

Business owner parklet feedback report

Verbatim comments Friday 19 February 2021

Response count

	Count	Percent
Complete	113	90.4%
Partial	12	9.6%
Total	125	100%

Does your business have a temporary parklet?

Value	Percent	Count
Yes	39.0%	48
No	61.0%	74
Totals		122

If you don't have a parklet, what is your business type?

Value	Percent	Count
Cafe and restaurant	23.50%	16
Other retail	14.70%	10
Fashion	13.20%	9
Bar and pub	11.80%	8
Professional services	8.80%	6
Grocery and fresh food	7.40%	5
Other	7.40%	5
Health care	5.90%	4
Hair and personal services	4.40%	3
Homeware	2.90%	2
Totals		68

If you do have a parklet, what type of parklet do you have?

Value	Percent	Count
On the street in one or more car parking bays	95.50%	46
In a laneway or side street that has been closed off	4.50%	2
Totals		48

Did you receive a \$5,000 Outdoor Eating and Entertainment Package Business Grant from the Victorian Government?

Value	Percent	Count
Yes	79.50%	38
No	13.60%	7
Unsure	6.80%	3
	Totals	48

Excluding any grants, how much money did you invest into your temporary parklet?

Value	Percent	Count
None	2.30%	2
Between \$1 and \$1,000	11.40%	5
Between \$1,001 and \$5,000	31.80%	14
Between \$5,001 and \$10,000	25.00%	14
More than \$10,000	29.50%	13
	Totals	48

If you do have a parklet, what do you like about your parklet?

Tick all that apply or write your own

Value	Percent	Count
My customers love it	98.00%	47
Increased customer capacity for my business	96.00%	46
Increased revenue for my business	92.00%	44
Freedom to design and fit out the space myself	73.00%	35
Outdoor dining is safer than indoor dining (COVID-19)	83.00%	40
Creates a positive vibe/atmosphere for the area	92.00%	44
Council supporting local businesses	81.00%	39
Better use of public space	92.00%	44
No permit fees	73.00%	35
Other	13.00%	6

“Other” responses

Customers continually ask if we can make it a permanent feature.
Helps activate our shopfront so people now know we are there
Hoping it may continue past March 31?
Reduces traffic in the area
enables instant flexibility to lockdowns as we have seen this week
it gives the area character and it's own vibe that has the potential to put us on the dining map far and wide

If you don't have a parklet, what do you like about the temporary parklets in Yarra?

Tick all that apply or write your own

Value	Percent	Count
Creates a positive vibe/atmosphere for the street/neighbourhood	70.00%	50
Better use of public space	56.00%	40
Council supporting local businesses	55.00%	39
Outdoor dining is safer than indoor dining (COVID-19)	48.00%	34
My customers love them	25.00%	18
Increased foot traffic to my business	21.00%	15
Increased revenue for my business	10.00%	7
Other	21.00%	15

"Other" responses

Other	Count
Nothing	3
Absolutely unfair that several businesses were denied the use of parklets. No compensation either.	
I find it unfair for those who can't use them, some businesses are doubling what they could hold before covid due to this system which is insane to me. Why should they get to hold more then they usually can without restrictions because they have access to parking spaces or other shop fronts when a lot of us can't and still have to survive under capacity?	
I think they were necessary while hospitality venues had greatly reduced capacity's inside their businesses	
Increased capacity for venue	
It is a disaster as it takes away from valuable parking spaces for my customers	
More vibrant streets and community atmosphere	
My Customers have complained and don't like them.	
My customers do not like them	
None of these	
Personally, we don't particularly like them and feel there is a lot of wasted space on footpaths which has not been efficiently used which would have removed the requirement for introducing as many parklet spaces.	
Restricts vehicular traffic	
Worst city in Australia	

If you have a parklet, what economic impacts has your parklet had on your business?

Value	Percent	Count
Enabled me to continue trading	83.00%	39
Enabled me to keep my staff employed	96.00%	45
I didn't need to reduce trading hours/days	43.00%	20
I didn't need to increase trading hours/days	21.00%	10
Other	11.00%	5

“Other” responses

Assisted in a reliable income post lockdown to approx. 90% of pre-covid meaning I could maintain staffing levels and continue with a similar product as before.
Creates a point of difference in our area.
Employ more staff
It has been hugely beneficial for our business (to be honest it probably saved us) and customers love it
enabled me to trade at a similar and even improved capacity as before. With restrictions we can't have so many people inside

Thinking about your temporary parklet specifically, has your parklet increased your businesses revenue? If so, by how much \$ per month?

Response	Count
\$500	2
\$1,000	2
\$2,500	2
\$3,000	2
\$4,000	11
\$5,000	11
\$6,000	2
\$7,000	2
\$7,500	2
\$8,000	2
\$10,000	11
\$15,000	7
\$17,000	2
\$20,000	9
Total	46

Question to business owners with parklets:

By creating parklets we've had to temporarily remove some car parking spaces.

What impact do you think this has had on your business and/or the surrounding area?

