

Marina Reserve Masterplan – Draft Operations Plan

For discussion at Marina Reserve Community Meeting 21 September 2011

Marina Reserve Operations Plan	Trim Folder	76/04/20
	Approval Date	
	Approved by	
	Review date	
	Expiry date	
	Version No	Draft 1
Responsible Officer	Anita Lange Special Projects Manager	
Authorising Officer		

Purpose

Following CMA (Coastal Management Act 1995) approval for the Marina Reserve Masterplan, Council is developing an Operations Plan with community input.

The Operations Plan will cover all day to day use, management and maintenance of the car park, gates, toilet, skateable infrastructure, bbqs and/or any other areas within the area covered by the masterplan.

The final version of the Operations Plan will contain a table with columns titled 'topic', 'standard', 'who to contact if issues arise'.

The 'background' column will form part of an attachment.

Attachments 2 and 3 (comments on issues raised), 4 and 5 will not form part of the final version.

Topics

Topics	Background	Standard	Who to contact if issues arise
General condition of the reserve	<p>Council develops and maintains all of its parks and open spaces to a standard that:</p> <ul style="list-style-type: none"> ensures the health and appearance of all horticultural assets ensures that all reserves, playgrounds, car parks, and streetscape areas are kept in a safe, functional, clean and tidy condition provides effective and efficient management that maximises the useful life of the parks assets and promotes the enjoyment and use of Council's parks and open space reserves. <p>Council develops and maintains all of its buildings, public conveniences, barbecues and adventure playgrounds to a standard that:</p> <ul style="list-style-type: none"> provides a professional and 	<p>Marina Reserve is to be maintained as an attractive and safe environment and essential works are to be carried out in order to maintain and enhance the recreational capacity of the reserve.</p> <p>Active recreation and skateable space: The space is to be cleaned as follows:</p> <ul style="list-style-type: none"> April to October – once a week November to March – every second day. <p>Cleaning will be monitored and there is scope to increase cleaning if required.</p> <p>BBQs: BBQs are to be fully cleaned:</p> <ul style="list-style-type: none"> April to October - once daily November to March - twice daily in the morning and afternoon. <p>Toilet: The toilet is to be cleaned as follows:</p> <ul style="list-style-type: none"> April to October - twice daily in the morning and afternoon November to March - three times daily. 	<p>In the case of any cleaning, maintenance or other related issue contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p> <p>If you wish to report a complaint or a request, contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p> <p>If you find a discarded syringe:</p> <ul style="list-style-type: none"> on private property - call the Disposal Helpline on 1800 552 355. on public land – call ASSIST Service Centre to arrange for collection and disposal on 9209 6777.

¹ See http://www.portphillip.vic.gov.au/1585_Parks_Open_Space_Maintenance_Services_Specification.pdf

² See http://www.portphillip.vic.gov.au/default/Cleaning_of_Buildings_Specification.pdf

Topics	Background	Standard	Who to contact if issues arise
	<p>experienced cleaning service to the satisfaction of Council's Place Managers and Council</p> <ul style="list-style-type: none"> provides a cost effective cleaning service in a safe and environmentally responsible manner assists Council in waste minimisation and recycling assists Council to maintain its assets in a functional, safe and aesthetically acceptable manner to the satisfaction of the community in general and cleans all assets in a manner to enhance and maximise the life of these assets. <p>Marina Reserve will be maintained in accordance with Council's standards. As at September 2011 the 2 main contracts are :</p> <ul style="list-style-type: none"> reserves, children playgrounds, car parks, and streetscape areas - 1585 Specification - Parks And Open Space Maintenance Services¹, and public conveniences , barbecues and adventure playgrounds – 1384 Specification – Cleaning of Buildings Specification. ² 	<p>Litter:</p> <ul style="list-style-type: none"> Litter bins in general reserve area, emptied Monday, Wednesday and Fridays (and Saturdays and Sundays over summer). Litter bins in carpark area, emptied 7 days a week. Recycling bins in winter emptied Thursdays and in summer emptied on Mondays and Fridays. <p>There is scope to increase litter inspections and bin emptying if required.</p> <p>Graffiti:</p> <ul style="list-style-type: none"> on public property Graffiti is cleaned within 2 days of notice or within 24 hours if it is deemed vulgar or offensive. <p>In the first year of operation following the completion of the works, Marina Reserve will be deemed an area to be checked area 2 to 3 times a week.</p> <ul style="list-style-type: none"> on private property <p>Call Council to arrange for Council's Graffiti contractor to come out and clean the graffiti from property at no cost.</p> <p>Balance of the reserve including the grassed area, garden beds, playground,</p>	

Topics	Background	Standard	Who to contact if issues arise
	<p>Graffiti is to be removed promptly in accordance with the Council's current graffiti program. The current program is to remove graffiti within 2 days of notice or within 24 hours if it is deemed vulgar or offensive.</p> <p>In the first year of operation following the completion of the works, Marina Reserve will be deemed as an area to be checked 2 to 3 times a week.</p> <p>Council provides a free graffiti removal program for graffiti on private property. Council's dedicated Graffiti contractor will come out to local resident premises and clean the graffiti from property at no cost. The products used will either cover or remove unwanted graffiti.</p> <p>A Council Contractor would visit Marina Reserve a minimum of 8 times a day in summer and 7 times a day in winter, due to the range of matters attended to by Council. This is the minimum level of overview and does not include additional visits associated with the cleaning of the beach, bbq, grass mowing, Local Law Officer patrols, etc.</p> <p>Council Contractor visits include:</p> <p>6 a.m – open gates to car park</p> <p>6am – 7:30am - toilets opened to the public (times vary daily, due to security measures</p>	<p>signage and other elements within the reserve: Inspection and maintenance is to occur on the following basis:</p> <ul style="list-style-type: none"> • Marina Reserve – weekly as part of the weekly review of the foreshore • Paths/Park furniture - monthly • Playgrounds - weekly • Water Sensitive Urban Design – fortnightly • Grass areas – 2 – 3 weeks (indicative mowing program: September to April – 14 days, May to August – 21 days). <p>Response times to call outs: Works within Marina Reserve are to be made safe, repaired or its condition rectified in accordance with the following response times:</p> <ul style="list-style-type: none"> • Emergency - The condition has caused or the potential to immediately cause serious injury to person or property (Council, MERO request for Emergency assistance) - 1 hour • Urgent - If the condition is not attended to within the specified period it will have the potential to cause injury to persons or property - 24 hours • Complaints - Issues relating to staff conduct, or poor performance or safety standards - 48 hours • Playground Maintenance - Routine maintenance not considered 'emergency' or 'urgent' - 5 days • Parks Maintenance - Routine maintenance not considered 'emergency' or 'urgent' - 10 days, 	

Topics	Background	Standard	Who to contact if issues arise
	<p>and the seasons)</p> <p>3 times a day – clean toilet (in summer)</p> <p>Once a day – empty litterbins in car park (empty litter bins 5 times a week in summer and three times a week in rest of the reserve)</p> <p>6pm – 8:30pm - toilets closed to the public (times vary daily, due to security measures and the seasons)</p> <p>11 p.m. – close gates to car park</p> <p>Total – 8 times a day in summer</p> <p>In winter the toilet would be cleaned twice a day.</p> <p>Council contractors lodge a daily report and report any matter requiring an immediate response.</p> <p>Council becomes aware of the need for maintenance and repairs through a number of ways:</p> <ul style="list-style-type: none"> ○ Via customer requests (CRMs) and building maintenance requests (customer and building maintenance requests are made by the community (by contacting ASSIST SERVICE CENTRE), contractors, Council officers) ○ Via regular inspections. <p>Once an issue is logged, it is allocated to an</p>		

Topics	Background	Standard	Who to contact if issues arise
	<p>officer or a contractor to address according to municipal wide priorities (refer to Attachment 4 for more details on Council's service requests, complaints and building maintenance resolution system).</p> <p>Sometimes needles, syringes, and other injecting equipment may be found in gutters, parks, and laneways or washed up on the beach. The exact location of the needles and syringes can be reported to ASSIST Service Centre who will arrange for collection and disposal.</p>		
Car park	<p>The Marina Reserve carpark has places for 50 cars including 2 disabled parking spaces</p> <p>The car park has been designed to minimise hoon behaviour. It provides for one way traffic, 90 degree angle parking and has three speed humps.</p> <p>The gates to the car park are to be closed each day between 11 p.m. and 6 a.m.</p> <p>A Council Officer/Contractor manually closes and opens the gates each day. If cars remain within the car park after 11 p.m., they will be locked in overnight.</p> <p>The issue of hoon behaviour can be one of the issues monitored (see last topic listed below).</p>	<p>The carpark is to be kept in a clean and tidy condition in accordance with Contract Specification 1585.</p> <p>The carpark gates are to be closed each day between 11p.m. and 6 a.m.</p>	<p>If there are any issues with the closing and opening of the gates please contact ASSIST Service Centre on 92096777</p>

