



Community Voice Survey Four 2019 Summary Report

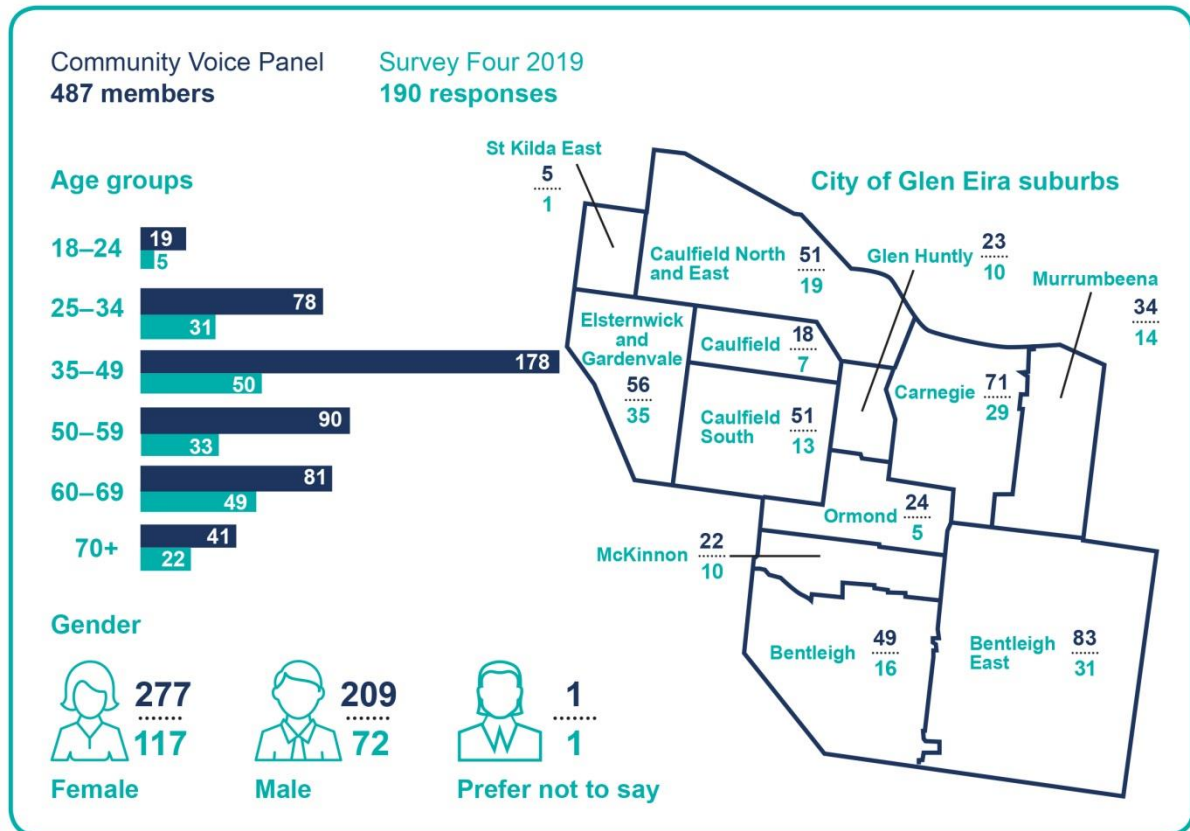
November 2019

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COMMUNITY VOICE SURVEY FOUR 2019

This Summary Report presents the findings from Community Voice Survey Four 2019, conducted between 14 and 28 October 2019. Community Voice is an online panel of 487 residents who broadly represent the Glen Eira Community in terms of age, gender and suburb. The survey received 190 responses, a response rate of 39%.



SECTION ONE: COMMUNITY VISION

Council asked Community Voice members about your vision for the future of Glen Eira, and how you would like to be part of the process to develop a Community Vision. Your input will inform both the Community Vision, and how Council involves other community members in developing it.

Key findings

- The three things that respondents most commonly said they love about Glen Eira were: our natural and green environment; our sense of community; and our well designed, welcoming neighbourhoods.
- The three things that respondents most commonly said they hope for the future in Glen Eira were: quality, low rise housing; more green and open spaces and to be a leader in sustainability; and a sense of community.
- Respondents identified changes to the planning scheme and investment in green open space, waste reduction and climate action as key changes needed to bring about their vision.
- The three things that respondents most commonly said will make Glen Eira a great place to live in the future were: our community spirit and pride; our green environment; and an appropriate approach to development and population growth.
- The three things that respondents most commonly said will make Glen Eira a great place to work in the future were: our green, pleasant and safe environment; public infrastructure, services and amenities; and excellent public transport.
- The three things that respondents most commonly said would make Glen Eira a great place to play in the future were: our green, clean environment with parks and open spaces; recreation infrastructure; and diverse, friendly and safe community.
- The top five themes that respondents would be interested in exploring further with other community members were: public space; urban development and housing density; sustainability and the environment; sense of community and place; and social built infrastructure.
- Among respondents, the most popular ways of being involved in developing the Community Vision were: online, via Have Your Say; at community workshops; and pop up engagements.

1.1 One thing I love about Glen Eira is...

180 respondents provided a comment. A summary of the key themes and topics is outlined below.

Key themes and topics	No. of references
Our natural and green environment (parks, green spaces, wildlife, trees and recreation facilities) and Council's approach to sustainability	78
Parks, gardens and green spaces with birds and wildlife Sport and recreation facilities and playgrounds Trees Council's recycling services and approach to sustainability	
Our sense of community spirit, safety, diversity, events and community participation opportunities	69
Sense of community spirit, safety and friendly family-orientation Our diversity and multi-culturalism Community activities, events and festivals Opportunities for community participation, involvement and input	
Our well designed, welcoming neighbourhoods with quality homes and clean, tree-lined streets	61
It is a welcoming, quiet place to live with clean leafy streets and gardens The heritage and character of homes, low rise and low density housing Its convenience and proximity to what we need and like to do	
Our vibrant local shopping and dining precincts	22
Vibrant shopping strips and centres Local shopping options, diverse dining options and traders	
Our public transport services and transport availability	19
Good and accessible public transport services Transport availability	
Location of Glen Eira: Close proximity to city and beach	14
Access to services and facilities: Library, Carnegie Pool, amenities, hospital and services	12
Other: Ideas that do not appear to fit within a theme	5
Council: Council is progressive and gives back to the community	2

Illustrative quotes:

"Glen Eira is a city with plenty of parks and recreation facilities; many quiet streets for walking." (Male, 60-69, Bentleigh East)

"Diversity of its people which then reflects in the surroundings from a culture down to the type of shops/restaurants that are available." (Female, 25-34, Glen Huntly)

"Our peaceful treed neighbourhood, fabulous neighbours & friends. Close proximity to our religious community. Green garden space to support bird life. Low rise housing without overcrowding of population. That's why we bought here!" (Female, 60-69, Elsternwick)

"I love the vibe of Koornang Road in Carnegie." (Female, 50-59, Murrumbeena)

"The availability of public transport." (Male, 18-24, Carnegie)

1.2 In the future, I hope Glen Eira will...

180 respondents provided a comment. A summary of the key themes and topics is outlined below.

Key themes and topics	No. of references
Have quality, low rise housing options to support population growth and retain our neighbourhood character, greenery and village feel	82
Have a planning scheme that supports quality, low rise housing options and retains neighbourhood character	58
Have balanced growth, stay green and there will be more trees	
Retain the village atmosphere and suburban feel	
Have an increase in green and open spaces and be a leader in sustainability	39
Have an increase in green spaces, open spaces and parks	
Be a leader in sustainability and our residents will embrace recycling, solar and waste reduction	
Be a place where a sense of community spirit is fostered and people and families are diverse, inclusive, healthy, feel safe and get involved	26
Have a sense of community spirit where people are diverse, inclusive, welcoming, healthy and family-oriented	
Feel safe and there will be a focus on community safety	
Have events and opportunities to participate and get involved	11
Have more people walking, cycling and using improved public transport systems and less traffic congestion	
Have less traffic congestion and sufficient parking to access local businesses	
Have more or better pedestrian and cycling infrastructure to encourage active transport	10
Have improved public transport systems	
Have a Council that welcomes citizen participation and dialogue and listens	
Have a Council that shows it listens to its constituents	10
Have a Council that engages, communicates and consults its constituents	
Have a café culture and diverse retail, dining and entertainment options in vibrant shopping strips and precincts	
Have a café culture and varied retail, dining and entertainment options	10
Have improved shopping strips and precincts	
Other: Ideas that do not appear to fit within a theme	
Provide improved services and facilities to support all, especially the vulnerable	8
Thrive and be a great place to live	6

Illustrative quotes:

“Develop ways to have increased population density while having vibrant green spaces full of native birds, mammals, and insects” (Male, 70-84, Carnegie)

“Be a more sustainability community, recycling, solar” (Female, 35-49, Bentleigh)

“Be a more inclusive community” (Male, 35-49, Caulfield)

“Also better and more reliable bus services to relieve traffic congestion” (Female, 60-69, Caulfield)

“Have more trendy cafe and restaurants” (Female, 35-49, McKinnon)

1.3 What change is needed to make this happen?

175 respondents provided a comment. A summary of the key themes and topics is outlined below.

