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## ACKNOWLEDGEMENTS

A special thank you to members of the Safe City Transport and Car Park Steering Committee and to car park operators who generously contributed their time in the preparation of these guidelines.
Making Improvements to Your Car Park

The following criteria will be used to assess the safety of your car park:

**SECTION A:**
Emergency management

**SECTION B:**
Value added services

**SECTION C:**
Staff and customer service

**SECTION D:**
Physical environment and amenity

Improvement tips in this pack correspond with the safety criteria and provide advice about how to enhance the safety of your car park in a range of areas.

The City of Melbourne Car Park Accreditation Scheme recognises the physical characteristics of some car parks will limit opportunities for substantial physical changes.

You can select the improvements that you believe to be the most financially viable for your operation.

Advice on achieving the different levels of accreditation are included in many sections.

However, the City of Melbourne recognises that characteristics of the car park are a result of the initial design and may be difficult to improve. Therefore no advice has been provided for the entry/exit, ramps and internal circulation, and parking.
The objectives of employing CPTED principles are to:

- prevent unwanted behaviours;
- support desired behaviours;
- reduce the propensity of the physical environment to support criminal and anti-social behaviours and enhance intended functions;
- encourage pro-social behaviours;
- make normal users feel safe and abnormal users feel unsafe; and
- place potential offenders at a disadvantage.

CPTED is about planning the environment to discourage unlawful behaviour.

Reduce the risk of crime in car parks

A crime of opportunity is defined as a criminal act which occurs when a potential offender observes an easy target and decides that the probability of crime success is high. There is usually a set of situational and/or environmental factors in car parks which enhances the ease with which a crime is committed, for example:

- secluded car parks;
- badly lit areas in car parks;
- unclear sightlines due to obstacles that could become entrapment spots, for example a badly positioned wall; and
- unclear signage that does not convey a sense of place and provide orientation and direction, including an indication of safe places and routes.

By utilising CPTED principles car park operators are encouraged to anticipate, recognise and appraise crime risks and then initiate action to remove or reduce the risk.
There is no legal requirement to obtain accreditation under the Melbourne Car Park Accreditation Scheme, and the Scheme is voluntary. Importantly, all car park operators must abide by the law and being accredited does not absolve car park operators from their legal obligations.

Receiving accreditation under the Scheme does not provide a guarantee or any certainty against crime occurring in a car park such as assault or property damage.

Rather, accreditation serves as an indicator of the level of commitment demonstrated by a particular car park operator in attempting to ensure safety and encourage pro-social behaviour.

The Scheme may be changed or withdrawn, or accreditation revoked, without notice.
SECTION A: EMERGENCY MANAGEMENT

MAKING IMPROVEMENTS TO YOUR CAR PARK

To qualify for involvement in the Melbourne Car Park Accreditation Scheme, car park operators must first comply with the following conditions:

1. emergency management procedures and plans are in place and emergency management signage is installed in appropriate areas of the car park; and
2. all staff participate in emergency management training.
The following scenarios illustrate the importance of emergency management plans.

**SCENARIO A1**

A couple were in the CBD attending a conference in Federation Square. They parked their vehicle in a multi-storey car park and returned several hours later to go home. When they arrived at the car park they walked up the ramp as the lift was out of service and the stairways didn’t appear to be safe.

One person was struck by a vehicle travelling too fast down the ramp. She was unable to walk and suffered a broken leg. Her partner had no service on his mobile phone. He ran down the ramp to get help. The attendant was missing from the post and there was no intercom for the premises to a control box.

The victim had to be carried to the car and driven to hospital. Police attended the scene after the incident was reported by the victim’s partner. Police identified the surveillance footage as useless. Two CCTV cameras in existence were pointed at the ground. The attendant had washed away evidence and discarded vehicle parts from the scene, which could have identified the vehicle.

