

Car Share Policy



WAVERLEY
COUNCIL



Community Consultation Report

August 2026

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1. Project Background

Car share has been active in Waverley Local Government Area (LGA) for 20 years, starting with a small trial of four vehicles, soon followed by a contract with two operators around fifteen years ago. Waverley Council adopted a Car Share Policy in 2012 which was based around a state transport based technical direction.

Due to the constraints of the existing Car Share Policy, it is now difficult to provide additional dedicated spaces to both satisfy the existing and growing customer demand.

Since the policy was issued, Transport NSW has updated their technical direction and it is less prescriptive, allowing councils greater freedom to determine their own requirements.

The current policy was due for review to determine how it can enable increased uptake in car share usage in accordance with demand and enable greater competition between car share operators.

This first stage of engagement is to consult with the community to determine the demand and specific requirements for car share and then confirm the accuracy of information we receive from operators in Waverley LGA.

2. Community Engagement

Community Consultation took place between **4 February to 6 March 2026**. The engagement methods focussed on the Have Your Say online survey and automatic HYS email to subscribers. The engagement was supported with promotion through Council's primary communications channels. Car share providers in the area also promoted the survey to their members and we received a strong response as a result.

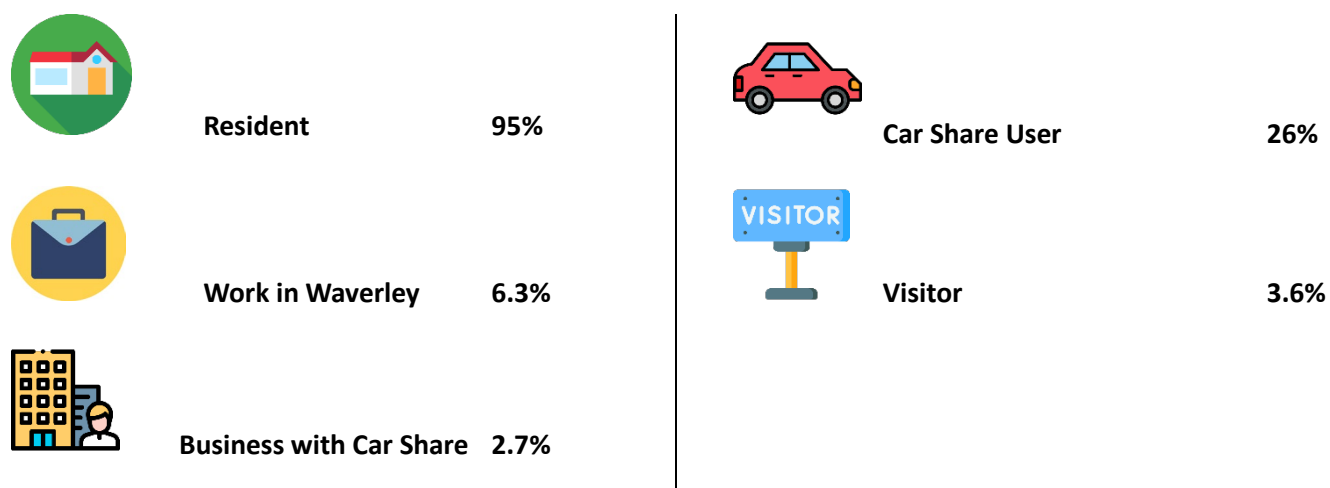
a. Key Statistics

- 726 page views
- 532 unique visits to the page
- **111 survey submissions**
- 40 followers
- 20 downloads of the current Car Share Policy
- 20 downloads of the Operation Plan
- 18 downloads of People, Places and Movement.

b. Survey

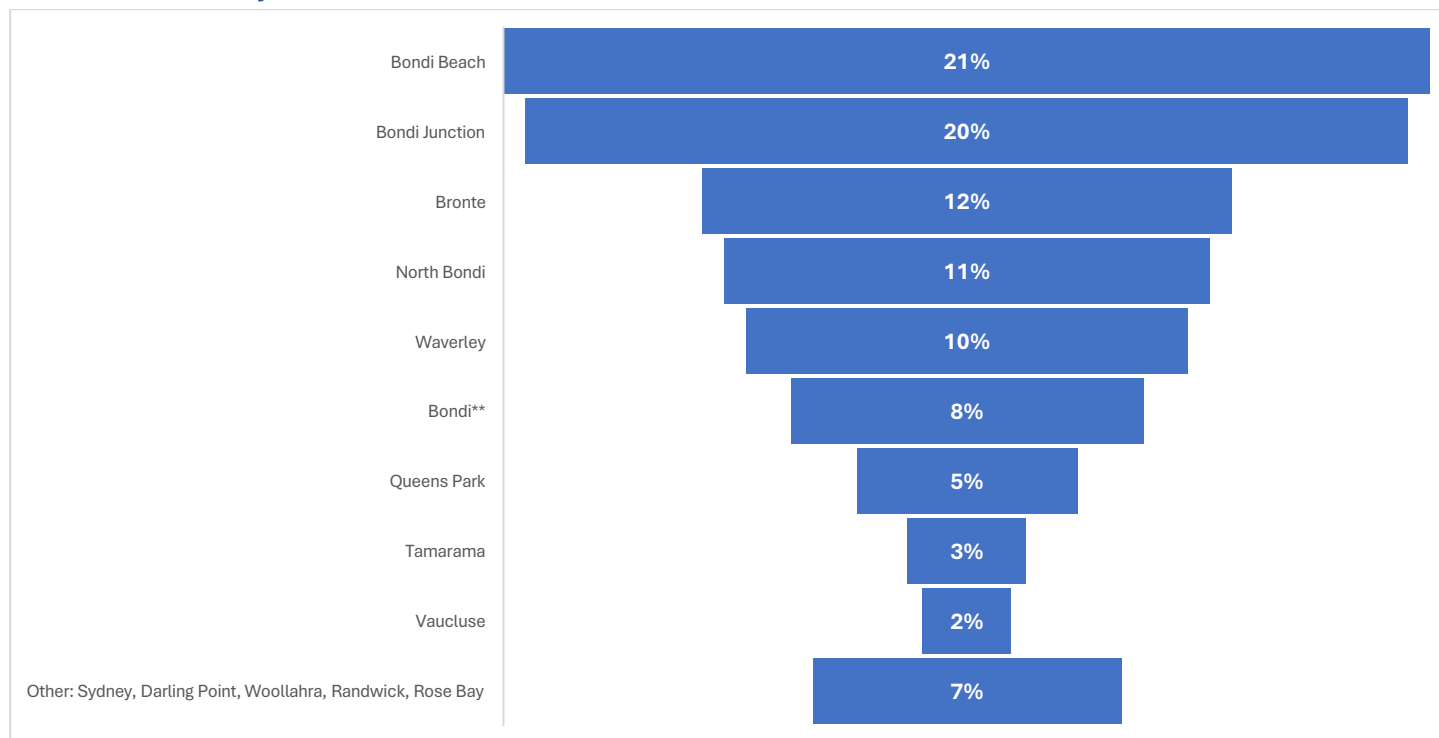
Note: Many questions in the survey allowed for multiple choice and multiple answers.

What is your connection to Waverley?