Topics	Background	Standard	Who to contact if issues arise
Noise emanating from the reserve	<p>Noise is covered under the <i>Environment Protection (Amendment) Act 2006</i> and specifically the <i>Environment Protection (Residential Noise) Regulations 2008</i>. Council's Local Law 3 also includes noise related issues.</p> <p>Noise can be defined as "unwanted sound." What may be pleasurable sound to one person can be noise to another. Noise should not be unreasonable at any time during the day or evening. Noise in the day or evening that continues for too long, or is too loud might be unreasonable. Noise that disturbs neighbours throughout their living and recreation areas is likely to be a problem. All reasonable steps should be taken to reduce and control noise.</p> <p>The EPA has a publication titled "Annoyed by noise" which explains the noise regulations and addresses the topic of what is unreasonable noise.³</p> <p>The topic of "unreasonable noise" does vary from situation to situation. Council and Police will respond to incidences of unreasonable noise. They will consider factors such as noise volume, intensity or duration and the time, place and any other relevant</p>	<p>An unreasonable level of noise should not emanate from Marina Reserve during the day time or during the evenings.</p> <p>As a guide:</p> <ul style="list-style-type: none"> ○ During the daytime, noise from people skating, cycling or talking is not generally considered to be unreasonable. ○ During the evenings, noise that is loud and ongoing (including musical instruments and electrical amplified sound reproducing equipment) may be considered to be unreasonable. 	<p>In the case of an unreasonable level of noise please contact:</p> <ul style="list-style-type: none"> • Council on 9209 6777 during office hours • Police – after hours on 000

³ Available at [https://epanote2.epa.vic.gov.au/EPA/publications.nsf/2f1c2625731746aa4a256ce90001cbb5/1365d395884fced6ca257838001cb875/\\$FILE/406.4.pdf](https://epanote2.epa.vic.gov.au/EPA/publications.nsf/2f1c2625731746aa4a256ce90001cbb5/1365d395884fced6ca257838001cb875/$FILE/406.4.pdf)

Topics	Background	Standard	Who to contact if issues arise
	<p>circumstances in which the noise is emitted in determining the priority placed on responding to complaints.</p> <p>In the case of unreasonable noise the following should be contacted:</p> <ul style="list-style-type: none"> • Council – during office hours • Police – after hours. 		
Toilet	<p>The toilet is provided for visitors to the general foreshore area including Marina Reserve.</p> <p>It is designed in accordance with current standards and CPTED (crime prevention through environmental design) principles.</p> <p>The toilets will be open from dawn to dusk.</p> <p>The cleaning regime is as per 1384 Specification – Cleaning of Buildings</p> <p>A Council Officer/Contractor manually closes and opens the toilets each day.</p>	<p>The toilet is to be kept in a safe, functional, clean and tidy condition in accordance with Contract Specification 1384.</p> <p>The toilets are to be open from dawn to dusk.</p>	<p>If there are any issues with toilet please contact the following:</p> <ul style="list-style-type: none"> • in relation to cleanliness/ maintenance/opening hours – ASSIST Service Centre 92096777 • in relation to anti-social behaviour –Police on 000

Topics	Background	Standard	Who to contact if issues arise
Beach Cleaning	<p>Beach and street cleaning services</p> <p>Port Phillip's beaches are cleaned both mechanically and manually. Mechanical equipment sieves sand to remove litter. Cleaning crews manually collect other debris that can not be removed mechanically. During summer bin crews work from both ends of the municipality towards St Kilda. When the temperature is over 25°C additional crews are rostered on to empty bins at St Kilda Beach (and Acland Street) during the evening.</p> <p>The beach is cleaned to achieve a standard of amenity that is clean, free of risks to health and safety, and attractive in accordance with joint venture service level agreement 0454.⁴</p>	<p>The beach is cleaned to achieve a standard of amenity that is clean, free of risks to health and safety, and attractive in accordance with joint venture service level agreement 0454</p>	<p>If there are any issues with beach cleaning please contact the Street and Beach Cleaning coordinator via ASSIST Service Centre on 92096777</p>
Camping on the foreshore	<p>Overnight camping on the foreshore and overnight stay within vehicles within the Marina Reserve car park are not permitted.</p> <p>The proposed car park configuration has been designed to cater for parking of vehicles and not overnight parking of vehicles or camping.</p> <p>Camping is a long term issue and is</p>	<p>Overnight camping on the foreshore and overnight stay within vehicles within the Marina Reserve car park are not permitted</p>	<p>If you see someone camping or staying overnight in a vehicle please contact ASSIST Service Centre on 92096777 to report the incident.</p> <p>If there are issues with camping on the foreshore or within the</p>

⁴ A map showing the beach and street cleaning regime can be viewed at http://www.portphillip.vic.gov.au/default/Beach_Street_Cleaning.xls

Topics	Background	Standard	Who to contact if issues arise
	<p>addressed as follows:</p> <ul style="list-style-type: none"> • Ongoing Council publicity on the prohibition of on street camping by visitors. • Regular campaigns targeting camping/ sleeping in vehicles by backpackers in the municipality. Signage at the car park indicating that camping is prohibited. • Proactive enforcement to target a number of locations including the Marina Reserve car park. <p>Council's Parking Enforcement staff inspect Marina Reserve carpark most days throughout the week during summer. Local Laws staff currently inspect the area at least two times during the week, plus both days of the weekend during summer. Additional inspections are undertaken if specific requests are received. Local Law officers are out very earlier in the morning to wake and move the campers on, so these activities may not be seen by the public.</p> <p>Detailed records are taken of everyone spoken to regarding camping and overall numbers have been noted to be decreasing. Very few of these people repeat the offence once they are made aware that they are in breach of the local law. Those that continue</p>		<p>car park, please contact ASSIST Service Centre at Port Phillip Council on 92096777</p> <p>In relation to anti social behaviour please contact Police on 000</p>

Topics	Background	Standard	Who to contact if issues arise
	<p>to be in breach are issued with penalty notices. Vehicles found to be parked illegally or without a ticket are also fined.</p> <p>The relevant section of Council's Local Law No 3 is Section 44A Camping on Council Land. The Local Law states:</p> <p>(1) A person must not camp on any Council land or public place in a vehicle, tent, caravan or any other type of temporary or provisional form of accommodation.</p> <p>(2) Where an authorised officer is of the opinion that a person may be camping contrary to the Local Law, the authorised officer must have regard to the requirements in the Procedures and Protocols Manual before an infringement notice may be issued.</p> <p>(3) A person is not guilty of an offence under sub-clause (1) where that person establishes that he or she –</p> <p>(a) is homeless or is in need of secure accommodation; or</p> <p>(b) has complex needs or is in need of additional assistance because of a mental or physical disability or illness; or</p> <p>(c) has occupied a vehicle for not more</p>		

Topics	Background	Standard	Who to contact if issues arise
	than 1 eight hour period in a week.		
Jet skis and motorised boats	<p>Jet skis and motorised boats are not allowed to be launched from the beach between Marina Reserve and south of Brookes Jetty. The only permitted point is the public jetty at the St Kilda Marina; jet skis and motorised boats are allowed to use this area of water as it is designated as a boating zone.</p> <p>Personal Water Craft (PWC) users are monitored by Parks Victoria and the Victorian Water Police. PWC includes all boats, jets skis and kiteboards.</p> <p>The Water Police provides a 24-hour response service which patrols Port Philip Bay. The Water Police ensures that all vessels are equipped with appropriate safety equipment, comply with registration requirements and that marine laws and regulations are enforced.</p> <p>Masterplan works are designed to prevent direct beach access apart from Council and authority vehicles.</p>	Jet skis and motorised boats are not allowed to be launched from the beach between Marina Reserve and south of Brookes Jetty.	<p>If there are issues with the launching of jet skis or motorised boats on the foreshore, please contact the following:</p> <ul style="list-style-type: none"> • Water Police – 9399 7500 (24 hours) • Parks Vic – 13 19 63

Topics	Background	Standard	Who to contact if issues arise
Litter bins ⁵	<p>There are 8 litter bins within Marina Reserve. All bins are for general waste except for 2 recycle bins that allow for the placement of general rubbish and recyclables.</p> <p>The bins are to be emptied as outlined above.</p>	<ul style="list-style-type: none"> Litter bins in general reserve area emptied Monday, Wednesday and Fridays (and Saturdays and Sundays over summer). Litter bins in carpark area emptied 7 days a week. Recycling bins in winter emptied Thursdays and in summer emptied on Mondays and Fridays. 	
Skateable infrastructure area ⁶	<p>The active recreation and skateable area has been designed to accommodate a range of users at different times.</p> <p>Ensuring signage is in good condition is an important consideration and will be included in the cleaning and maintenance contract.</p>	Covered in first point	
Dogs off leash	<p>Marina Reserve is a dog off leash area.</p> <p>All dogs in off leash areas need to be in 'effective control' of their owners/handlers. There are a number of areas and beaches that are dogs off leash areas (either full time or limited times in summer) and dogs need to be effectively controlled at all times. Furthermore, dogs are prohibited within 5 metres of a children's playground or</p>	Marina Reserve is a dog off leash area. All dogs in off leash areas need to be in 'effective control' of their owners/handlers.	<p>If there are conflicts with a dog, please contact ASSIST Service Centre on 9209 6777 (24 hours) who will direct the call to the Council's animal management officer during office hours and after hours.</p> <p>If there is an immediate serious threat by a dog after hours</p>

