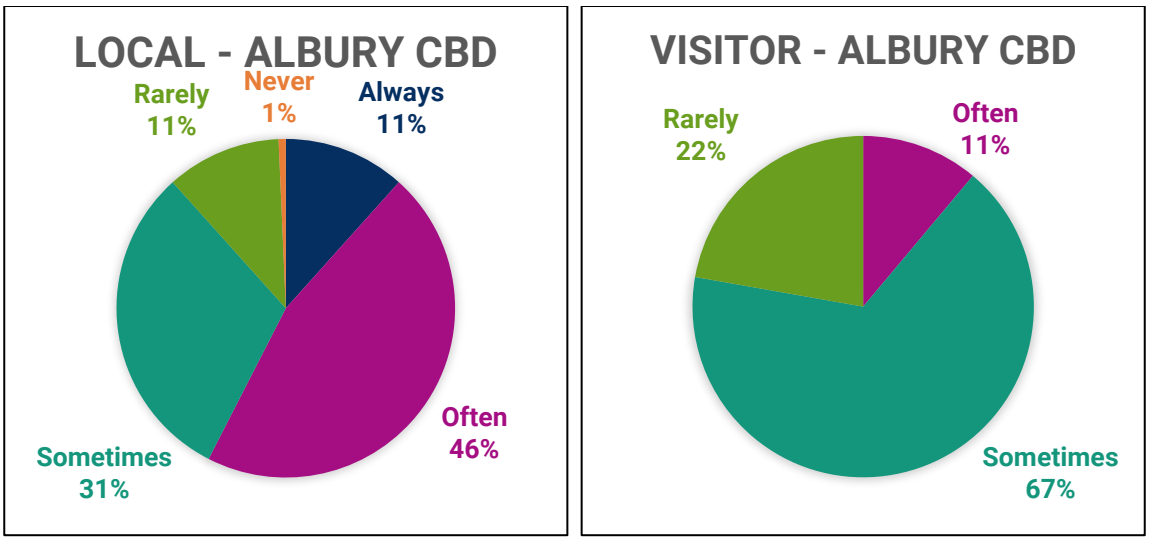


Figure B.10: How often shoppers are able to find timed parking where they want in the Albury CBD

Results from the Lavington CBD presented similar results, although 11% stated that they could 'Rarely' get a park where they wanted, but two thirds selected 'Always' or 'Often'. Similar to the responses from Visitors to the Albury CBD, this could be due to a lower tolerance for walking, and an expectation to be able to park within a block of their destination. **Figure B.11** below shows the breakdown on responses for Locals.

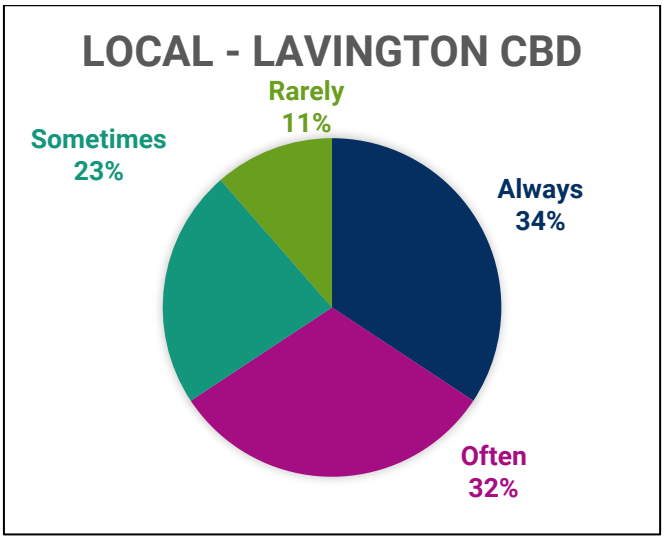


Figure B.11: How often shoppers are able to find timed parking where they want in the Lavington CBD

15.11. COMMUTER PARKING EXPECTATIONS

Business Owners and Employees were asked what an acceptable distance was to walk to work from an All-Day car park. The general response from both was one-two blocks, with 71% of Businesses and 63% of Employees considering it an acceptable distance. That being said, 17% of Businesses and 25% of Employees believed that they should be able to park All-Day within a block of where they work. This directly opposes *The Austroads Guide to Traffic Management (ARGTM) Part 11: Parking*, which recommends that free All-Day Parking should never be provided within the Inner Core of a CBD. This strategy should therefore consider opportunities to change commuter behaviour and encourage parking within the CBD fringes and walking to work. **Figure B.12** below shows the breakdown expectations from Businesses and Employees in the Albury CBD.

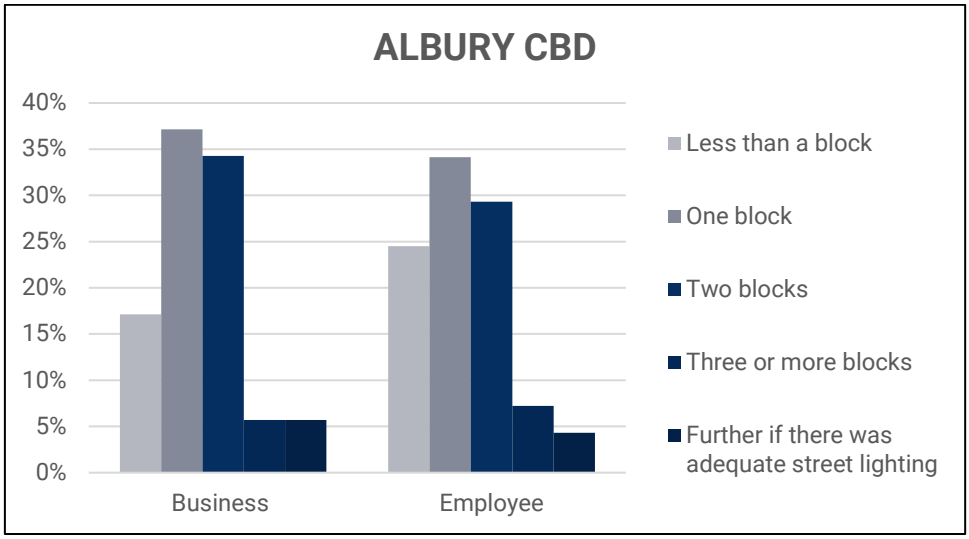


Figure B.12: Acceptable distance for commuters to walk to work from All-Day Parking, Albury CBD

Results from Lavington Businesses and Employees were similar, although due to small sample sizes (six businesses and four employees) accurate trends are difficult to determine. **Figure B.13** below shows the breakdown of Employees and Businesses in the Lavington CBD.

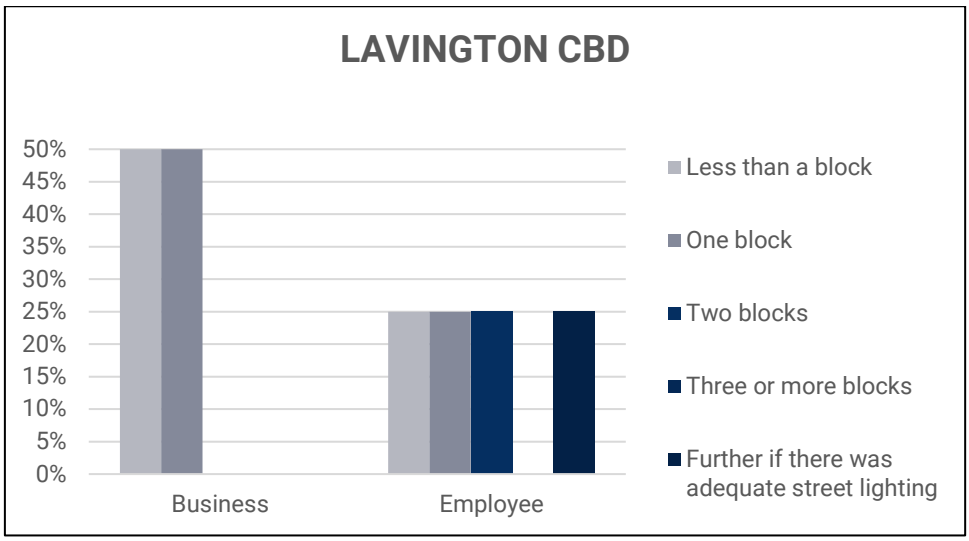


Figure B.13: Acceptable distance for commuters to walk to work from All-Day Parking, Albury CBD

Employees were then asked how often they were able to find an All-Day park where they wanted in the CBD. Albury CBD responses were evenly spread from Always through to Rarely, with 2% of respondents stating that they were Never able to find an All-Day park where they wanted. These varied answered could be due different demand in different parts of the CBD. As previously discussed in Section 3 of this strategy, on-street All-Day parking in the south-eastern section of the Albury CBD is in high demand as there are no nearby off-street facilities.

