

Parking policy and demand

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Department of Territory and Municipal
Services



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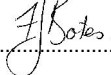
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Executive summary

A detailed assessment of disabled parking facilities at publicly owned surface car parks at town and group centres in the ACT has been undertaken. The purpose of the study was to establish whether the provision of disabled parking facilities is adequate to meet the needs of disabled people in the ACT. This issue is of concern due to a demographic trend towards an ageing population and the perceived shortage of adequate parking for disabled people given the greater number of older people who may be eligible for disabled parking permits.

The work was broken down into three separate studies, which resulted in four individual reports:

- Parking provision accessibility survey – Group Centres
- Parking provision accessibility survey – Town Centres
- Utilisation survey
- Policy and demand.

This report considers parking policy and demand. The report looks at how ACT parking policy compares to other areas in Australia and overseas. The report also assesses the trend towards an increase in the number of parking permits issued and why this may be occurring. As part of this review an online survey was conducted during December 2007 to enable people with disabilities to comment on disabled parking facilities at group and town centres in the ACT. This report documents the findings from this survey.

Policy

The percentage of disabled parking spaces required in car parks in Australia is lower than the UK and USA, however these countries may have different travel trends to Australia. The policies used in the ACT are similar to other areas in Australia.

Permits

The number of permits in use in the ACT has increased by 700% between 1999 and 2007. The ACT disability group does not keep data relating to the number of disabled people in the ACT (e.g. the number of people who are registered to receive help/care to assist them with their disabilities). It is therefore not possible to ascertain whether the number of disabled people has increased during this time, whether the proportion of disabled people with permits has increased, or whether the criteria to obtain permits are not being applied stringently enough.

The proportion of people aged 65 as a percentage of total population in the ACT is lower than for Australia as a whole. This means that less older people live in the ACT than the rest of Australia. There is a trend showing that the proportion of older people in the population is increasing in the ACT and in Australia as a whole. The proportion of older people in the population has increased from 7.8% to 9.7% in the ACT. There were just over 21,000 people over 65 in the ACT in 1996; in 2006 this had increased to 31,000 people. The trend would suggest that this might equate to 42,000 people over 65 in 2016.

Survey

An internet survey of disabled people in the ACT was undertaken and received 71 responses.

The survey asked participants which group and town centres do not meet their requirements for disabled parking. Participants were able to identify multiple centres where they considered there to be:

- an insufficient number of disabled parking spaces
- insufficient sized spaces
- spaces located too far from desired destinations
- spaces that are difficult to access
- spaces not visible
- spaces not adequately marked.

A space was also available for free comment.

The general perception of disabled drivers appears to be that there are not enough disabled parking spaces provided at shopping centres. It should be taken into account that the survey was undertaken before Christmas and therefore the results may have been skewed by difficulties parking during the Christmas shopping period. There were also comments that identified problems with the physical characteristics of spaces at some centres.

The results emphasised the findings of the other reports in this disabled parking study, which suggests that there is a shortfall in the number of disabled parking spaces provided at some centres and that the number and location of spaces is more important than the other physical characteristics of the spaces.

1. Introduction

As part of a review of the provision for disabled parking spaces in the ACT a review has been conducted on the policy and demand/supply aspects of parking. This report is broken into three sections:

- policy
- perceptions of disabled people
- trends in disabled permits and population demographics.

Policy from around Australia, the UK and USA have been considered in assessing whether ACT parking policies are in line with other regions. This has demonstrated that other areas require a higher proportion of disabled parking than Australia but ACT policies are in line with the rest of Australia.

The perceptions of disabled people on the provision of disabled parking in ACT have been acquired through an on line survey. Whilst there are many inadequacies in the survey process the answers provided have given a clear indication that disabled people do not perceive there to be sufficient parking supply to meet the needs of disabled people.

Trends in disabled permits issues in ACT have been compared to population demographics. The number of permits issued has increased dramatically. The number and proportion of 65 and over people in the population has increased in the ACT and Australia as a whole. This may suggest that the number of people eligible for a disabled permit will continue to rise and that policies should be altered to take this into account.

2. Parking policy – provision for disabled users

2.1 Australia

The provision of disabled parking has been compared between different jurisdictions of Australia. Generally the provision required is either not specific, or is in line with the recommendations of AS2890.1 (1993). It should be noted that AS2890.6, which specifically addresses the parking requirements for disabled users is still in production. This means that generally 1% of standard parking is required to be allocated as disabled parking. The policies and practices of selected other Australian jurisdictions are presented in Table 2–1.

Table 2-1: Disabled parking requirements in Australia

Authority	Percent disabled parking required
ACT	1-4%*
Gold Coast	1%
Queanbeyan, NSW	1%
Adelaide	3%
City of Melbourne	1-4% *
Moreland City Council	1-4% *
Yarra City Council	1-4% *

* Follows AS2890.1 Guidance

2.2 International

In order to assess where the Australian policy is in relation to current world practice a comparison was undertaken with the USA and UK.

2.2.1 UK

The policy for the provision of disabled parking has been compared for policies in the UK. This demonstrates that the provisions are higher in the UK than those specified in AS2890.1. However it should be noted that UK policy limits the number of standard parking spaces that can be provided for new developments, therefore the overall provision of parking spaces are likely to be lower in the UK than those in Australia.

Table 2-2: Disabled parking requirements in UK

Authority	Percent disabled parking required	
	Up to 200 bays	Over 200 bays
UK national planning guidance, TAL 5/95	2-3 bays or 5-6% whichever is greater	4-6 bays plus 2-4% of total capacity
Manchester	3 bays or 6% whichever is greater	Additional 4 bays or 4% whichever is greater

Milton Keynes	5-6%	5-6%
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2.2.2 USA

The policy for the provision of disabled parking for the USA is outlined in the table below. Standards for several individual states were considered, and it was found that each followed the national standards. The standards in Texas varied slightly in that they require that at least one of the disabled spaces in any car park is of sufficient size to accommodate a van. The standards for the provision of disabled parking in the USA are higher than that in Australia. The number of spaces required is specified depending on the number of spaces in the car park, rather than as a percentage. However based on these the percentage requirement ranges from 2% for a very large car park. There would be no situation in which no disabled parking would be required and in the majority of cases for car parks less than 200 spaces 5% would be required.

Table 2-3: Disabled parking requirements in USA

Total number of spaces	Minimum number of accessible spaces required
1-25	1
26-50	2
51-75	3
76-100	4
101-150	5
151-200	6
201-300	7
301-400	8
401-500	9
501-1000	2% of total
1001 and over	20 plus 1 or each 100 or fraction over 1001

2.3 Conclusion

Australia has a lower level of disabled parking provision than the provision required in the National approaches of the USA and UK. Some areas have a different policy to disabled parking in larger car parks than smaller car parks, and some regions have a range of parking requirements, therefore the minimum number of disabled parking spaces that would be required in a 100 space car park has been compared to the maximum number of spaces that would be required in a 101 space car park in the different regions considered. The results are shown in Figure 2-1 and Figure 2-2.

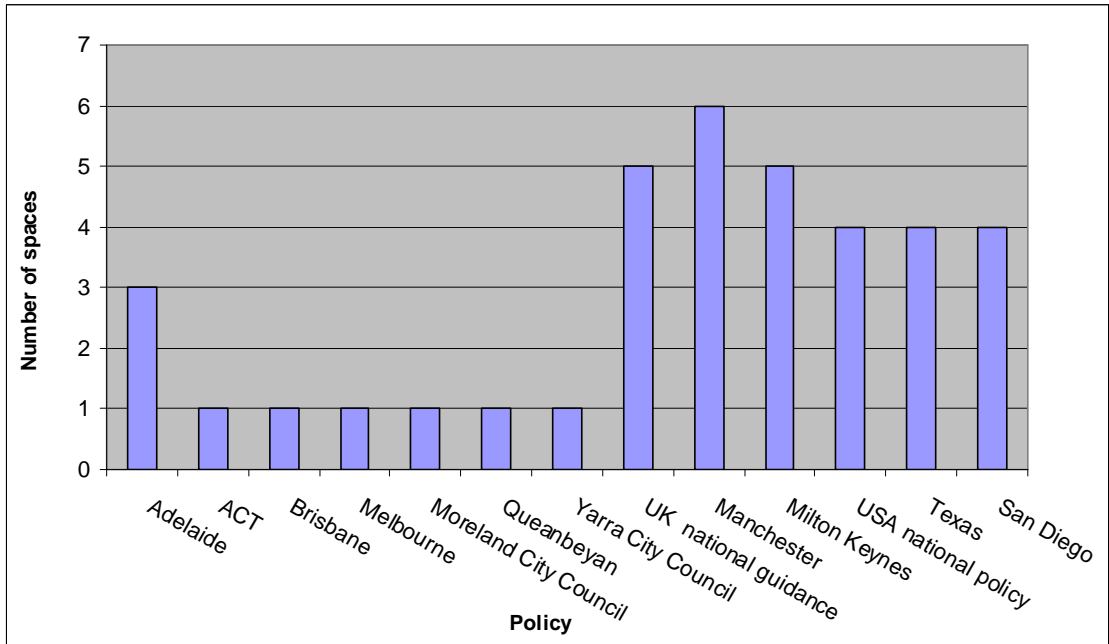


Figure 2-1: Minimum disabled parking requirements for a 100 space car park

The figure below outlines the minimum disabled parking provision required at the higher threshold provisions.

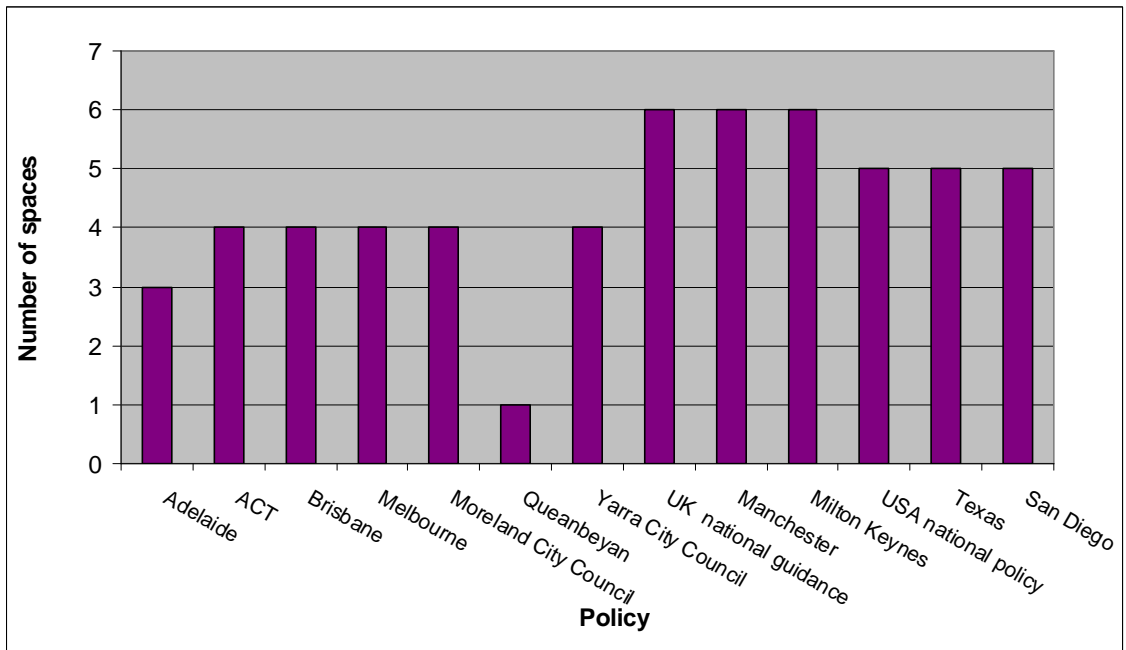


Figure 2-2: Higher threshold disabled parking requirements for a 100 space car park

The Australian requirements fall below those in the UK and USA.

3. Rate of change in demand for disabled parking in ACT

The provision of disabled parking in most areas of Australia is based on the standards set out in AS2890.1. At all ACT town and group centres a provision of more than 1% of parking is allocated for disabled parking. This is lower than requirements in the USA or UK. The demand for disabled parking in ACT has been considered in order to establish whether the level of provision should be increased.

3.1 Disabled Parking Permits

As a measure of the demand for disabled parking spaces the trend in the demand for disabled parking permits has been established. The number of disabled drivers has increased dramatically since 2000 as shown in Figure 3-1.

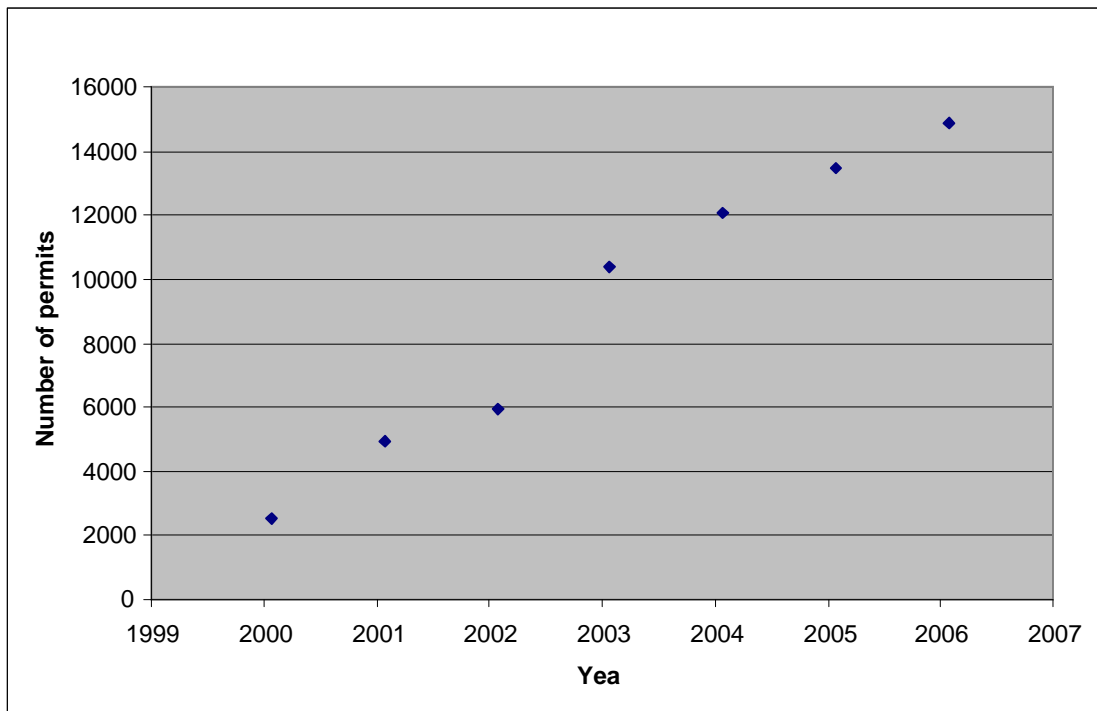


Figure 3-1: Parking permits in use

This graph shows that there has been a 700% increase in the number of permits issued over the 7 year period. There is no readily available information to ascertain if the number of people with access disabilities has increased at this rate. In fact there appears to be no data available to show the number of people with disabilities in the ACT.

As a means of identifying if the rate of increase in demand relates to motor vehicle usage the number of permits as a percentage of vehicles registered has been derived from ACT motor vehicle registrations. The results of this comparison are displayed in Figure 3-2:

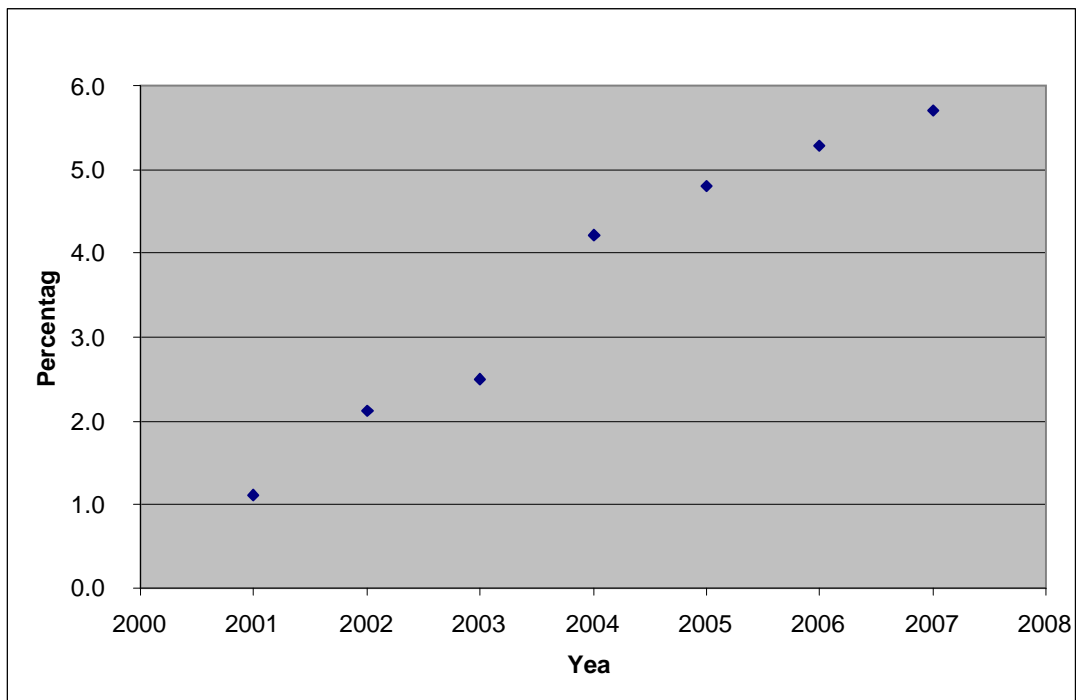


Figure 3-2: Disabled permits compared to registered vehicles

This demonstrates that in 2001 the percentage of drivers with a disabled permit was 1% of all drivers. However this value has increased dramatically since 2001, at the start of 2007 the percentage of drivers with a disabled permit was 5.7%.