**WHAT ARE THE CONCERNS IN THIS CASE SCENARIO?**

(Please write your response here)
Patrons returned to their vehicle after a night out at Melbourne’s Comedy Festival and noticed their vehicle had been broken into and the alarm was still sounding. Personal items and cash had been taken.

Patrons informed the car park personnel located at the entry and exit points of the car park. The car park personnel advised the patron to call the police. The car park personnel were not involved in the matter beyond the initial advice to call the police. Police attended and a statement was taken.

**Scenario A2**

**What are the concerns in this scenario and what additional assistance could the car park attendant have provided?**

*(Please consider the car park attendant’s role within the car park)*

(Please write your response here)
These scenarios provide an example of fundamental considerations that are non-negotiable.

In order to participate in the Melbourne Car Park Accreditation Scheme, car park operators must comply with mandatory emergency management conditions, including:

- develop emergency management plans for their car park and have emergency procedures displayed in areas clearly visible to patrons and car park staff (including identification of appropriate areas where emergency management plans are displayed such as near lifts, ticket machines, toilets);
- ensure they and all staff undertake regular emergency management training and are aware of emergency management procedures;
- provide appropriate customer care regarding critical incidents (taking into consideration the role of security and other staff at car parks) in staffed carparks;
- ensure all lifts are operational and display correct signage inside, indicating location of car park and lift number;
- ensure all exit doors can open to exterior of buildings and mechanisms are in place as an alternative if lifts are not operational; and
- record critical incidents and use these to review and improve emergency management and safety practices within car parks.
SECTION B: VALUE ADDED SERVICES

SUPERIOR SAFETY AND SECURITY CONDITIONS SUPPORTED BY VALUE ADDED SERVICES

Sound management practices requires owners, operators and staff of car parks to work together to maintain standards as set out in these guidelines.

Value added services are integral to operating car parks at the highest level and promote recognition within the industry. They also recognise the value of collaboration with local neighbours, other car park operators as well as local authorities.

Integral to these guidelines is customer centred practice. Car park operators should aim to provide the highest quality service to all customers. Only car parks which clearly demonstrate a commitment to the safety and security of customers and their property will be accredited.
CAR PARK OPERATORS ACTIVELY PARTICIPATE IN ACCREDITATION PROCESSES
To become involved please contact City of Melbourne on 9658 9658.

FORMAL AND REGULAR MEETINGS ARE SET UP TO MONITOR SAFETY AND SECURITY
Good management requires that meetings are held regularly, staff are aware of meeting times and there are good communication mechanisms to keep all staff informed of new procedures, policies, practices and training opportunities.

HAVE PROCESSES IN PLACE FOR PREVENTATIVE MAINTENANCE
Car parks require ongoing maintenance of the physical environment and it is paramount to have processes in place to:
- notify responsible staff; and
- activate maintenance process to address identified concern.

BECOME A MEMBER OF THE CAR PARK OPERATORS FORUM
The car park operators forum meets regularly and aims to:
- foster cooperative problem solving processes between car park operators and local authorities;
- develop new initiatives through cooperative action; and
- promote safety and security in car parks within the City of Melbourne.

Who attends the meetings?
- City of Melbourne representatives;
- Victoria Police Crime Prevention Officers;
- Car park owners and operators; and
- Heads of security and security personnel.
To become a member of the Car Park Operators Forum, please contact Victoria Police, Crime Prevention on 9247 5495.

SPECIFIC STRATEGIES, PROGRAMS, PROTOCOLS AND POLICIES HAVE BEEN DEVELOPED TO MANAGE SAFETY AND SECURITY WITHIN CAR PARKS.
Car park operators have practices and programs in place that can include but are not limited to:
- park smarter signage;
- learning from the crime prevention DVD; and
- needle syringe management procedures.

_MONITOR PERCEPTIONS OF SAFETY
Car park operators are encouraged to provide opportunities for customer feedback in relation to the customers’ sense of safety within the car park, satisfaction of customer service, complaints management and level of amenity within the car park.
Feedback surveys for staff and customers should be conducted on a regular basis.