Responses from Employees in the Lavington CBD were more favourable, although again it is important to acknowledge the very small sample size of respondents.

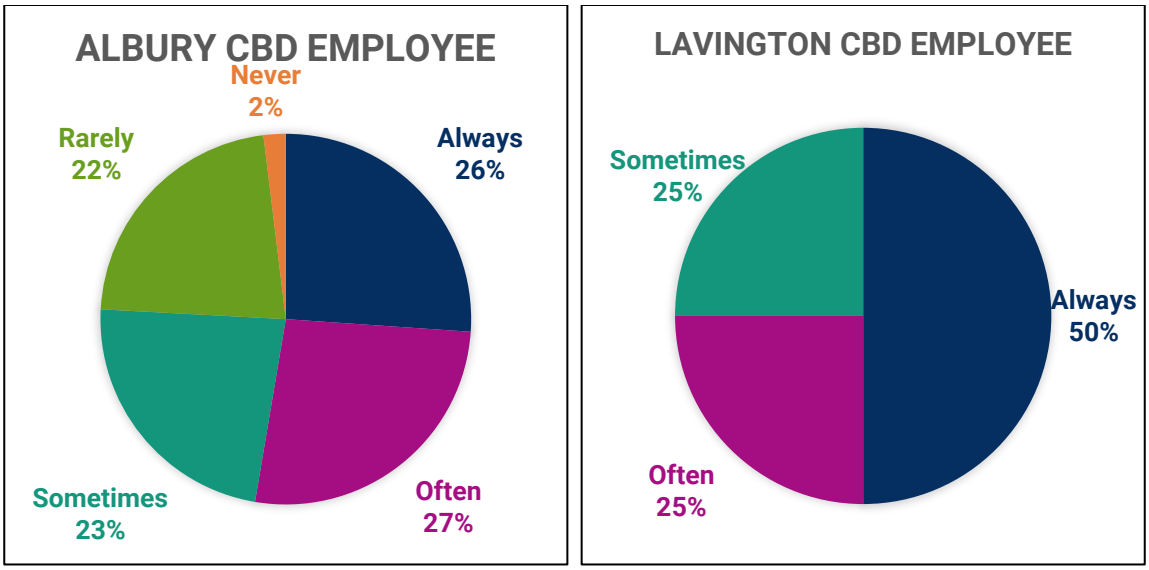


Figure B.14: How Often CBD Employees are able to find an All-Day park where they want

15.12. PARKING FOR CBD RESIDENTS

CBD Residents in Albury and Lavington were asked how many off-street parks were available on their properties. **Figure B.15** below shows the breakdown of available parking for residential properties in each CBD.

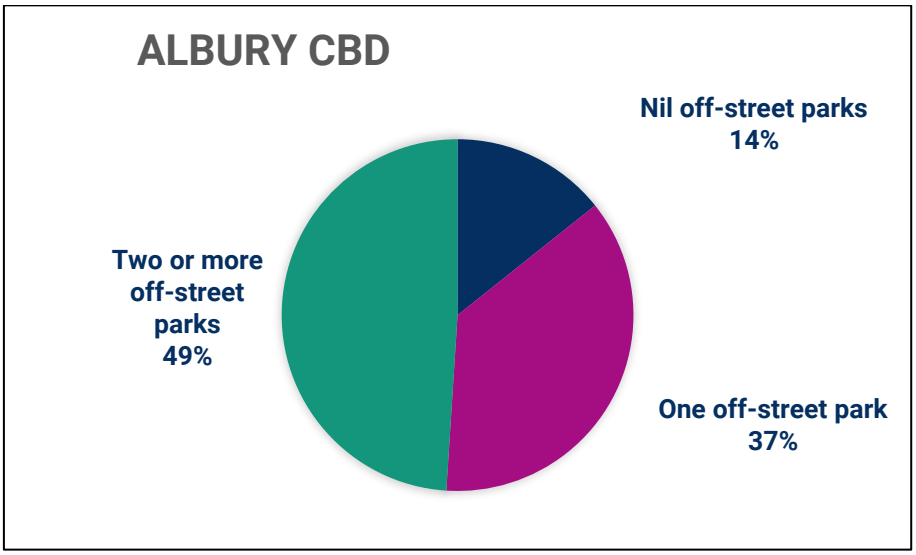


Figure B.15: Number of Off-street parks available at CBD Residential properties, Albury CBD

Figure B.15 above shows that just over half of Albury CBD Residents have less than two off-street parking spaces on their property, with 14% having none – specifically that they do not even have a driveway to their property.

CBD Residents were then asked how often they or their guests were able to source a park near their home. **Figure B.16** below shows the availability of on-street parking relevant to the number of off-street parks. It can be seen that generally, those with no off-street parks are least likely to be able to source a park near to their property.