Value	Percent	Count
Very positive impact	64.00%	30
Some positive impact	15.00%	7
No impact	19.00%	9
Some negative impact	2.00%	1
Very negative impact	0%	0
	Totals	47

Comments

Very positive impact

Its created more opportunity for customers to experience our venue where previously we would often be at our capacity limit and not have enough seating.
Locals reaction has been overwhelmingly positive and being in Rathdowne Village
Customer feedback has consistently indicated the additional outdoor space is something they'd like to see us retain, as it positively improves the ambience at the pub and the streetscape. The loss of the single car park has not been missed.
Closed street is now safer for the area. Residents are finding the street much quieter and more enjoyable
We are utilising 2 car spaces. Now about 20 people get to use that space at any one time during the day and into the night to socialise and enjoy in a safe and sunny outside environment
Customer and neighbour feedback. It is an asset to the street scape.
It has created a fantastic environment for the venue. People and staff have loved the indoor outdoor feel. We feel we have had more contact with our neighbors which has made them become friends!
We are using 15mins car park spaces which are usually for people stops by anyway. Without the cars parking in front of our cafe, it surely gives us the exposure to the passing trades a lot more. It helps business a lot.
More people are coming to the area on foot and bicycle. With more people in the area, the shops are busier and the energy is great. The car parks we are occupying were mostly used by Uber drivers taking a nap anyway.
As we are opposite Coles, there is less cars parking illegally & dangerously on the corner as they run across to the supermarket. Also the parklet is deterring motorcycles parking in front of our business due to the parklet, previously we have had delays in putting our footpath trading furniture out because of motorbikes blocking the space.
There are so many unused spaces and loading zones on too many corners. These park let's have given life to the area and helped people get used to life with other people again. This has been such a useful tool for people to live again.
Most customers walk to our venue from all the apartments in the area
There are still plenty of empty spaces at all times of the day. I don't believe the parking has suffered
It's good to have outdoor seating which help social distancing
Less car on gertrude st !! Less pollution
So much construction going on it's nice to have a green well designed space to balance it out
Visually very appealing, customers love the extra space and safety they feel when dining outdoors. Mkes us look open for business and just makes the area more lively in general. Zero complaints regarding lack of parking.
There is no need for parking on Smith St. There is a tram stop right outside and ample parking on the surrounding streets. The outdoor dining makes a much nicer atmosphere to the area.
Smith St and the surrounding side-streets that have been allowed to use parklets seem to be absolutely humming with activity and spaces being used creatively by bars and restaurants.
More people are coming to the area on foot and bicycle. With more people in the area, the shops are busier and the energy is great. The car parks we are occupying were mostly used by Uber drivers taking a nap anyway.
Our customers are loving it and there is still a lot of parking available in the area as we're on a side street
Wellington street is quite a thoroughfare and the parklet has really helped emphasize the hospitality offer of our little strip of venues around Hotham street. It softens the area and encourages visitors

Some positive impact

Because locals are now even more willing to walk and the area has become an absolute amazing place to be out, enjoy food and drinks. I really believe the parklets have transformed Collingwood/Fitzroy into an even better place to be.

Because there is no shortage of parking around our business. So many side streets. The locals love it. It feels like a European city and it's really progressive.

No impact

There were no parking areas outside my business to replace it is all no stopping zone

A lot of our customers utilise car share like Uber coming to Brunswick Street, so they do not use a car park.

Our parklet is a laneway which was never used.

There is plenty of other parking for people to park at.

Our parklets in the Side Street (Stanley St) have taken up car spaces that were rarely used due to ample parking in the area. The Stanley St parklets are also well protected/guarded by the kerb that sticks out on the corner.

Question to business owners without parklets:

By creating parklets we've had to temporarily remove some car parking spaces.

What impact do you think this has had in this location?

Value	Percent	Count
Very positive impact	30.00%	21
Some positive impact	11.00%	8
No impact	18.00%	13
Some negative impact	18.00%	13
Very negative impact	18.00%	13
Unsure	4.90%	3
Totals		71

Comments

Very positive impact

People can get to our precinct without cars, and parking was already difficult on busy days, but more people on the street eating and drinking has led to a better vibe and more foot traffic, which is better than more parked cars.

Brunswick St benefits as a whole by using these spaces for multiple groups of outdoor diners rather than one empty car.

Basically, we want more people to stay on the street/ in our businesses for as long as possible. More customers = more revenue. Though having less parking has possibly been a negative the pros have far outweighed the cons. It's a great atmosphere. I think it makes the area safer at night for women to walk around as there is a bigger outdoor presence. It's also inclusive for people with dogs as you can sit outside a restaurant or bar with your dog. This is a huge plus for me. Dog friendly is a huge plus. We have great weather in Melbourne we should be making the most of it. Having people sitting outside my shop while they eat has been good advertising. The COVIDSafe aspect is also brilliant.

It has given Smith Street such a great vibe especially of a night, it looks great, what a great makeover and what a way to activate public space, we love it.

As much as this has taken away parking for my customers to my business, the positive impact outweighs the negative. I think that my clients enjoy the atmosphere more than needing a parking space. They either ride their bikes, take public transport etc..

Less parking and more use of public space by the public is a great thing. Really brings a great vibe to the street

Street siting brings more customers than inside, due to during this summer time, I see many people prefer sitting outside and I believe this project will bring a huge street life into Melbourne

Encourages less cars in Yarra. Yarra should introduce local mini buses to transport people through Yarra so they don't need to use their cars to the door of a restaurant or a business.

Much better use of public space. Vastly improved the enjoyment and dynamic of Smith St.

Happy people

These spaces offer better usage for a greater amount of people (rather than what one car space offers for one car)

Some positive impact

The many different colours & designs each venue has created brings a real festive vibe

More seats at venues with them; creates slower moving traffic, so pedestrians are happier.

More people, better atmosphere with people outside enjoying themselves

Less cars

Fantastic idea, should be adopted every year during warmer months. Cooler months return the parking spots to use.

No impact

The main space being used is a large triangle of footpath that was not being used for anything

No impact at all, parking was situational to begin with and the businesses need the extra space to maintain an income, which greatly outweighs the need for a 15 minute car spot!

Some negative impact

As the 2 neighbours installed a parklet it is nice to have but it took all 5 car spaces and hence my drive by drop in for a quick coffee was lost. The parking bays out the front are easy to get most of the time and meant if people could find a park they will stop. If they can't park they don't stop. So lost my drive by trade and walking was not increased.