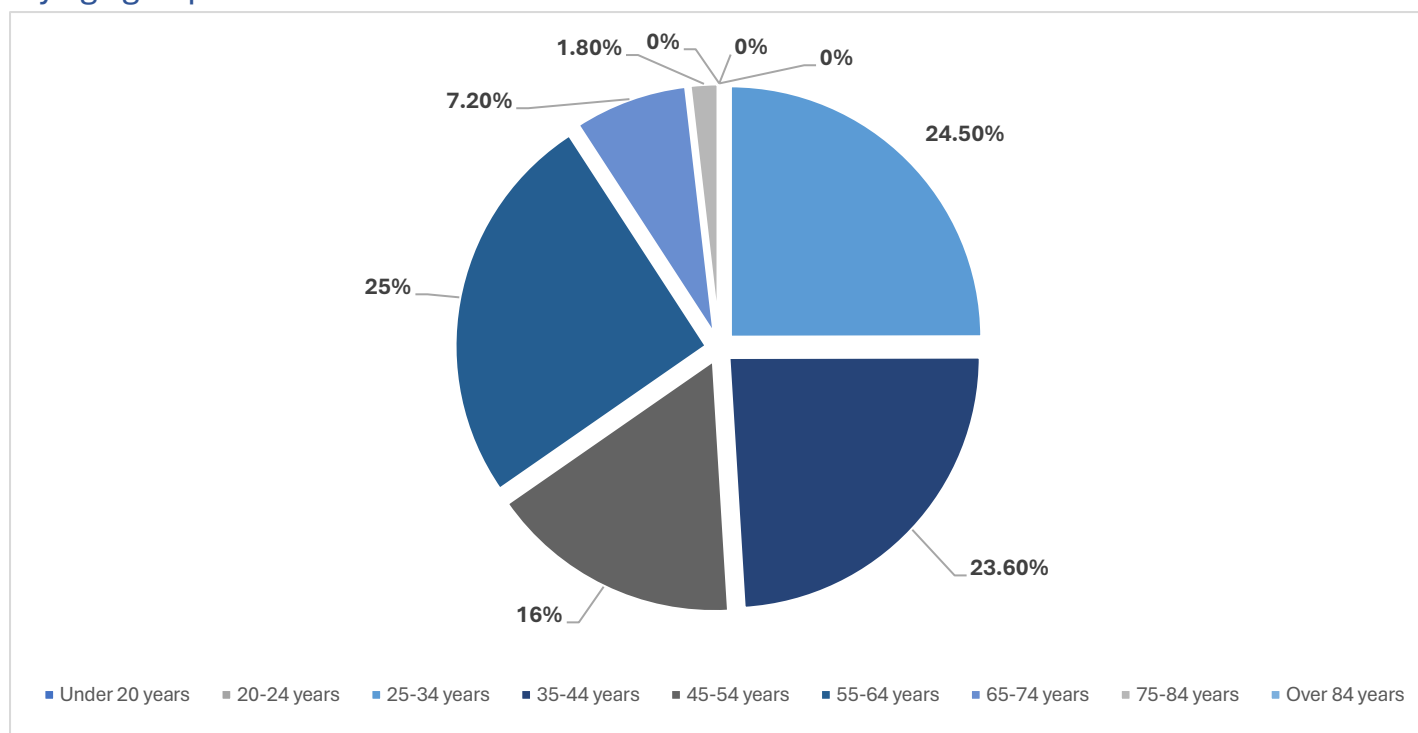
This question required a minimum of one answer but also allowed for multiple responses. It should be noted that respondents may or may not have selected all relevant ways they are connected to Waverley.

What suburb do you live in?



** The suburb of 'Bondi' was unintentionally excluded for the first 36 hours of the survey. There were 15 submissions prior to the addition of Bondi.

My age group is:



My gender is:



Female

44.5%



Male

54.5%

Non-binary 0%

Prefer not to answer 1%

House Type:



Couple with children

33.6%



Couple no children

30%



Single no children

21.8%



Share house

9%



Single with children

3.6%



Living with parents

1.8%

I am a:



Property owner

53%



Renter

44%



Prefer not to answer

3%

My employment status is:



Full-time

72%



Part-time

13%



Retired / Not employed

12%



Student

0%

The type of building I live in is:



Apartment/Unit **56%**



House/Terrace **40%**



Includes boarding house,
granny flat and
prefer not to answer. **0%**

How many personal vehicles do you / does your household currently own and use?



0 vehicles **41%**



1 vehicle **38%**

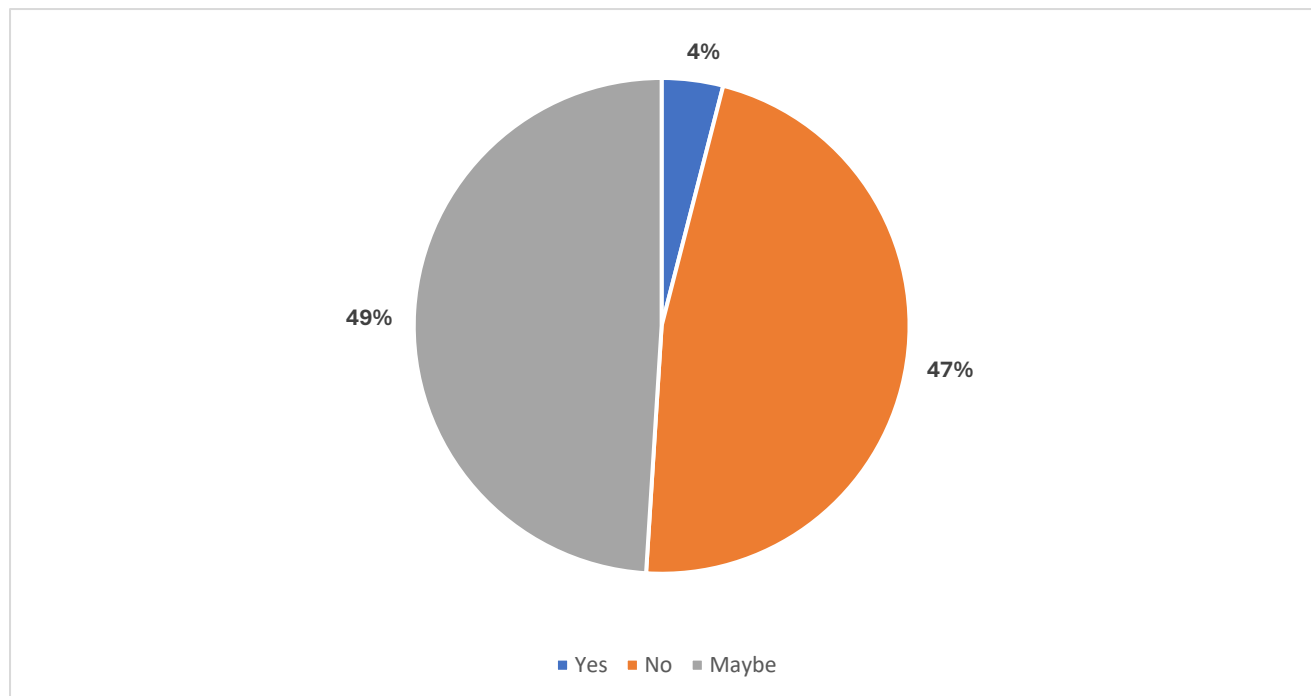


2 vehicles **16%**



+ 3+ vehicles **5%**

If you / your household does not have a personal vehicle at the moment, will you in the next 12 months?



If you have a personal vehicle, how many trips in a car do you / does your household currently make during an average week?

 Multiple daily **38%**

 Daily **26%**

 Several weekly **20%**

 Couple weekly **12%**

 No trips **3%**

Do you or does your household have current access to a car share membership?

 Yes **4%**

 Maybe **47%**

 No **49%**

If yes, what do you consider the main benefits to be?

There were 80 responses to this question, and the common themes were the below:

- Convenience
- Flexibility
- Reliable
- Easy to access
- Cheaper / Save money – pay when I need it, no rego, no insurance, no parking costs, no maintenance
- Don't drive every day so good option
- Access to various types of vehicles when needed
- Good second car or back up option

How long have you / your household had a car share membership for?

6% Six months or less

18% 1 years

18% 2 years

12% 3 years

4% 4 years

43% 5 years or over

What car share provider do you use?



GoGet	98%
Flexicar	1%
Other	3.5%

How often do you use your car share membership?

Several days/week	2%
Weekly	19%
Monthly	36%
Few times/year	43%

Does your car share membership satisfy your vehicular needs?



Yes 90%



No 10%

If no, is it because:

Vehicles don't suit needs	37.5%
Booked out	25%
No nearby cars	12.5%
Limited parking available	12.5%
Accessibility	12.5%
Other	65.5%

- Not enough cars with child car seats
- It is still quite expensive. Some cars have been taken away
- Pricing has increased
- When booking whole day, only 100km trip for free, that's not enough
- Occasionally I need a specific type of vehicle which isn't available. There aren't any electric vehicles.

The two highest rated answers to this question reflect comments in other areas of the survey. Respondents wanted to see more variety of vehicles available, especially vans, and more vehicles available generally.

How often you find your car share operator booked out?

- 13% Never booked out
- 41% Rarely booked out
- 42% Occasionally booked out
- 3.6% Regularly booked out

If yes, does this impact on your car use

- 11% Yes, and if it continues, I may buy a car
- 89% Yes, but it is minor annoyance

Would you like to have more choice of car share operators in Waverley?