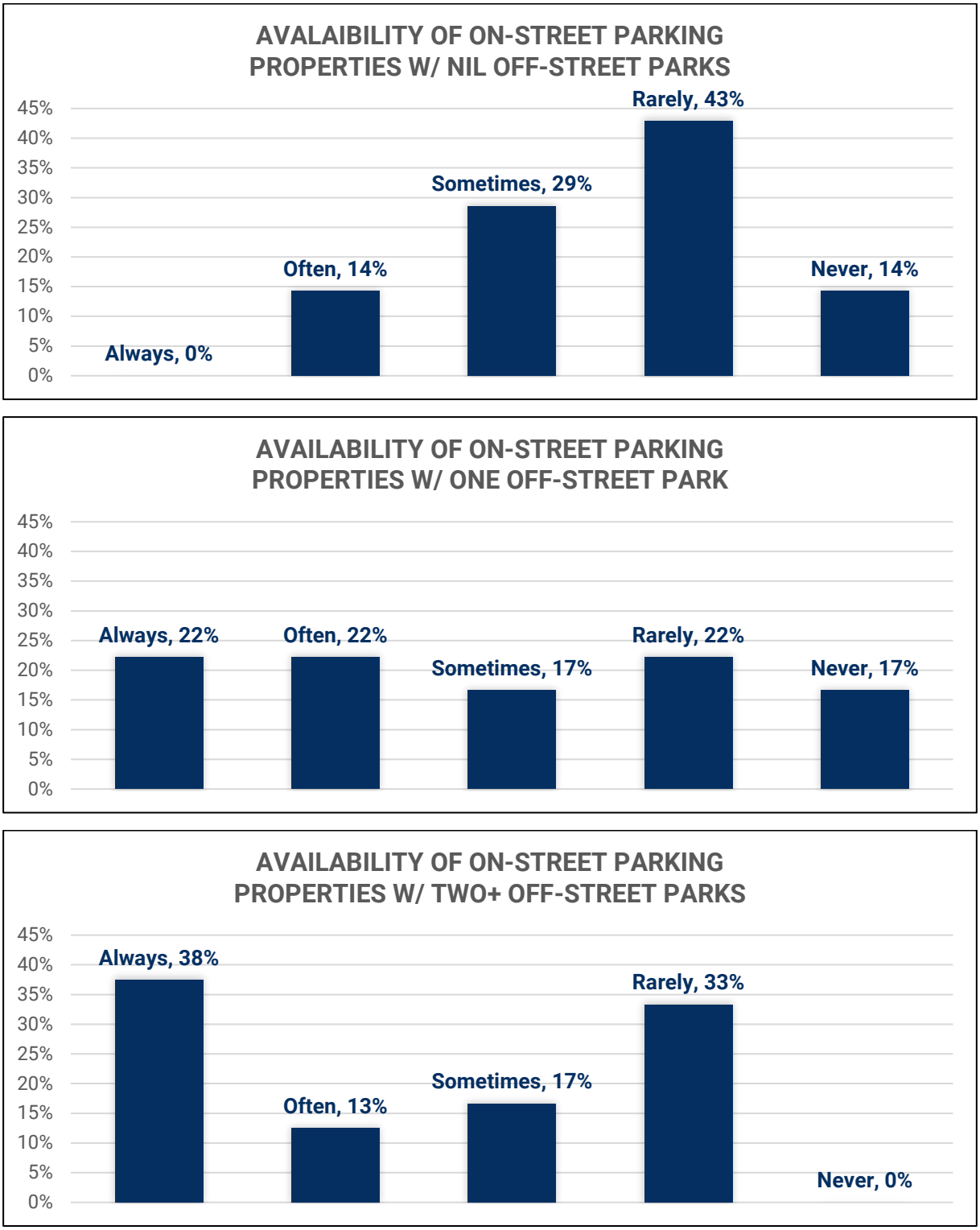


Figure B.16: Availability of on-street parking for properties with various off-street parks, Albury CBD

Whilst it is not known exactly where each of the respondents reside, it can be determined from **Figure B.16** above that the majority of properties in the Albury CBD with no off-street parking are located in areas of high demand. Further, 88% of all CBD Residents who responded are located in streets with no parking restrictions, and as such are likely to be utilised by commuters for All-Day parking.

Again, in Lavington results differ somewhat. **Figure B.17** below shows that two thirds of Lavington CBD properties have access to two or more off-street parks. Of the remaining properties, only one (5%) stated that they had no off-street parks available on their property.

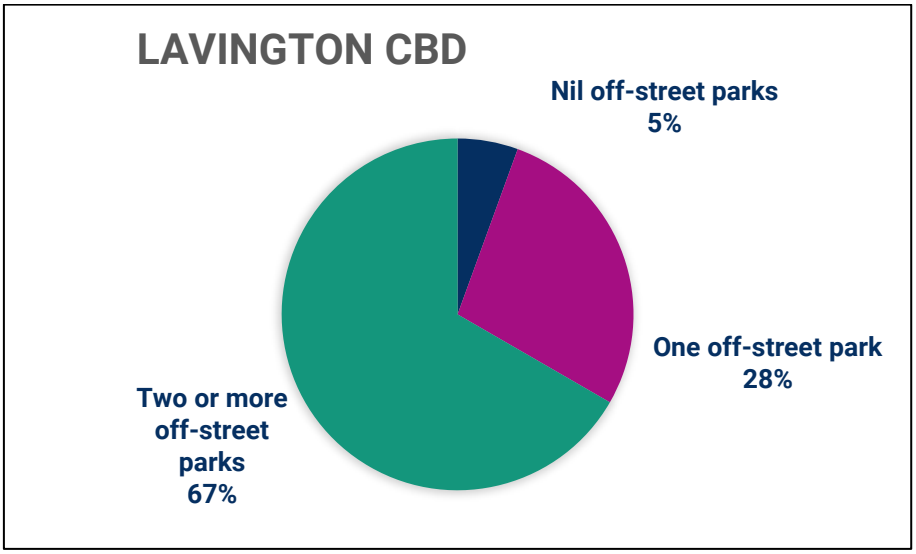


Figure B.17: Number of Off-street parks available at CBD Residential properties, Lavington CBD

Figure B.18 below shows that almost all of the Lavington CBD Residents are 'Always' or 'Often' able to find a park close to their property. The single respondent with no off-street parking at their premises stated that they were only able to source a park 'Sometimes'. This again reiterates that there is ample parking in Lavington.

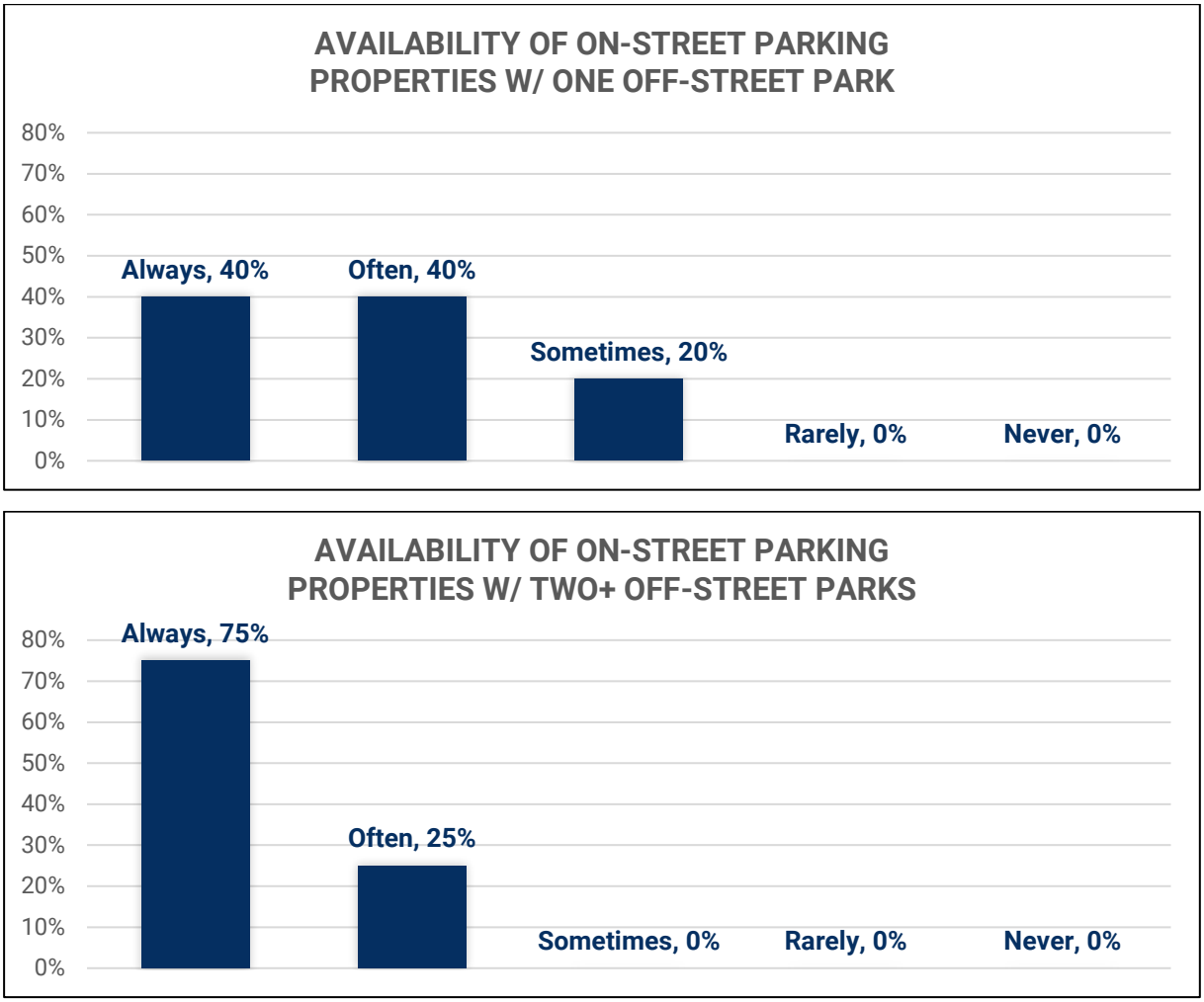


Figure B.18: Availability of on-street parking for properties with various off-street parks, Lavington CBD

15.13. ALTERNATIVE TRANSPORT

All respondents were asked how they accessed the CBD. Unsurprisingly the majority stated that they drove to the CBD, with 95% to the Albury CBD and 97% to the Lavington CBD. The next most common form of transport was walking with 28% of Albury CBD respondents and 19% of Lavington CBD respondents stating that they also walked. The breakdown of transport into each CBD is shown below in **Figure B.19**.

