

Banyule Car Share Guidelines

March 2026



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1.0 Related Policy

These guidelines provide a framework for implementing the Banyule car share policy. The guidelines outline the responsibilities of Car Share Providers and Council, and the processes for the management and expansion of this service.

These guidelines should be read in conjunction with the **Banyule Car Share Policy**.

2.0 Scope

In Scope

- Installation and management of car share parking spaces on the public road network within the municipality of Banyule.
- Installation and management of car share parking spaces in public Council managed carparks in Activity Centres within the municipality of Banyule.
- Managing the network of vehicles.
- Changes to on-street parking controls and line marking for car share parking spaces.
- Supporting the provision of car share vehicles within developments including through the application of the Banyule Planning Scheme.

Out of Scope

- Installation of car share parking spaces on private property.
- Peer to Peer car share schemes where private individuals rent their own vehicles are excluded from these guidelines.
- These guidelines do not apply to any agreement between CSPs, and a third party entered into for the purposes of providing a car share vehicle within a privately owned property.

3.0 Guidelines

3.1 Car share provider (CSP) qualification criteria

Only CSPs that are qualified and considered suitable can apply for public on-street and off street car share parking spaces within Banyule and must demonstrate their compliance with the following criteria.

3.1.1 Number of Operators

Council reserves the right to limit the number of CSPs operating in the municipality for the duration of these guidelines.

3.1.2 Insurance

The CSP will need to hold a current Public Liability Policy of Insurance for the sum of \$20 million dollars. The CSP must provide the Council with a certificate of currency in respect of any insurances.

3.1.3 Network plan

The CSP will need to submit an application form and network plan including a timeline for delivery of the network and demonstrate their ability to further expand and how their services add value to the community.

3.1.4 Vehicle requirements

Types of vehicles

CSPs must supply a range of vehicles based on an assessment of local needs including consideration for making vehicles accessible for people with a disability, family and where available pet-friendly, encompassing passenger vehicles, SUVs, vans/people movers and utility vehicles. Vehicles must not be a caravan, box trailer and must not exceed 4.5 tonnes gross weight.

Safety

All passenger vehicles must have a minimum four (4) star ANCAP safety rating.

Environmental ratings

Average emission for passenger vehicles of not more than 155 grams of carbon dioxide equivalent emissions per kilometre. In the case of SUVs, van/people movers or utility vehicles, the CSP must demonstrate that the vehicle is a high-environmental performer for its class.

CSPs are required to work with Council to investigate opportunities to include low emissions vehicles including electric vehicles (EVs) in car share fleets.

Advertising and branding

There is to be no third-party advertising placed on car share vehicles. The CSP's branding must be readily distinguishable for enforcement purposes.

3.1.5 CSP membership requirements

There are to be no age-based restrictions to membership on car share members; however, potential members must be 18 years or older and must be qualified to drive in Victoria.

3.1.6 Minimum levels of services

Car share vehicles will be available for a minimum booking period of one hour.

CSPs must ensure that no car share parking space remains empty for a period greater than five consecutive days, unless by prior written agreement.

A CSP must ensure vehicles can be booked via on line booking platform available 24 hours a day, seven days a week.

The CSP must provide a customer support service number during business hours seven days a week, with contact methods also readily available in the car share vehicle.

The CSP must be capable of demonstrating they comply with the obligations set out in responsibilities of car share providers (next section).

3.2 Responsibilities of CSPs

3.2.1 Promotion

Each CSP is solely responsible for the promotion of their service to prospective and existing members. Council may request information on promotional activities undertaken within Banyule from CSPs. Council will continue to promote the concept of car share as a travel option that complements walking, bike riding and public transport travel and as an alternative to privately owned vehicles.

3.2.2 Reporting

Council requires CSPs to collect usage information on their individual car share vehicles and car share parking space locations as well as general membership characteristics for reporting purposes.

CSPs agree to provide monthly data on the following characteristics at a minimum, for each on- street and off- street vehicle:

- Total number of hours booked
- Total number of trips
- Utilisation rate (number of hours the vehicle is booked per month/time vehicle is available per month)
- Total distance travelled
- Average trip distance
- Membership numbers
- Breakdown of members by private or corporate membership (if applicable)
- Average emissions of passenger vehicle fleet
- Victorian registered vehicles

Data will be provided in the form of quarterly reports. In addition to submitting quarterly reports, CSPs to agree Council can request a report at any time on the utilisation characteristics of any one space if required.

CSPs to agree to the publishing of regular summaries by Council of aggregated car share utilisation by area. Detailed reports will be treated as commercially confidential for 12 months from the date on which the reports are due to Council.