⁵ Row to be deleted in version 2 of the Operations Plan as covered in first point:

⁶ Row to be deleted in version 2 of the Operations Plan as covered in first point

Topics	Background	Standard	Who to contact if issues arise
	<p>barbecue facilities. This is covered in Council Order No 3.</p> <p>Council's animal management officers will continue to conduct proactive patrols.</p>		<p>please call the Police on 000</p>
Public safety	<p>The Council and the Police will monitor activity within Marina Reserve as part of standard and routine policing of the city.</p> <p>Council has responsibilities for the management of public space in accordance with legislative requirements. The Police are responsible for responding to public order and criminal behaviour that occur at any time.</p> <p>Council records all customer management requests (CRMS) and regularly analyses complaints in order to improve its service delivery. CRMs that relate to anti-social behaviour will be monitored and proactive action undertaken.</p> <p>Council bans drinking within the municipality via Local Law No 3. Open containers of alcohol are banned throughout the municipality between 8pm and 9am. Further restrictions apply for St Kilda Festival Sunday, Grand Prix and New Year's Eve. Council annually reviews the effectiveness of the alcohol ban with the Police, who do the enforcement.</p> <p>St Kilda Marina has their own security</p>	<p>Users of Marina Reserve should be able to use the reserve without any public safety concerns.</p>	<p>If there are issues in relation to public safety including anti – social behaviour, please contact the Council on 9209 6777</p> <p>Where an urgent response to anti-social behaviour is required please call the Police on 000</p>

Topics	Background	Standard	Who to contact if issues arise
	<p>regime.</p> <p>Council's current policy is not to have CCTV for the recording and/or live viewing of activity in public places.</p>		
Bike Riders	<p>Bike riders are able to travel within Marina Reserve either along the new dedicated cycle path or along the shared path. Bike Riders must be careful to respect other users of the shared path. Bike riders must comply with <i>Road Safety Road Rules 2009</i>. There will be appropriate signage to indicate the shared nature of the path.</p> <p>Some points on shared paths etiquette are included at Attachment 6.</p>	<p>Bike riders are able to cycle along the new dedicated cycle path or along the shared path. Bike riders must comply with <i>Road Safety Road Rules 2009</i>.</p>	<p>In the case of any cycle related issues please contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p> <p>Where an urgent response is required on a cycling related matter please call the Police on 000</p>
Rakali	<p>The rakali (native water rat) is a native inhabitant along the rock edge of Marina Reserve. There are no plans to disturb the rakali's habitat. Some interpretive signage may be included along the rock edge path to highlight the presence of the native species.</p>	<p>No disturbance to Rakali's habitat</p>	<p>In the case of any concerns regarding the Rakali please contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p>
Long boat users	<p>The Kai Opua Club (the Australian Outrigger Canoe Racing Association) currently use a separate fenced area within the St Kilda Marina for the storage of their long boats. Club members access this area off Marina Reserve and wheel their boats across the grass to the beach. Club members are not allowed to drive their cars onto Marina</p>	<p>Current arrangements for the Kai Opua Club (the Australian Outrigger Canoe Racing Association) to continue</p>	<p>In the case of any issue regarding the long boat users contact Port Phillip Council by calling ASSIST Service Centre on 9209 6777</p> <p>The Outriggers group can be contacted via their website at</p>

Topics	Background	Standard	Who to contact if issues arise
	<p>Reserve. No special car parking is provided for club members but they would be eligible to apply for a Foreshore Club Parking Permit. It is proposed that these arrangements will continue into the future except that club members will be able to wheel their boats on the new path.</p>		<p>http://kaiopua.outriggers.com.au</p>
Parking enforcement	<p>Parking in surrounding streets should be consistent with the stated on street parking restrictions. Any issues should be reported to Council for follow up enforcement.</p> <p>A number of streets within a reasonable distance (250m) of the reserve have a resident parking scheme in place (residents and their visitors with valid parking permits are exempt of the restrictions). Further away from Acland St and the main St Kilda beach, the restrictions become less evident and there are no restrictions past Blessington St to the south.</p> <p>Given that on street parking within the immediate vicinity of the reserve is largely public, Council would consider introducing a resident parking scheme (fees for permits apply with a limit of 3 permits per eligible household), if approached by local residents and after investigation found to be justified.</p> <p>Parking within surrounding streets can be one of the matters monitored.</p>	<p>Parking should be consistent with the stated on street parking restrictions.</p>	<p>Contact Council via ASSIST Service Centre on 9209 6777 for general queries in relation to parking or for any parking enforcement issue outside of normal business hours.</p> <p>If a vehicle is blocking a driveway, it may be possible to have it towed away. To report a problem with a vehicle blocking a driveway call ASSIST Service Centre on (03) 9209 6777 and ask to report a vehicle blocking a driveway.</p> <p>If an obstruction occurs outside business hours, please telephone the after hours parking emergency number 0407 304 449.</p>

Topics	Background	Standard	Who to contact if issues arise
Events	<p>Council regularly conducts events and activities on its foreshores and within its public parks, consistent with the Council's Outdoor Events Policy and its Calender of Events.</p> <p>The Outdoor Events Policy was recently reviewed by Council on 14 June 2011.⁷</p> <p>The Policy covers events in outdoor space managed by Council within the municipality. It covers events and major events, policy, permit requirements, application process and event approval. The Policy is included at Attachment 1.</p> <p>Under the conditions of the CMA consent, there can be neither skating competitions nor the inclusion of any temporary skating infrastructure on the reserve.</p>	<p>Events and activities to be conducted on Marina Reserve in accordance with the Outdoor Event Policy except no skating competitions are permitted. All events and activities must receive a permit from Council.</p>	<p>If there are questions regarding events in the park, contact the following</p> <ul style="list-style-type: none"> • Events – Port Phillip Council Events Team – 9209 6355 • Weddings – Port Phillip Council Weddings bookings – 9209 6730 • After hours – 9209 6777
Launch of Marina Reserve works	<p>Council is committed to ensuring the long term success of the new works at Marina Reserve and is keen to allocate resources to support the launch of the works following construction.</p> <p>In the first year of operation the Council is planning to conduct a number of activities to</p>	<p>Launch of Marina Reserve to support a successful park that all users can enjoy</p>	

⁷ See Council report of 14 June 2011 at http://www.portphillip.vic.gov.au/June_2011_MeetingAgendas.htm

Topics	Background	Standard	Who to contact if issues arise
	<p>positively promote the space, encourage 'local' ownership and care of the reserve and educate users about skating etiquette.</p> <p>Details will be worked out closer to the launch date with community involvement. It is hoped that a "Friends of Marina Reserve" is established to support planning for any launch activities.</p>		
Ongoing management, monitoring and community involvement	<p>Matters that could be monitored and managed with community involvement include:</p> <ul style="list-style-type: none"> • activity within the active recreation and skateable space and picnic and play space • need for changes to any cleaning or maintenance regimes • incidences of anti-social behaviour including hoon behaviour in the car park, vandalism, graffiti, etc • parking in surrounding streets • planning for events and activities for young people in the reserve as well as other user groups. <p>Council has suggested the establishment of a "Friends of Marina Reserve" to ASSIST Service Centre in the ongoing management,</p>	<p>Community involvement leads to positive activity and local ownership and care of the reserve.</p>	

Topics	Background	Standard	Who to contact if issues arise
	monitoring and promotion of community involvement in the activities of the reserve.		

