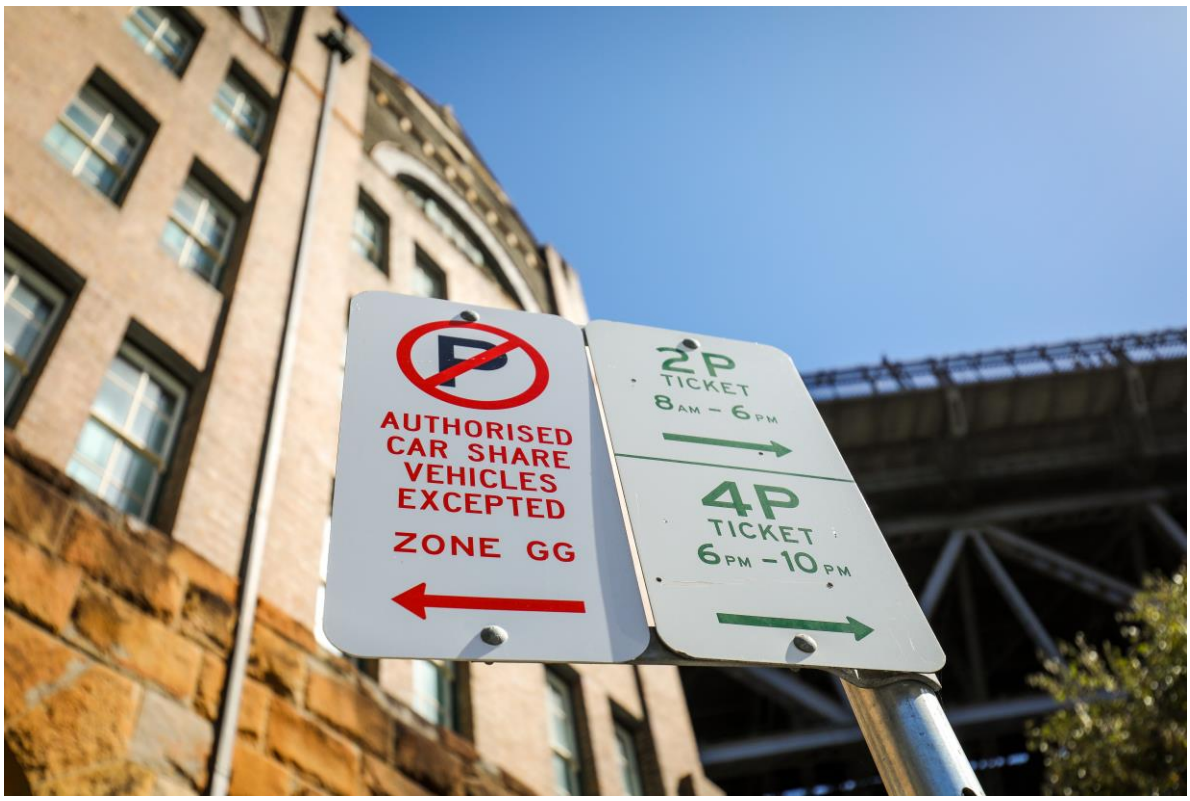
Attachment A

Engagement Report – Car Sharing Policy

CITY OF SYDNEY

Engagement Report – Car Sharing Policy



Engagement report
March 2025

The City of Sydney acknowledges the Gadigal of the Eora Nation as the Traditional Custodians of our local area.

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1. Introduction

This engagement report summarises feedback from community consultation for the proposed updates to the City of Sydney's (the City's) Car Sharing Policy to make it clearer, improve how it's managed, align it with our current plans and strategies and make sure it reflects the needs of our communities.

Proposed key changes to the policy include:

- Introducing a fleet emission reduction requirement (zero emissions) in line with our net zero by 2035 target, with regular reviews.
- Allowing car share vehicles to temporarily use a nearby 'permit exempt' bay if their designated car share bay is illegally occupied.
- Introducing mandatory audits of reporting from car share operators every 3 years to ensure accountability and effective management.
- Manage changes in neighbourhoods by capping car share spaces to 5% of all parking spaces within each parking area.
- To align it with our current strategies and plans.

2. Context

Our city is growing fast, which means more jobs, more residents, and more visitors.