This rate of growth in the issue of permits is very high. Disabled services in the ACT were unable to provide any data about the number of people with disabilities in the ACT or the types of disabilities people with disabled parking permits in the ACT have. It is possible that the criteria for granting disabled permits are not being monitored carefully by medical professionals who grant the permits. However trends observed in the number of older people in the ACT population suggests that this may contribute to the increase in permits. The trend is displayed in Figure 3-4. The age demographics of the population in the ACT are shown in Figure 3-3.

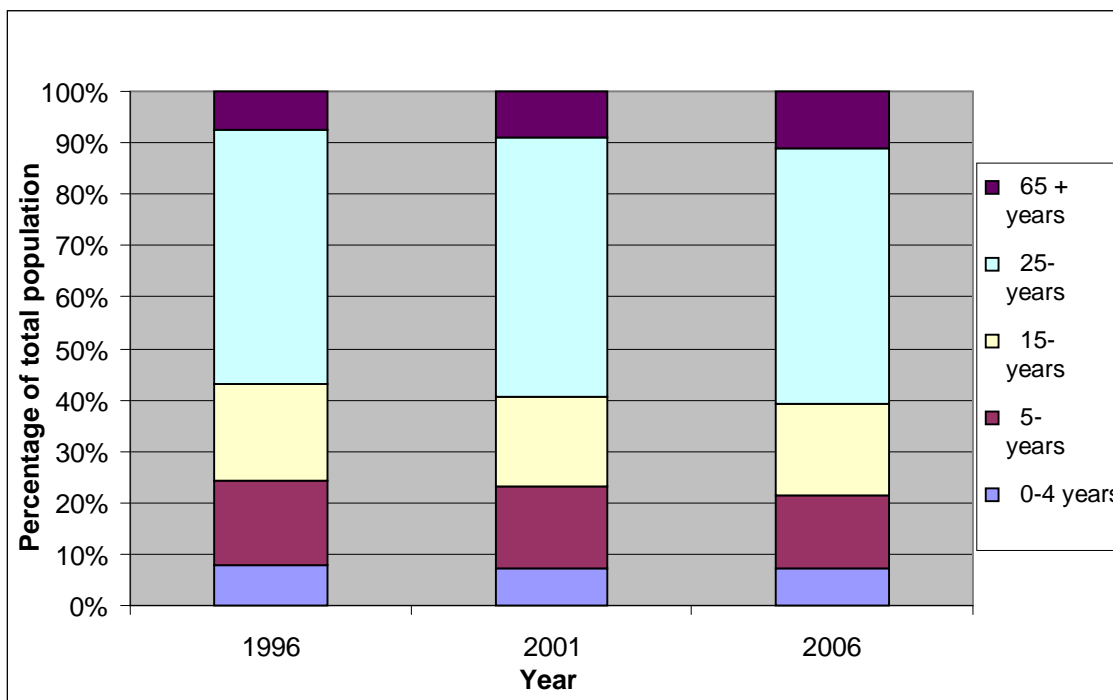


Figure 3-3: ACT demographics: proportion of population in each age bracket

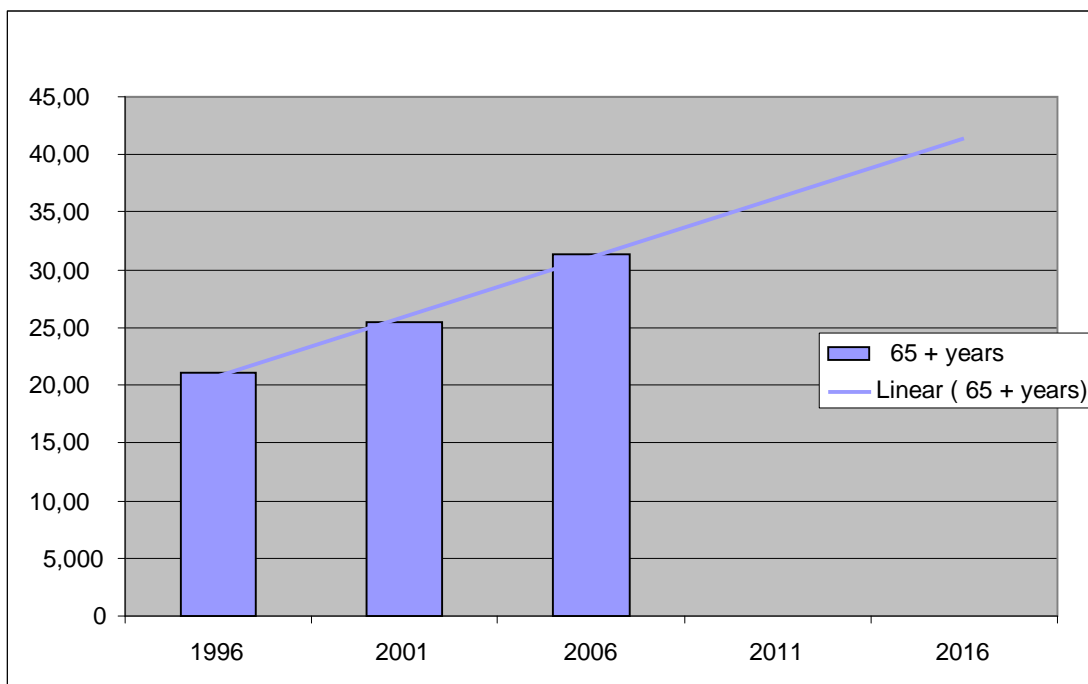


Figure 3-4: Number of people over 65 in the ACT

The trend observed in the ACT is similar to the trends observed over the whole of Australia, although it appears that the proportion of over 65 people in the population is increasing more steeply for ACT than Australia as a whole. This is shown in Figure 3-5.

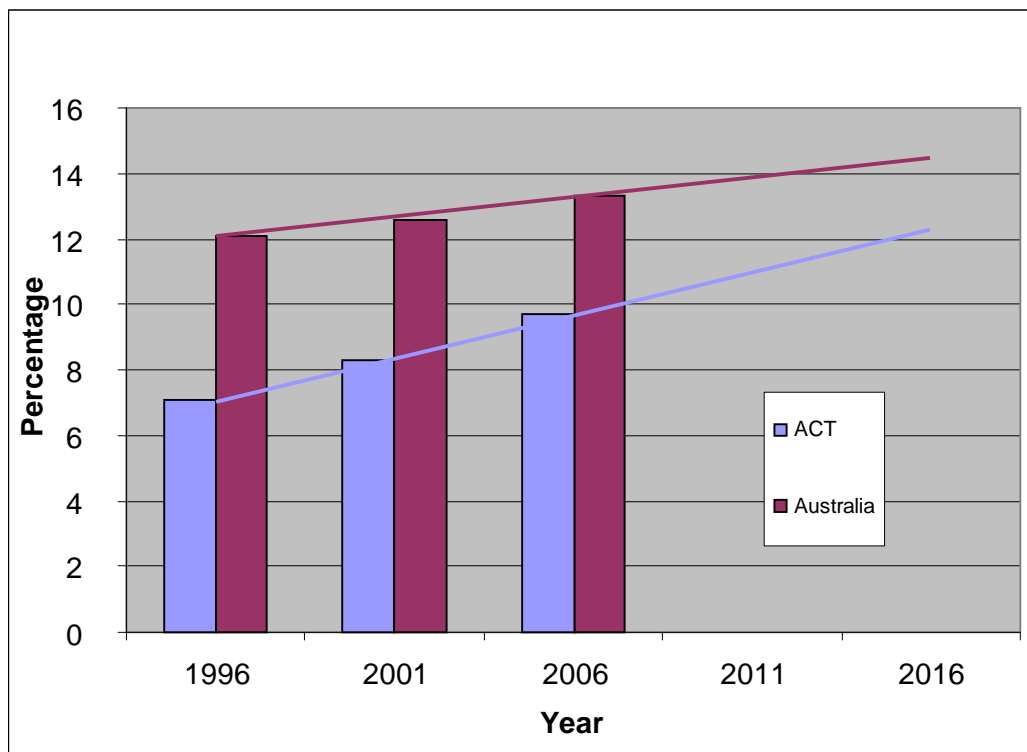


Figure 3-5: Population over 65 years in ACT and Australia

3.2 Conclusion

In 1993, AS2890.1 set out standards that required between 1% and 4% of standard parking spaces to be allocated for disabled drivers. Given the trends outlined in Table 2–7 above, it is reasonable to assume that in 1993 the number of disabled permits compared to registered vehicles in the ACT was less than 1% of all drivers. Given that the proportion of disabled permits has increased as a percentage of vehicles to nearly 6% in 2007, there is a good argument for increasing the proportion of disabled parking spaces that are provided in car parks in the ACT. Furthermore, population trends show that the proportion of older people in the population is steadily increasing. It is likely that these people may be eligible for disabled parking permits; therefore the proportion of disabled permits is likely to continue to rise.

4. Public Survey

4.1 Introduction

A survey of people with an interest in disabled parking was undertaken on the ACT Tertiary and Municipal Services website. It was available at:

http://www.tams.act.gov.au/functions/about_our_department/community_engagement

A total of 225 responses were received from 75 participants who participated in the survey. Of these it was assessed that there are at least 4 duplicate entries.

The survey asked participants which group and town centres they considered to not meet their requirements in terms of inadequate disabled parking. This asked them which locations they consider to:

- not have enough parking
- have insufficient sized spaces
- not be located close enough to desired destinations – details of desired destination not provided
- difficult to park within the spaces
- spaces not visible
- spaces not adequately marked
- ramps not sufficient.

A free comment space is also available.

Participants were able to provide more than one answer for each question, but were required to select group centres that they thought didn't meet the criteria from a list.

4.2 Response rate

The figures below summarise the results from the surveys of opinions on disabled parking provision in the ACT. Because each survey participant was able to identify shortfalls at more than one centre for each question, each centre identified within each question has been considered as a separate response. For example 225 responses identified there is not enough parking at specific centres – meaning on average, the 75 participants, each identified approximately three centres where there is a shortfall in the number of parking spaces provided.

The data has been analysed in two separate ways. The first assessed the number of responses to each question and for each centre. The second identified the proportion of participants who provided a response to particular questions. The assumption being that if a participant has not provided a response to a question this means that they do not think there are issues relating to the question – or for the centres not identified – or that they don't know whether there are problems.

Number of responses

The most responses were received for the question asking which locations have not enough disabled parking spaces. This was also the first question on the survey, which may suggest that the general perception is that the problem of not enough parking at most centres is greater than any problems relating to the quality of available parking – size, ramps, proximity to destination etc. However, it is also possible that the response rate is higher due to it being the first question on the survey. A summary of responses is shown below in Figure 4-1. The number of responses includes more than one response per participant.

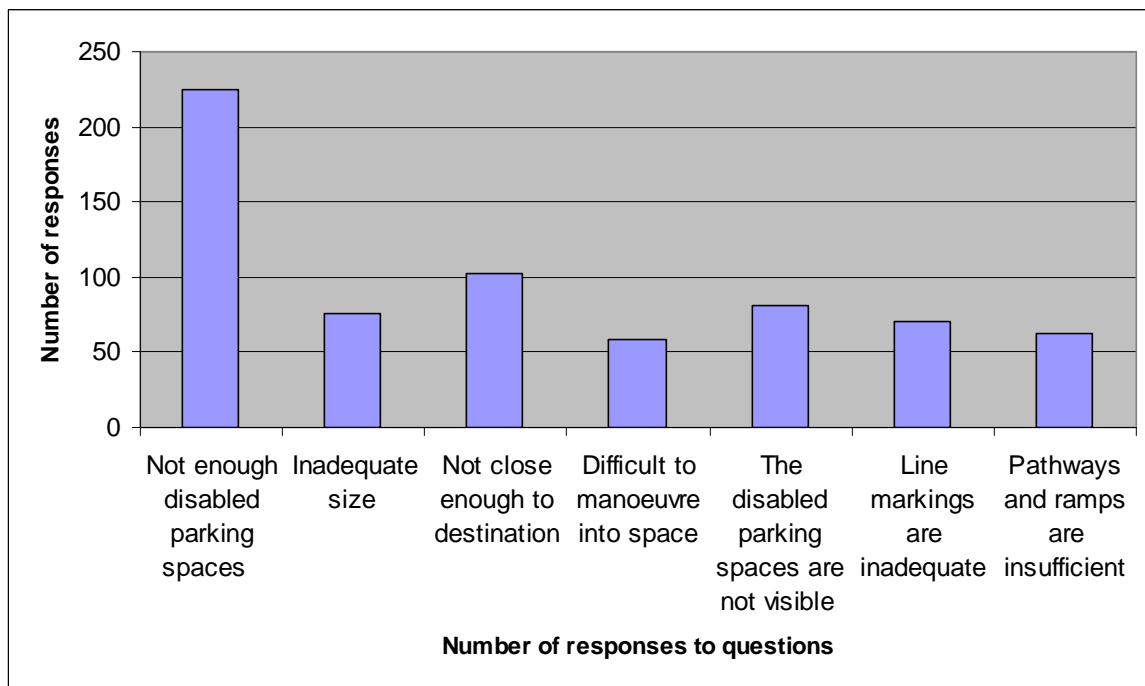


Figure 4-1: Total opinion all centres/all responses

The total responses identifying a concern with the number or standard of disabled parking at each of the centres has been summarised in the Figure 4-2. Ainslie has received more than three times the number of responses compared to the average number of responses for the other centres. This suggests that there may have been a problem with the data collection. Ainslie was the first centre in the list of choices and it is possible that Ainslie was recorded as a response automatically unless the user changed the response to another value or specifically 'unselected' Ainslie. Alternatively it is possible that Ainslie has the greatest shortfall in standards for disabled parking, or the survey may have received a higher awareness by residents in and around Ainslie – which also suggests a greater level of concern from these residents.

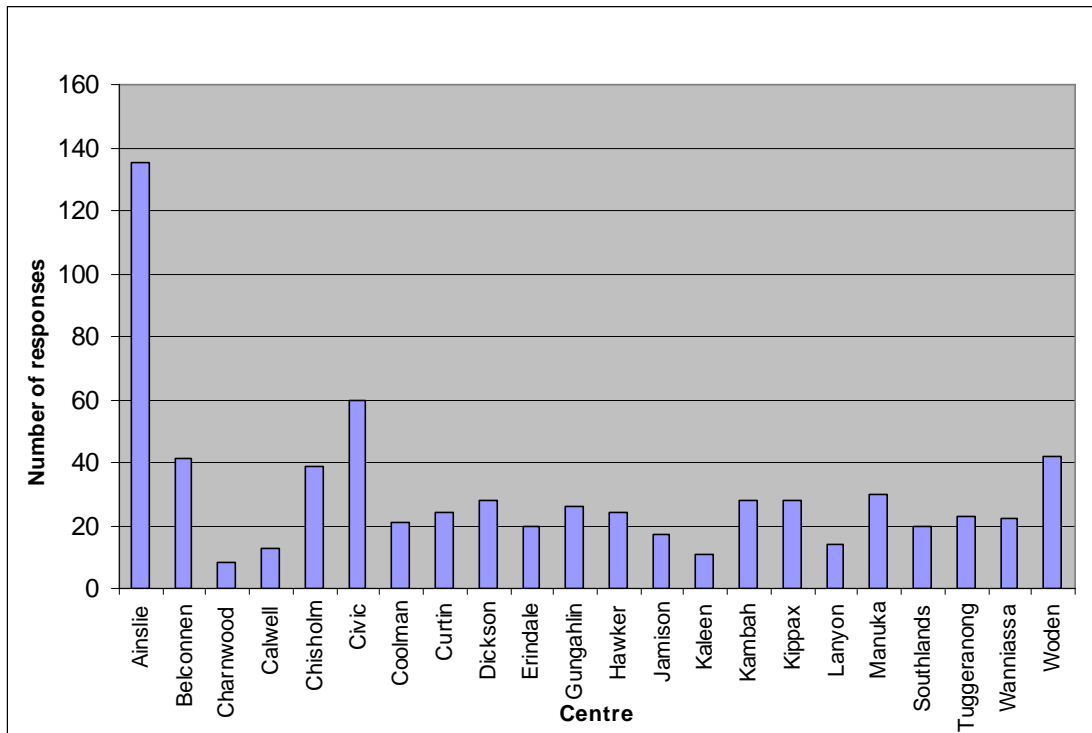


Figure 4-2: Number of responses at each centre

Proportion of participants providing responses

As well as receiving the most responses, the question asking where there are insufficient parking spaces was also the question that received the highest response rate with 85% of participants identifying one or more centres where there are not enough disabled parking spaces.

