



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY



STANDING COMMITTEE ON PUBLIC ACCOUNTS

Brendan Smyth MLA (Chair), Mary Porter AM MLA (Deputy Chair), Nicole Lawder MLA, Yvette Berry MLA

Review of Auditor-General's report No. 3 of 2013: ACT Government Parking Operations
ANSWER TO QUESTION TAKEN ON NOTICE
19 August 2014

Asked by MR SMYTH:

In relation to:


Update on all recommendations of the Auditor-General's Report No.3 of 2013

Minister Gentleman to provide the Committee with a progress update on all recommendations of the A-G Report including timelines to complete. Noting Mr Gentleman advised that provision of timelines may not be possible for all recommendations.

MR GENTLEMAN: The answer to the Member's question is as follows:—

Since the Auditor-General's report was released, the government has made substantial progress in parking policy, operations and planning. The report at Attachment A details the progress and timelines for each of the recommendations.

Approved for circulation to the Standing Committee on Public Accounts

Signature: 

Date: 10/9/14

By the Minister for Planning, Mick Gentleman MLA



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Auditor-General's Report No. 3 on Parking Operations: PAC Update

Minister for Planning, Mick Gentleman MLA

September 2014





ACT
Government
Environment and Planning



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Background

On 30 May 2013 the Auditor-General released the Report No. 3 of 2013: ACT Government Parking Operations (the Report). The Auditor-General's report considered the full extent of parking responsibilities and issues from planning, through to management, implementation and operation. Twelve recommendations were made covering matters relating to inter-directorate coordination, planning, pricing, demand, fines, ticketing and inspections.

Since the Auditor-General's report was released, the government has made substantial progress in all of these areas. Table 1 provides a summary of the recommendations and status at 26 August 2014. More detailed information on the status of the recommendations is provided in the relevant sections of this report.

Table 1: Auditor-General's recommendations and status

#	Recommendation	Status
1	EPD, JACS, TAMS, CMTEDD work together to: <ul style="list-style-type: none"> improve coordination, communication and consultation; and document roles, responsibilities, inter-relationships and accountabilities. 	Complete
2	EPD should: <ol style="list-style-type: none"> update the Transport for Canberra Implementation Tracking document with respect to parking operations; develop and publish key performance indicators and supporting targets use the <i>Transport for Canberra Implementation Tracking</i> document as a basis for developing an integrated implementation, monitoring and evaluation plan for the Strategic Parking Framework; and work with the NCA and other Commonwealth Government agencies, and the ACT community to implement paid parking in the Parliamentary Triangle Zone. 	In Progress
3	EPD should consult with other directorates and the Attorney-General to establish a timeline and process for ensuring annual changes to parking fees occur in a routine and timely manner.	In Progress
4	EPD should finalise and release the Transport Pricing Policy, which should include: <ol style="list-style-type: none"> criteria for the determination of parking fees a requirement for: <ul style="list-style-type: none"> criteria mentioned in (a); and a mechanism for using revenue data collected, in determining parking fees. The timeline and process for making annual changes to parking fees. 	In Progress
5	EPD should review and document its management of parking demand surveys in so doing: <ol style="list-style-type: none"> outline the process used for undertaking surveys and spot checks; define the frequency and timing and surveys; guide how information from demand surveys is shared with other directorates, in particular TAMS; and 	In Progress