It is interesting to note that although still low, the rate of public transport usage in Lavington is eight times that of those accessing the Albury CBD. Community Transport is also more heavily utilised in Lavington than Albury.

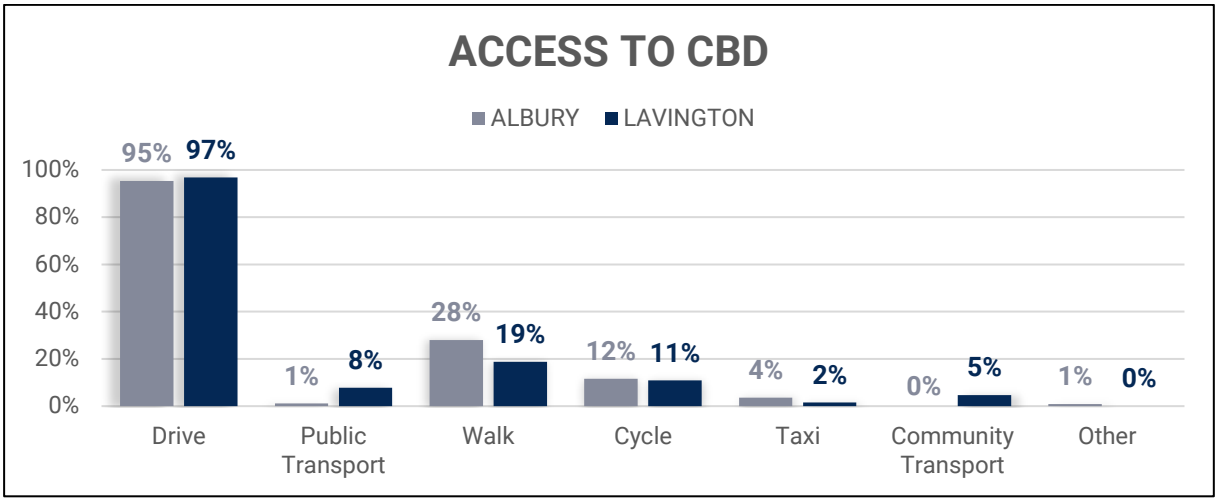
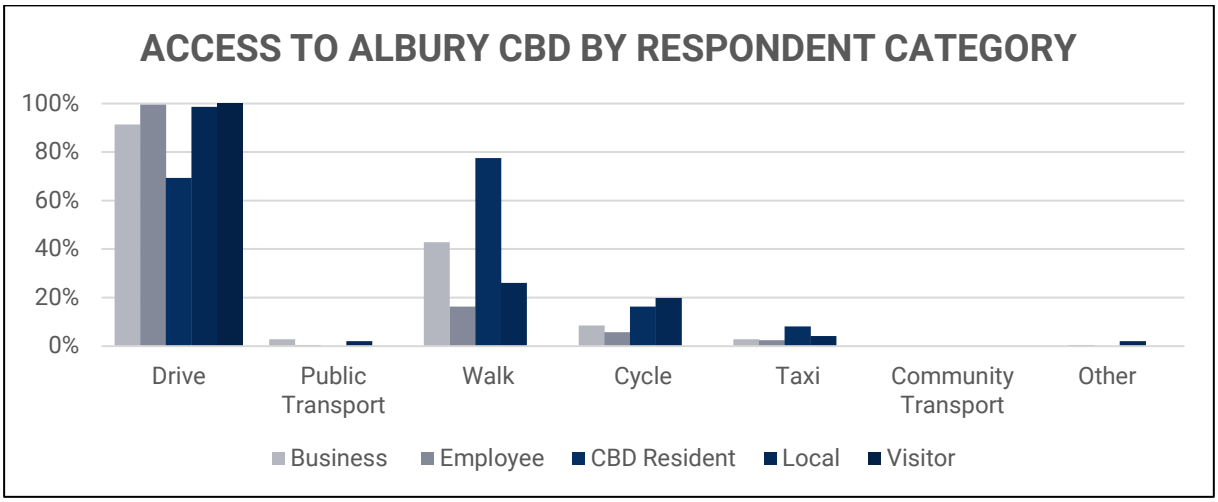


Figure B.19: Different transport modes to access the Albury and Lavington CBDs

Figure B.20 below shows the breakdown of transport modes used to access each CBD by different respondent categories.



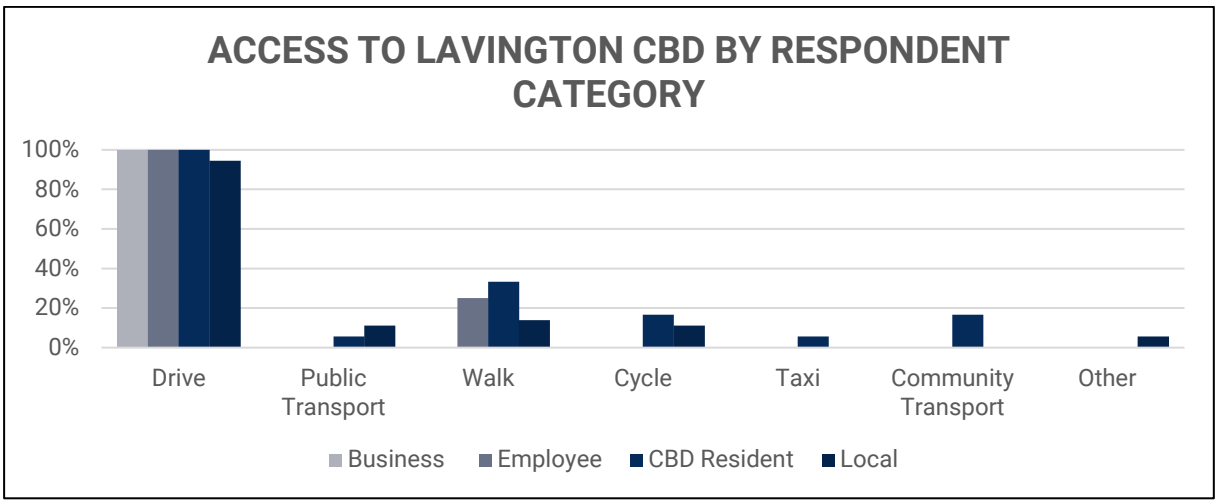
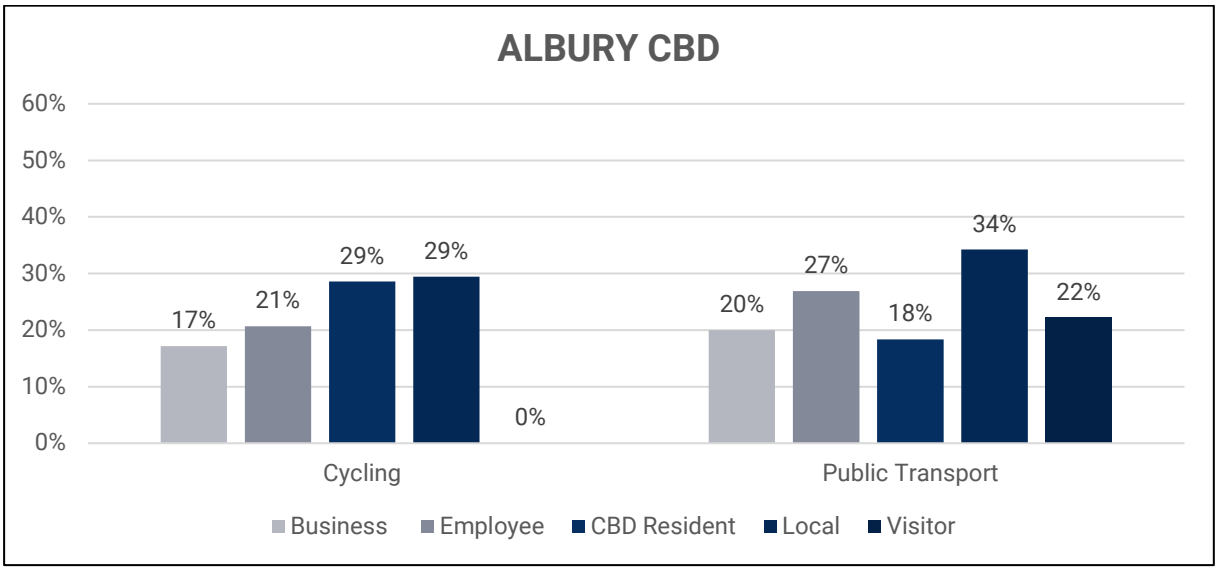


