



GARRAN SHOPS PARKING

REPORT ON WHAT WE HEARD

Canberrans were invited to have their say on proposed parking improvements at Garran shops from 24 June 2022 to 5 August 2022.

Garran shops is a thriving community centre in Woden servicing locals and attracting visitors from further afield. Parking capacity at the shops and surrounding areas is becoming an issue due to increased activity in the immediate and surrounding area.

Garran shops contains a range of businesses and services including hospitality, retail and health and wellbeing. Each of these businesses require different parking facilities to support their work, from short stay parking to long stay parking as well as all day parking.

It is important the right mix of parking options is provided to support the needs of people working at and visiting Garran shops.

THE CONVERSATION

Online survey

An online survey was open on the YourSay website during the consultation period for the community to provide feedback on Garran shops parking. A total of 302 surveys were completed including 27 hard copy surveys at the Garran shops pop-ups. The community was also invited to provide feedback via email and social media.

Community pop-ups

Two pop-up sessions were held at Garran shops on Thursday 30 June 2022 and Saturday 23 July 2022 to promote the consultation and provide the community with an opportunity to meet the team and ask questions. Over 120 people attended the pop-up sessions.

WHO WE ENGAGED

The consultation targeted Garran locals as well as traders, workers and visitors to the Garran shops.

We promoted the consultation via:

- a letterbox drop to Garran residents
- engagement with Garran shops traders
- posters and postcards at Garran shops
- pop-ups at Garran shops
- ACT Government Facebook and Twitter
- emails to key stakeholders including the Woden Valley Community Council.

61% of survey responses were from Garran residents with most other responses coming from residents in the Woden region, including 13% from the neighbouring suburbs of Hughes and Phillip.

Email submissions were also received from Garran locals and traders at Garran shops.



WHAT WE HEARD

The key insights below represent the most common themes raised across all feedback channels.

Key insights from the community

Parking pressures and availability

1. You told us you have difficulty finding parking at Garran shops most of the time and parking availability has become more of an issue since public access was restricted to the adjacent private church carpark.
2. We also heard increased activity in and around the hospital is contributing to parking issues across Garran with many hospital and construction workers parking all day at and around the shops, reducing parking availability for Garran shop visitors and workers.

Mix of short term and longer term parking

3. There is broad support for introducing more short term parking options at Garran shops including designated 15-minute, 30-minute and one-hour parking spaces.
4. You told us it's also important to retain 2-hour parking spaces for visitors accessing health and hairdressing services as well as all-day parking spaces for workers.

One way traffic flow

5. There is strong support for formalising one-way traffic flow in Garran Place both behind the shops as well as in front of the shops to improve traffic flow as well as safety for pedestrians and drivers.
6. Some people would also like to see angle-parking considered in front of the shops.

Accessibility

7. You told us there is a need for more mobility parking at Garran shops due to the high number of visitors accessing medical services. You would like these extra parking spaces near the two specialist medical centres.
8. There is also support for the proposed pick-up/drop-off zone near the main medical specialist centre as well as the designated parking area for emergency vehicles.

Safety in surrounding streets

9. We heard some nearby residents can't safely access their properties due to all-day parking in front of their homes encroaching on their driveways, impacting line of sight and bin collection. You told us line of sight issues extend to a number of surrounding streets where cars park too close to corners.
10. There is some support for installing a pedestrian crossing on Gilmore Crescent to improve safety for pedestrians along this busy street including those accessing the shops from the bus stop across the road.

Enforcement of parking restrictions

11. We heard regular enforcement of parking restrictions is required at and around the Garran shops to discourage people from parking long term in short term spots, support greater turnover of parking spaces, improve safety and enable bin collection services, especially behind the shops and on adjoining streets.

Other carparking options

12. You told us negotiating access to the private church car park adjacent to the Garran shops is a high priority for the community. There are a number of options you would like considered including providing restricted access to the carpark during weekdays for Garran shops workers.
13. While there is some support for the proposed future carpark at Garran shops, there is also concern about the potential loss of green space as well as some safety concern about the location as it's a popular pedestrian route for children walking to school. You would like these concerns carefully considered in any future works.



WHAT'S NEXT?

Feedback from this engagement informed the final plans for parking improvements at Garran shops which will be implemented in mid 2023. Changes will be monitored and reviewed as necessary.

Timed parking restrictions will be enforced once they come into effect to support increased parking turnover at the Garran shops.

Updates will continue to be provided via the YourSay page. If you have any questions about this project or would like to be kept updated on its progress, please email communityengagement@act.gov.au.

Key Timings

24 June 2022: Community consultation starts on Garran shops parking

5 August 2022: Community consultation closes

Late 2022: Community feedback analysed

Early 2023: Plan for parking improvements finalised

10 March 2023: What We Heard report and final plan for parking changes released [**we are here**]

Mid 2023: Changes to parking arrangements at Garran shops implemented

THANK YOU FOR YOUR FEEDBACK

407

we received 407 items of feedback in total via the survey, social media and email submissions

302

a total of 302 people completed the Garran shops parking survey

120+

we spoke to more than 120 people at our two pop-ups at Garran shops

22

we received 22 submissions via email from Garran residents and traders

17,000+

we reached 17,763 people via the ACT Government Facebook account

83

we received 83 comments in total via the ACT Government Facebook account

800+

a total of 898 people visited the Garran shops parking YourSay page

85%

the majority of survey respondents (85%) visit Garran shops weekly or more