

CARLTON NEIGHBOURHOOD REPORT

Stakeholder Engagement Summary



PKMP Check Ins, City of Melbourne

21.08.25

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Giving every person a voice.

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Unless otherwise noted, the views expressed in our work represent those of the participants and not necessarily those of our consultants or our clients.

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1. Executive Summary

In July 2025, the City of Melbourne hosted three online community check-in sessions to gather feedback on the Carlton Parking Changes which began in May 2024, as part of Round One of the Parking and Kerbside Management Plan (PKMP).

These changes aimed to improve parking equity, access, and safety across the Carlton neighbourhood through updated time limits, clearer signage, increased consistency and reallocation of kerbside space to better meet the needs of residents, businesses, and visitors.

The check-in sessions provided a platform for community members to share how these changes are being experienced and to help identify opportunities for further refinement. A total of 29 participants attended the three sessions, contributing through breakout group discussions, interactive polls, chat functions, and Q&A with Council staff. Insights from these sessions were complemented by 189 responses to a community survey and feedback received through earlier engagement activities.

These activities build on broader community engagement in Carlton since 2023, which include:

- Over 45 people attending in-person sessions during Round One engagement
- A total of 72 business approached and 56 completed surveys
- More than 500 people reached through targeted emails, posters, and digital promotion
- More than 300 responses to 'always on' survey
- Ongoing outreach through neighbourhood partnerships and business engagement.

The feedback showed a wide range of views, with both support and concern raised in relation to recent changes. Key themes emerging across the check-ins and survey responses included:

- Concern of maintained short time limits such as 1-2 hour bays, particularly during evenings and weekends, and their impact on residents, businesses, students, and churchgoers.
- Ongoing difficulty finding parking near homes despite holding valid permits, including concern over misuse and ineligibility in newer developments.
- Concerns about extended restrictions on Sundays and the loss of previously available free or unrestricted weekend parking.
- Perceived impacts on local businesses and community activity due to parking changes.
- Calls for greater fairness and clarity in the permit system, including more flexible options for visitors, renters, and residents in high-density housing.
- Feedback to increase length of stays in some areas to increase use for those coming to Carlton for dining, classes or cultural centres.
- Desire for improved communication, clearer justification for changes, and more transparency in how community feedback is used

This report presents the full range of insights collected through the check-ins and community survey, offering a thematic summary and identifying potential areas for improvement. It also outlines the next steps in the PKMP process, including how this feedback will inform short-, medium-, and long-term actions to better support parking access, equity, and liveability in Carlton.

2. Introduction

2.1. Report Purpose

This report presents the community feedback gathered during three check-in sessions held in July 2025, following the implementation of the Carlton Parking Changes Round One under the City of Melbourne's Parking and Kerbside Management Plan (PKMP). It summarises what was heard during these sessions and from survey responses, highlights key themes and concerns, outlines how Council has considered the feedback, and details the short, medium, and long-term actions that will be undertaken as a result.

2.2. Project Background

Beginning in May 2024, the City of Melbourne implemented several parking changes in Carlton under the Parking and Kerbside Management Plan. These changes were informed by feedback gathered from the community during the Carlton Engagement Round One and an independent parking study of the neighbourhood.

The changes aimed to balance the needs of residents, businesses, and visitors, improve safety and access, and ensure accessibility and effective use of parking resources. Key changes included:

- Extend parking control hours to a consistent 7am to 10pm, Monday to Sunday.
    - In the "Lygon Precinct" extend parking control hours to a consistent 7am to 7pm, Monday to Sunday.
    - Where 11pm controls currently exist, they will not be adjusted.
- Carlton 'green sign' parking will typically be 2P (two hours) to support the average visit length in the neighbourhood. Accessible parking will typically be 2P. Existing ½ P (30 minutes) parking will not be changed.
- Kerbside parking in Carlton will prioritise space for loading zones, accessible bays and short-term parking by locals and visitors. Untimed parking areas limit the number of vehicles that can access the kerbside each day.
    - Loading Zone controls were adjusted to a consistent 30 minutes between 7am and 4pm, Monday to Friday and 7am to 7pm Monday to Sunday in "Lygon Precinct".
- Longer-term parking will be provided nearby Princes Park to accommodate people needing longer stays. Parking controls will include 4P Meter (four hours) and P Meter (untimed).
- Minimal change to resident exempt areas and total resident exempt bay numbers.
- Minimal changes to metered areas or amount of paid parking across Carlton.
- 15 minutes free parking in any 'green sign' space via the EasyPark app will be introduced in Carlton following the success of this initiative in the central city and Southbank.

These changes were developed following the initial Carlton engagement phase and implemented as part of the City of Melbourne's broader PKMP. The Carlton Check-Ins in July 2025 were designed to assess how these changes have been received and identify areas for adjustment or further refinement.

2.3. Engagement Limitations for Check-In sessions

While the engagement sessions provided useful insights, several limitations should be acknowledged when reading this report. These are outlined below:

- The check-ins were attended by a relatively small number of participants (10 in Session 1, 4 in Session 2, and 15 in Session 3), which limits the representativeness of the feedback collected.
- Participants self-selected to attend the sessions, meaning that the views captured reflect those of more engaged or available community members rather than a randomised sample.
- All sessions were conducted online via Zoom. This may have excluded individuals without access to a reliable internet connection or those less comfortable navigating digital platforms.
- Some participants may have contributed more actively than others and the nature of open discussion may have resulted in more dominant voices shaping the outcomes.

- While qualitative data from Mentimeter, Zoom chat, and breakout rooms were analysed thematically, they do not offer a comprehensive or statistically valid representation of all Carlton residents.
- Timing of the sessions (weekday midday and evening) may have influenced who was able to attend, possibly underrepresenting shift workers or those with caring responsibilities.

These factors should be considered when reviewing the findings and using them to inform future stages of the Parking and Kerbside Management Plan in Carlton.

3. The PKMP Process

The PKMP is being delivered through a multi-phase, place-based process to better understand and manage how limited kerbside space is used. This approach is designed to move away from reactive, one-off fixes and toward a more strategic, transparent, and community-informed model of parking management.

The process involves several key steps:

- A neighbourhood-wide online parking survey
- Data collection, analysis, and mapping
- Initial community and stakeholder engagement
- High-level parking recommendations
- Implementation of changes
- Neighbourhood community check-in workshops
- Annual Reviews.