Figure B.20: How each respondent category accesses the CBD

Figure B.20 above shows that Albury CBD Residents are are far less likely to drive and far more likely to walk than any other respondent, and that Lavington CBD Residents are the only respondents who use Community Transport. It also shows that Public Transport use is extremely low across both CBDs, and that the highest rate of cycling is from Local, with 20% to the Albury CBD and 17% to the Lavington CBD.

All respondents were then asked if they would consider alternative transport modes such as cycling and public transport if facilities were safer and more convenient. On average, almost one quarter of respondents from both CBDs stated that they would consider alternative transport if facilities were improved, however again this differs across respondent categories. **Figure B.21** below shows the breakdown across those categories.



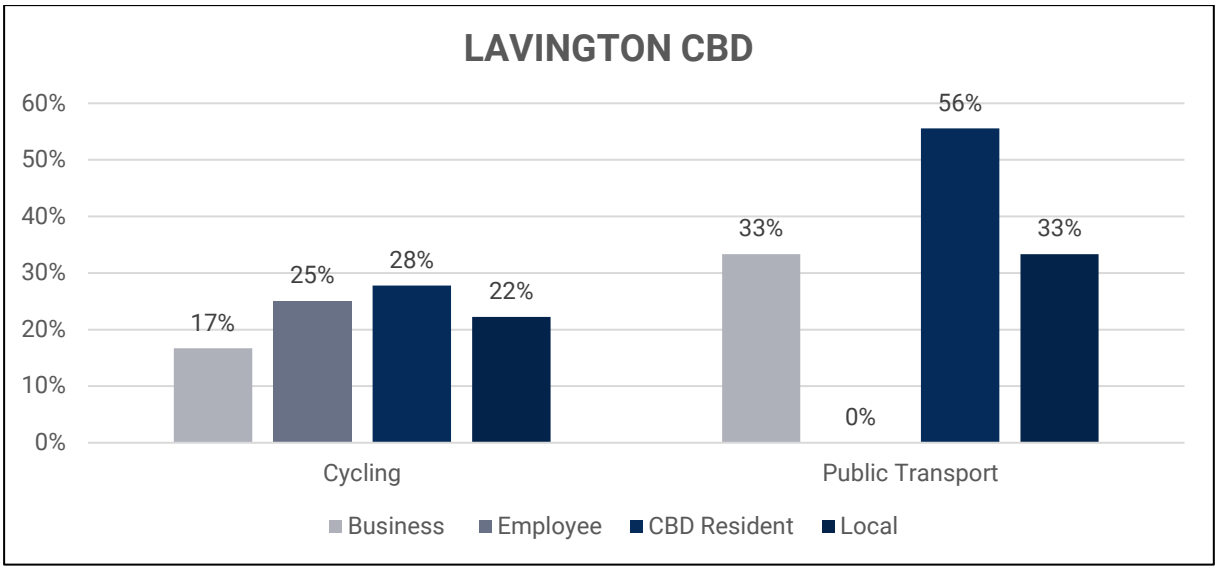


Figure B.21: Percentage of respondents who would consider alternative transport modes to access the CBDs if facilities were safer and more convenient

It can be seen that there is interest from the community in alternative transport modes, particularly for public transport in the Lavington CBD. A third of Businesses and Locals (again, those that live in Albury Wodonga but not in the CBD) would use public transport to access the Lavington CBD, as well as over half of Lavington CBD Residents.

Attitudes to public transport were less favourable in the Albury CBD, however over a third of Locals and over a quarter of Employees would consider changing how they access the CBD. Further, whilst Visitors would not consider cycling to access the CBD (understandable, when travelling some distance from out of town) 22% would consider accessing the Albury CBD via public transport.

Interest in cycling was fairly similar across both CBDs, with CBD Residents and Locals to the Albury CBD slightly more likely to ride than those in the Lavington CBD.

This shows that there is interest from all sectors of the community in considering alternative transport modes to access the CBDs. It reiterates that public transport and cycling facilities in and to the CBDs must be improved.

15.14. DISABLED PARKING

All respondents were asked if they used disabled parking, with only 4% in the Albury CBD and 16% in the Lavington CBD. Of those who use disabled parking, 69% in the Albury CBD and 80% in Lavington CBD stated that there was insufficient disabled parking.

15.15. FEEDBACK

Respondents were then asked to provide additional commentary on their submission. Commentary was largely well thought out and considered, with 62% of Albury CBD respondents and 48% of Lavington CBD respondents providing additional feedback.

Feedback was varied across all respondents, however a number of trends were identified which largely support the recommendations of this strategy.

15.15.1. ALBURY CBD

Of all the Albury CBD respondents, only 13% requested more parking, although not necessarily in the general sense. Of those who requested more parking in the Albury CBD;

- 57% requested additional All-Day parking;
- 9% requested more parking in Dean Street;
- 12% wanted to see more undercover parking;
- 3% requested additional motorcycle parking; and
- 19% requested more parking in general.

Those that requested additional parking in Dean Street were predominantly businesses, again highlighting the disconnect between business expectation and shoppers' willingness to walk.

Of those that requested additional All-Day parking, one fifth referred specifically to the eastern end of the CBD.

Those that wanted undercover parking didn't necessarily request additional parking, just more covered spaces, particularly in summer.

Those that requested more parking in general were predominantly made up of Locals and Visitors who stated that they would walk up to a block to their destination, could *Rarely* or *Sometimes* source a park where they wanted, and would not consider alternative transport options. In total, these respondents represent less than 3% of all Albury CBD responses.

Other responses referred to streetscape improvements and environmental considerations. Approximately 7% of all respondents requested alternative transport improvements, such as people walking further in the CBD, better public transport, better cycling facilities, and better pedestrian facilities. Other suggestions included installing solar panels on multi-deck car parks to provide shade and generate power, as well as installing electric vehicle charging stations. This suggestion has significant merit, and should be considered a recommendation of this strategy.

There were also several comments specifically requesting removal of on-street parking in favour of off-street facilities, allowing streetscape improvements such as more trees and narrower lanes to slow traffic, beautify the CBD, and make it more pedestrian friendly.

Another trend identified in respondent feedback referred to parking in residential streets in the CBD Fringe. Of the 49 Albury CBD Residents who undertook the survey, 31% requested consideration for timed parking in residential streets, 72% of which specifically referred to Olive Street between Smollett and Hume Streets. CBD Residents mentioned that these streets were heavily used by commuters parking all day, making it difficult for themselves and their visitors to access parks anywhere near their homes. Olive Street between Smollett and Hume Streets has an average occupancy rate over 85% and a number of properties without off-street parking. This supports the recommendation to investigate a Residential Parking Permit Scheme.