Key themes and topics	No. of references
Make changes to the planning scheme to limit the height and density of future developments, protect heritage homes and ensure developments will be appropriately located and provide good quality housing	73
Make changes to the planning scheme, place strict controls on the height, density and amenity requirements of future developments Before approving future developments, ensure they are appropriate for the surrounding area, quality constructions, aesthetically pleasing and have sufficient on-site parking and amenities Protect heritage homes and beautiful older homes and maintain housing character	
Acquire land, increase green open space and trees, embrace waste minimisation and climate change so the City will be green, clean and prepared	48
Acquire land and increase green open spaces, have gardens and plant trees Encourage greater take-up of waste reduction, recycling and climate change readiness	
A Council that is forward thinking, has well considered plans and genuinely consults with and listens to the community	39
Council conducts high quality community consultation, listens carefully and shows greater transparency A Council that is forward thinking, has well considered plans and cares about the amenity of the City	
Reduce traffic congestion and reliance on vehicles by improving public transport and becoming more cyclist and pedestrian-friendly	38
Improve public transport and provide safe bike lanes and footpaths to support movement and connectivity Reduce traffic congestion and review on-street car parking arrangements	
Create a sense of safe community by encouraging good citizenship behaviour, using surveillance and strengthening community spirit	18
Strengthen community spirit through festivals and events Encourage a sense of safety and good citizenship behaviour and use surveillance	
Invest in infrastructure so community members have localised access to facilities such as a schools, playgrounds, recreational areas and libraries	10
Encourage and support local business expansion as well as diverse and thriving shopping strips and precincts	10
Other: Ideas that do not appear to fit within a theme	10
Unsure	1

Illustrative quotes:

"I support new developments but hope they are kept to a height which works in the neighbourhood. It is vital that parking is included with all new developments, no excuses for not including sufficient parking!" (Female, 70-84, Elsternwick)

"Declare a climate emergency and take more direct action" (Female, 25-34, Caulfield South)

"Continuing discussion, a willingness to listen and for our elected council to act" (Male, 50-59, Caulfield South)

"A realisation that cities are for people, not cars. People may choose to use a car to travel however this should be considered a last option when actual sustainable options are exhausted" (Male, 25-34, Glen Huntly)

1.4 In the future, Glen Eira will be a great place to live because...

173 respondents provided a comment. A summary of the key themes and topics is outlined below.

Key themes and topics	No. of references
It is a place with community spirit and pride, where people and families are diverse, healthy, caring and safe and they can interact and participate via community events and activities	77
We have a sense of community spirit and pride and our people and families are diverse, friendly, healthy and care It is clean and feels safe We have a community atmosphere with events and opportunities to interact and participate	
Our environment is green and clean with parks, trees and open spaces for recreation and residents who embrace sustainability and minimise waste	58
It is green with parks, open spaces, leafy trees and community gardens We value our clean environment and embrace environment-friendly and sustainable practices and minimise waste We have active and passive outdoor recreation choices	
We have an appropriate approach to development and population growth, respect our heritage character and have a good mix of housing stock that is conveniently located	46
We have an appropriate approach to development and population growth that does not compromise the amenity of our residents We have convenient access to what we need for a quality lifestyle We have respected and protected our heritage character Our housing stock is diverse, affordable and adequate	
We have excellent public transport services and support easy and safe non-vehicular movements through our pedestrian and cyclist paths and facilities	30
We have excellent public transport services and connections It is easy and safe to move around due to our focus on active transport and excellent pedestrian and cyclist paths and facilities	
Our Council is forward looking, listens to residents and is community-minded	24
Our Council is looking forward and makes necessary changes Our Council listens and resident voices are heard Our Council is community minded	
Residents have access to quality services, support services, local amenities and infrastructure including educational facilities	21
We have quality local amenities and infrastructure including educational facilities This area is well serviced and has support services for residents, especially the elderly	
Have a café culture and diverse retail, dining and entertainment options in vibrant shopping strips and precincts	16
There are vibrant shopping precincts with a variety of quality retail outlets and shops We have great cafés, restaurants and dining options	
Location of Glen Eira: Close proximity to city and everything	12
Unsure or doubtful that Glen Eira will be a great place to live	10
Other: Ideas that do not appear to fit within a theme	6

Illustrative quotes:

"It is safe and friendly, with people engaging with their neighbours and community" (Female, 35-49, Caulfield South)

"Of the air residents breathe - as a result of the future tree canopy cover" (Male, 60-69, Bentleigh)

"Good planning will adequately control growth, maintain and improve green areas and keep the community as a central focus" (Male, 70-84, Elsternwick)

“It is environmentally friendly, with good public transport, focus on pedestrians and cyclists”
(Female, 60-69, Carnegie)

“It will have great restaurants and wine bars” **(Male, 25-34, Carnegie)**

1.5 In the future, Glen Eira will be a great place to work because...

156 respondents provided a comment. A summary of the key themes and topics is outlined below.

Key themes and topics	No. of references
We offer a green, pleasant and safe environment and have a friendly community	30
We have established public infrastructure and accessible services, amenities, retail and dining options	29
There are excellent public transport services and connections	28
Transport planning ensures we have good linkages and a bike path network to reduce and manage traffic movements and congestion	22
There are a variety of job options and employment opportunities	18
This is not applicable to me	15
We have a vibrant local economy and thriving businesses that are encouraged by Council and supported by community	14
We are progressive, initiate industry partnerships and offer quality co-working spaces, hubs and workplaces that have high speed internet and environmentally friendly	14
There are jobs close to home and technology enables more opportunities to work from home	13
Unsure or doubtful that Glen Eira will be a great place to work	12
Our planning ensures there is adequate off-street car parking available if required	6
Of our geographical location and proximity	5
Other: Ideas that do not appear to fit within a theme	4

Illustrative quotes:

“If there is plenty of places to walk and sit in the sun during breaks it will be great” **(Female, 70-84, Elsternwick)**

“A variety of services are only a stone’s throw away” **(Female, 25-34, Caulfield)**

“Public transportation is so easy linking people to shops, University, city and there are so many great places to connect, share ideas, unwind at lunch or after work” **(Female, 35-49, Caulfield North)**

“Our network of bike paths and trails will enable easy movement around the city” **(Male, 60-69, Caulfield South)**

“Super high-speed internet, shared spaces, retail necessities within walking distance” **(Male, 50-59, Bentleigh East)**

1.6 In the future, Glen Eira will be a great place to play because...

166 respondents provided a comment. A summary of the key themes and topics is outlined below.

Key themes and topics	No. of references
Our environment is green and clean with many beautiful parks and natural open spaces, trees and gardens to enjoy	112
Our many parks are well maintained, safe and have quality facilities for people, families and dogs to enjoy We have clean, green natural open spaces, streetscapes, trees, fresh air and houses with private and public gardens We will have more public parkland and open space potentially including greater access to Caulfield racecourse	
Our recreation infrastructure, spaces, playgrounds and bike paths are high quality and accessible to all users	56
Our recreation infrastructure and spaces accommodate active, organised and passive activities and are inclusive, affordable and safe We have well planned and well maintained playgrounds We have quality bike paths and lanes to safely move around	
Our community is diverse, friendly and safe and we have a range of great community clubs and groups	22
Our community and families are diverse, friendly and feel safe We have a range of great sporting clubs and community groups	
We host a range of great community activities and events and have many entertainment and dining options	15
We have a great range of affordable community activities and events We have vibrant local dining and nightlife entertainment options	
Other: Ideas that do not appear to fit within a theme	11
We have facilities and amenities that are of a high standard	10
Unsure or doubtful that Glen Eira will be a great place to live	8
We have a variety of local plazas, precincts and public spaces which cater for all residents	7
Our places are easy to access via public and non-vehicle transport options	6

Illustrative quotes:

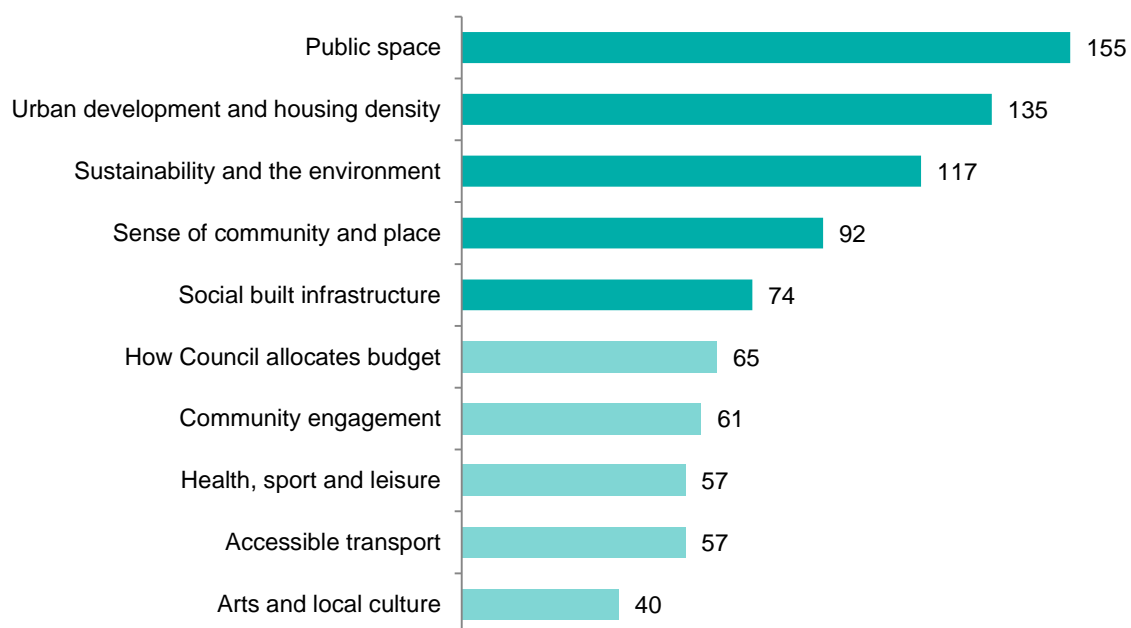
“Parks will be improved, Caulfield Racecourse public land will be funded and used effectively” (Male, 50-59 years, Elsternwick)

“There will be plenty of playgrounds, sports grounds and parks for family gatherings, picnics, etc.” (Female, 70-84, Caulfield South)

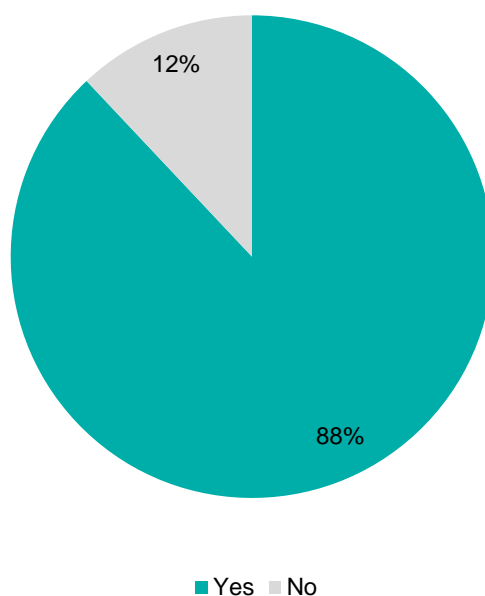
“Children are a huge focus and children foster a great sense of community in a neighbourhood” (Female, 25-34 years, Patterson)