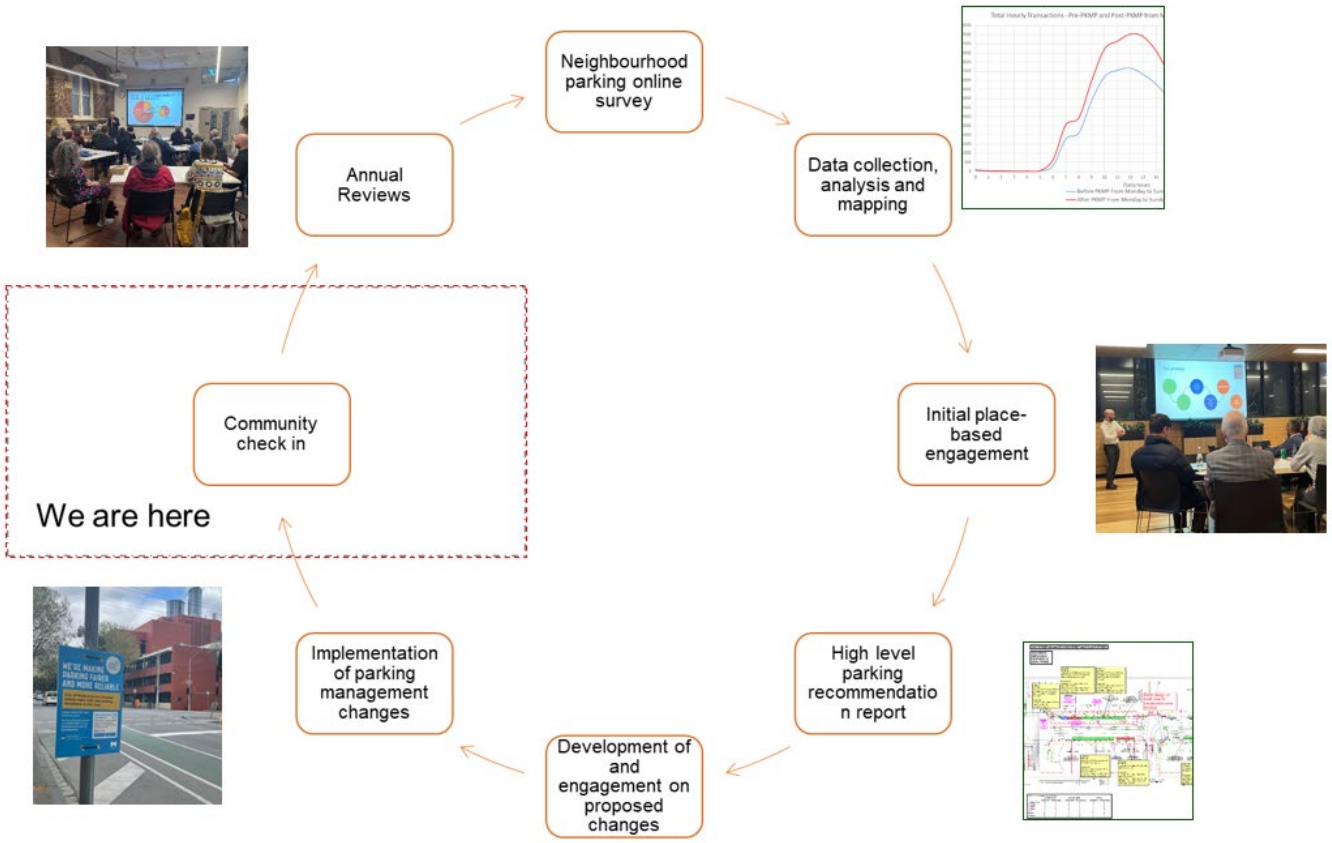


Figure 1. The Carlton PKMP process. The current stage, Community Check-in, follows implementation of Round One changes.

3.1.1. Round One – Who was reached

We heard from a range of residents, business and visitors in round one. 46 community members attending in person workshops, 30 online survey responses received, and 72 businesses were approached with a tailored survey with 56 responses were collected. Community was reached via survey promotion, direct emails to parking database, geo-located social media campaigns, digital website promotions and notifications and A4 posters to key community hubs and business locations. This was also supported by direct stakeholder engagement with local associations, including Carlton Residents Association and Carlton Inc. Communication, Lygon Square businesses and a range of traders and community groups.

3.1.2. Round One – What was Changed and Why

The first round of parking changes began in May 2024 and were informed by early community engagement and a local parking study. Changes aimed to incrementally improve access, balance competing needs, and ensure more consistent and effective use of parking space.

Carlton parking has never been looked at as a whole precinct. As such, City of Melbourne decided to focus the first round of changes on key themes including pressure on parking in the evenings and on weekends. Other themes such as short bays not meeting needs were held for future rounds. It can take several months for parking behaviours to adapt. City of Melbourne plans to give the community time to adjust and will review the performance of the new conditions each year, and fine-tune them where necessary. Through this process, parking conditions may evolve over several years.

3.1.3. Expected Outcomes

Changes were expected to:

- Start to solve some parking pressures that were being experienced
- Start to improve the clarity and of on-street parking through line marking while reducing access issues
- Encourage a better balance between long-stay and short-stay parking needs
- Create more equitable outcomes for different users such as disability permit holders
- Simplifying signage and rules encourages self-compliance and support more efficient enforcement activity.

It was also anticipated that some impacts would only become clear after implementation, which is why Council committed to review the changes and listen to community feedback through follow-up engagement and ongoing updates to kerbside parking.

3.1.4. Commitment to Community

Effective parking management can't be delivered in a single step. That's why Council committed from the outset to a multi-phase engagement process — one that includes:

- Opportunities for residents and businesses to shape changes
- A clear explanation of trade-offs and system-wide impacts
- Follow-up check-in sessions after implementation to reflect on what's working and what's not.

4. Check-in Process

4.1. Overview of Check-in Sessions

The Carlton neighbourhood check-ins were designed to provide an opportunity for residents, businesses, visitors and stakeholders to engage with the City of Melbourne's PKMP. The check-ins aimed to:

- Build community understanding of the PKMP.
- Clarify changes that have been made and why.
- Communicate parking changes and the engagement process and outline future changes.
- Understand how changes have been received in Carlton and how Council can continue to work with community to improve parking.