Limits parking options on the street

The street is very cluttered now. It's difficult parking and trying to get on the tram between the parklets. I believe the parklets are a good temporary option for some but shouldn't be considered as a permanent arrangement on an already very busy street

Many of my clients are elderly and have said they can't park close by. This block between, say George to Smith along Gertrude has lost a higher percentage of parking than other strips forcing clients into side streets or not stopping here at all as there is limited parking

Parking is difficult in City of Yarra but probably not at the moment with only 50% of the workforce allowed back in the office. Not sure what will happen when it's 100%

As I own a retail store as opposed to hospitality so the reduced parking in the area, has made it harder for my customers to access the area by car for shopping. I believe the parklet program should have been offset with temporary changes to permit only parking zones in local back streets to counteract the reduced accessibility created by the parklets.

Less parking for customers and deliveries

Not a big issue however parking is already restricted in Napier St plus reduced loading zone space.

Customers voicing some little frustration at loss of parking in the vicinity of our business

Very negative impact

My customers find it harder to find a park, and when I go to see other businesses I find it hard to park also.
I agree they're great for the hospitality sector. But for the retail sector, and retail providing provisions, where customers typically want to quickly park, get their goods and leave, the parklets have meant our customers cannot do this.
Our customer base is largely an older demographic, say 55 - 75 years old, mainly due to the higher price point of our fashion apparel. This customer will not use trams or ride their bicycle to visit our store as will a younger cohort who are the main users of the on street parklet dining spaces. Our customer looks to park within 200m of our store and will not walk say 400-600m from where they eventually find a car park especially in hot weather. Parklet dining works in the CBD because there are many multi storey off road car parks available to offset the reduction of on street parking spaces. Clearly Fitzroy does not have multi storey off street car parking as back up to offset the car parking spaces that have been removed to create the Gertrude Street parklet dining spaces. It also appears that a lower number of parklet dining spaces could have been introduced if the existing largely unused space available on the footpath was more efficiently used.
Mish mash.sewers traffic.unsafe.unhealthy.food with flies.many unprofessional.
Loss of loading zones; loss of parking amenity for businesses in a clearway as available parking on the other side of the street, not a clearway, is taken by unused parklet spaces, parklets are mostly unused during the day which compromises access to retail stores - which trade in daylight hours. There are numerous complaints about this, some shoppers no longer visit the street.
These spaces, if used at all , are used for approx 4 hours on some nice nights. The rest of the time they impact negatively on daytime goods carrying non hospo businesses , like ours .
We have very limited parking as it is
Stupid idea
My customers have nowhere to park To quickly buy their provisions.
The businesses with parklets around us never have any customers using them so they are using up valuable Parking spaces
With all the construction in the area parking has dried up restricting customers
Lack of parking spaces means less people are likely to come to the area

Thinking about vehicle traffic, how safe do you feel your parklet is?

Value	Percent	Count
Very safe	91.00%	43
Somewhat safe	9.00%	4
	Totals	47

Comments

Very safe

It's been constructed by a professional building company, with the use of the council concrete bollards inside the wall structure, nothing could penetrate the perimeter.
Road closure means less traffic. We can serve our customers in this (closed) side street which is completely removed from any passing traffic.
It is on low traffic corner street, protected by trees. we use bollard lighting at night to keep it highly visable. Customers love it
It is a one way street and has the bollards on each corner
Both ends of our extended outdoor area are the 1hr parkings. Cars are always there to stop any issues.

We are located off Brunswick St on Victoria St (a quiet side street). Our car parks are large and protected by a kerb area where people sit on the public mosaic couch
It actually feels safer than having regular footpath trading with temp barriers. Having the bollards and a permanently erected solid barrier around the parklet creates a much safer divide between people and cars.
Professionally built. Built in benches and flooring.
It's completely enclosed and on a corner not near a tram stop.
It is never used as it is off a back street in Cremorne.
It's on a residential side street with not a lot of traffic
Concrete bollards, high visibility with umbrellas trees etc. Unless there was an intentional terrorist attack would be hard for a car to cause damage or injury.
It's off the road completely
Large planter boxes create a strong barrier between traffic and customers
Concrete bollards, raised decking, fencing.
We are in a little-used side street that is a single lane and one way. Cars that do come down go very slowly and the size and positioning of the bollards stop any potential hazards.
Studies in Europe have long shown the passive safety impact of pedestrianised areas on traffic - drivers automatically slow and adjust to pedestrian presence. Additionally, our corner, long seen as a traffic danger by locals and council alike, has become safer with cars slowing moreso.
We have planter boxes on every side of our parklet and are on a side street so there isn't too much traffic
We have high visibility reflectors to ensure vehicles and bikes can see the parklet. The barriers that we have used are strong and we have provided safe places to cross the road with good visibility for cars, bikes and pedestrians.

Somewhat safe

The concrete bollards have been hit twice (not serious - very low speed impacts by people doing U-turns in the street) all on occasions when we are not trading, so no risk to patrons and staff, but i think that even though they are huge covered in bright pink material they are in the blind spot when people u turn in the street - you can't help poor decisions by hasty/lazy people.
I think the council could provide some stronger barriers like the city of Melbourne has done. But blocks work pretty well though.

To business owners without parklets: Have you experienced any challenges with our temporary parklets? If so, what were these challenges?

