

# Summary of your feedback on the proposed Grafton parking changes



**Total number of public submissions received = 160**

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## Summary

Auckland Transport (AT) sought public feedback on a proposal to introduce a Residential Parking Zone (RPZ) and paid parking restrictions in Grafton to manage parking demand and improve availability. At the same time AT also proposed to make changes to the existing paid parking restrictions by removing the time limits, extending the parking restricted area and introducing a car share parking restriction.

We consulted on the proposed changes from 3 July to 30 July 2017 and received 160 submissions.

## Key themes in feedback

### Overall opinions on proposal

Feedback was mostly positive:

- 17% of submitters supported the proposal.
- 45% supported the proposal subject to minor changes.
- 37% did not support the proposed changes.

Residents and property owners were generally supportive or supportive with changes and the majority of the respondents who did not support the proposal do not live or own property in the affected area (being staff, students or commuters).

### Proposed cost of parking

- 28% submitters felt that the proposed tariff was too cheap and should be increased.
- 16% agreed with the proposed charges.
- 13% wanted a lesser tariff.
- 6% submitters suggested a flat rate and five suggested a bulk or maximum charge
- 13% disagreed with charging for on-street parking, stating 'free' as their preferred cost.

### Key themes

The most common themes identified in the submissions were:

- Commuter parking is a problem (37 submitters - 23%).
- Cost of parking, too cheap (44 submitters – 27.5%).
- Permit allocation suggestions/concerns (35 submitters - 21.8%).
- Concerns about coupons and permits (13 submitters - 9%).
- Dislike/cannot afford paid parking (26 submitters - 16%).

- Like residential parking and believe it will encourage public transport use (22 submitters – 14%.)
- Include other streets and include apartment/townhouses (22 submitters – 14%).

We have responded to all your comments and suggestions and have included these responses, grouped by feedback theme, in [our responses to your feedback](#) on page 22.

## Outcome

After careful consideration of the public and key stakeholder feedback, AT has revised two aspects of the proposal. We have:

- Extended the Residential Parking Zone (RPZ) and zone for properties eligible to apply for permits on sections of Park Avenue, Arotau Place and Boyle Crescent (please see the revised parking zone map on the next page).
- Increased the parking tariff from \$1 to \$2 per hour for the first two hours, and from \$2 to \$4 per hour for each subsequent hour. There will be no time restrictions on how long people can park.

AT will continue to monitor parking use in the area and will adjust the pricing up or down if necessary, applying our [Demand Responsive Pricing Policy](#) to ensure that parking is managed effectively and is responsive to future growth.

The paid parking zone restriction will remain as proposed and will be operational from 8am to 6pm, Monday to Friday.

The proposed changes will not affect the existing bus stops, loading zones, mobility and car share parking, or 'no stopping at all times' restrictions (broken yellow lines) in the area. Existing clearway restrictions on Grafton Road will remain.

We believe that proposed parking improvements in Grafton will increase turnover of parking, improve parking availability and encourage other methods of transport to the area other than travelling by car.

## Final map of parking zones

The revised map incorporates the extended Residential Parking Zone (RPZ).



## Next steps

We expect to implement the changes by May 2018.

We will contact all residents who qualify for a parking permit and advise them on how to make an application and the timeframes around it.

## Background

### Project information

Auckland Transport (AT) is proposing a Residential Parking Zone (RPZ) for some streets in Grafton to address local concerns about overcrowded parking in residential streets. This proposal forms part of a region-wide strategy to make better use of residential parking zones in areas where commuter parking causes parking difficulties for residents and their visitors.

In addition, we are proposing other parking changes – such as tariff changes and removing time restrictions.

The proposed parking changes were as below:

- Residential Parking Zone (RPZ) with paid parking restrictions.
- Residential parking permits and parking coupons for residents and businesses.
- Removing time limits from existing paid parking restrictions and extending paid parking restrictions to other streets.
- Introduce one 'Car Share At All Times' car park on Carlton Gore Road.
- A \$1 per hour tariff for the first two hours, rising to \$2 for each subsequent hour for paid parking, between 8am and 6pm, Monday to Friday.

See [Appendix A](#) for the original map of the parking zones and proposed changes.

### Why Grafton needs these changes

As Auckland grows and intensifies, managing parking on residential streets is increasingly important. Overcrowded parking particularly affects city fringe suburbs like Grafton, where some heritage properties lack off-street parking, and streets are used by commuters for daily parking.

AT has undertaken a parking study in the area to understand the parking demand, and to design a suitable parking management plan. Our study found:

- On average, 91% of on-street parking was occupied during weekdays.
- 98% of parking in most of the residential streets was occupied.
- The majority of vehicles were parked all day.
- The turnover of vehicles parking in paid parking areas was higher than in the time-restricted or unrestricted areas, where vehicles would often over-stay or park all day.

## Key benefits of the proposed changes

The proposed parking improvements in Grafton are designed to benefit residents, the wider community and visitors to the area by:

- Improving parking availability.
- Offering greater flexibility in length of stay for visitors.
- Freeing up on-street parking spaces for customers visiting local businesses, residents and their visitors.
- Discouraging commuter parking.
- Reducing congestion from vehicles looking for a parking space
- Allowing for demand-responsive pricing to manage future parking demand.
- Allowing residents in the RPZ area to apply for permits and coupons to exempt them from the paid parking restrictions.

## Proposed changes

### Residential Parking Zone (RPZ)

- The proposed RPZ will have paid parking restrictions with no time limits.
- Any vehicle not registered to either a residential parking permit, or a coupon, will need to pay the set tariff.
- Anyone can park in the RPZ, provided they adhere to the paid parking restrictions.

### Parking permits

- A permit will cost \$70, and is valid for one year.
- The number of permits issued is capped at 85% of the total number of parks in the zone, to help manage available spaces.
- Residents can apply for as many permits as there are vehicles registered to their address, but due to the cap, not all applications may be successful.
- Permits are issued in order of priority, one at a time, in allocation rounds. The process stops once the permit cap is reached or when all applicants have a permit.
- Existing residential parking permits will be discontinued. Holders of these permits would need to apply under the new scheme.

### Parking coupons

- A coupon costs \$5 and is valid for one day.
- Residents in the RPZ will receive 50 free coupons when registering for a parking permit. Businesses will not receive these coupons.



- Any eligible resident in the RPZ can purchase coupons from AT. There is no restriction on the number of coupons that can be purchased.
- Unlike parking permits, coupons can be used on any vehicle e.g. a visiting relative or friend.
- Tradespeople can also apply for trade coupons from AT.

### **Paid parking restrictions**

- Removing time limits from existing paid parking restrictions on Grafton Road and Park Avenue.
- Extend the paid parking restrictions to other streets such as Beckham Place.

### **Car share parking restrictions**

- Included in the proposal is one car park on Carlton Gore Road reserved for 'car share' vehicles. Car share refers to hourly hire vehicles, such as Cityhop. For more information on the Cityhop car share scheme, go to [www.cityhop.co.nz](http://www.cityhop.co.nz)

# Consultation

We consulted on the proposed Grafton parking changes from 3 July to 30 July 2017.