These sessions provided a platform for open, respectful, and inclusive conversations where participants could share their experiences, raise concerns, and provide suggestions for improvement. Feedback was gathered through breakout room discussions, interactive polls, and whole group sharing, ensuring a variety of perspectives were captured. Participants were also encouraged to ask questions directly to Council staff and contribute ideas for future parking in Carlton.

The overarching goal was to assess how the changes are being experienced in Carlton, with a view to improving the system for access, availability, and liveability.

4.1.1. Round Two – Who was reached

Altogether, 189 survey responses were received, and 29 community members attended online workshops. Community was reached through survey promotion, 400+ direct email invitations to parking database, digital website promotions and notifications and direct stakeholder meeting with Carlton Inc and discussion with Carlton Resident Association.

4.1.2. Sessions overview

Table 1 below summarises each session by date, objectives and activities.

TABLE 1. SESSION ONE OBJECTIVES AND ACTIVITIES

Session details	Session objectives	Session activities and presentations
Session One Tuesday 1st July 12.30pm-2.00pm, online via Zoom. Session One was attended by 10 participants.	Participants will: • Build understanding of the PKMP. • Clarify changes that have been made and why and communicate future changes. • Understand how changes have been received in Carlton and how council can better meet community needs.	• Presentation outlining the PKMP, the reasons for its development, city-wide and local changes, and Council actions. • Presentation of data from post-parking changes. • Open Q&A session with Council staff. • Breakout room discussions reflecting on data and personal experiences, exploring needs, values, and ideas for fair parking in Carlton. • Interactive Menti poll: "What brought you here tonight?" and a closing poll on final thoughts. • Whole group sharing of breakout room insights and additional participant comments. • Closing summary of key insights and next steps.
Session Two Wednesday 2nd July 5.30pm-7.00pm, online via Zoom.	Participants will: • Build understanding of the PKMP.	• Presentation outlining the PKMP, the reasons for its development, city-wide and local changes, and Council actions.

Session details	Session objectives	Session activities and presentations
Session Two was attended by 4 participants.	• Clarify changes that have been made and why and communicate future changes. Understand how changes have been received in Carlton and how council can better meet community needs.	• Presentation of data from post-parking changes. • Open Q&A session with Council staff. • Breakout room discussions reflecting on data and personal experiences, exploring needs, values, and ideas for fair parking in Carlton. • Whole group sharing of breakout room insights and additional participant comments. • Closing summary of key insights and next steps.
Session Three Monday 7th July 5.30pm-7.00pm, online via Zoom. Session Three was attended by 15 participants.	Participants will: • Build understanding of the PKMP. • Clarify changes that have been made and why and communicate future changes. Understand how changes have been received in Carlton and how council can better meet community needs.	• Presentation outlining the PKMP, the reasons for its development, city-wide and local changes, and Council actions. • Presentation of data from post-parking changes. • Open Q&A session with Council staff. • Breakout room discussions reflecting on data and personal experiences, exploring needs, values, and ideas for fair parking in Carlton. • Interactive Menti poll: "What brought you here tonight?" and a closing poll on final thoughts. • Whole group sharing of breakout room insights and additional participant comments. • Closing summary of key insights and next steps.

5. Check-ins Outcomes

5.1. What Was Heard Prior to Check-ins

Prior to the check-in sessions, the City of Melbourne conducted a community survey on parking conditions in Melbourne. Overall, 189 unique responses were gathered between 1 June 2024 – 28 May 2025 from residents, businesses, and stakeholders. The survey was administered via an online form and aimed to capture feedback on recent parking changes and broader kerbside management issues.

The survey surfaced a broad set of concerns and suggestions from community members. Common themes included short parking durations, limited availability for both residents and visitors, and restrictive weekend or timed parking rules. Respondents also highlighted dissatisfaction with the permit system and the perceived impact of current settings on local businesses, particularly those located along Lygon Street while businesses shared that changes had continued to support customer parking in the area. The removal of free, all-day parking and designated drop-off zones was frequently mentioned.

Number of respondents vary in the graphs below depending on number of responses to each question.

5.2. Summary of Participants

5.2.1. Connection to neighbourhood

The majority of survey respondents identified as ‘residents’ of Carlton, making up 54% of the total. This was followed by ‘visitors’ (19%) and ‘students’ (11%). Smaller proportions were others (8%), ‘workers’ (5%), and ‘business owners’ (3%). This was a proportionally high representation of visitors when compared with City of Melbourne’s ‘always on’ survey, where residents make up 65% of respondents, and visitors 9.7%.

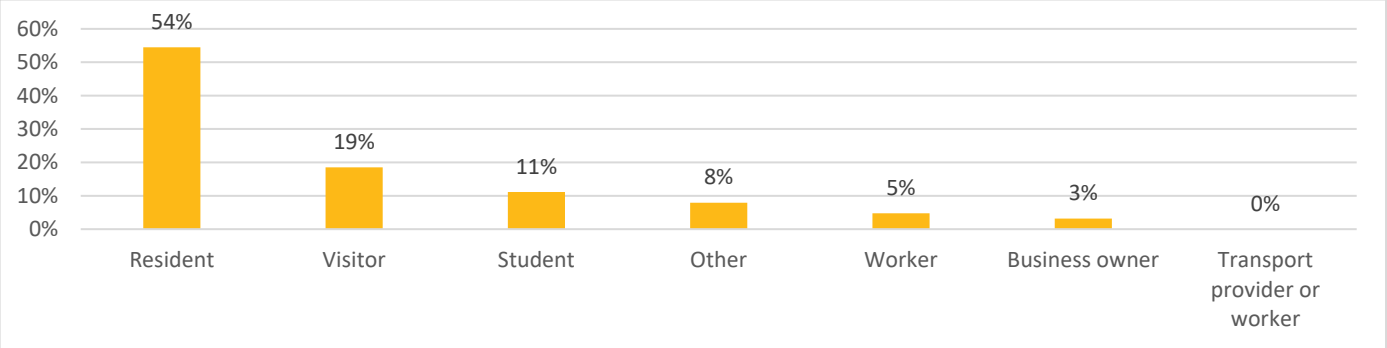


Figure 2. Connection to neighbourhood of survey respondents (n=189)

5.2.2. Gender

Among survey participants, 48% identified as female and 41% as male. A further 9% preferred not to disclose their gender, while 1% identified as non-binary or gender diverse. No respondents selected "I use a different term."