During construction

Topics	Background	Standard	Who to contact if issues arise?
Construction phase	<p>Council aims to minimise the impact of works on nearby residents in relation to noise, dust, and litter from the construction site.</p> <p>Hours of construction are to be limited to:</p> <ul style="list-style-type: none"> • 7.00 am to 6.00 pm Monday to Friday • 9.00 am to 3.00 pm Saturday • no works on Sunday • no works on a public holiday <p>If issues arise during construction, the site manager should be contacted. The site manager is to be appointed once the contract is awarded. Signage on the site will clearly display contact details.</p>	<p>The impact of works on nearby resident in relation to noise, dust, and litter from the construction site should be minimised</p> <p>Hours of construction are to be limited to:</p> <ul style="list-style-type: none"> • 7.00 am to 6.00 pm Monday to Friday • 9.00 am to 3.00 pm Saturday • no works on Sunday • no works on a public holiday 	<p>If issues arise during construction, the site manager should be contacted via ASSIST Service Centre on 9209 6777 or by the on site number (To be advised)</p>

DRAFT

COUNCIL POLICY



Outdoor Events Policy	TRIM folder:	76/01/160
	Approval date:	2011
	Approved by:	Council
	Review Date	2014
Responsible Officer: Manager Culture & Leisure	Expiry Date	NA
	Version No	1
Authorising Officer:	CEO	

1. PURPOSE

To provide a framework through which the City of Port Phillip assesses and approves applications for outdoor events to be held in open space managed by Council within the municipality.

2. SCOPE

The policy applies to all external applications for events in outdoor space managed by Council within the municipality.

This policy does not apply to:

- indoor events;
- Council-organised events (such as the St Kilda Festival);
- community sporting club activities at sportsgrounds or casual sporting use of sportsgrounds;
- commercial recreational activities to which the Councils "Outdoor Commercial Recreational Activities Policy 2010" applies;
- weddings or private functions of less than 200 people;
- footpath trading;
- outdoor markets;
- street stalls, collections, raffles, busking or small promotional activities;
- neighbourhood street parties of less than 200 people.

3. REFERENCES

- City of Port Phillip Local Law No. 3 Community Amenity December 2008
- City of Port Phillip Council Plan 2009 - 2013
- City of Port Phillip Disability Action Plan 2008 – 2012
- City of Port Phillip Catani Gardens and Southern Foreshore Management Plan 2010

- City of Port Phillip Open Space Strategy 2009
- City of Port Phillip Outdoor Commercial Recreational Activities Policy 2010
- City of Port Phillip Festivals Framework (in development)
- City of Port Phillip Laneway Strategy (in development)
- City of Port Phillip Market Policy (in development)
- City of Port Phillip street stalls, collections, raffles and busking internal guidelines
- Crown Land (Reserves) Act 1978.

4. DEFINITIONS

In this policy:

- 4.1. "event" means an organised sporting, recreational, cultural, commercial or social gathering of people which is held on land managed by the Council;
- 4.2. "major event" means an event which involves:
 - estimated participation or attendance of more than 1000 people; and
 - a road closure requiring additional approvals from a government authority (such as Victoria Police or VicRoads); and
- 4.3. "long stay event" means an event conducted over two or more successive days.

5. COUNCIL POLICY

5.1. POLICY PRINCIPLES

- 5.1.1. Programmed activities and events are an important use of parks and open space where they:
 - support recreation and leisure opportunities;
 - encourage enjoyment of the park and foreshore by diverse users;
 - contribute to the local economy; and
 - contribute to an active and healthy community.
- 5.1.2. The programming of events in parks and open space must be balanced against:
 - local impacts on residents and traders;
 - the use of parks for informal rest and relaxation; and
 - the impact on the park and open space, especially in the case of heritage parks.
- 5.1.3. Major events and associated foreshore road closures during the peak season of November – March will usually be limited to approximately 12 events.

- 5.1.4. Major events will be scheduled so that major road closures take place in the same location no more than two weekends in a row.
- 5.1.5. Long stay events will usually be limited to no more than two per annum per site.

5.2. REQUIREMENT FOR PERMIT AND AGREEMENT

- 5.2.1. An event may only be conducted on Council managed land if
 - a permit has been issued under Community Amenity Local Law No. 3; and
 - the applicant has entered into an agreement with the Council in a form required by the Council.
- 5.2.2. In the case of a major event, the Council may require the agreement to be a licence under the Crown Land (Reserves) Act 1978.
- 5.2.3. Generally, permits will not be issued for a duration of more than 1 year. However, in some circumstances a multi-year permit may be considered by the Council, in relation to events held annually which have a history of high quality event management.

5.3. APPLICATION PROCESS

- 5.3.1. In general, major events on or near the foreshore which do not have a current multi-year permit must be applied for during the annual competitive expression of interest process.
- 5.3.2. Other events may be applied for all year round.
- 5.3.3. Applications must be in writing and provide all requirements requested on the application form.
- 5.3.4. For events of a commercial nature the following provisions apply
 - If required under any applicable guidelines or policies issued from time to time by the Department of Sustainability and Environment, Council will conduct a competitive expression of interest process prior to granting an event permit.
 - In all other cases, Council may choose whether or not to conduct a competitive expression of interest process prior to granting an event permit.

5.4. APPLICATION REQUIREMENTS

An applicant for a permit or licence to conduct an event should demonstrate the following in their application:

- Community Benefit demonstrated through some or all of a range of:
 - Improving health and wellbeing
 - Delivery of social and/or cultural outcomes
 - Encouraging participation by City of Port Phillip residents including children, young people, older adults, women and people with disabilities
 - Sustainable tourism
 - Positive economic impact for the local community

- Partnerships with existing local clubs, businesses and community interests
 - Activating underutilised public space
 - Providing a diversity of events
- Control of Community Impact demonstrated through all of:
 - Managing competing demands for use of the public domain, so a balance of opportunities are provided for the whole community
 - Limited disruptions for local community accessing space
 - Protection of the amenity of residents in event locations
 - Impacts ameliorated for residents as far as practicable
- Ability to produce event demonstrated through all of:
 - History of event organisers
 - Risk management and safety practices
 - Other endorsements or certification where relevant
- Control of Environmental Impact demonstrated through all of:
 - Minimal and temporary impact on environment
 - Sustainable use of public space
 - Protection of fauna and flora.
 - Avoiding overuse of any open space
- Site suitability demonstrated through:
 - Availability of suitable amenities as relevant
 - Where possible, choice of a site which is relatively less activated or which has relatively fewer events scheduled.

5.5. EVENT APPROVAL

- 5.5.1. Major recreational events on or near the foreshore will be the subject of an annual advertised expression of interest process.
- 5.5.2. If the Council officer considers that there are special and urgent circumstances, a major foreshore event or a long stay event demonstrating significant community benefit may be approved by officers under delegation.
- 5.5.3. Major event and long stay event applications made through the advertised annual competitive expression of interest process will be considered at a Council meeting.
- 5.5.4. Generally, except in exceptional circumstances, the Council will not:
 - approve more than 12 major events with road closures on the foreshore over the period from November – March in any year;
 - approve more than two long stay events per annum per site;
 - schedule major events so that major road closures take place in the same location on more than two weekends in a row.
- 5.5.5. Other event applications will be considered under officer delegation throughout the year.

5.6. LIMITATIONS/RESTRICTIONS

- 5.6.1. The following activities are not permitted as it is considered they pose unacceptable safety, amenity or environmental concerns:
- Aircraft and helicopter landings (except in emergencies)
 - Bonfires (exemption for cultural significance)
 - Fireworks.
- 5.6.2. The following events and activities are not permitted under this policy:
- Events promoting tobacco or gambling
 - Events for which the main purpose is alcohol promotion
 - Activities which are directly opposed to objectives in the Council Plan.
- 5.6.3. All events must comply with relevant government standards and regulations.
- 5.6.4. All signage and other uses must comply with the Port Phillip planning scheme and the applicant must obtain a planning permit if required.
- 5.6.5. All parking and vehicle usage is subject to Council parking restrictions, local laws and state road rules. If required by the Council, the applicant must develop and implement site management and traffic management plans in accordance with Council's requirements.
- 5.6.6. Mass helium balloon release will only be permitted on if the balloons are made from biodegradable products.
- 5.6.7. Events involving endangered animals, or cruelty to animals, are not permitted.
- 5.6.8. The distribution of promotional samples must occur a minimum of 100m away from kiosks and restaurants selling similar products.
- 5.6.9. Applicants must not use heritage gardens in a way that would detract from their heritage values will be provided with a higher level of protection against potential damage or overuse. They will be used in accordance with any applicable management plans.
- 5.6.10. Events which are purely of a commercial nature with no additional community benefit will not be permitted.

5.7. REQUIREMENTS

- 5.7.1. Events must meet all legal requirements, including obtaining approvals related to building occupancy, health, and liquor licensing.
- 5.7.2. Council officers may consult other agencies as they consider appropriate, including Victoria Police and VicRoads, in considering applications and imposing conditions.
- 5.7.3. Road closures and on-road events will require a traffic management plan and are subject to approval from a Council traffic engineer. The following will be considered when approving road closures:
- Number per year
 - Reccurring closures for the same section of road
- 5.7.4. All major events require public liability insurance indemnifying Council and other events will require insurance as requested by officers.

- 5.7.5. Council officers may require applicants to develop and implement other relevant documents including risk management, emergency management, site and waste management plans.

