

Consultation on the Parnell Cycleway and Residential Parking Zone project

Your feedback



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Summary

Major themes in feedback

We received mixed support for the proposed cycleway and good support for introducing a residential parking zone in Parnell. The main themes of your feedback are:

- **Support for a dedicated cycle lane that connects to other cycle networks** – your feedback indicated considerable support for having a safe, separated cycleway that will connect to the Quay Street and Tamaki Drive cycle lanes.
- **Changes to parking** – loss of parking on Gladstone Road and St Stephens Avenue was a major concern for many submitters. A change from angle parking to parallel parking on Gladstone Road was also of significant concern to the community.
- **Impact on Parnell’s heritage value, character and community** – some submitters felt the visual aspect of the cycleway would affect the heritage value of Parnell. Other comments suggested the cycleway would negatively impact on community life by restricting access to the Gladstone Road shops.
- **Improvements to intersections and crossings** – submitters were mostly supportive of our proposed improvements. Feedback highlighted existing safety issues at some intersections along the cycleway route, and reinforced our concept plans for these changes.
- **Cycle lane on one side or both sides of the road** – some submitters expressed support for having the cycle lane on both sides of the road. However, more people wanted it on one side of the road only, particularly if this would minimise parking loss.
- **Coordinated approach to project** – a number of submitters requested a holistic approach to this project by coordinating underground installation of services such as electricity and ultra-fast broadband.
- **Support for residential parking zone** – we received good support for introducing a residential parking zone in Parnell. Some submitters were concerned the zone would push commuter-parking into adjacent streets and suggested extending the area of the parking zone.
- **Cost and availability of parking permits and coupons** – feedback on parking permits and coupons was varied. Some submitters wanted permits and coupons to be free for residents, others felt they should be more expensive, and many were concerned at aspects of the permit allocation process.

Next steps

Cycleway design

Based on your feedback, we will revisit the proposed cycleway design.

- Feedback indicated strong concerns about changes to parking along the cycleway route.
- We will seek further community input into the design by engaging with community representatives through a series of workshops to develop a cycleway design that has good community support.
- We expect to complete this process and update the public in July.

Residential parking zone

After considering your feedback we have decided to go ahead with the residential parking zone in Parnell.

- Your feedback helped us determine the appropriate area of the proposed zone.
- We have amended the boundary of the parking zone to include St Georges Bay Road as there was significant support for this street to be included. (Please see Attachment 1 for a map of the confirmed residential parking zone area.)
- We expect to implement the zone in mid-2017 and will be in contact with residents and businesses before this to explain how to apply for parking permits. You can also check the AT website under Parking Permit for updates.

Background

Auckland Transport (AT), the NZ Transport Agency and Auckland Council are working on projects that will make it easier to get around Auckland by bike or on foot, giving Aucklanders more transport choices.

Project information

Why are we creating a cycleway and residential parking zone in Parnell?

As part of the development of Auckland's cycle network, we want to create a better connection between Parnell and Auckland's city centre. The cycleway will provide convenient access by bike to the Rose Gardens, Parnell Baths, Parnell School, and shops and businesses along Gladstone Road.

People in the Parnell area tell us that a lot of on-street parking is used by commuters, meaning there is less parking available for local residents and businesses. To help prioritise on-street parking for locals and visitors, we will introduce a residential parking zone in the area.

What is the project?

The project has two components:

1. A safe, separated cycleway

A map of the proposed cycleway route is shown in Attachment 2.

Key features of the proposed cycleway:

- Runs from the intersection of St Stephens Avenue and Parnell Road to the intersection of The Strand and Quay Street
- Forms a link to the Quay Street and Tamaki Drive cycle lanes, and to a future planned route through to Newmarket and beyond
- Provides a 1.5m wide buffered cycle lane on both sides of the road
- Improves the safety of some intersections and crossings
- Reduces some on-street parking
- Changes some angle parking to parallel parking.

2. A residential parking zone

The proposed residential parking zone area is shown on the map in Attachment 3.

Key benefits of a residential parking zone

- Manages the reduction in parking spaces along Gladstone Road and St Stephens Avenue due to the proposed cycleway
- Removes commuter parking
- Reduces congestion from cars looking for car parks
- Prioritises parking for residents, local businesses and visitors.

Consultation

Public consultation on the proposed cycleway and residential parking zone ran from 30 November 2016 until 23 December 2016. We asked for your feedback to help us improve and refine the cycleway design, and confirm the area to be covered by the proposed parking zone.