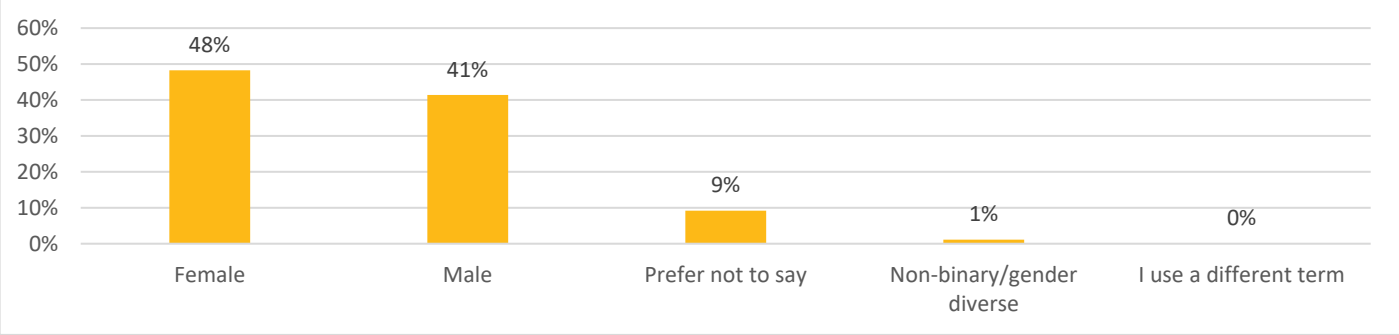


Figure 3. Gender distribution of respondents (n=174)

5.2.3. Age

As shown in Figure 4, survey respondents represented a wide range of age groups. The largest proportion were aged 30–34 (14%), followed by those aged 35–39 and 40–44 (both at 11%). Other noted age groups included 25–29 and 20–24 (each at 10%), 50–54 (9%), and 65–69 (7%). Smaller proportions were recorded for ages 45–49 and 55–59 (6% each), 60–64 (5%), and 75–79 (4%). Very few respondents were aged under 20 or over 70, and no participants were aged 80–84 or 90 and over. Approximately 11% of participants preferred not to disclose their age.

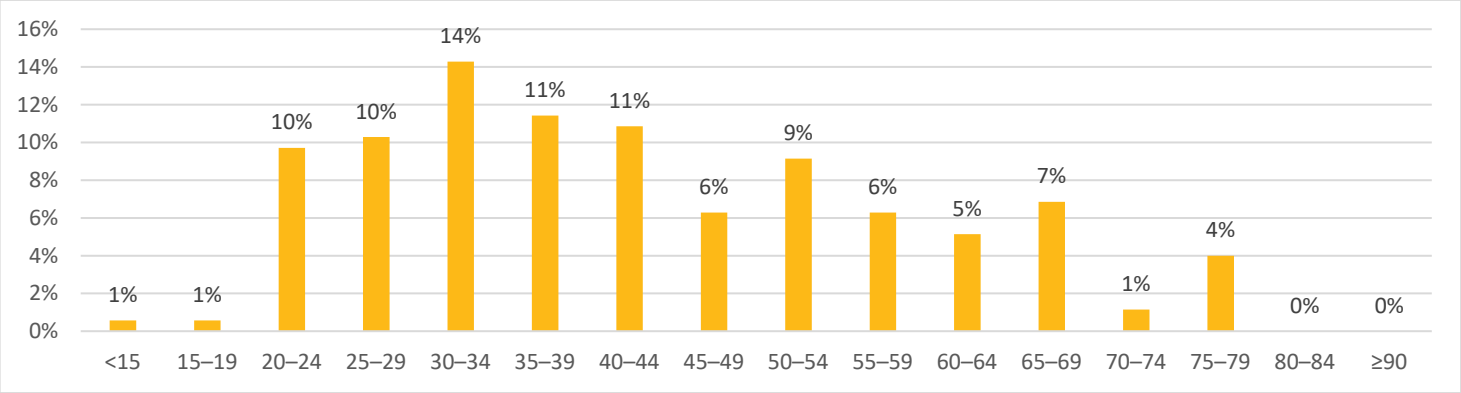


Figure 4. Age of survey respondents (n = 175)

5.2.4. How well is your neighbourhood served by the current parking restrictions?

The survey captured 189 responses and revealed a range of perspectives from participants before and during the delivery of changes (which are still underway) and revealed mixed views on parking arrangements in place during this time:

- Parking congestion remains a key concern. One hundred and four respondents agreed (31%) or strongly agreed (24%) that some parking areas are always full, while only 27 (14%) disagreed or strongly disagreed.
- On-street parking availability is widely seen as inadequate. A total of 99 participants disagreed (22%) or strongly disagreed (30%) that on-street parking is typically available, compared to only 34 (18%) who agreed or strongly agreed.
- Views on signage were generally positive. 73 respondents agreed (33%) or strongly agreed (6%) that parking signage is easy to understand, while 43 disagreed (15%) or strongly disagreed (7%).
- Perceptions were divided on how well different parking needs are met, such as accessible bays, loading zones, and pick-up/drop-off areas. While 44 (23%) respondents agreed or strongly agreed, 79 (42%) respondents disagreed or strongly disagreed.
- Most respondents do not believe parking time limits are too long. 110 people disagreed (16%) or strongly disagreed (42%) that time limits are longer than needed, while only 22 (12%) agreed or strongly agreed.
- A majority opposed repurposing parking space for other uses, such as more greenery or wider footpaths. 105 respondents disagreed (14%) or strongly disagreed (41%), with only 27 (14%) in support.