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#	Recommendation	Status
	d) ensure that information on short term, long term and disability parking demand is separately collected.	
6	TAMS should: a) develop an administrative procedure to guide how it will achieve the Transport for Canberra objective of prioritising short stay parking allocations over long stay parking allocations; and b) review the disability parking allocations and, if necessary, develop an administrative procedure to guide the implementation of disability parking spaces, in accordance with the Government Parking and Vehicular Access General Code.	In Progress
7	JACS should review the allocation of disability permits to members of the ACT community.	In Progress
8	JACS should develop a robust data capture process for ticket machine fault complaints and repair information, which includes regular reconciliation of the source data to improve the completeness and integrity of reported information.	In Progress
9	CMTEDD (formerly EDD), when developing parking arrangements with private sector entities, should: a) base arrangement on actual revenue and car park use, rather than estimated revenue and car park use; and b) evaluate the results of all future parking arrangements with private sector entities and determine whether revenue predictions have been realised.	In Progress
10	JACS should: a) review the sanctions for non-payment of fines in accordance with the <i>Road Transport (General) Act 1999</i> ; and b) develop and implement a process to recover revenue from interstate and diplomatic fines.	Complete
11	JACS should: a) map the number and location of all parking bays that are being patrolled by its Parking Inspectors; b) analyse and identify the optimum number of Parking Inspectors required to provide; c) improve the training of Parking Inspectors; and d) develop a formal risk-based plan to guide the activities of Parking Inspectors.	Complete
12	CMTEDD (formerly CMTD) should, in cooperation with EPD and JACS continue to work to: a) identify smart car parking payment technology options with can: <ul style="list-style-type: none"> • accept coins, notes, credit cards and electronic payment methods • provide an increased level of management information • incorporate enforcement technology; and b) advice the ACT Government on whether or not smart parking technology should replace existing parking meters and ticket machines, if so what kind of technology.	In progress



Recommendation 1: Complete

The Environment and Sustainable Development Directorate, Justice and Community Safety Directorate, Territory and Municipal Services Directorate and Chief Minister and Treasury Directorate should work together to strengthen 'One Government' governance arrangements for parking operations by:

- a) *improving coordination, communication and consultation processes between agencies; and*
- b) *documenting roles, responsibilities, inter-relationships and accountabilities.*

ACT Government Response

Form a parking coordination group of senior executives enabling a more targeted focus on parking matters and provide the mechanism for improving coordination, communication, consultation and documentation of roles, responsibilities, inter-relationships and accountabilities for parking.

Progress

The ACT Government is taking a strategic and integrated approach to parking, considering its relationship to travel demand, alternative transport modes, parking demand management and parking supply options. Many issues are symptomatic of a city in transition – areas of rapidly increasing residential density and higher concentrations of employment in popular locations (e.g. transition from bulk retail to offices and restaurants).

Parking is coordinated across the ACT Directorates through the Parking Coordination Group (PCG). The PCG meets monthly and reports to the Strategic Board. The PCG is chaired by the Parking Coordinator-General in the Environment and Planning Directorate (EPD), and comprises SES-level representatives from the directorates with parking responsibility. The parking roles and responsibilities have been documented and agreed upon for the directorates:

- EPD: parking coordination, policy, planning, assessment through DA;
- Territory and Municipal Service (TAMS): parking infrastructure including signage, line markings, maintenance, new construction;
- Justice and Community Services (JACS): parking operations, including enforcement and regulation;
- Chief Minister, Treasury, and Economic Development Directorate (CMTEDD): parking associated with land release/development, financial and budget implications of parking, and central oversight;
- Health Directorate: hospital parking; and
- Education and Training Directorate (ETD): school parking.



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Recommendation 2: In progress

EPD should:

- a) *update the Transport for Canberra Implementation Tracking document with respect to parking operations;*
- b) *develop and publish key performance indicators and supporting targets*
- c) *use the Transport for Canberra Implementation Tracking document as a basis for developing an integrated implementation, monitoring and evaluation plan for the Strategic Parking Framework; and*
- d) *work with the NCA and other Commonwealth Government agencies, and the ACT community to implement paid parking in the Parliamentary Triangle Zone.*

ACT Government Response

To update the Transport for Canberra Implementation Tracking document with respect to parking operations. PCG to review the appropriate approach to the implementation, monitoring and reporting of the Strategic Parking Framework.

Progress

A tracking document is used to monitor progress on Transport for Canberra and has been updated to include monitoring of the parking framework in Transport for Canberra.

A Transport for Canberra Report Card will be released shortly, which will provide an update on progress for all of the actions in Transport for Canberra, including the parking framework. The Report Card will note that a Parking Strategy will be released in 2015 for public comment.