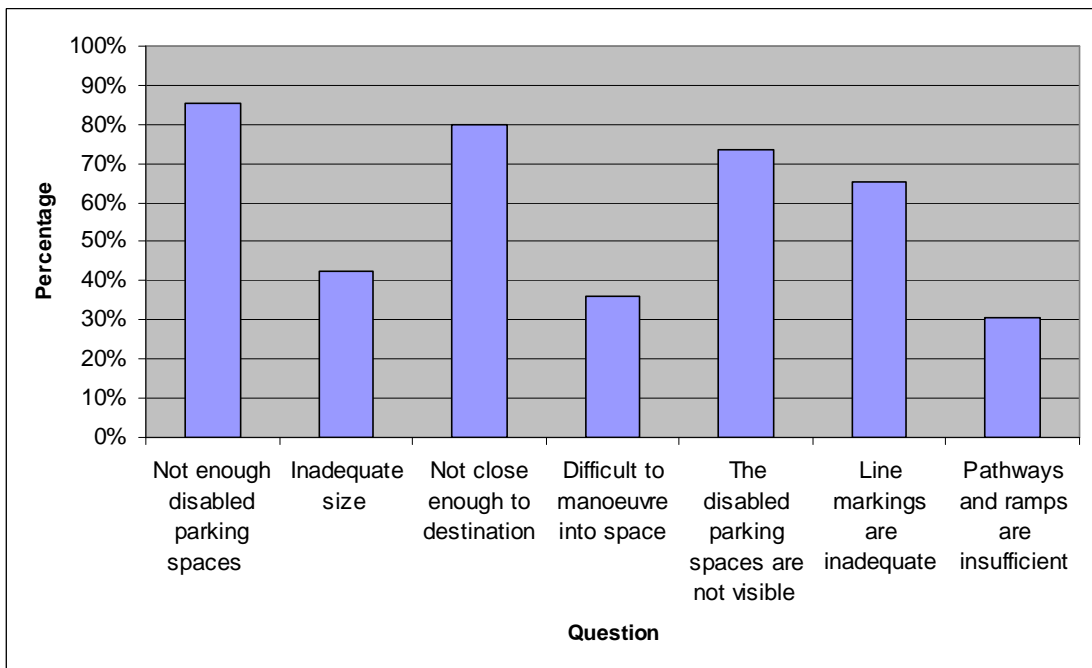


Figure 4-3: Proportion of participants providing a response

Of participants, 80% identified at least one centre where the spaces are not located close enough to their desired destination, this equated to 77 responses.

The lowest response rate of 31% was identifying centres where pathways and ramps are inadequate. This was also the last question, which could suggest that participants have not always fully completed the survey, or it may suggest that pathways and ramps are generally meeting requirements. It may also lead to the assumption that not all disabled people require the use of ramps and therefore this question was not relevant to them. Many mobility impaired people are not wheelchair bound.

The next lowest response rate was to identify centres where participants have found it hard to ease their vehicle into a disabled car space, with 36% response.

The results suggest that the greater concerns in relation to disabled parking are that there is not enough parking, the parking is not close enough to the destinations, that the spaces are not easily visible and that the line markings are inadequate. Lesser concerns are that the spaces are an inadequate size, difficult to manoeuvre into and not served by good pathways and ramps. However more than 30% of participants identified issues to these lesser concerns, suggesting that there is a shortfall in all aspects of disabled parking provision.

4.3 Results for centres

Results for each of the centres have been analysed in terms of the percentage of total participants to the survey, as opposed to percentages within the responses for the specific group centres

4.3.1 Ainslie Group Centre

Ainslie Group Centre received the most responses to the survey. This may indicate inaccuracies in the data collection. Approximately 50% of all people who responded to the survey indicated that the parking spaces are not close enough to their desired destination, that the spaces are not easily visible and that the line markings are inadequate. However relatively few people, 17% of participants thought that there is insufficient parking at the centre. 5% and less of participants found the spaces at Ainslie to be too small, difficult to manoeuvre into or to have inadequate ramps and paths.

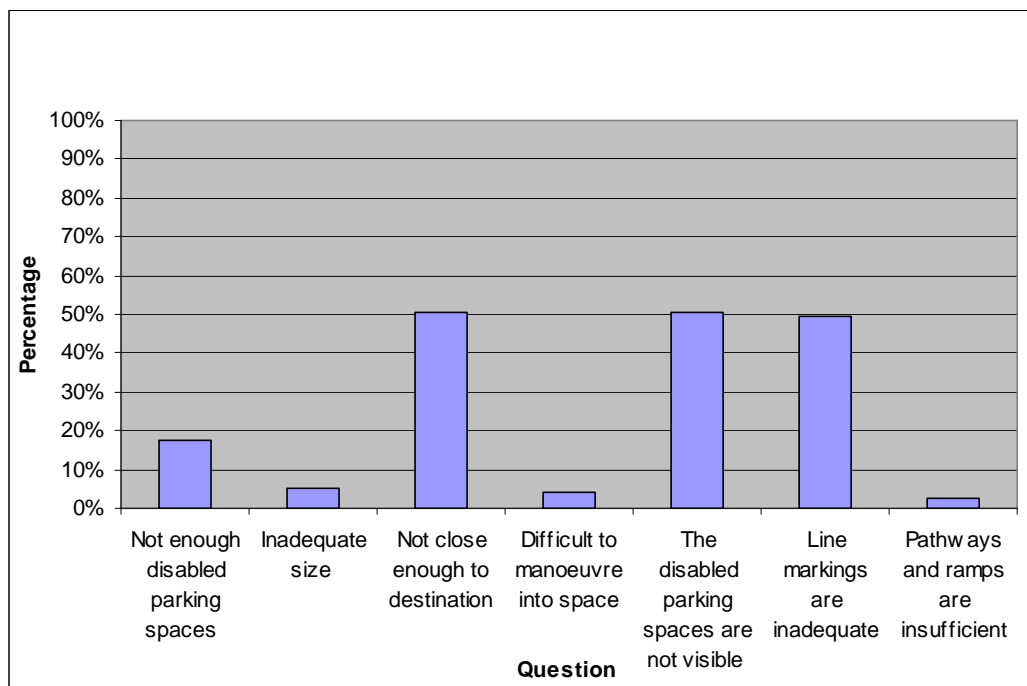


Figure 4-4: Responses from Ainslie Group Centre

4.3.2 Belconnen Town Centre

Belconnen Town Centre received 41 responses in total for all of the questions, 23 individual participants identified Belconnen Town Centre to be lacking in at least one of the questions. This indicates that 55% of participants perceive Belconnen to have inadequate disabled parking facilities. Approximately 25% of all people who responded to the survey indicated that there are not enough disabled parking spaces. Between 3% and 8% of all of the participants to the survey identified other concerns with the parking facilities. This suggests that the majority of spaces available meets disabled requirements but that there are not enough parking spaces to meet the demand.

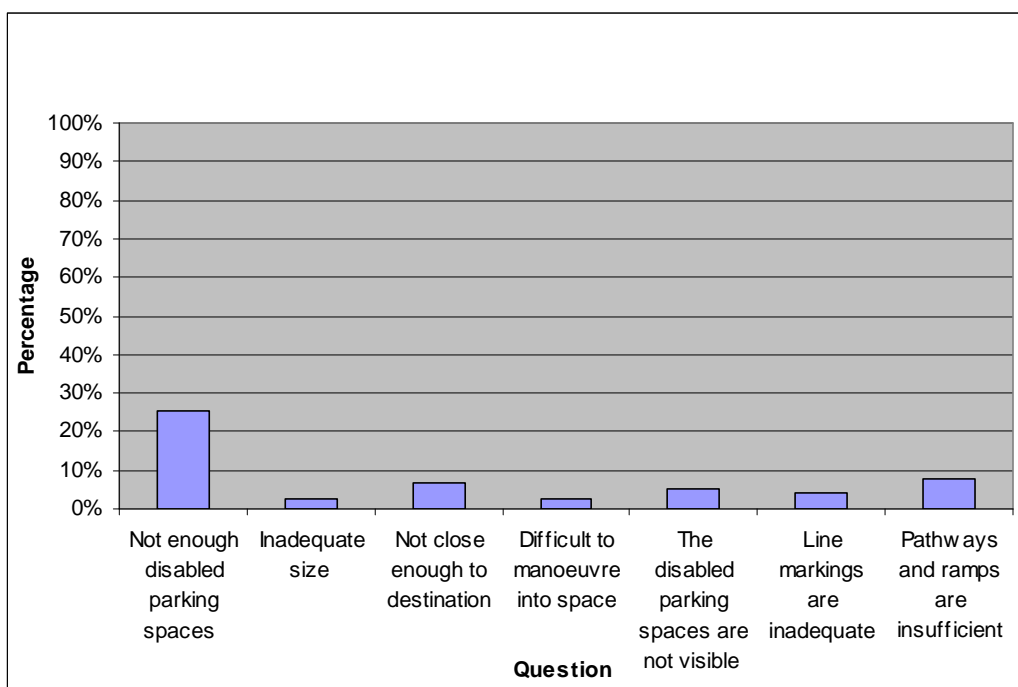


Figure 4-5: Responses from Belconnen Town Centre

4.3.3 Calwell Group Centre

In total there were 13 responses identifying inadequacies in parking at Calwell Group Centre. The low number of participants who identified Calwell Group Centre in any of the questions probably suggests that out of the people who took part in the survey, only a small number use the centre. Alternatively it may suggest that the facilities are generally perceived to be adequate. Approximately 7% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Calwell Group Centre. 3% of all participants identified concerns relating to proximity to destination, 4% find it difficult to manoeuvre into the spaces, and 1% find the spaces to be not easily visible, to have inadequate line marking and have inadequate paths and ramps. This shows that more people who use Calwell Group Centre find that there are not enough parking spaces to meet the demand, as opposed to finding the spaces available difficult to use.

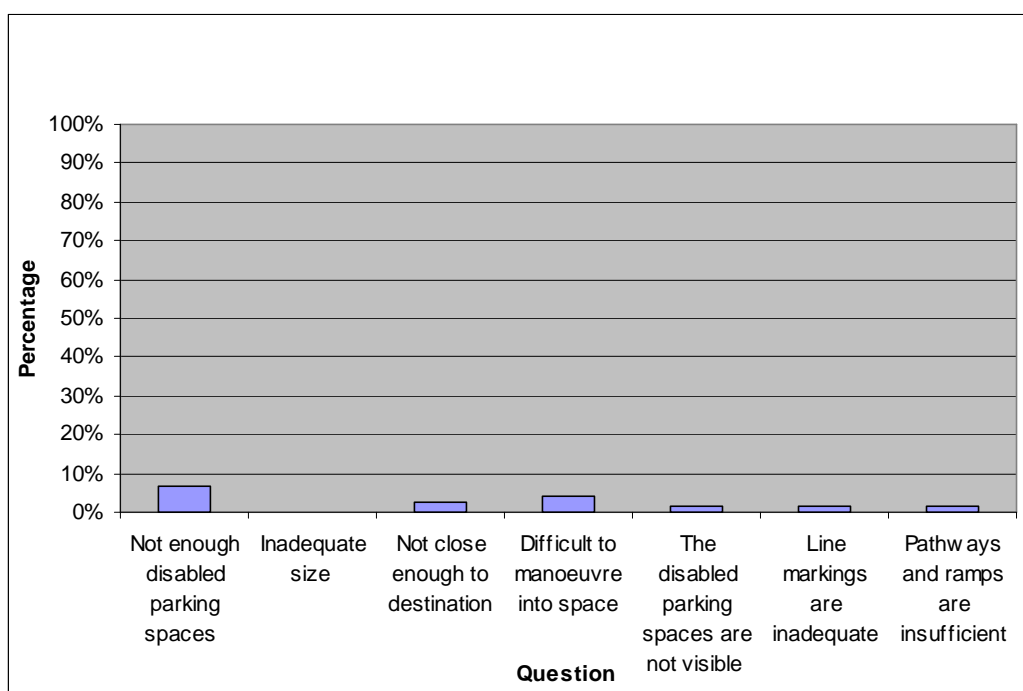


Figure 4-6: Responses from Calwell Group Centre

4.3.4 Charnwood Group Centre

In total there were only 8 responses identifying inadequacies in parking at Charnwood Group Centre, and only 5 individual participants identified Charnwood Group Centre to be lacking in at least one of the questions. 7% of participants perceive Charnwood to have inadequate disabled parking facilities. The low number of participants who identified Charnwood Group Centre in any of the questions probably suggests that out of the people who took part in the survey, only a small number use the centre. Alternatively it may suggest that the facilities are adequate. Approximately 7% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Charnwood Group Centre. 1% of participants identified concerns relating to proximity to destination, difficulty to manoeuvre into the spaces, and inadequate paths and ramps. This suggests that the majority of spaces available meet disabled requirements but that people who use Charnwood Group Centre find that there are not enough parking spaces to meet the demand.

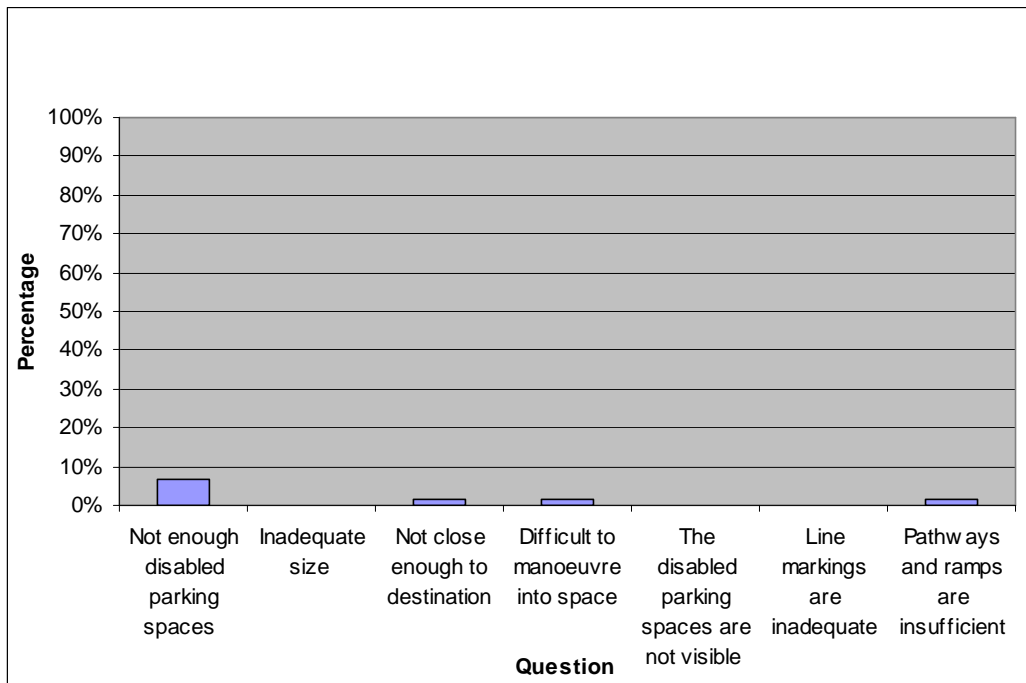


Figure 4-7: Responses from Charnwood Group Centre

4.3.5 Chisholm Group Centre

In total there were 39 responses identifying inadequacies in parking at Chisholm Group Centre, and there were 12 individual participants who identified Chisholm Group Centre not to meet requirements in at least 1 of the questions, this means that 16% of participants perceive Chisholm to have inadequate disabled parking facilities. Approximately 13% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Chisholm Group Centre. 11% of participants identified concerns relating to the size of the disabled parking spaces at Chisholm. Less than 8% identified concerns relating to the other issues they were asked about. This suggests that the greatest perceived problem at Chisholm is that there are not enough parking spaces to meet the demand.