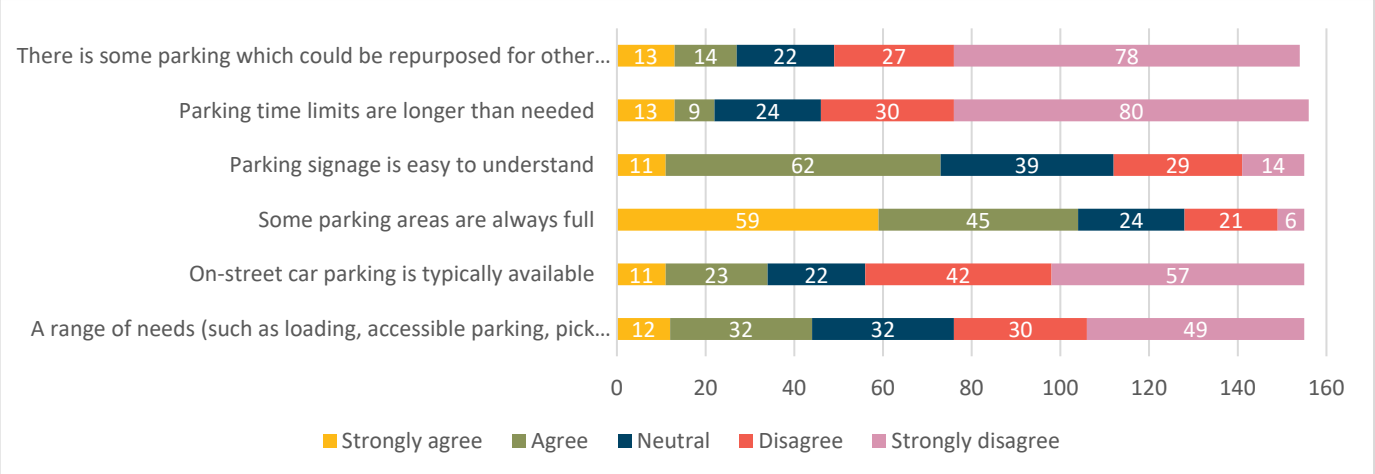


Figure 5. Responses on how well the neighbourhood is served by the current parking restrictions (n=189)

5.2.5. Common themes: What else would you like us to know about parking in Carlton?

Altogether, 186 participants answered the question 'What else would you like to tell us about parking in this neighbourhood?' Of the 186 responses analysed, all comments were coded into 11 distinct themes. Each comment was assigned to one or more themes based on its key messages, resulting in a total of 458 coded instances. In addition to thematic insights, 60% of comments included reference to a specific place, such as a named street, intersection, or business within Carlton. A selection of quotes from the five most common themes is provided below.

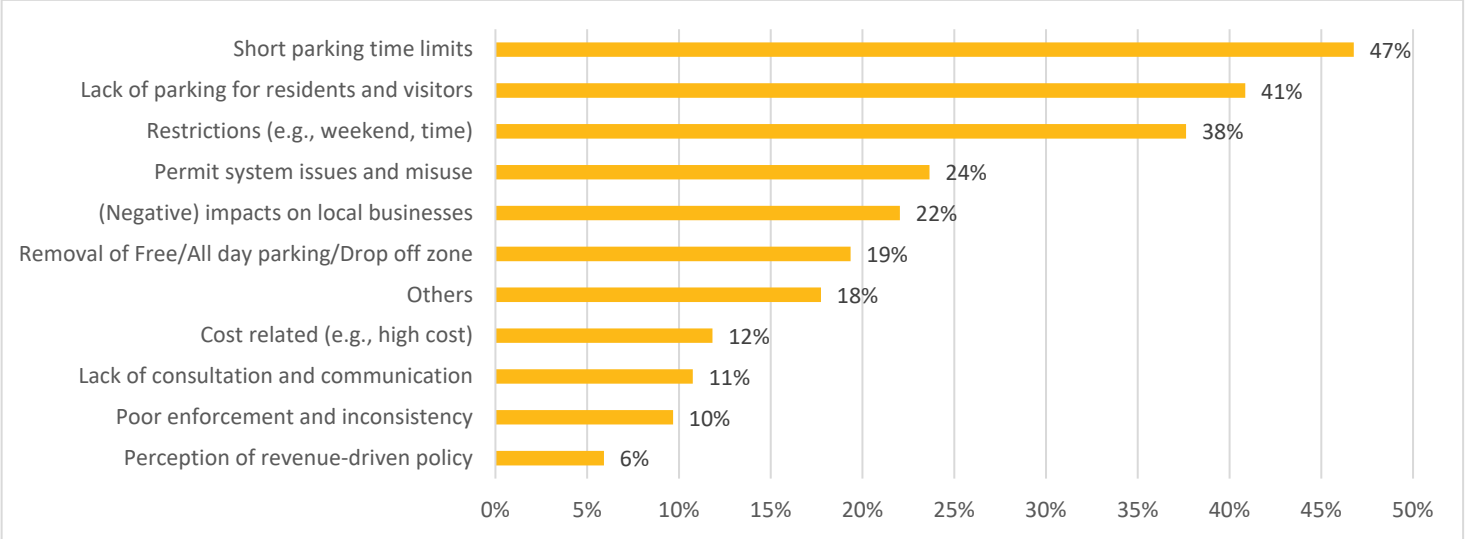


Figure 6. Common themes (n=186)

SHORT PARKING TIME LIMITS (47%)

Many community members expressed frustration about existing short parking such as one or two-hour limits that now apply on weekend and evenings as well. Comments came from residents, students, churchgoers and regular visitors, who described challenges when attending meals, classes, services or other activities that exceed the available time limit.

> *"Who has dinner on Lygon Street on a Saturday night and gets back to their car within 55 minutes? Nobody. Absolutely no one."* Resident 50-54 years old

> *"Now, these places are 2hr limits every single day of the week. This has become way more expensive for him. I don't drive, so it is quite a hassle to order the visitor permits without having a vehicle registration in my name."* Resident 25-29 years old

> *"I am a Part time Melbourne Business School student and very often, I have to drive to school for evening classes from 6pm to 9:15pm... The current 2 hours limit is awful as we do not have time to come out to move the car."* Student 40-44 years old

> *"Our faith activities at LSCC extends beyond the 2P limit and this has brought about disruptions in their ability to properly practice their faith."* Participant aged 40-44 years old

Some respondents also suggested that stay length could be extended in non-peak times or adjusted based on the nature of the visit.

LACK OF PARKING FOR RESIDENTS AND VISITORS (41%)

Respondents raised concerns about the ongoing shortage of on-street parking for both residents and their visitors. These issues were particularly evident in permit-restricted zones or areas where permit and public parking are shared. Several noted that despite holding valid permits, they regularly struggle to find parking near home.

> "*There is quite literally no on-street parking available within a kilometre of my home."* Resident 25-29 years old

> *"Often impossible to park in the street where you live, despite having paid for an annual parking permit. Impossible for visitors to park, despite having bought vouchers."* Resident 70-74 years old

> *"As a permanent resident in a 3 bedroom house in Carlton, I believe it's unfair to only supply 2 parking permits. If all 3 members of the household can prove they live at the residential address they should be granted a permit each."* Resident 30-34 years old

Some residents raised issues with permit policy and eligibility. Several comments expressed frustration about being ineligible for permits due to building construction dates or not having access to off-street parking. Others noted the lack of flexibility for visitor permits, or they feel there is competition created by drivers using EasyPark.