Yes, the challenge of being treated unfairly due to the objection to install a parklet, reducing significantly the business revenue.
Parking!!!!
Graffiti
None!
Retail is open during the daytime when the parklets are mostly empty. Our business has dropped off by 40% since the parklets were introduced. It's unlikely this is totally due to customers not being able to park easily, but it's no doubt contributing. Customers often tell us they have to be quick in the store because they're parked illegally, because there are no car parks available.
Our sales plateaued in November and December 2020 when compared to the corresponding months in 2019. We were anticipating stronger than usual sales months in November and

December 2020 due to the end of S4 restrictions and the pent up consumer demand which seems to have largely flowed into hospitality businesses. The feedback we have received from customers is that it is noticeably harder to park in Gertrude Street and this has been reflected with our January 2021 sales being around 30% less than our long term January average over the past 10 years we have been trading at this location. Some customers just give up and head to shopping precinct locations where they find it easier to park and shop. It appears there may have been an increase in foot traffic at some periods of the day, noticeably mid morning to lunch time, where a younger demographic like to do brunch and/or lunch which involves an investment of say \$20-\$30 at a local Gertrude Street cafe. This demographic is unlikely to visit our store and expend say \$350-\$500 which is an average spend per customer. This younger demographic may walk into our store, 'do a lap' and then head straight out because our apparel is beyond their means to afford. We also note the parklet dining on the southern side of Gertrude Street are largely empty, especially during the morning and early afternoon, due to the heat and lack of shade and amenity. While we bear no ill will to the hospitality businesses who have been the biggest winners from the parklet dining experiment, we believe the focus of Council support - including the dubious 'People of Gertrude Street' group which has clearly targeted support of businesses who are known to the group founder - has been clearly weighted to hospitality businesses which has come at the expense of other non-hospitality businesses. We look forward to the removal of the temporary parklet dining in Gertrude Street by 31 March 2021 and do not support the re-introduction during the summer months of 2022.

Our part of Gertrude street is ineligible because it is a clear away. Poodle and Ends and Means are the only two businesses on Gertrude street that miss out.

We also have a Barbershop within our premises, and they have definitely made parking an issue for our mid week clients who come for 30 haircuts on their work breaks. The cafes don't necessarily need the extra space on a quiet Tuesday, but our customers with cars and short windows do...

Wellington st. they are set up and unused. it's for a minority not most ratepayers. access should rule. On Smith St Colloid no footpath should be used pedestrians get blocked. virud can spread

Leaving some car parks would have been better for us. Having cars backing into the blocks. Ugly pink and purple covers. Construction time it took for some business owners to get them finished.

Many businesses that have been allocated these parklets have not used them yet the bollards have remained in place and car spaces cannot be utilised

Seeing some blocked off for businesses that were then clearly not in use - feel that if you apply/ have it you should use it as intended or let it be a carpark space again.

We have been unable to create a parklet due to our adjacent car park space being designated as a clearway despite being right next to bollards on neighbouring restaurants parklet

None as yet.

The parklets are a physical menace as they monopolise more physical space than a vehicle taking up the same parking spot, the bollards are a grotesque colour that accentuates the dreadful shanty style backyard fit-out that has been permitted - they are an eyesore, a visual challenge

We share a building with a nightclub . They installed a parklet covering 3 spaces immediately adjacent to our ground floor business. We are a goods carrying business . Close parking is vital . We were never consulted . Worse though is they have been used about 5 times in 3 months with no patronage . Always empty and now that they are a proven commercial failure and mistake they just sit there a waste of space clogging the road . They are NEVER used . But no one will remove them .

Yes they are a terrible idea as they take away from customer parking

Negotiating the footpath needs improvement. Some hospitality premises have the road and the footpath covered in furniture so it's regularly difficult to Social Distance when passing pedestrians. The pedestrian width could be increased to solve this.

No, it works very well.

Seating and umbrellas used for dining by the adjacent bar and restaurant have greatly diminished the visibility of my storefront to passing traffic or passing foot traffic on the opposite side of smith st.
Lack of short term parking for businesses that are not hospitality.
Several of our service units have been in incidents with pedestrians and bikes around some parklets
Makes parking locally a little more challenging but the benefit far outweighs the inconvenience.
None
Not really..
Customers are finding it hard to park with the parklets there if they are being used that would be fine but the three businesses with parklets around us never have any customers using them so they are very redundant
no
Many if not most are using them for drinking only and for smoking, which was not the intention. I support the ones that are used for dining but not drinking and smoking additions to businesses.
I?applied for one and was rejected despite having over 120 clients/day attend for food and essential services
I find it frustrating when I am in the car on business trying to find convenient car parking
no
None

To business owners with parklets, have you experienced any challenges with your temporary parklet? If so, what were these challenges?

Some logistical issues with access to our business for deliveries & collections but nothing that can't be managed with a bit of pre planning.
The rain, would have been nice to have an extended awning or sails to stop the rain.
Graffiti
Sun shade
1. Graffiti - multiple occasions, spending time and money cleaning and painting over graffiti was very upsetting. 2. Moving furniture in and out of the shop to the parklet twice a day was an issue for OH&S. Particularly umbrellas. Otherwise a great experience!
Inability in provide heating in the area, and it hasn't.mt been a particularly warm summer. It will also render the space basically unusable over winter. And your (City of Yarra) position/argument that it's unsafe to have heating in the area is absolutely ridiculous - if the area is appropriately fenced, it's no less safe than any other outdoor space adjacent to a road.
Cost - we had to take out a loan and spent over \$30,000.
No
The design was hard but the council has been great as well as the government
It took way too long to get approved (Two months) and I'm now just hoping I get to use our parklet properly.
None
No
closing the parklet at 11pm is difficult when we trade till 1am with significant reduction of inside allowed patrons
We have not experienced any challenges. Our customers are enjoying it. The locals love it. We have had no complaints. Great for the area!
Only challenges has been the weather. Not being allowed to install proper roofing has had us close with bad weather. It's been the worst and rainiest summer.