## Activities to raise awareness

To let you know about our consultation, we:

- Hand-delivered the consultation brochure, including free post feedback form, to all properties in the proposal area
- Placed an advert in East and Bays Courier on Wednesday 12 July
- Installed 50 project signs in the area
- Posted information on our social media channels, including Facebook, Twitter and Neighbourly.
- Held a drop in session for Auckland City Hospital staff on Wednesday 12 July, from 11am-2pm.
- Held a drop in session for the public at the Domain Lodge Hall (in the Cancer Society building), on Saturday on 15 July, from 9am-1pm.
- Set up a project webpage and an online feedback form on the AT website.

## Giving feedback

We asked:

1. What do you thought about the proposal in general and why.
2. What you thought about the proposed residential parking zone.
3. What amount do you thought the paid parking fee should be.
4. What hours you thought the paid parking restrictions should apply.
5. What days do you thought the paid parking restrictions should apply.
6. Whether you had any other comments or suggestions about how we could improve the proposal.

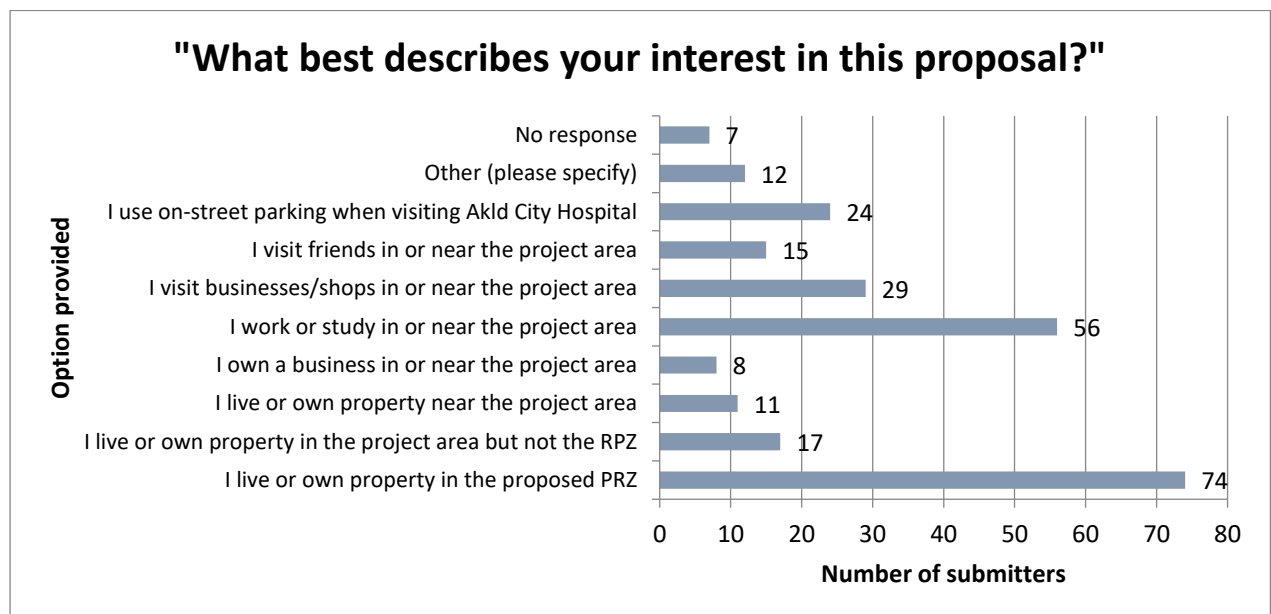
You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a hard copy form included in the brochures. See [Appendix B](#) at the end of this report for a copy of the feedback form.

## Your feedback

AT received public feedback on the proposal from 160 submitters; 117 via our online survey, 42 via freepost feedback forms and 1 directly addressed to AT.

### Overview

Submitters were able to choose more than one option as to what best describes them, to identify residents of the Residential Parking Zone from other residents, owners, businesses or commuters. We have analysed with the total in mind, and separated out data based on this information.



### Overall sentiment

Feedback on the proposal was mostly positive. 17% of submitters supported the proposal, 45% supported the proposal subject to minor changes (mostly relating to permit allocations, requests to include other streets, multi-dwelling properties and to increase the proposed tariff), 36% did not support the proposed changes and one respondent did not indicate whether they supported the proposal.

Residents, business owners and property owners were generally supportive, or supportive with changes. Those who do not live or own property in the affected area (such as people working in the area, students and commuters) generally did not support the proposal.

NB: submitters could identify as more than one category.

- 46% of submitters live/own property in the residential parking zone (of these, 46% support with changes; 30% Support; 24% Oppose)
- 10% of submitters live/own property in the project area but not the RPZ (of these, 47% support with changes; 18% Support; 29% Oppose; 6% no response)