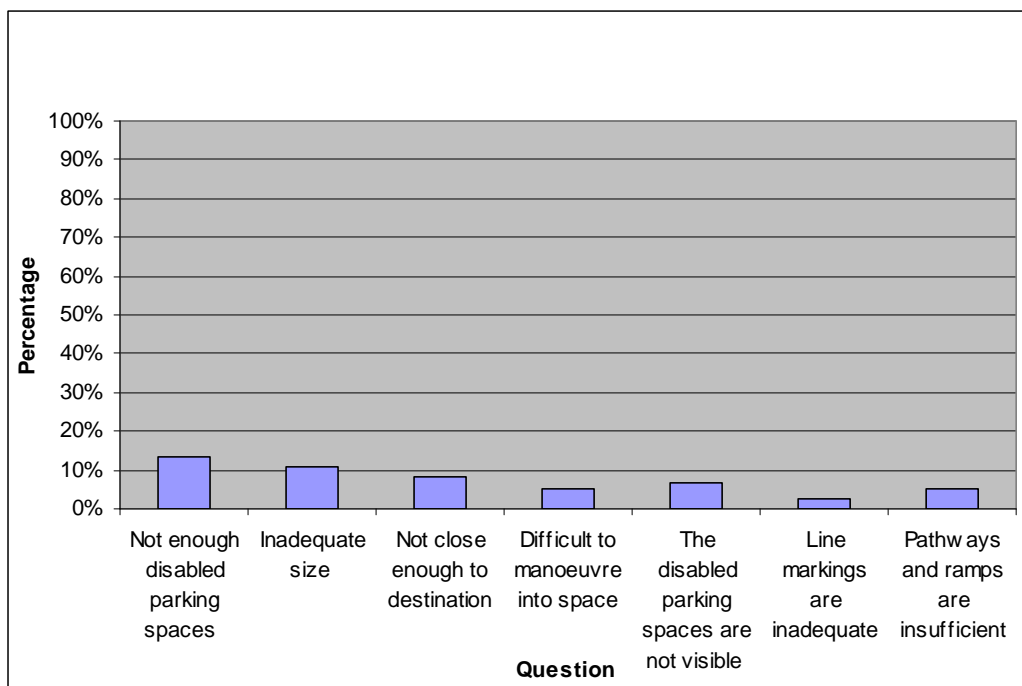


Figure 4-8: Responses from Chisholm Group Centre

4.3.6 Civic Town Centre

In total there were 60 responses identifying inadequacies in parking at Civic Town Centre, and there were 20 individual participants who identified Civic Town Centre to not meet requirements in at least one of the questions, this means that 33% of participants perceive Civic to have inadequate disabled parking facilities. Approximately 27% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Civic Town Centre. 11% of participants find the spaces too far from their desired destination. Between 8% and 10% of participants identified concerns relating to the other questions asked. This suggests that the greatest perceived problem in Civic is that there are not enough parking spaces to meet the demand and also that the spaces are too far from where the disabled people want to go.

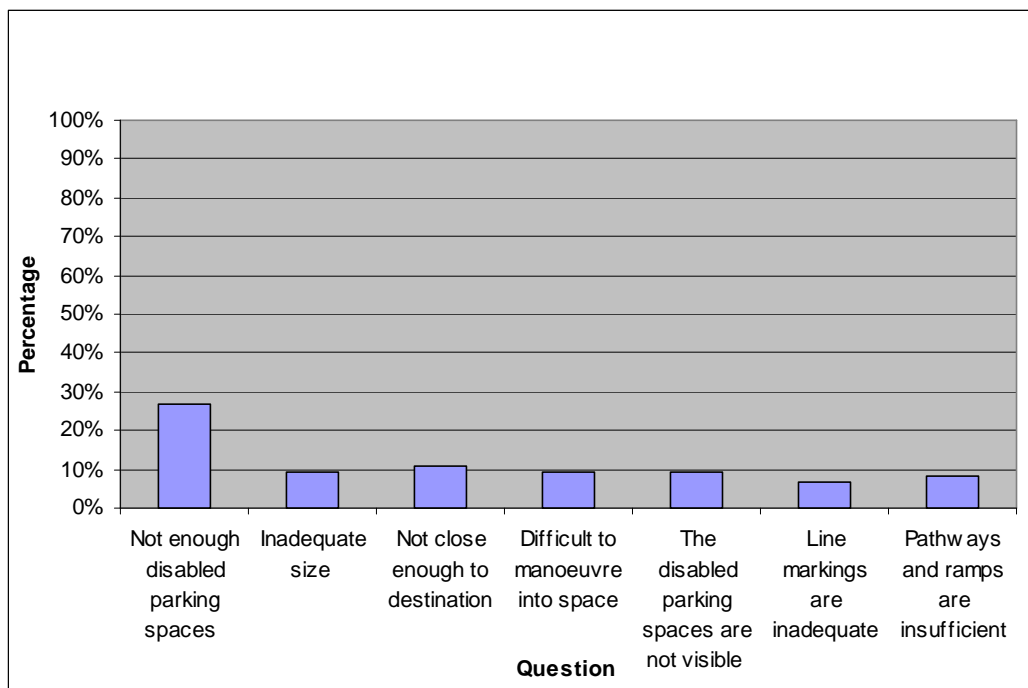


Figure 4-9: Responses from Civic Town Centre

4.3.7 Cooleman Court Group Centre

In total there were 21 responses identifying inadequacies in parking at Cooleman Court Group Centre, and there were 12 individual participants who identified Cooleman Court as not meeting their requirements in at least one of the questions, this means that 16% of participants perceive Cooleman Court to have inadequate disabled parking facilities. Approximately 11% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Cooleman Court Group Centre. Less than 5% of participants identified concerns in relation to the other questions at Cooleman Court Group Centre. This suggests that the greatest perceived problem at Cooleman Court is that there are not enough parking spaces to meet the demand.

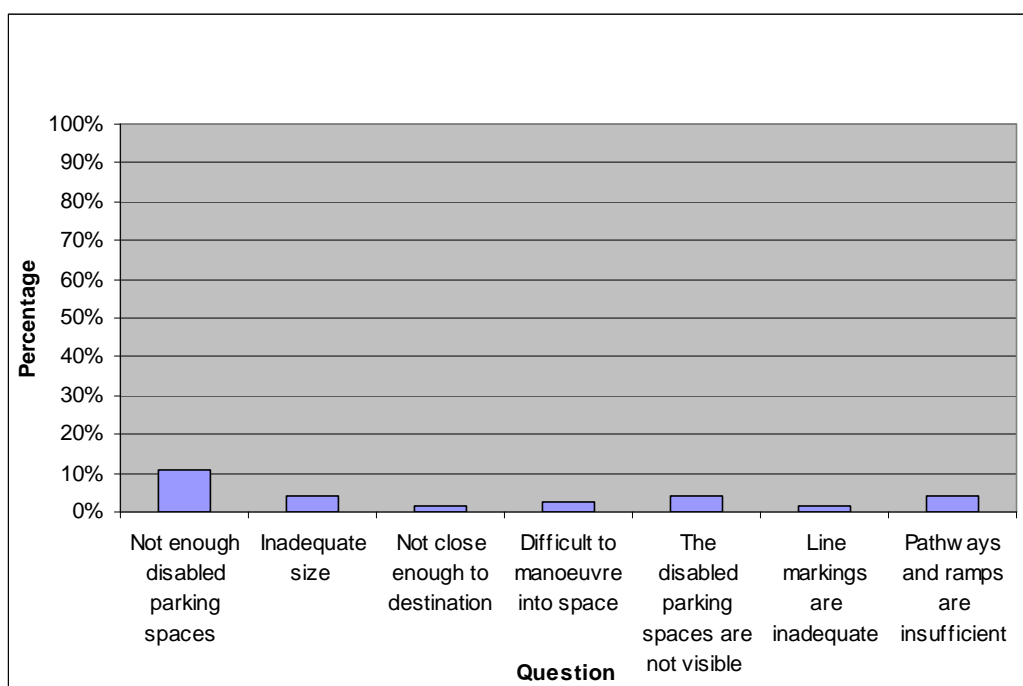


Figure 4-10: Responses from Cooleman Court Group Centre

4.3.8 Curtin Group Centre

In total there were 24 responses identifying inadequacies in parking at Curtin Group Centre, and there were 7 individual participants who identified Curtin as not meeting their requirements in at least one of the questions, this means that 9% of participants perceive Curtin to have inadequate disabled parking facilities. Approximately 7% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Curtin Group Centre. 5% of participants consider the size of spaces to be a problem, they find the spaces to be difficult to manoeuvre into and find the ramps and paths to be inadequate. This suggests that there is a perceived problem with the number of spaces at Curtin Group Centre and there is a similar level of concern about the size and ease of access to the spaces.

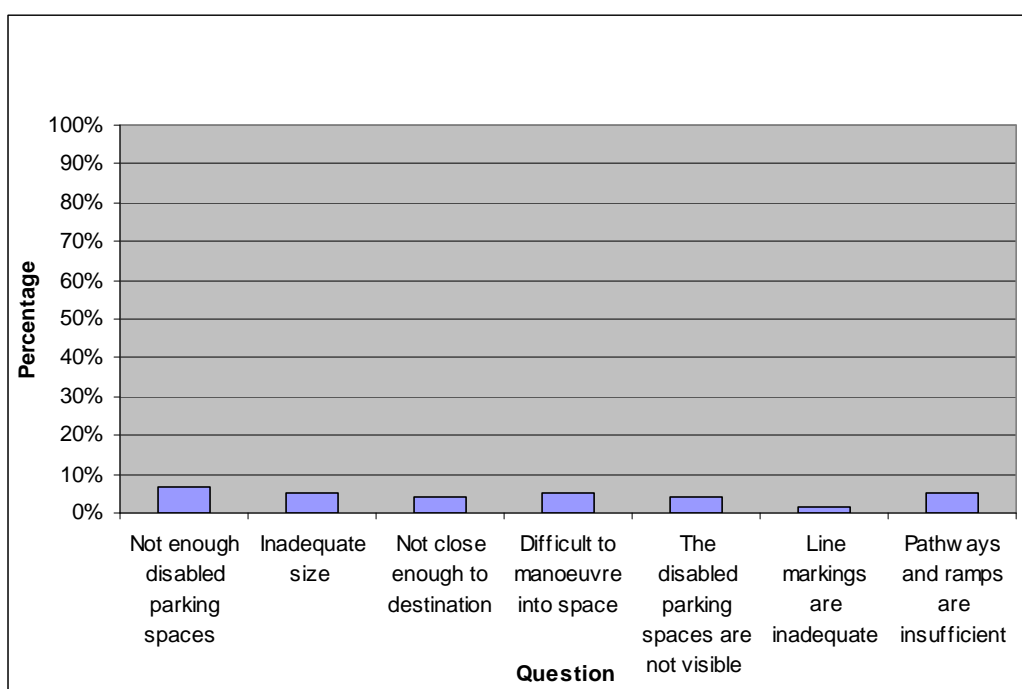


Figure 4-11: Responses from Curtin Group Centre

4.3.9 Dickson Group Centre

In total there were 28 responses identifying inadequacies in parking at Dickson Group Centre, and there were 13 individual participants who identified Dickson as not meeting their requirements in at least one of the questions, this means that 17% of participants perceive Dickson to have inadequate disabled parking facilities. Approximately 16% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Dickson Group Centre. 8% of participants consider the ramps and pathways to be inadequate. Less than 5% of participants identified issues in relation to the remaining questions. This suggests that the main problem at Dickson is that there are too few disabled parking spaces; however there is also some concern in relation to the quality of the spaces themselves.

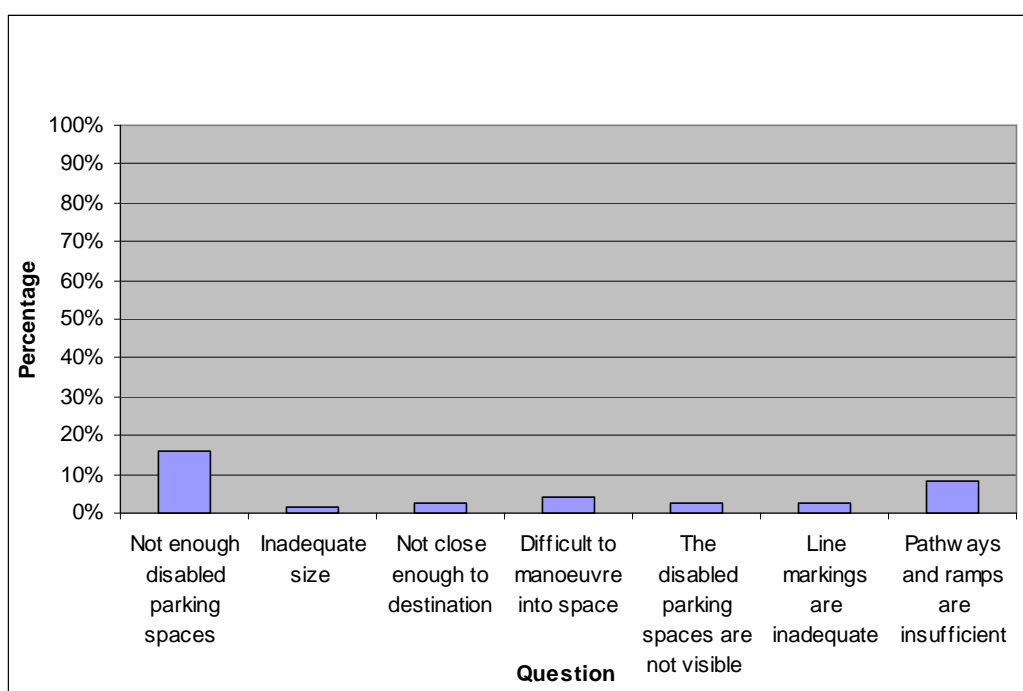


Figure 4-12: Responses from Dickson Group Centre

4.3.10 Erindale Group Centre

In total there were 20 responses identifying inadequacies in parking at Erindale Group Centre, and there were 13 individual participants who identified Erindale as not meeting their requirements in at least one of the questions, this means that 17% of participants perceive Erindale to have inadequate disabled parking facilities. It is possible that there may have been some overlap between the responses for Erindale and the responses relating to Wanniasa Group Centre, due to their proximity and location.

Approximately 16% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Erindale Group Centre. Only 3% or fewer participants identified other issues at Erindale. This suggests that the main problem at Erindale is that there are too few disabled parking spaces.

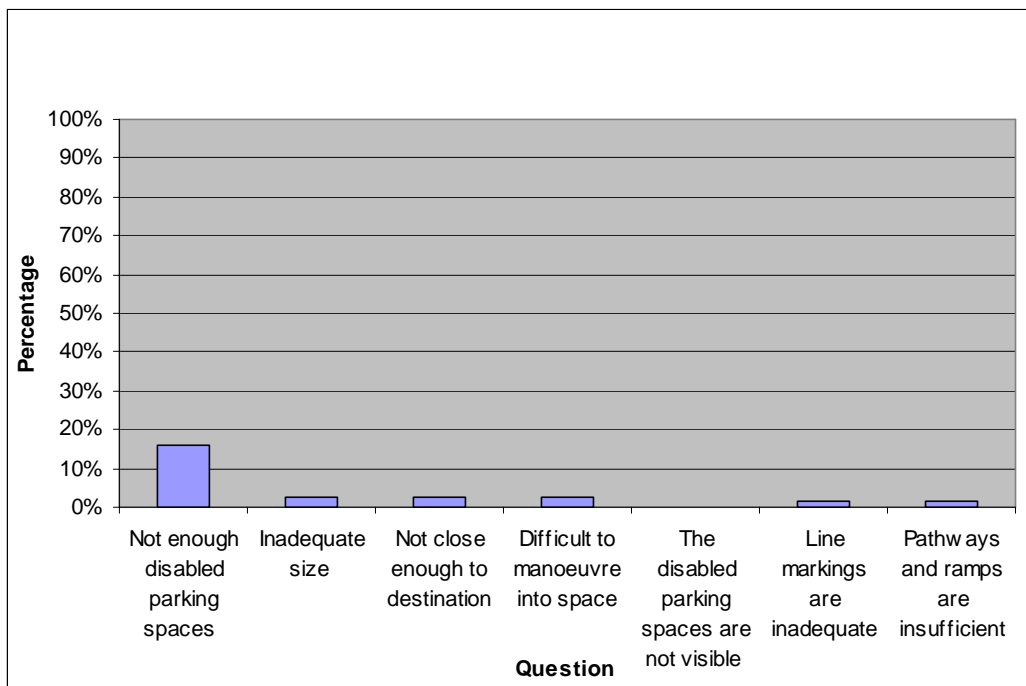


Figure 4-13: Responses from Erindale Group Centre

4.3.11 Gungahlin Town Centre

In total there were 26 responses identifying inadequacies in parking at Gungahlin Town Centre, and there were 7 individual participants who identified Gungahlin Town Centre to not meet requirements in at least one of the questions, this means that 9% of participants perceive Gungahlin to have inadequate disabled parking facilities. Given the number of overall parking spaces at Gungahlin and the number of shops and other facilities located there, the response rate for this centre was relatively low. This could be because the majority of people consider the facilities for disabled people to meet their needs. The centre has been redeveloped recently and therefore the provision of disabled spaces may be better than at some other centres.