- 49% No, happy with the current supply
- 51% Yes, more options would be good

What would make car share work better for you?

- 55% cars available near me
- 47% More different types of vehicles available near me
- 22% Different operators with vehicles available near me
- 73% Cheaper rates

Do you or does your household also currently have a private vehicle?

- 46% Yes
- 54% No

How do you / does your household use your private vehicle?

Have you reduced your car ownership due to your car share membership?

54% Yes 46% No

Have you been able to defer an intended car purchase due to your car share membership?

61% Yes 39% No

If you have never and would not consider car share membership, can you tell us why?

- 60% I prefer to use public transport, walking and/or cycling
- 47% Car share fees and associated costs seem too expensive
- 33% I do not feel comfortable using different vehicles
- 13% It is difficult to find a car share that suits my needs or the needs of my household
- 13% There are no car share spaces close to my home or place of work
- 7% There are not enough car share parking spaces and they are difficult to find
- 7% I have not found a suitable car share operator suitable for my needs

If you or your household does not use a car share service would any of the below encourage you to take out membership?

- 32% Yes, if there was a designated space car share close to me
- 16% Yes, if there were designated space car shares available generally in Waverley
- 24% Yes, if there were more car share operator options available
- 60% No, I do not want a car share membership

In that case, would you reduce your car ownership?

- 40% Yes
- 40% No
- 20% I don't own a car

Do you have any other comments to make about car share in Waverley?

84 people answered this question.

The below are reflective of the majority of comments. Raw data extraction has the full list of comments.

- *Yes, if there was a designated space car share close to me*
- *Yes, if there were more car share operator options available*
- *The car share program has taken away resident parking spots in Bondi Beach. It's very unfair on residents who already have trouble parking in their allocated areas. This coupled with the "parklets" which were designed to be placed for only 6 months but instead have become permanent has permanently removed much needed parking for residents. e.g. in my parking zone there are 3 parklets plus car share spaces.*
- *We need more vans in the area*
- *Car share is fantastic. We should have more available so it's even easier to get people to use them and park them*
- *We also have an e-bike which is fantastic for getting around. Our private car is hardly used (more like 2 times a month)*
- *I think it is important for people to have access to shared cars, within easy walking distance. It should reduce our need for all these cars on our streets sitting around for occasional usage*
- *Need more car share options close to high rise unit complex*
- *I love the car share options we have access to. Thank you for providing. Have been a long time user and it has supported not having to get another personal vehicle*
- *It's very helpful to have and a variety of cars is important*
- *GoGet works well and is a handy substitute. There are enough near me despite parking spaces for residents being a major issue in Bondi Junction currently and only getting worse with development of new apartment blocks in Ben Eden street. Traffic flow and directions will need to be changed, possibly parking diminished and the Syd Einfield/New South Head Rd junction will become a disaster for traffic*
- *It would be fantastic to be able to hire a car from one spot and drive it to another: end of hire*

- *I think car sharing is fantastic and should be encouraged, **ALONGSIDE** bike sharing too, especially cycle lanes especially down Bondi road*
- *GoGet have a car that lives in the neighbourhood without a dedicated space. Because our street had unrestricted parking, it fills up and ideally, we'd like street parking space turnover. This GoGet without a dock often does not get used in the week, so the street space becomes unavailable for long periods, sometimes protruding over my or neighbours' driveways. It would be better if this car had a dedicated space*
- *I think it's a great opportunity for the future, less cars owned and driven in the area is beneficial:*
 - Less congestion and need for parking infrastructure
 - Encourages public transport, cycling, walking
 - More walkable community-focused spaces, Lower emissions overall
 - Aligns with how we already consume media, housing (Airbnb), scooters, bikes etc.
 - Particularly appealing to younger demographics who value flexibility and financial freedom
- *Car share is a great initiative, and the council should expand it further*
- *Our local GoGet car is hugely convenient and a valued resource that means we do not have to own a car*
- *Highly encourage the council to allow more car shares available in the Bondi area*
- *Can share is good for the community. Reduces car and parking problems. Affordable. Convenient for guests and visitors to our area*
- *We have a 4-person house with a single car only because we use GoGet on the occasions we need a second or larger vehicle*
- *I think it's great. We don't need a car every single day and GoGet makes it convenient for us to book a car by the hour when we do need one. Parking around our neighbourhood is a challenge so this is a great solution*
- *I love GoGet! So easy to use. So practical. I've used it for day trips to the Blue Mountains too!*
- *Keep it up. People do not necessarily need to own a car in Waverley with pretty good public transport*
- *More car share within the area would be positive (savings costs and more sustainable)*
- *These car share programs are taking up value car parking spaces. It's making life inconvenient*
- *Would also be good if GoGet had cheaper day or multi day rates so I could affordably use it for short local holidays*
- *The survey wasn't clear about motorcycles. I don't consider a motorcycle to be a vehicle. I do have a motorcycle. Just to clarify*
- *I use GoGet and love it - I travel for 3-6 months a year so getting a car isn't practical as I need my garage for guests. Its so much cheaper and better - I love that there are dedicated car spaces close to my apartment in Tamarama*
- *I'd like some electric vehicle options! Love GoGet don't want to have to join another provider*
- *More larger vehicles - vans, utes*
- *Car share suits me fine. I utilise public transport mostly, but car share suits me when my destination is not easily accessible by public transport. I like not having to pay rego, insurance, maintenance, etc*
- *I would like to see all new apartment have car share vehicles rather than private cars. Or at least access to them*
- *Share cars should all have dedicated parking spots which should be clearly marked*

- *Need to be different options at different price points depending on journey/duration/occasion*
- *If there were more different car share providers available nearby, it would give us more options to compare prices and choose a vehicle that better suits our needs. For example, when we need to travel a longer distance, having more choices would allow us to select a more suitable and cost-effective car*
- *Whilst I appreciate the car share offerings in Waverley and sometimes make use of them, I often think they are at the expense of residents with cars especially in zones that have little or no timed parking schemes. I have often seen GoGet cars parked in non-GoGet spots as their spots have been taken by another GoGet vehicle and therefore residents lose the opportunity to park in two spots. Martins Ave and Ocean St North are very very very difficult parking areas for residents (especially those of us with no off-street parking at all!) and this extends into Penkivil St too. Please do not expand car share options*
- *Perhaps offer an incentive to people for not having cars and using car share more - lower rates, I barely use the roads to drive a car on compared to others*
- *Cheaper rates would be great and also the option to book in 15 min increments rather than 30 mins. I do like that the cars have their own dedicated spot*
- *My household owns a car primarily to go to and from work which does not have adequate public transport options. We do rent a larger share car when we require a larger vehicle to move or pick up items, however larger car/van share options are minimal. Otherwise public transport options are adequate and plenty around Bondi Junction to get around*
- *It would be great if you can somehow encourage electric vehicle car share, with parking spots co-located with curb side infrastructure*
- *It is a critical service for us. However, GoGet service has deteriorated over time and gotten significantly more expensive. It works great when it works, but when there is a problem, it can cause significant delays while your problem is solved. So, competition would be good I guess but go get are the clear preference as they do not require you to take photos of the car before every trip etc, which can be a 5+ minute friction point compared to just getting in and driving*
- *The multiple-choice options are rigged in a way that makes almost all options appear as if one is supporting giving more spaces to car share. We need the option to oppose this. It has been wasting crucial space on our streets for over a decade already*
- *The cars also seem to be on every street which seems unnecessary. They're also not in great condition*
- *GoGet is great. The fleet is getting a bit old however. Things like android auto no longer working in the Toyota's is annoying. They are reasonably well maintained though and we've taken one as far as Canberra for a long weekend. A roadmap to some electric options would be good*
- *I would like Council to show preference to car share services that include 1 tonne vans and utes as these are particularly useful to be conveniently available for flexible hire periods. Car rental should be secondary as the share bike schemes and our public transport already address most of that requirement*
- *It's a good idea, although it's not something I would use as I enjoy driving my own car*
- *I'm quite satisfied with the availability of cars in the local area, I have no concern about travelling 5-10 minutes in any direction to access a suitable vehicle I'm looking to use*
- *I do believe car sharing should be increased and we should generally be doing everything we can to reduce personal car ownership, and to increase cycling, public transport and car sharing. Thanks for your good work on this!*
- *Not a huge fan of seeing latent car share cars in designated parks in prime spots*

