



Warragul Parking Study

Survey Comments Summary

Over 550 Baw Baw Shire residents and business owners responded to Warragul Parking Study Survey. The outcomes and statistical results from the survey have been presented in a separate report. This document has been prepared to highlight the collective thoughts and general themes of the comments provided by participants of the survey.

This report provides a selection of typical comments received for each of the identified themes. For a complete presentation of all respondents' comments received, an excel spreadsheet has been provided in a separate attachment. The following table provides a list of themed comments and an indication of the frequency that the specific comment was referenced:

Themed comments	Frequency
1. It is difficult to get a carpark in Warragul and there is a general lack of parking	Very High
2. I prefer to shop at satellite shopping areas outside of the Warragul CBD where there is parking.	High
3. I prefer to shop at big malls with undercover parking such as Fountain Gate, Pakenham Central, Mid Valley or Traralgon.	High
4. I do not like the one way streets in Warragul.	High
5. If I cannot easily find a carpark I will leave Warragul without what I needed and go home or shop elsewhere.	Medium
6. The Woolworths carpark should be upgraded.	Medium
7. Parking restrictions and enforcement are a problem. i.e. shorter time limits would free up parking, longer time limits are needed to browse shops and see a movie, enforcement puts me off from visiting Warragul, stricter parking enforcement would free up spaces.	Medium
8. I avoid shopping in Warragul during peak times.	Medium
9. Walking from carparks to the shops I need is difficult as I am elderly, injured or have young children.	Medium
10. A Multideck would destroy Warragul.	Low
11. A Multideck is needed now.	Low
12. The provision of carparking should not be put above the needs of areas sectors of our community.	Low
13. Prefer to shop online rather than try and park in Warragul.	Low
14. I require long vehicle parking for my truck or trailer.	Low
15. I commended Council for doing study.	Low

1. It is difficult to get a carpark in Warragul and there is a general lack of parking

- The main issue is for supermarket shopping. Happy to walk if visiting for restaurants/personalised stores but when doing a large grocery shop it is difficult when you can't park close by, particularly in winter and with children. I also imagine very difficult for the elderly and disabled. I would suggest Woolworths for example building opposite Bunnings and Kmart, with multi-level car-parking. Add in a butcher, bakery and chemist and majority of the community can get their essential items in an area with close-by parking. Freeing up the CBD parking for all other retail, appointments, eating out etc
- If I can't find a car park after 5 minutes of looking, I don't get what I wanted or I don't eat out
- Warragul CBD is transforming from a retail precinct to a service industry precinct with a focus on activity taking longer than an hour. Need to account for this. Solving car parking issues in the CBD will benefit all businesses using the space, so they should contribute to resolving them. If the Bonlac site is ever developed, all this is irrelevant.
- If you take 1 thing away from this survey, please BIGGER WIDER CAR PARKS
- Parking is not an issue in Warragul. It is driver behaviour and an unwillingness to walk any distance greater than 50m.
- More parking is what's needed first and foremost. Not all people can walk around town due to mobility restrictions. Parking in town time limits mean even if you can walk there's not enough time to get around to the places you need. Parking limits in availability and duration send myself and many others to other towns for our shopping or online
- The traffic build up in Warragul is horrendous and so is the no parking situation. Coming up to winter no one wants to walk in the freezing cold because they know they can't get a park close to where they need to be
- I still go to the CBD at peak times but I dread driving around for 10 mins looking for a park, that's what Melbourne people get bit us, that's why we live here better quality of life