CSPs to agree to conduct an annual survey that provides gender-disaggregated data on members' travel habits and car ownership levels to understand who accesses this service, how they are using car share and to identify any barriers to use.

3.2.3 Performance management

CSPs to agree to the utilisation performance criteria (Clause 3.4.2 of Car Share Policy) set out in the Car Share Policy. Where, if averaged over a period of six (6) consecutive months, the usage of a car share parking space is less than an average of 60 hours per month, Council may ask an operator to show cause as to why the parking space should not be withdrawn and re-allocated. Operators will be provided with a reasonable period of up to 12 months following installation of car share parking spaces to reach usage targets. Authority to act for non-compliance rests with the Manager, Transport & Engineering.

Operators will be given an opportunity to make representation prior to any action for non- compliance with this policy and guidelines. In case of the revocation of spaces, Council officers are authorised to re-allocate parking spaces to an alternative operator.

3.2.4 Maintaining car share locations

The CSP must supply a vehicle to the approved car share parking space within ten (10) working days of installation of signage and linemarking (or by prior written agreement) as per the terms of the Agreement.

Council is responsible for maintaining signage and line marking of the car share parking space, however the CSP must ensure that:

- In the course of maintaining or cleaning car share vehicles, no refuse shall be disposed onto the street.
- No existing or approved structures, fixtures or fittings shall be altered or added to without written approval of Council.
- Any approved fixtures, such as information panels, are kept in good condition and the information they contain is kept up to date by the CSP.

3.2.5 Parking car share vehicles in areas with no parking restrictions

Demand for on-street parking in Banyule is high. CSPs must not store car share vehicles in areas with no parking restrictions, all car share vehicles must be-stored in a dedicated (sign-posted and marked) car share parking

space. CSPs need to adhere to, and inform their members of, the enforcement procedure set out in these guidelines.

3.2.6 Enforcement procedure

CSPs need to adhere to the following procedure should they find a car share parking space to be illegally occupied by a non-car share vehicle.

Step 1: CSP notification of an illegally parked vehicle

- Members must immediately inform the CSP if a non-car share vehicle is parked in the car share parking space and provide them with the registration details, colour and make and model of the offending vehicle(s).
- Members should then park the car share vehicle **legally** as close as possible to its designated parking space observing clearways, disability access parking bays and permit and timed restrictions, and inform the CSP of its whereabouts. The CSP must advise the member to park the vehicle within the Banyule municipal boundary.

Step 2: Council notification of an illegally parked vehicle

- The CSP is to notify Council's Parking Enforcement team, via the Customer Service Centre's general contact number within one (1) hour of being notified and provide them with the location of the offending vehicle and its registration details as well as the location of where the car share vehicle was parked.

Step 3: Infringement of illegally parked vehicle

- Appropriate enforcement action will be taken at the discretion of the enforcement officer according to the nature of the offence. The CSP will be liable for payment of infringement notices associated with its own illegally parked car share vehicles.

Step 4: Returning the car share vehicle to the car share parking space

- The CSP must ensure that the car share vehicle is returned to the car share parking space, within 48 hours.

3.2.7 Allowing access to car share parking spaces

The CSP will grant Council access to the parking space for necessary activities such as line marking, road works, festivals or events. Council will aim to provide advance notice to the CSP in these situations.

3.2.8 Failure to meet obligations

Council can suspend the CSP's right to use one or more of the allocated car share parking spaces if they fail to meet any of the obligations listed above and can choose to reallocate parking spaces to another CSP.

3.3 Principles for siting and location of car share parking spaces

For car share to be an effective alternative to private car ownership, on-street and off-street car share vehicles should be visible, conveniently and safely located and readily accessible for members.

The following principles will help to inform the general locations and more specific siting criteria for the placement of new on-street and off-street car share spaces:

- **Priority and visibility:** car share vehicles should be placed where they are easily accessible and highly visible. Council's On Street Parking Management Framework's kerbside priorities allocation is used by Council Officers to steer decisions in relation to on-street parking and kerbside space. The Framework identifies four key areas and the user groups within these that Council should cater for as a higher priority. In locating new on-street car share parking spaces consideration must be given to this Framework.
- **Increase integration and coverage:** car share vehicles should be placed near links to public transport, within easy access of activity centres, in areas of low vehicle coverage where there is more than 250 m to properties and in areas of high forecasted demand.
Improve safety and accessibility: car share vehicles should be sited to ensure safety and accessibility for car share users, pedestrians, cyclists and other road users. Careful consideration should be given to

factors that contribute to personal safety of women and gender diverse people accessing car share vehicles, including natural surveillance and sightlines and lighting requirements.