“Fun and inclusive community events like groove & graze and party in the park” (Female, 35-49, Carnegie)

1.7 Of the following themes, which five would you most like to talk about with other community members?



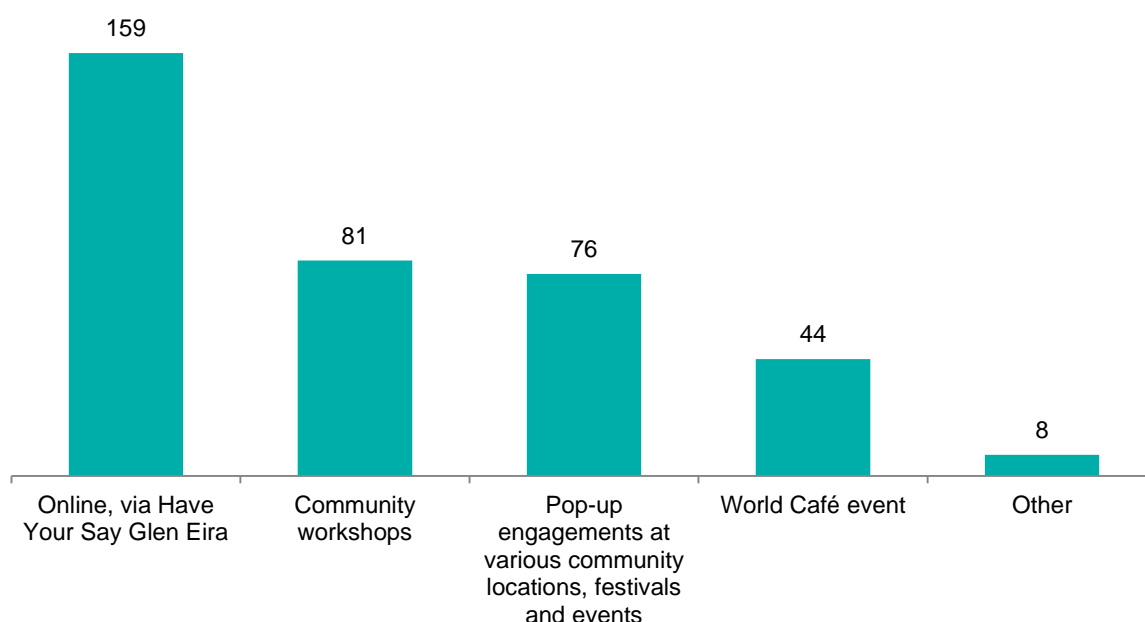
1.8 In your opinion, is this list of themes comprehensive?



1.8.1 (if no) Please list the themes you would add:

Key themes	No. of references
Support for vulnerable community members	6
Parking, traffic and active transport	4
Health and wellbeing	3
Citizen participation, influence and dialogue with Council	2
Planning and development	2
Diverse and accessible local shopping precincts	2
Volunteering and sense of community	2
Other	7

1.9 How would you prefer to be involved in shaping the Community Vision for Glen Eira?



‘Other’ responses included: phone interviews; discussion forums with Councillors and senior Council officers; face to face conversations with Councillors; and hard copy surveys.

What will Council do next?

Your responses will help to shape the upcoming stages of the community engagement program for the development of Glen Eira’s Community Vision. In particular, your feedback will determine which themes are explored at upcoming community workshops, including one specifically for Community Voice members.

Until the end of February 2020, we will be gathering input for the Community Vision from the many diverse voices of our community via listening posts, workshops, online and other engagement activities. A group of randomly selected community members will then deliberate on all the feedback received and together develop a Draft Community Vision

document. The Draft Community Vision will be made available for public comment from April 2020 before being refined and presented to Council for endorsement in June 2020.

Visit the Community Vision project page www.haveyoursaygleneira.com.au/community-vision to subscribe for project updates and continue to have your say on the development of Glen Eira's Community Vision.

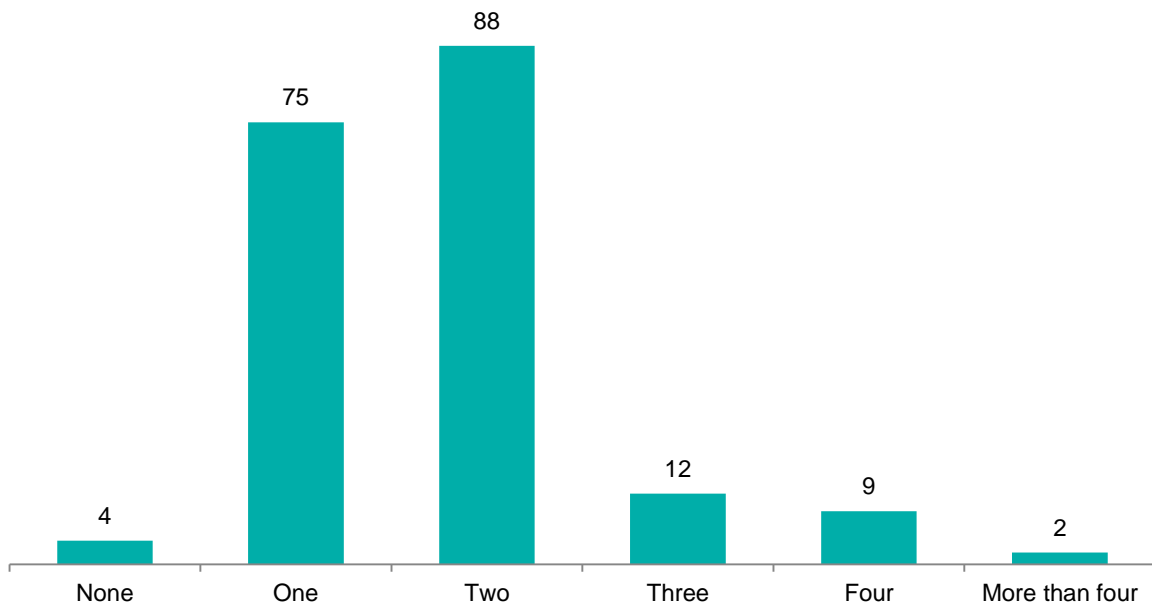
SECTION TWO: DRAFT PARKING POLICY

Council's City Futures team asked for Community Voice members' feedback on key aspects of the draft Parking Policy. This feedback will help Council understand the views of a representative group of residents.

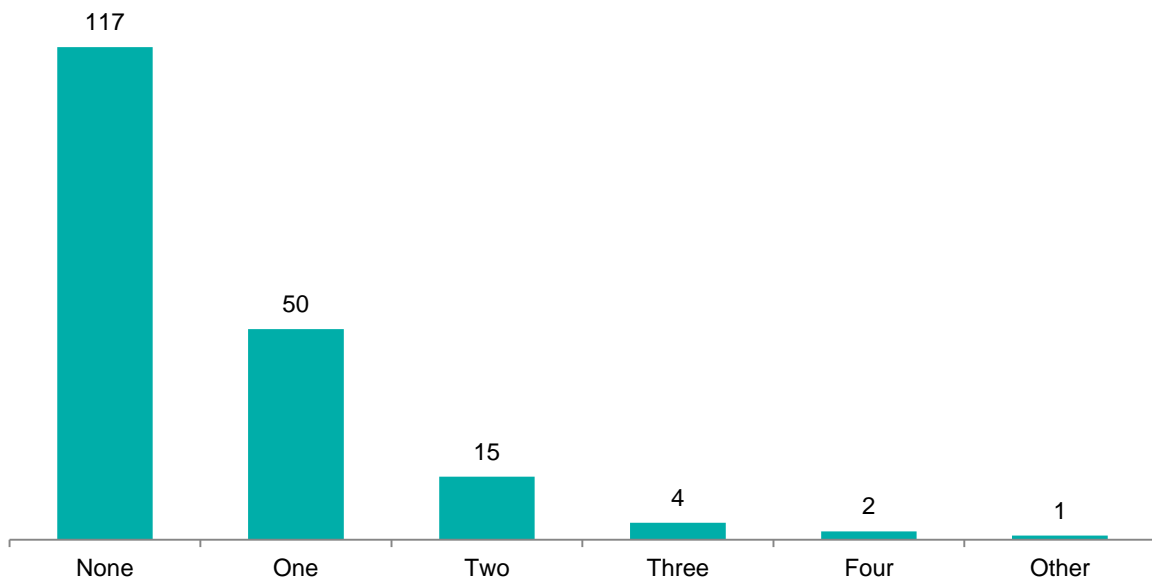
Key findings

- The majority of respondents said that their households had either one (75, 39%) or two (88, 46%) cars.
- Most respondents (117, 62%) said that their household does not park any cars on the street at night. Just over one quarter (50, 26%) of households parked one car, while a small proportion parked two cars (15, 8%), or more than two cars (6, 3%) on the street overnight.
- Many respondents said that they, or their visitors, sometimes (82, 43%) or often (50, 27%) find it difficult to find a car park near their house. The most common reason given for this difficulty was that the available car parks were being used by other residents.
- A significant number of respondents said that they often (89, 47%) or always (15, 8%) have difficulty finding a parking space when visiting local businesses/shops.
- Most respondents agreed or strongly agreed that the proposed neighbourhood approach was fair and reasonable for resident car owners, the wider community and for achieving a more sustainable transport future.
- Overall, respondents were supportive of the proposal to offer a \$100 Myki card to eligible households that forgo access to a parking permit. 80 respondents (43%) rated this as a "good idea", compared to 39 (21%) who rated it as "not a good idea".
- A majority of respondents felt that it is very important (112, 60%) or important (57, 30%) that Council has a policy to manage parking across Council.