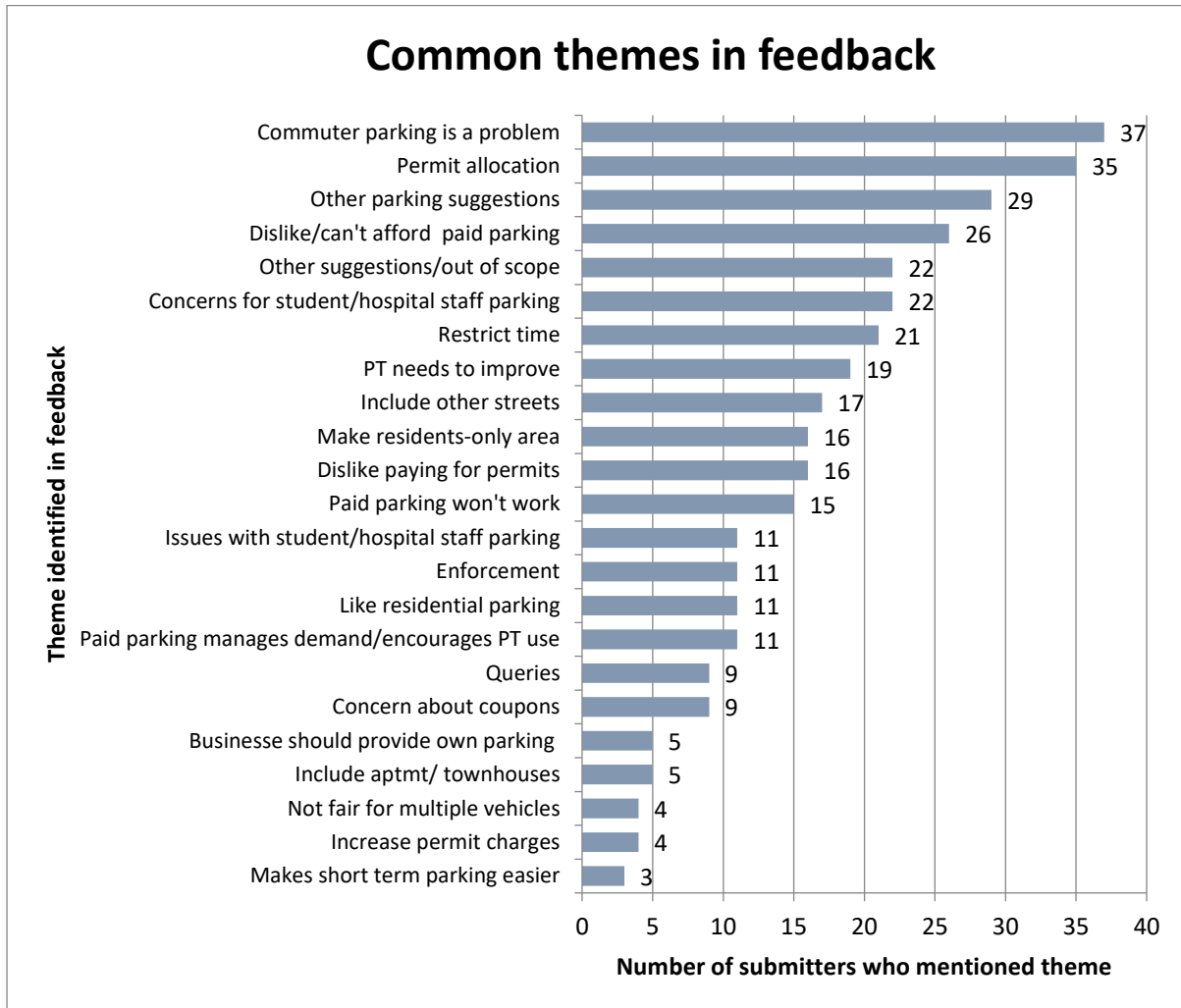
- 5% of submitters identified themselves as business owners (of these, 62.5% support with changes; 12.5% Support; 25% Oppose)
- 35% of submitters said they work or study in or near the project area (of these, 30% support with changes; 13% Support; 57% Oppose)
- 34% of submitters selected one or more 'other' interest categories (of these, 44% support with changes; 16% Support; 40% Oppose)

	Support	Support with changes	Oppose	No response	TOTAL
<b>All respondents</b>	<b>27</b>	<b>72</b>	<b>60</b>	<b>1</b>	<b>160</b>
<b>Live/own in RPZ</b>	22	34	18	0	<b>74</b>
<b>Live/own in project area (but not RPZ)</b>	3	8	5	1	<b>17</b>
<b>Own business in or near project area</b>	1	5	2	0	<b>8</b>
<b>Work/study in or near project area</b>	7	17	32	0	<b>56</b>
<b>All other interests (NB: submitter count = 55, response count = 80)</b>	9	24	22	0	<b>55</b>

## Themes identified in feedback

Submitters comments and feedback sometimes related to more than one theme, and were counted for each theme. Therefore, the total will not always add up to 100% or 160 submissions received.

People who supported the proposal felt that it will achieve desired outcome of improving the availability of parks for residents and visitors, and improve short term parking (14). 37 submitters commented that commuter parking is a problem, while 11 felt that there are issues with student/hospital staff parking in the area. Some submitters agreed that the proposal will encourage the use of public transport (11), and 19 suggested that the public transport options need to be improved.



Parking permit allocation suggestions and concerns were raised by 35 submitters and 13 submitters had some concerns about coupons. Some were due to the cost of permits (16 submitters) and some suggested issuing free permits and coupons to all the residents in the area or subsidising the cost.

26 submitters disliked the proposal of paid parking because they cannot afford to pay and some were concerned about students/hospital staff and visitors parking (22 submitters). The inclusion of other streets in the proposed RPZ and the inclusion of townhouses and apartments was made by 22 submitters.

Many respondents felt that the proposed tariff is too cheap (44 submitters), and four respondents wanted the cost of permits increased.

#### **The three most common themes for those who live/own property in the RPZ are:**

- Permit allocation suggestions/concerns (24 submitters - 15%)
- Commuter parking is a problem (23 submitters - 14%)
- Make residents-only parking area (14 submitters – 8.75%)

**The three most common themes for those who live/own property in the project area, but not in the RPZ are:**

- Permit allocation suggestions/concerns (8 submitters – 5%)
- Include other streets (7 submitters – 4%)
- Commuter parking is a problem (4 submitters – 2.5%)

**The most common themes for business owners in or near the area are:**

- Permit allocation suggestions/concerns (4 submitters - 2.5%)
- Other parking suggestions (4 submitters – 2.5%)
- Include other streets, dislike paying for parking and keep time restrictions (2 submitters – 1%)

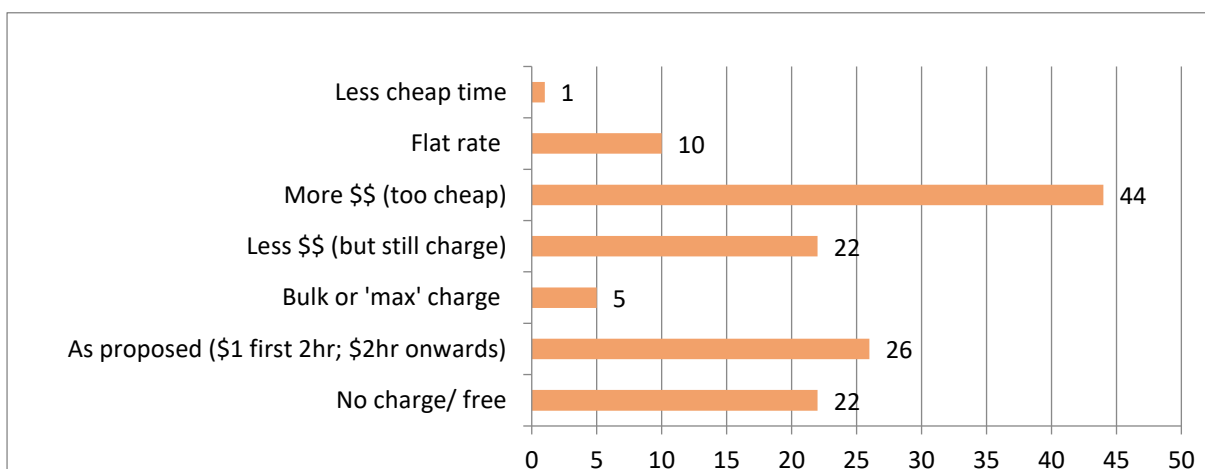
**The most common themes for those who work or study in or near the area are:**

- Dislike/cannot afford paid parking (16 submitters – 10%)
- Concerns about student/hospital staff parking (15 submitters – 9%)
- Public Transport needs to improve (13 submitters – 8%)
- Commuter parking is a problem (11 submitters – 6.8%)

## Parking tariffs

Many submitters felt that the proposed \$1/hr for the first two hours, \$2/hr per hour thereafter was too cheap (44 submitters) and it should cost more to dissuade motorists or commuters from parking for all day. 4% of residents felt that the tariff should be less or no cost, whereas 25% wanted it increased.