No so far.
Heating and cover - we would like to invest more money in heating and permanent cover. However, have not been unable to do so due to the permit ending at the end of March. if the permit becomes permanent we will definitely invest in this area at our cost.
Not really
Getting neighbouring landlord to allow us to use space
Receiving deliveries has become slightly more problematic, however the benefits far outweigh the issues.
None. It has been one of the best things that has happened to our business and is a great dining area for our patrons. Under the tree, elevated off the ground it looks sensational for passers by and a great dining experience.
Lugging out the furniture in the morning, then lugging it back in at night! 😊
Graffiti
Trash collecting in gutter isn't being cleared, some (minimal) graffiti.
No major challenges, just graffiti as usual in the area, which we keep on top of.
As we haven't been sure that the space will be extended past march we have been hesitant to spend extra money on furniture, shade and lighting to create a more comfortable space. This has led to less use of the area in my opinion than if we had the security of having a more permanent set-up to invest in. I also feel that if we had the option of changing our outdoor to a non-food service area and allowing for smoking outside that we would be able to have guests stay on for longer and have an area to smoke and drink.
Council placing a time limit reducing our willingness to spend money on it, and to plan for the future. The most recent lockdown clearly demonstrates how outdoor space must remain going forward.
The approval process for our parklet took well over a month As we are on a hill and needed to install a deck to be able to utilise the parklet, we missed out on crucial income during that time and the chance to make the most of the cost of our parklet, it is very important to the survival of our business that we are able to keep our parklet
No challenges that cannot be tackled
Some issues with the bollards but Darren Borg kept up contact and kept trying to get the issue fixed asap. It was excellent service in a tough situation.

To businesses with parklets, what days of the week is your business open?

	Open		Closed	
	Count		Count	
Monday	21	51.2%	20	48.8%
Tuesday	34	82.9%	7	17.1%
Wednesday	42	97.7%	1	2.3%
Thursday	43	100.0%	0	0%
Friday	43	100.0%	0	0%
Saturday	43	100.0%	0	0%
Sunday	38	88.4%	5	11.6%

Of the days your business is open, how often is your parklet used by customers?

Value	Percent	Count
More than 80% of the time we're open	62.00%	29
Between 60% and 80% of the time we're open	26.00%	12
Between 40% and 60% of the time we're open	9.00%	4
Between 20% and 40% of the time we're open	4.00%	2
Less than 20% of the time we're open	0%	0
	Totals	47

To businesses without parklets, if the option was made available to your business type, would you consider applying for a parklet in the future?

Value	Percent	Count
Yes, on a temporary basis (during spring/summer months only)	14.00%	10
Yes, on a temporary basis (only if COVID-19 restrictions limit capacity in my business)	7.00%	5
Yes, on a permanent basis (year-round)	29.00%	20
No	50.00%	35
	Totals	70

Comments

Yes, on a temporary basis (during spring/summer months only)

Would you let me install it?
My business does not really apply here, but I think they are a good long term idea, particularly for Spring/Summer/Autumn. However, businesses should be charged accordingly for the extra space once the COVID-19 restrictions are no longer impacting their usual capacity.
To create a different atmosphere that doesn't come uniquely from the hospitality industry. To have fair access to benefits that are otherwise only for hospitality.
It increases the amenity of the neighborhood.

Yes, on a temporary basis (only if COVID-19 restrictions limit capacity in my business)

Footpath is wide enough anyway. Make them smaller so at least 2 parking bays are left free.
can't see my clients

Yes, on a permanent basis (year-round)

I have ticked that we do not have a parklet as such, but extended footpath trading - Lot's of positive comments from customers
Permanent or during spring/summer would be amazing
The additional seating area would add significantly to the vibe of our bar and also allow us to make up some of the capacity we have lost under covid restrictions
Customers vs cars? It's a no brainer. We want customers! Parklets would also be great for pop-up performances, fashion shows etc.
Because enriching the area and thereby assisting small business after such a difficult & challenging time is far more important than car parking.

They are a great idea and help expand outdoor areas, activate public spaces
I have limited indoor dining space and the opportunity to allow customers to be seated safely and enjoy the atmosphere of the area would be most welcome.
Cars are coffins

No

It would be good for council to find a balance between hospitality and retail. Especially in areas where hospitality is in abundance around retail. Maybe consider a density, and once that density has been allocated, late-applying businesses miss out?
Less appropriate for our business, but strongly feel increased outdoor dining adds value to the community and a permanent option should be considered.
We are not a hospitality business and have no use for a parklet dining space.
Impedes traffic movement.supports virus spread .waiters have little regard for pedestrians
Not all businesses have access to these parklets
We currently have the use of our own private land (carpark) which is a bigger area
Why would anyone want to sit in full sun on the bitumen with trams, ambos, police vehicles thundering by, not three metres away
My business does not require one. However, I absolutely love seeing them! I hope they stay permanently! It brings so many people into the area!!
They take away parking spots
My business gains nothing from having the adjacent businesses trading in-front of my store. I was willing to help my neighbours when restrictions ment they Had greatly reduced patron capacity inside their venues but think it would negatively impact my business for it to become a permanent arrangement.
Covid is mostly contained. Hospo have had their help. Now Balanace it out and Help the other businesses return to normal trade.
They do nothing to improve our business
I don't think it really applies to me in some ways... see below for further response However I'm not against having one if were applicable
Don't need one
Not applicable
We are a take away kebab shop so our customers prefer take aways , we have few tables outside so they are enough for us for now.
I dont need one but I would like to see car speeds restrictd in the mll streets of CREMORNE
it would clash with our smoking area
Totally inappropriate for our business.
Not relevant for my business however I am happy for others to have them
My business is professional services, not requiring a parklet

Did not answer

NA but would support staying for hospo venues

To businesses with parklets, if we ran a similar initiative in the future, would you apply for a parklet again?

