

## Draft Marina Reserve Operations Plan Version 2

19 October 2011

Marina Reserve Operations Plan	Trim Folder	76/04/20
	Approval Date	
	Approved by	
	Review date	
	Expiry date	
	Version No	2
Responsible Officer	Anita Lange Special Projects Manager	
Authorising Officer		

## **Purpose**

The Marina Reserve Operations Plan will cover all day to day use, management and maintenance of the car park, gates, toilet, skateable infrastructure, barbecues and/or any other areas within the area covered by the masterplan works. It will come into operation once the contract for construction works commences.

The operations plan will be reported to the Port Phillip Council in 2011 with a recommendation that Council endorse the operations plan and request a review of the plan 6 months after works are completed.

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## Topics

Topics	Standard	Who to contact if issues arise
General condition of the reserve	<p><b>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.</b></p> <p><b>Active recreation and skateable space:</b> The space is to be cleaned as follows:</p> <ul style="list-style-type: none"> <li>• April to October – once a week</li> <li>• November to March – every second day.</li> </ul> <p>Cleaning will be monitored and there is scope to increase cleaning if required.</p> <p><b>Barbeques:</b> Barbeques are to be fully cleaned:</p> <ul style="list-style-type: none"> <li>• April to October - once daily</li> <li>• November to March - twice daily in the morning and afternoon.</li> </ul> <p><b>Toilet:</b> The toilet is to be cleaned as follows:</p> <ul style="list-style-type: none"> <li>• April to October - twice daily in the morning and afternoon</li> <li>• November to March - three times daily.</li> </ul> <p><b>Litter:</b></p> <ul style="list-style-type: none"> <li>• Litter bins in general reserve area, emptied Monday, Wednesday and Fridays (and Saturdays and Sundays over summer).</li> <li>• Litter bins in carpark area, emptied 7 days a week.</li> <li>• Recycling bins in winter emptied Thursdays and in summer emptied on Mondays and Fridays.</li> </ul> <p>There is scope to increase litter inspections and bin emptying if required.</p>	<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"> <li>• on private property - call the Disposal Helpline on 1800 552 355.</li> <li>• on public land – call ASSIST Service Centre to arrange for collection and disposal on 9209 6777.</li> </ul>

Topics	Standard	Who to contact if issues arise
	<p><b>Graffiti:</b></p> <ul style="list-style-type: none"> <li>on public property</li> </ul> <p>Graffiti is cleaned 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 an area to be checked area 2 to 3 times a week.</p> <ul style="list-style-type: none"> <li>on private property</li> </ul> <p>Call Council to arrange for Council's Graffiti contractor to come out and clean the graffiti from property at no cost.</p> <p><b>Balance of the reserve including the grassed area, garden beds, playground, signage and other elements within the reserve:</b></p> <p>Inspection and maintenance is to occur on the following basis:</p> <ul style="list-style-type: none"> <li>Marina Reserve – weekly as part of the weekly review of the foreshore</li> <li>Paths/Park furniture - monthly</li> <li>Playgrounds - weekly</li> <li>Water Sensitive Urban Design – fortnightly</li> <li>Grass areas – 2 – 3 weeks (indicative mowing program: September to April – 14 days, May to August – 21 days).</li> </ul> <p><b>Response times to call outs:</b></p> <p>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"> <li>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</li> <li>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</li> </ul>	

Topics	Standard	Who to contact if issues arise
	<ul style="list-style-type: none"> <li>Complaints - Issues relating to staff conduct, or poor performance or safety standards - 48 hours</li> <li>Playground Maintenance - Routine maintenance not considered 'emergency' or 'urgent' - 5 days</li> <li>Parks Maintenance - Routine maintenance not considered 'emergency' or 'urgent' - 10 days,</li> </ul>	
Car park	<p><b>The carpark is to be kept in a clean and tidy condition in accordance with Contract Specification 1585.</b></p> <p><b>The carpark gates are to be closed each day between 11p.m. and 6 a.m.</b></p>	If there are any issues with the closing and opening of the gates please contact ASSIST Service Centre on 92096777
Noise emanating from the reserve	<p><b>An unreasonable level of noise should not emanate from Marina Reserve during the day time or during the evenings.</b></p> <p>As a guide:</p> <ul style="list-style-type: none"> <li>During the daytime, noise from people skating, cycling or talking is not generally considered to be unreasonable.</li> </ul> <p>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>	<p>In the case of an unreasonable level of noise please contact:</p> <ul style="list-style-type: none"> <li>Council on 9209 6777 during office hours</li> <li>Police – after hours on 000</li> </ul>
Toilet	<p><b>The toilet is to be kept in a safe, functional, clean and tidy condition in accordance with Contract Specification 1384.</b></p> <p><b>The toilets are to be open from dawn to dusk.</b></p>	<p>If there are any issues with toilet please contact the following:</p> <ul style="list-style-type: none"> <li>in relation to cleanliness/ maintenance/opening hours – ASSIST Service Centre 92096777</li> <li>in relation to anti-social behaviour –Police on 000</li> </ul>