Consultation activities

To publicise our consultation, we:

- Hand-delivered 4504 consultation brochures (including a freepost submission form) within the Parnell area
- Mailed 6481 consultation brochures to addresses within the area and non-resident property owners
- Created an online project page on our AT website
- Advertised in the East and Bays Courier
- Emailed consultation brochures to key stakeholders, interest groups and local businesses
- Promoted through Facebook
- Installed advertising posters in the Parnell area
- Held an open day at La Cigale French Market on Saturday 3 December
- Doorknocked Gladstone Road businesses to discuss the project with staff.

Feedback form

Feedback was provided online through our [Have Your Say website](#) or by using the freepost feedback form that we distributed.

See Attachment 4 at the end of this report for a copy of the feedback form.

Our feedback form was presented in two sections:

- Proposed cycleway design
- Proposed residential parking zone

For each section we asked people what they liked about the proposal, what they would change about the proposal, and if they had any general comments.

Previous public feedback

In May 2016, we asked the local community for feedback to help us identify and improve key cycle routes within the inner-east suburbs (Parnell, Newmarket and Remuera). Community feedback showed strong support for a cycleway in Parnell.



Feedback

We received 789 submissions through both our online and hardcopy feedback forms. From analysis of this feedback we identified a number of themes based on what you liked and what you would change or improve in the proposal.

(1) Feedback on cycleway

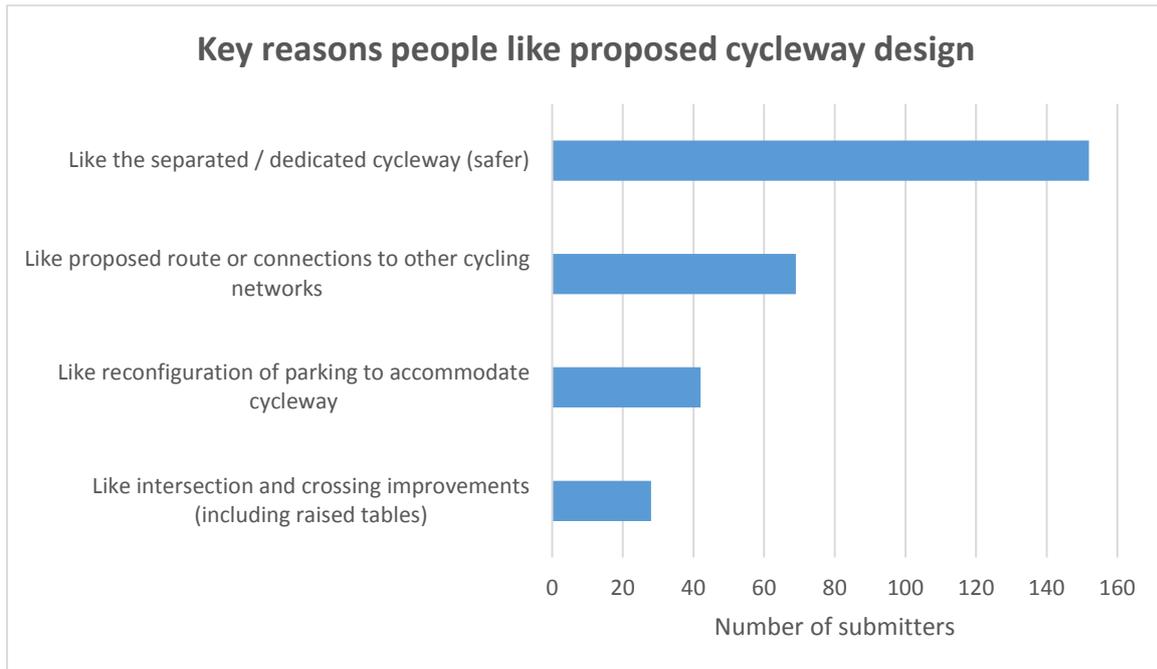


Key cycleway themes

Analysis of your feedback suggests:

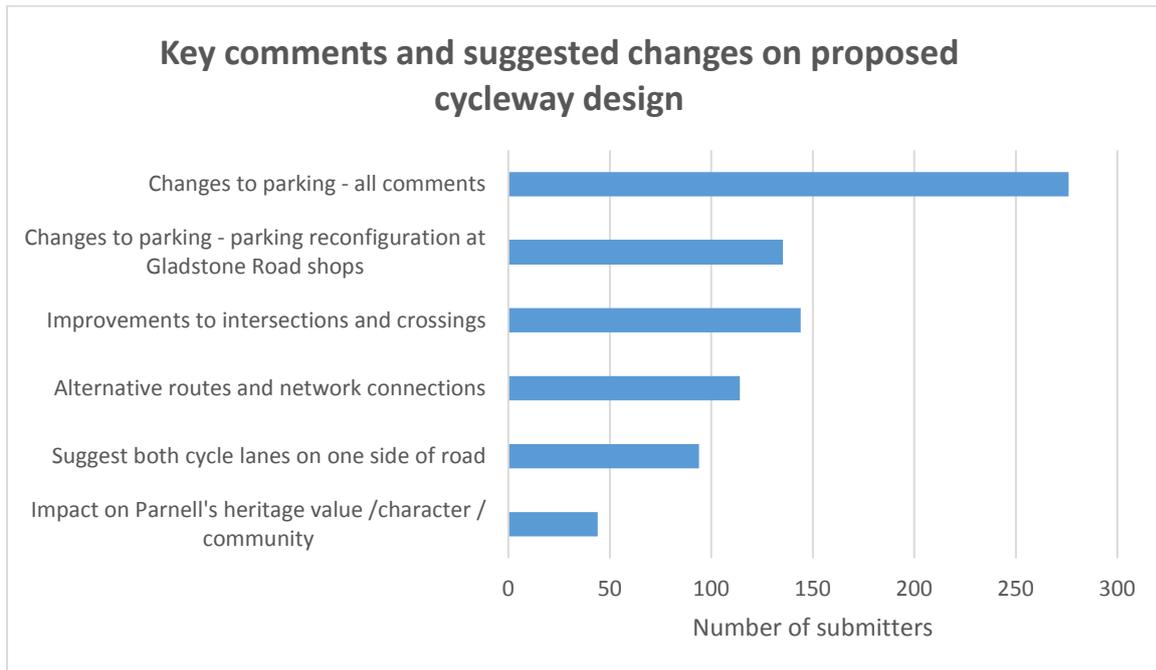
The key reasons people *like* the proposed cycleway design are –

- provides a safe, separated cycleway
- links into Quay St Cycleway
- improves dangerous intersections
- reconfigures parking.



The key *comments* and *changes people want* relate to –

- removal of parking and its impact on the Gladstone Road shops
- location of the cycleway – suggest having on one side of the road only (particularly if this means less parking is lost); suggest alternative routes and connections to other cycleway networks
- impact on the heritage value and character of Parnell
- Impact on the community (including through loss of parking at the Gladstone Road shops)
- Changes to intersections and crossings.



Changes to parking

AT aims to minimise parking removal where possible. Along the route, the available road space means we must remove some on-street parking to create a safe, separated cycleway on both sides of the road. Around 95 parking spaces are proposed for removal, mostly on the west side of Gladstone Road and St Stephens Avenue. Additionally, we will propose to reconfigure parking around the Gladstone Road shops, removing the five angle car parks, and replacing with two parallel car parks outside the shops, and three parallel car parks on the adjacent Avon Street.

Parking reconfiguration and parking removal were the key issues raised by submitters. Those in favour stated that some parking loss is necessary to provide space for a cycleway, would reduce the number of cars on the road, and should encourage more people to use public transport:

“A big thumbs-up for being brave enough to remove some on-road car parking to release space for the cycleway -- it's the right decision.”

“People need to get over not being able to park on city streets.”

Some submitters asked that loss of parking not be considered as a valid argument by retailers and residents to weaken aspects of the cycleway design:

“Please do not compromise on safety for cyclists if people lobby for more parking.”

“Less vehicle parking is good. Remove more on-street parking - there is too much compromise in the design trying to keep lots of parking.”

Some submissions noted the impact of parking loss on people using the Holy Trinity Cathedral and the Parnell Rose Gardens, and dropping children at the Parnell School:

"The amenities in this particular neighbourhood, and who uses them and how these people access them need to be considered in the design of the cycleway. The rose gardens and the cathedral, for example, will attract many elderly people. It is important, therefore, that in the zeal to provide cycleways, a reasonable provision of car parking continues."

Many comments specifically addressed the proposed parking reconfiguration at the Gladstone Road shops and its perceived impact on those businesses and the local community:

"Put the cycleway on the other side of Gladstone Road to leave the shops' (parking) clear."