Value	Percent	Count
Yes, on a temporary basis (during spring/summer months only)	11.00%	5

Yes, on a temporary basis (only if COVID-19 restrictions limit capacity in my business)	2.30%	1
Yes, on a permanent basis (year-round)	87.00%	41
No	0%	0
	Totals	47

Comments

Yes, on a temporary basis (during spring/summer months only)

We'd love to offer the space year round, however your current position of not allowing heating in the area (which does not make any sense) renders the space effectively useless over the winter months. COVID isn't going away, this is something we have to live with now, and we need to adapt the way we live. The parklet's have been a wonderful initiative for businesses and for the neighbourhood. It should also be a year round initiative – what do you expect businesses to do with all the infrastructure/furniture they've invested in if you remove the parklets? Many businesses invested their own money to make these spaces operational. Many would not have the space to store this additional furniture/infrastructure over winter without being able to place them out. Taking this away from businesses is penalising them when it's still an incredibly tough environment out there, and so fragile. We know it's safer to be outside, why not promote this?

We have limited need for outdoor space in the cooler months; if we can keep the expanded footpath area (in front of neighbours buildings) we can do without the parklet April - October. This will depend on capacity limits, and if we are locked down again!

Yes, on a temporary basis (only if COVID-19 restrictions limit capacity in my business)

Money is still very tight from no income for most of 2020 so we couldn't afford it all year round yet.

Yes, on a permanent basis (year-round)

Customer feedback alone is enough

Increased sales, the pandemic is not over and won't be over instantly on 31st March, so I would feel safer having customers outdoors rather than crammed inside. There has been a huge increase of sales revenue for us because previously we didn't have enough capacity to cater for everyone.

Street trading adds atmosphere to the area

We spent significant amount of money to set up decking that was safe and enjoyable for our customers and also safe for our staff to serve. To gain a return on this investment, we would like to use it all year. Our design was modelled on some of the restaurants in Lygon St, Carlton, that have dining year round.

People love sitting outside and socialising in their community. Its a great space to be able to offer our customers in addition to our indoor space. It is in use all the time we are open and on any day that isn't raining is often in much higher higher demand than our in door space

It has really helped my small bar. In revenue, street frontage and is just a great community drive. At Bad Frankie we pride ourselves on being a positive part of the community and having street present help create that environment.

Because it's the only way I can keep the business alive and pay all employees.

The vibes are very positive!! Customers love it, we love it!!! Why not?!?

I think all the above information answers this well. There are no negative effects in our case. No surrounding businesses are impacted and it adds to the quality and feel of the street.

It is making such great use of the space. The area feels much more vibrant with all of the outdoor dining. Like a European city. People come on bikes or with their dogs to enjoy a meal in the fresh

air. We really appreciate the council taking the initiative to make it happen, and hope it is here to stay....
We honestly believe this is the future of drinking and dining. Would happily pay annual fees to keep this ongoing all year round.
Because of positive impacts mentioned above
People are loving the vibe out there, some prefer outdoor dining.
Reasons above - has been a game changer.
Because is safe than have people sitting on footpath.
Nowhere to store the infrastructure
It's a great addition to our business and to the area. Makes a great sense of community as we share it with our neighbouring businesses.
beautifies and cleans up the suburb, provides a social presence in troubled drug areas, allows safe trading during COVID, allows greening of the city
We built a deck on our parklet and have been able to increase our capacity by 50% which he intern meant increasing our staff and revenue, our customers love having the outdoor space to sit as many of the apartments in the area don't have outdoor space it has also reduce the wait for a table
We have a very special space as our Parklet faces the park.. We have taken 2 car spaces which was unrestricted parking, in which has very minor impact for parking.. We would very much like to keep it as we have spent over \$30,000 on building and lighting, furnishing it...
It adds an extra element to our business and helps provide more flexibility in seating arrangements.

To businesses with parklets, how much would you be willing to pay (per month) to retain your temporary parklet?

Response	Count
\$0	42.00%
\$500	44.00%
\$1,000	7.00%
\$1,500	2.00%
\$2,000	2.00%
\$5,000	2.00%

To businesses without parklets, how much would you be willing to pay (per month) for a temporary parklet?

Response	Count
\$0	44.00%
\$500	28.00%
\$1,000	13.00%
\$1,500	9.00%
\$2,000	3.00%
\$10,000	3.00%

Any additional feedback?

Treat businesses fairly, it is just not right the way council has approached this situation.
--

We currently pay \$1000-1200 for our original street dining & have doubled it, so would expect approx double the charge (The above scale does not have a small enough increment for our situation)

Please remove them all.

\$250 per month

If the business has successfully shown that they can use the space without causing interruption to others I find it hard to see the need for charging fees for the space especially in the current climate. The businesses that have this opportunity and have taken it up will need this to be a longer term solution if they are ever going to recover fully. The addition of these spaces has given many streets a much brighter look and also I feel has made people more aware of what is in their neighbourhood.

There are businesses around me who already have abundant outdoor dining areas. For example, The Fitz and Nicos are both on the Brunswick/Kerr St intersections. Both have already very large footpath dining permits. The Fitz didn't use any parklets, I imagine because they don't need them. Which is considerate of them. Whereas Nicos have the same sized permit area. And they also took 3 x 15min car parks. Which they don't actually need. They don't currently use all of their permanent allocated space. But my business, and the photo shop business above me, have nowhere for our customers to conveniently park. The Evelyn across the road, again, have the same outdoor area. They've got 3 parks for parklets but they have never used any of them. Ever. What I would encourage is that after this round is that Yarra consider there are other businesses other than hospitality who rely on the parking spaces. Now that covid is somewhat contained, I encourage Yarra Council to scrutinise the applications for parklets more. Give them to businesses who need them, because they don't have an alternative. Don't give them to businesses who already have outdoor dining areas. And help the other businesses who bring daytime activity to high street areas and who contribute in many ways to building community.