The Parking Strategy will be informed by the four sub policies that are being considered by government this year: parking pricing, parking offset fund, parking operational policy and parking plans. This Strategy will include specific indicators and updates in relation to the Strategic Parking Framework.

Parliamentary Zone

The ACT Government is assisting the NCA with the roll out of pay parking in the Parliamentary Triangle zone, which will commence on 1 October 2014. Measures underway to support pay parking on national land include:

- Pay parking, timed parking and other parking restrictions in Territory areas adjacent to national land to discourage commuters from parking outside of pay parking areas;
- Working closely with the NCA to coordinate communications and public information;
- Providing enforcement of car parking on national land until pay parking commences, and increasing enforcement activities once pay parking commences; and
- Introducing new bus services into the Triangle as part of ACTION's network 14 in September 2014.



Timeframes

Action	When
Update the Transport for Canberra tracking document	Complete
Transport for Canberra Report Card	To be released shortly
Parking Strategy	A draft will be released in 2015
Parliamentary Triangle zone paid parking	To commence 1 October 2014



Recommendation 3: In progress

EPD should consult with other directorates and the Attorney-General to establish a timeline and process for ensuring annual changes to parking fees occur in a routine and timely manner.

ACT Government Response

Establish a PCG which will establish the timeline and process for annual changes to parking fees.

Progress

The Government has agreed to increase parking fees annually on 1 July alongside most other Territory fees and charges. The Transport Pricing Strategy, which government will consider later in 2014, will consider the how parking pricing relates to public transport pricing. The PCG has been established and meets monthly.

Timeframes

Action	When
Establish a PCG	Complete
Timeline for parking fee increases	Complete
Transport Pricing Strategy	For Government consideration in late 2014



Recommendation 4: In progress

EPD should finalise and release the Transport Pricing Policy, which should include:

- a) *criteria for the determination of parking fees*
- b) *a requirement for:*
 - *criteria mentioned in (a); and*
 - *a mechanism for using revenue data collected, in determining parking fees.*
- c) *The timeline and process for making annual changes to parking fees.*

ACT Government Response

The parking coordination group will oversee the finalisation of the Transport Pricing Policy, consistent with Recommendations 1 and 3.

Progress

The ACT Government has engaged MRCagney to provide analysis to inform the transport pricing strategy. This work is looking at a range of initiatives to improve the efficiency of transport pricing which includes investigating the interactions between public transport, car parking pricing and demand in the ACT.

The report is considering the methods by which transport pricing systems have been investigated or implemented in other cities or countries, including exploring which have the strongest influences on travel behaviour, and how these relate to the ACT transport planning and policy context.

The work will specifically canvass a wide range of parking pricing initiatives including:

- removing minimum parking requirements;
- demand-based parking management;
- developing/selling public parking facilities;
- increased parking enforcement;
- off-street parking levy; and
- concessional parking rates.

The recommendations will be underpinned by an assessment framework to allow the comparison of parking options in combination with public transport pricing which will provide the most beneficial outcomes for the ACT. The analysis by MRCagney will ensure that future annual changes to parking fees are complemented by a broader approach to transport pricing policy reform that supports the ACT Government's strategic economic, social, and environmental objectives, staging options so as to not "shock" the system in the short run, and progressively improving micro-economic signals in the medium to long run.



Timeframes

Action	When
MRC report on ACT Transport Pricing	September 2014
Timeline for fee increases	Complete
Transport Pricing Strategy	For Government consideration in late 2014



Recommendation 5: In progress

EPD should review and document its management of parking demand surveys in so doing:

- a) outline the process used for undertaking surveys and spot checks;
- b) define the frequency and timing of surveys;
- c) guide how information from demand surveys is shared with other directorates, in particular TAMS; and
- d) ensure that information on short term, long term and disability parking demand is separately collected.

ACT Government Response

The Government to review parking survey processes and procedures.