Council officers and CSPs will apply the following criteria in determining the ideal placement of car share spaces and vehicles with the overall goal to maximise vehicle use.

Priority and visibility

- Locate on-street car share parking spaces near activity and community hubs, areas of high employment, high residential densities or low vehicle ownership.
- Choose locations which are visible to the public ideally with high pedestrian traffic.
- Consider existing parking controls and Council's On-Street Parking Management Framework in determining the location.
- Allocate car share parking spaces at the beginning or end of a row of parking to increase access and ease of use.

Increase integration and coverage

- Place near bus stops or train stations or multi-modal hubs to integrate and support multimodal journeys.
- Include on arterial roads where appropriate, excluding all locations with applicable Clearways.
- Place cars close to appropriate intersections to maximise access catchment.
- Place cars at a maximum of 250m of each other to provide 'coverage' to increase equity and reduce the barrier of distance from residences and businesses to car share vehicles.
- Place cars where users request them or where demand is demonstrated.
- The choice of vehicle (sedan, wagon, van) must reflect the ground floor use of adjacent buildings and the surrounding streetscape to ensure it does not obscure or be out of scale within the location's context.

Improve safety and accessibility

- Consider factors that contribute to personal safety of women and gender diverse people accessing car share vehicles, including natural surveillance and sightlines, and lighting.
- Preserve DDA accessibility such as dropped kerbs, circulation space next to disabled parking spaces, tram and bus stops.
- Orientate car share spaces so they do not block sightlines from access ways, crossovers or pedestrian crossing points (formal and informal).
- Provide clearances from service covers, drainage pits and conduits.
- Maintain minimum setback from vehicle crossovers and intersections.

3.4 Responsibilities of Council

3.4.1 Consultation

Following an application for on-street car share parking spaces on Banyule streets or in Council-owned carparks, Council shall undertake consultation with residents and businesses, as per Council standard process, of a proposed on-street or off-street car share parking spaces and consider the outcome of this consultation process before a determination is made by Council on the approval of new on-street or off-street parking spaces.

3.4.2 Installation of line marking / signage

Should an application for an on-street or off-street car share parking space be approved by Council and following payment of the applicable set up and annual fees and charges by the CSP, Council will install appropriate signage and/or line marking for each new parking space as required.

3.4.3 Issuing of Car Share Vehicle Authority document

Should an application for an on-street car share parking space be approved by Council and following payment of the application establishment and annual fees and charges by the CSP, Council will issue a parking authority document with applicable terms and conditions to the CSP. CSPs are responsible for keeping this document up to date with vehicle details per location at all times.

3.4.4 Enforcement

Recognising that illegal parking is particularly problematic for car sharing, Council will consistently enforce existing regulations that prohibits non-car share vehicles parking in fixed car share parking spaces.

3.5 New developments – location and design guidance

Early integration into development plans is essential to maximise viability, ensure appropriate siting and facilitate management. The following criteria provide guidance to the location and design of car share parking spaces within new developments:

- Security arrangements to allow member access 24 hours a day, seven (7) days a week with a valid booking, and by employees or contractors of the CSP in order to clean, detail or service the car.
- Where possible, a highly visible location from the street
 - for buildings with car parks in the front setback of the site adjacent to visitor car spaces.
 - for buildings with car parks at the rear, at the rear of the site adjacent to visitor car spaces or loading facilities.
- Ideally in front of boom gates.
- In the first level of a multi-storey car park (be it ground level, the first level up or first level down).
- In a separate location from other assigned/subdivided car spaces are provided.
- Where security arrangements are not required or are simple to follow (and where customers can use the same mechanism that they use to get into the vehicle).
- In a well-lit part of the site.
- A short distance from an entry point, lift or staircase.
- Ideally in a standard car space where manoeuvring in and out of the space is limited to no more than three movements; however, use of a stacker does not preclude car share.
- On common property managed by the Owners' Corporation or Body Corporate.
- Minimum height clearance of 2.2 m to allow a cleaning van to enter, manoeuvre and exit.
- Mobile data and GPS reception – a signal booster may be required.
- Signage and linemarking for exclusive use of the car share vehicle.
- The establishment and operation of a car share parking space must occur soon after completion and before 20% occupation of the development.

4.0 Application for new on- and off-street car spaces

The general process for a CSP to install a new car share parking space is shown below.



Applications for new car share parking spaces will be accepted throughout the year.

Step 1: Submitting the application

The CSP must complete an application form for each car share parking space they wish to apply for and submit it to Council for approval.

Applications will need to demonstrate the demand for a car share parking space at their chosen location. In doing this CSPs can refer to:

- The number of existing car share members or potential new members living/working nearby.
- Usage rates of existing car share vehicles nearby.
- Potential demand based on an assessment of relevant demographics e.g. Household size, age of population.
- Number of requests from existing car share members or registrations of interest from potential new members.