Other comments regarding the Albury CBD included

- Safety concerns at multi-deck car parks; specifically commentary regarding lighting and security issues at All-Day facilities. This should be investigated.
- Issues with disabled parking in the CBD – not enough, not to standard, and not patrolled. This will be considered in the review of all disabled parking.
- Issues with parking near schools such as Albury Public School and St Patrick's Parish School. These comments referred more to driver behaviour rather than a lack of parking, although did request consideration for more high-turnover parking such as 15-minute zones.
- Approximately 2% of all respondents raised concerns with the configuration of the Volt Lane multi-deck. There were a number of concerns from the community when the facility was first built, particularly regarding the metropolitan style layout. The small amount of feedback regarding this, and reasonable occupancy rates of levels one and two would suggest that only a small minority of the community still has concerns regarding the layout of the facility.
- Consideration for a green space near the Volt Lane complex – specifically converting some of the at-grade parking areas into a green space for workers to enjoy.
- Consideration for the construction of a multi-deck car park at the David Street car park behind the cinema. Respondents believed there was opportunity for additional parking as well as commercial spaces similar to the Volt Lane facility.
- Commentary regarding taxi and loading zones. Some respondents wanted more, others less, and some requesting reconfigurations. This will be considered with the review of all loading and taxi zones in the CBDs.
- Requests for Council to individually delineate parking bays, particularly in areas with angle parking. This is a recommendation of the strategy.
- Requests regarding additional parking patrols or technology to ensure time limits are adhered to, and vehicles do not over-stay.

The last trend to be identified was fairly significant, with 12% of all respondents requesting consideration for the upper levels of Volt Lane to be changed to All-Day parking. Approximately 92% of these requests came from CBD Employees, with the remainder split evenly between Businesses and Locals. The majority of those that made the request highlighted that the top levels are regularly empty, and that increased usage could mitigate vandalism issues in the complex. Some of those who made the request specifically mentioned that they would be willing to pay for a permit to be able to park All-Day, while others framed the request in a manner that suggested they believed CBD Employees should not have to walk far from where they park. Others again identified that the All-Day parking could be removed during high demand periods such as Christmas trading. This strategy identifies consideration to include All-Day parking on the upper levels of Volt Lane, and feedback suggests this will be largely supported by the community.

15.15.2. LAVINGTON CBD

Feedback from Lavington CBD was limited, with 5% of respondents referring to the Albury CBD in their comments. The remaining feedback can be broken down as follows;

- 9% of respondents requested alternative transport improvements, including pedestrian, cycling and public transport facilities.
- 5% requested streetscape improvements – wider footpaths, less parking, CBD beautification.
- 6% raised issues with disabled parking in the Lavington CBD. This will be reviewed.
- 3% stated parking in Lavington was adequate.
- 6% requested more parking in general.

Similar to Albury, those that requested more parking in general were made up of Locals who indicated that they would walk up to a block to their destination, could *Rarely* or S*ometimes* source a park where they wanted, and would not consider alternative transport options. When combined with Albury CBD feedback, this makes up approximately 3% of all 511 responses.

15.16. SUMMARY

The trends identified through the community engagement process indicate that the aims and recommendations of the CBD Parking Strategy 2020-2025 are largely in line with the needs and wants of the broader community.

The strategy aims to manage parking whilst implementing infrastructure and policies to encourage future change. The community want clear, well managed parking that caters to the different users.

The strategy recommends improvements to public and active transport options, with opportunities to reconfigure streetscapes and beautify the CBDs. It discusses opportunities to develop current at-grade parking spaces, into facilities such as multi-decks with commercial spaces. The community wants alternative transport options, pedestrian-friendly spaces, and attractive and safe CBDs.

Recommendation 27: Consider the inclusion of solar panels for shade and power generation on all new and upgraded parking facilities in the Albury and Lavington CBDs, with consideration for additional electric vehicle charging stations.

Section 16 below summarises all recommendations of this strategy.

APPENDIX C

15.17. ALBURY WODONGA PUBLIC TRANSPORT ISSUES PAPER

ALBURY WODONGA PUBLIC TRANSPORT

Issues Paper

Albury City

1. BACKGROUND

This issues paper has been prepared by the Team Leader of Traffic & Transport at AlburyCity in conjunction with the City of Wodonga, as a component of the '*Two Cities One Community*' Initiative.

Albury and Wodonga are regional cities located on opposite sides of the Murray River on the New South Wales-Victorian border, some 300km north-east of Melbourne and 570km south-west of Sydney. As a combined city Albury Wodonga has a population in the order of 100,000 residents, servicing a regional community of in excess of 180,000. The two councils have recently come together in a *Two Cities One Community* ethos recognising the value in working closely together to achieve community aspirations and ambitions, delivering value for money and adopting a regional perspective. To achieve this, community services such as public transport must be integrated and seamless, connecting facilities such as central business districts, health precincts, education facilities, recreational and sporting precincts, and residential growth areas.

It is important to understand that the Albury Wodonga community do not see a state border. Residents regularly cross the river to share facilities, venues, infrastructure and services. Access to health, work, sport, recreation, shopping, and entertainment facilities is based on preference and convenience, irrespective of which side of the border they are located. Residents expect community leaders to adopt a regional perspective and advocate to state and federal governments on issues that impact their day to day lives. Albury and Wodonga are intrinsically linked but interdependent; the two cities function separately and as a whole. Recent studies have shown that the CBDs of Albury and Wodonga equally share sourcing of their respective workforces. To clarify, it has been found that approximately 50% of Albury CBD workers reside in Wodonga, and vice versa.

In terms of population, land area, connectivity to capital cities and the provision of services, Albury Wodonga is comparable to other sizeable regional cities such as Ballarat, Bendigo and Toowoomba. Similar to these other regional cities, public transport in Albury Wodonga is underutilised and inefficient. Unique to Albury Wodonga however, is that public transport is hampered by cross border policies and practices, with different legislation, service providers and ticketing systems, resulting in a complete lack of uniformity across the cities.

Public transport links within and between the two cities are inconvenient, lengthy, confusing, and fragmented. This coupled with an abundance of free parking within both the Albury and Wodonga CBDs ensures that there is no incentive for residents to consider any means of alternative transport. As such, public transport services in Albury Wodonga are used almost exclusively by those in the community that have no choice such as youth, the elderly, those with disabilities, and the disadvantaged. AlburyCity is currently developing a CBD Parking Strategy with aims to change how parking is viewed and used throughout the city, however cannot introduce new parking policy measures to constrain traffic and parking growth before ensuring that public transport and other travel modes are attractive and realistic alternatives

This paper discusses the difficulties and constraints surrounding the existing public transport network in Albury Wodonga, and includes a number of case studies highlighting specific faults within the system.

2. ISSUES

2.1. INTERCITY TRANSPORT

Whilst Albury Wodonga is well connected to Sydney and Melbourne via road and air, public transport links are infrequent, costly and lengthy. The table below compares the different modes used to travel from Albury Wodonga to Melbourne and Sydney, and compares the time and costs involved. Despite being located in southern NSW, Albury is far more culturally and socially linked to Melbourne as it is significantly closer than Sydney. As such, the route from Albury Wodonga to Melbourne is far more frequently travelled.

	MELBOURNE		**SYDNEY**	
	Time	**Price**	**Time**	**Price**
Air	1 hour	$120-$500	1 hr 20m	$150-$600
Rail	4 hours	$40	8 hours	$60
Private Vehicle	3.5-4 hours	$40-50	6-7 hours	$75-$90

Table 2.1 Travel Times per Transport Mode

It can be seen from the table above that the cost and time taken to travel from Albury Wodonga to Melbourne via rail is comparable to that of a private vehicle. Due to the distance involved however, it is not particularly common for residents to travel to Melbourne solo and as such carpooling (or a family travelling together) makes the trip by private vehicle more cost effective. This coupled with the convenience and freedom of driving means that the trip from Albury Wodonga to Melbourne by private vehicle is far more attractive than catching the train. Further, as a result of more than a decade of cancelled, interrupted and/or significantly delayed trains on the Albury-Melbourne line, the service is seen as unreliable.