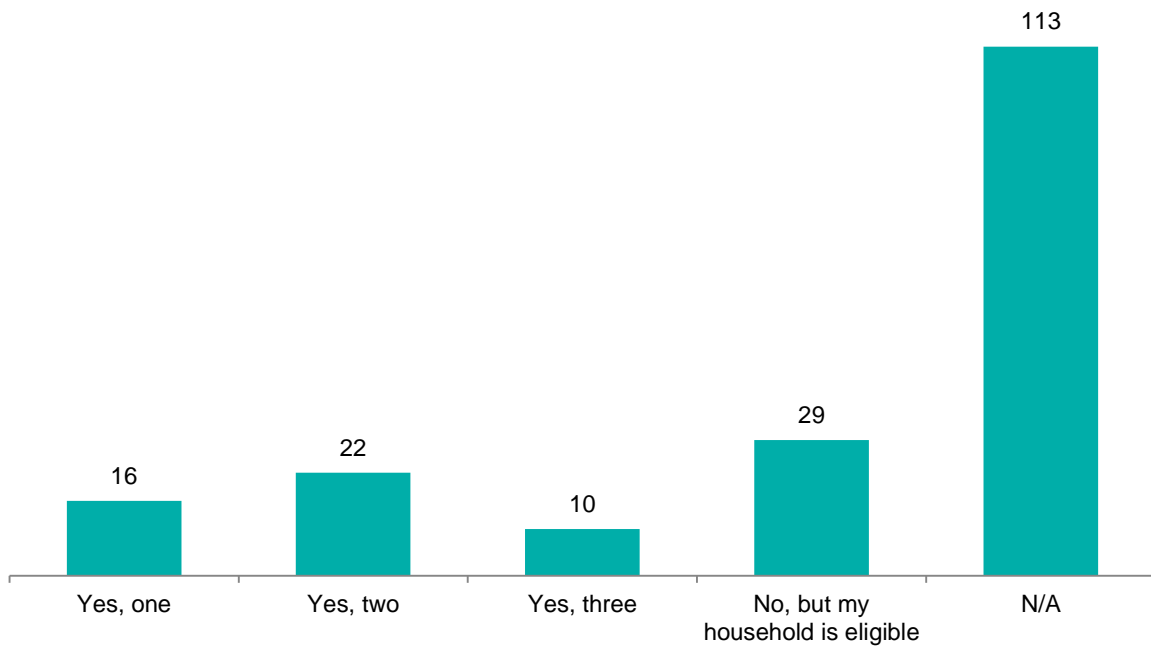
2.1 How many cars does your household own?



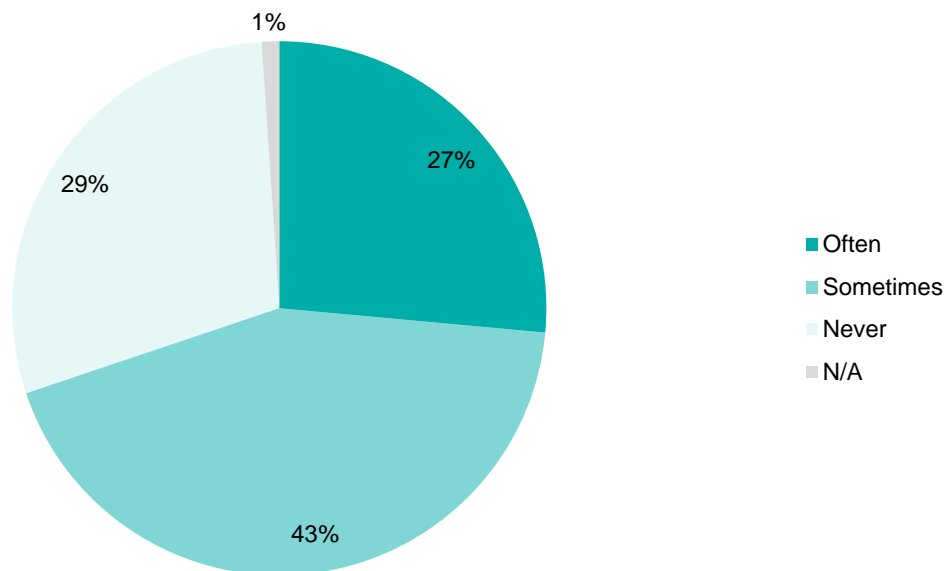
2.2 How many cars does your household usually park on street at night?



2.3 Does your household currently access residential parking permit/s?



2.4 Do you, or your visitors, ever find it difficult to find a car park near your house?



2.4.1 (if often) What is the main reason it is often difficult to find a car park near your house?

50 respondents provided a comment. A summary of the key themes among their responses is outlined below.

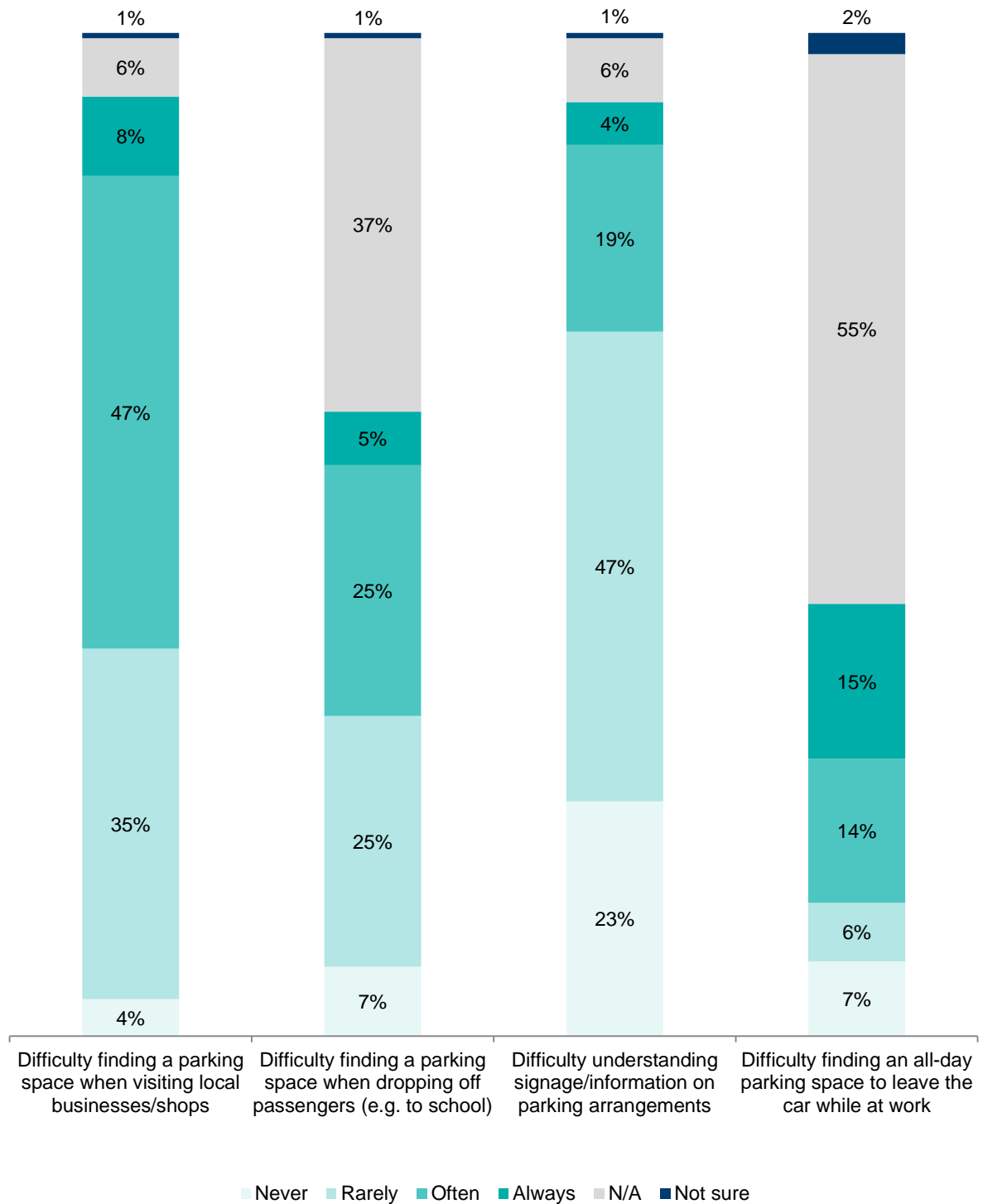
Theme	Topic	No.
Available car parks are being used by others	Other residents (25) Nearby businesses, including staff, customers and tradespeople (10) Public transport users (8) Nearby schools, including staff and parents (3)	38
Type of parking restrictions in place		9
Type of street limits parking		5
Lack of enforcement of parking restrictions		4
Other		3

2.4.2 (if sometimes) What is the main reason it is sometimes difficult to find a car park near your house?

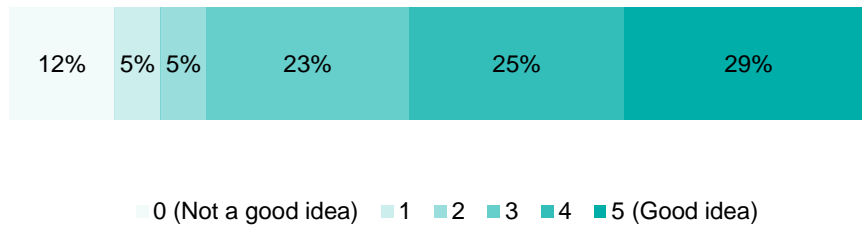
81 respondents provided a comment. A summary of the key themes is outlined below.