- an estimated 2 million people move through our area every day.
- the city plan expects more than 50,000 new dwellings and over 200,000 jobs by 2036. new planning reforms in NSW could lead to even more dwellings.
- more visitors come for education, health, tourism, retail, and family or social reasons

Limited on-street parking and growing demand mean that parking availability affects how people travel. our streets cannot handle the increasing number of cars.

Car sharing offers a flexible option that works well with walking, cycling, and public transport. it can help reduce the need for owning more than one car, easing parking pressures, traffic, and pollution.

The Car Sharing Policy was first adopted in 2011 and updated in 2016. The policy has helped to:

- create over 880 car share spaces (about 2% of our more than 41,000 on-street parking spaces)
- support four operators who meet usage requirements and encourage healthy competition
- meet key objectives such as increasing use, ensuring a well-run and open system, using parking spaces better, reducing traffic and emissions, and offering a cost-effective alternative to car ownership.

Alignment with broader strategies

The policy supports several city and government plans:

- it fits with the Sustainable Sydney 2030–2050 Continuing the Vision, Community Strategic Plan, Access Strategy and action plan, and Electrification of Transport in the City Strategy and Action Plan.a major goal is to have car share vehicles reach net zero emissions by 2035.
- updates are being made to align with changes in NSW government rules and policies.

Proposed improvements

Proposed updates to the Policy include:

- ensuring permits allow car share members to park the car share vehicle in "permit excepted" spaces if their dedicated space is illegally occupied.
- mandatory audits of operator reports every three years.
- a cap that limits car share spaces to 5% of all parking spaces in any area.
- clear guidelines for new operators and a transparent process for applying for extra spaces, including rules for "free floating" car share schemes.

3. Engagement summary

3.1. We asked the community for feedback on the updates to our car sharing policy

Consultation activities included:

- **Sydney Your Say webpage** The page included an electronic copy of the draft policy document, link to the survey and provided a summary of the policy
- **Online feedback** through survey responses.
- Quick poll
- **Stakeholder email**: A Sydney Your Say monthly newsletter email was sent to **5112** subscribers during consultation

3.2. Purpose of the engagement

The purpose of the engagement was to:

- Gather feedback from stakeholders and the community about the proposed updates to the policy to make it clearer, improve how it's managed, align it with our current plans and strategies and make sure it reflects the needs of our communities

3.3. Summary of engagement outcomes

Below is a break-down of the engagement outcomes during the consultation period:

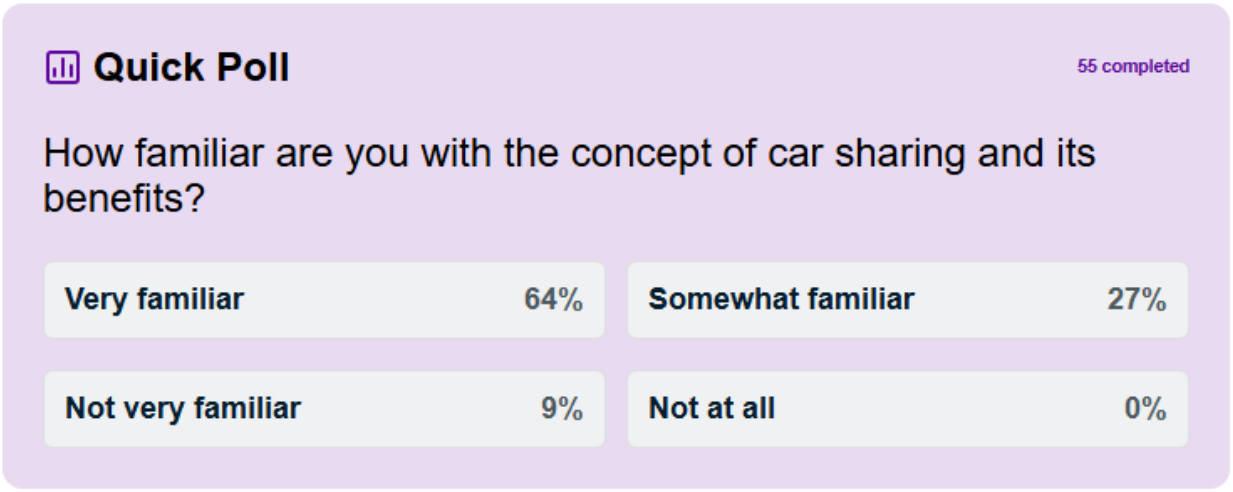
- There were **368** visits to the 'Sydney Your Say' page during the consultation period.
- **21** people downloaded the draft policy document.
- **55** people responded to an online quick poll
- **22** people responded to the online survey.
- **3** email submissions were received.
    - **2** from individuals
    - **1** from an organisation (GoGet)

4. Ideas and issues

We asked the community to have their say through a quick poll and an online survey a. Feedback is summarised below.