> *"Resident permit parking keeps being reduced and we have to compete with EasyPark drivers."* Resident 50-54 years old

> *"I am a resident of Carlton and a renter. My apartment doesn't come with a carpark and isn't eligible for a residential parking permit due to the year the apartment was built. As a renter this feels really unfair, as the year my apartment was built was completely outside of my control."* Resident 25-29 years old

Respondents expressed concern that the rules do not account for the lived experience of Carlton households, nor the practical needs of their guests.

> *"The recent change to 2 hours until 22:00 is appalling. How can I have friends visit for dinner with a 2 hour time limit? Or go for a walk and an afternoon drink within 2 hours?"* Resident 35-39 years old

RESTRICTIONS (E.G., WEEKEND, TIME) (38%)

Over one-third of respondents expressed concern about the timing and duration of parking restrictions, particularly those extended into evenings and weekends. The comments addressed the updated hours, including paid parking until 10pm and new controls on Sundays, were negatively impacting both residents and visitors.

A consistent theme was the loss of flexibility that previously allowed people to visit Carlton in a relaxed and cost-free manner during perceived "off-peak" periods.

> *"Parking times need to allow visitors time to visit shops and restaurants. Parking ending at 10 or 11pm is useless for visitors to nightspots."* Visitor 35-39 years old

> *"Previously unrestricted timing from 12pm Saturday and all day Sunday changed to one-hour spots. It makes it really hard to have family come around on weekends."* Resident 35-39 years old

These changes were also described as creating logistical difficulties for regular visitors, especially those participating in activities that run longer than two hours:

> *"There is now no free or untimed parking in Carlton until 7pm on any day, including weekends. This means if you want to attend a movie in Lygon St during the day, you can't even do that."* Visitor, age not disclosed

> *"I attend Lygon Street Christian Chapel every Sunday and require on-street parking of more than 2 hours. Since the paid parking has been implemented, we've regularly had to leave Carlton to eat lunch elsewhere."* Visitor 35-39 years old

RESIDENTIAL PERMIT SYSTEM ISSUES (24%)

Around one-quarter of respondents commented on challenges related to the residential permit system. While many acknowledged holding a valid permit, they reported that it was still difficult to find a space nearby, particularly in areas such as Pitt, Dorritt, and Drummond Streets. Additionally, others raised questions about the permit allocation process, particularly for renters, student housing, and share houses.

> "*There is quite literally no on street parking available within a kilometre of my home. With only two permits in a household of four, I am at a complete loss".* Resident 25-29 years old

> *"There are not enough allocated bays for permit holders. Because they are shared with the public"* Resident 25-29 years old

> *"We pay over $200 a year for permits and still spend 15+ minutes circling."* Resident 20-24 years old

> *"Pitt street Carlton recently went through the parking a kerbside changes you've implemented... parking has NOT improved for those of us who ACTUALLY LEGALLY have a 4A parking permit."* Resident 30-34 years

IMPACTS ON LOCAL BUSINESSES (22%)

Respondents raised concern that the revised parking restrictions are making it more difficult for people to visit local businesses, especially those located along Lygon Street and nearby retail and dining areas. Some comments came from residents and regular visitors who described changing their own behaviour in response to the new restrictions, such as leaving earlier or choosing not to visit. Some comments also mentioned concerns that these changes could affect local businesses.

"Very few to no free parking on the weekends (Saturday and Sunday) discourages visitors to come into the area to support local businesses" Visitor 30-34 years old

"Since the paid parking has been implemented, we have regularly had to make the hard decision of leaving the Carlton area to eat lunch elsewhere. This definitely impacts the current F&B outlets near my church." Visitor 35-37 years old

"We are long time visitors to Lygon Street, especially on a Sunday for lunch. After visiting last Sunday and experiencing the new parking fees, we will not be returning, it is obvious that this has deterred many visitors as there were multiple parking spots available when usually it is a busy vibrant area." Visitor, 60-64 years

5.3. What was Heard During the Check-ins

During the three engagement sessions, participants were asked to do a small group discussion via Zoom breakout rooms to:

- Reflect on the data and your own experience
- Discuss their parking needs and what they value about parking and kerbside management in their neighbourhood
  - Possible solutions for improved parking in Carlton.

The result of the discussion was then summarised and is presented below. Data was also captured via session notes, breakout room discussions, chat logs, and comments from Mentimeter. Utilising the Mentimeter tool, participants responded to this key prompt "What brought you here tonight/today?".

A total of 53 comments were coded across Carlton Session One, Session Two, Session Three Zoom Chat, Breakout room sessions, and Mentimeter records.

5.4. Common Themes Identified

Comments gathered revealed several recurring themes reflecting the key areas of concern for the Carlton community members. The most common were duration and restrictions and visitor, business, and development needs (both 27%), followed by permit and policy (20%) and fair access for residents and community (18%). Communication and transparency issues were less frequently raised (7%). Figure 7 shows the theme breakdown.

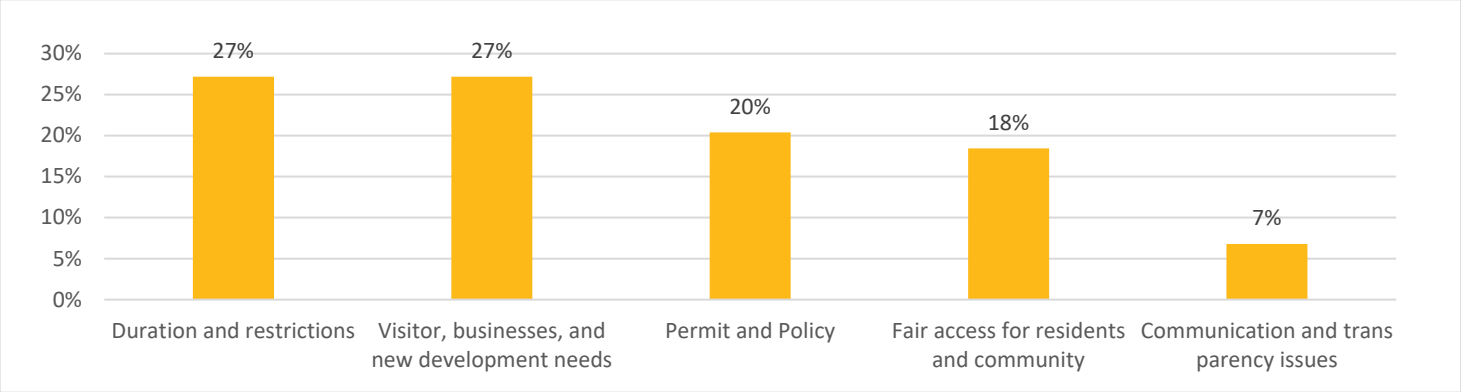


Figure 7. Common themes identified during check-ins (n=53)

DURATION AND RESTRICTION (27%)

Participants highlighted that the length of stay allowed is too short. Two-hour limits were seen as unworkable for common activities such as dining, church services, and university classes. Respondents emphasised that previous arrangements - 3P/4P limits or free parking after 6:30pm - provided the necessary flexibility and worked better for residents and regular users.