The trip from Albury Wodonga to Sydney is more commonly undertaken by air travel, particularly for business purposes. The time and convenience of flying compared to rail or private vehicle travel coupled with a marginal increase in cost results in a transport option that is considered attractive and viable.

2.2. LOCAL/INTRACITY TRANSPORT

Public transport options in Albury Wodonga include buses, taxis, and a local company called 'dial a driver' which will drive you and your vehicle home for a fee. There are trains between Albury and Wodonga as part of the V-line and XPT services, however are not often used to travel between the two cities, particularly as the Wodonga Railway station is located some 4km from the CBD with no connecting bus services. Rideshare companies such as Uber and Lyft are not available in either city. As such, this section focuses primarily on taxis and buses.

2.2.1. TAXIS

There are two major taxi companies in Albury Wodonga, one located in Victoria and one in NSW – Wodonga Taxis and Albury Taxis respectively. There are a number of legislative barriers in place to restrict the availability and usability of taxis. Namely;

- Wodonga Taxis are permitted to accept a pre-booked fare in NSW **only** if the fare is returning to Victoria, i.e. they cannot take passengers from one location in Albury to another. The same is true for Albury Taxis in Wodonga.
- Wodonga Taxis are not permitted to accept a roadside hail in Albury, and vice versa.

- A Wodonga Taxi is not permitted to wait at a taxi rank in NSW, and vice versa
- A driver with a NSW license is not permitted to hold a Victorian taxi license. This is new legislation and has resulted in Commercial Passenger Vehicles Victoria (CPVV) revoking the authority of a local man who recently moved from Wodonga to Albury. The man is now unemployed.

Additionally, Taxis are seen as prohibitively expensive for many, particularly for those needing to cross the border. A trip from the Albury entertainment precinct to West Wodonga on a Saturday night for instance (a distance of approximately 15kms) will cost somewhere in the order of $50-70.

2.2.2. BUSES

There are 19 bus services operating within Albury Wodonga as per the following;

- 12 services in Wodonga operated by Public Transport Victoria (PTV)
- 1 service connecting Wodonga to Albury operated by PTV
- 3 services in Albury operated by PTV
- 3 services in Lavington/Thurgoona operated by Martins Travel Group for Transport for New South Wales (TfNSW)

There are also a number of intercity services to Albury Wodonga from surrounding regional towns such as Corowa/Rutherglen, Beechworth, Howlong, Jindera, Tallangatta and others. This paper does not go into any depth regarding these services, however it should be highlighted that they are infrequent and the timetabling does not lend itself to regular commuter use.

In regards to the services within Albury Wodonga, there are a number of ticketing, connectivity and usability issues, outlined below;

- The Albury Railway Station, Wodonga Railway Station and the Albury Airport are not serviced by any route. This is particularly problematic in Wodonga as the station is located 4km from the centre of the city, and on the other side of the Hume Freeway.
- The ticketing system differs between the services operated by PTV and those operated by Martins Travel for TfNSW. You cannot buy a ticket in Wodonga to get to any destination north of QEII Square.
- There are no EFT facilities on buses to purchases tickets, therefore cash must be used. (Preferably the correct change)
- There is no 'tap and go' ticketing system such as Myki or Opal.
- There are no express services from outer suburbs into either CBD
- Services do not extend far into growth areas such as Thurgoona and Baranduda
- There are no direct links between either CBD and the two university campuses (La Trobe in West Wodonga and Charles Sturt in Thurgoona)
- Services in Wodonga overlap extensively
- Most services are meandering, travelling through multiple suburbs rather than one, resulting in lengthy travel times for passengers
- Many services are not unidirectional, which again results in lengthy travel times for passengers
- There are no connecting services from one side of the city to the other (east to west or north to south) resulting in multiple connections for one trip, and lengthy wait times between services
- As services in Albury Wodonga are operated by two different states and providers, available information is fragmented and must be sourced from two different locations. Information regarding the PTV services can be sourced on the PTV website and/or app, which includes an intuitive journey planner option. Information regarding the TfNSW services must be located via the Martins Travel Group website, where maps and timetables are pdf downloads, and there is no journey planner option. The ramifications of this are outlined in further detail in the case studies below.

3. CASE STUDIES

In order to adequately demonstrate how the above impacts the usability of public transport in and around Albury Wodonga, five case studies are detailed below. These case studies look at a broad range of passenger demographics and destinations to demonstrate how the current fragmented public transport system in Albury Wodonga impacts the community.

3.1. CASE STUDY A

A student living in Lloyd Street, West Wodonga attending 9am classes at Charles Sturt University, Thurgoona Campus.

3.1.1. PRIVATE VEHICLE

- 20km on the Hume Freeway, 15-25 minutes depending on traffic

3.1.2. PUBLIC TRANSPORT

- Leave home at approximately 6:40am
- Walk to nearest bus stop; 5-10 minutes
- Catch Regional Bus F from Uniting Church West Wodonga at 6:58am
- Arrive Wodonga Library at 7:05am
- Wait at Wodonga Library for 35 minutes
- Catch Regional bus AW from Wodonga Library 7:40am
- Arrive Kmart Car Park/Smollett Street 7:49am
- Walk 500m (10 minutes) to QEII Square and arrive at approximately 8:00am
- Wait at QEII Square for 25 minutes
- Catch Route 908 from QEII Square at 8:25am
- Arrive Charles Sturt University at 8:48am
- Walk to class

TOTAL TRAVEL TIME: Approximately 2 hours with 3 services

Additional Notes;

PTV Journey Planner can be used to plan journey from home to QEII Square. Local bus provider website must be used to determine possible route from QEII to CSU.

Return journey similar, taking approximately 2 hours with 3 service changes. The time at which the student can leave the university to return home is limited, and the student cannot stay later than 4:30pm

3.2. CASE STUDY B

Resident of Kerr Road Thurgoona, wishing to travel to Albury CBD on a Saturday morning to go shopping

3.2.1. PRIVATE VEHICLE

- 12km, 15-20 minutes

3.2.2. PUBLIC TRANSPORT

- Walk 3km to nearest bus stop at Thurgoona Plaza, 40 minutes (or catch a taxi)
- Catch the Route 908 bus from Thurgoona Plaza at 8:25am
- Arrive QEII square at 8:50am

TOTAL TRAVEL TIME; 1hr 5minutes with a 3km walk

Additional Notes;

The latest that the resident can commence their return journey is 12:15pm from QEII, as this is the last bus on this service for the weekend. Buses in Albury do not operate in the afternoon on Saturdays, and not at all on Sundays. Most shops in the Albury CBD do not close until 4pm on Saturday, and are generally open until at least lunch time on Sundays.

Expecting passengers to walk 3km to access the closest bus stop is completely unrealistic. Further, if a taxi was used, the passenger would travel all the way into Albury, rather than be taken to a Thurgoona bus stop.

A resident could cycle the 3km from Kerr Road to the Thurgoona Plaza to catch the bus, however as there are no lockable facilities for their bicycle, this would be considered undesirable.

3.3. CASE STUDY C

Resident in Springdale Heights visiting the Cancer Centre at Albury-Wodonga Health, Albury campus for a weekday, lunch time appointment

3.3.1. PRIVATE VEHICLE

- Three different route options, 6-10kms, all approximately 10 minutes' travel time

3.3.2. PUBLIC TRANSPORT

- Walk to nearest bus stop, 10 minutes
- Catch the Route 906 bus from Kaitlers Road Store at 10:33am
- Arrive QEII square at 11:00am
- Wait 30 minutes
- Catch Regional Bus EA East Albury service from QEII 11:30am
- Arrive Keene Street 11:38am

TOTAL TRAVEL TIME; 1hr 15 minutes with 2 services

3.4. CASE STUDY D

Resident of Blackmore Street, West Albury travelling to Vermont Street, Wodonga on a Thursday for a 2:30pm obstetrician's appointment. A significant number of pregnancy related services are located near the Maternity Ward of Albury Wodonga Health, which is in Wodonga.