- *The car share scheme allows me and my kids to be car free, use public transport and walk and cycle most of the time and only use car for selected trips. Our household contributes to reducing congestion and pressure on on-street parking by using the car share service, making Bondi area more liveable*
- *I support the availability of car sharing, although I haven't had the need for it yet*
- *On the surface, the share economy and car share sound all good, but in the past it was car rental. Those legacy businesses like Hertz used to rent commercial properties and carparks to allocate cars to renters. Now car share is using public / resident car spaces at no cost and all the traditional rental businesses in the east have now closed eg. Hertz on Oxford St Bondi Junction. I think car share should only exist on allocated spaces and any other commercial operators should be fined for operated a business on public land. Council charge fitness instructors to use the beach and parks...no different. Thanks*
- *We need to get to the tipping point that there are share cars available all the time to encourage people to give up their private vehicle. The rates need to be cheap so it's a convenient cost-effective alternative*

3. Conclusion and recommendations

The many positive comments received about car share demonstrated a high level of support for car share from respondents. While these comments were primarily received from respondents who currently had access to and used a car share service, many of those who did not have access and use car share, also expressed support through their comments. See appendix 2, 'respondents that do not have access to share car membership' on page 23.

As most of the people who completed the survey have access to a membership, it is worth noting the specific issues, concerns or general usage comments people had on the service overall.

People who used the service noted convenience, cost and a good second car option as reasons for having membership. People thought access and reliability was adequate and that car share was good option when a larger or different vehicle was needed for a few hours. It meant they did not have to purchase a second car or special vehicle in an area that already had limited on and off-street parking.

In fact, the survey data supports that access to car share, results in a significant reduction of car share ownership and deferral of intended car purchase, with 50% of households with access to car share with zero car ownership.

While some people cited low costs as a reason to have car share membership, there was also some feedback that the cost of the service was high, was rising, or was a deterrent to taking out membership.

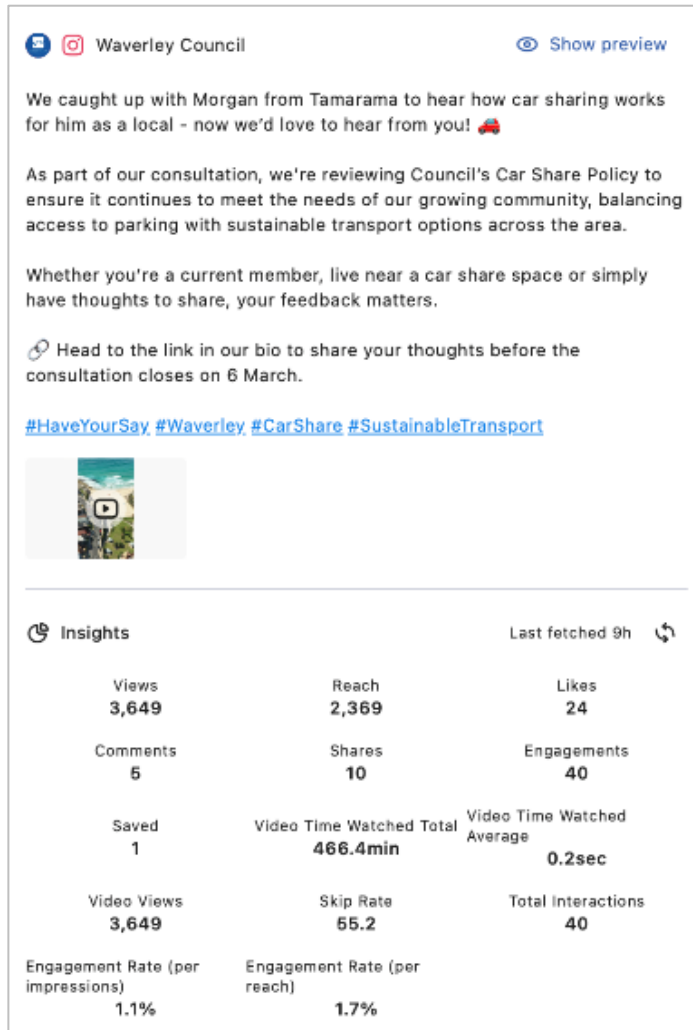
An overwhelming number of respondents were satisfied with their membership. A minority of people thought their membership fell short of their needs (see page 24).

There were a small number of respondents who did not have car share membership access and who were also unsupportive. They cited a few key reasons for their disapproval which included - personal vehicles and the needs of rate payers / locals should have priority over car share spaces. Others objected to car share spaces placed directly outside residences. Respondents also cited the lack of parking overall (especially in prime areas), the apparent non-use of car share vehicles that sit idle in parking spots, and the slow erosion of individual car parking spaces taken for other uses.

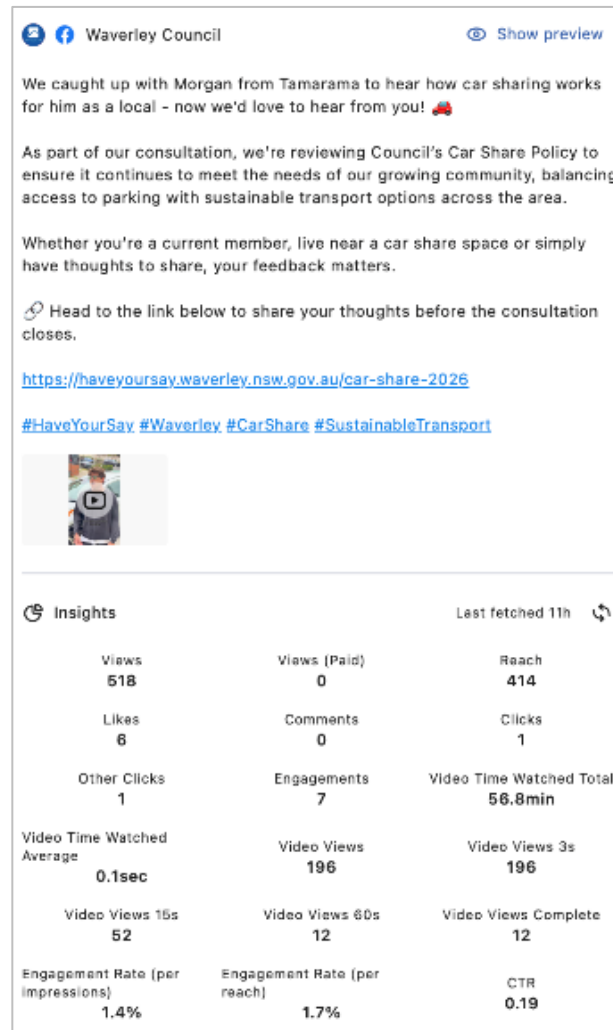
It is recommended that Council officers consider the feedback in this survey of both supporters and non-supporters of car share in the area and incorporate new elements to the policy as required. It is also recommended that this report along with the two appendices be include in overall reporting to Council.

4. Media and Communications

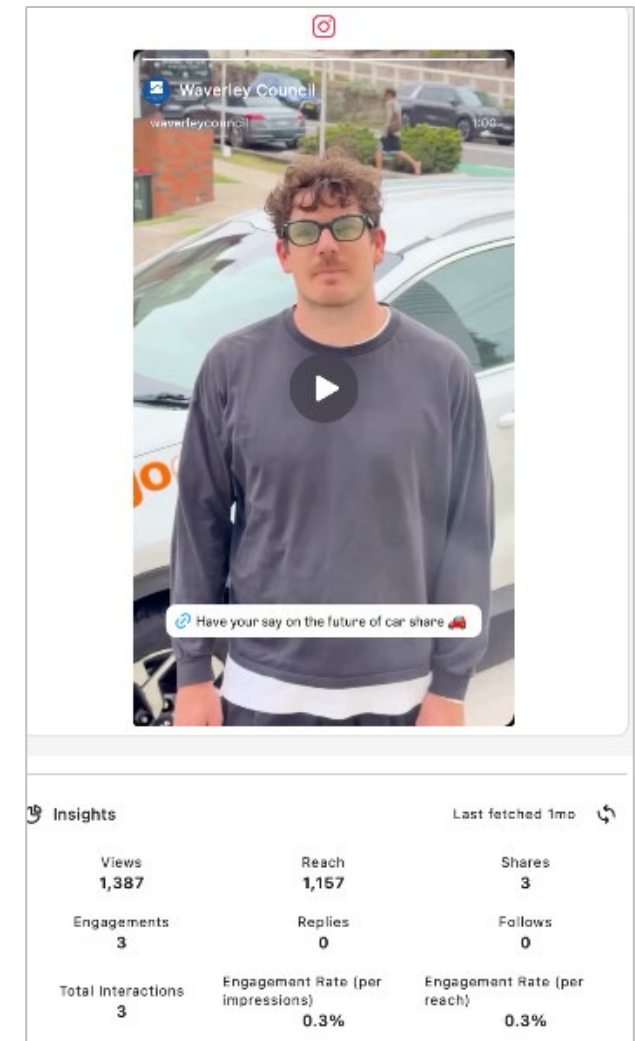
Instagram



Facebook



Instagram



Paid:

ad ↑↓	Results ↑↓	Reach ↑↓	Frequency ↑↓	Cost per result ↑↓
 Promoting Website: https://www.waverley...	1,021 Landing page views	13,612	1.68	\$0.20 Per landing page view
Results from 1 ad ⓘ	1,021 Landing page views	13,612 Accounts Centre accounts	1.68 Per Accounts Centre acc...	\$0.20 Per landing page view

Waverley Weekly: 12 Feb: 32 story clicks, 19 Feb: 39 story clicks, 26 Feb: 15 story clicks, 5 March: 21 story clicks

Insights: For organic social media posts, the first image-led post with clear Have Your Say messaging performed best in terms of impressions, reach and clicks. Clicks significantly outperformed average Council posts, demonstrating the importance of simple call to action posts for each consultation.

Engagement rate was highest for the interview piece on Instagram, with comments and shares boosting engagement. This demonstrates the value of adding a community-led awareness angle to consultations. Whilst they are less effective at driving people to the consultation, they raise awareness of what Council is doing to bring benefits to the lives of different members of our community.

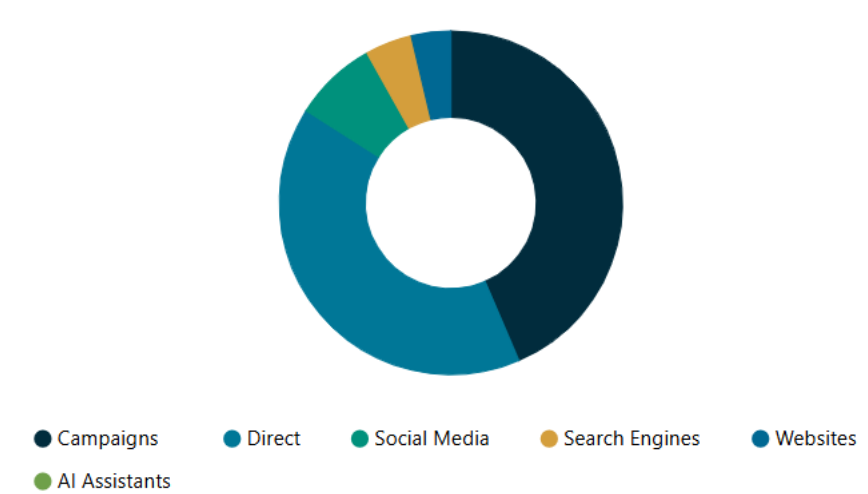
As we see with lots of video content, the interview didn't generate much engagement on Facebook. We could trial image-led posts, with photos and quotes from community members for Facebook in the future.

A small budget of \$200 generated a reach of this positive, community-led content to over 13,000 accounts, as well as over 1000 consultation page views. Boosting this kind of content brings the double benefit of raising awareness around positive community stories and consultation submissions.

5. Have Your Say Referrers

These are visits to the HYS page but not necessarily survey submissions.

Referrer types - overview



Direct: The default category when no referrer information is available (i.e. visitors typing the site URL directly or clicking links from non-browser programs like emails without tracking parameters).

Websites: Visitors arriving via a link from an external website that is not a search engine or social media platform.

Social Media: Visitors clicking a link from a known social media platform (i.e. Facebook, Twitter, LinkedIn).

Search Engine: Visitors arriving via search results from a known search engine (i.e. Google, Bing).

Campaigns: Visitors arriving via a link containing UTM parameters, typically from marketing efforts like email campaigns or paid ads.

AI Assistants: Visitors arriving via referrals originating from AI-powered assistants or tools that surface links as part of generated responses. This currently covers major AI platforms such as ChatGPT, Microsoft Copilot, Claude, Gemini, Perplexity, Meta AI, and other comparable services. As new AI tools emerge, supported sources may expand over time.

Referrer types - details

2026-02-28 - mkt - space - waverley carshare policy	Campaign	305
	Direct	284
Facebook	Social Media	39
Google	Search Engine	25
Instagram	Social Media	16
com.google.android.gm	Website	13
www.waverley.nsw.gov.au	Website	10
Bing	Search Engine	5
Facebook	Search Engine	1
closednewsletters.createsend1.com	Website	1

6. App. 1 - Respondents That DO Have Access to Share Car Membership

This data extraction focuses on those people that indicated they **do have car share membership**. There were **84 responses** to the question, 'Do you or does your household have current access to a car share membership?' Raw figures have been used in this review section to better indicate exact responses, as opposed to percentages which can be misleading or seem like a significant amount.

The questions in the section of the survey was more extensive than for those respondents that answered 'no' to the aforementioned question. There were also more than triple the number of answers.

Note that some questions allowed for multiple answers from one respondent or may have allowed for a question to be skipped.

What is your connection to Waverley?

I am a resident	78
I work in the Waverley Local Government Area	5
I work for a business in Waverley that is a car share member	2
I use car share vehicles in Waverley Local Government Area	29
I am a visitor to the Waverley Local Government Area	4

This question required a minimum of one answer but also allowed for multiple responses. It should be noted that respondents may or may not have selected all relevant ways they are connected to Waverley.

What suburb do you live in?

Bondi*	6
Bondi Beach	18
Bondi Junction	17
Bronte	11
Dover Heights	0
North Bondi	10
Queens Park	4
Tamarama	2
Vaucluse	1
Waverley	9
Other	6

** The suburb of 'Bondi' was unintentionally excluded for the first 36 hours of the survey. There were 15 overall submissions prior to the addition of Bondi.

My age group is

Under 20 years	0
20 - 24 years	0
25 - 34 years	21
35 - 44 years	21
45 -54 years	13
55 - 64 years	22
65 - 74 years	6
75 - 84 years	0
Over 84 years	0
Prefer not to answer	0

My gender is

Female	38
Male	45
Non-binary	0
Prefer not to answer	0
Prefer to self-describe	0

Household type

Single with children living at home	3
Single without children living at home	19
Couple with no children living at home	25
Couple with children living at home	26
I live with my parents	1
I share a house with flatmate/s	9
Other (please specify)	0

I am a

Renter/leaseholder	41
Property owner	41
Prefer not to answer	1

My employment status is

Employed - full time	61
Employed - part time	11
Retired / Not currently employed	8
Studying/School full time	0
Prefer not to answer	3

The type of building I live in is

House/Terrace	29
Apartment/Unit	51
Student housing	0
Boarding house	1
Granny Flat	1

How many personal vehicles do you / does your household currently own and use?

0	43
1	27
2	12
3 or more	4

If you / your household does not have a personal vehicle at the moment, will you in the next 12 months?

Yes	2
No	21
Maybe	20

If you have a personal vehicle, how many trips in a car do you / does your household currently make during an average week?

None	1
Once Daily	9
Multiple Daily	16
Handful of times a week	10
Couple of times a week	4

Shared Car Membership**Do you or does your household have current access to a car share membership?**

Yes	83
No	NA (See <u>non access</u> section)

If yes, what do you consider the main benefits to be?