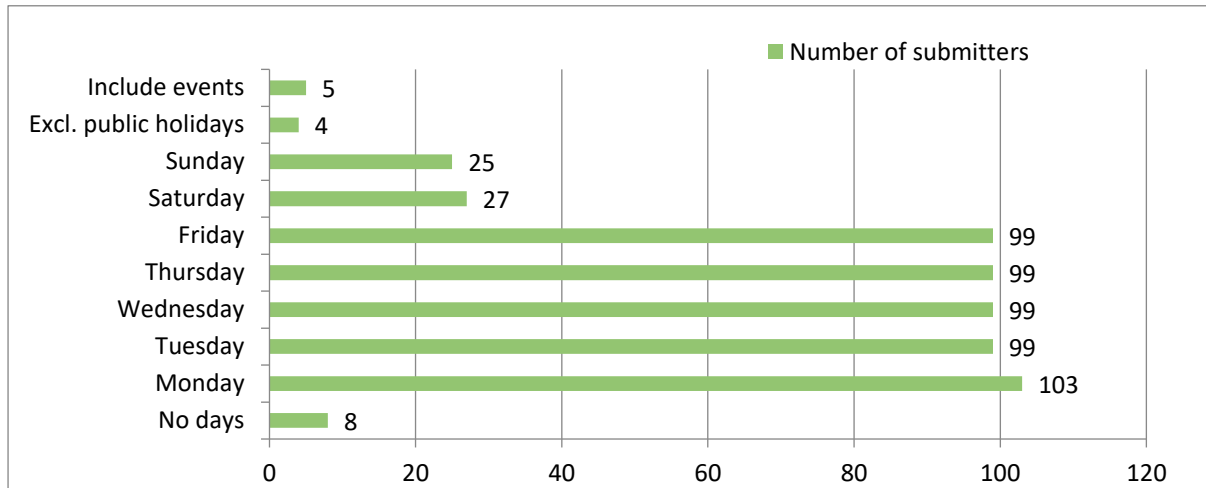
The majority of the respondents who wanted the tariff decreased, or no cost at all did, not live or own property in the affected area (i.e. are local employees, students and commuters).



## Proposed days for paid parking

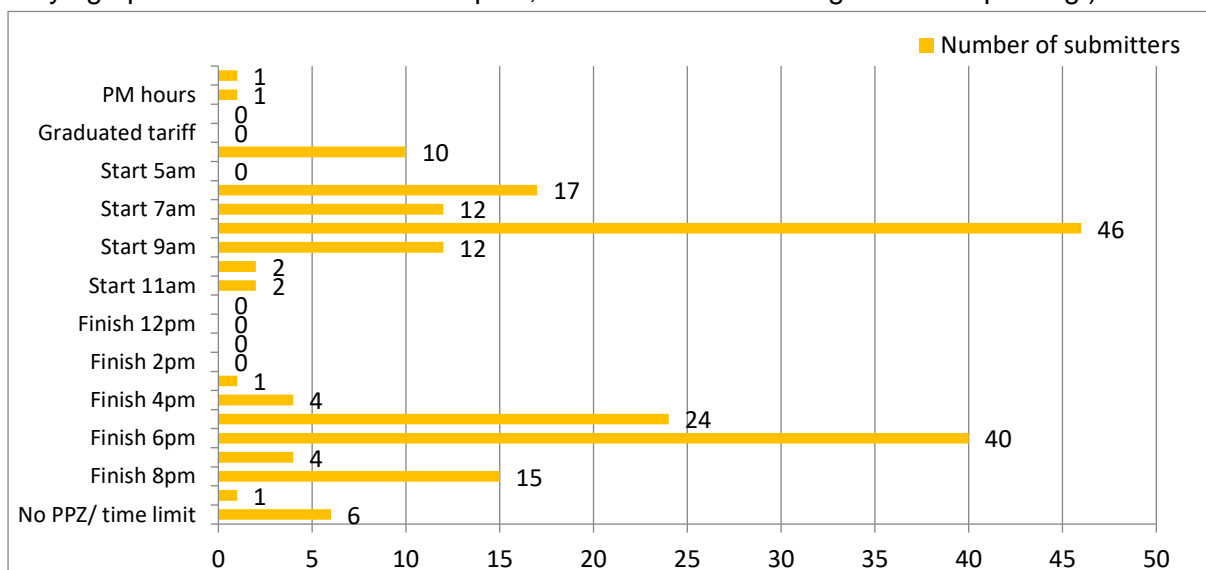
The most popular operational days were Monday to Friday, with suggestions for weekends stemming from shift workers parking on street (largely from residents/owners within RPZ), and people using on-street parking to go into the city on the weekend.

62% submitters supported the proposed days of Monday to Friday. 17% of the submitters felt that the proposal should include Saturday as well, and 15% think paid parking should extend to Monday to Sunday.



## Proposed hours for paid parking

29% supported the proposed 8am start time and 25% supported the proposed finish time of 6pm. 6% submitters suggested 24-hour restrictions. 11% submitters thought restrictions should start at 6am, and 15% believe it should finish earlier at 5pm instead of 6pm. Fewer than 10% of the respondents suggested a later finish time of 8pm (the reasoning being the varying operational hours of the hospital, and shift workers using the street parking.)



## Other submissions

In addition to public feedback, we also received submissions from Waitemata Local Board and the Grafton Residents Association. We have included this feedback in our analysis.

### Waitemata Local Board submission

The Board supports the implementation of effective parking management schemes that prioritizes residents and parking for short-term visitors. The Board notes the parking issues that are specific to Grafton due to the number of older houses without off street parking and the proximity of the Hospital, University of Auckland Grafton Campus and the events and sporting activities held in the Domain. The Board supports Auckland Transport adapting the template of the successful St Mary's Bay and Freemans Bay residential parking schemes to best respond to Grafton's parking issues.