5.8. FEES

- 5.8.1. Fees will be set through the annual Council budget process, or as varied by Council resolution.
- 5.8.2. Fees for community or charity events may be reduced or waived as negotiated.
- 5.8.3. Event organisers will be required to reimburse council for the cost of any restoration or repairs which are required as a result of the event and/or its associated activities. A bond in advance may be required.
- 5.8.4. In determining the licence fee or other amount to be paid by the applicant for an event of a commercial nature, the Council may have regard to any applicable guidelines or policies issued from time to time by the Department of Sustainability and Environment.

6. ATTACHMENTS

- NIL

Attachment 2 – Comments on Notes from Marina Reserve Community Meeting 1 - Aug 4 2011

27 members of the community attended the meeting.

The following is a combined record of notes made at each of the tables, comments on the topic raised and reference to topic inclusion in draft Operations Plan.

Marina Reserve Operational Plan - Additional Topics to be included in the Operations Plan⁸

Topic	Comment	Discussion	Included in draft Operations Plan?
Addition security for St Kilda Marina		This is a matter for the St Kilda Marina. This concern has been conveyed to the operators of the Marina.	Not included
BBQ		Cleaning is covered	Yes
Camping on the foreshore	<ul style="list-style-type: none">- want camping restrictions (properly enforced)- would ASSIST Service Centre in minimising waste volume i.e. In public waste bins	Camping on the foreshore and enforcement is covered in the Operations Plan	Yes
Carpark	<ul style="list-style-type: none">- hoon behaviour- hours of access- dealing with local parking issues i.e. availability- suggest large carpark like the Oval Junction with community buses- benches	<p>Hoon behaviour has been an issue with the current car park for some time. For this reason, gates were installed many years ago and have continued to be manually closed each day between the hours of 11 p.m. and 6 a.m.</p> <p>The masterplan design retains the gates with the same operating hours and reduces the opportunity for hoon behaviour by reducing the width of the carpark and including three speed humps.</p> <p>The carpark design for 50 spaces has been approved as</p>	Yes

^{8 8} Shaded areas from Notes from Community meeting No 1 4 August 2011

Topic	Comment	Discussion	Included in draft Operations Plan?
		<p>part of the coastal consent.</p> <p>Car park issues can be one of the matters monitored on a regular basis.</p>	
Community involvement	<ul style="list-style-type: none"> - kids - adults - schools 	Council would support the establishment of a community based group who could ASSIST Service Centre in maximising ongoing community involvement in planning for activities at the Reserve.	
Construction Phase	<ul style="list-style-type: none"> - commence 8.30am - screens to prevent dust, litter, dirt leaving site 	<p>Council has standards in relation to hours of construction and management of amenity on building sites as per its Local Law no 3.</p> <p>Construction hours are specified under the Local Law as :</p> <ul style="list-style-type: none"> • 7.00 am to 6.00 pm Monday to Friday • 9.00 am to 3.00 pm Saturday • no works on Sunday • no works on a public holiday 	Yes
Bike riders	<ul style="list-style-type: none"> - shared separate path - manage where the skaters are allowed to go 	<p>Bike riders are able to travel on the bicycle path and on the shared path.</p> <p>Some points on shared paths etiquette are included at Attachment 6</p>	Yes
Dog off Lease	<ul style="list-style-type: none"> - separate park area away from skate area and vegetation - NB: straying dogs off lease 	<p>The dog off leash area is separated from the skate space by distance and vegetation.</p> <p>The area will be monitored by Council's animal management unit.</p> <p>Marina Reserve is not considered to be a high use dog off leash area.</p>	Yes

Topic	Comment	Discussion	Included in draft Operations Plan?
		<p>An analysis of CRMs in relation to dog issues reveals 5 issues in the last 5 years, none of which were serious in nature.</p> <p>Council will continue to monitor usage of dog off leash areas within the reserve and will respond if there are any issues.</p>	
Drinking fountains - maintenance	- lighting	<p>Drinking fountain maintenance and lighting maintenance is undertaken by Council as part of its maintenance regime.</p> <p>Council becomes aware of the need for maintenance and repairs through a number of ways:</p> <ul style="list-style-type: none"> • Via customer requests (CRMs) and building maintenance requests (customer and building maintenance requests are made by the community (by contacting ASSIST SERVICE CENTRE), contractors, Council officers) • Via regular inspections. <p>Once an issue is logged, it is allocated to an officer or a contractor to address according to municipal wide priorities (refer to Attachment 4 for more details on Council's service requests, complaints and building maintenance resolution system)</p>	Yes
Events (no competitions allowed)	<ul style="list-style-type: none"> - 'NO EVENTS' already many events on Marina Pde i.e. triathlon etc - local community events – fine a skateboard event @ St Kilda festival - community event ok, major 	<p>Events are permitted and will be planned and carried out in accordance with the Council's Outdoor Event Policy; skating competitions however are not permitted.</p> <p>The Policy specifies the requirements for 'major events'.</p> <p>The Policy is included at Attachment 1.</p>	Yes

Topic	Comment	Discussion	Included in draft Operations Plan?
	events not ok		
Exercise stations	- shared bike/pedestrian paths	The shared path is for pedestrians, bike riders and other users.	Not exercise stations
Gates	- access/Security – don't want people having parties	Gates to the carpark will be retained with the same opening and closing regime.	Yes
Graffiti		Graffiti is covered in the Operations Plan. Council provides a free graffiti removal program for graffiti on private property. Council's dedicated Graffiti contractor will come out to local resident premises and clean the graffiti from property at no cost. The products used will either cover or remove unwanted graffiti.	Yes
Launch of Marina Reserve		Covered in the Operations Plan.	Yes
Lighting	- lux levels, hours	Lighting is part of the detailed design. The lighting regime will be the same as for the rest of the foreshore	No, Part of design.
Litter Bins		Litter bins are included in the Marina Reserve works. The cleaning regime is covered in the Operations Plan.	Yes
Long boat users – vehicle access	- bollards	Long boat users' access is covered in the Operations Plan. There are no plans to change current arrangements.	Yes
Maintenance Issues (most important)	- cleaning of graffiti – who will pay for maintenance	Graffiti is covered under the first topic of the Operations Plan. Council will fund graffiti cleaning for graffiti on public properties. Council has a free scheme for removal of graffiti on private property.	Yes
Public Safety	- security lighting - security patrols - security cameras - privacy issues so cannot have want camera at skate bowl "cameracan" - at carpark	Perimeter security lighting will be provided to the reserve. There are no plans to introduce security patrols or security cameras.	Yes

Topic	Comment	Discussion	Included in draft Operations Plan?
	- trees/greenery		
Regular clean ups - scheduled Monday - weekend		The cleaning regime is contained the first topic.	Yes
Shade		There is no permanent shade structure provided for the reserve. This was removed following community consultation on the draft masterplan. An interim shading structure (s) will be installed in the picnic and play area.	No, this is a design issue
Skateable infrastructure area		Covered in the Operations Plan.	Yes
Toilet	- hours of operation	Covered in the Operations Plan.	Yes

Marina Reserve Operational Plan - Topics and Ideas for management⁹

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
BBQ's	- cleanliness	- better BBQs currently don't cook	BBQ cleaning is covered in the Operations Plan. A new BBQ will be installed.	Yes
Camping	- wicked vans in carpark	- council officers book them and move on - signage - enforcement	Camping is covered in the Operations Plan. Camping is not permitted. Council's Local Law 3 at section 44A outlines the situation with regard to camping. ¹⁰	Yes

⁹ Shaded areas from Notes from Community meeting No 1 4 August 2011

¹⁰ See http://www.portphillip.vic.gov.au/default/Community_Amenity_Local_Law_No_3__November_2008.pdf

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
Car park	<ul style="list-style-type: none"> - parking restrictions to be enforced - free parking - gates 	<ul style="list-style-type: none"> - free parking for locals - keep current time arrangement 	<p>The car park will have the same parking restrictions and the gates will be retained.</p> <p>Local residents are able to purchase up to 3 foreshore parking permit at \$23 a permit and park for free on the foreshore. This is explained on the Council's website at http://www.portphillip.vic.gov.au/annual_parking_permits.htm</p>	Yes
Clean ups – regular	<ul style="list-style-type: none"> - BBQ's cleaned - bins – litter disposal - littering - syringes - increase 	<ul style="list-style-type: none"> - cleaned daily – signs asking people to clean up after themselves - setting the expectation - signs to encourage people to take rubbish with them - empty bins more often - supporting clean bays program on site – butts – rubbish (sculpture or plaque) - signs – please keep clean - enforcement signs - syringe bin - blue lights in toilets/ modern design/electronic - syringes in sand – how do we manage 	<p>The cleaning regime is outlined in the Operations Plan. Cleaning covers BBQ cleaning, litter bin emptying, syringe removal, signage cleaning and toilet cleaning and so on.</p> <p>Signage will cover a number of matters. It may include cleaning. Signage content will be decided at a later date.</p> <p>The toilets will not have blue lights and will be of a modern design.</p> <p>Council uses a bright aqua mechanical beach cleaner along the foreshore in summer. Using a combined sieving and raking action, the beach cleaner has the improved function of picking up cigarette butts and other small pieces of litter such as glass, as well as the usual litter that is left on the beach. This may include syringes. Of the litter left on our beaches, 58 per cent of it is cigarette butts. The beach cleaner is used in combination with the council's manual beach cleaners who reach inaccessible areas of the foreshore such as vegetation, sand dunes and car parks.</p>	Yes