Quick poll summary

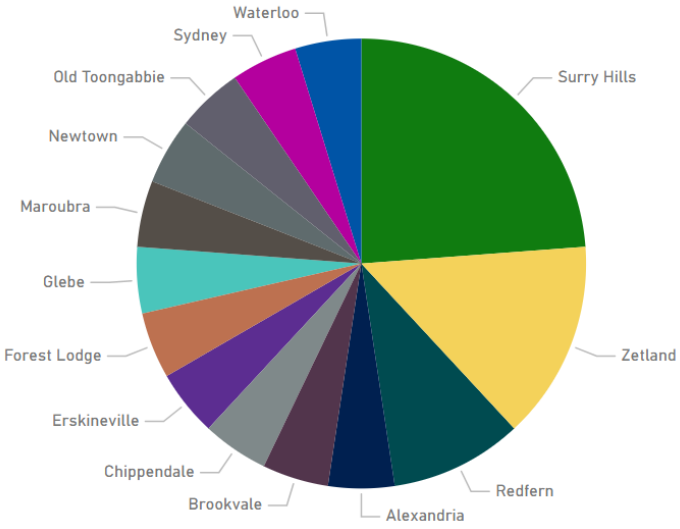
91 per cent of respondents (55) to the quick poll were very familiar or somewhat familiar with the concept of car sharing and its benefits.



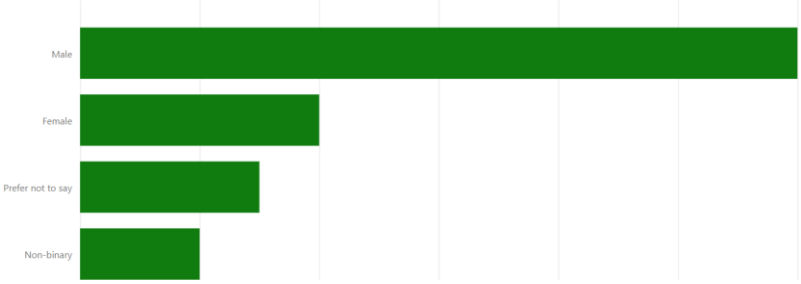
Survey response summary

22 people completed an online survey. Respondents did not need to complete every question and could select multiple responses for some questions. Totals may not add to 22 for all questions.

About our survey respondents



We had **22 respondents** from **14** different locations

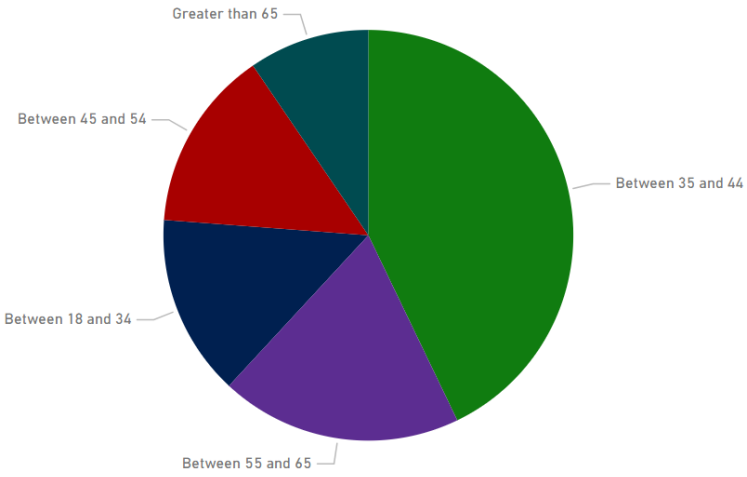


12 respondents identify as male.

4 respondents identify as female.

3 respondents prefer not to say.

3 respondents identify as non-binary.