"I often drop in to the Parnell shops to the butcher, fish shop, chemist, dairy - where do you propose we will park when we go to these shops. This will destroy a great community which we support, and prefer to use than the larger supermarkets."

"Why would AT destroy our local shops for the sake of a few cyclists?"

"Removal of angled car parks outside the local shops could negatively impact their business and we want these local shops to stay."

Intersections and crossings

The project proposes improvements at the following intersections to encourage slower vehicle speeds and enhance safety for all users:

- St Stephens Avenue and Brighton Road;
- St Stephens Avenue, Takutai Street and Gladstone Road; and
- Gladstone Road, The Strand and Quay Street/Tamaki Drive.

We propose a raised speed table across the intersection of Brighton Road and St Stephens Avenue, and similar improvements at the intersection of Takutai Street, St Stephens Avenue and Gladstone Road.

Raised platform pedestrian crossings at points along Gladstone Road and St Stephens Avenue will create shorter crossing distances for pedestrians and make crossing the road safer.

We received good support for these improvements, including many comments and suggestions:

"The raised tables are great, adding safety for cyclists at their most dangerous locations – intersections."

"Need to design the intersections so that traffic turning out of side roads can see cyclists, especially coming down hill on Gladstone Road."

"The Strand / Tamaki Drive junction is a difficult junction for vehicles and NOT a place for cyclists – both from a traffic flow and safety view point."

"Be aware of intersections such as the one on St Stephens Ave and Brighton Road - drivers are very impatient there."



Impact on Parnell's heritage value, character and community

Some submitters felt Parnell's heritage value would be affected by the visual aspect of the cycleway. Some also considered the cycleway would be detrimental to community life:

"We dislike it, as it is unfair to have a cycle lane through one of Auckland's oldest and most established neighbourhoods which already has limited on-street parking."

"Cycleways have adverse visual and amenity effects on residential streets, especially in historic/heritage areas."

"Removal of parking and the physical barrier of a cycleway will drastically diminish the ability for local residents to meet and interact which they have been doing very successfully for many, many years. The route needs to change to somewhere where division of community life will not occur."

"The cycleways, as proposed by AT, will destroy heritage values of the community."

Cycleway route and connection to other networks

The route for the proposed cycleway runs from the intersection of St Stephens Avenue and Parnell Road to the intersection of The Strand and Quay Street. It will form a link which connects with existing and planned cycle routes on Quay Street and Tamaki Drive. Feedback generally supported the route of the proposed cycleway and its connection to other cycleways. Feedback also provided suggestions and comments on alternative routes:

"I like the safe cycling link it provides from Quay Street and Tamaki Drive to the Cathedral and eventually the museum and Newmarket."

"Also pencil in for future projects extending the cycleway along the Strand from Gladstone Road to the Parnell train station - there's a good shortcut through there to reach the Beach Road cycleway."

"Why not incorporate St. Georges Bay Rd - maybe for a downhill lane?"

Separated cycle lanes

The proposed design has a 1.5m cycle lane separated from the traffic by a 30cm physical buffer. We received overwhelming support for this design with its safe, separated cycleway:

"I think it's great. It is already a well-used route for cyclists but this will provide more safety and will encourage more users."

"Proper protected cycle lanes will offer much safer cycling than the current situation."

Several submitters suggested alternative separation methods:

"Have a level change from pedestrians to cyclists and again to cars, instead of bikes and cars on same level with low barrier between."

"Remove the 0.3m median. These are not necessary. The green delineation is enough. "

A few submitters expressed strong opposition to the buffered cycleway:

"The proposed concrete barriers are unsightly and dangerous. They do not work on Carlton Gore Road and will only lead to potential accidents. A simple line separation will suffice."

Cycle lane on one side or two sides of the road

The proposed design has the cycle lane on both sides of St Stephens Avenue and Gladstone Road. While a few submitters expressed support for having the cycle lane on both sides of the road, the majority of comments on the cycleway position were in favour of it being two-way on one side of the road only:

“Having one-way cycle paths is brilliant.”

“I like the idea of having a cycleway but on the east side of the street only.”

Suggest underground services

A number of submitters recommended AT take a holistic approach to the cycleway project by coordinating underground installation of services such as electricity and ultra-fast broadband:

“Please sort out the utilities, UFB [ultra-fast broadband], underground power before building cycle lanes otherwise there will be chaos.”