Approximately 8% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Gungahlin. 5% of participants find the spaces too far from their desired destination, difficult to manoeuvre in and inadequate in size. Between 3 and 4% of participants identified concerns relating to the other questions asked. This suggests that the greatest perceived problem in Gungahlin is that there are not enough parking spaces but also that there are other problems relating to the quality of the parking that are of concern.

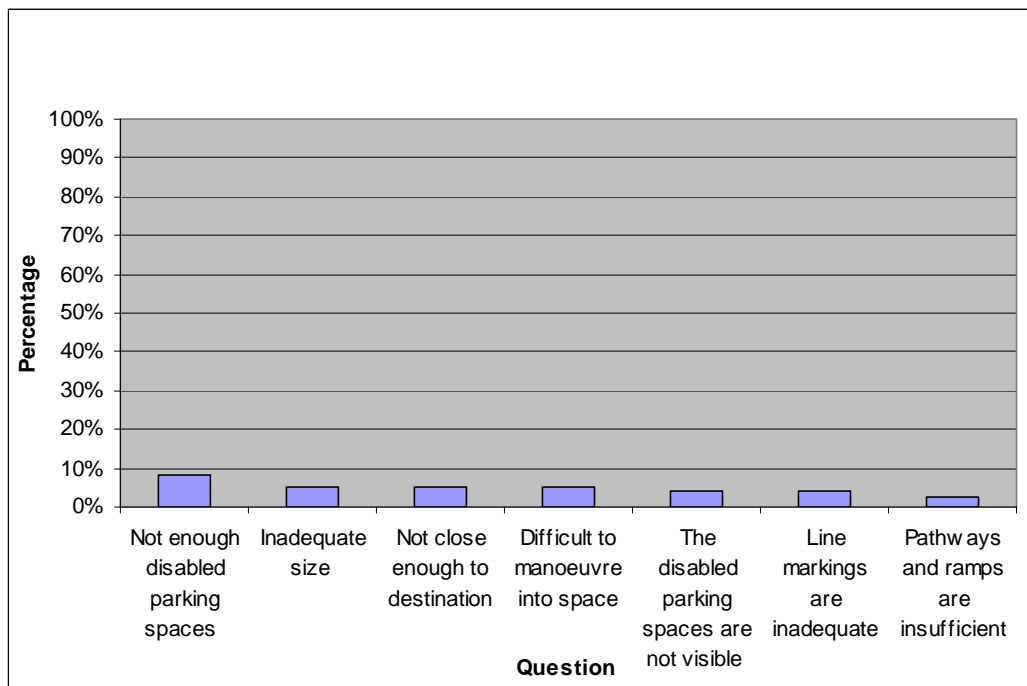


Figure 4-14: Responses from Erindale Group Centre

4.3.12 Hawker Group Centre

In total there were 24 responses identifying inadequacies in parking at Hawker Group Centre, and there were 10 individual participants who identified Hawker as not meeting their requirements in at least one of the questions, this means that 13% of participants perceive Hawker to have inadequate disabled parking facilities. Approximately 12% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Hawker Group Centre. 7% of participants consider disabled space to be too far away from their desired destination. Less than 4% of participants identified issues in relation to the remaining questions. This suggests that the main problem at Hawker is that there are too few disabled parking spaces; however there is also some concern in relation to the location of the existing spaces.

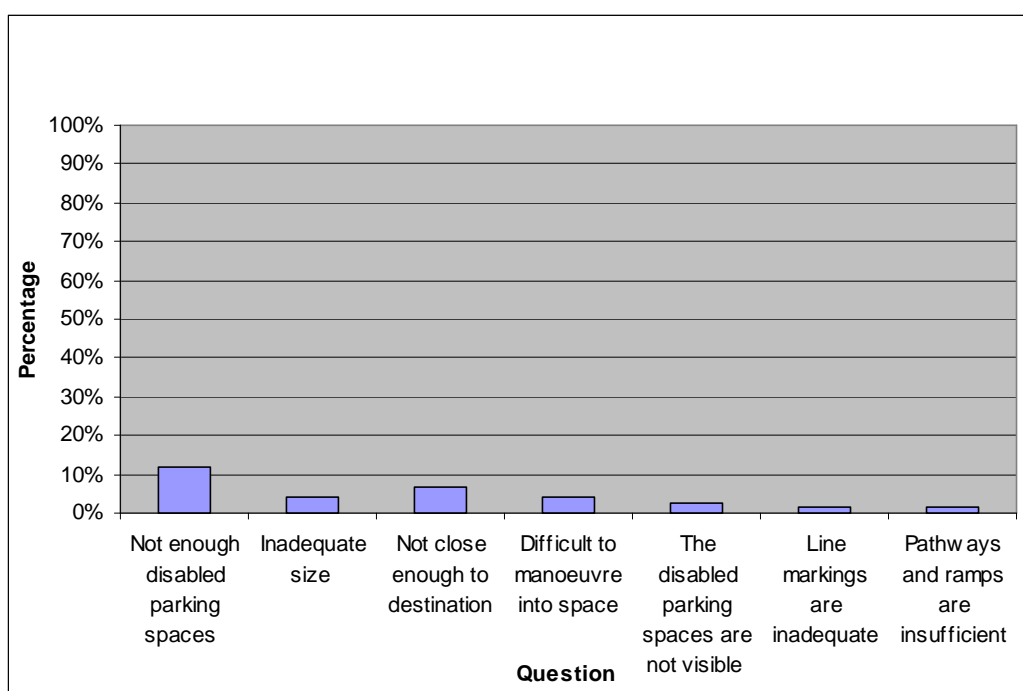


Figure 4-15: Responses from Hawker Group Centre

4.3.13 Jamison Group Centre

In total there were 17 responses identifying inadequacies in parking at Jamison Group Centre, and there were 9 individual participants who identified Jamison as not meeting their requirements in at least one of the questions, this means that 12% of participants perceive Jamison to have inadequate disabled parking facilities. Approximately 12% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Jamison Group Centre. 3% of participants consider disabled space to be too far away from their desired destination and 3% find it difficult to manoeuvre into the space. Only 1% perceives a problem relating to the remaining questions. This suggests that the main problem at Jamison is that there are too few disabled parking spaces.

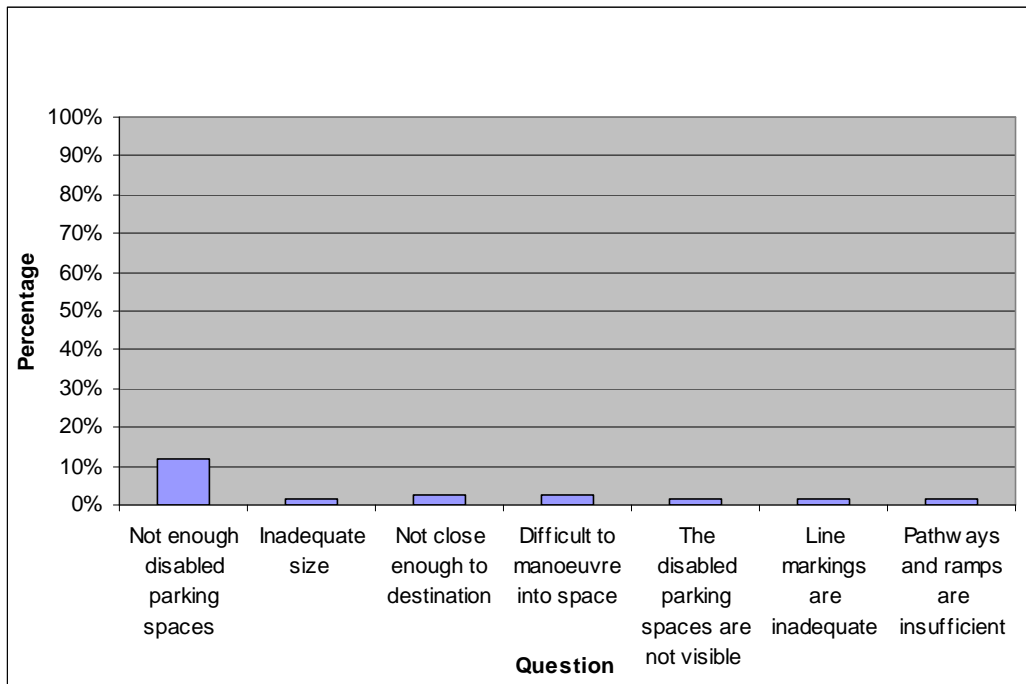


Figure 4-16: Responses from Jamison Group Centre

4.3.14 Kaleen Group Centre

In total there were 11 responses identifying inadequacies in parking at Kaleen Group Centre, and there were 6 individual participants who identified Kaleen as not meeting their requirements in at least one of the questions, this means that 8% of participants perceive Kaleen to have inadequate disabled parking facilities. Approximately 5% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Kaleen Group Centre. 3% of participants find it difficult to manoeuvre into the disabled spaces. Only 1% of participants identified issues in relation to the other questions for Kaleen Group Centre. This suggests that the main problem at Kaleen is that there are too few disabled parking spaces.

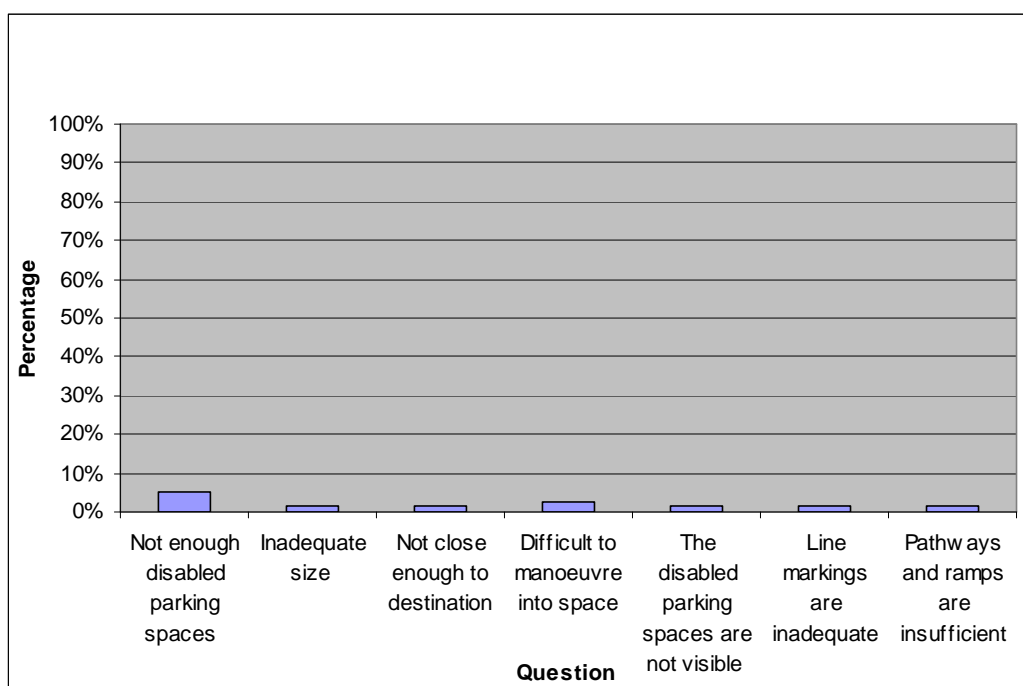


Figure 4-17: Responses from Kaleen Group Centre

4.3.15 Kambah Group Centre

In total there were 5 responses identifying inadequacies in parking at Kambah Group Centre, and there were 8 individual participants who identified Kambah as not meeting their requirements in at least one of the questions, this means that 11% of participants perceive Kambah to have inadequate disabled parking facilities. Approximately 7% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Kambah Group Centre. 9% of participants think that the parking spaces are not of a sufficient size. 7% of participants find the spaces to be too far from their desired destination. 4% of participants identified issues at Kambah in relation to the other questions. This suggests that the main problem at Kambah is that the spaces are not of sufficient size. The number of spaces and the proximity of the spaces to destinations are also a problem.

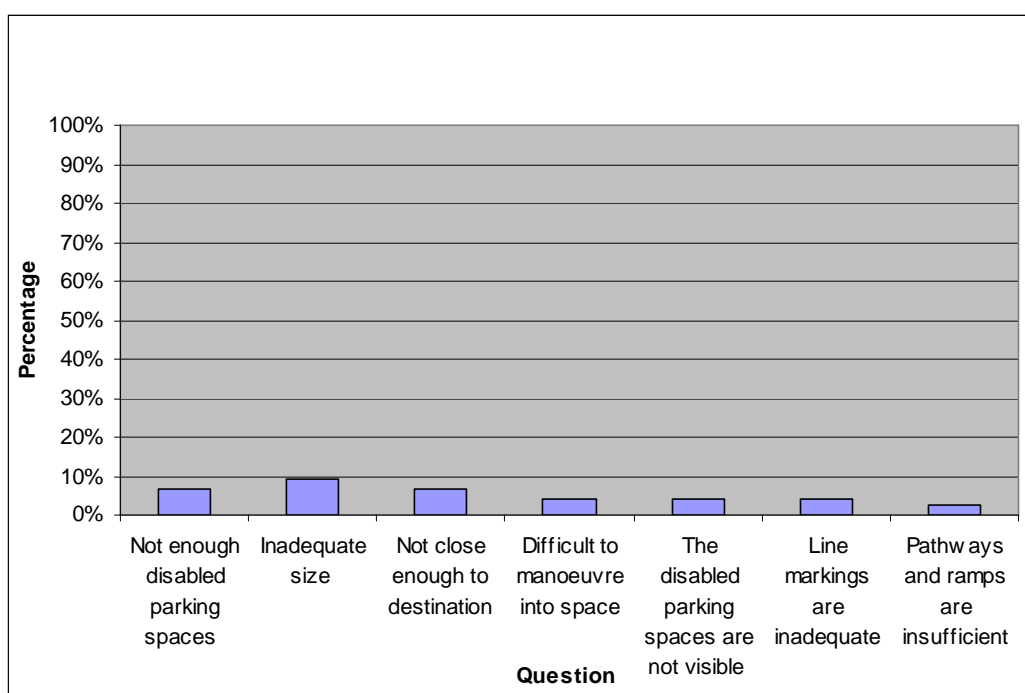


Figure 4-18: Responses from Kambah Group Centre

4.3.16 Kippax Group Centre

In total there were 28 responses identifying inadequacies in parking at Kippax Group Centre, and there were 14 individual participants who identified Kippax as not meeting their requirements in at least one of the questions, this means that 19% of participants perceive Kippax to have inadequate disabled parking facilities. Approximately 8% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Kippax Group Centre. 9% of participants think that the size of the spaces is inadequate. 7% find it difficult to manoeuvre into the parking spaces at Kippax. 5% or fewer participants identified concerns in relation to the other questions at Kippax. This suggests that the main problem at Kippax is that the size of spaces is not adequate, however a large proportion of participants also think that there are not enough spaces at the centre.