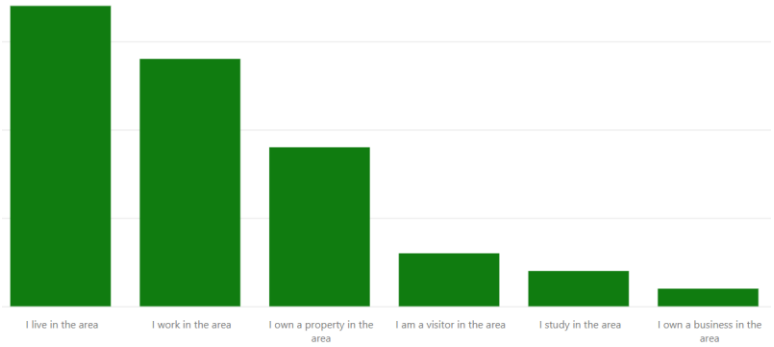
9 respondents were between the ages of 35 and 44.

4 respondents were between the ages of 55 and 65.

3 respondents were between the ages of 18 and 34.

3 respondents were between the ages of 45 and 54.

2 respondents were 65 or more.



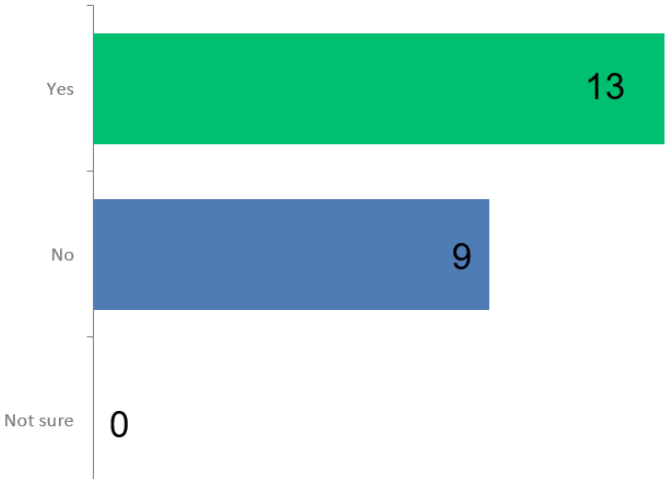
The majority of respondents **(17)** were local residents, with a smaller group working **(14)** or visiting **(9)** in the area. Respondents could select one or more of these options.

Are you currently a member of one or more car share companies that operate in the City of Sydney area?

16 of the 22 respondents were currently members of one or more car share companies that operate in our area.

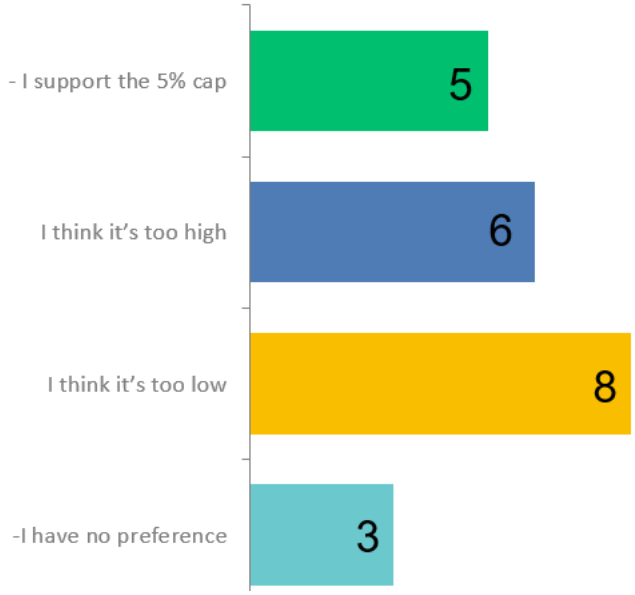
Are there car share parking bays in your street (home or business in the City of Sydney area)?

Most respondents had car share parking bays in their street.