“Need to remove power poles and beautify the street.”

(2) Feedback on residential parking zone



Key residential parking zone themes

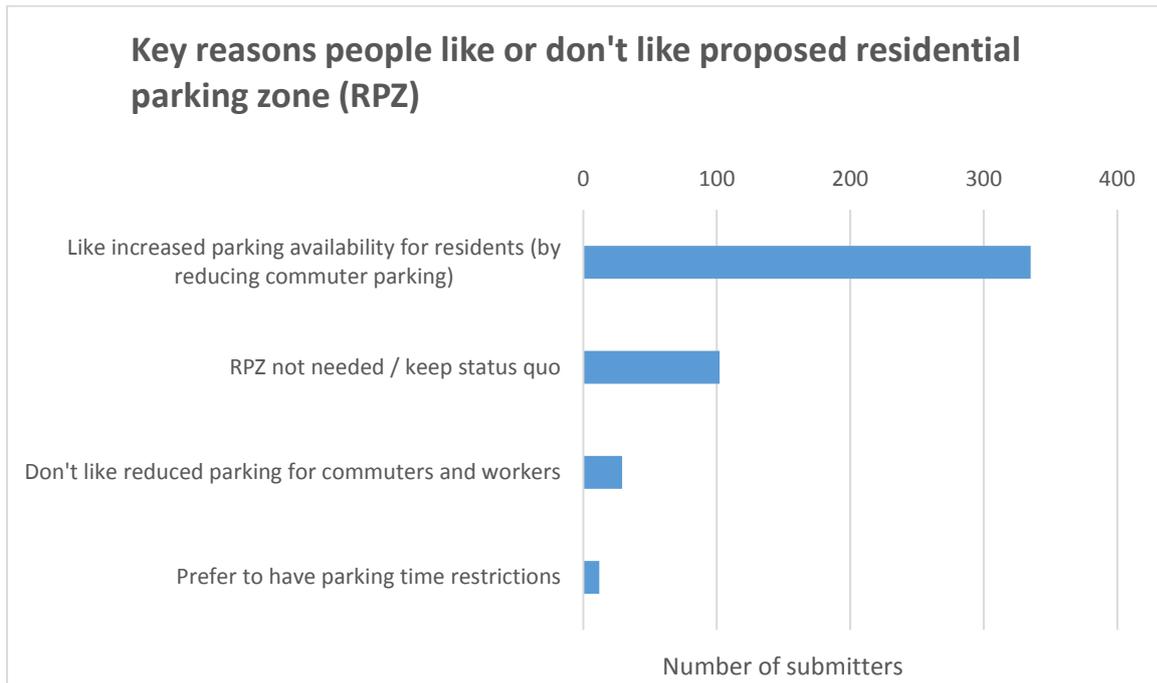
Analysis of your feedback suggests:

The key reasons people **like** the proposed residential parking zone are –

- increases availability of parking for residents
- reduces commuter parking.

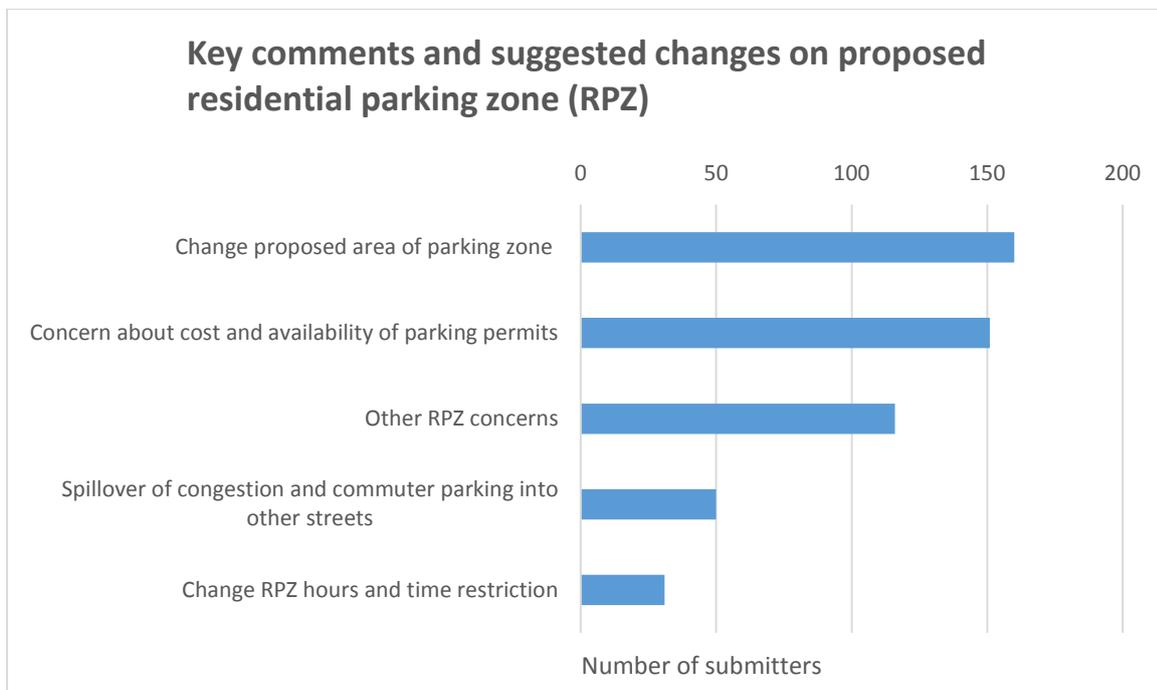
The key reasons people **don't like** the proposed residential parking zone are –