_MONITOR STATISTICS WITHIN THE CAR PARK
This includes monitoring critical incidents, theft of and from motor vehicles and patron antisocial behaviour. Based on these statistics, car park operators are encouraged to work with local authorities to develop strategies and procedures to improve practice.
Along with perceptions of safety, the level of maintenance and management of the car park has an important impact on your customer’s experience of the facility. A well maintained and operated facility gives the appearance of good management. If the car park is well lit and planned, with clear sight lines, vandalism or acts threatening public safety are less likely.

A car park with high level customer service will ensure customers feel confident and safe leaving their car in the facility. Staff should have a clear understanding of their role in providing customer care and, when needed, undertake recognised customer service training and car park management training. In line with customer service principles, staff and security personnel at the car park will also need to ensure their role is clearly indicated to customers, including wearing uniforms at all times.

SECTION C: STAFF AND CUSTOMER SERVICE
HINTS TO ACHIEVE ACCREDITATION

TO ACHIEVE LEVEL 1 TO LEVEL 2
• provide satisfactory customer service training for staff;
• provide some staff with crime awareness training;
• provide staff with emergency management training; and
• emergency management plans are displayed in identified areas of the car park.

TO ACHIEVE LEVEL 2 TO LEVEL 3
• provide customer service training for all staff; and
• ensure all staff are provided with crime awareness training.

TO ACHIEVE LEVEL 3 TO LEVEL 4
• ensure all staff undertake comprehensive customer service training;
• ensure crime awareness training is mandatory for all staff; and
• provide customer care regarding critical incidence: the car park has clear processes in place when a critical incident has occurred in the car park – taking into consideration the role of staff within the car park.

TO ACHIEVE LEVEL 5
• ensure all staff undertake comprehensive customer service training;
• ensure crime awareness training is mandatory for all staff;
• provide customer care regarding critical incidence: the car park has clear processes in place when a critical incident has occurred in the car park.
This takes into consideration the role of staff within the car park;
• monitor perceptions of safety, plus car park policies outline the standard practice of obtaining regular feedback from customers of the car park; and
• strategies and maintenance are implemented and conducted as a result of feedback to improve standards of safety and security within the car park.
SECTION D: PHYSICAL ENVIRONMENT AND AMENITY SECURITY

SECURITY

A safe and secure car park requires both active and passive surveillance systems. Active systems include surveillance cameras, patrolled security, controlled access, communication measures, alarms and adequate lighting. Passive surveillance includes measures such as ensuring there are clear lines of sight and no hidden corners, locating staffed ticket booth near toilets and other amenities, and limiting the number of exits and entrances.

The accreditation will take into account both systems. Following are factors that need to be taken into consideration when assessing the physical environment and security.

SURVEILLANCE

Active Measures
- provide surveillance cameras in locations that can provide maximum coverage if the cameras can be effectively monitored by staff;
- provide signage that advises users of security measures that are in place and where to find them e.g. security camera, intercom systems;
- install a public address system. This provides a presence within your facility and can be used to provide information to customers; and
- provide organised security through regular patrols.

Passive Measures
- ensure clear and broad lines of sight from all areas of your car park;
- eliminate hidden recesses throughout car park e.g. on stairs and in corridors; and
- do not obstruct passive surveillance from adjoining uses.
LIGHTING
• ensure that all external edges and routes providing access to your car park are well lit;
• where they cannot be avoided ensure that all possible concealment spots are well lit;
• use creative lighting, the brightest light is not necessarily the safest;
• position lights to ensure no shadows between cars; and
• minimise contrasts between shadows and illuminated areas.