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
		<p>this?</p> <ul style="list-style-type: none"> - rescheduling cleaning 		
Cleaning/Graffiti	<ul style="list-style-type: none"> - who will clean, who will pay for cleaning off graffiti 		<p>Council cleans graffiti on its property according to a graffiti cleaning schedule. This is covered in the Operations Plan.</p> <p>Council provides a free graffiti removal program. Council's dedicated Graffiti contractor will come out to local resident premises and clean the graffiti from private property at no cost. The products used will either cover or remove unwanted graffiti.</p>	Yes
Climate Change/Flooding			<p>A Coastal Vulnerability Assessment was undertaken as part of the coastal consent application. It concluded that the reserve's relative elevation makes it highly unlikely to be affected by climate change or sea level rise within the foreseeable life of the proposed development. If the site was subjected to inundation from an extreme and rare storm event, the effects would be relatively minimal on the proposed development with a very low risk to human life due to the protection provided by St Kilda Marina. It is unlikely people would remain in the reserve during an extreme storm event. The coastal vulnerability assessment is included at Attachment 9 in the coastal consent application 13 October 2010.¹¹</p> <p>The design of the Marina Reserve works is to contain some stormwater on site and through WSUD and other environmental features, improve water quality for stormwater</p>	No

¹¹ The coastal consent application can be viewed at <http://haveyoursayatportphillip.net.au/document/show/154>

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
			flowing into the sea.	
Community involvement			Council is keen to promote community involvement in the planning for activities on the reserve.	Yes
Construction	<ul style="list-style-type: none"> - hours - dust - closing site/access - trucks/peak hour 	<ul style="list-style-type: none"> - not before 8am - not on weekends - keep dust/dirt out 	<p>Construction hours are specified under the Local Law as:</p> <ul style="list-style-type: none"> • 7.00 am to 6.00 pm Monday to Friday • 9.00 am to 3.00 pm Saturday • no works on Sunday • no works on a public holiday <p>Any future works contract will include these hours as well as requirements in relation to amenity (dust, noise, litter, noise, site access, etc) which are covered in Part 10 of the Local Law 3 Procedures and Protocol Manual July 2008¹².</p> <p>The specific number of trucks per hour is not covered.</p>	Yes
Curfew/Security	<ul style="list-style-type: none"> - will there be a curfew – toilet and carpark? 	<ul style="list-style-type: none"> - providing/appointing an external party to manage cleaning etc - committee of users to manage dawn to dusk in summer - dawn to dusk all year round 	<p>The toilet will be open from dawn to dusk year round.</p> <p>The car park will be open from 6 a.m. to 11 p.m.</p> <p>Council's contractor will undertake cleaning.</p>	Yes
Cycling/pedestrian conflict			The design of the shared pathways and pedestrian paths and cycle paths aims to minimise conflict.	Yes

¹² Can be viewed at http://www.portphillip.vic.gov.au/default/CommunityGovernanceDocuments/Procedures_and_protocols_manual_amended_July_2008.pdf

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
			Signage will be provided which indicates that the shared path is a shared path.	
Dog area	off leash	<ul style="list-style-type: none"> - barriers to separate dogs from skaters - low vegetation – not a fence this does not work - safety - yes - doggy bags availability - dogs take priority over skaters - use Elsternwick park as a model – works well - signs – ‘skate on own risk’ 	<p>The dog off leash area is separated from the skate space by distance and vegetation. There are no plans to install barriers or fencing.</p> <p>The area will be monitored by Council's animal management unit.</p> <p>Council does not support doggy bags.</p>	Yes
Events	- no events	-	Events are permitted and will be planned and carried out in accordance with the Council's Outdoor Event Policy; skating competitions however are not permitted. The Policy is included at Attachment 1.	Yes
Graffiti		- Council hot line report	Graffiti is covered in the Operations Plan. A phone number is provided for reporting of graffiti.	Yes
Lighting	<ul style="list-style-type: none"> - don't want skate space lit (controlled via coastal consent) - direction lights pointing to park not 	<ul style="list-style-type: none"> - safety lighting - don't need much – lighthouse already provides lots 	Active recreation and skateable space is not to be lit to support activity after dark.	Yes

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
	road			
Litter bins	<ul style="list-style-type: none"> - how often will they be emptied - location - regularity of emptying 	<ul style="list-style-type: none"> - once a day or twice a day - design them so they don't blow over - clean up after Friday nights (particularly hot nights) - flexible cleaning regimes to respond - campaigns to get people to pick up rubbish 	<p>Cleaning regime is specified in the Operations Plan in accordance with Council's current contract.</p> <p>The bins will be designed in accordance with Council current standard.</p> <p>Cleaning is flexible and additional cleaning can be introduced if the cleaning regime is found to be inadequate.</p> <p>Any campaign that Council runs to reduce litter will cover Marina Reserve.</p>	Yes
Maintenance	<ul style="list-style-type: none"> - waste management - graffiti 	<ul style="list-style-type: none"> - allow graffiti area - clean everyday – check everyday - cleaning schedule adjusts to use a season/temp 	<p>The cleaning schedule is covered in the Operations Plan. It has been designed to adjust to a seasonal schedule. Further changes can be made once the space is operational if required.</p>	Yes
Management	<ul style="list-style-type: none"> - suggest skaters be part of management/ 		<p>Council is keen to support the establishment of a 'Friends of Marina Reserve' group to comprise whoever is interested in being involved.</p>	Yes

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
	committee			
Noise		<ul style="list-style-type: none"> - consider hours of operation - acoustic report has been prepared - to be considered in detailed design 	<p>Noise is one of the factors considered in the detailed design. An acoustic report was prepared as part of the assessment of the draft masterplan¹³. No further testing to be done during design development.</p> <p>A section on noise has been included in the Operations Plan.</p>	Yes
Public Safety	<ul style="list-style-type: none"> - shared paths - first twelve months - keep vigilant 	<ul style="list-style-type: none"> - unsafe - over kill with Council/Police/Parks Vic Officers— establish presence - be serious about enforcing by-laws - CCTV – capture graffiti 	<p>Public safety is an important issue and one that the Council and the Police are keen to ensure is given high priority.</p> <p>The Water Police and Parks Vic Officers are responsible for activity in the water and not the reserve.</p> <p>Council does not support CCTV.</p>	Yes
Security/public safety	<ul style="list-style-type: none"> - Marina security reduced visibility - restricting access to carpark at night - boom gates 	<ul style="list-style-type: none"> - survey of activity issues occurring now – review in six month - what are the trouble times - who are they - 24 hour security - Police maintenance 	<p>Most of the issues have been covered above and in the Operations Plan.</p> <p>Council has compiled a report from its CRM (Customer request management) system which indicates that the main issues and times of incidences in the area are:</p> <ul style="list-style-type: none"> o Camping primarily over the summer months o Issues with faulty equipment o Tree maintenance 	Yes

¹³ The acoustic report that was included in the August 2010 Council Report can be viewed at http://www.portphillip.vic.gov.au/default/Report_2_-_Attachment_4D_-_Noise_Assessment.pdf

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
	<ul style="list-style-type: none"> - for carpark residential safety 	<ul style="list-style-type: none"> - increase quality of fencing - video surveillance – to monitor level of activity - continue carpark restricted access - closing gates at earlier time - Council contact to report unsociable behaviour - resident/council, skaters liaison committee/group 	<ul style="list-style-type: none"> o Litter (see Attachment 5 for more details) <p>Should a “Friends of Marina Reserve” group be established a quarterly report on CRMS can be made available to the group for monitoring purposes.</p> <p>Police statistics are currently not available due to work bans.</p> <p>24 hour security is not supported for the reserve.</p> <p>There is no current plan to improve the quality of the fencing between the reserve and St Kilda Marina. The fencing between the reserve and the Melbourne Water Weather Station is planned to be upgraded.</p>	
Shade	<ul style="list-style-type: none"> - more trees 	<ul style="list-style-type: none"> - 	More trees are planned for the site.	No
Shared bike/pedestrian path		<ul style="list-style-type: none"> - don't have shared path 	Covered in Operations Plan.	Yes
Skateable infrastructure	<ul style="list-style-type: none"> - graffiti - excessive noise - surrounding streets 	<ul style="list-style-type: none"> - Council presence – particularly in summer or people in uniform - by-law to ban skating on footpaths - signs/campaign with Renton Miller (skateboarder) 	<p>Most of the issues are covered above.</p> <p>There will be a daily Council presence due to the daily opening and closing of the gates and cleaning of the toilet.</p> <p>Council may conduct some additional activities over the summer months which will provide a Council presence.</p> <p>In the first year of operation, the Council will plan a number of activities to positively promote the space, encourage 'local' ownership and care of the reserve and educate users about skating etiquette.</p>	Yes