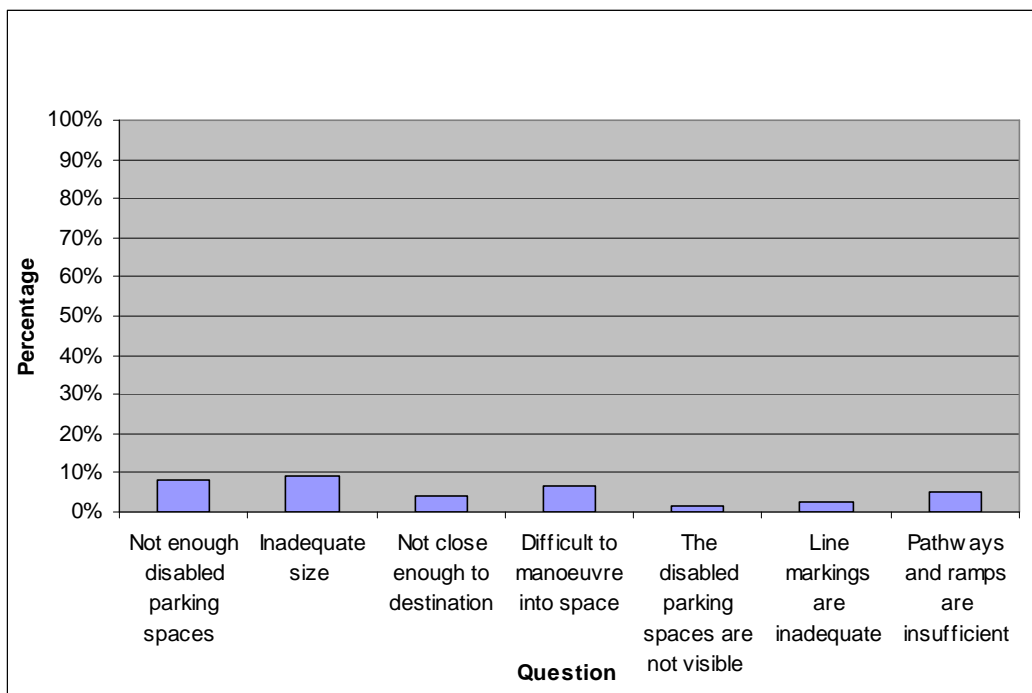


Figure 4-19: Responses from Kippax Group Centre

4.3.17 Lanyon Market Group Centre

In total there were 14 responses identifying inadequacies in parking at Lanyon Market Group Centre, and there were 11 individual participants who identified Lanyon Market as not meeting their requirements in at least one of the questions, this means that 15% of participants perceive Lanyon Market to have inadequate disabled parking facilities. Approximately 11% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Lanyon Market Group Centre. 4% of participants find the ramps and pathways inadequate. 1% of participants find the spaces difficult to manoeuvre in and think the line markings are inadequate. There were no participants who were concerned about the size of the space, proximity to their destination, or the visibility of the spaces. This suggests that the greatest perceived problem at Lanyon Market Group Centre is that there are not enough disabled spaces.

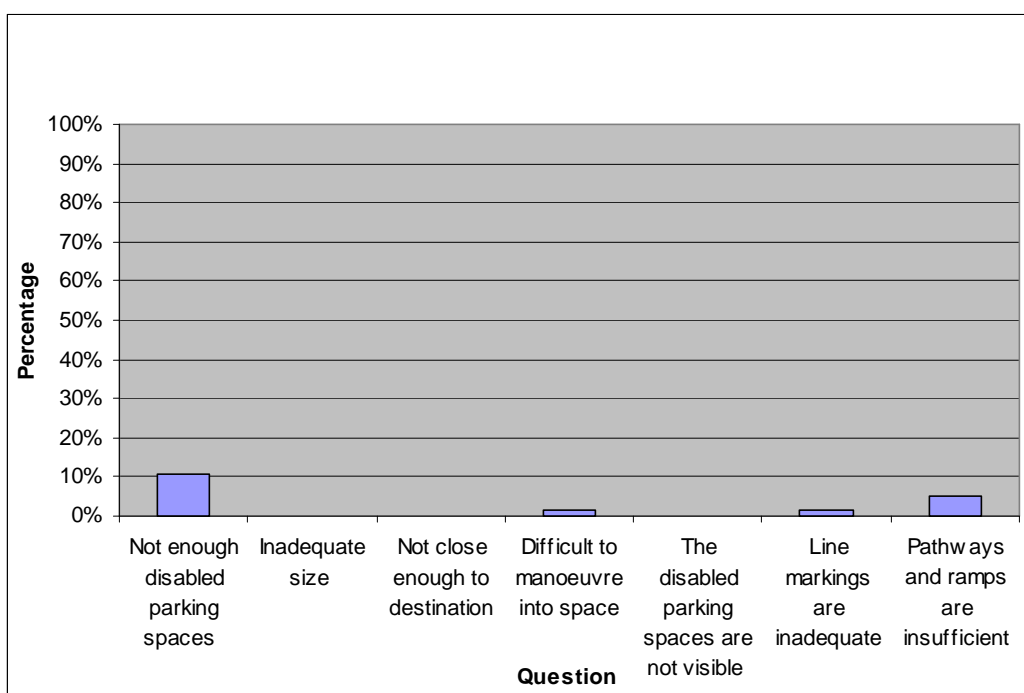


Figure 4-20: Responses from Lanyon Market Group Centre

4.3.18 Kingston/Manuka Group Centre

In total there were 30 responses identifying inadequacies in parking at Kingston and Manuka Group Centres, and there were 15 individual participants who identified Kingston and Manuka as not meeting their requirements in at least one of the questions, this means that 20% of participants perceive Kingston and Manuka to have inadequate disabled parking facilities. Approximately 19% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Kingston and Manuka. 4% of participants think that the spaces are inadequate sizes and 5% find the ramps and pathways inadequate. This suggests that by far the greatest perceived problem at Kingston and Manuka Group Centres is that there are not enough disabled spaces.

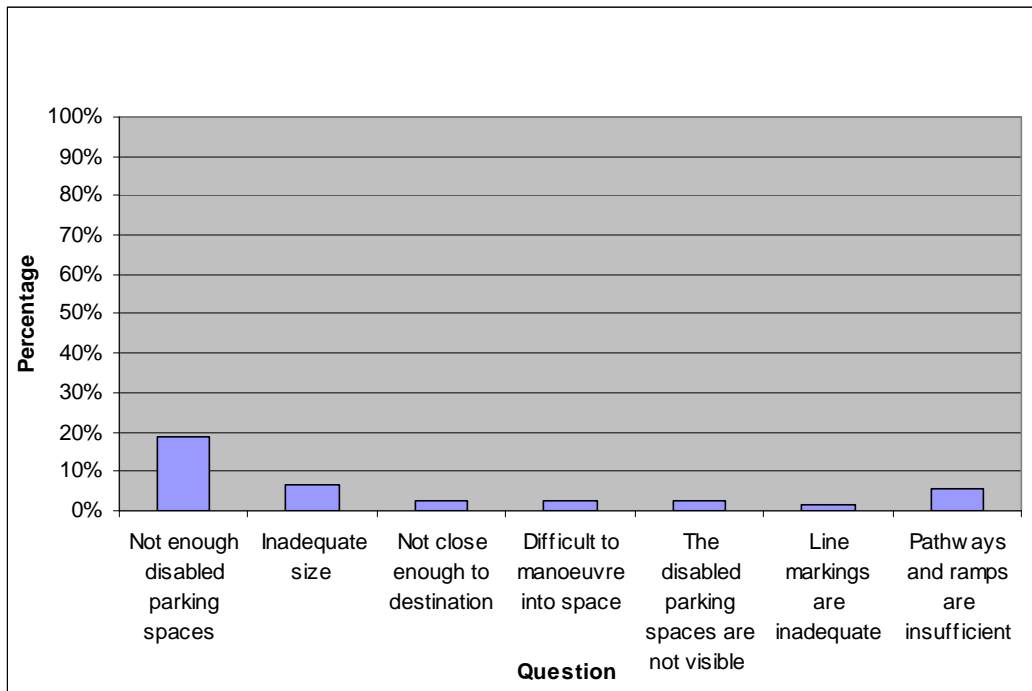


Figure 4-21: Responses from Kingston/Manuka Group Centre

4.3.19 Southlands Group Centre

In total there were 30 responses identifying inadequacies in parking at Southlands Group Centre, and there were 11 individual participants who identified Southlands as not meeting their requirements in at least one of the questions, this means that 15% of participants perceive Southlands to have inadequate disabled parking facilities. Approximately 15% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Southlands. 4% or fewer participants had concerns relating to the other questions. This suggests that the biggest problem at Southlands Group Centre is that there are not enough disabled spaces.

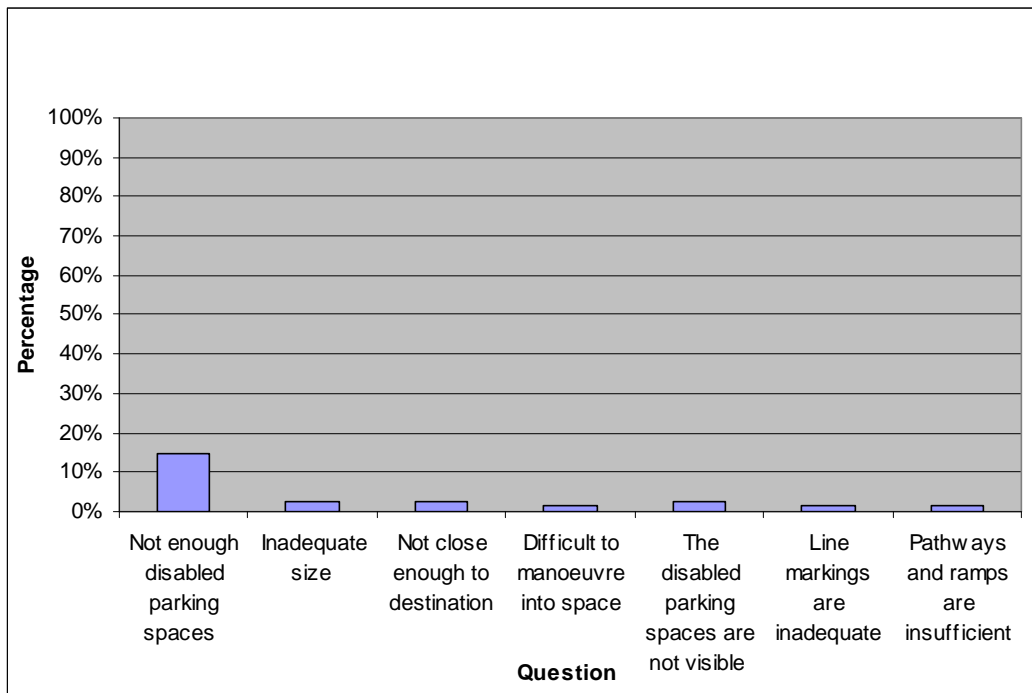


Figure 4-22: Responses from Southlands Group Centre

4.3.20 Tuggeranong Town Centre

In total there were 23 responses identifying inadequacies in parking at Tuggeranong Town Centre, and there were 14 individual participants who identified Tuggeranong as not meeting their requirements in at least one of the questions, this means that 19% of participants perceive Tuggeranong to have inadequate disabled parking facilities. Approximately 17% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Tuggeranong. 4% or fewer participants had concerns relating to the other questions. This suggests that the biggest problem at Tuggeranong Town Centre is that there are not enough disabled spaces.

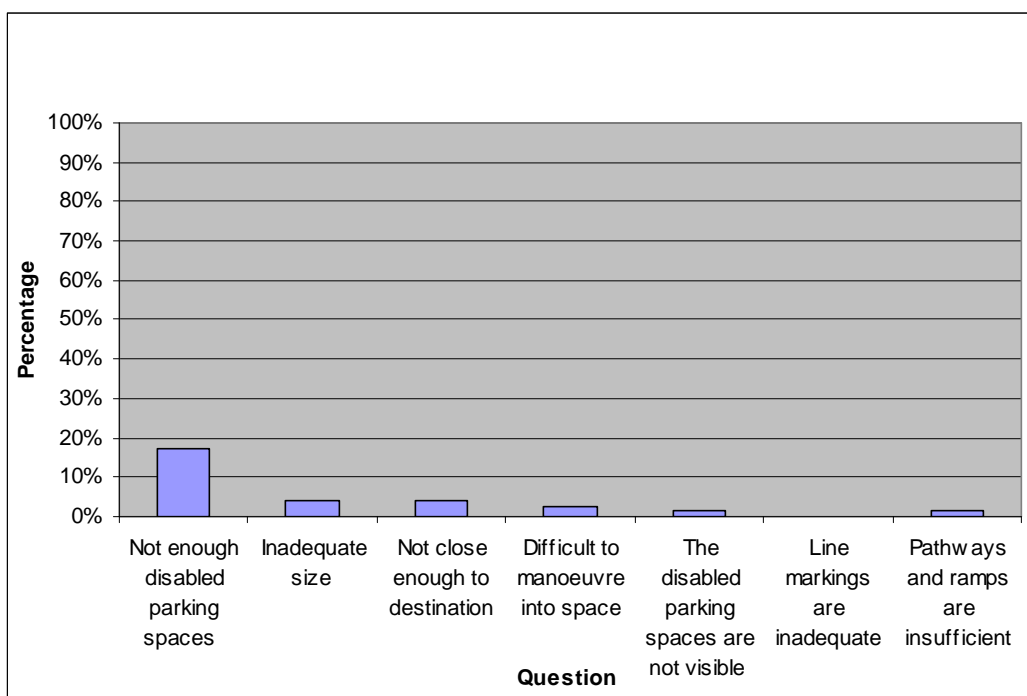


Figure 4-23: Responses from Tuggeranong Town Centre

4.3.21 Wanniasa Group Centre

In total there were 22 responses identifying inadequacies in parking at Wanniasa Group Centre, and there were 14 individual participants who identified Wanniasa Group Centre as not meeting their requirements in at least one of the questions, this means that 19% of participants perceive Wanniasa to have inadequate disabled parking facilities. It is possible that there has been some overlap between responses for Wanniasa and those relating to Erindale due to their proximity to each other. Approximately 17% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Wanniasa. 5% think the spaces are inadequate size and 3% or fewer participants had concerns relating to the other questions. This suggests that the biggest problem at Wanniasa Group Centre is that there are not enough disabled spaces.

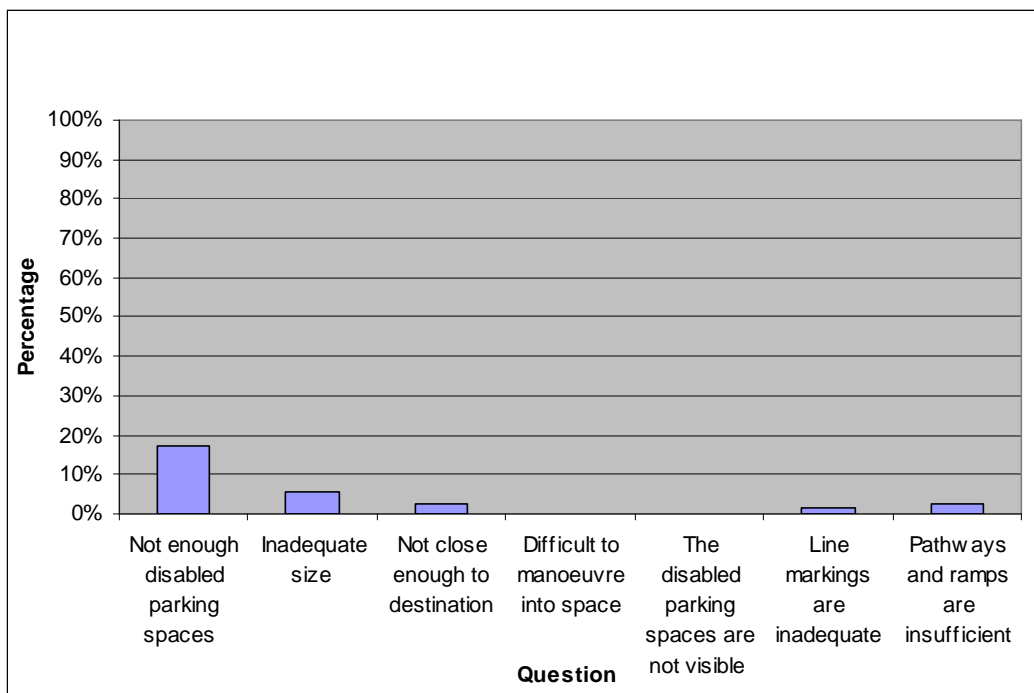


Figure 4-24: Responses from Wanniasa Group Centre

4.3.22 Woden Town Centre

In total there were 42 responses identifying inadequacies in parking at Woden Town Centre, and there were 19 individual participants who identified Woden Town Centre as not meeting their requirements in at least one of the questions, this means that 25% of participants perceive Woden to have inadequate disabled parking facilities. Approximately 24% of all people who responded to the survey indicated that there are not enough disabled parking spaces at Woden. 11% think the spaces are inadequate size and between 3% and 7% of participants had concerns relating to the other questions. This suggests that the biggest problem at Woden Town Centre is that there are not enough disabled spaces.