2. I prefer to shop at satellite shopping areas outside of the Warragul CBD where there is parking.

- Get developers to build satellite shopping centres as part of new estates like what is done in other growing municipalities. Woolworths own the land opposite Bunnings, why not make it attractive to build a small complex there, that might take what 20 to 40 percent of people out of the CBD?
- New shopping precincts within the existing communities, which are rapidly expanding, should be considered. These would take the pressure off the main CBD and reduce the need for more parking in these areas. New subdivisions should require their own hubs which can support the new residents- as is the case with estates in Pakenham
- I want to park close to a supermarket. Should one be built near Bunnings and Kmart. I would never have to go into the traffic in the CBD and that would be great! I choose not to socialise in Warragul and prefer to go to the local small towns around us so I don't feel hurried to move my car out of a timed zone.
- Cafes and IGA outside CBD would be amazing. A multideck car park would destroy the feel of the town and is short-sighted especially if it comes at the cost of other services...the footpaths are in dire need of love and repair, walking paths are limited and

the parks and spaces that are around are poorly maintained e.g. lack of drainage at new dog park. Carparking shouldn't be prioritised over these needs

- Warragul CBD is no longer a traditional retail precinct. Key to resolving parking problems is removing one of the big food retailers from the area. Everything presented in this survey is irrelevant if the former Bonlac site is developed.
- Supporting the relocation of businesses from the CBD to outlying areas would assist with a better distribution of business and a better distribution of parking. Supporting businesses such as Bunnings development sees that traffic flow does not need to travel through the CBD, thus reducing the total amount of cars on the road and cars searching for spaces. Both supermarkets are terribly positioned as is – as is the cinema for that matter. These would be my priority to move.
- Sometimes I would rather shop in another town if I think there's not going to be any parks in CBD of Warragul
- We stop to shop in Warragul weekly and convenience for parking is a big reason to visit. The new Bunnings Kmart complex is fantastic. It just needs a Woolworths and Chemist Warehouse and then we wouldn't need to park in CBD
- Move Woolworths and any other larger establishments out of the CBD
- As previously stated, if I can avoid the shops located on the main central areas then I do and it is purely because of the parking. The town has unfortunately been planned very poorly and the shape doesn't accommodate a changing and rapidly growing city therefore larger retailers need to be moved to the outer areas for further growth and better planning for the future.
- As I live in Yarragon, I often end up going to Moe or even Traralgon as there is plenty of parking in the CBD areas.
- I will choose to shop in Moe or Pakenham as I can always get a car park there. I would rather drive further to be guaranteed parking and do so regularly
- I drive into town, so I need a park. Post Office, doctors, chemist, cafes. I don't mind walking. The supermarket I need my car. Maybe one of our supermarkets could move out of town where there's more parking. That would make a huge difference to the CBD.
- The developers who are profiting from this town should be responsible for providing more funding for parking to ensure the town is usable and to lower congestion. I would like to see reduced traffic entering town just to get milk and bread by the developments requiring some form of corner store to be incorporated into their development plans.
- Having Kmart etc out of town is great and we need to keep our town as unique as it is. Love the pedestrian friendliness of our town now and the landscaping, so we need to keep people shopping here. They need parking.
- I often like to go out to lunch or coffee but often go to Yarragon instead because it's easier to park.

3. I prefer to shop at big malls with undercover parking such as Fountain Gate, Pakenham Central, Mid Valley or Traralgon.

- I try to combine my shops in big malls like Fountain Gate instead of fighting to find a car park on a Saturday.
- Particularly in season peaks (e.g. Christmas, lead up to long weekends), it is easier to go to a large shopping centre with lots of parking, such as Pakenham Marketplace or Traralgon. At other times, I choose to visit Warragul CBD in off-peak evening times when it is quieter (but only supermarkets are open, meaning I don't visit any other smaller retailers).
- Would rather drive to Pakenham for undercover parking if weather crappy rather than go to Warragul & not get a park close enough to where I need to shop.
- I often seek businesses outside the CBD to support for ease. Regularly travel to Chadstone for ease of shopping.
- If I have to circle around and around to try to find a car park I usually give up and go home. Or even just go to Moe, Morwell or Fountain Gate instead of even trying because they have more shops and more parking opportunities
- the lack of variety of stores means I go out of town for anything other than groceries or medications
- I think if I or my family had problems parking around Warragul CBD, note..... we have already started to do this..... we prefer to drive (even if it's out of our way) to other places like Pakenham, Beaconsfield, Berwick or Fountain Gate shopping centres if you go at the right times parking isn't a problem and you have more choices. I have many, many friends and family that just make the drive because of the parking or choices in these places. I love Warragul and I wouldn't go outside of her, if she had a large shopping centre but you a losing a lot of clientele to these other places. Even the pathetic Hospital it's full of patches, crazy!!!! Warragul is BEAUTIFUL, I do not understand why build more homes at all if the planners don't improve the shopping and Medical Hospital.
- If I need to go shopping for general things, I'll go to Pakenham or Traralgon where there are a wider range of shops available with more parking available