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
			Given skateboarders/skaters are classed as pedestrians under the <i>Road Safety Road Rules 2009</i> , a local law cannot be used to ban either from the footpath. A local law is only subordinate legislation so the <i>Road Safety Road Rules 2009</i> would take priority in any case. A ban can therefore not be considered.	
Skaters using walk path	<ul style="list-style-type: none"> - where skaters are skating 	<ul style="list-style-type: none"> - restrict skating on path – infrastructure - penalty system/fines 	<p>As covered above skaters are classed as pedestrians and allowed to use footpaths.</p> <p>Signage to encourage responsible use of shared paths will be installed.</p>	Yes
Toilets	<ul style="list-style-type: none"> - want toilets moved - see above curfew hours of operation - cleanliness - beats 	<ul style="list-style-type: none"> - strict cleaning regime - location - dusk to dawn summer - dusk to dawn year round - lighting security 	<p>Coastal consent has been obtained for the toilet in the current location.</p> <p>Hours of opening and cleaning is covered in the Operations Plan.</p> <p>With regard to anti-social behaviour, the toilet location and design complies with CPTED guidelines – it is in a busy area and has good sight lines from the street and the main activity areas within the site.</p>	Yes
Trees	<ul style="list-style-type: none"> - tree size - number 	<ul style="list-style-type: none"> - don't want big trees - add more trees/greenery/palm trees/native shrub 	Additional trees will be planted in accordance with the approved masterplan.	No
Vandalism - graffiti		<ul style="list-style-type: none"> - graffiti retardant material for infrastructure 'graffiti guard' - burning rubbish bins – enclosed bin storage 	<p>Removal of graffiti is covered above.</p> <p>Material used will be graffiti retardant but not graffiti proof.</p> <p>Bins use will be standard Council bins. Any burnt bins will be replaced.</p>	Yes
Vehicle access		enforcement of bollards	Vehicle access has been covered above.	Yes

Topic	What should be covered	Ideas for management	Discussion	Included in draft Operations Plan?
		carpark restrict access - no drive in – out 'loop' car park hours - dawn to one hour after dusk	The bollards or gates will be fixed/closed and only opened by Council contractors or emergency vehicles. The car park will be one way.	
Water rat habitat			Reference is made to the Rakali in the operations plan.	Yes

Questions (Parking Bay)

Question	Answer/comment
What is the lux level of the lighting?	The lux level is still being finalised.
What is the maintenance of the security lighting?	The maintenance is undertaken by Council's contractors according to the response standards outlined in the Operations Plan.
Examples of levels of lighting (P2 & 3) so people can understand how bright.	The lighting will be similar to the lighting along the foreshore promenade, to the north of the site.
Did not mention increase in skateable area from 500m to 750m	An area of 750m ² for the active recreation and skateable space was included in the June 2010 draft Masterplan
Need to include inclusion gates in concept plan session	Gates have been included.
Shade option to be included in plan	A temporary shading structure(s) is to be provided in the picnic and play space. No shade is proposed at the active recreation and skateable space. Shading options were removed at the draft masterplan stage.
Concerns with hoons in side streets – roundabouts to slow them down	Not covered by Operations Plan.

Question	Answer/comment
Middle Park toilets - clean versus O'Donnell Garden - filthy	The toilets will be cleaned in accordance with Council's toilet cleaning standard.
Question to answer - are skateboarders allowed to skate on footpaths?	<p>Skateboarders are allowed to skate on footpaths.</p> <p>Definitions from the <i>Road Safety Road Rules 2009</i> clearly show that in-line skaters (roller skates and rollerblades) are pedestrians and therefore have the legal right to use footpaths. Because of these rules, exemptions have been provided to skateboarders to use the bike path along the foreshore.</p> <p>From <i>Road Safety Road Rules 2009</i>:</p> <p>18 Who is a pedestrian</p> <p>A pedestrian includes—</p> <ul style="list-style-type: none"> (a) a person driving a motorised wheelchair that cannot travel at over 10 kilometres per hour (on level ground); and (b) a person in a non-motorised wheelchair; and (c) a person pushing a motorised or non motorised wheelchair; and (d) a person in or on a wheeled recreational device or wheeled toy. <p>Note</p> <p>Wheelchair, wheeled recreational device and wheeled toy are defined in the dictionary.</p> <p>Wheeled recreational device means a wheeled device, built to transport a person, propelled by human power or gravity (or in the case of a scooter, propelled by a person pushing one foot against the ground, or by an electric motor or motors, or by a combination of these), and ordinarily used for recreation or play, and—</p> <ul style="list-style-type: none"> (a) includes rollerblades, rollerskates, a skateboard, a scooter that is not a motor vehicle, or similar wheeled device;

Question	Answer/comment
	<p>(b) does not include a golf buggy, pram, stroller or trolley, or a bicycle, wheelchair or wheeled toy, or a scooter that is a motor vehicle;</p> <p>Note Bicycle, trolley, wheelchair and wheeled toy are defined in this dictionary.</p>
Need crime statistics for foreshore next session	Currently investigating whether crime statistics can be obtained.
Peanut Farm CCTV on tennis fence to prevent graffiti	Current Council policy does not support the use of CCTV.

Attachment 3 – Notes from the “Have Your Say” page on the draft Operations Plan (5 August to 16 august 2011)

Comment made ¹⁴	Discussion	Reference in draft Operations Plan
Skating should take place only from dawn to dusk year round. I like the suggestion on page 4 of the notes from meeting 1 to have a sign with some quotes by prominent local skateboarder Renton Miller on issues such as etiquette.	Signage content has not been finalised. There are opportunities for signage with details on etiquette.	Details of signage are not covered in the Operations Plan
Skateboarders should be allowed to use the footpaths that are available to bicycles and rollerblades to skate to the park.	Skateboarders are allowed to use footpaths as outlined above.	Yes
The skatepark surface and its boundary should be off limits to dogs	The active recreation and skateable space is not designed to cater for dogs and their walkers. Any dog within this area would have to be under 'effective control' at all times.	No
I have doubts about the suggestion on page 3 of the meeting 1 note that allowing graffiti area or "graffiti wall" will be effective in keeping graffiti off the infrastructure. My suggestion would be to start without one and have graffiti promptly removed - there are graffiti services such as AMA which currently operate in the local suburbs.	Council has a graffiti removal service and is not proposing to include a graffiti wall or area within the active recreation and skateable space.	Graffiti removal is included in the Operations Plan.
As the current Marina Reserve car park will be significantly reduced by over 50% and visitors to	Contact details for Council in the event of parking offences are included in the	Yes

¹⁴ ¹⁴ Shaded areas from on –line forum 16 August 2011

Comment made ¹⁴	Discussion	Reference in draft Operations Plan
Marina Reserve will be increasing due to using the new facilities, the actions that residents and others can take when street parking offences occur should be specifically noted within the Operations Plan. e.g. who to contact and likely response times	Operations Plan.	
The Operations Plan should specifically cover the new Marina Reserve pathway to ensure that it remains a pedestrian only walkway, both bike riders and skate boarders have their own dedicated areas and so should pedestrians.	As outlined above the shared path is available to pedestrians, bike riders and skater boarders. Council is not able to restrict access. Signage will be erected that encourages shared use.	No restriction on shared path users
Toilets (page 4 of 5) the notes state "want toilets moved" without referring to the Master plan (page 24 section 5.17) reasons as to why the current location was selected. "This location is the most preferable within the reserve as it sits well within the applicable guidelines and caters well for the more social areas on the site, including the skate space, the BBQ, the gathering area and is adjacent to the beach".	There is no proposal to relocate the toilet from the location shown on the masterplan.	No
Noise (p3of5) currently has nothing in the column "what should be covered". As noise has the potential to be an ongoing serious issue, particularly as residents are close to the skate park, issues such as what to do when the noise is affecting you and rules concerning music should be included within the Operations Plan.	A section on noise is included in the Operations Plan.	Yes
Doesn't believe Carpark should be minimized since so much car parking space has been taken away. I also believe it's a safe buffer from the main road for	The car park size was confirmed as part of the masterplan approval.	No