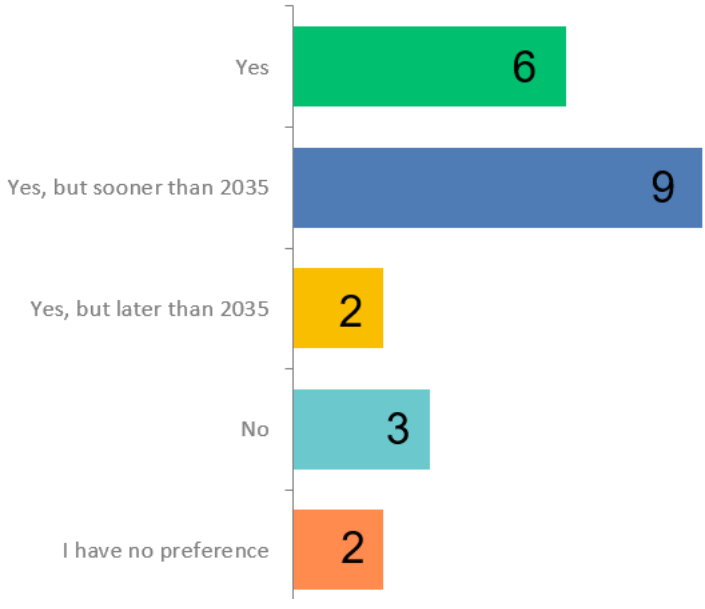
Do you support the 5% cap for car sharing spaces in each parking area?

More respondents supported 5% cap or lower than thought the cap should be higher



Our draft policy specifies that all car share vehicles will need to be zero emissions by 2035. We'll review this requirement in the policy reviews that we'll carry out in the leadup to 2035. Do you agree with this new requirement?

Most respondents support the new requirement in the policy which specifies that all car share vehicles will need to be zero emissions. **9** respondents think it should be sooner than 2035.