4. I do not like the one way streets in Warragul.

- The new one way direction of traffic is poor planning & congestion at the roundabout is terrible.
- Removing the ridiculous one way traffic!
- If I can't get a park behind the library or Maccas then I don't bother stopping and no parking on the main streets, you get sick and tired of driving around and circles and the one way street makes it an inconvenience when having to do laps to get a park. Especially if getting a heavy bulky item from shops.
- Everyone I have spoken with never agreed to one way Warragul, it's a disaster constant congestion and not enough parking .
- The council have ruined the town with the one way street and now spending how much on streetscape. Residents would prefer the money spent on parking and roads than the continued waste redoing the roundabouts in town with plants etc. Be more strategic around where funds are spent !

- I'm 60 years old and always park a good distance away from the shops as I like to walk and get done exercise. However I don't like the current one way parking areas. I've watched a lot of near misses of cars almost colliding of mother's struggling to keep their children close by so as not to be behind reversing drivers that are already watching for cars reversing from both sides

5. If I cannot easily find a carpark I will leave Warragul without what I needed and go home or shop elsewhere.

- If I drive in and can't find anywhere to park I'll drive home again. Parking consideration also has to factor in that I have a baby...need space to access the passenger door to get him in and out otherwise I end up having to wait for other car owners to return
- After two laps of the street if we can't get a park we go home. Often, I am unable to get a parking spot that is practical. I have small children and a pram and it is often difficult to find parks where I can open my doors wide enough to get them in and out of car seats. We find the private car parks the worst in Warragul - McDonalds is impossible to reverse out of if there is a line for the drive thru. Woolworths parking is terrible to navigate and the spaces are very narrow and poorly marked so we often attempt to get a park and decide it's too hard and go home.
- If I can't find a car park after 5 minutes of looking I don't get what I wanted or I don't eat out
- If I cannot find a park close to shops I need to visit after 2 laps around I will turn around and go home. If a rainy day with a small child it makes it very challenging

6. The Woolworths carpark should be upgraded.

- Woolworths parking is terrible to navigate, and the spaces are very narrow and poorly marked so we often attempt to get a park and decide it's too hard and go home.
- Why not create a multi story carpark at Woolworths? Surely the shire could come to some sort of agreement with them ...
- I would prefer there not to be a multi level parking space on its own. Only if a shopping district was built to suit that infrastructure as it would be an eyesore. Parking in Woolworths is a high priority for me. I use the Woolworths Warragul car park the most and would like to keep access to two hour parking that close to the CBD. I personally do not think the weekend busiest period is 12-2, i would say it is more like 9- 1pm, and i find it quite easy to get a park still during these times. I think its the lunch rush and the after school rush in the CBD where parking is at its worst, and I am lucky to not need to go down the street often during these times and can understand the frustration from locals, however I don't think parking in general is a huge issue in Warragul.
- Please remember that this is still a country town, car spaces at Woolworths and Coles are not big enough for the normal 4WD with a pram/child without a huge risk of hitting another car
- Please look holistically at parking; include the awful awful layout of Woolworths/Target carparking - even though these probably aren't "council parking", I know I often use that parking as a central point to do errands.
- Mainly parking time limitations is my concern and spaces big enough to get children in and out of their car seats. For example I never park at Woolworths because the spaces

are so small my car has been hit multiple times or I haven't been able to open my doors. But it's a convenient place because it's very central and 2 hour limit