> *"2 hours doesn't give time to get to a venue, eat or whatever, and have time to get back to one's car… 3/4 hours would probably be enough."*
>
> *"Restrictions don't serve the nuisance. 2 hours isn't enough."*
>
> *"6.30pm/7pm end time in the business area makes more sense."*
>
> *"Pelham used to be a 4-hour park… now has over half the spaces empty."*
>
> *"Classes happening… in the evening… having to leave in the middle of class to move cars."*

VISITORS, BUSINESSES, AND NEW DEVELOPMENT NEEDS (27%)

Participants focused on the mismatch between parking rules and who uses the area. Visitors, customers, and volunteers often need longer stays than the current 2P allows, particularly for church services, local dining, cultural venues, and community events. Several suggested updating permit systems and aligning parking with Carlton's mix of businesses, institutions, and community facilities to better support both residents and visitors.

> *"Volunteers at the church require more parks of at least 3 hours."*
>
> *"Support businesses across the neighbourhood… more long-term parking options?"*
>
> *"Need to update permits… anybody who wants a permit should buy one."*

"Functions and youth group – week nights every night small groups meeting? Uni students?... Sunday free – Lygon Street movement from church partitioners."

"My friends no longer drive to visit on the weekend, which can mean they don't come."

PERMIT AND POLICY (20%)

Some respondents raised concerns about outdated or unclear rules, particularly around permit ineligibility for buildings constructed after 2005. Several comments suggested changes to eligibility criteria, more flexible options for guest access (e.g. vouchers or codes), and clearer arrangements for visitor parking in new developments. Paid parking zones were also mentioned, with some requesting that resident needs be considered if these are expanded.

"Parking permits – ineligible building was built after 2005 – we need to update permits (repeal permit + anybody who wants a permit should buy a permit)."

"Come in as a resident and from CRA – Variety is important… what might happen to our permits/parking vouchers if paid parking introduced?"

"Parking voucher improvement – having a code for guests etc."

"Renter – C area of map (Canning Street/Rathdowne)… no impact in the parking permits scheme. We can't find parking in the suburb."

ACCESS FOR RESIDENTS AND COMMUNITY (18%)

Several respondents raised concerns that current parking settings do not support the day-to-day needs of residents, renters, and community members. Issues included difficulty finding parking in the evenings and on weekends, limited eligibility for permits (particularly for renters), and challenges for those attending regular activities, such as classes, volunteering, or community events. Some felt the changes did not reflect routine, ongoing patterns of use.

"Lunch once a month being impacted... Couple in their 80s – walking from the cemetery."

"No longer a residential zone? Business owners – 1 hour zone until 10pm isn't working for anyone."

"PKMP changes seem to be catering for on-off events... not regular events and daily parking needs of resident routines/habits."

COMMUNICATION AND TRANSPARENCY ISSUES (7%)

A small number of respondents raised concerns about limited communication and a lack of clarity around the rationale for recent changes. Some said they were not aware of any consultation or notification, while others expressed confusion about why certain decisions were made. A few questioned whether community feedback had been considered.

"Not told about consultation, so surprised by parking changes."

"Please could council... look at reinstating the 6.30pm finish for the 2 hour parking. It is unpaid parking."

"Parking apps- worried about usage from certain groups (digital meter usage – fear of this technology)."

6. Opportunities and Action Steps

The community check-in sessions brought up a range of themes related to parking and kerbside management in Carlton. The table below summarises the key feedback received, how Council has considered this input, and any corresponding actions that have been committed to in the short, medium, or long term. It provides a clear link between what the community shared and how this has informed Council's response.

Table 2. Opportunities and action steps

	Community feedback	Frequency	Council Response	Council – Parking Data	Proposed Solution	Timeframe
1	Loading Zones in the Lygon Precinct – Loading is unnecessary in the evenings and on weekends and could be used to support customers.	20+	Historical loading zones remained across the Lygon Precinct as a phased approached due to minimal business feedback, reducing change frustration. **Dual use bays** (2P parking after 4pm on weekdays and all weekend) are standard across areas where parking changes have been delivered.	Sensor data shows an acceptable level of use for Loading **Zones between 7am and 4pm**. **Underutilised** from 4pm-7pm.	**60+ Loading Zones** in the Lygon Precinct will become **7am-4pm Mon-Fri.** All other times these spaces will be available to anyone as 2P or 2P Meter. This is **consistent with all other Loading Zones across Carlton.**	Short term (Immediate)
2	St. Jude's Anglican Church Carlton – Parking needs to be longer to support attendees across the week.	20+	Other **longer term parking options are available** nearby on Swanston St, Lygon St, Cemetery Rd and Lytton St. **All day parking is available** at Elgin Street Carpark and on street around Melbourne General Cemetery for an off-peak weekend rate.	Limited parking data available in this area. Enforcement data available indicated that parking area is **well used across the week.** *Please see 8 for further actions	**Update 8 bays** on Lygon Street between Palmerston and Keppel Street to **3-hour (3P) free parking.**	Short term (Immediate)
3	Review changes to evening parking conditions in 9A (Grattan to Victoria and Peel to Swanston Street.)	20+	9A area of Carlton **has a range of pressures**, university, business, high density residences and medical services. **Parkville Station will open in late 2025** and in other inner city stations data shows an increase of parking pressure. Other **longer term parking options are available** nearby at off streetcar parks for off-peak rates in evenings and on weekends.	**Usage is quite low** and falls in the evenings after 7pm. Recent changes to parking are expected to take 6-12 months to settle and allow for behaviour change. **Unknown effects** of opening of Parkville Station in 2025. To better understand use in the area, **undertake surveys** over the next year over various seasons, days and times.	**Update 200+ 2-hour (2P) bays** on the block between the south of Pelham Street and Queensberry Street to **3-hour (3P) parking.**	Short term (Immediate)