CONTROLLED ACCESS
• provide safe access routes for people to enter and access your car park;
• provide pedestrian access at street level in high activity areas;
• ensure that the perimeter of your car park is enclosed and access is controlled;
• ensure that fire stairs are not used for general pedestrian access; and
• provide formal ticketing control at exits and entrances, barriers and boom gates.

COMMUNICATION
• in emergencies, use communication measures that are well signed and simple to use, for example intercoms, public telephones, alarms and electronic locking devices.

TO ACHIEVE LEVEL 1 TO LEVEL 2
• provide a public address system and surveillance camera;
• provide acceptable lines of sight in most areas of your car park; and
• provide formal ticketing control of exit and entry, barriers and boom gates.

TO ACHIEVE LEVEL 2 TO LEVEL 3
• provide communication measures, such as telephones, intercoms, public address system and surveillance cameras;
• provide unobstructed lines of sight in most areas of your car park;
• provide formal ticketing control of exit and entry, barriers and boom gates; and
• provide sensors with one way operation on entry and exit lanes.

TO ACHIEVE LEVEL 3 TO LEVEL 4
• provide communication measures, such as telephones, intercoms, public address system and surveillance cameras;
• provide organised security and signage advising users of security measures;
• provide very clear and broad lines of sight from all areas of your car park;
• provide formal ticketing control of exit and entry, barriers and boom gates;
• provide sensors with one way operation on entry and exit lanes; and
• ensure fire stairs are not used for general pedestrian access.
A poorly maintained environment leads to the perception that an area is not well managed and is lacking safety. A well planned, friendly and inviting environment can be created in a number of ways, attracting more people to use the facility. Having more people in the car park then creates a ‘natural surveillance’.

There are many ways you can create a more attractive environment. The following factors will be taken into consideration when looking at physical amenity in the car park:

**AESTHETICS – CREATE AN INTERESTING ENVIRONMENT**

- incorporate artworks into your car park;
- use interesting internal surface treatments including different colours; and
- use interesting pavement surfaces and physical controls such as bollards to define pedestrian paths.

**LIGHTING**

- use creative lighting that conveys the appearance of a safe environment for visitors, particularly at night.

**MAXIMISE USER COMFORT**

- provide adequate protection from rain, wind and sun;
- minimise noise levels;
- provide suitable rubbish receptacles and screen storage areas;
- ensure your facility is well ventilated; and
- use appropriate finishes on the floor for easy cleaning of oil and grease deposits.

**CLEANLINESS**

- ensure that your car park is cleaned regularly; and
- provide waste bins for customers.

**Hints to achieve accreditation**

**To achieve Level 1 to Level 2**

- re-position some lights to minimise shadows
- provide ventilation;
- provide interesting pavement surfaces and physical protection controls;
- provide creative lighting;
- provide suitable rubbish receptacles; and
- seal floors for easy cleaning of oil and grease deposits.

**To achieve Level 2 to Level 3**

- re-position all lights to minimise shadows;
- provide interesting pavement surfaces and physical protection controls;
- provide creative lighting;
- provide interesting internal surface treatments;
- provide suitable rubbish receptacles;
- seal floors for easy cleaning of oil and grease deposits; and
- provide slip resistant floors.

**To achieve Level 3 to Level 4**

- provide lighting to satisfactorily illuminate all external and internal access routes for both vehicles and pedestrians and all possible concealment spots;
- provide interesting pavement surfaces and physical protection controls;
- provide creative lighting;
- provide interesting internal surface treatments;
- incorporate artwork or colour as a feature in your car park;
- seal floors for easy cleaning of oil and grease deposits;
- provide slip resistant floors; and
- treat walls/columns/ceilings with acceptable finishes.
SIGNAGE
Poor signage can disorientate customers, leading to confusion and creating a perception that an area is unsafe. Signage that is clearly visible, easy to read and simple to understand will instil confidence and a clear perception of safety.