- If its not possible to have a multistorey car park in the centre of town then at least allow for Woolworths to have covered carparks.
- Safeway car park to be multi level
- Woolworths carpark is disgusting.
- Woolworths carpark is dangerous. The lines are barely visible and the spaces are too narrow. I can't open my doors to get children in and out. The traffic is two way in narrow spaces and no clear paths For pedestrians to follow unless you park in the central bays. I'd avoid parking there if I didn't have to return the trolley and heave little kids about.

7. Parking restrictions and enforcement are a problem.

i.e. shorter time limits would free up parking, longer time limits are needed to browse shops and see a movie, enforcement puts me off from visiting Warragul, stricter parking enforcement would free up spaces.

- If you are looking to shop for a particular item, or even just browse I will drive through town once only & if there are no available car parks that will allow me a decent amount of time to browse i.e.: more than 2 hours, then I will drive out of town rather than waste time going round in circles until a spot opens up
- Please please add more parking. And more parking inspectors because people leave their car in 2 hour spots allllllllll day
- I avoid the CBD in the lead up to Christmas and Easter and will only shop in Warragul if absolutely necessary. I avoid the CBD on Saturday mornings and only come in at other times when I have to, I will choose to go to Fountain Gate over Warragul if anyone in my family needs new clothes because I don't have to worry about parking limits and I don't have to be rushed.. We go to Fountain Gate to watch movies because we don't have to worry about getting a parking ticket if the movie goes too long. I am a long term Warragul resident and parking has been an issue for as long as I can remember. BBSC have always let local retailers down by not providing adequate parking in the CBD. Spending money fluffing up the town's appearance has done nothing to attract new retailers or consumers into the CBD. Look at how many empty shops there are in the 'golden triangle'.
- Parking fines in Warragul particularly the Barkley street car park are out of control and absolutely ridiculous!! The Shire need to provide more long term parking or free parking in the CBD! Encourage people to work and shop locally without copping \$80 excessive fines
- All day parking limited - a thriving CBD needs workers to support it, workers need car parking
- We have often decided to go to places with proper parking (e.g., Chadstone, Fountain Gate) which means as well as buying goods there, we'd have coffee and lunch. We have often driven round Warragul 5-6 times looking for a park. The two hour rule is also wrong as when I have a haircut and colour in Warragul that's a 3 hr process. How can I move my car? Now I go to Pakenham to hairdressers there. At least I can get a park. I'd like to support local businesses but with no parking, not able to.
- Parking that is available isn't for long enough. Much easier to go to other towns where you can park for as long as you need. Movies in Warragul has not suitable parking.

Medical appointments have insufficient parking. Chemist have insufficient parking available

- Enforcement against business staff parking in the CBD.. it happens a lot!
- The amount of workers close by, who still park on the Coles rooftop for a day at work, it takes up all the spaces for customers who actually want to do their shopping. I know of at least 6!

8. I avoid shopping in Warragul during peak times.

- Peak times like Christmas I go to Pakenham or Midvalley as you cannot get parks in Warragul. Or time limit too short for shopping
- Don't go to Warragul in peak time. Will often stop and shop elsewhere on the way home for other work places as I know can't get a park at Warragul. Won't go to the cinema or hairdressers for same reason.
- Planned lifestyle to only need to go to Warragul CBD for a limited number of services. Nearly all retail done elsewhere due to the mix of shops and parking in Warragul, it's simply inconvenient compared to Drouin and Pakenham. Always plan appointments in Warragul for times outside peak hours.