	Community feedback	Frequency	Council Response	Council – Parking Data	Proposed Solution	Timeframe
4	Melbourne City Council Vehicle bays are not working on: Rathdowne Street Cardigan Street	~5	MCC vehicles are run by services such as **maternal health care and Kathleen Syme library Mel-Van.**	Internal stakeholder engagement with applicable teams has demonstrated **an ability to reduce these bay types** allowing for more public parking in both locations.	**1 bay** of 1-hour (1P) free parking to be installed on **Rathdowne Street.** **2 bays** of general parking to be installed on **Cardigan Street.**	Short term (Immediate)
5	Drummond Street needs pick up and drop off space to support needs of locals using shopping centre.	~5	A broad rule of **No Parking (2-3min stops) was implemented in this area** to support as much use of available parking as possible.	Review shows short-term parking (1/4P) was removed from this block and as it is unmetered **this area is not supported** by 15 minutes free at any paid parking bay.	**2 Bays of 1/4 hour parking will be added.** **4 Loading Zone bays** will be updated as per Action 1 to provide **more general parking** on this block.	Short term (Immediate)
6	Station Street is at capacity in the evenings, often with over staying vehicles	1+	Surrounding streets have had a **reduction in parking** due to tram stop changes. Updates to streets either side should **support reduction in parking pressure** on Station Street over the next 6-12 months.	Enforcement data indicates **4 of 9 days in July 2025 at high occupancy**. 4-6 infringements issued on these days.	Additional enforcement to take place in **3-month interval**s to align parking behaviour to updated signage and to continue monitoring occupancy for further changes.	Short term (Immediate)
7	MacArthur Square – extending hours in paid parking bays have meant a reduction in use for these bays especially during evenings and weekends.	1+	This block is the only 2-hour paid parking in this area. Legacy meters may make new controls **too restrictive compared to surrounding areas.** Recent changes to parking are expected to take 6-12 months to settle and allow for behaviour change.	Enforcement data indicates that **usage has decreased** since recent works. Meter data demonstrates a **low number of paid parking** sessions however parking is also resident exempt, so this data does not outline usage by resident permit holders.	**Update 2-hour paid (2P Meter) bays** on the block to **3-hour paid (3P Meter) parking.**	Short term (Immediate)
8	Review changes to weekend parking conditions in a range of locations including: Keppel Street Lygon Precinct	20+	Recent changes to parking are expected to take **6-12 months to settle** and allow for behaviour change. Increased restrictions on weekends means **increased turnover** which supports business, customers and residents to find space.	Limited data currently available. To better understand use in the area, undertake surveys over the next year over various seasons, days and times.	No change, collect usage data as part of the Annual Review 2026 and report back to community. Dependent on data results adjustments made in 2026.	Long term (for Annual Review)
9	Duration of parking is too short in key locations including:	20+	Lengths of stay (eg. 1-hour, 2-hour) were not the focus of the first review. Many are legacy to ensure short times	**Carlton data shows that bays perform poorly is because the controls favour longer stays.** This reduces turnover and	Collect data as part of the Annual Review 2026 and report back to community.	Long term (for Annual Review)

	Community feedback	Frequency	Council Response	Council – Parking Data	Proposed Solution	Timeframe
	Pelham Street Cardigan Street Lygon Street Carlton Street		increase turnover, creating space for residents with permits. **Length of stays across Carlton will be updated** as the next focus of the Parking and Kerbside Management Plan.	availability. A set of adjustments to make length of stay more consistent was recommended but a decision was made to focus on evening and weekend restrictions in the first round.	Increase or decrease length of parking times **if underutilised** in locations data suggests changes and to **increase on street consistency.**	
10	Engagement needs to be more consistent and reach more people through various channels.	10+	Since engagement began in November 2023 **council has**: Run 3 in person workshops Run 3 online workshops Installed 400+ signs Postcards to every address Dropped contractor letters to every address notifying of works Interviewed 50+ businesses Met with key stakeholder groups in person 6+ times Hand delivered 100+ business posters	In preparation for the Carlton Check Council ran targeted social media campaigns and **direct invited 400 community members** who have requested support with parking. Since engagement began in Carlton: **75 people** in person **327 people** via survey Since works began in July 2023 PKMP has heard from over 3000 community members across the City of Melbourne.	In the next round of Carlton engagement, **council commits to**: Increased Social Media advertisement. Review our stakeholder list criteria to ensure as many community members who have contacted us about parking are included as possible. Review and expand communications approach for 2026 Carlton Parking Review including potential letter drop.	Long term (for Annual Review)
11	Concerns about outdated or unclear permit policy, particularly around eligibility.	10+	Permits are used to help manage the demand for limited on-street parking. The **Permit policy** in Carlton states that residents are not eligible if the property has been reconstructed to increase residential density, is a commercial property, or is purpose-built student accommodation.	A **range of data available** to council including, permit areas and issued numbers, community feedback and enforcement data will be used to support future review.	The Parking and Kerbside Management plan **commits to undertaking a strategic review of its Parking Permit Policy.** Further information will be provided to the community when this work progresses.	Long term (Council Action)
12	Loading Zones at specific locations need to be reviewed as there is too many.	5+	Some Loading Zones in 'Lygon Precinct' were positioned in difficult parking locations (eg. between parklets) and **cannot be safely line marked as general parking.**	Sensor data shows an acceptable level of use for Loading **Zones between 7am and 4pm** including on weekends. **Underutilised** from 4pm-7pm.	**No change to number of total bays.** All loading zones to be updated as per Action 1.	No change

7. Next Steps

Council officers will follow up directly with check-in participants and this report will be published on Participate Melbourne at melbourne.vic.gov.au/parking-reviews.

The remaining areas of Carlton, including around the Cemetery and Princes Park, were completed in July 2025 as part of the current delivery phase.

Community check-ins have informed short-, medium-, and long-term adjustments to parking in Carlton outlined above. Once implementation is complete, an annual review will be scheduled to assess performance and fine-tune conditions as needed.

Feedback collected through check-ins and the ongoing 'always on' survey will inform this review and shape the next stage of work. This adaptive cycle allows time for the community to adjust while ensuring parking conditions continue to evolve and improve over time.

Further updates and actions will be shared at the next Carlton Parking Review in 2026.