While the parklet dining has been introduced to support hospitality businesses in the City of Yarra, it appears that non-hospitality businesses, which were also forced to close and lost significant income during the various lockdown periods, have largely been ignored by Council. Very little support and/or consultation for non-hospitality businesses has been offered. This is very disappointing as precincts such as Gertrude Street need more than just cafes and restaurants to be doing well to maintain a diverse and appealing retail offer. With landlords looking for increased yields from their properties, there have been many businesses which have not been able to survive as is currently demonstrated by the high number of vacant shopfronts along Gertrude Street.

We would be happy to pay annual fees to keep the parklet given we invested \$40,000 building it, we are also wanting to recover from restricted trading in 2020 and recoup the parklet investment. 2021 entire year should be marked as an economic recovery year for businesses especially with Jobkeeper support ending and rent deferrals being due, taking down the Parklets prematurely does not make a whole lot of sense given the pandemic is still ongoing and will not just go away on March 31st we need to still be mindful of social distancing and precautionary measure to stop the spread of the virus, vaccines are not a cure just an extra barrier of protection as is outdoor dining spaces, contact tracing and QR code check ins, this should all continue until at least the virus is less lethal and less rampant in return travellers. Vaccine delays could also be a contributing factor, it would be devastating if a new mutant strain developed that resisted the vaccines and we had an outbreak again and all the Parklets were removed.

I'd say \$250 per month. Rents are high as are rates. Keep trading local

Park let pricing should be the same as outdoor seating permits, by the amount of tables chairs etc

Thank you for your support!! We would love to keep the parklet whilst social distancing is still enforced. Staying in business would be almost impossible without it which is evident when looking around the city. I consider ourselves to be very lucky and fortunate to have the opportunity to use the space. We are all very grateful.

I can't answer your question on how much we would pay to retain the parklet, as your sliding scale doesn't allow for enough flexibility with cost (increments of \$500 only), and you are not giving me any indication of what 'retaining' the space looks like - e.g. is it permanently/seasonally? Is it under the same conditions it was initially offered or do you propose to make changes? Allowing heaters for example? It really should just be an extension of our current footpath trading permits - you could do a lot more to support local business in the area.

From my perspective, this parklet has saved my business. It has been warmly received by the community with over 300 customers signing a petition to keep the parklet as a permanent arrangement. The decking that we put in place was only "Stage One" of our plans - in the future if we are granted a permanent permit, we would look to extend the decking, plant some trees for added greenery and a vertical herb garden for the cafe and community on the outside wall. We would even extend our opening hours to include dinner and apply for a liquor license. From the difficulties of COVID, this parklet has been the one true positive for our business.

Regarding the above payment figure. This should be charged relative to the size and location of the parklet, based on the going rate for commercial property p/sqm in the area.

The parklet has not increased our earnings but supported us during the limited capacity and given small businesses an option to keep our doors open.

As a new business the parklets have kept us alive and viable. Without them the new indoor social distancing mandates would have seen us shut our doors for good. People love the space and feel safe out there. Coming back into flu season its fantastic to be able to offer our customers a much safer dining experience

Parklets should continue indefinitely whilst current restrictions are in place. There after business should have the option to keep permanently in consultation with council and the community on a case by case basis.

Moving out of Yarra after 120 years.rate money not being used in hard times wisely.look at bridge rd.swan st.many ghettos not worth going to.cant manufacture in a city with little support

Zero payment if for COVID reasons. Some councils supplied the parklet's and created a much nicer uniform look. The massive ugly pink and purple giant blocks were awful, and hard to make part of the design and took up useful space. Some businesses (Neighbourhood wine bar) to just name one, have not even yet completed theirs and yet the parking in Reid st was taken up since November. Other councils tendered it out and got it safe, unified and installed quickly. The Yarra COVID business grants could have been spent on these, especially since the grant 'winners' have had very little impact in what I have seen. What plans do businesses have for the materials when not is use. Landfill? Storage with costs?? The bin? Upcycle ? Recycle? Can the council store? What is happening to the concrete blocks ? Seems like no one I speak to has an 'exit' plan for all this material.

It greatly disadvantages businesses that don't have access to these additional spaces . But for those fortunate to have access it's a great option

Thank you so much for the opportunity for having the park let. It has been fantastic though this time.

I placed 500 per month as that is the lowest fee it would let me choose but no hospo buisness could afford that. Maybe \$1000 per year.

I'm sure I'd be willing to pay more than \$500/month in the future. But we are still a new business and struggling.

From what I have observed the vast majority of temporary parklets are extremely underused so I would wonder why they would be considered as a more permanent addition. The funding fod these as grantsfrom council could have been better used I think. Also, the introduction of these more permanently would be an unfair and anti competitive advantage for those businesses that have them over venues that cannot because of where they are located, in addition to those that have spent large amounts of money on permanent outdoor spaces within their own premises.