9. Walking from carparks to the shops I need is difficult as I am elderly, injured or have young children.

- I can't stand driving around making me late for appointments... I have an injured knee so can't walk great distance...
- I have small children and a pram and it is often difficult to find parks where I can open my doors wide enough to get them in and out of car seats.
- I would be unlikely to use additional parking on the corner of Albert St and Civic Pl because it is the high side of Warragul and walking uphill too far is difficult for me.
- I just go home if I can't find a park as I have small children that I don't want to walk long walks and then go shopping as well
- That distance doesn't seem to take into account people with young children. It also doesn't seem to take into account inclement weather and the state of footpaths or lack there off... which is quite poor in warragul
- I am quite capable of walking 400 m but many are not, especially given the hill in Victoria St etc. Walking further with laden shopping trolley is not acceptable. Walking to say a Dr appointment when you are not feeling well or in pain also not acceptable.
- Having to walk to medical appointments is not ideal especially if you are unable to walk because of injury. Again, with carrying groceries a distance would be difficult and would result in more shopping trollies being left all over Warragul. Work is also one that it would be better to have the car closer.
- Elderly and not as mobile as I would like to be. Plus the winter weather can be very bleak.

10. A Multideck would destroy Warragul.

- A multideck car park would destroy the feel of the town and is shortsighted especially if it comes at the cost of other services
- Please do not build a multi story car park. As a community we need to encourage people to park and walk to where they want to go, not park out the front of each shop they need to visit.

- I would prefer there not to be a multi level parking space on its own. Only if a shopping district was built to suit that infrastructure as it would be an eyesore.
- The best plan is to do nothing until Bonlac is resolved. The Warragul CBD is changing as more shopping is decentralised at multi-storey developments. The best way to resolve parking issues is to encourage one of the big supermarkets to decentralise.
- Warragul is a regional town at risk of losing it's rural feel and identity if multi-parking lots become dominant features. If I have to pay for parking when I grocery shop or go to the movies etc., I know this added cost will deter me from shopping locally and instead shop elsewhere on my way home from work. Currently, my first intention is to shop locally to support local businesses but I pass Moe and Yarragon on my way home from work (and Morwell and Traralgon not too far), which may become more convenient to shop at if Warragul becomes commercialised like the bigger towns (but lacks the stores) or loses its charm.
- No multi level car parks, unless they are visually stimulating.

11. A Multideck is needed now.

- Whatever additional carpark facilities the shire looks at, should be multi-level to account for the town's current needs as well as future population growth. It also needs to be free. Warragul is a regional town, not a major metropolitan city. If fees were introduced then it would deter people from using the new facility which would cause them to continue to compete for existing free car parks around the CBD. This would not solve the issue of high demand for current parking spots, if anything it may make it worse. It may be an idea to build multiple smaller car parks on the outskirts of town so that people have options depending on which part of the CBD they wish to access. Maybe 2-3 double story parks near opposing ends of the CBD within walking distance instead of a single multi-story complex?
- With massive population increase due to all the estates why has it taken this long to do something about lack of parking? CBD must be losing so much potential business as so many people stay away from the area as much as possible due to painful one way streets and lack of adequate parking. Multilevel parking seems like only option especially as population keeps growing and definitely the developers of estates should pay the majority of infrastructure requirements like this
- We are a small town, not Melbourne or Sydney. These issues should be easily addressed and if further parking is to be built there should be a second story added to the Woolworths/Target carpark. No additional land should be excavated for such a purpose.
- The popularity of the new-ish, small Coles multi-level carpark indicates how locals accept this concept and I think it would work best in the congested CBD precinct.
- A series of multi deck car parking stations. that will allow for growth and provide a dry place for homeless people to shelter.
- Parking times being shorter, and enforced will keep people moving on, and stop employees of businesses parking in the CBD. Building a multi storey car park in Williams square would give a large car park tough in the center of town. Free for the first hour, charged after that. Maybe long term parking on upper decks.
- Get rid of the ridiculous one way streets. Put a multiple story car park in Williams Square
- Why are you looking for to develop Barkley St carpark? Can't you work with Woolworths to develop that car park? Why is the collaboration and consultation so difficult?