Theme	Topic	No.
Available car parks being used by others	Other residents (26) Nearby businesses, including staff, customers and tradespeople (21) Nearby schools (14) Public places, including parks, pools, community centres and places of worship (12) Public transport users (11)	75
Type of street limits parking		4
Type of parking restrictions in place		3
Other		2

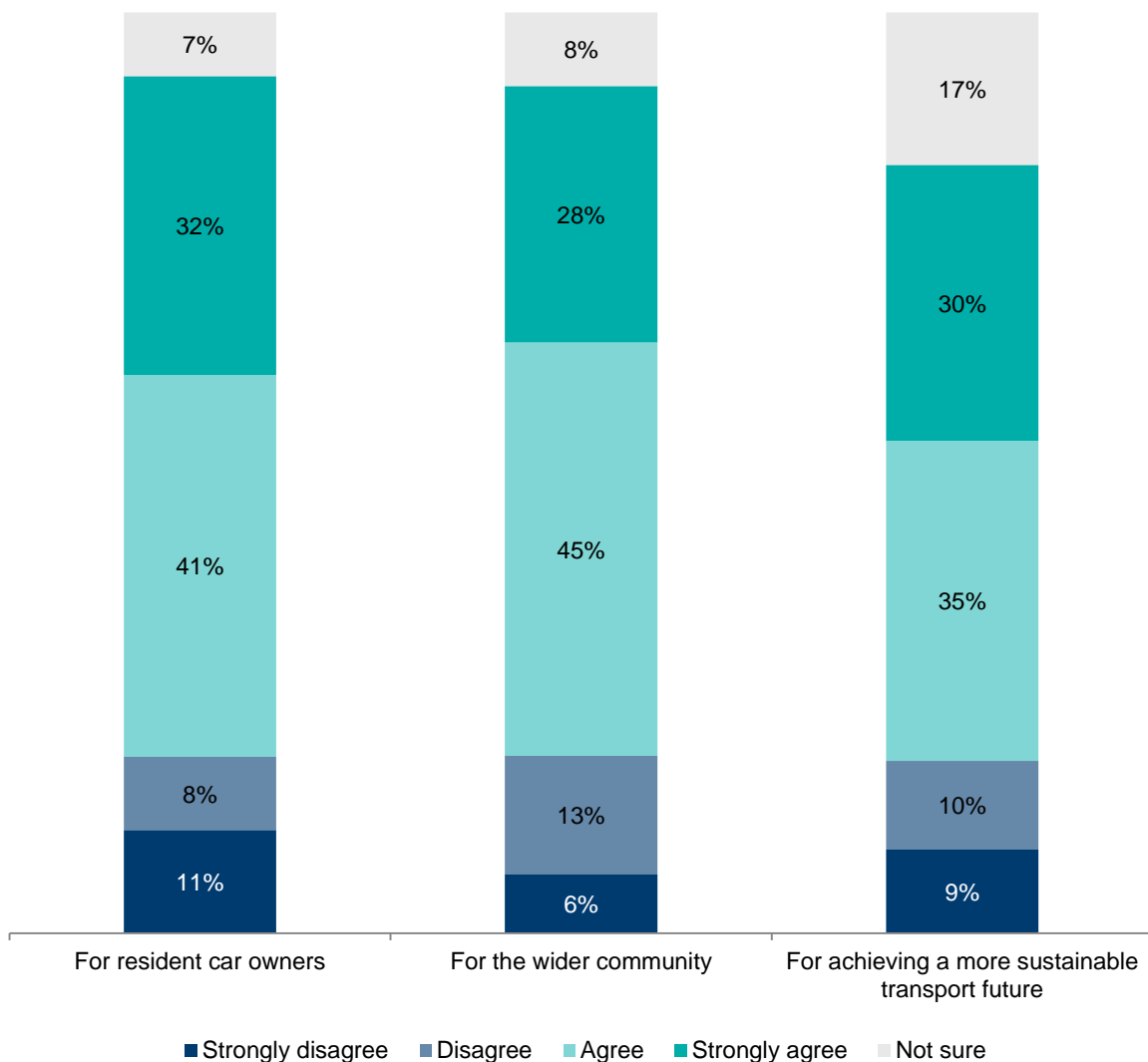
2.5 When you travel around Glen Eira, how often do you experience the following issues?



- 2.6 Our neighbourhood approach would involve taking into account the planning zone and access to public transport in the local area. Together, these factors would inform a draft Neighbourhood Parking Plan, which would be subject to residents' feedback. Overall, what do you think of this approach?



- 2.7 Neighbourhood Parking Plans would also consider the presence of key landmarks. Areas around 400 metres of landmarks that generate parking demand would attract parking restrictions (and access to permits by residents) to manage street use and help to disperse parked vehicles. Do you agree that this approach is fair/reasonable for Glen Eira?



2.8 Do you have any comments on the proposed neighbourhood approach?

123 respondents provided a comment. A summary of the key themes is outlined below.

Key themes	No. of references
Treatment of parking around landmarks	26
Experiences parking in Glen Eira	24
Car ownership and alternatives to car ownership	21
Development and car parking	20
Neighbourhood approach vs. street by street approach	17
Parking permits, Myki and other changes	13
Happy with the proposed approach	10
Ok with the proposed approach (with some caveats)	7
Enforcement	6
Treatment of activity centres	3
Other	18

Illustrative quotes:

"It seems a good idea if neighbourhood aspects are taken into account but are not determinative. I suspect that making a street by street decision is to some extent unavoidable." **(Male, 50-59, Glen Huntly)**

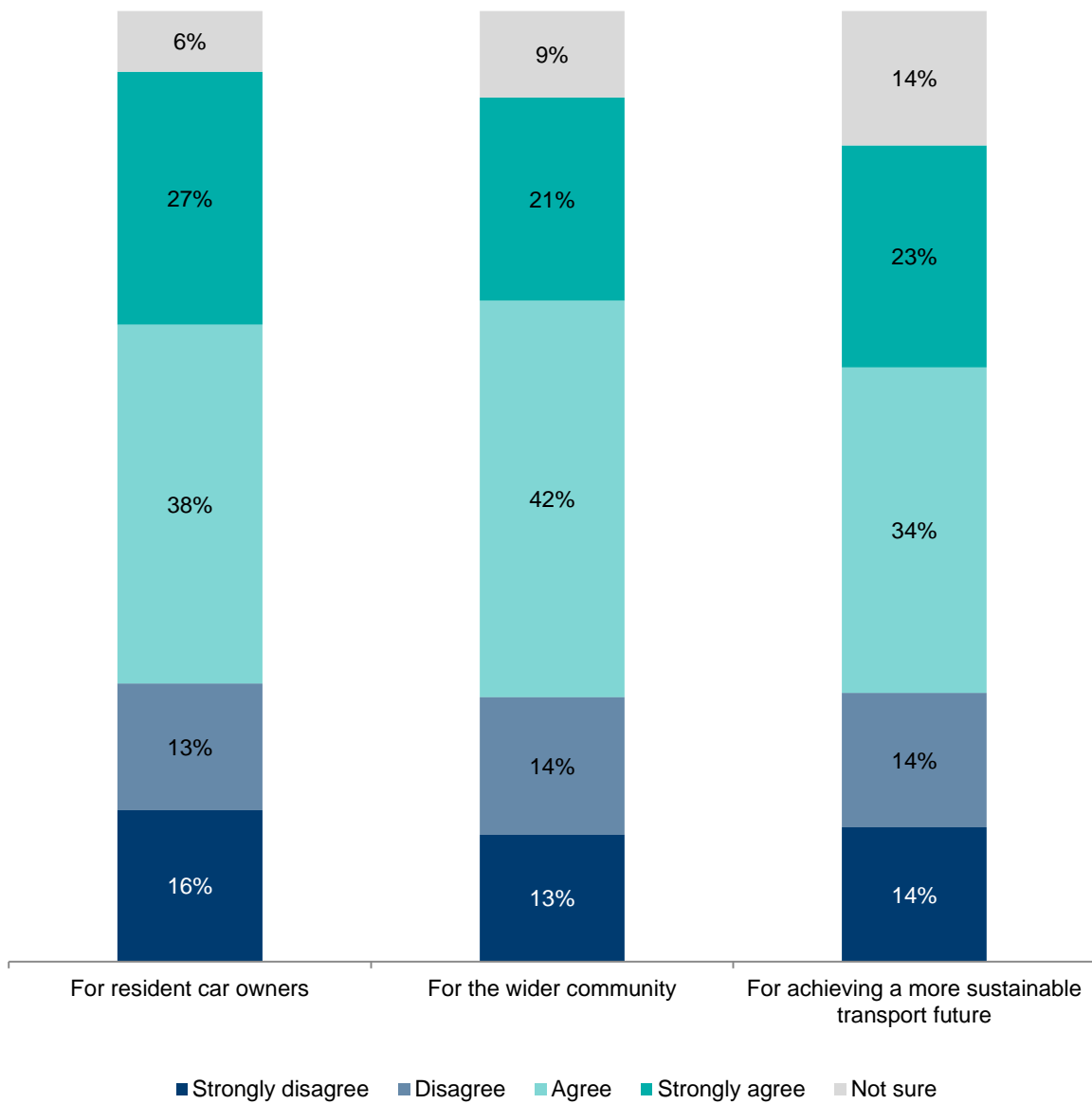
"My concern is that commuter parking is lowest priority. Travelling by public transport in winter - or bad weather- or returning late at night, many of us only do this by taking the car to the station car-park - otherwise we do not go out in these conditions, particularly to the theatre precinct near Flinders st. I think that there needs to be an increase in train station parking for the use of all the new residents planned, current car parking at train stations is close to capacity now." **(Female, 60-69, Elsternwick)**

"With higher density living becoming the norm and parking within the higher density accommodations being designed poorly by developers, there are so many cars in the streets looking for parking spots it is unsustainable. Each household can have 2-3 cars in the streets and they may have only one parking spot provided. It is a nightmare now. How will council improve this, is my question to you." **(Female, 60-69, Carnegie)**