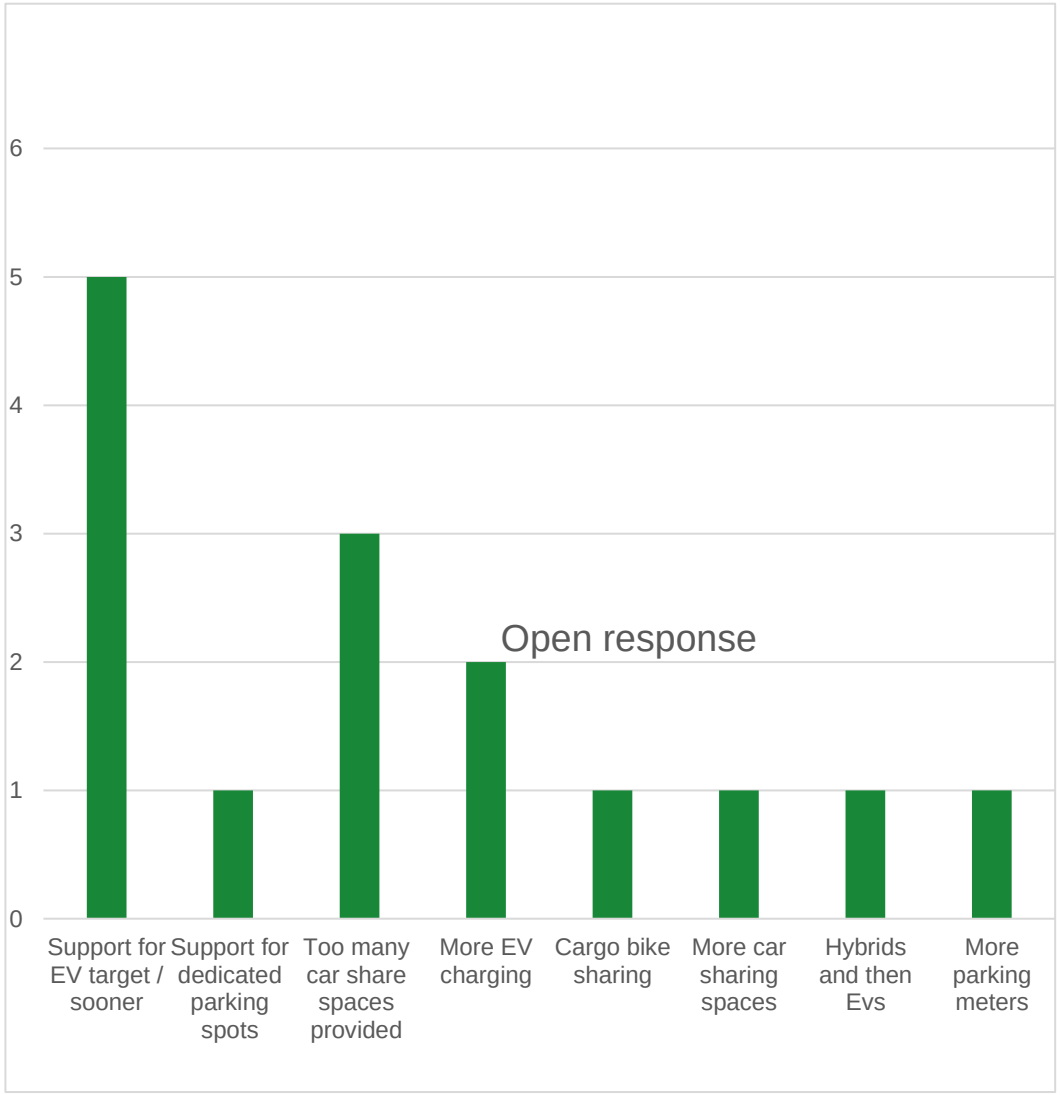


Summary of open feedback

Question 5 asked respondents for any additional feedback on the proposed changes. It was open response.

The table below summarises the 13 comments received. Two people shared their feedback via an email submission, which is included in the open response summary due to the low number of submissions.

The graph to the right groups the responses into themes noting that some comments covered multiple themes. If this occurred, the comments are referenced in both themes.



Topic	Comments	# of	City of Sydney response
Support for zero emission target to be sooner	Support for prioritising zero emission vehicle use in car share programs and expediting the transition by 2035.	5	Noted. The 2035 target aligns with the City's Net Zero Emissions target. The draft Policy embeds flexibility by specifying that the target will be reviewed at each Policy review before 2035. Consideration of market conditions and other factors would be key elements of every review.
Edits to policy	Suggestions to modify the policy, including exploring allocation of car share spots based on density and allowing hybrids before fully transitioning to zero emission vehicles.	3	Edits to the Policy have been considered individually. The draft Policy aims to create certainty for the community and the industry with how it allocates parking spaces to car share. There are interim milestones or targets for the transition to zero emissions vehicles.
General support	Positive feedback on car share services and their benefits in reducing car ownership.	3	Noted.
Too many car share spaces provided	Concerns that some areas, such as Surry Hills, have excessive car share spaces, reducing private parking availability.	3	Noted. The draft Policy includes elements that reflect the relative coverage of car sharing in areas, while allowing competition between operators.
More EV charging	Request for increased EV charging infrastructure, including specific locations like East Chippendale.	2	Noted. Out of Scope of the Car Sharing Policy. Location specific comments have been referred to the relevant City unit.

More car sharing spaces	Support for increasing dedicated car share parking spots to make car share services more accessible.	1	Noted. The Policy outlines how the City will facilitate more car share in our area.
Support for dedicated parking spots	Support for dedicated car share parking spots to encourage membership and ease of access.	1	Noted. The draft Policy only allows for dedicated car share spaces. The City does not currently support with permits free floating car share in its local government area, or within individual parking areas.
Cargo bike sharing	Interest in expanding cargo bike sharing as a sustainable transport alternative.	1	Noted. The City does not run car share or bike share services.
More parking meters	Concern that more parking meters are needed in certain areas, like Riley Street.	1	Noted, out of scope of the Car Sharing Policy. Location specific comments are forwarded to the relevant City team.
Comment on existing policy	Concerns about the effectiveness of the current Policy in reducing emissions including usage rates of car share vehicles and that they are private companies. Increasing public transport availability would be more effective.	1	Noted. The City's priority is to create a city for walking, cycling and public transport. Car sharing complements this by providing residents and businesses with access to a car for some of their trips.

Organisation feedback

One written submission from an organisation was received. We have summarised the issues and comments raised and our response below.