The following factors will be taken into consideration when looking at signage in the car park:

**VISIBILITY**
- use creative signage – remember signage can be words, lines, colour coding or other symbols;
- use dynamic signage when the information to be conveyed will vary;
- position signage to optimise driver reaction time and pedestrian direction;
- advise your customers of security measures that are in place and where to find them; and
- use signage to identify the location of spaces and the various levels to enable your customers to easily locate their vehicles.

**READABILITY**
- use internationally recognisable symbols.

**SIMPLICITY**
- answer any questions before your customers enter the car park:
  - fees and opening times;
  - clearances;
  - ‘car park full’; and
  - directions.
- provide both pedestrians and drivers, immediately upon entering the car park, with a clear understanding of directions to stairs, lifts and other exits.

**HINTS TO ACHIEVE ACCREDITATION**

**TO ACHIEVE LEVEL 1 TO LEVEL 2**
- ensure some use of advisory signs, lines, colour coding or symbols; and
- ensure use of signs that are clear, unobscured and utilise internationally recognisable symbols.

**TO ACHIEVE LEVEL 2 TO LEVEL 3**
- ensure substantial use of signs that are clear, unobscured and consistent with internationally recognisable symbols;
- ensure substantial use of advisory signs, lines, colour coding or symbols; and
- position signs to optimise driver reaction time and pedestrian direction.

**TO ACHIEVE LEVEL 3 TO LEVEL 4**
- ensure substantial and creative use of advisory signs, lines, colour coding or symbols;
- position signs to optimise driver reaction time and pedestrian direction; and
- ensure, where appropriate, all signs use internationally recognisable symbols and are placed in all required locations.
Poorly controlled vehicle entrances and exits can create traffic conflict in the surrounding road network. These areas can also inhibit vehicle movement and can be unsafe for pedestrians. Efficient and convenient access to and from the car park will minimise vehicle and pedestrian conflict and have a positive impact on perceptions of safety. The following factors will be taken into consideration when looking at entry/exits in the car park:

**CONTROL SYSTEMS FOR ENTRY AND EXIT AFFECTING LAYOUT, OPERATION AND MANAGEMENT**

- easy to locate access control devices (for example ticket dispenser or card reader) to allow for queuing;
- space to retain all vehicle queuing within your car park – and do not allow queuing to extend into the street and impact on the external traffic flow;
- exit booth located near the entry lane, so that the entry is perceived to be ‘staffed’ – patrons are also orientated early to the exit conditions;
- prohibition of reversing movements from the car park into public streets;
- vehicle approach free of obstructions such as columns and parked vehicles; and
- adequate signage to ensure ease of orientation for patrons upon entering your car park.

**IMPACT ON PEDESTRIAN MOVEMENT, BOTH EXTERNAL AND ENTERING/LEAVING THE CAR PARK**

- Segregate pedestrian and vehicular traffic at the entry/exit point using effective and clearly visible physical means, for example bollards, kerbs, railings;
- provide a pedestrian refuge, when more than two driveways are necessary, at the external footpath crossing; and
- operate pedestrian entry and exit doors according to building regulation codes.

**INTEGRATION WITH EXTERNAL ROAD NETWORK**

- minimise the impact of your vehicle entry/exit on the external road network.
Ramps and Internal Circulation

Effective internal traffic management will ensure customers have a clear understanding of traffic flow as well as instil confidence and a perception of safety in both pedestrians and drivers.

The following factors will be taken into consideration when looking at ramps and internal circulation in the car park:

**Logical, Natural, Continuous Traffic Flow**
- one way movement system;
- similar traffic flow on each level;
- short and direct way out;
- clear signage and line-marking; and
- layout in which parking spaces are filled sequentially when entering car park – reducing traffic searching for a vacant space.

**Traffic Management**
- provide safe pedestrian access on ramps;
- no blind corners – use mirrors or warning signs;
- controlled access where thoroughfares are shared;
- good visibility; and
- clearly understandable ramp flow.