The Board provides the following feedback on the proposed Residential Parking Zone for Grafton consulted on by Auckland Transport and requests Auckland Transport:

Expand the zone to include all of the Grafton area as defined by the Grafton Residents Association including:

- Beckham Place, for carparks and residences Grafton Road (including slip road) for carparks and residences
- Park Road for carparks and residences, Arotau Place and Park Avenue

And seeks Auckland Transport to advise the Board on the implications of including the following streets in the zone as identified by individual submissions:

- Boyle Cres
- Outwaite Park
- Carlton Gore Road
- Arawa Street
- Side streets off Khyber Pass road
- Review the boundary zone to consider future developments in surrounding streets such as Boston Road to avoid the problem being shifted out
- Replace the existing restrictions with the exception of bus stops, loading zones, mobility and car sharing parking, 'no stopping at all times' restrictions and the clearway on Grafton Road with a residential parking zone
- Construct a pricing model for paid parking, which encourages turnover on the streets to achieve better availability and comparable to commuter alternatives
- Implement 8am to 6pm, 5 days a week parking restrictions and seeks Auckland Transport to monitor on a regular basis ongoing usage with a view to the earliest implementation of time/day extensions if and when evidence demonstrates the need
- Consider how Seafield View Road can best be managed separately from the scheme in recognition of its status as a residential 1 historic zoned street, which has very few car parks available.
- Request a review being undertaken by Auckland Transport to report on the effectiveness of the scheme 6 months following the introduction and to include an assessment for the need of loading zones throughout the area, assess whether the target availability has been achieved and adjust prices accordingly
- Put in place effective enforcement to monitor the use of permit only parking



- Retains the existing car-share space in Park Avenue
- Improve the consistency of parking signage across Grafton

## Grafton Residents Association submission

The Grafton Residents Association made the following suggestions on the proposal:

- Would like a 60 minute parking restriction applied, citing that people do not need to return to their cars to top up their parking following the introduction of the new parking app.
- Believes there should be 7-day restrictions, reflecting hospital and businesses hours of operation, and events in the Domain.
- Supports the 6am to 8pm parking restriction, but would like to see hours increased during events in the Domain.
- Suggest Seafield View Avenue should be residents only parking due to the many house and few car parks.
- Permits should be similar to current permits and must be displayed on cars so permitted cars are easily identifiable.
- Believe that the proposed tariff is too low and should be comparable/ cost more than alternative off-street car parks to successfully dissuade commuter parking.
- The proposal should include all of Grafton's streets, including Beckham Place and Grafton Road, Park Road, Park Avenue and Arotau Place.
- Include Boston Road to account for apartment buildings under construction here.
- Provide assurances that the parking scheme will be monitored, and formally report on the outcome of this to the association.
- Remove the temporary loading zone on Huntly Avenue.
- Retain the existing car-share space on Park Avenue.
- Research a redesign of parking to increase the number of car parks in the area i.e. angle parking.

## Our responses to your feedback

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
1.	Commuter parking is a problem	37	<ul style="list-style-type: none"> <li>- residents and visitors have nowhere to park</li> <li>- Tradespeople are unable to find parks because people working locally park all day</li> <li>- This proposal will make visitors/tradespeople/other short-term parking easier</li> <li>- People drive to city fringe suburbs, park all day and walk or bus into the city</li> </ul>	<p>The aim of the RPZ scheme is to free up parking and improve availability by increasing turnover. This scheme prioritises residents and encourages short-term parking for visitors to the area.</p> <p>AT is improving its bus services and building the City Rail Link to make it easier and more convenient for people to use public transport and make it a better alternative to driving to city fringe to park and walk or bus into the city.</p>
2.	Permit Allocation	35	<ul style="list-style-type: none"> <li>- All residences in the zone should qualify for permits, even if it has off-street parking</li> <li>- Should have a limited number of annual permits, sold at auction, available to everyone</li> <li>- People who have garages/off-street parking should not be eligible for permits or coupons</li> <li>- Limited permits + first-in-first-served = long-time permit holders might miss out</li> <li>- All property types built before 1944 without off-street parking should</li> </ul>	<p>The allocation of parking permits is set out in the Residential Parking Permit Policy in <a href="#">AT's Parking Strategy</a>.</p> <p>All the residents within the RPZ would be eligible to apply for a parking permit.</p> <p>Houses built on a single title without off-street parking, or an apartment building built before 1944 without off-street parking will get the first priority during permit allocation.</p> <p>There is no limit on permits per household; however, the overall allocation is capped at 85% of the total number of parking spaces within the RPZ. Permits are issued in order of priority, one at a time, in allocation rounds. The process stops once the permit cap is reached or when all applicants have a permit.</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			have first priority in allocation - Cap permits at 2 per address, even if more cars registered to that address	
3.	Concerns about coupons	9	- A certain amount of coupons should be allocated for free every year to residents, regardless of whether they have permits or not - If I fail to get a resident parking permit when I apply, will I still get 50 free coupons? - People will abuse coupons (selling them on for more than \$5 cost) - Need more information about how to purchase coupons: need to be easy and available 24/7	Residents within the RPZ zone will be allocated 50 free coupons annually, and they must apply for them through AT's website - <a href="http://at.govt.nz/driving-parking/parking-permits">at.govt.nz/driving-parking/parking-permits</a> .  AT makes it clear in the terms and conditions that permits and coupons cannot be on-sold and there are penalties if such behaviour is proved. AT will be monitoring the use of permits and coupons to identify if this is happening  More information about parking permits and coupons is available here - <a href="http://at.govt.nz/driving-parking/parking-permits">at.govt.nz/driving-parking/parking-permits</a> .
4.	Increase permit charges	4	- Permits should be more expensive (they are very cheap compared to the proposed hourly rate) - Permit fee should be per month, not per year (increase permit cost)	The \$70 charge for permits helps us cover the costs of running the scheme and is not designed to reflect the true cost of on-street parking in Grafton. Without this charge, we would need to find the money elsewhere, e.g. through rates. We believe the \$70 cost is fair price to help us cover the costs of running the scheme.
5.	Dislike paying for permits	16	- Permit cost (\$70/year) is too expensive - Why does the permit cost anything at all? Admin	The cost of residential parking permits will be charged annually and the price may be reviewed annually or as necessary.