Comment made ¹⁴	Discussion	Reference in draft Operations Plan
young kids, if parents want to drop off as there is NO public transport for kids to get to, safe to remove dogs, and personally – I have foot injuries and trouble walking – and always enjoyed the safety of driving in.		
Most of the Marina carpark is now exclusive to the restaurant and not available for public or residential beach parking – which is not fair. Particularly since there is no public transport to the area.	Marina carpark is not part of Marina Reserve.	No
Council management of site – rubbish + graffiti. There should be recycle bins (as was provided by state govt – for those who want to recycle)+ full commitment to ensure the area is clean ALL THE TIME . That ‘no refuse’ impact on any of the bay. And perhaps monitor the success of this – incl having environmental Police that ensure no rubbish impact on marine life.	Recycle bins will be placed at the reserve. The litter situation can be one of the items monitored. Council does not employ environmental Police.	Recycle bins are included in Operations Plan
To not over clutter the area	Masterplan has been approved.	No
To ensure that there are comfortable park benches for ‘normal’ residents to be able to sit and use.	Noted. Some park benches with side arm will be included in the works.	No
I don't believe in a BBQ area for this site, as it's an over cluttering of the area. Additionally, there are enough restaurants in the area. Often tourists do not respect the sensitivity and uniqueness, irreplaceable BEACH + Foreshore. and this is tantamount – that our coastal areas are respected.	BBQs have been approved as part of the masterplan approval.	No

Attachment 4 – Resolving service requests and complaints made to Council

Managing and resolving service requests and complaints from the community is an important part of Council's commitment to the provision of quality services. Your comments and requests provide us with valuable feedback that helps Council continuously improve and review its services.

How do I request that a service such as maintenance be undertaken or make a complaint about a matter?

You can lodge a request or make a complaint by telephoning us, writing to us or online

Mail: City of Port Phillip, Department Name, Private Bag 3, ST KILDA 3182

Phone: (03) 9209 6777

Make a request via our online feedback form at www.portphillip.vic.gov.au or email assist@portphillip.vic.gov.au

TTY users call National Relay Service on 133 677

Speech impairment users call National Relay Service on 1300 555 727

How will my complaint or request be investigated?

When our ASSIST Service Centre team receives your complaint or request it will be recorded in our customer request system. You will receive acknowledgement from us that your complaint or request has been received and be provided with a customer reference number.

When we receive your complaint or request, we will direct your concern to the most appropriate person who will be responsible for keeping you up to date on the progress of your complaint or request.

When making a complaint or request please ensure that you provide all relevant facts and, where possible, include dates, times and contact names. If you have an email address and a mobile phone number, it's helpful to include these too.

Note that we handle personal information in accordance with privacy laws and will use that information only for the purposes of handling the complaint or request in accordance with the *Privacy Act 2000*.

Attachment 5 – Council CRM data

Analysis of CRM data as of 4 September 2011¹⁵

Summary of cases

	Location		
Date	Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
Total 2011 to date	6	6	
2010 total	5	6	
2009 total	4	9	3
2008 total	3	4	5
2007 total	3	2	3

Issues raised

		Location		
Date	Issue	Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
2011				
040911	Traffic management – potential collision between pedestrian and bike riders. Requests change to lanes and placing cyclists on road side and pedestrian on bay side		Yes	

¹⁵ The CRM data has been derived from Council's records.

Date	Issue	Location		
		Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
120411	Maintenance – Council buildings Broken gate to car park		yes	
210311	Drainage Pit Repair Pit lid is missing from drain		Yes	
090311	Camping on Council land Report 4 vans camping on carpark near marina and using facilities	*16	yes	
040311	Camping on Council land Report that 9 vans camping overnight	Yes		
310111	Parking meter fault Token machine not working		Yes	
310111	Dog rushing Report of dog being set free to chase other dogs	*17	Yes	
240111	Parks maintenance Report of long grass and litter at Marina Reserve	Yes		
210111	Request for information – animal management	Yes		

¹⁶ Report that location is St Kilda Marina but may have been Marina Reserve

¹⁷ Report that location is St Kilda Marina but may have been Marina Reserve

		Location		
Date	Issue	Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
	Report of dog being attacked by a group of people			
100111	Camping on Council land Report of vans parking overnight	yes		
Total 2011 to date		6	6	
2010				
131210	Foreshore events Caller from St Kilda Marina unable to leave due to triathlon	Yes		
041110	Maintenance – Council buildings BBQ not working	Yes		
031110	Maintenance – Council buildings Boom gates not working		Yes	
080710	New street litter bin request Request for more bins along foreshore at Brookes Beach, especially as dogs off leash area	yes		
230610	Access cards and keys St Kilda Marina members request for key to Marina Reserve car park if leaving late		Yes	
070610	Parking permit policy		Yes	

Date	Issue	Location		
		Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
	Request for confirmation if able to park in St Kilda Marina with foreshore parking permit			
170510	Parking enforcement request Request for increased parking enforcement at St Kilda Marina over weekend		Yes	
190310	Camping on Council land Report of 4 vans camping in St Kilda Marina carpark	*18	Yes	
040310	Tree maintenance Report that plans need uplifting for mower operators to mow safely	Yes		
080210	Parking meter fault Report of at St Kilda Marina		Yes	
2010 total		5	6	
2009				
291209	Parks maintenance Report of small fire in middle of Marina Reserve	Yes		
231209	Cleaning – Council facilities/public toilets/BBQs Cleaning of light poles and sign poles along foreshore			Yes

¹⁸ Report that location is St Kilda Marina but may have been Marina Reserve

Date	Issue	Location		
		Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
141209	Camping on foreshore land Camping overnight	Yes		
121109	Cleaning – Council facilities/public toilets/BBQs Report of public toilets being locked at rear of Riva		yes	
281009	Building vandalism Pit broken		Yes	
170809	Parks maintenance Leaking valve		Yes	
090709	Request for new foreshore/park lighting Request for 2 bollards with lighting		Yes	
090609	Beach litter bins not emptied	*19	Yes	
030309	Camping on Council land			Moran Reserve
020309	Camping on Council land Report of woman living in tent on Moran Reserve			Moran Reserve
260209	Tree property damage- reinstatement		Yes	

¹⁹ Report that location is St Kilda Marina but may have been Marina Reserve

Date	Issue	Location		
		Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
	Uneven footpath			
230209	Street signs – new/broken/missing/graffiti Signs on bike path in front of Great Provider vandalised		yes	
050109	Dog attack Dog attacked by 2 other dogs on the beach	Yes		
020109	Cleaning – Council facilities/public toilets/BBQs Toilets locked at St Kilda Marina		Yes	
010109	Tree maintenance Need for tree pruning and maintenance		Yes	
2009 total		4	9	3
131108	Damaged garbage bin			Outside Café Racer
020808	Behaviour on Council land Complaint about skateboarder on promenade			Yes
020808	Behaviour on Council land Complaint about skateboarder on promenade			Yes
120908	Maintenance – Council buildings Path lights not working	Yes		

		Location		
Date	Issue	Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
290808	Parking meter fault Meter outside of Great Provider not working properly		Yes	
120508	Dog attack Dog attack	Yes		
060508	Parking enforcement request Complaint about parking outside of Riva		Yes	
110408	Graffiti – roads, footpaths, signs, street, parks Request for footpath and gutter cleaning on footpath along the beach between the boat jetty and point Ormond			Moran Reserve
240108	Parking management Request for foreshore parking permits	Yes		
030108	Parks and open space – capital works in progress Call re skateboarder conflicts with pedestrians			Yes
030108	Planning compliance – licensed premises Loud noise from party at marina		Yes	
020108	Behaviour on Council land Complaint			
010108	Planning compliance – licensed premises Loud noise from party at marina		Yes	

Date	Issue	Location		
		Marina Reserve	St Kilda Marina	Foreshore generally in vicinity of Marina Reserve
2008 total		3	4	5
271207	Parks and open space – capital works in progress Complaints about skateboarders on new foreshore promenade			Yes
051007	Storm water drains and pits Request for cleaning of blocked storm water drain	Yes		
060807	Cycle facilities Complaint about lack of cycle facilities			Yes
080307	Tree maintenance Request for tree pruning	Yes		
060307	Dog attack Report of dog attack	*20	Yes	
160107	Traffic management Request for speed limit signs in St Kilda Marina		Yes	
030107	Behaviour on Council land Complaint about skateboarders on promenade			Yes
2007 total		3	2	3

²⁰ Report that location is St Kilda Marina but may have been Marina Reserve

Attachment 6 – Shared paths

Shared paths are multi-user paths used by all types of people. They are designated by a shared path sign and are covered under the road rules.

Bike riders should expect to share the space with people of all ages and paces, including those walking, rollerblading, using prams and jogging.

The main points of etiquette to observe on shared paths include:

- being considerate of other path users;
- keeping left unless overtaking (overtake on the right);
- riding at an appropriate speed - keep it at running pace or below (about 20-25km/h maximum);
- wheeled traffic giving way to foot traffic;
- ringing your bell gently, calling 'passing' and slowing when passing others; and
- moving off the path if stopped.

Obeying these rules will make shared paths enjoyable for everyone.