<p>Also, there seems to be some concern from residents that the process for allowing these have been rushed and that many residents have not been properly consulted.</p>
<p>From what I have observed the vast majority of temporary parklets are extremely underused so I would wonder why they would be considered as a more permanent addition. Also, the introduction of these more permanently would be an unfair and anti competitive advantage for those businesses that have them over venues that cannot because of where they are located, in addition to those that have spent large amounts of money on permanent outdoor spaces within their own premises. Also, there seems to be some concern from residents that the process for allowing these have been rushed and that many residents have not been properly consulted.</p>
<p>Perhaps \$100 per month would be a more reasonable figure if it becomes necessary to charge for parklets. \$500 is not viable</p>
<p>The council should have stipulated right from the start that the parklets had to be used day and night, and required those businesses to install furniture within two weeks of the placing of the bollards, and place furniture in that area every day. A far more attractive proposition would have been to plant mature trees on the street instead of dumping those lurid obstacles on the road, and providing a graffiti removal service to traders who have been vandalised. Oh, and some more parking to compensate for the parklets ... but then, the parking issue has been festering for three decades - instead of making it easier, you have exacerbated it by favouring a select few - how ironic</p>
<p>This is a scheme that started with good intentions but its in the main a flop . Most spaces are underutilised or not utilised at all . Glamorama , the Evelyn Hotel being two. They negatively impact on daytime retail businesses such as ours and if the scheme is to be continued wider impacts must be considered , use it or lose it must apply and pallets should only be granted to businesses who comply with this . And finally please remove the parklets in Leicester st ASAP . Before the 31st of march . There is no rational reason to keep them as they are NEVER used .</p>
<p>It helps the business so much. People in the area love it as well. It provides the piece of mind for the diners and creates great vibes in the neighbourhood.. Thanks for the support</p>
<p>We were planning on using our large parklet space as a local produce pop up market on the weekends from beginning of March through to Winter as we were under the impression the parklets on Gertrude St were going to be permanent hence we spent a lot of funds on this already. It is a great space that the locals love!</p>
<p>I don't feel we should have to pay to keep these spaces permanently. We already pay so much in BAS and we are doing a service to our community and city by providing these outdoor spaces increasing the attraction for dining in and visiting Melbourne city.</p>
<p>Make them permanent! They're great!</p>
<p>Thanks for taking the time to read my thoughts. Hospitality is such a vital sector of the City of Yarra. We hope that it continues to thrive in the future :)</p>
<p>It is a terrible idea for Nicholson Street</p>
<p>Most Parklets are empty most of the time. Many of these businesses trade limited days and hours. Perhaps we need to look at shared parklets rather than one each for cafes and bars? A balance needs to be struck somehow so all residents and all traders have amenity. (Ps: I wouldn't pay 500 dollars but the question above only gave 500 as the minimum)</p>
<p>\$400</p>
<p>I'm more than happy having my neighbouring businesses trade in front of my store while they are only allowed reduced patrons inside their businesses. But don't think it's reasonable for them to continue trading on the street in front of other businesses or in other businesses footpath trading zones when they can trade at full capacity inside their own business premises again.</p>
<p>I understand why the Parklets were implemented. Hospo had a terrible time during covid. But they've had that help/assistance and now it's time to help other businesses return to normal trade. Customers are all shopping online. We need to get customers back into the streets and shopping with their feet. We're hurting too. Thanks.</p>

As I said above, we'd love to keep this and add a more permanent roof option.
I would be willing to cover the cost of the revenue usually generated from the parking fees. Also if you're worried about losing some car parking spaces why not build another level on top of the current parking area above Woolworths?
We won't be able to afford it till 2022
As mentioned above if it became a permanent permit we would love to invest in making this space a permanent extension of the restaurant.
It helps to make our side road trading inviting to customers to use.
We are Sonsa markets on smith street not south of Johnson but there was no Sonsa markets available when choosing our business
If I could pay less than \$500 that would be great.
Should be a free service due to capacity restrictions during covid
Many of the businesses given parklets only operate at night taking away parking from many businesses operating during the day
this is not applicable to me as I am an adjoining business but if it assisted my neighbours I would be willing to pay a small levy to help this happen.
Important for community to see people enjoying life, creates an uplifting and friendly energy
I don't think a parklet really applies to my business as my business is not at street level and it's a shared office building so it would have to work in with all the other tenants/businesses.
I think less cars and more outdoor space is important going forward. The park let's should be made more permanent or at least given an opportunity to stay installed for another 12 months.
Nothing until we have indoor restrictions. After that it's fair we'll be charge as footpath trading.
I would be willing to pay a fee in line with the current licensing fees, but not more than a few hundred dollars a year
Council should evaluate the capacity of the businesses that have applied for a parklet. If they are not being used they should be removed
I would be willing to pay up to \$500 per month for a parklet.
We think they are great. Less cars, more people. Much better
Time to get back to an even playing field based on the rent you pay.
It would need to have sufficient value in set up to pay any more.
sorry we attempt for profit charity
I think it is great having these parklets available to businesses, even if I do find parking places hard to find. It is good to see people out and about relaxed and enjoying themselves after the COVID restrictions were lifted.
If you are looking to attract amazing businesses and ensure CoY is one of the greatest LGAs to live in, why would want to charge for this? Stop moving "traffic management" instruments around endlessly and use the money saved to fund this program.
Go Yarra
I think they are a great initiative and a great way to help business and generate good community vibes
This should be free - if you are not providing assistance in the construction and maintenance, then no fee should apply. Think about it realistically - traders are adding value to the municipality, and by extension, the rates and house prices in the area. the nicer the suburb, the more all members of the community benefit.
It would mean so much to our business if we could keep our parklet, we've been a business in Yarra council for 10 years and have seen Collingwood transform, this year has been a very difficult one for our business and we appreciate everything Yarra council has done to assist and hope you will strongly consider allowing us to retain our parklet long term

Although my business doesn't have the need for a parklet (and probably hinders parking availability for my customers), I prefer having permanent parklets for the positives they create in our community.

I'm not sure how much we could afford to pay for the parklet during winter especially due to restrictions on heaters and covers as I'm not sure how much use we will get from them. I would however like to continue to use it and have it as a part of our business. In summer \$500 would be a fair price for our parklets per month.