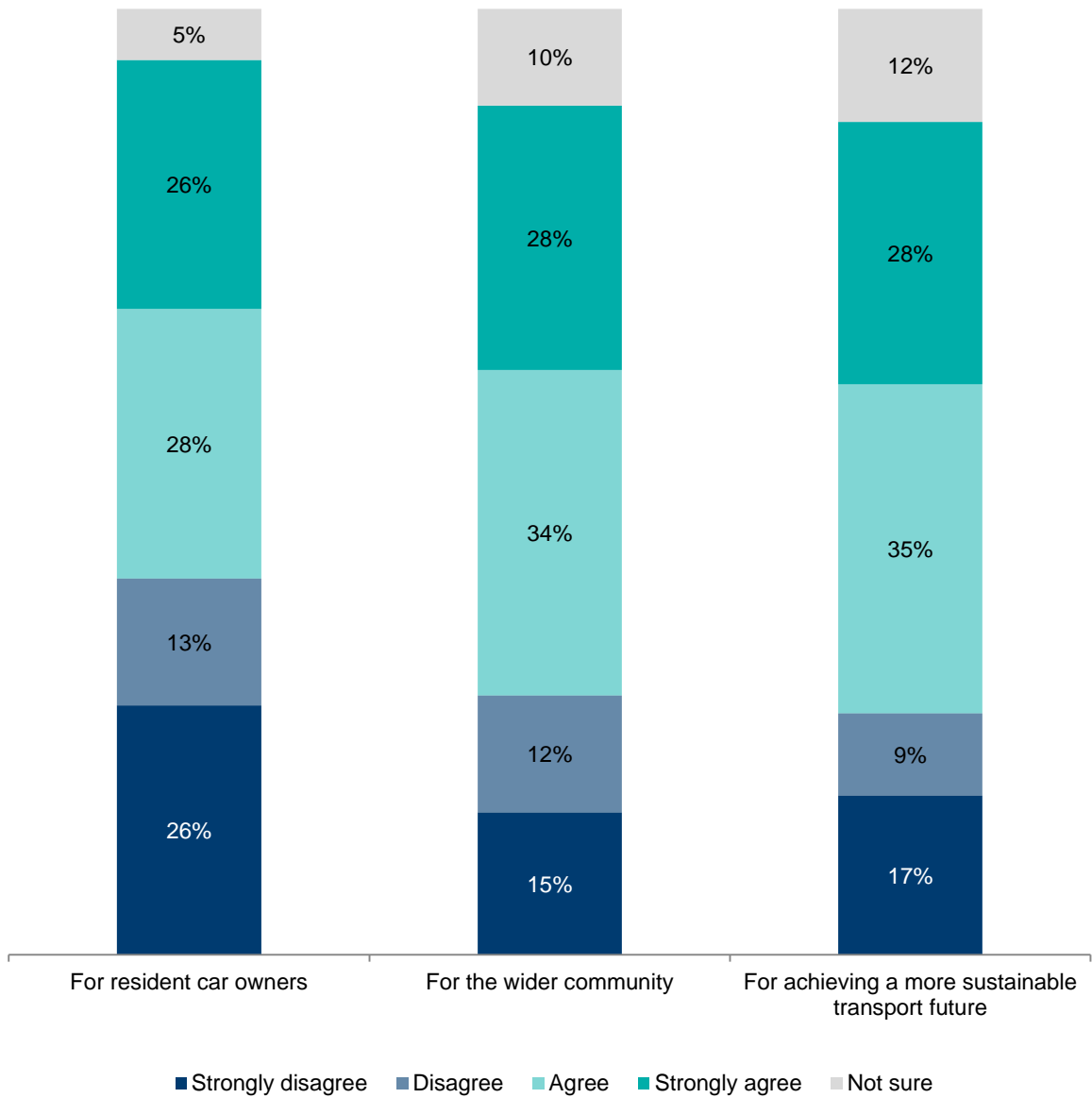
"The thing about myki is not an incentive and confusing. But if you could park on a nearby street not just your own if you can't find one that's useful and good." **(Male, 25-34, Glen Huntly)**

"To also consider other factors, for example, there is no safe bike lanes on our street or 'neighbourhood' and we live near a station. So whilst the station will be considered as it will increase demand for parking, there is no incentive for people to use the more sustainable approach of riding to the station as it is very dangerous with no bike lanes and dense vehicle usage around peak times." **(Female, 25-24, Glen Huntly)**

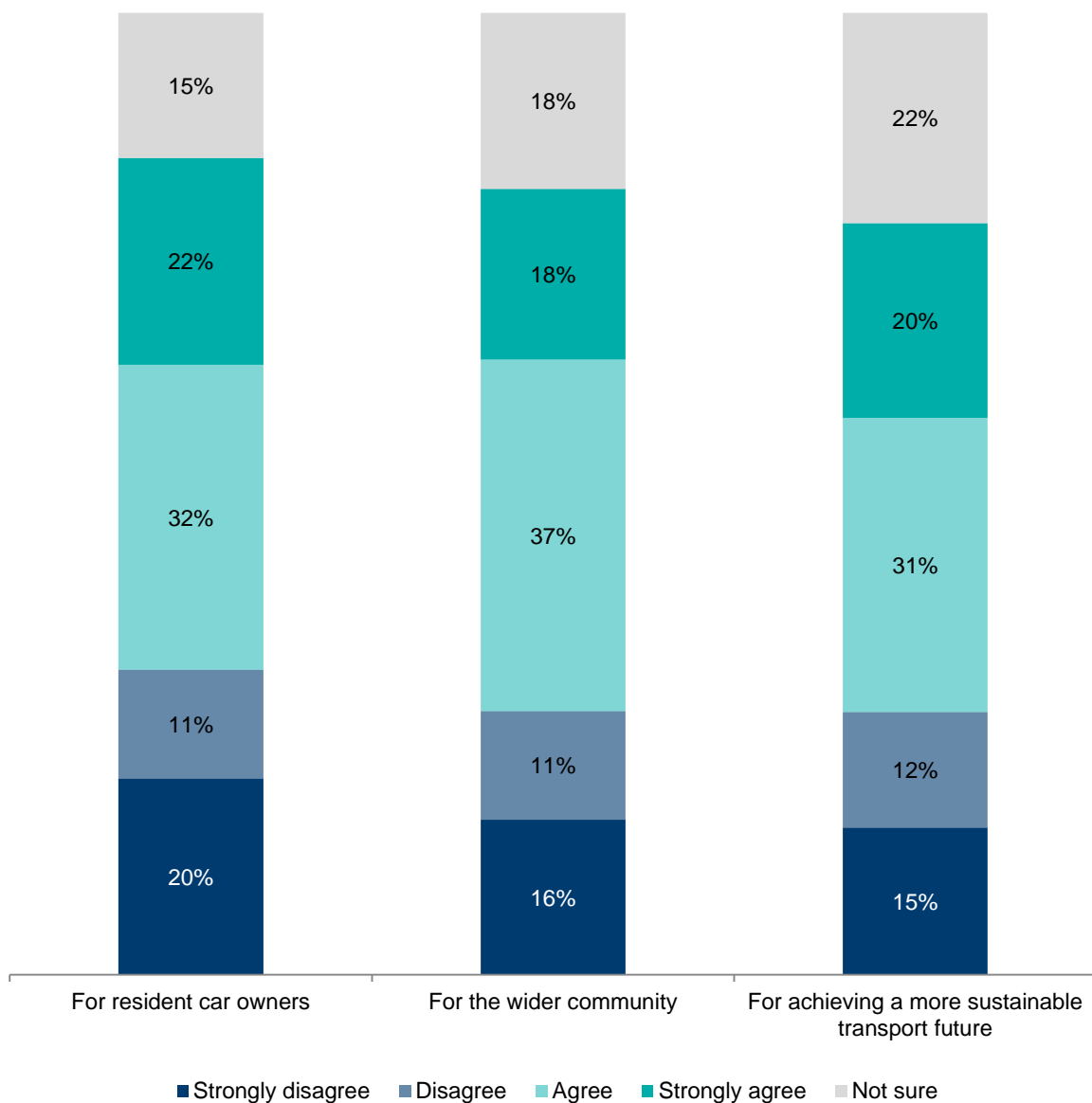
2.9 The draft Policy proposes a change to the number of permits a household can access, depending on access to public transport in the area. In areas of Glen Eira where public transport access is low, eligible households would be able to access three permits. In other areas, households would be able to access two. Eligible households who do not have off-street private parking would be able to access an additional parking permit. Do you agree that this approach is fair/reasonable for Glen Eira?



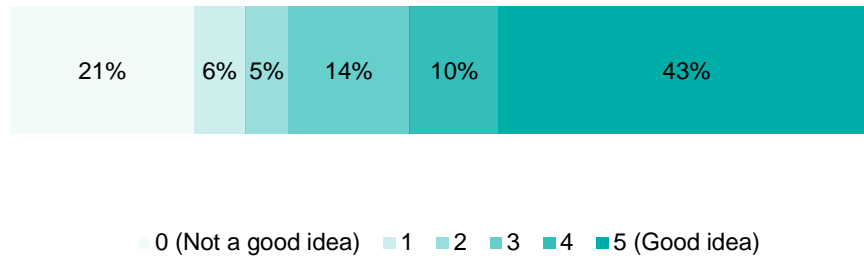
2.10 A fee is proposed so that we encourage utilisation of off-street parking and appropriately value our limited street space. Do you agree that this approach is fair/reasonable for Glen Eira?



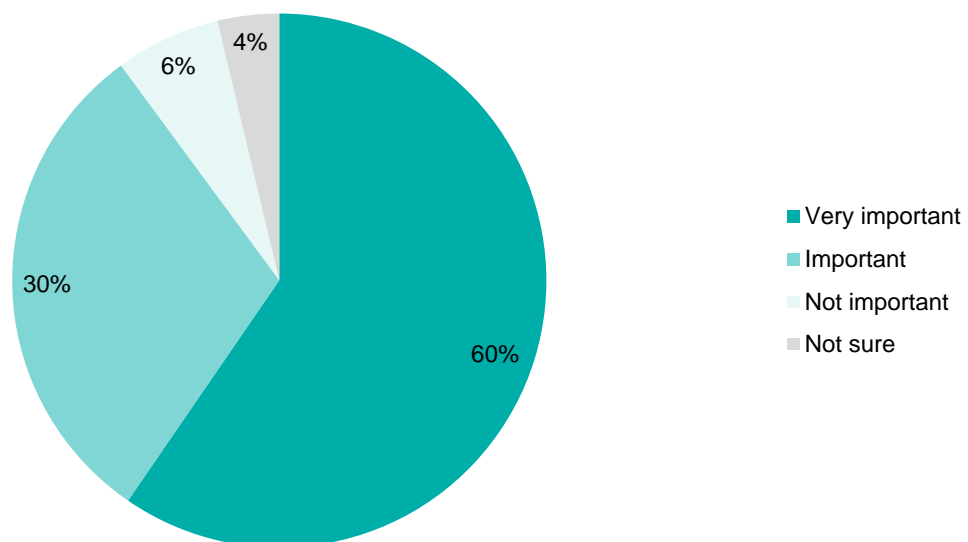
- 2.11 The draft Parking Policy includes some changes to the way permits for visitors are provided and managed. Under the new approach, an eligible household would be able to access 50 daily use visitor permits per annum at no cost and another 50 for a total fee of \$50 (or free for pensioner/concession card holders), allowing a total of 100 daily use visitor permits per year. These visitor permits would be over and above the maximum residential permits an eligible household would have access to. Do you agree that this approach is fair/reasonable for Glen Eira?