**Access to Parking Bays**
- provide easy access to parking bays by rearranging the parking layout.
Vehicle parking layout within public car parks should be efficient, comfortable and provide excellent accessibility. Parking spaces should be easily accessed, obstruction to spaces minimised and spaces an adequate size. This will create an environment that is safe for both vehicles and pedestrians.

The following factors will be taken into consideration when looking at parking in the car park:

**EFFECTIVE AND COMFORTABLE PARKING**

- signage which clearly identifies the location of the car space to ensure users can find their cars;
- wheel stops where appropriate to protect wall surfaces, but consider the impact on the movement of pedestrians through empty car spaces; and
- spaces that are large enough to cater for prams and baby capsules.

**ACCESSIBILITY OF PARKING SPACES**

- locate short term spaces closest to the entrance/exit;
- parallel spaces are not efficient and may be unsafe (difficult manoeuvrability);
- only use small car spaces for ‘bonus’ spaces – clearly identify these spaces with signage;
- safest and most efficient layout is ninety degrees to the aisle flow;
- larger parking bays next to walls to allow for door opening; and
- doors from utilities such as plant rooms, storerooms do not open onto car spaces.
PEDESTRIAN MOVEMENT

Pedestrian movement within car parks that does not conflict with vehicles and is easily understood by users will be both safe and perceived to be safe. Pedestrian movement should provide for good sightlines, ensure that traffic is slow moving and present no impediment from parked vehicles. Access points to the street for pedestrians must also be safe and convenient.

The following factors will be taken into consideration when looking at pedestrian movement in the car park:

ACCESSIBILITY TO ENTRY/EXIT POINTS AND EMERGENCY EGRESS POINTS

- provide the most direct and convenient access possible;
- integrate internal and external pedestrian networks;
- concentrate pedestrian access at street level in areas of high activity;
- link pedestrians with external activities;
- consolidate pedestrian entrances and exits – safety in numbers; and
- provide clear signage and use symbols to provide easily recognised directions to exit and entry points and other facilities.

SEGREGATED PEDESTRIAN/VEHICULAR ACCESS

- use line markings to dedicate sections of traffic aisles for pedestrians;
- use pedestrian crossings at points of conflict with vehicles within your car park; and
- protect from conflict points using:
  - bollards, railings;
  - aisle narrowing;
  - signage; and
  - pavement marking.

LIGHTING

- ensure that all pedestrian routes are well lit.

HINTS TO ACHIEVE ACCREDITATION

TO ACHIEVE LEVEL 1 TO LEVEL 2

- provide some protection or warning for pedestrians at vehicle conflict points; and
- eliminate the requirement for pedestrians to use ramp vehicle path.

TO ACHIEVE LEVEL 2 TO LEVEL 3

- provide protection and/or warning for pedestrians at vehicle conflict points; and
- eliminate the requirement for pedestrians to use ramp vehicle path.

TO ACHIEVE LEVEL 3 TO LEVEL 4

- provide protection and warning for pedestrians at vehicle conflict points; and
- eliminate the requirement for pedestrians to use ramp vehicle path.
Parking for people with disabilities should be safe, convenient and non-discriminatory. This can be achieved through the provision of effective signage, conveniently located spaces and good accessibility. The following factors will be taken into consideration when looking at parking for people with disabilities in the car park:

**COMPLIANCE WITH AUSTRALIAN STANDARDS**
- provide the number and configuration of disabled persons spaces required by Australian Standards; and
- provide the minimum vehicle clearances required by Australian Standards.

**LOCATION OF SPACES**
- locate spaces for people with disabilities:
  - adjacent to lifts;
  - grouped together;
  - close to entry or clearly evident upon entry;
  - in view of staffed ticket booth (to monitor unauthorised use); and
  - ensure access from spaces dedicated for people with disabilities to the lifts is clear of general traffic aisles.