- Amount of cars allows flexibility with bookings
- I use the vans for work
- Obvious
- Cost effective, convenient, parking, good for the environment, less cars on the street

- Good benefit when the kids are home and we need an extra car. Gives good flexibility rather than having a car sitting around just in case we need it.
- Convenience without having to own a car
- Great second car option.
- Extremely convenient for people without a car, making the area even more liveable
- Better for the environment. Reduced parking issues. Cheaper than owning. Less hassle than owning. Can use different cars depending on needs
- Access to a second car without purchasing and having to have a car space for a second car.
- Access to a car when I need it. Certain trips are just easier in a car or require moving equipment
- Flexibility
- Convenience, price, proximity
- Available and variety of model e.g. small van
- Easy access when needed with no haste or issues parking
- When journeying to areas with limited public transportation
- I don't need to own a car and pay for one when I would only use it a couple days/ month. It's very convenient.
- Convenience and affordability
- Access to car when both cars are being used
- It's local, ease of use and reliable
- Helpful for moving furniture, allows me to own a small car so I don't need to buy a bigger one, I can just rent a bigger one as I need it.
- Essential for when jobs need doing
- No need for garage space, avoid rego/service costs, it's cheaper than Uber, and more convenient than renting since the cars are nearby
- Running errands, buying shopping, visiting friends, going to dinner and events, day trips and weekend trips within a few hours drive
- Cheaper than owning a car, pay only when you need a car
- Not having to maintain a car and take up space on already crowded streets
- Shared asset, reduced cost
- Versatility of vehicle type - van or Ute or car at need
- Good price, close to home
- So practical, so easy used goget 3 days in a row when moving to Waverley to pick up furniture.
- Provides me with a vehicle when others are being used or in for repairs
- 4 drivers so it's convenient
- Flexibility, no Rego or insurance to pay, no permanent car park necessary, no parking cost or fine, no struggle finding a carpark

- Proximity of vehicle to home, Flexibility around duration to rent car (few hours to few days, if car required more than a few days generally better to go with a proper rental company like No Birds), convenience of booking system with the fob key
- Using Vans or larger cars for transport or trips
- Furniture or item pick up. School transport on rainy days
- The ability to get a car when I need it. I mostly use public transport or walk or taxis, but occasionally, once a month, I need a car for a few hours or two days. Cash share means I can have that access without needing to maintain a vehicle in the street.
- Having access to alternative vehicles when needed (rarely) and to vans,
- Flexibility and reduced cost as I am always travelling
- Not having to have a second car, cheaper than a second car, easier to park than a second car, environmentally friendly
- Ease of parking and transport without paying on a regular basis for car
- When moving furniture
- Moving larger furniture
- Cheaper and more efficient than owning a car myself - It would only be sitting unused for most of the week
- Convenience, cost benefits
- Ease of access, no holding costs
- We do not need to own a car (currently own a moped) in order to go on family weekends away. We don't need to pay tax, pay insurance etc for a car that does not get used apart from in certain weekends per year.
- A car when we occasionally need it for quick local shopping trips that require a car.
- Our family shares one car and we only have street parking, so shared car membership replaces the need for a second car
- Flexibility for when I need to drive, saving on costs of owning a car i.e. Registration and petrol
- Convenience of access to other types of vehicles. And many close by
- Saving money by only using a car when I need it
- Easy of use
- Flexible access and proximity
- Rental when I need.
- Backup vehicle if needed and no need to search for parking
- Easy to access, many vehicles close to wherever I might be in Waverley, cost effective, environmentally friendly (by me not having a car)
- Less expensive than owning a car particularly when you don't need to drive every day
- Convenience, cost reduction, vans are very useful, helps with overflow when others are using the family vehicle
- Ease of picking up car in close location and flexibility of hire length
- Short, functional trips - i.e. Going to get groceries or run errands
- Availability, proximity to residency

- Easy for work when partner has car and also used when moving home
- To be able to get a car when needed just down the road
- Convenient and easy, access to van hire too through goget which has come in handy quite a few times! The prices are affordable
- Environmentally car share is better
- Not sure Membership is still valid criteria. I pay no membership but use Turo and drivemate Car Share services for when I need a vehicle - usually for weekends away
- Quick and easy access to a car at any time. No need for parking/garage. No need to maintain car. Cheaper overall than owning a car if using car share 1-2 times a week
- Moving larger items that our car is not equipped to do i.e. Vans
- Economical, encourages us to walk/exercise, no worries about finding parking, none of the headaches of ownership (maintenance, breakdowns, rising fuel costs, insurance, etc)
- Saving the cost of owning a car
- Not having to worry about parking or maintenance
- Flexibility on vehicle type / availability
- Better for the environment. Reduced parking issues. Cheaper than owning. Less hassle than owning. Can use different cars depending on needs
- Flexibility, availability, functionality, if in an emergency, and a modern day expectation.
- We use as a secondary car when required, and we use the van if we need to pick up anything large.
- Use a car when needed.
- Access to different car types
- I have go get vans so that I can move and pick up large items.

There were 80 responses to this question and the common themes were:

Convenience (Easy to access and use)	Cheaper / Save money – pay when I need it, no rego, no insurance, no parking costs, no maintenance	Access to various types of vehicles when needed
Flexibility	Don't drive every day, so it is a good option	Good second car or back up option
Reliable	Designated parking spaces	

How long have you / your household had a car share membership for?

Six months or less	5
1 years	15
2 years	15
3 years	10
4 years	3

5 years or over	36
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What car share provider do you use?

GoGet	82
Flexicar	1
Other	4

How often do you use your car share membership?

Several days a week	2
At least once a week	16
At least once a month	30
A handful of times a year	36

Does your car share membership satisfy your vehicular needs?

Yes	75
No	8

If no, is it because

There are no car share services close to my home	1
Cars are always booked out when I need them	2
Vehicles available don't suit my needs	3
There is limited parking is available at my destination/s.	1
I have accessibility needs which deter my use	1
Other	Not enough cars with child car seats, It is still quite expensive. Some cars have been taken away, Pricing has increased, When booking whole day, only 100km trip for free, that's not enough, Occasionally I need a specific type of vehicle which isn't available. There aren't any electric vehicles.

Do you or does your household also currently have a private vehicle?

Yes	38
No	45

How do you / does your household use your private vehicle?

Have you reduced your car ownership due to your car share membership?	Yes - 20 No - 17
Have you been able to defer an intended car purchase due to your car share membership?	Yes - 22 No - 14

If you have never and would not consider car share membership, can you tell us why?

I prefer to use public transport, walking and/or cycling	9
I do not feel comfortable using different vehicles	5
There are no car share spaces close to my home or place of work	2
There are not enough car share parking spaces and they are difficult to find	1
I have not found a suitable car share operator suitable for my needs	1
It is difficult to find a car share that suits my needs or the needs of my household	2
Car share fees and associated costs seem too expensive	7

How often you find your car share operator booked out?

Never booked out	11
Rarely booked out	34
Occasionally booked out	35
Regularly booked out	3

If yes, does this impact on your car use

Yes, and if it continues, I may buy a car	7
Yes, but it is minor annoyance	57

Would you like to have more choice of car share operators in Waverley?

No, happy with the current supply	41
Yes, more options would be good	42

What would make car share work better for you?

More cars available near me	39
More different types of vehicles available near me	33
Different operators with vehicles available near me	16

Do you have any other comments to make about car share in Waverley?

- Car shares have allowed for convenience of using a car within the city and supported day trips. GoGets amount of vehicles very much so is appreciated especially with the spicy hatches.
- We need more vans in the area.
- I think it is important for people to have access to shared cars, within easy walking distance. It should reduce our need for all these cars on our streets sitting around for occasional usage.
- Need more car share options close to high rise unit complex.
- More competition would be great.
- I love the car share options we have access to. Thank you for providing. Have been a long time user and it has supported not having to get another personal vehicle.
- It's very helpful to have and a variety of cars is important.
- GoGet works well and is a handy substitute. There are enough near me despite parking spaces for residents being a major issue in Bondi Junction currently and only getting worse with development of new apartment blocks in Ben Eden street. Traffic flow and directions will need to be changed, possibly parking diminished and the Syd Einfeld/New South Head Rd junction will become a disaster for traffic.
- It would be fantastic to be able to hire a car from one spot and drive it to another : end of hire.
- I think car sharing is fantastic and should be encouraged, ALONGSIDE bike sharing too, especially cycle lanes especially down Bondi road.
- GoGet have a car that lives in the neighbourhood without a dedicated space. Because our street had unrestricted parking, it fills up and ideally we'd like street parking space turnover. This goget without a dock often does not get used in the week, so the street space becomes unavailable for long periods, sometimes protruding over my or neighbours driveways. It would be better if this car had a dedicated space.
- "I think its a great opportunity for the future, less cars owned and driven in the area is beneficial:
- -Less congestion and need for parking infrastructure
- -Encourages public transport, cycling, walking
- -More walkable community-focused spaces, Lower emissions overall
- -Aligns with how we already consume media, housing (Airbnb), scooters, bikes etc.
- -Particularly appealing to younger demographics who value flexibility and financial freedom"
- I'm happy with the current status. I find them easy enough to find, they're somewhat affordable considering how often I use them, and by using them I don't need to buy a bigger vehicle, I can privately own a very small car.
- Car share is a great initiative and the council should expand it further. It reduces parking pressure, traffic, and emissions while giving us residents affordable access to a car when needed. More dedicated car share spots in residential areas would make it even more practical and encourage fewer households to own private cars. It's especially valuable in high-density areas where parking and garage space are limited.
- Our local go get car is hugely convenient and a valued resource that means we do not have to own a car. We do not want to buy a car as this is an inefficient use of space and resources and there are limited car parks in our area. Highly encourage the council to allow more car shares available in the Bondi area.