- 2.12 We are proposing that households eligible for a permit, who forgo their access, would be able to claim a \$100 Myki card, funded by raised permit fees, to encourage public transport use. What do you think of this?



- 2.13 Is it important to you that Council has a policy to manage parking across Glen Eira?



2.14 Do you have any other comments on a policy to manage parking in Glen Eira?

127 respondents provided a comment. A summary of the key themes is outlined below.

Key themes and topics	No. of references
Proposed permit fees	30
Proposed changes to permits	29
Development and parking	23
Car ownership and alternatives to car ownership	18
Experiences parking in local streets	13
Overall approach	13
Proposed Myki incentive	11
Neighbourhood approach vs. street by street approach	11
Parking around activity centres	6
Parking around neighbourhood landmarks	6
Enforcement	4
Accessible parking	3
Bike, scooter, care share and other transport infrastructure	3
Happy with the draft Parking Policy	1
Other	10

"I'm dubious about charging for parking permits for residents. While we don't have parking issues in our area, our house has 5 adult residents and four cars with no real off street parking (other than in our back yard). The cars are used to get to work, one a tradesperson, one that works quite a distance making public transport unviable, and another that works at different locations, again making it unviable to use public transport. The 4th car is shared between the other 2 adults for shopping and other uses. This scenario could easily apply in an area of high demand parking and it seems unfair as a rate payer to have to pay more to park your cars. I think the council is going to receive a fair amount of push back on charging for parking permits." **(Female, 50-59, Murrumbeena)**

"Make sure public transport can be accessed by everyone. For example I would love to use it to go to drop off at school but trams are Not stroller friendly on my route. There are small changes that could be done to support people using public transport rather than punish them to force them to use it" **(Female, 25-34, Caulfield)**

"Most of this sounds really sensible, but I feel it would need more tailoring to the needs of seniors, people with disabilities or other special needs (e.g. babies, carers who visit, etc.)" **(Female, 35-49, Carnegie)**

"permit fee should also be reduced for holders of a healthcare card." **(Male, 35-49, Glen Huntly)**

"Given the council wants to encourage residents to use off-street parking, it becomes important that multi-level developments must provide parking facilities for their residents." **(Male, 50-59, Elsternwick)**

What will Council do next?

Glen Eira's City Futures team sought feedback from Community Voice to understand how a representative group of residents viewed key components of the draft Parking Policy, including proposed changes to permits, and moving to a neighbourhood approach to review parking arrangements.

The views shared by Community Voice members enable us to interpret those that have been shared by the wider Glen Eira community, helping us to hear from a more diverse group of residents.

We were interested to know that most Community Voice members consider it either very important or important that Council has a policy to manage parking and that most members agree or strongly agree that the proposed neighbourhood approach and changes to parking permits are fair and reasonable to car owners, the wider community and for achieving a more sustainable transport future.

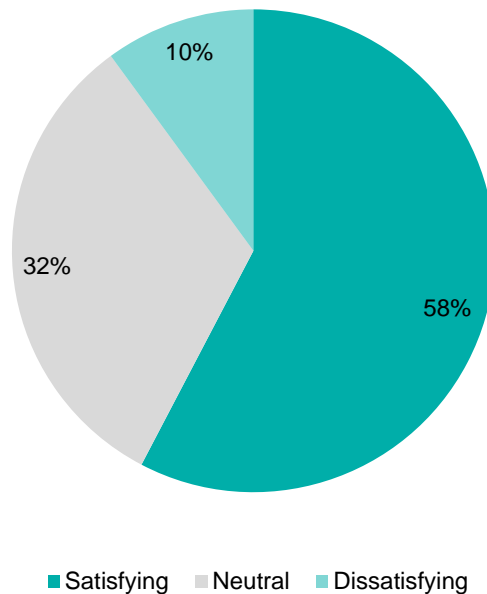
Our next steps will involve carefully reviewing, assessing and making revisions to the draft Parking Policy with reference to what we have heard from Community Voice and the wider community. A community feedback report will be produced and the City Futures team will work through it, together with other colleagues from different teams.

A revised Parking Policy that takes into account the feedback we have received will be presented to Council for consideration and a decision, early next year.

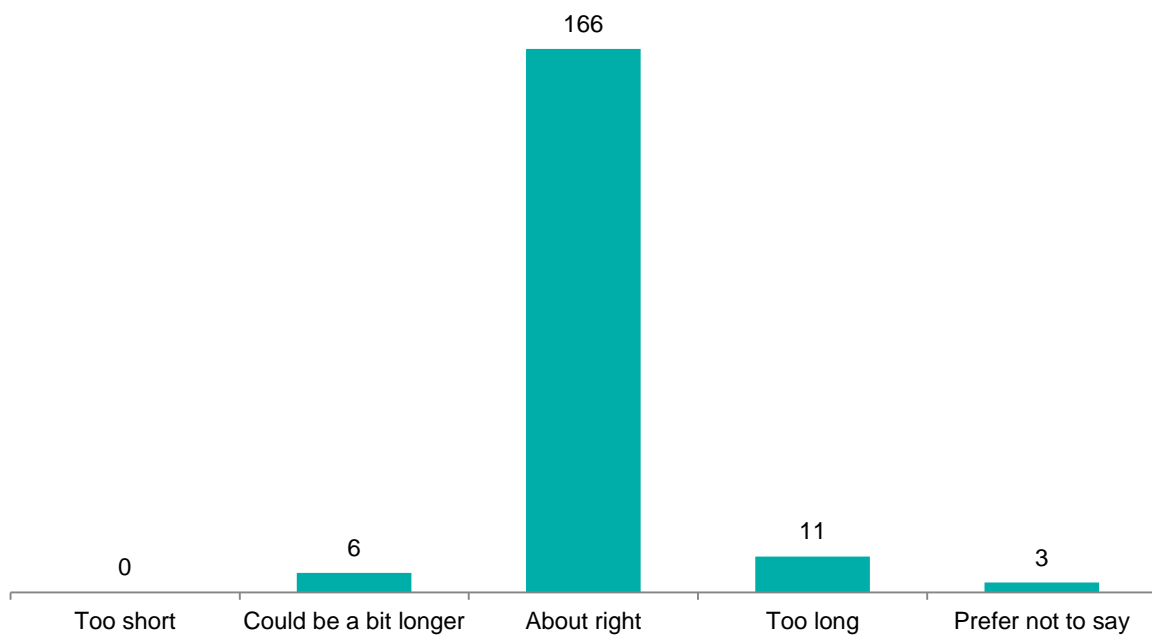
YOUR FEEDBACK ON THIS SURVEY

The following questions ask for your feedback to help us to continually improve the survey experience for Community Voice members.

3.1 Overall, how would you describe your experience of this survey?



3.2 Overall, did you think the time taken to complete the survey was:



3.3 Do you have any comments about your experience to date and your expectations for Community Voice?

61 respondents provided a comment. A summary of key themes and topics is outlined below.

Theme	Topics	No.
Satisfaction	Satisfied with this survey Dissatisfied with this survey Appreciate the chance to reflect on the issues	25
Participation	Issues with response options Issues with question wording Technical issues Can be hard to find time to complete Community Voice surveys Have some doubts about the diversity of Community Voice membership Would have liked to see a clear summary of the Parking Policy	15
Accountability	Would like to see more evidence of how the findings influence Council decision-making Appreciate the effort to show how feedback will be used Would like to see Community Voice findings discussed at Council meetings	10
Topic	Would like to be able to put forward topics for future surveys Would like to see survey on planning issues Would like to see survey on Integrated Transport Strategy more broadly Would like to see survey on street lighting	7
Other		6

Illustrative quotes

"I love doing these surveys as it makes me feel part of the community by having my say."
(Female, 60-69, Bentleigh East)

"Historically expectations and experience were great, currently lacking confidence in council taking on community voice and bowing to government and developers demands." **(Female, 35-49, Elsternwick)**

"Community Voice is a good initiative, however like many surveys of this nature the options for answering the questions impose a bias in the response, when sometimes one may want to sit on the fence." **(Male 60-69, Carnegie)**

"Glen Eira should focus less time on parking issues and more time on street lighting. there is a lack of street lighting in many streets across Glen Eira. as a safety issue, this is a much more important consideration than charging people to park outside their own house."
(Female, 25-34, Caulfield North)



Welcome to the fourth Community Voice survey for 2019.

In this survey, we want to know about your vision for the future of Glen Eira. We're also interested in your views on Council's draft Parking Policy.

Your responses to this survey will help Council to make important decisions about:

1. A Community Vision for the long-term future of Glen Eira
2. Changes to the rules around parking

This survey will close at 5pm on Monday 28 October. We will report back to you on the findings in November.

Opt in for a chance to win!

To thank you for completing this survey, we invite you to opt-in for a chance to win one of five \$100 gift cards (conditions apply*).

Privacy

The information in this survey is collected by Glen Eira City Council to administer this survey and subject to Council's Privacy Policy, will only be shared with Council staff for this purpose. Aggregated information is used for reporting, analysis and planning activities of Council in relation to the issues described in the survey. De-identified survey responses are distributed to others in the Community Voice group.

If you opt in to participate in the draw, your personal information will be used to conduct the competition, including by contacting you.