3.4.1. PRIVATE VEHICLE

- 9km, 15-20 minutes

3.4.2. PUBLIC TRANSPORT

- Walk to Albury West Public School/Mott Street bus stop, 5 minutes
- Catch the West Albury route at 12:20pm
- Arrive at QEII Square 12:30pm
- Wait 30 minutes
- Catch the Regional Bus 7 to Beechworth at 1:00pm
- Arrive at the Wodonga Water Tower at 1:11pm
- Wait 34 minutes
- Catch Regional Bus G from the Water Tower at 1:45pm
- Arrive at Wilson/Vermont Street at 1:50pm
- Walk down Vermont Street to clinic, arrive approximately 2pm.
- Wait half an hour for appointment.

TOTAL TRAVEL TIME; 1hr 35 minutes with 3 services, and a half an hour wait

Additional Notes;

This is the latest appointment that could be attended, as a return journey leaving Wilson Street/Beechworth Road at 3:58pm is the last possible service to provide connection through to West Albury.

The bus stop at Wilson Street/Beechworth road is 1km from the Vermont Street Clinic, thereby requiring the passenger to walk 15-20 minutes to catch a bus.

The return journey takes a similar time frame, also requires the use of 3 different services, as well as requiring the passenger to walk 1km at the beginning of the journey, and then an additional 700m at the end of the journey.

3.5. CASE STUDY E

Resident of Riverview Terrace, East Wodonga, commuting to the Albury CBD for work at 8:30am.

3.5.1. PRIVATE VEHICLE

- 7km, 10-15 minutes
- Park at the Kiewa Street All-Day multi-deck car park, walk to Dean Street, 5 minutes

TOTAL TRAVEL TIME, 15-20 minutes

3.5.2. PUBLIC TRANSPORT

- Walk to the De Kerilleau Drive bus stop, 5 minutes
- Catch the Regional Bus E to Wodonga at 7:26am
- Arrive at Wodonga Library/Hovell Street at 7:40am
- Wait 20 minutes
- Catch the Regional Bus AW to Albury at 8:00am
- Arrive at Kmart Car Park/Smollett Street at 8:09am
- Walk to Dean Street, 5 minutes

TOTAL TRAVEL TIME; 53 minutes with 2 services

Additional Notes;

The return journey requires the passenger to leave work prior to 5pm to enable them to catch the Regional bus AW from QEII Square at 5:01pm. This is the absolute latest service that can be used, as the 5:31pm AW service from QEII Square to Wodonga does not arrive at the Wodonga Water Tower in time for the passenger to change the East Wodonga Service at 5:45pm. If the passenger did catch the 5:31pm AW Service from Albury to Wodonga, they would be required to walk 2.5km home from the Water Tower.

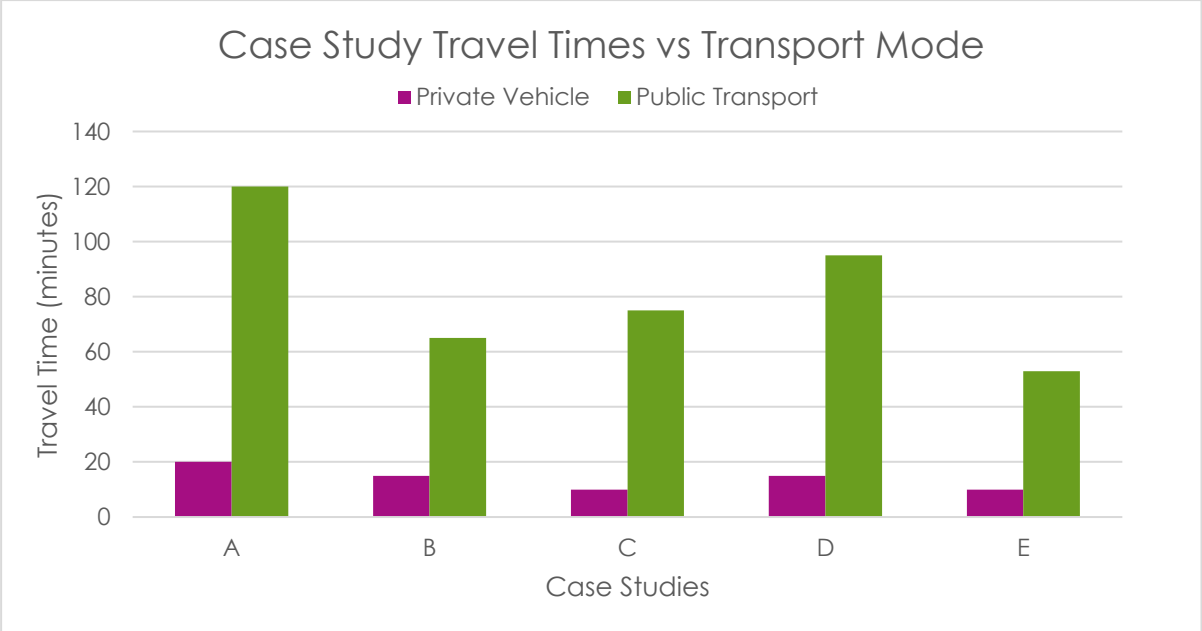
The commuter in this instance could cycle the 2.5km from their home to the Wodonga Library stop and then catch the Regional AW bus to Albury, however as there are no lockable facilities for their bicycle, this would be considered undesirable.

3.6. SUMMARY OF CASE STUDIES

The table and chart below summarise the differences between private and public transport options across Albury Wodonga. It shows that not only is every single journey significantly longer when undertaken on public transport, but that there are additional barriers in place which impact the usability of the service. These barriers include lengthy walking distances, changes to service providers, ticketing & timetabling, and limitations to when services can be accessed.

Case	Journey & Purpose	Private Vehicle	Public Transport
A	West Wodonga to Charles Sturt University, Thurgoona campus for 9am class	15-25 minutes	2 hours, 3 services
B	Kerr Road to Albury CBD for Saturday morning shopping	15-20 minutes	1 hour 5 minutes + 3km walk
C	Springdale Heights to Cancer Centre for weekday, lunch time appointment	10 minutes	1 hour 15 minutes, 2 services
D	West Albury to Central Wodonga for an afternoon obstetricians appointment	15-20 minutes	1 hour 35 minutes, 3 services +½ hour wait Return journey requires 1km walk + 700m walk
E	East Wodonga commuting to Albury CBD for work	10-15 minutes	53 minutes, 2 services

Table 3.1 Case Study Travel Times per Transport Mode



Graph 3.1 Case Study Travel Times per Transport Mode

4. OPPORTUNITIES

In order to address the inadequacies of the Albury Wodonga public transport systems, the following opportunities should be considered;

- Review of the Albury and Wodonga public transport services with a view towards consolidation and the development of an Albury Wodonga integrated public transport system.
- Implementation of consistent ticketing across the network, including opportunities for alternative and prepaid payment methods
- Implementation of consistent route numbering, timetables and maps across both cities.
- Creation of trunk/express services, with consideration to connect outer suburbs, the two universities and the two TAFE campuses to the CBDs

- Creation of connections to both railway stations and the Albury Airport
- Investigation into shorter, less frequent local services with timely connections to trunk services to decrease travel and wait times
- Investigation into on-demand services
- Investigation into opportunities for the creation of transport hubs and/or interchanges at strategic locations
- Consideration for connections to major employment hubs such as Albury-Wodonga Health, Australian Tax Office, Norske Skog, Nexus Industrial Precinct, Logic Industrial Precinct