Progress

The directorate is currently reviewing its parking processes and procedures for surveys. EPD has received funding (\$150,000 in each of 2014-15 and 15-16 for *transport and parking – better options*) to deliver parking work including parking surveys. This will allow surveys to be undertaken in the next two years. The information from demand surveys is being shared across all relevant Directorates through PCG. The information for short term, long term and disability parking is being separately collected.

The 2012 Parking Survey has been used to develop a database that allows supply and demand spot survey data to be considered spatially using geographic information systems (GIS) and provide a range of reports. This has highlighted areas of surplus parking and areas with shortages across the city centre and town centres. This information and recommendations will be considered by government as part of Parking Plans for the City Centre and Town Centres later in 2014.

EPD has recently undertaken parking surveys in Dickson, Woden and Belconnen and will shortly undertake surveys in parts of the city centre. These surveys consider traffic demand across 12 hours to assess peak demand which provides a greater level of detail than previous spot surveys.

Timeframes

Action	When
Parking demand surveys	To be undertaken in the next two years
PCG to share survey information	Complete – information is shared through PCG
Parking Plans	To be considered by Government in November 2014



Recommendation 6: In progress

TAMS should:

- a) develop an administrative procedure to guide how it will achieve the Transport for Canberra objective of prioritising short stay parking allocations over long stay parking allocations; and
- b) review the disability parking allocations and, if necessary, develop an administrative procedure to guide the implementation of disability parking spaces, in accordance with the Government Parking and Vehicular Access General Code.

ACT Government Response

Prioritise short stay parking over long stay parking and review disability parking allocations in accordance with the Government parking and vehicular access general code.

Progress

Administrative Arrangements 2014 (No 1) identify the Minister for Planning and EPD with parking policy responsibility. As part of the parking plans and parking operational policy work that will be considered by government in November 2014, EPD is developing an administrative procedure to guide the prioritisation of short stay parking. Recommendations will include consideration of the requirements of short stay parking separately to those for long stay parking and recognise the importance of this parking for supporting trade and access. The government's decisions on these documents will be incorporated as part of the Parking Strategy which will be publicly released in 2015 for consultation. The PCG has determined from surveys that significant demand for parking facilities in some smaller centres is from workers at those centres. Moving long stay demand away from trade supporting spaces has economic benefits for centres and provides health benefits to workers. EPD is working with TAMS towards increasing parking spaces for people with a disability to at least 3 per cent of total spaces, noting that the Parking Code requirements for a minimum 3% provision were introduced late in 2010

Timeframes

Action	When
Determine the administrative procedure for prioritising short stay parking through the parking plans and parking operational policy submission.	To be considered by Government in November
Parking Strategy	To be released in 2015 for public consultation
Work with TAMS to increase disability parking spaces	Ongoing



Recommendation 7: In progress

JACS should review the allocation of disability permits to members of the ACT community.

ACT Government Response

Review the process surrounding the allocation of disability permits.

Progress

JACS has undertaken a review on the allocation of disability parking permits. The review found that the ACT has a lower rate of permit issue than the other Australian jurisdictions examined. A letter has been sent to the AMA ACT Branch reminding medical practitioners of their important role in certifying an application form for a disability parking permit.



Recommendation 8: In progress

JACS should develop a robust data capture process for ticket machine fault complaints and repair information, which includes regular reconciliation of the source data to improve the completeness and integrity of reported information.

ACT Government Response

Refine procedures to capture relevant data that is presently limited due to “aged” parking machines. The process is to be recalibrated to align with capability of new parking machines.

Progress

300 new pay parking ticket machines are being installed across Canberra. The final 18 machines are being installed in a new area of pay parking in Yarralumla around the Hyatt precinct. Public consultation by TAMS and works approval by the NCA is now complete. A centralised management system provides live data on the operational status of the machines enabling quicker response to faults. A tender process is currently underway to replace over 900 on-street parking meters.

Timeframes

Action	When
Install new ticket machines	To be completed this year
Refine procedures to capture relevant data for faults and repairs	Complete
Replace on-street parking meters	2014-15



Recommendation 9: In progress

CMTEDD when developing parking arrangements with private sector entities, should:

- a) base arrangement on actual revenue and car park use, rather than estimated revenue and car park use; and*
- b) evaluate the results of all future parking arrangements with private sector entities and determine whether revenue predictions have been realised.*

ACT Government Response

Review parking survey and forecasting processes and procedures where they apply to the redevelopment of public car parks.