Council is committed to ensuring that personal information is protected in accordance with its Privacy Policy which is available at <https://www.gleneira.vic.gov.au/Council/Legislation-and-governance/Privacy>. If you would like to know more about privacy at Council, including your right to seek access to your personal information, please contact Council's privacy officer at (03) 9524 3333 or privacy@gleneira.vic.gov.au.

COMMUNITY VISION

Council has begun a process to develop a [Community Vision](#). This vision will be community owned and driven. It will describe the community's aspirations and priorities for the future of Glen Eira 10, 20, 30 years from now, and will guide the Council Plan for 2021-2025 and beyond.

Over the next five months we will be actively seeking to hear all voices of our community, to help answer the question:

What is our vision for the future of Glen Eira and how can we reflect the aspirations of our diverse and growing community?

The following questions are about *your* vision for Glen Eira, and how you would most like to be part of the process to develop the Community Vision. Your input will influence both the Community Vision, and how we involve other community members in developing it.

- 1. One thing I love about Glen Eira is...**
- 2. In the future, I hope Glen Eira will...**
- 3. What change is needed to make this happen?**
- 4. In the future, Glen Eira will be a great place to live because...**
- 5. In the future, Glen Eira will be a great place to work because...**
- 6. In the future, Glen Eira will be a great place to play because...**

How do you want to be involved in developing the Community Vision?

In June this year, 25 community members were invited to co-design an engagement process to involve the wider Glen Eira community in developing the Community Vision. This group included six Community Voice members who responded to an expression of interest request.

During the co-design workshops, the group identified:

- The scope of the engagement process
- Key themes to be explored with the wider community
- Strategies for reaching groups that do not often participate in engagement processes
- Types of engagement activities

The following questions will help us understand whether the themes identified by the co-design group are representative of what is important to the broader community. Your feedback will determine which themes are explored at upcoming community workshops, including a [World Café](#) event for Community Voice members.

7. Of the following themes, which five would you most like to talk about with other community members?

- ☐ Sustainability and the environment
- ☐ Accessible transport

- ☐ Social built infrastructure (e.g. libraries, kindergartens, public halls)
- ☐ Urban development and housing density
- ☐ Sense of community and place
- ☐ Public space (e.g. open space, green space, streetscapes)
- ☐ Arts and local culture
- ☐ Health, sport and leisure
- ☐ Community engagement (including how we involve groups less likely to be heard)
- ☐ How Council allocates budget

8. In your opinion, is this list of themes comprehensive?

- ☐ Yes
- ☐ No

8.1. (If no) Please list the themes you would add:

9. How would you prefer to be involved in shaping the Community Vision for Glen Eira?

- ☐ World Café event
- ☐ Pop-up engagements at various community locations, festivals and events
- ☐ Online, via Have Your Say Glen Eira
- ☐ Community workshops
- ☐ Other (please specify)

10. Would you like to receive email updates on the Community Vision?

- ☐ Yes
- ☐ No

DRAFT PARKING POLICY

Council recently released a [draft Parking Policy](#). The aim of this policy is to ensure that the rules around parking remain fair and effective, even as our population grows.

Alongside Greater Melbourne, the population of Glen Eira is growing. State government policy ensures that population growth is shared across the metropolitan area. Here in Glen Eira, Council needs to plan for this growth, including how it will affect parking. Using a car is important to many people's lives and will continue to be so. We also know that encouraging and supporting alternative modes of transport will help to reduce congestion, and keep our neighbourhoods livable.

We asked for community feedback on key aspects of the draft Parking Policy through an online survey. A summary of key aspects of the draft policy can be found [here](#). Council's City Futures team would now like to ask Community Voice members some of the questions from this survey. Your feedback will help us understand the views of a representative group of residents.

About you and your parking

1. How many cars does your household own?

- ☐ None
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ More than 4
- ☐ N/A
- ☐ Other _____

2. How many cars does your household usually park on-street at night?

- ☐ None
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ More than 4
- ☐ N/A
- ☐ Other _____

3. Does your household currently access residential parking permit/s?

- ☐ Yes, 1
- ☐ Yes, 2
- ☐ Yes, 3
- ☐ Yes, 4
- ☐ Yes, more than 4
- ☐ No, but my household is eligible
- ☐ N/A

4. Do you, or your visitors, ever find it difficult to find a car park near your house?

- ☐ Often
- ☐ Sometimes
- ☐ Never
- ☐ N/A

4.1. (if often) What is the main reason it is often difficult to find a car park near your house?

4.2. (if sometimes) What is the main reason it is sometimes difficult to find a car park near your house?

5. When you travel around Glen Eira, how often do you experience the following issues?

	Never	Rarely	Often	Always	N/A	Not sure
Difficulty finding a parking space when visiting local business/shops						
Difficulty finding a parking space when dropping off passengers (e.g. to school)						
Difficulty understanding signage/information on parking						

arrangements						
Difficulty finding an all-day parking space to leave the car while at work						

Parking in our neighbourhoods

Currently, changes to parking are considered on a per-street basis, following the expression of concerns by residents and an investigation by Council. This approach tends to be reactive (i.e. waiting until concerns or issues arise), inconsistent and not as strategic as it could be. As a result, rules can vary between streets and don't directly take into account features of the surrounding area and aspects such as projected growth that could affect parking conditions and requirements.

One of the key proposals in the draft Parking Policy is to shift away from deciding parking conditions on a street-by-street basis, towards a more systematic 'neighbourhood approach'. A neighbourhood approach looks at parking conditions and requirements across a defined local area (usually between key roads).

- 6. Our neighbourhood approach would involve taking into account the planning zone and access to public transport in the local area. Together, these factors would inform a draft Neighbourhood Parking Plan, which would be subject to residents' feedback. Overall, what do you think of this approach?**

0	1	2	3	4	5
Not a good idea					Good idea

- 7. Neighbourhood Parking Plans would also consider the presence of key landmarks. Areas around 400 metres of landmarks that generate parking demand would attract parking restrictions (and access to permits by residents) to manage street use and help to disperse parked vehicles. Do you agree that this approach is fair/reasonable for Glen Eira?**

	Strongly disagree	Disagree	Agree	Strongly agree	Not sure
For resident car owners					
For the wider community					
For achieving a more sustainable transport future					

- 8. Do you have any comments on the proposed neighbourhood approach?**

Parking permits

Council applies parking restrictions on streets where there is high demand and a parking

spot can be hard for residents to find. Parking permits provide an exemption to restrictions, to allow residents to park on-street.

- 9. The draft Policy proposes a change to the number of permits a household can access, depending on access to public transport in the area. In areas of Glen Eira where public transport access is low, eligible households would be able to access three permits. In other areas, households would be able to access two. Eligible households who do not have off-street private parking would be able to access an additional parking permit. Do you agree that this approach is fair/reasonable for Glen Eira?**

	Strongly disagree	Disagree	Agree	Strongly agree	Not sure
For resident car owners					
For the wider community					
For achieving a more sustainable transport future					

The draft Policy proposes implementing the below fees for households' second permit (the first would continue to be at no cost). Households with no off-street parking available will be eligible for an additional residential permit at no cost.

	1 st permit	2 nd permit	3 rd permit – note, only available for particular areas of Glen Eira
Residential	Free	\$100	\$150
Residential with pensioner concession	Free	\$50	\$75

- 10. A fee is proposed so that we encourage utilisation of off-street parking and appropriately value our limited street space. Do you agree that this approach is fair/reasonable for Glen Eira?**

	Strongly disagree	Disagree	Agree	Strongly agree	Not sure
For resident car owners					
For the wider community					
For achieving a more sustainable transport future					

- 11. The draft Parking Policy includes some changes to the way permits for visitors are provided and managed. Under the new approach, an eligible household would be able to access 50 daily use visitor permits per annum at no cost and another 50 for a total fee of \$50 (or free for pensioner/concession card holders), allowing a total of 100 daily use visitor permits per year. These visitor permits would be over and above the maximum residential permits an eligible household would have access to. Do you agree that this approach is fair/reasonable for Glen Eira?**

	Strongly disagree	Disagree	Agree	Strongly agree	Not sure

For resident car owners					
For the wider community					
For achieving a more sustainable transport future					

12. We are proposing that households eligible for a permit, who forgo their access, would be able to claim a \$100 Myki card, funded by raised permit fees, to encourage public transport use. What do you think of this?

0	1	2	3	4	5
Not a good idea					Good idea

Policy for managing parking

13. Is it important to you that Council has a policy to manage parking across Glen Eira?

- ☐ Very important
- ☐ Important
- ☐ Not important
- ☐ Not sure

14. Do you have any other comments on a policy to manage parking in Glen Eira?

YOUR FEEDBACK ON THIS SURVEY

The following questions ask for your feedback to help us to continually improve the survey experience for Community Voice members.

1. Overall, how would you describe your experience of this survey?

- ☐ Satisfying
- ☐ Neutral
- ☐ Dissatisfying

2. Overall, did you think the time taken to complete the survey was:

- ☐ Too short
- ☐ Could be a bit longer
- ☐ About right
- ☐ Too long
- ☐ Prefer not to say

3. Do you have any comments about your experience to date and your expectations for Community Voice?

Chance to win

Thank you for your input. It is greatly appreciated. Please opt-in for a chance to win one of five \$100 Gift Cards (conditions apply*).

- ☐ Yes, I'd like to enter the prize draw

*Survey prizes — \$100 Gift Cards — Conditions of Entry: Employees of Glen Eira City Council are not eligible to win. Entries close at 5pm on 28 October, 2019. Five Gift Card/s valued at \$100 each will be awarded. The prize winners will be randomly drawn on 1 November, 2019. Individuals may win a maximum of one prize. The prize winner will be advised via email or phone number contact details as submitted. Subject to meeting the entry conditions, the prize will be transferred to the winner within 14 days after the draw. The name of prize winner/s will not be published. Promotion conducted by Glen Eira City Council, Corner of Glen Eira and Hawthorn Roads, Caulfield, telephone 9524 3333.



GLEN EIRA CITY COUNCIL

Glen Eira City Council
Corner Glen Eira and Hawthorn Roads, Caulfield

National Relay Service

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrscall.gov.au> Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727