Organisation	Issues and/or comments	City of Sydney response
GoGet	Appreciates the City's long-standing support of car share.	Noted.
	City leverage its influence and experience to help enable car share growth in other NSW LGAs.	Noted. We continue to work with other Councils and share our experience with car share policy.
	Appreciate the City's support for carshare at a State level, particularly its efforts to exempt carshare vehicles from the parking levy. • This could extend to toll relief benefits to car share users, similar to those offered to private car owners, or even allowing carshare usage to be novated like private vehicle ownership.	Noted. The NSW Government is implementing its Toll Reform program.
	Zero emissions target should remain flexible and responsive to market conditions. • Additional text suggested: i. Vehicle Environmental Impact […] All car sharing fleets will need to be zero emissions by 2035*, assuming market conditions exist that enable the transition*.	Noted. The draft Policy embeds flexibility by specifying that the target will be reviewed at each Policy review before 2035. Consideration of market conditions and other factors would be key elements of every review.
	Clearer requirements for car share vehicles to park in areas without parking permits. • City of Melbourne example • Additional text suggested: iii. Permit […]. It will also allow the car to be parked in nearby 'permit excepted' spaces if the dedicated space is illegally occupied. *If the carshare space is located in an area without parking permits (i.e. Green Square), the operator must notify council of the vehicle registration*	Noted. Not supported. Parking areas vary across the city. The change in the draft Policy creates the context for an operational approach to limit the impacts of the issue. The

Organisation	Issues and/or comments	City of Sydney response
	in the dedicated space, and park legally in timed parking nearby. The carshare vehicle will be exempt from receiving a parking infringement for 48 hours.	suggested detailed change has been forwarded to the relevant operational units.
	Audit of car share operator reports • Additional text suggested: v. Audit of Reports […] A car share operator must submit to an independent audit of their monthly reporting and usage data every three years, *if requested by the City.*	Noted. Not supported. The draft Policy proposes regular auditing to increase transparency in the system, noting the importance of operator-provided data to decisions made under the Policy.
	Enable the City to increase the monthly cap on installation of car share spaces to align with demand or shifts in market. • Additional text suggested: The City will set caps on the maximum monthly installation. These will respond to the resourcing required to consult and install, a reasonable rate of change in areas, and the need to enable more competition between operators. *The City, at its sole discretion, can increase the caps on parking areas or on the maximum monthly installation in response to growing demand or market changes (e.g. the introduction of new public transport or bike lanes in an area where increased mode shift is desired). These changes will be communicated to operators and published on the City of Sydney's carshare website.* • Additional text suggested: 3.3 Low coverage areas and 3.4 High coverage areas. *The City of Sydney, at its sole discretion, can increase this cap in response to demand or market changes (e.g. the introduction of new public transport or bike lanes in an area where increased mode shift is desired). These changes will be communicated to operators and published on the City of Sydney's carshare website.*	Noted. The draft Policy proposes to formalise a previously informal 5% cap, to create certainty for the community and the industry. Any change to the cap in future should be part of a formal Policy review, including community engagement.

Organisation	Issues and/or comments	City of Sydney response
	Delegations • Additional text suggested: 3.2 Consultation […] Proposals to allocate on-street car share spaces *may* be considered by the Local Pedestrian Cycling and Traffic Calming Committee.	Noted. The Policy will be amended to include text referencing the City's implementation of NSW Government *Temporary Delegations to Councils*.
	Expression of interest (5.4) clause provides uncertainty to operators and undermines stability of the network. • Delete 5.4 and replaces with suggested text: *5.4 Voluntary vacation of spaces. Where an operator voluntarily vacates an existing space, the City may seek expressions of interest from other eligible operators to occupy this space.*	Noted. Not supported. The City introduced the option for a future Expression of Interest in the 2016 Policy review. The existing process is sophisticated to balance any factors leading to an EoI with the reasonable needs of operators. The current process for operators voluntary vacating spaces is working well, and the draft Policy change Section at 5.4 formalises this.
	Information provided about off-street spaces needs to stay commercially confidential. • Additional text suggested: 6.1 Disclosure of data […] The City will then publish them on an annual basis, *with off-street, non-city owned spaces to be excluded from this report*.	Noted. All material provided by operators as part of their detailed monthly reports is already considered commercial in confidence for 12 months after submitted to the City.
	On-street car share spaces in central Sydney. • Even a small on-street fleet would help resilience and recovery from COVID. • Suggested text change: Scope. Change to *The Central Sydney On-Street Parking Policy will determine if on-street carshare is to be considered in the area defined by this policy.*	The *Central Sydney On-street Parking Policy* was reviewed at the same time as the *Car Sharing Policy* and there is no proposed priority for on-street car sharing in the policy area. Reflecting this in the Car Sharing Policy ensures clarity and alignment between the two policies. .
	Requests annual reports on estimated on-street parking spaces by area.	Noted. The City will ensure operators have reasonable sufficient information to support their identification of potential spaces.