CSPs must consider Council's siting criteria (Guidelines - section 3.3) when applying for new car share parking space locations.

Consideration will be given to applications for pods of spaces with multiple vehicles if sufficient demand can be demonstrated based on the number of members and/or high usage of existing car share vehicles in the vicinity of the proposed location.

Applications for new on-street car share parking spaces will not be considered where parking or stopping is prohibited by Road Rules Victoria, such as in clearways, or at the location of bus stops.

Each application will be assessed on its own merits in conjunction with Council policy.

Step 2: Application Assessment

Council will assess the application and the suitability of the proposed car share parking space location and will provide updates to CSP of progress on the application.

If required, Council will undertake consultation with properties immediately adjacent to the proposed car share parking space location in line with our processes for parking changes. Applications for carshare spaces in or close to business activity centres may require more extensive community consultation with business owners and, where appropriate, Trader's Associations.

Where the proposed location is deemed unsuitable by Council an effort will be made to suggest alternative locations to the applicant to resubmit an application.

Step 3: Payment of Establishment Fee and any annual charges

Payment of the establishment fee is required prior to the installation for each approved car share parking space location. An invoice will be issued to the CSP payable within 30 days by electronic funds transfer. If payment is not received in 30 days the allocation of the space will be cancelled.

Any annual charges (if required) will be levied on 1 July for each financial year and must be paid in full before any new car share space/s are installed.

Step 4: Car Share Parking Space Installation

Once payment has been received, Transport Engineering will engage a contractor to implement signage and line marking for the required number of parking spaces.

Council will endeavour to implement signage and line marking of the car share parking spaces within six to eight weeks of receiving payment, subject to the contractor's availability and weather conditions.

Step 5: Updating Council Records

Once the spaces have been installed, an updated list of locations will be included on the Council's TravelSmart map (when updated), website and within the schedule of spaces in the CSP's Contract of Agreement.

5.0 Agreement

5.1 Duration of Agreement:

The duration of the agreement will last for a period of two years with extension of another two years if the car share parking space has met minimum usage targets, after which time it will come under review by Council.

Council reserves the right to take back car share parking spaces at any time if necessary and will give the CSP a minimum of one month's notice in writing should the situation arise. Council will attempt to relocate the car share space in question to the nearest appropriate location at no cost to the CSP.

The CSP may terminate the agreement upon giving the required amount of notice (three months' notice) to Council as defined in the terms of the Agreement.

5.2 Removing or relocating installed car share parking spaces

Council reserves the right to remove an existing Car Share Parking Space at any time. In this event Council will advise the CSP of its intention and cover the costs involved. The CSP will have the opportunity to nominate a new space for installation which will follow the standard application process.

If a CSP wants to remove a Car Share Parking Space and another CSP does not want to utilise the parking space, the CSP will be liable for the cost of removing the Car Share Parking Space (and replacement of car share signage with original signage if original signage is to be reinstated).

6.0 Definitions

Term	Definition
Car share	A service that allows car share members to reserve vehicles for short term access on an as needs basis, via booking platform.
Banyule car share policy (the policy)	Accompanying document that outlines Banyule City Council's approach to the management of fixed car share spaces located on-street, within Council-owned and/or managed carparks and in new developments.
Car share member	An individual or business approved by a car share provider to utilise that provider's car share vehicles.
Car share provider (CSPs)	Entities approved as qualified by Council to apply for fixed on-street/off street car share parking spaces and provide vehicles for their members to use.
Car share vehicle	A vehicle for the exclusive use of car share members who have fulfilled membership requirements of the car share scheme.
Council	Banyule City Council
Fixed base car share scheme	<p>Car share schemes in which users must return a car to a designated parking space from which the vehicle was initially taken.</p> <p>A car parking space that is signed and line marked and reserved for a car share vehicle to be parked while not in use. Signage indicating that the space is 'no stopping' except for the car share vehicle is in place.</p>
Off-street car share parking spaces	Dedicated parking spaces in off-street car parks. Off-street car parks will be defined as Council owned public car parks with more than 40 car park spaces available for parking and be located adjacent to both the Activity Centre and Residential Property.
On-street car share parking spaces	Dedicated parking spaces located on local and arterial roads (excluding Clearways), which are occupied by a vehicle provided and managed by the respective CSP. These spaces are described by some operators as 'pods'.
Peer-to-peer car share	Privately owned vehicles are 'shared' through online platforms or informal agreements. Cars do not have designated parking spaces on-street.

Table 1 Definition of terms