Topics	Standard	Who to contact if issues arise
Beach Cleaning	<b>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</b>	If there are any issues with beach cleaning please contact the Street and Beach Cleaning coordinator via ASSIST Service Centre on 92096777
Camping on the foreshore	<b>Overnight camping on the foreshore and overnight stay within vehicles within the Marina Reserve car park are not permitted</b>	<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 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>
Jet skis and motorised boats	<b>Jet skis and motorised boats are not allowed to be launched from the beach between Marina Reserve and south of Brookes Jetty.</b>	<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"> <li>• Water Police – 9399 7500 (24 hours)</li> <li>• Parks Vic – 13 19 63</li> </ul>
Dogs off leash	<b>Marina Reserve is a dog off leash area. All dogs in off leash areas need to be in 'effective control' of their owners/handlers.</b>	<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 please call the Police on 000</p>

Topics	Standard	Who to contact if issues arise
Public safety	<b>Users of Marina Reserve should be able to use the reserve without any public safety concerns.</b>	<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>
Bike Riders	<b>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>.</b>	<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	<b>No disturbance to Rakali's habitat</b>	<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	<b>Current arrangements for the Kai Opua Club (the Australian Outrigger Canoe Racing Association) to continue</b>	<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 <a href="http://kaiopua.outriggers.com.au">http://kaiopua.outriggers.com.au</a></p>
Parking enforcement	<b>Parking should be consistent with the stated on street parking restrictions.</b>	<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,</p>

Topics	Standard	Who to contact if issues arise
		please telephone the after hours parking emergency number 0407 304 449.
Events	<b>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.</b>	<p>If there are questions regarding events in the park, contact the following</p> <ul style="list-style-type: none"> <li>• Events – Port Phillip Council Events Team – 9209 6355</li> <li>• Weddings – Port Phillip Council Weddings bookings – 9209 6730</li> <li>• After hours – 9209 677</li> </ul>
Launch of Marina Reserve works	<b>Launch of Marina Reserve to support a successful park that all users can enjoy</b>	
Ongoing management, monitoring and community involvement	<b>Community involvement leads to positive activity and local ownership and care of the reserve.</b>	

#### **During construction**

Topics	Standard	Who to contact if issues arise?
Construction phase	<p><b>The impact of works on nearby resident in relation to noise, dust, and litter from the construction site should be minimised</b></p> <p>Hours of construction are to be limited to:</p> <ul style="list-style-type: none"> <li>• 7.00 am to 6.00 pm Monday to Friday</li> <li>• 9.00 am to 3.00 pm Saturday</li> <li>• no works on Sunday</li> <li>• no works on a public holiday</li> </ul>	<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>



## **Attachment 1 – Port Phillip Council Outdoor Event Policy**

Include current version in final document

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## **Attachment 2 – 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](http://www.portphillip.vic.gov.au) or email [assist@portphillip.vic.gov.au](mailto: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 3 – Background on Marina Reserve Masterplan Works**

Topics	Background on topics covered in Marina Reserve Operations Plan
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"> <li>• ensures the health and appearance of all horticultural assets</li> <li>• ensures that all reserves, playgrounds, car parks, and streetscape areas are kept in a safe, functional, clean and tidy condition</li> <li>• provides effective and efficient management that maximises the useful life of the parks assets and</li> <li>• promotes the enjoyment and use of Council's parks and open space reserves.</li> </ul> <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"> <li>• provides a professional and experienced cleaning service to the satisfaction of Council's Place Managers and Council</li> <li>• provides a cost effective cleaning service in a safe and environmentally responsible manner</li> <li>• assists Council in waste minimisation and recycling</li> <li>• assists Council to maintain its assets in a functional, safe and aesthetically acceptable manner to the satisfaction of the community in general and</li> <li>• cleans all assets in a manner to enhance and maximise the life of these assets.</li> </ul> <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"> <li>• reserves, children playgrounds, car parks, and streetscape areas - 1585 Specification - Parks And Open Space Maintenance Services<sup>1</sup>, and</li> <li>• public conveniences, barbecues and adventure playgrounds – 1384 Specification – Cleaning of Buildings Specification.<sup>2</sup></li> </ul>

<sup>1</sup> See [http://www.portphillip.vic.gov.au/1585\\_Parks\\_Open\\_Space\\_Maintenance\\_Services\\_Specification.pdf](http://www.portphillip.vic.gov.au/1585_Parks_Open_Space_Maintenance_Services_Specification.pdf)