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			<p>costs should be recouped by paid parking/tickets or covered by rates.</p> <ul style="list-style-type: none"> <li>- One permit per house without off-street parking free of charge</li> <li>- One car per household should have free permit, with reduced yearly rate for the second</li> </ul>	
6.	Dislike/can't afford parking	26	<ul style="list-style-type: none"> <li>- Too expensive for those that need to bring cars</li> <li>- Too costly for students</li> <li>- Too costly for hospital staff</li> <li>- Added expense for visitors to hospital</li> <li>- This targets poorer people</li> <li>- not fair</li> </ul>	<p>The purpose of this proposal is to manage parking demand, improve parking availability and encourage motorists to consider other modes of transport/travel (such as bike, train or bus). When we carried out our parking survey in the area we found that many motorists were driving a short distance to the area and parking all day. We recognise that some people do need to take their vehicles, and this proposal should ensure that more spaces are available for them.</p> <p>Employees, students and visitors to the area do have different options for travelling to the area - Grafton is well serviced by bus and is a short distance from two train stations.</p> <p>The cost of car parking can influence decisions on which transport mode people use. Free parking skews these decisions in favour of private vehicle use. Paid parking will encourage people to consider public transport, walking and cycling. People may also consider carpooling to share the cost of parking.</p> <p>While we recognise that paying for parking that was previously free is inconvenient for many, we need to balance parking demand with parking access for those who need it and ensure that the available space is used efficiently.</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
7.	Concerns about students/hospital staff and visitors parking	22	<ul style="list-style-type: none"> <li>- Not fair for families visiting hospital patients (already expensive to have family in hospital, esp. long-term)</li> <li>- Not fair to tenants/students</li> <li>- Not fair to hospital staff - hospital car park not big enough/too expensive</li> <li>- Will increase student/hospital visitor stress and reduce access</li> <li>- AT needs to work with Auckland Uni to provide parking for staff, student, visitors</li> </ul>	<p>AT is continually working to improve public transport services and connections. Simpler fares were introduced in August 2016 that makes it easier to transfer between different services. Grafton suburb is very well serviced by bus and is a short distance from two train stations.</p> <p>Those with long-term parking needs can explore leasing parking spaces in nearby privately owned and operated car parks.</p> <p>The cost of car parking can influence people's decision making on which transport mode to use. Free parking skews this decision in favour of private vehicle use. Paid parking will encourage people to consider other transport options, such as public transport, walking and cycling. People can also consider carpooling to share the cost of parking.</p> <p>While we recognise that paying for parking that was previously free is inconvenient for many, we need to balance parking demand with parking access for those who need it and ensure that the available space is used efficiently.</p> <p>AT is happy to assist local businesses develop travel plans for their staff or students. More information on workplace travel planning is available here <a href="http://at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/">at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/</a>, or you can contact the Travel Demand team directly on <a href="mailto:choices@at.govt.nz">choices@at.govt.nz</a>.</p>
8.	Time restrictions	21	<ul style="list-style-type: none"> <li>- Time restrictions would be more effective: no point if people can still park all day</li> </ul>	<p>In our experience, paid parking is a more effective parking management tool than applying time restrictions. Paid parking has been operating successfully in Parnell for more than 10 years. It has been operating successfully in Parnell for more than 10 years and has been applied in the CBD,</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			<ul style="list-style-type: none"> <li>- Need time limit or people will still park all day. Suggest time limit (3hrs; 2hrs; 1hr max)</li> <li>- Why does the paid parking area have no time restriction?</li> </ul>	<p>Newmarket, Remuera, Eden Terrace, Kingsland and Takapuna.</p> <p>Time restrictions encourage vehicle drivers to move after a set time, which contributes to congestion with vehicles circulating the streets to find another parking space.</p>
9.	Public Transport needs to improve	19	<ul style="list-style-type: none"> <li>- Extend trains to North Shore</li> <li>- Connect all suburbs with Public Transport</li> <li>- Build trams</li> <li>- Public Transport needs to be regular, reliable, convenient</li> <li>- Public Transport needs to be better for students, commuters, parents</li> <li>- Don't remove/restrict parking options until Public Transport is good enough to replace it</li> </ul>	<p>New bus routes have been developed and are being rolled out all over Auckland with the aim of improving journey times, reliability and connections to train routes.</p> <p>The City Rail Link is being constructed to break the bottleneck at Britomart and provide better access to trains across the CBD and improve train journey times for all lines.</p> <p>Grafton is well serviced and linked with public transport options e.g. buses and trains. AT is committed to improving alternative transport choices across Auckland, including walking, cycling and public transport.</p> <p>Paid parking encourages people to consider alternative modes of travel and it can influence the travel choices people make. People will consider alternatives such as public transport, carpooling, walking and cycling if they can see a direct cost savings.</p>
10.	Include other streets	17	<ul style="list-style-type: none"> <li>- Include Outhwaite Park, Arawa Street, Edward Wayte Place, Auburn Street, Boston Road and all of the remaining Grafton area</li> </ul>	<p>Outhwaite Park is out of scope for this project as it is an Auckland Council property, not part of the road reserve. Arawa Street, Edward Wayte Place, Auburn Street, Boston Road and the remaining streets in the Grafton area are classified as Business–Mixed use Zone and cannot be included in a Residential Parking Zone.</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			<ul style="list-style-type: none"> <li>- Should have consulted with a wider area - will push problems onto nearby streets</li> </ul>	<p>We will undertake a review about a year after implementing the scheme to determine if there have been any effects on the surrounding area. Further parking improvements may be considered in line with AT's Parking strategy, if necessary.</p>
11.	Make residents only parking area	16	<ul style="list-style-type: none"> <li>- Request/suggest residential parking (only) zone instead of current proposal (with visitor coupons: no others can park here)</li> <li>- Residential parking only for Seafield View Road</li> <li>- Seafield View Road should be recognised as a 'special parking area'. It is a narrow street with narrow footpaths and limited parking</li> </ul>	<p>The recommended approach in the Residential Parking Policy in AT's Parking Strategy, is that AT can only consider parking permits for residents when a Residents Parking Zone is introduced. For more information about this please refer to Policy 3A here - <a href="http://at.govt.nz/about-us/transport-plans-strategies/parking-strategy/parking-strategy-policies/">at.govt.nz/about-us/transport-plans-strategies/parking-strategy/parking-strategy-policies/</a></p>
12.	Include apartment/townhouses	5	<ul style="list-style-type: none"> <li>- Include Arotau Place, Boyle Crescent, Grafton Road, Park Road, Beckham Place and Grafton Slip Road in Residential Parking Zone eligibility</li> <li>- Proposal should include townhouses and apartments like Phoenix Gardens as not fair to residents who live here</li> <li>- Townhouses/apartments bought with an understanding how the</li> </ul>	<p>After carefully considering all the feedback received, AT has revised the proposal and will include Arotau Place and Boyle Crescent in the RPZ along with the residential properties on these two streets.</p> <p>Grafton Road and Park Road are classified as arterial (district) roads and cannot be included as part of a RPZ. This is because parking may be restricted at busy times of the day on arterial roads to keep traffic flowing.</p> <p>Beckham Place is not suitable for a RPZ. It is classified as Terrace/Apartment Building zone under the unitary plan and only has 13 parking spaces to serve 90 households that would be qualified for a parking permit. Including this street would</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			parking is, but AT is changing the rules.	<p>not be ideal for the long term sustainability of the RPZ. We are introducing paid parking restrictions to this street.</p> <p>Grafton Slip Road is also zoned Terrace/Apartment Building and only has around 6 parking spaces, compared with 50 properties that would qualify for a parking permit. This would add lot of pressure on the RPZ.</p> <p>On-street parking is a public asset and not reserved for local residents. It is AT's responsibility to determine how best to manage on-street parking and this sometimes means changing parking arrangements. We understand that this can be frustrating for people living locally. AT is working hard to improve public transport and encourage people to use public transport as an alternative to travelling and parking in the city fringe.</p>
13.	Not fair for multiple vehicles	4	<ul style="list-style-type: none"> <li>- Not fair for flats with multiple tenants and/or vehicles</li> <li>- Flat blocks are different: some flats have parking and others do not, but because there are any off-street parks available, the other flats (without parks) lose out</li> </ul>	<p>All properties within Grafton RPZ can apply for multiple permits. However, number of parking permits are capped at 85% of the total number of parking spaces in the zone. On-street parking will have paid parking with no time limits. Residents or visitors have an option to pay and park in the zone for as long as it is required.</p>
14.	Paid parking won't work	15	<ul style="list-style-type: none"> <li>- This scheme will not work in Grafton</li> </ul>	<p>Currently parking demand in Grafton regularly exceeds 85% of the available on-street parking spaces. Some side streets even experience 100% occupancy at peak times. Currently, two forms of parking management are used in the area; paid parking and time restricted parking. Additionally, some areas have no parking restrictions at all.</p>