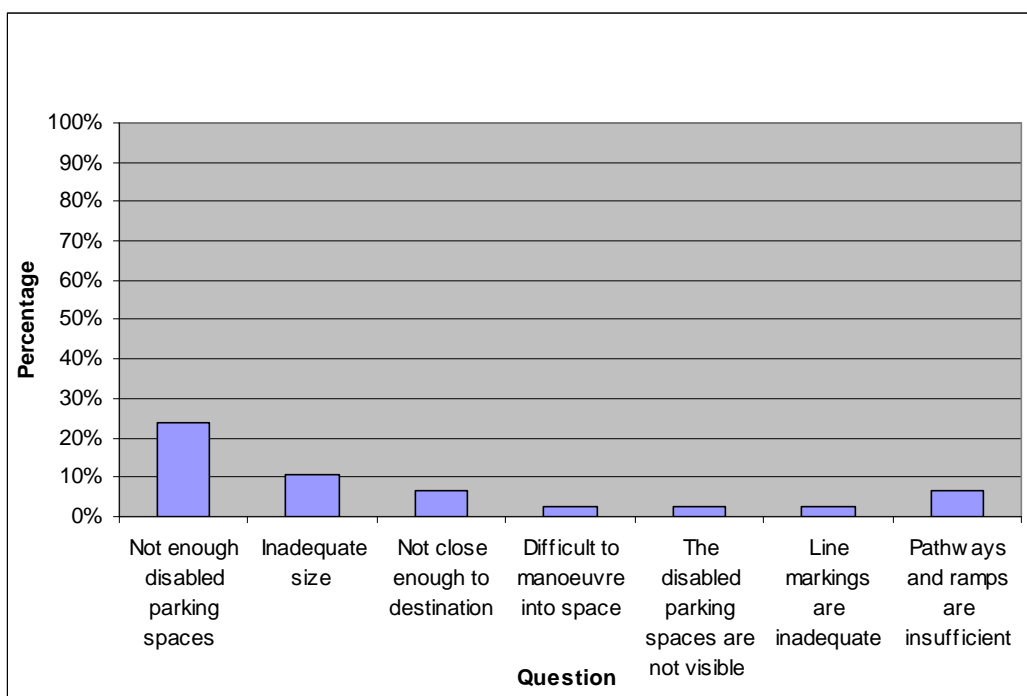


Figure 4-25: Responses from Woden Town Centre

4.4 Comments received from surveys

Of the survey participants, 75% made use of the free text box to provide additional comments in relation to their experiences of disabled parking. The vast majority of these comments fit into six different categories. These are outlined below:

- drivers without permits park in disabled spaces
- non-disabled drivers use disabled parking (i.e. using someone else’s permit)
- it is too easy to get a disabled permit
- the spaces unsuitable for disabled use (i.e. too narrow, poor ramps etc.)
- there is insufficient signage for disabled parking spaces
- there are not enough spaces.

The full responses are provided in Appendix A. A summary of all responses is shown in the Figure 4-26 below:

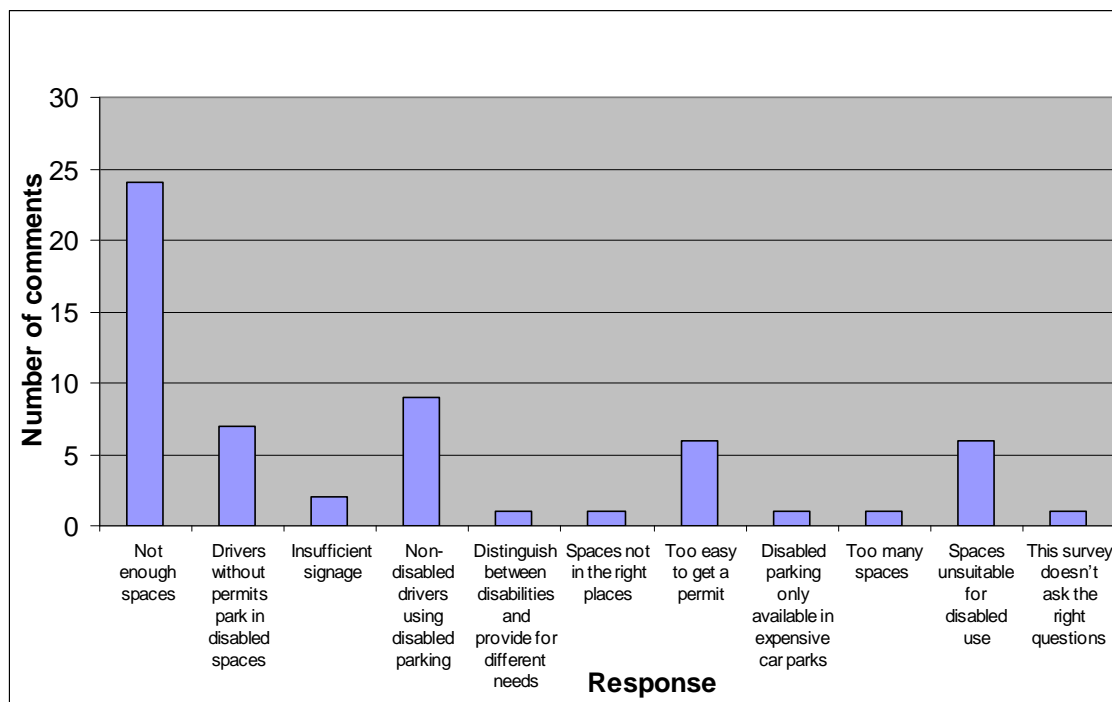


Figure 4-26: Other disable parking issues identified

Although participants were asked to identify any other disability parking space issues that they have, many participants took the opportunity to reiterate their concern that there is not enough disabled parking available.

Many concerns were raised in relation to the policing of disabled parking spaces, with many participants believing that drivers without disabled permits park in the disabled spaces and the non disabled drivers often borrow permits so that they can park in disabled spaces. It is almost certainly true that disabled parking spaces are used by non-disabled drivers for drop-off/pick-up and that workmen and delivery drivers use the spaces. This was observed on several occasions during PB’s parking site surveys. However the vast majority of cars

parked in the disabled spaces were displaying a disabled badge and although not specifically monitored, when people were seen parking or leaving a parking disabled space there were no users that the surveyors perceived to not be disabled. This indicates that the problems of illegal use of disabled spaces may be over estimated in this survey.

4.5 Possible errors and anomalies in the results

It appears that where responses to individual questions exceed 254 characters, any response that exceeds this length has been lost.

It is likely that some of the results provided are duplicates, although no data was provided that would make it possible to conclude whether responses where two – or more – identical responses have been received are from the same participant.

No information is available about an individual participant, therefore it is not possible to assess whether there is an even coverage of participants who live and work throughout the ACT or whether the results are skewed to represent certain areas more than others.

The responses identify areas where the provision of disabled parking is considered to be insufficient in the various ways identified above. However it does not identify areas where the parking provisions are considered to be adequate. It could be assumed that where there is no response for a particular site for the question that the participant either doesn't know that centre or thinks that the provision is adequate there.

4.6 Interpretation and conclusions

The most commonly identified problem at the centres was that there are not enough disabled parking spaces provided. This indicates that there is a perceived shortfall in the number of disabled parking spaces provided compared to the demand for spaces. Overall the condition of the spaces was identified less frequently as a problem for disabled drivers. Disabled drivers may not know the location of all disabled parking spaces in the centres they use; therefore improving signage may make parking easier for disabled people.

The survey data does not provide information that would allow us to conclude any centres that have sufficient parking. The fact that some centres have been identified with problems less frequently does not necessarily mean that the parking provision meets the needs of users, but may mean that there are few responses from shoppers who use these centres.

5. Conclusion

The results show that the proportion of disabled parking required in the ACT is not particularly generous in comparison with some other areas, although these areas may have different issues in relation to disabled permits, demographics and travel policies. However as disabled people who have taken part in the survey have outlined there is a shortage of disabled parking at many centres they use, this would suggest that a higher provision is required. Furthermore, as the population trends suggest the proportion and number of older people in the population is increasing and is likely to increase into the future, this may result in more disabled people who are eligible for disabled parking permits. This is likely to result in an increased demand for disabled parking spaces which will exacerbate an already perceived problem.

Appendix A

Parking perceptions survey results

Respondent number	Not enough disabled parking spaces	Inadequate size	Not close enough to destination	Difficult to manoeuvre into space	The disabled parking spaces are not visible	Line markings are inadequate	Pathways and ramps are insufficient	Are there any other disability parking space issues that you have?
1	Civic Town Centre Cooleman Court Group Centre Erindale Group Centre Southlands Group Centre Woden Town Centre	Civic Town Centre Tuggeranong Town Centre	Civic Town Centre Cooleman Court Group Centre Southlands Group Centre Tuggeranong Town Centre Woden Town Centre	Civic Town Centre Cooleman Court Group Centre Tuggeranong Town Centre	Cooleman Court Group Centre	Belconnen Town Centre Civic Town Centre Southlands Group Centre Woden Town Centre	Belconnen Town Centre Civic Town Centre Tuggeranong Town Centre Woden Town Centre	There are simply not enough disability parking places in most areas. Civic is unaccessible unless you are prepared to pay quite heavy fees in some of the new parking areas. The ratio of disability parking places needs to be set much higher than currently
2	Ainslie Group Centre		Ainslie Group Centre		Ainslie Group Centre	Belconnen Town Centre		
3								My Name is [contact details removed] I have been confined to a wheelchair since January 1998 and have continued driving my car during this period. My need as a
4			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		
5	Calwell Group Centre Hawker Group Centre Kambah Village Group Centre	Ainslie Group Centre Calwell Group Centre, Hawker Group Centre Kambah Village Group Centre		Calwell Group Centre Hawker Group Centre				Definitely more spaces are needed at Belconnen Mall and some are not wide enough. I cant see the reason for spaces for "mothers with prams". They can walk and push a pram - there is no disability to prevent them from walking and there are quite a few of
6	Ainslie Group Centre Hawker Group Centre Kambah Village Group Centre	Ainslie Group Centre Hawker Group Centre Kambah Village Group Centre	Ainslie Group Centre Hawker Group Centre Kambah Village Group Centre	Ainslie Group Centre				More spaces needed at Belconnen Mall. No need for spaces for "mothers with prams" as they are able to get about and walk. These could be used for disabled people
7	Ainslie Group Centre Hawker Group Centre		Hawker Group Centre					
8	Ainslie Group Centre Hawker Group Centre		Hawker Group Centre					
9	Ainslie Group Centre Belconnen Town Centre Charnwood Group Centre Dickson Group Centre Kippax Group Centre	Chisholm Group Centre Kippax Group Centre Southlands Group Centre	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre		Chisholm Group Centre	driver's without permits parking in disabled spaces at all centres

Respondent number	Not enough disabled parking spaces	Inadequate size	Not close enough to destination	Difficult to manoeuvre into space	The disabled parking spaces are not visible	Line markings are inadequate	Pathways and ramps are insufficient	Are there any other disability parking space issues that you have?
	Kingston/Manuka shopping Centre Lanyon Market Group Centre Southlands Group Centre Erindale Group Centre							
10	Calwell Group Centre Civic Town Centre Cooleman Court Group Centre Curtin Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre Tuggeranong Town Centre		Ainslie Group Centre Belconnen Town Centre Calwell Group Centre Charnwood Group Centre Cooleman Court Group Centre Curtin Group Centre Dickson Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre	Ainslie Group Centre Belconnen Town Centre Calwell Group Centre Charnwood Group Centre Cooleman Court Group Centre Curtin Group Centre Dickson Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre				drivers without permits parking in disabled spaces
11	Belconnen Town Centre Charnwood Group Centre Chisholm Group Centre Dickson Group Centre Kippax Group Centre Kingston/Manuka shopping Centre Lanyon Market Group Centre Southlands Group Centre	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre				Non-disabled drivers using disabled parking

Respondent number	Not enough disabled parking spaces	Inadequate size	Not close enough to destination	Difficult to manoeuvre into space	The disabled parking spaces are not visible	Line markings are inadequate	Pathways and ramps are insufficient	Are there any other disability parking space issues that you have?
	Wanniassa Group Centre							
12	Calwell Group Centre Civic Town Centre Erindale Group Centre							
13	Calwell Group Centre Civic Town Centre Erindale Group Centre Kingston/Manuka shopping Centre Lanyon Market Group Centre Southlands Group Centre Tuggeranong Town Centre Wanniassa Group Centre	Civic Town Centre	Civic Town Centre	Civic Town Centre				Non-disabled drivers parking in disabled spaces
14	Lanyon Market Group Centre Southlands Group Centre Wanniassa Group Centre							Better policing of disabled spaces at the selected venues would be a help. I frequently see spaces being used by vehicles which are not displaying permits.
15	Ainslie Group Centre Chisholm Group Centre Cooleman Court Group Centre Kambah Village Group Centre Kippax Group Centre Lanyon Market Group Centre Southlands Group Centre Wanniassa Group Centre	Chisholm Group Centre Cooleman Court Group Centre Curtin Group Centre Kambah Village Group Centre Kippax Group Centre Wanniassa Group Centre	Chisholm Group Centre Kambah Village Group Centre Wanniassa Group Centre		Chisholm Group Centre		Kambah Village Group Centre Kippax Group Centre Wanniassa Group Centre	More spots please and closer to post office and grocery shops espe Griffith Kingston & Manuka. □ Manuka & Kingston spots esp are not well monitored by traffic inspectors for complaine and are misused by short term parkers, movie goers and pub crow

Respondent number	Not enough disabled parking spaces	Inadequate size	Not close enough to destination	Difficult to manoeuvre into space	The disabled parking spaces are not visible	Line markings are inadequate	Pathways and ramps are insufficient	Are there any other disability parking space issues that you have?
16								Too many doctors give approval for their patients to get a disabled permit. A member of my family got one the other day and she plays golf 2 days a week and is mobile. Her Dr shouldn't have approved this! There should be a clamp-down on who gets these
17	Ainslie Group Centre Belconnen Town Centre Calwell Group Centre Chisholm Group Centre Civic Town Centre Curtin Group Centre Dickson Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre Kambah Village Group Centre	Ainslie Group Centre Chisholm Group Centre Civic Town Centre Cooleman Court Group Centre Curtin Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Kambah Village Group Centre Kippax Group Centre	Ainslie Group Centre Calwell Group Centre Chisholm Group Centre Civic Town Centre Cooleman Court Group Centre Curtin Group Centre Dickson Group Centre Erindale Group Centre Gungahlin town Centre Hawker Group Centre Jamison Group Centre Kambah Village Group Centre Kippax Group Centre	Ainslie Group Centre Calwell Group Centre Chisholm Group Centre Civic Town Centre Curtin Group Centre Dickson Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre Kaleen Group Centre Kambah Village Group Centre	Ainslie Group Centre Calwell Group Centre Chisholm Group Centre Civic Town Centre Cooleman Court Group Centre Curtin Group Centre Dickson Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre Kambah Village Group Centre	Ainslie Group Centre Calwell Group Centre Chisholm Group Centre Civic Town Centre Cooleman Court Group Centre Curtin Group Centre Dickson Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre Kambah Village Group Centre	Ainslie Group Centre Calwell Group Centre Chisholm Group Centre Civic Town Centre Cooleman Court Group Centre Curtin Group Centre Kippax Group Centre Erindale Group Centre Gungahlin Town Centre Hawker Group Centre Jamison Group Centre Kambah Village Group Centre	This review does not cover assessment for disabled parking stickers, regulation of parking spaces, allocation of the number of spaces, markings for wheelchair and ambulant people seperately and accessible pathways.
18								The number of people with permits.. who clearly don't need them. It may be irrelevant but an expensive car and not wanting to scratch it next to "the common riff raff" should not entitle a person to a disabled permit
19	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre	Chisholm Group Centre	
21	Curtin Group Centre	Chisholm Group Centre	Curtin Group Centre		Ainslie Group Centre		Curtin Group Centre	The Griffith shops do not ahve enough car spaces and the ramp is poorly placed. I have to get out of my car, into my wheelchair and then go on to hte
22								There are many places where disabled places are not next to an indent in the curb that allows disabled people to get up onto the footpath easily.□
23	Ainslie Group Centre Chisholm Group Centre Dickson Group Centre Kambah Village Group Centre	Chisholm Group Centre Kingston/Manuka shopping Centre Southlands Group Centre	Ainslie Group Centre Kingston/Manuka shopping Centre Southlands Group Centre	Southlands Group Centre	Chisholm Group Centre Southlands Group Centre		Ainslie Group Centre Belconnen Town Centre Charnwood Group Centre Chisholm Group Centre	I cannot walk long distances. Canberra as a whole is dreadful for no spaces next to doors. All of the major attractions do not seem to have close parking - if they do I cant find them and as a result cannot visit major attractions easily.