Topics	Background on topics covered in Marina Reserve Operations Plan
	<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, barbecues, grass mowing, Local Law Officer patrols, etc.</p> <p>Council Contractor visits include:</p> <ul style="list-style-type: none"> <li>• 6 a.m – open gates to car park</li> <li>• 6am – 7:30am - toilets opened to the public (times vary daily, due to security measures and the seasons)</li> <li>• 3 times a day – clean toilet ( in summer)</li> <li>• 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)</li> <li>• 6pm – 8:30pm - toilets closed to the public (times vary daily, due to security measures and the seasons)</li> <li>• 11 p.m. – close gates to car park</li> </ul> <p><b>Total – 8 times a day in summer</b></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"> <li>○ 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)</li> <li>○ Via regular inspections.</li> </ul>

<sup>2</sup> See [http://www.portphillip.vic.gov.au/default/Cleaning\\_of\\_Buildings\\_Specification.pdf](http://www.portphillip.vic.gov.au/default/Cleaning_of_Buildings_Specification.pdf)

Topics	Background on topics covered in Marina Reserve Operations Plan
	<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 2 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>
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.<sup>3</sup></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 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>

<sup>3</sup> 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 on topics covered in Marina Reserve Operations Plan
	<ul style="list-style-type: none"> <li>• Council – during office hours</li> <li>• Police – after hours.</li> </ul>
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>One syringe disposal container will be installed in each toilet. The syringe disposal container is emptied by Council's contractor. The syringe disposal container emptying regime will be monitored to ensure they are emptied as required.</p>
Beach Cleaning	<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.<sup>4</sup></p> <p>St Kilda Beach, which covers the adjoining beach area to the north of Marina Reserve, is mechanically cleaned daily during summer (November-March). For the rest of the year it is mechanically cleaned once a week (Thursday).</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>

<sup>4</sup> A map showing the beach and street cleaning regime can be viewed at [http://www.portphillip.vic.gov.au/default/Beach\\_Street\\_Cleaning.xls](http://www.portphillip.vic.gov.au/default/Beach_Street_Cleaning.xls)

Topics	Background on topics covered in Marina Reserve Operations Plan
	<p>Camping is a long term issue and is addressed as follows:</p> <ul style="list-style-type: none"> <li>• Ongoing Council publicity on the prohibition of on street camping by visitors.</li> <li>• Regular campaigns targeting camping/ sleeping in vehicles by backpackers in the municipality. Signage at the car park indicating that camping is prohibited.</li> <li>• Proactive enforcement to target a number of locations including the Marina Reserve car park.</li> </ul> <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.</p> <p>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 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> <ol style="list-style-type: none"> <li>(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.</li> <li>(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.</li> <li>(3) A person is not guilty of an offence under sub-clause (1) where that person establishes that he or she – <ol style="list-style-type: none"> <li>(a) is homeless or is in need of secure accommodation; or</li> <li>(b) has complex needs or is in need of additional assistance because of a mental or physical disability or illness; or</li> <li>(c) has occupied a vehicle for not more than 1 eight hour period in a week.</li> </ol> </li> </ol>
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>

Topics	Background on topics covered in Marina Reserve Operations Plan
	<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>
Litter bins	<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>
Skateable infrastructure area	<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>
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 barbecue facilities. This is covered in Council Order No 3.</p> <p>Council's animal management officers will continue to conduct proactive patrols.</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. 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 regime.</p>



Topics	Background on topics covered in Marina Reserve Operations Plan
	Council's current policy is not to have CCTV for the recording and/or live viewing of activity in public places.
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>.</p> <p>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 4.</p>
Rakali	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.
Long boat users	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 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.
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>
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.<sup>5</sup></p>

<sup>5</sup> See Council report of 14 June 2011 at [http://www.portphillip.vic.gov.au/June\\_2011\\_MeetingAgendas.htm](http://www.portphillip.vic.gov.au/June_2011_MeetingAgendas.htm)

Topics	Background on topics covered in Marina Reserve Operations Plan
	<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>
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 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"> <li>• activity within the active recreation and skateable space and picnic and play space</li> <li>• need for changes to any cleaning or maintenance regimes</li> <li>• incidences of anti-social behaviour including hoon behaviour in the car park, vandalism, graffiti, etc</li> <li>• parking in surrounding streets</li> <li>• planning for events and activities for young people in the reserve as well as other user groups.</li> </ul> <p>Council has suggested the establishment of a "Friends of Marina Reserve" to assist in the ongoing management, monitoring and promotion of community involvement in the activities of the reserve.</p>

## During construction

Topics	Background
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"><li>• 7.00 am to 6.00 pm Monday to Friday</li><li>• 9.00 am to 3.00 pm Saturday</li><li>• no works on Sunday</li><li>• no works on a public holiday</li></ul> <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>

#### **Attachment 4 – 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.