No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
				A parking study revealed that out of these management regimes, the paid parking area is working at its optimum level. AT is confident that introduction of paid parking throughout the area will considerably improve the parking situation.
15.	Enforcement	11	<ul style="list-style-type: none"> <li>- Won't work because fines are too low to be a concern - still worth 'risking it'</li> <li>- What fines will be imposed for those who do not pay?</li> <li>- Strict enforcement is required or people will take advantage</li> <li>- How will AT monitor the new parking restrictions?</li> <li>- Fees should increase if cost is not a deterrent</li> </ul>	AT will monitor and enforce the zones regularly. We are looking to monitor the zone using License Plate Recognition technology. This is a more efficient and effective method of monitoring than doing it manually. AT is confident that it can achieve a reasonable level of compliance in the proposed zone.
16.	Other queries	9	- Why are you removing the 'restricted' parking spaces in Claremont St?	We are removing this restricted parking on Claremont Street to align the on-street parking with the new proposed RPZ and achieve consistency.
			- How did AT arrive at the 85% figure for ratio of resident permits to spaces?	This is a recognised international approach to the best practice management of on-street parking. The main objective of the scheme is to reduce the impact of high parking demand on local communities. If we do not cap the overall number of permits we could end up issuing more permits than there are parking spaces and therefore not achieve this objective
19.	Businesses should provide own parking	5	<ul style="list-style-type: none"> <li>- Businesses should supply their own parking for staff, visitors</li> <li>- Businesses/organisations should provide parking and encourage Public</li> </ul>	Not all business premises come with car parks. AT's Travel Demand team can assist businesses with identifying alternative travel options for their staff. More information on workplace travel planning is available here <a href="http://at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/">at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/</a> or you can contact the Travel Demand team directly on <a href="mailto:choices@at.govt.nz">choices@at.govt.nz</a> .

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			Transport use for their visitors, staff, students	
20.	Issues with students/hospital staff and visitors parking	11	- Negotiate with Auckland City Hospital to lower their parking fees for staff so workers and visitors can park there	<p>Parking fees in Auckland Hospital car parks are set by the Auckland District Health Board and any changes would need to be negotiated by Hospital Staff directly with the ADHB.</p> <p>AT works closely with Auckland Hospital in promoting public transport and active modes of transport, like walking and cycling, for its staff and visitors.</p>
			- The current residents' parking zone doesn't provide enough parking availability	The purpose of this proposal is to manage parking demand, improve parking availability and encourage motorists to consider other modes of transport. AT is confident proposed Residential Parking Zone with paid parking will improve parking availability and turnover.
21.	Makes short term parking easier	3	- Should be pick up/drop off spots throughout (5 min) for pizza delivery, couriers, Uber, taxi etc.	A 10-minute grace period is included in the proposal to cater to customers who wish to make quick stops.
<b>Other suggestions and questions your raised</b>				
	Paid parking tariffs		<ul style="list-style-type: none"> <li>- Increase cost of parks closest to shops</li> <li>- Proposed parking cost is too low - still worth parking all day (need to be more expensive than parking alternatives)</li> <li>- Will this low rate (paid parking) increase at any point?</li> <li>- How will AT decide whether to raise costs of</li> </ul>	<p>The AT Parking Strategy has a policy for setting parking prices. This policy uses demand responsive pricing, where the price of parking is set to achieve around 85% occupancy at peak times. After carefully considering all the feedback we received, the tariff is now revised and set at \$2 per hour for the first 2 hours, rising to \$4 for subsequent hours.</p> <p>One of the key objectives of the proposal is to implement parking controls that can respond to any future changes in the area in a responsive manner. A bulk rate (such as daily or even monthly rates as suggested by some submitters) would restrict AT's ability to respond in future where on-street</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			<p>hourly parking, daily coupons, residential permits, if insufficient parking prevails?</p>	<p>parking priority may change. With an hourly tariff, AT can use its Demand Responsive Pricing Policy to manage these changes, should they arise.</p> <p>In addition, a daily flat rate penalises short-term parkers. The proposed revised tariff allows customers to choose how long they want to park for, with no need to pay for any longer than required. We feel that this option will encourage better utilisation of on-street parking and higher turnover of spaces.</p>
	Pay and Display Machines		<ul style="list-style-type: none"> <li>- Machines should be both card AND coin operated (50c transaction fee for card, Carlton Gore Rd machines are card-only)</li> </ul>	<p>All parking machines installed in Grafton as part of the proposed parking changes will be in the form of 'pay by plate' machines. We are upgrading all our existing on-street parking machines around Auckland to include pay by plate technology. In addition, payments for parking can also be made through the AT Park App. See <a href="#">Appendix C</a> at the end of this report for more information about Pay By Plate and the AT app).</p> <p>Please refer to the link below for more information on the new pay by plate machines and on how it works:  <a href="http://at.govt.nz/driving-parking/paying-for-parking/pay-by-plate-parking/">at.govt.nz/driving-parking/paying-for-parking/pay-by-plate-parking/</a></p>
	Car share		<ul style="list-style-type: none"> <li>- Why is the Car Share carpark at the end of Carlton Gore Road - not convenient location?</li> <li>- Put Car Share carpark on Seafield Ave</li> <li>- Should have more spaces allocated for Car Share</li> </ul>	<p>The proposed new car share in Carlton Gore Road will be additional to the existing one in Park Avenue. The location has been selected to cater well to different businesses and stakeholders need in the wider area.</p> <p>AT will respond to any future changes in demand for Car Share space accordingly.</p>
	Park and Ride facilities		<ul style="list-style-type: none"> <li>- Should be more/better Park and Ride facilities</li> </ul>	<p>AT has assessed that up to 10,000 additional parks would be required to meet the modelled demand for Park and Ride by 2046. A new Park and Ride facility has recently been introduced in Glen Eden and work is in progress to build facilities in Papakura and Silverdale. Additional facilities are</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
				also under investigation at other locations including Albany and Westgate.
	Build new car parks		<ul style="list-style-type: none"> <li>- Ask Auckland Uni to build large car park for their students, visitors, employees etc on Park Avenue</li> <li>- Make roadside area abutting the Domain on Park Road into public parking</li> <li>- Build new car park on some of the wasted space in the area</li> </ul>	There are considerable costs with creating more parking and AT's focus is to improve public transport and encourage active modes of transport like walking and cycling. Grafton is connected with frequent bus services and to the train network. More investment in car parking would attract more traffic and congestion to the area.
	Permits for businesses		<ul style="list-style-type: none"> <li>- Businesses should be included for permits</li> </ul>	The focus of this proposal is to improve parking availability for residents. Eligible businesses within the RPZ can apply for a single permit only as per the residential parking permit policy outlined in AT's Parking Strategy.
	Existing parking permits		<ul style="list-style-type: none"> <li>- Current permit holders should be swapped to new permits and a refund given of difference paid</li> <li>- Will existing permits be retained?</li> <li>- Long-term residents with residents' parking permits should be prioritised, even if not in Residential Parking Zone (e.g. Park Road)</li> </ul>	<p>Existing residential parking permits will be discontinued once the new parking scheme is introduced. All eligible residents will need to apply for a new permit and applications are evaluated as per AT's residential parking permit policy outlined in AT's Parking Strategy.</p> <p>Please refer to the link below for more information on parking permits:  <a href="http://at.govt.nz/about-us/transport-plans-strategies/parking-strategy/parking-strategy-policies/">at.govt.nz/about-us/transport-plans-strategies/parking-strategy/parking-strategy-policies/</a></p>
	Out of scope		<ul style="list-style-type: none"> <li>- Change parking on one side of Parkfield Tce to angled parking to provide</li> </ul>	AT does not support angle parking unless there is sufficient space available. We will raise all these issues with the Traffic Engineering team for further investigation.