Respondent number	Not enough disabled parking spaces	Inadequate size	Not close enough to destination	Difficult to manoeuvre into space	The disabled parking spaces are not visible	Line markings are inadequate	Pathways and ramps are insufficient	Are there any other disability parking space issues that you have?
	Kingston/Manuka shopping Centre Southlands Group Centre Tuggeranong Town Centre Wanniassa Group Centre						Cooleman Court Group Centre Dickson Group Centre Kaleen Group Centre Kambah village Group Centre Kingston/Manuka shopping Centre Lanyon market Group Centre Southlands Group Centre	
24	Kippax Group Centre Southlands Group Centre Wanniassa Group Centre							Generally, when approaching town centres, there is insufficient signage to direct you towards the disability parking spaces - this is particularly so at the minor town centres such as Kingston, Manuka, Erindale, Conder, Dickson, rather than major town cen
25	Wanniassa Group Centre	Wanniassa Group Centre	Wanniassa Group Centre				Wanniassa Group Centre	
26	Wanniassa Group Centre							
27	Ainslie Group Centre Chisholm Group Centre Hawker Group Centre Kippax Group Centre	Ainslie Group Centre Chisholm Group Centre Kambah Village Group Centre	Kippax Group Centre					Apart from giving you my opinion on the parking spaces issue , I also think inadequate attention is given to the number of people without permits who park in disabled spaces.In particular Belconnen MALL at weekends.
28	Ainslie Group Centre Chisholm Group Centre Wanniassa Group Centre		Ainslie Group Centre					Parking areas behind Belconnen Labour Club and near Hellenic Club (Woden) do not have enough disabled parks
29	Ainslie Group Centre Chisholm Group Centre	Erindale Group Centre						
30	Chisholm Group Centre Civic Town Centre		Chisholm Group Centre Kippax Group Centre	Kippax Group Centre	Hawker Group Centre Kippax Group Centre	Wanniassa Group Centre	Dickson Group Centre Kippax Group Centre	The parking spaces opposite the cinema at Woden Town Centre are not line-marked adequately. Cars squeeze into what appears to be a spot but isn't, because the old line markings are still visible. There just aren't enough spots, given the ageing population

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	Dickson Group Centre Kippax Group Centre Southlands Group Centre Wanniassa Group Centre							
31	Charnwood Group Centre Curtin Group Centre Dickson Group Centre Kippax Group Centre	Curtin Group Centre Kambah Village Group Centre	Ainslie Group Centre Cooleman Court Group Centre Kambah Village Group Centre	Curtin Group Centre Kambah Village Group Centre	Ainslie Group Centre Curtin Group Centre Kambah Village Group Centre	Ainslie Group Centre Kambah Village Group Centre	Curtin Group Centre Dickson Group Centre Lanyon market Group Centre	Extra text field
32	Charnwood Group Centre Curtin Group Centre Dickson Group Centre kippax Group Centre	Curtin Group Centre Kambah Village Group Centre	Ainslie Group Centre Cooleman Court Group Centre Kambah Village Group Centre	Curtin Group Centre Kambah Village Group Centre	Ainslie Group Centre Curtin Group Centre Kambah Village Group Centre	Ainslie Group Centre Kambah Village Group Centre	Curtin Group Centre Dickson Group Centre Lanyon market Group Centre	Extra text field
33			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		My observations over the years (and as former Disability ACT policy officer) is that the problem is not insufficient disabled parking spaces -but the power of GPs to issue disabled parking permit labels to anybody with a history of heart disease or a limp! <input type="checkbox"/>
34			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		DISABLED DRIVERS SHOULD PAY <input type="checkbox"/> FOR METERED PARKING AS WELL
35	Tuggeranong Town Centre Woden Town Centre Wanniassa Group Centre	Tuggeranong Town Centre Woden Town Centre Wanniassa Group Centre	Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		I work in Woden (Bowes Street) and if I don't arrive at work before at least 8.45am I cannot get a disabled car park. If I can get one, I park in the three for free area but these are not wider spaces so I have difficulty getting out of my car.
36	Kingston/Manuka shopping Centre Woden Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		YES!!! that the penalties for those parking illegally in them are not made clear and are not enough to put people off and that some folk seem to think that outside 'normal' hours ANYONE can park in them. Also there are just not enough, I constantly cannot
37	Civic Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		
38	Civic Town Centre		Civic Town Centre	Civic Town Centre	Civic Town Centre	Civic Town Centre	Civic Town Centre	I find it hard to access any disability parking in Civic and Woden or even at my local shopping centres. Diplomates have more spaces. <input type="checkbox"/> I am not old 61, but have a neck/back and heart problem and have stopped going to Civic and Woden. as I can't find a pa

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39			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		This survey is based on the presumption that disabled parking is inadequate. Quite the contrary - I only comment in terms of quantity of spaces - there is a gross overabundance of disabled parking spots at the majority of centres referred to. Survey serio
40	Belconnen Town Centre Civic Town Centre Cooleman Court Group Centre Gungahlin Town Centre Kingston/Manuka shopping Centre Southlands Group Centre Tuggeranong Town Centre Woden Town Centre				Ainslie Group Centre	Ainslie Group Centre		There should be a colour card for people with wheelchairs. People who have difficulty walking distances and not in wheelchairs should have another coloured car and do not need the same space as a wheelchair bound person.
41	Civic Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		In Woden Town centre and Civic Town Centre the majority of the disabled spaces are in a parking lot that requires you take a ticket out of a machine and put in another machine when you leave. This is impossible for me to do so I have to look for parking s
42	Belconnen Town Centre Civic Town Centre Kingston/Manuka shopping Centre Tuggeranong Town Centre Woden Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Woden Town Centre - 2 hours free parking - before the automatic payment system came into effect, disabled permit holders when they exited the parking area were able to show their disabled sticker and receive an extra hour free, but now are not able to do
43	Woden Town Centre	Woden Town Centre	Woden Town Centre		Ainslie Group Centre	Ainslie Group Centre		Yes I am disabled, work in Woden & we have just lost 6 disabled spaces (3 in front of the Helenic Club and 3 behind Penhryn) Unless you get to work before the chooks get up you cannot get a park, disabled or otherwise, within reasonable distance to my
44	Civic Town Centre Cooleman Court Group Centre Kingston/Manuka shopping Centre	Civic Town Centre Cooleman Court Group Centre Kingston/Manuka shopping Centre	Civic Town Centre	Cooleman Court Group Centre	Civic Town Centre Kingston/Manuka shopping Centre Southlands Group Centre	Ainslie Group Centre	Civic Town Centre Woden Town Centre	Disability parking spaces are extremely difficult to find vacant in Civic and Woden. I assume that most of these are used by workers who use these spaces all day (same cars there every day) Please email me with an email address for me to express more issu

Respondent number	Not enough disabled parking spaces	Inadequate size	Not close enough to destination	Difficult to manoeuvre into space	The disabled parking spaces are not visible	Line markings are inadequate	Pathways and ramps are insufficient	Are there any other disability parking space issues that you have?
	Southlands Group Centre Tuggeranong Town Centre Woden Town Centre	Woden Town Centre						
45			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Disabled parking stickers should be either more difficult to obtain or at the very least graded in accordance with the severity of the disability. It is so frustrating to see able bodied opportunists taking bays which could be for the REAL disabled
46	Belconnen Town Centre Civic Town Centre Gungahlin Town Centre Kaleen Group Centre Kingston/Manuka shopping Centre Tuggeranong Town Centre Woden Town Centre	Belconnen Town Centre Gungahlin Town Centre Tuggeranong Town Centre Woden Town Centre	Ainslie Group Centre Belconnen Town Centre Civic Town Centre Gungahlin town Centre Kaleen Group Centre Tuggeranong Town Centre Woden Town Centre	Belconnen Town Centre Gungahlin town Centre Tuggeranong Town Centre	Belconnen Town Centre Gungahlin Town Centre	Ainslie Group Centre		
47	Belconnen Town Centre Cooleman Court Group Centre Dickson Group Centre Erindale Group Centre Hawker Group Centre Jamison Group Centre Kingston/Manuka shopping Centre Woden Town Centre	Woden Town Centre	Woden Town Centre	Woden Town Centre	Ainslie Group Centre	Ainslie Group Centre		Severe lack of parking at Woden -the Furzer St/DoHA area. The 4 disabled parks are filled by 8.00am and the two hour row is filled by approx 8.45. I can never schedule appointments during my lunch hour as it impossible to get any park let alone a disabled
48	Woden Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre	Woden Town Centre	As a person with a physical disability i am always disappointed when i see vehicles parking in disabled spaces and the driver who get out of the vehicles walking away from the vehicles and appearing to have a disability. The issue and use of these labels
49	Charnwood Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre	Kippax Group Centre	

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	Hawker Group Centre Kippax Group Centre							
50	Wanniassa Group Centre	Wanniassa Group Centre	Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		I think the fine for illegal parking in disabled parking space should be <input type="checkbox"/> increased to \$2000 and then let's see if these smartarse drivers park illegally.
51	Belconnen Town Centre Dickson Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Urge the GP's to be more careful with signing the form. Some people are old not DISABLED physically. <input type="checkbox"/> Also some young (or with no visible disability - mental should not count) people borrow the pass from the holder of the disability pass. It should be pol
52	Woden Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		I believe that in all probability there is a reasonable number of allocated spaces for disabled parking. The system is being abused by a vehicle using designated space when the permit holder isn't the driver or passenger in the vehicle. It isn't uncomm
53	Ainslie Group Centre Belconnen town Centre Civic Town Centre Dickson Group Centre Woden Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre	Dickson Group Centre	Able bodied people using disabled spaces, especially at night and on weekends, especially at Campbell shops. <input type="checkbox"/> More spaces required at hospitals.
54			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		I can't comment on whether there are enough spaces. Although I suspect there are if used by disabled people only. I park in the carpark on the corner of London Circuit and Northbourne (eastern side) and I am certain that some of the cars parked in the
55	Belconnen Town Centre Cooleman Court Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		
56	Civic Town Centre Erindale Group Centre Tuggeranong Town Centre Wanniassa Group Centre Woden Town Centre		Civic Town Centre Tuggeranong Town Centre		Ainslie Group Centre	Ainslie Group Centre		Disabled parking cards should have photo id. The number of times I have seen healthy, able-bodied people park in a disabled car park just because they have the card, which obviously does not belong to them. There are so few disabled parking spaces, they
57	Belconnen Town Centre Erindale Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre	Kingston/Manuka shopping Centre	

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	Kingston/Manuka shopping Centre Tuggeranong Town Centre Woden Town Centre							
58	Belconnen Town Centre Kaleen Group Centre	Belconnen Town Centre Kaleen Group Centre	Belconnen Town Centre	Kaleen Group Centre	Belconnen Town Centre Kaleen Group Centre	Belconnen Town Centre Kaleen Group Centre	Belconnen Town Centre	At the Gwyder Square, Kaleen shopping centre there's only one disabled parking space. Also at the Medical Centre on Maribyrnong there are only two spaces. When visiting the Doctor at school time if the two spaces are occupied I cant get an alternate space
59	Belconnen Town Centre Civic Town Centre Kaleen Group Centre Lanyon Market Group Centre Woden Town Centre	Lanyon Market Place Woden Town Centre	Ainslie Group Centre	Lanyon Market Group Centre	Ainslie Group Centre	Lanyon Market Group Centre	Lanyon Market Group Centre	
60			Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Need more policing of people using the disability parking space, either with no permit, or using a permit when not carrying a disabled person.
61	Erindale Group Centre Lanyon Market Group Centre Tuggeranong Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Insufficient spaces at Manuka and Kingston. Non-disabled users using disabled spaces especially in evenings and weekends, □
62	Jamison Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Jamison Group Centre. Parking is almost adequate at the top large centre (close to Aldi & Coles). However the lower small car park adjacent to the post office, Jamison Medical Centre & Capital Pathology only has one space which is grossly inadequate
63	Jamison Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Jamison Group Centre. Parking is almost adequate at the top large centre (close to Aldi & Coles). However the lower small car park adjacent to the post office, Jamison Medical Centre & Capital Pathology only has one space which is grossly inadequate
64	Belconnen Town Centre	Kippax Group Centre	Ainslie Group Centre	Kippax Group Centre	Ainslie Group Centre	Ainslie Group Centre		
65	Belconnen Town Centre	Kippax Group Centre	Belconnen Town Centre	Kippax Group Centre	Belconnen Town Centre	Kippax Group Centre	Belconnen Town Centre	
66	Chisholm Group Centre Civic Town Centre Cooleman Court Group Centre	Civic Town Centre Kingston/Manuka shopping Centre		Civic Town Centre Kingston/Manuka shopping Centre	Civic Town Centre Cooleman Court Group Centre Tuggeranong Town Centre			Non disabled parking cut across - always. Disabled parks located parallel to kerb necessitating dangerous transfers into traffic. Non disabled use of spaces. Inadequate supply and width of parks in private areas such as Southern Cross Club, doctors surge

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	Erindale Group Centre Kingston/Manuka shopping Centre Tuggeranong Town Centre Woden Town Centre				Woden Town Centre			
67	Belconnen Town Centre Civic Town Centre Gungahlin Town Centre Kingston/Manuka shopping Centre Woden Town Centre	Civic Town Centre Gungahlin Town Centre Kingston/Manuka shopping Centre Woden Town Centre		Civic Town Centre	Civic Town Centre	Civic Town Centre Gungahlin Town Centre	Belconnen Town Centre Civic Town Centre Coolleman Court Group Centre Gungahlin Town Centre Kingston/Manuka Shopping Centre Woden Town Centre	Lack of disabled parking at Calvary Hospital and pathway access to hospital. Big W at Gungahlin there is a lack of spaces, bad lift access from basement carpark. Airport - lack of spaces, lack of curbside pickup, pathways and canber. Botanic Gardens - lac
68	Jamison Group Centre							Regards to short stay park at Jamison opposite the BP service station. Because going to Medicare Centre and Pathology I very often have to double parks os my wife can get out of the care. In my view the area there is ideal for more spaces.
69	Ainslie Group Centre Belconnen Town Centre Civic Town Centre Dickson Group Centre Jamison Group Centre				Civic Town Centre			My wife (now 80) hasof necessity used a Disability sticker for some year. We have noted an increased demand for the available spaces in resent years. No doubt this is because with the increase in population combined with the aging of residents there must be a substantial annual increase in the number of eligible for Disability stickers. It follows that there should be an increase int eh numbers of such places every year to satisfy the growing demand.
70	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre Woden Town Centre	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre Woden Town Centre	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre	Civic Town Centre Dickson Group Centre Kingston/Manuka shopping Centre Woden Town Centre	Since closing Griffith library I have not been able to access any library services. Disabled parking spaces are often filled all day by people working in the area. Without photo identification on permits, anyone can use the identification label eg. families pass them to their relatives. People park so closely that wheelchairs or other cannot be taken in/out of the car. Vans, trucks etc. often use disabled spaces as work spaces. Manergial staff use disabled space as their executive parking.
71	Gungahlin Town Centre	Gungahlin Town Centre	Gungahlin Town Centre	Gungahlin Town Centre	Gungahlin Town Centre	Gungahlin Town Centre		There is no parking at Gungahlin Library for Disabled people, mothers with strollers or normal library users! Please help.

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72	Erindale Group Centre Lanyon Market Group Centre Tuggeranong Town Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Insufficient spaces at Manuka and Kingston. Non-disabled users using disabled spaces especially in evenings and weekends, □
73	Jamison Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Jamison Group Centre. Parking is almost adequate at the top large centre (close to Aldi & Coles). However the lower small car park adjacent to the post office, Jamison Medical Centre & Capital Pathology only has one space which is grossly inadequate particularly in view of the patients using the site
74	Jamison Group Centre		Ainslie Group Centre		Ainslie Group Centre	Ainslie Group Centre		Jamison Group Centre. Parking is almost adequate at the top large centre (close to Aldi & Coles). However the lower small car park adjacent to the post office, Jamison Medical Centre & Capital Pathology only has one space which is grossly inadequate particularly in view of the patients using the site
75	Belconnen Town Centre	Kippax Group Centre	Ainslie Group Centre	Kippax Group Centre	Ainslie Group Centre	Ainslie Group Centre		
76	Belconnen Town Centre	Kippax Group Centre	Belconnen Town Centre	Kippax Group Centre	Belconnen Town Centre	Kippax Group Centre	Belconnen Town Centre	
Total	228	78	106	59	81	70	63	56

Green highlights suspected duplicate entry