- Can share is good for the community. Reduces car and parking problems. Affordable. Convenient for guests and visitors to our area.
- We have manage a 4 person house with a single car only because we use GoGet on the occasions we need a second or larger vehicle
- I think it's great. We don't need a car every single day and GoGet makes it convenient for us to book a car by the hour when we do need one. Parking around our neighbourhood is a challenge so this is a great solution.
- It helps reduce the immense pressure on parking.
- "I love GoGet! So easy to use. So practical. I've used it for day trips to the Blue Mountains too!"
- In Europe, cars are parked 92% of their time - so car sharing is a no brainer!"
- Keep it up. People do not necessarily need to own a car in Waverley with pretty good public transport. It would be even better if council/state gov connected Bondi Junction and Bondi Beach by separated cycle ways
- More car share within the area would be positive (savings costs and more sustainable)
- Would also be good if GoGet had cheaper day or multi day rates so I could affordably use it for short local holidays
- The survey wasn't clear about motorcycles. I don't consider a motorcycle to be a vehicle. I do have a motorcycle. Just to clarify.
- Continue supporting car sharing as it's a very valuable alternative / option for residents.
- I use GoGet and love it - I travel for 3-6 months a year so getting a car isn't practical as I need my garage for guests. Its so much cheaper and better - I love that there are dedicated car spaces close to my apartment in Tamarama.
- I'd like some electric vehicle options! Love GoGet don't want to have to join another provider
- More larger vehicles - vans, utes
- "Car share should be supported given the number of people that live in the area and the limited times car are actually being used.
- We have a huge issue with parking in the community and more should be done to encourage car owners to switch to car share"
- Very convenient to have a car without the expense and hassle of ownership, please provide more vehicles and available park spaces.
- "Car share suits me fine. I utilise public transport mostly but car share suits me when my destination is not easily accessible by public transport.
- I like not having to pay rego, insurance, maintenance, etc."
- I would like to see all new apartment have car share vehicles rather than private cars. Or at least access to them. Anything that gets cars off the road is good.
- Share cars should all have dedicated parking spots which should be clearly marked ie road marks which can be clearly seen. The spots should be policed regularly.
- "If there were more different car share providers available nearby, it would give us more options to compare prices and choose a vehicle that better suits our needs.
- For example, when we need to travel a longer distance, having more choices would allow us to select a more suitable and cost-effective car.
- Thank you."

- Whilst I appreciate the car share offerings in Waverley and sometimes make use of them, I often think they are at the expense of residents with cars especially in zones that have little or no timed parking schemes. I have often seen GoGet cars parked in non-GoGet spots as their spots have been taken by another GoGet vehicle and therefore residents lose the opportunity to park in two spots. Martins Ave and Ocean St North are very very very difficult parking areas for residents (especially those of us with no off-street parking at all!) and this extends into Penkivil St too. Please do not expand car share options.
- Perhaps offer an incentive to people for not having cars and using car share more - lower rates, I barely use the roads to drive a car on compared to others
- GoGet has been invaluable. Would benefit from there being more vehicles in the Waverley area but when living in Bondi Junction we managed without a private vehicle for more than 5yrs as a result of having a number of go-get's within a 5 minute walk
- The existing system with Goget works very well
- Cheaper rates would be great and also the option to book in 15 min increments rather than 30 mins. I do like that the cars have their own dedicated spot
- It would be great if you can somehow encourage electric vehicle car share, with parking spots co-located with curb side infrastructure
- It is a critical service for us. However goget service has deteriorated over time and gotten significantly more expensive. It works great when it works, but when there is a problem, it can cause significant delays while your problem is solved. So competition would be good I guess, but go get are the clear preference as they do not require you to take photos of the car before every trip etc, which can be a 5+ minute friction point compared to just getting in and driving.
- GoGet did try to blame me for a parking fine which took months to resolve and they weren't helpful at all. That said, it makes sense to have this service available to the community.
- I think car share programs are brilliant. They fulfil our only occasional need for a car, there are plenty in the area to choose from, the reserved parking is incredibly valuable, it ultimately means fewer cars on the road (less traffic), and it just takes away all of the headaches of car ownership. The fact that public transport to the area is very frequent is critical to this - we are able to make do with public transport for a majority of our needs. Ongoing improvements to public transport (e.g. dedicated bus lanes down Bondi Road, please!) all make car ownership even less appealing.
- I have used car share multiple times, both through designated spots and undesignated spots. I think car share has an important role. I am keen to see more EVs in their fleets.
- Being able to return the vehicle in different zones if the pod is occupied and there is no parking available in designated zone.
- GoGet is great, the fleet is getting a bit old now however. Things like android auto no longer working in the Toyota's is annoying. They are reasonably well maintained though and we've taken one as far as Canberra for a long weekend. A roadmap to some electric options would be good.
- Goget can be expensive. Would be nice to rent by the minute like lime bikes etc
- I'm quite satisfied with the availability of cars in the local area, I have no concern about travelling 5-10 minutes in any direction to access a suitable vehicle I'm looking to use.
- I use the car share in darling point, so slightly out of area - but similar considerations as to when I lived in Bondi. We used to be a 2 vehicle household and now we only need one car, parking is better as we are not hogging a spot for a car that is rarely used. Cost is better overall and the ability to get alternative vehicle type means we can pick up large items which in the past would have required a delivery.

- The car share scheme allows me and my kids to be car free, use public transport and walk and cycle most of the time and only use car for selected trips. Our household contributes to reducing congestion and pressure on on-street parking by using the car share service, making Bondi area more liveable.
- "My issues with car share is those that use general resident carparking not Goget and the like that have dedicated car spaces. When I lived on Blair St we had multiple car rentals using street carparking, adding further to stress of trying to find a carpark as a resident.
- On the surface, the share economy and car share sound all good, but in the past it was car rental. Those legacy businesses like Hertz used to rent commercial properties and carparks to allocate cars to renters. Now ""car share"" is using public / resident car spaces at no cost and all the traditional rental businesses in the east have now closed e.g. Hertz on Oxford St Bondi Junction. I think carshare should only exist on allocated spaces and any other commercial operators should be fined for operated a business on public land. Council charge fitness instructors to use the beach and parks...no different, thanks"
- We need to get to the tipping point that there are share cars available all the time to encourage people to give up their private vehicle. The rates need to be cheap so it's a convenient cost-effective alternative.

Summary for Respondents that **DO** Have Access to Share Car Membership

There was strong support for car share, and as indicated in the review section, most people who completed the survey had access to car share membership. People who used the service noted convenience, cost and a good second car option as reasons for having membership. People thought access and reliability was adequate and that car share was good option when a larger or different vehicle was needed for a few hours. It meant they did not have to purchase a second car in area that already had limited on and off-street parking.

Data collected in the survey supports the theory that access to car share results in a significant reduction of car share ownership (54%) and deferral of intended car purchase (61%). Fifty percent of households with access to car share have zero car ownership.

Also, while some people thought their membership fell short of their needs (There are no car share services close to my home, Cars are always booked out when I need them, Vehicles available don't suit my needs, There is limited parking is available at my destination/s, I have accessibility needs which deter my use), most respondents were satisfied with their membership.