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			<p>more parking (is 'no exit' street)</p> <ul style="list-style-type: none"> <li>- Make Huntly Ave 'no exit' and change one side to angled parking</li> <li>- Carlton Gore one-way street at Park Ave intersection should be made officially 'no entry except bicycles' - it is an important route to get to the Carlton Gore Rd bike lanes</li> <li>- All on-street parking should be removed - expensive waste of roadway</li> <li>- Redesign parking layouts to create more of a 'chicane' idea to assist drive-by monitoring and providing planting space and lower speed environments</li> <li>- Parking issues in Huntly Ave are not addressed: parking in driveways that partially or completely obstructs footpath; 'no parking BYL outside 2-6 Huntly have disappeared post-construction; footpaths are terrible (esp.</li> </ul>	<p>Vehicles should park on the road. Parking on the berm or footpath can impede pedestrians. We will raise this with our Parking compliance team for regular monitoring and infringement notices may be issued to illegally parked vehicles.</p> <p>We will pass the request to look at the footpath conditions to the road maintenance team for further investigation and action.</p> <p>Buying Wilson's car park is not an option and is out of scope of this project. Moreover, Wilson's parking provides another parking option for visitors to the area.</p>

No.	Theme	Number of mentions	Summary of comments in the theme	AT Responses
			<p>between 238 Khyber Pass and 7 Huntly)</p> <ul style="list-style-type: none"> <li>- Buy out Wilson's parking so it's affordable for community</li> </ul>	
	Area Review		<ul style="list-style-type: none"> <li>- Request a review being undertaken by Auckland Transport to report on the effectiveness of the scheme 6 months following the introduction and to include an assessment for the need of loading zones throughout the area, assess whether the target availability has been achieved and adjust prices accordingly</li> </ul>	AT will review the effectiveness of the parking improvements in a years' time.
	Suggestions to change operational hours and days		<ul style="list-style-type: none"> <li>- Suggestion to start and finish earlier. Some suggested 6am start, and other felt a 5pm or 8pm would be better to align with shift workers</li> <li>- Suggestions to include weekends due to people working locally or using on-street parking to go into town on the weekend.</li> </ul>	<p>The hours and days that the paid parking zone applies are designed to reflect when demand is highest. In the proposed paid parking area, this is during working hours, which is reinforced by feedback.</p> <p>The paid parking zone will not apply on Saturday, Sunday, or public holidays, as on-street parking availability is less limited (demand is lower) during these times than during the week. However, AT will continue to monitor the parking use in the area and will be able to extend operational days and hours if necessary and evident in the future.</p>

# Appendix A: The original zone map



# Appendix B: Feedback form

## Feedback form

Please complete this feedback form and return to us by **Sunday 30 July 2017**.

Alternatively, you can provide feedback online at [AT.govt.nz/haveyoursay](http://AT.govt.nz/haveyoursay).

If you have difficulty completing the form, you can call us on (09) 355 3553 and our contact centre staff will fill in the feedback form with you over the phone.

If your comment relates to a specific location, please be sure to state where. You are welcome to attach additional pages (or provide feedback online) if you need more space to provide feedback.

### What do you think about the proposal in general?

- Support
- Support with changes
- Oppose

### Why?

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### What do you think about the proposed residential parking zone?

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### What amount do you think the paid parking fee should be? (Proposed \$1/hr first 2hrs, \$2/hr onwards)

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### What hours do you think the paid parking restrictions should apply? (Proposed 8am-6pm)

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### What days do you think the paid parking restrictions should apply? (Proposed Monday to Friday)

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### Do you have any other comments or suggestions about how we could improve the proposal?

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### What best describes you? (PLEASE TICK ALL THAT APPLY)

- I live or own property in the proposed residential parking zone
- I live or own property in the project area, but not the residential parking zone
- I live or own property near the project area
- I own a business in or near the project area
- I work or study in or near the project area
- I visit businesses/shops in or near the project area
- I visit friends in or near the project area
- I use on-street parking in the project area when I visit Auckland City Hospital
- Other (please specify)



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## Appendix C: Pay by Plate parking machines and the AT Park app

Pay by plate parking is an easy, paperless system that works on your vehicle's registration number.

### Pay by plate machines

All parking machines installed in Grafton as part of the proposed parking changes will be 'pay by plate' machines. We are also upgrading all existing on-street parking machines around Auckland to include pay by plate technology by March 2018.

#### How pay by plate machines works

To pay for parking, enter your registration (licence plate) number into the parking machine and pay for the amount of time you wish to park.

The machine sends your information to us so you no longer need to return to your vehicle and display a paper ticket on your dashboard. We monitor the length of time cars are parked via licence plate recognition.

You can also add time to your parking session by visiting any pay by plate machine within the same price zone as where your vehicle is parked. You enter the vehicle registration plate into the machine and then add the time you need.

#### Payment options

- All pay by plate machines will accept credit and debit cards. We are also introducing 'tap and go' technology so you can use Visa payWave or MasterCard PayPass.
- Some machines will still accept coins.
- Text-a-park will no longer be available.

### The 'AT Park' app

The new AT Park app makes it easier for customers to pay for on-street parking.

The AT Park app means you pay only for the time you use and has an easy-to-use map with parking locations and prices. You can set up multiple users and vehicles on one account.

#### How the AT app works

The app can be downloaded for use on Android and Apple mobile devices. You will need to register for AT Park through the mobile app or via AT's website. If you already have an AT account, for example for your HOP card, you can use this account. Otherwise, you'll need to register your details including credit or debit card, mobile phone number, email address and vehicle registration (licence plate) number.

To pay for parking, open the app, enter the Area ID where you are parked and your licence plate number. At the end of your parking session, press the 'Stop' function. You can also use your account to start a parking session via the website or contact centre.

For more information and to download the app, go to [AT.govt.nz/ATpark](https://at.govt.nz/ATpark).