12. The provision of carparking should not be put above the needs of areas sectors of our community.

- I don't feel council should fully fund a multilevel car park at the expense of any of the services they provide and/or support.
- I don't want to see the delay of other projects or our local businesses charged to increase access to car parking. I feel the parking in Warragul is okay but fear that in the future it will become difficult in the CBD but as Warragul expands (Kmart Bunnings ect) will this take pressure off of the CBD
- A multideck car park would destroy the feel of the town and is shortsighted especially if it comes at the cost of other services...the footpaths are on dire need of love and repair, walking paths are limited and the parks and spaces that are around are poorly maintained e.g lack of drainage at new dog park. Carparking shouldn't be prioritised over these needs
- I can't believe the council is prepared to spend so much money on extra car parking when there are so many other important services that it could be spent on which would be of much greater slur to the community. Please spend more money on pedestrian and cycling access, no-one wants to see Warragul turn into a car infested outer suburb of Melbourne. One of the reasons I moved here was for the better air quality, new car parking will just encourage more cars into the shopping area.
- I really think Question 19 is a terrible question. You're basically asking us which essential service you should be taking money from in order to build an unnecessary multi-level car park. What you need to do is spend some time educating the community on how to park. I would put money on the majority of people complaining they can't get a park being the ones trying to park out the front of the shop they're going to instead of parking and walking a short distance.
- Stop wasting money on Warragul CBD when the rest of the shire is the way forward.
- Minimal effort seem to be used on maintaining roads, animal management, and public toilets so unsure how there could be budget cuts. CBD toilets are always filthy, Sutton street and Latrobe street always have large potholes and deteriorated roads, and rarely are nuisance animals tended to.
- Need to spend more time fixing rural roads then on Warragul town centre we pay rates to and get forgotten about.

13. Prefer to shop online rather than try and park in Warragul.

- If I could do the same errands without having to enter the CBD, I do, because parking is so difficult and time consuming. I order groceries online for free pickup at Woolworths, partly because there are dedicated parking spots for this.
- I often visit with kids in tow. To walk to town makes a quick town visit a mission. I often use click and collect services now and shop online to avoid town
- I'd rather shop online than travel into the town of Warragul and struggle to find a park and then haul a screaming toddler around.

14. I require long vehicle parking for my truck or trailer.

- More clearly designated parking for caravans/long vehicles for tourists, and vehicles with trailers.
- As I have a trailer on my vehicle most times with little or no parking I go elsewhere to other towns where I can park. There are businesses that I would support if I could get into town and park. At present because of this I don't do business in Warragul.

15. I commend Council for doing study.

- Great that you are planning for the future, thanks
- I think the hardest challenge will be changing people's habits, particularly those of entitled locals - good luck! :) Communication will be key, particularly if changing parking regulations or introducing paid parking - produce some 'how to' videos and have some locally-employed marshals on the streets to have a visible presence and provide assistance.
- We don't live in Baw Baw Shire but have a weekender house at Crossover so only visit the township of Warragul a few times a year. Thanks for the survey, great idea.
- I love the new area on Smith St, (between Palmerston and Victoria St) it is so well thought of, I do hope you are planning more of this elsewhere. I would happily park in a car park away from the shops if perhaps there was a free small bus to take us closer into the retail areas. I'm sure people would love this idea. It runs smoothly in other countries in places that have no car zones at all in their CBD's.
- Thank you for this survey. It would be appreciated if the results could be shared and if council could endeavour to reach a broad range of people for input. It would have been good to have some basic demographic questions included for this reason.
- I believe the present parking issues have been addressed remarkably well, with the new development on Hazel Street ensuring shopping requirements are more wide spread. Well done Baw Baw Shire.
- Love the pedestrian friendliness of our town now and the landscaping, so we need to keep people shopping here. They need parking.
- I think you have probably heard enough from me.... but I'm passionate about this beautiful town, I only wish the best for her....
- I love living in Baw Baw.