7. App. 2 - Respondents That **DO NOT** Have Access to Share Car Membership

This data extraction focuses on those people that indicated they did not have car share membership. There were **26 responses** to the question. 'Do you or does your household have current access to a car share membership?' Raw figures have been used in this review section to better indicate exact responses, as opposed to percentages which can be misleading or seem like a significant amount.

Note that some questions allowed for multiple answers from one respondent or may have allowed for a question to be skipped.

What is your connection to Waverley?

I am a resident	25
I work in the Waverley Local Government Area	3
I work for a business in Waverley that is a car share member	0

I use car share vehicles in Waverley Local Government Area	0
I am a visitor to the Waverley Local Government Area	0

This question required a minimum of one answer but also allowed for multiple responses. It should be noted that respondents may or may not have selected all relevant ways they are connected to Waverley.

What suburb do you live in?

Bondi*	3
Bondi Beach	3
Bondi Junction	3
Bronte	2
Dover Heights	1
North Bondi	2
Queens Park	2
Tamarama	1
Vaucluse	1
Waverley	2
Other	Randwick, City of Sydney

** The suburb of 'Bondi' was unintentionally excluded for the first 36 hours of the survey. There were 15 overall submissions prior to the addition of Bondi.

My age group is

Under 20 years	0
20 - 24 years	0
25 - 34 years	6
35 - 44 years	4
45 -54 years	5
55 - 64 years	6
65 - 74 years	2
75 - 84 years	2
Over 84 years	0
Prefer not to answer	1

My gender is

Female	10
Male	15
Non-binary	0
Prefer not to answer	1
Prefer to self-describe	0

Household type

Single with children living at home	1
Single without children living at home	5
Couple with no children living at home	8
Couple with children living at home	10
I live with my parents	1
I share a house with flatmate/s	1
Other (please specify)	0

I am a

Renter/leaseholder	8
Property owner	16
Prefer not to answer	2

My employment status is

Employed - full time	17
Employed - part time	3
Retired / Not currently employed	5
Studying/School full time	0
Prefer not to answer	1

The type of building I live in is

House/Terrace	14
Apartment/Unit	11
Student housing	0
Boarding house	0
Granny Flat	0
Prefer not to answer	0

How many personal vehicles do you / does your household currently own and use?

0	2
1	16
2	10
3 or more	1

If you / your household does not have a personal vehicle at the moment, will you in the next 12 months?

Yes	0
No	1

Maybe	1
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If you have a personal vehicle, how many trips in a car do you / does your household currently make during an average week?

None	1
Once Daily	8
Multiple Daily	9
Handful of times a week	3
Couple of times a week	4

Shared Car Membership

Do you or does your household have current access to a car share membership?

Yes	0
No	26

If you or your household does not use a car share service would any of the below encourage you to take out membership?

Yes, if there was a designated space car share close to me	8
Yes, if there were designated space car shares available generally in Waverley	4
Yes, if there were more car share operator options available	6
No, I do not want a car share membership	15

In that case, would you reduce your car ownership?

Yes	4
No	4
I don't own a car	2

If you have never and would not consider car share membership, can you tell us why?

I prefer to use public transport, walking and/or cycling	9
I do not feel comfortable using different vehicles	5
There are no car share spaces close to my home or place of work	2
There are not enough car share parking spaces and they are difficult to find	1
I have not found a suitable car share operator suitable for my needs	1
It is difficult to find a car share that suits my needs or the needs of my household	2
Car share fees and associated costs seem too expensive	7

Do you have any other comments to make about car share in Waverley?

- The car share program has taken away resident parking spots in Bondi Beach. It's very unfair on residents who already have trouble parking in their allocated areas. This coupled with the "parklets" which were designed to be placed for only 6 months but instead have become permanent has permanently removed much-needed parking for residents. E.g. in my parking zone there are 3 parklets plus car share spaces.
- These car share programs are taking up value car parking spaces. It's making life inconvenient
- Need to be different options at different price points depending on journey/duration/occasion
- My household owns a car primarily to go to and from work which does not have adequate public transport options. We do rent a larger share car when we require a larger vehicle to move or pick up items, however larger car/van share options are minimal. Otherwise, public transport options are adequate and plenty around Bondi Junction to get around.
- I don't feel that we need more car share in Waverley. Already many shared cars are not utilized and sit idle in designated spaces.
- The more the better
- The car share spaces take up public parking which is severely limited. They should be scrapped
- The multiple-choice options are rigged in a way that makes almost all options appear as if one is supporting giving more spaces to car share. We need the option to oppose this. It has been wasting crucial space on our streets for over a decade already!
- Too expensive and don't see the utility in using in such a well-connected area to transport including trains and busses.
- The cars also seem to be on every street which seems unnecessary they are also not in great condition.
- With kids we need car seats, so car share isn't for us right now. But before we had kids we were regular Car Share users and we managed to live without a vehicle for many years as a result.
- Car Share is an incredibly important part of urban living. It's expensive to live in Sydney and access to a vehicle when you need one is a cost-effective way for people to continue to live in our beautiful city.
- I would like Council to show preference to car share services that include 1 tonne vans and utes as these are particularly useful to be conveniently available for flexible hire periods. Car rental should be secondary as the share bike schemes and our public transport already address most of that requirement.
- Do not put car share parking spaces directly outside houses. It is very difficult to find parking in residential streets.
- Rate payer residents parking areas should take precedence over car share spaces.
- I have my own car and friends willing to lend me their car if mine is being serviced. For trips with difficult parking options at my destination, I use Uber or public transport. Parking spaces are precious in my street and unavailable entirely at certain hours. I really don't wish to see another space dedicated to share cars. Bondi has brilliant public transport options. E-bicycles for hire already clog up parking spaces, presumably illegally.
- Residents parking needs to take priority over car share. 4 drivers in our house and we share 2 cars. Bronte back streets need to be looked at by Council. Randwick Residents parking boats and cars long term because we have no restrictions.
- Car sharing is a great idea to get cars off the road. It needs to be normalised culturally as a smart choice that saves money and hassle whilst reducing cars in the area and environmental impact. Owning a car has so many drawbacks but is positioned as a necessity and a status symbol - both are flawed. Best of all would be electric car sharing
- In my opinion car share is just another waste of space. The spot never has a car in it and it's parking that could be utilised. We have residents parking that we pay for yet can't get a parking spot because of tradies and others We are lucky if have rangers come around once a month."

- It's a good idea, although it's not something I would use as I enjoy driving my own car.
- I do believe car sharing should be increased and we should generally be doing everything we can to reduce personal car ownership, and to increase cycling, public transport and car sharing. Thanks for your good work on this!
- Not a huge fan of seeing latent car share cars in designated parks in prime spots.
- Too much power is given to wealthy entitled residents who believe the kerb space outside their property is theirs. Any revision of the policy needs to empower those without off-street parking, or those from apartment blocks who don't have a specific 'frontage'. Council land should be for all users, regardless of if someone owns a multi-million-dollar house and capacity to store three vehicles off-street. Going forward we should cater for the silent majority, rather than the vocal minority.
- I support the availability of car sharing, although I haven't had the need for it yet.

Summary for Respondents that DO NOT Have Access to Share Car Membership

Many respondents who answered this part of the survey, indicated that personal vehicles and the needs of rate payers / locals, should have priority over car share spaces. Some respondents objected to car share spaces placed directly outside residences.

Respondents also cited the lack of parking overall (especially in prime areas), the apparent non-use of car share vehicles that sit idle in parking spots, and the slow erosion of individual car parking spaces taken for other uses. These include car share spots, trade vehicles, and e-bikes.

Some respondents who do not have car share membership access were still supportive of the initiative, but it did not suit their needs, or they may have had it in the past but personal circumstances had changed.

There was also a view that Waverley has a good local public transport system negating the need or car share in the area.

It was interesting to note that for the question, 'If you or your household does not use a car share service would any of the below encourage you to take out membership?', many respondents said they would consider car share if one or more of the following was available: *If there was a designated space car share close to me, if there were designated space car shares available generally in Waverley or if there were more car share operator options available.*

Fifteen of the respondents in this section of the survey selected, 'No, I do not want a car share membership'.

The top three reasons people cited for never having car share membership (and wouldn't) were; *I prefer to use public transport, walking and/or cycling, I do not feel comfortable using different vehicles, and car share fees and associated costs seem too expensive.*