Progress

Administrative Arrangements 2014 (No 1) identify the Minister for Planning and EPD with parking policy responsibility. The parking plans are evaluating the forecasting process and procedures for the redevelopment of public car parks.

Timeframes

Action	When
Parking Plans to evaluate process of the redevelopment of public car parks.	For Government consideration in November



Recommendation 10: Complete

JACS should:

- a) *review the sanctions for non-payment of fines in accordance with the Road Transport (General) Act 1999; and*
- b) *develop and implement a process to recover revenue from interstate and diplomatic fines.*

ACT Government Response

- a) Review sanctions for non-payment of fines; and
- b) Obtain GSO legal advice on process to recover revenue from interstate and diplomatic fines

Progress

In April 2014 a Solicitor from the ORS Enforcement and Litigation team reviewed the legislative sanction process against the operation of the rego.act system. The finding was the system complies with the legislative requirements regarding the imposition of sanctions for the non-payment of infringement notices.

Advice from the Government Solicitor's Office (GSO) confirms that as fines and penalties cannot be characterised as provable debts, they will not amount to a debt for which the Territory may commence civil style debt recovery proceedings for unpaid diplomatic and interstate parking fines.



Recommendation 11: Complete

JACS should:

- a) map the number and location of all parking bays that are being patrolled by its Parking Inspectors;*
- b) analyse and identify the optimum number of Parking Inspectors required to provide;*
- c) improve the training of Parking Inspectors; and*
- d) develop a formal risk-based plan to guide the activities of Parking Inspectors.*

ACT Government Response

Develop a risk- based guide to parking enforcement including an assessment of the optimum number of parking officers and review/update of training material.

Progress

EPD is conducting further audits of the number and location of marked parking bays as part of the development of parking plans.

JACS is unable to identify the exact number of bays that are patrolled, because many enforcement areas are on-street and not marked with lines.

Inspectors have been increased in the budget. Changes to patrols are being planned due to the introduction of pay parking on National Land. It is expected that there will be significant encroachment of ACT roads due to the NCA rollout of paid parking.

The training manual for parking inspectors has been updated and is in use – it is constantly being modified. Conflict resolution training has been completed for parking inspectors.

A formal risk framework has been developed to guide the activities of parking inspectors.



Recommendation 12: In progress

CMTEDD should, in cooperation with EPD and JACS continue to work to:

- a) *identify smart car parking payment technology options with can:*
 - *accept coins, notes, credit cards and electronic payment methods*
 - *provide an increased level of management information*
 - *incorporate enforcement technology; and*
- b) *advise the ACT Government on whether or not smart parking technology should replace existing parking meters and ticket machines, if so what kind of technology.*

ACT Government Response

Identify and procure smart parking payment technology.

Progress

Smart parking methods are now functional in the ACT. These include:

- The public now have the choice to pay by phone without the need to display a paper ticket, and this can be enforced by inspectors.
- A centralised management system provides live data on purchases and trends in parking.
- The operational status of machines is now available live, enabling a quicker response to faults.
- New hand held devices (PDAs) for inspectors have been purchased to replace the retiring fleet of devices. This new technology enables parking officers live information about e-ticket sessions and access to Rego ACT to check vehicle details.

JACS is researching licence plate recognition cameras for use in mobile vehicles to enhance the enforcement of residential timed areas. Digital Canberra within CMTEDD is also researching smart parking technologies to take advantage of the Government's new wifi network, which commences operation later this year. Both of these developments will be considered subject to future government funding decisions.

Timeframes

Action	When
Smart Parking Payment Technology	Complete
PDAs to increase the level of enforcement	Complete
A centralised management system to provide an increased level of management information	Complete
Advice whether smart technology should replace parking meters	For consideration by Government as part of 2015-16 budget.