**FURTHER CONSIDERATIONS**
- use professional disability management consultants for advice and assessment;
- tactile pavement treatments;
- appropriate lift access controls for people with disabilities;
- visual identification of hazards for deaf people or people with hearing impairments (for example good clear signage, flashing hazard lights);
- gradients and surface treatment of ramp; and
- toilet access for people with disabilities.

**HINTS TO ACHIEVE ACCREDITATION**

**TO ACHIEVE LEVEL 1 TO LEVEL 2**
- provide spaces for people with disabilities in the best location possible;
- provide pavement treatments for people with disabilities;
- provide satisfactory lift controls for people with disabilities; and
- provide satisfactory tactile pavement treatments for people with disabilities.

**TO ACHIEVE LEVEL 2 TO LEVEL 3**
- provide spaces for people with disabilities in the ideal location;
- provide very good pavement treatments for people with disabilities;
- provide very good lift controls for people with disabilities; and
- provide very good tactile pavement treatments for people with disabilities.

**TO ACHIEVE LEVEL 3 TO LEVEL 4**
- provide a satisfactory number of spaces for people with disabilities in the best location;
- provide excellent pavement treatments for people with disabilities;
- provide lift controls for wheel chair motorists;
- provide tactile pavement treatments for people with disabilities, supporting movement to special facilities, access and egress area; and
- provide excellent visual indicators for people with disabilities.
OTHER FACILITIES

An efficient and effective car park should maximise convenience to users. The provision of services such as motorcycle parking and bicycle parking and those that cater for parents with children should be considered. Additional services will increase patronage and provide natural surveillance.

The following factors will be taken into consideration when looking at other facilities in the car park:

PARKING FOR BICYCLES
- locate in a convenient position;
- ensure satisfactory security and supervision;
- provide lockers nearby;
- provide free of charge or for a minimal fee;
- publicise the availability of bicycle parking; and
- provide good signage.

PARKING FOR MOTORCYCLES
- locate in a convenient position;
- ensure satisfactory security and supervision;
- provide lockers nearby;
- provide free of charge or for a minimal fee;
- publicise the availability of motorcycle parking; and
- provide good signage.

MISCELLANEOUS
- consider services for families and young children, for example stroller hire.

HINTS TO ACHIEVE ACCREDITATION

TO ACHIEVE LEVEL 1 TO LEVEL 2
- provide satisfactory security and supervision for parking of bicycles;
- provide directional signage for bicycle parking; and
- provide some parking for motorcycles in the best possible location.

TO ACHIEVE LEVEL 2 TO LEVEL 3
- provide an adequate number of bicycle parking spaces;
- provide lockers near bicycle spaces;
- provide good security and supervision for parking of bicycles;
- provide good directional signage and publicise bicycle parking;
- provide some conveniently located and secure parking for motorcycles; and
- provide lockers for motorcyclists.

TO ACHIEVE LEVEL 3 TO LEVEL 4
- provide more than the required number of bicycle parking spaces;
- provide lockers for each bicycle space;
- provide excellent security and supervision for parking of bicycles;
- provide good directional signage and publicise bicycle parking;
- provide some extremely conveniently located and secure parking for motorcycles; and
- provide lockers for each motorcycle parking space.
The development of the accreditation is an initiative of the Safe City Transport and Car Park Steering Committee in consultation with car park operators.

Car park operators are encouraged to read this document in conjunction with the Car Park Self Assessment Checklist contained within this pack.

Disclaimer

Users of the City of Melbourne Car Park Accreditation Scheme Information Pack are encouraged to check information with local authorities and use the materials contained within the pack for the purposes for which they are intended.

The Melbourne Car Park Accreditation Scheme does not create extra liabilities or guarantee a crime free car park.

Persons entering any car park should do so with care.

The Safe City Transport and Car Park Steering Committee in consultation with car park operators and other stakeholders, will review these guidelines as required.

For more information visit: www.melbourne.vic.gov.au