- do not need a parking zone (keep parking as it is now)
- need parking for commuters and workers
- prefer to have parking time restrictions.



The key **comments** and **changes people want** relate to –

- Proposed area of parking zone
- Parking permits (including cost and permit allocations / priority)
- Spillover of commuter parking into other streets
- Residential parking zone hours and time limits.



Area of parking zone and spill-over concerns

Most feedback supported introducing a residential parking zone, either in the area proposed, or in a wider area. Submitters liked that the zone would reduce commuter parking and increase availability of parking for residents:

“Enables residents to find a park near their house.”

“Good to stop commuters from clogging on-street parking.”

There was some concern that the zone would create a spillover effect, pushing congestion and commuter parking in to nearby streets:

“The proposed zone will simply result in commuter parking spilling over to areas that are currently not so badly affected.”

To address these concerns, people suggested extending the zone to include other streets (such as St Georges Bay Road, Brighton Road, all of St Stephens Avenue, and side-streets off these), or the whole of Parnell:

“Rethink the streets included in the zone to ensure there is not a ripple effect of cars parking on the streets not included.”

“It MUST be suburb-wide, not just selected streets, otherwise commuters will just creep into other streets.”

Need for a residential parking zone

Those submitters opposed to the zone did not believe a residential parking zone is needed. Some submitters preferred to have parking managed through time restrictions, and others were concerned at the loss of commuter and worker parking.

“I haven't noted any difficulties with parking - there is plenty of parking in the area, and being an older residential area the houses have off-site parking.”

“Commuters are ratepayers. Please don't pander to greedy residents wanting empty streets.”

Parking permits and coupons

Residents and businesses within a residential parking zone can apply for permits and coupons that give exemption from the two-hour time restriction applicable to the zone. Because the number of permits is capped, not all permit applications may be successful. There is, however, no restriction on the number of coupons that can be purchased. Anyone can park for two hours without a permit or coupon.

Feedback on parking permits and coupons was mainly concerned with costs, allocation, availability and visitor access:

“Make it free for residents.”

“Parking permits need to be provided for workers in Parnell businesses.”

“Lower the priority of single title houses with off-street parking.”

“Only providing 1 permit for our entire business is crazy.”

“Remove discrimination by address and dwelling type, and make parking available to everybody.”



Residential parking zone hours and time restrictions

Residential parking zones typically have a two hour parking time restriction, Monday to Friday, 8am to 6pm (excluding public holidays).

A few comments suggested changes to these time restrictions and hours:

“Residential parking should include weekends.”

“Make the parking P180 minutes between 7am and 7pm.”

Attachment 1: Final residential parking zone area



Attachment 2: Route of proposed Parnell cycleway



Attachment 3: Proposed residential parking zone area



Attachment 5: Key themes and submitter comments with AT responses

Cycleway design and route

AT thanks all submitters for their support, comments and suggestions on the proposed Parnell Cycleway. We have taken your feedback on board, and will work with community representatives and key stakeholders to develop a design that has good support from the community, businesses and cycleway users, and delivers our project objectives.

We have not provided individual responses to all your feedback in this section, but will ensure we consider your comments as we continue to work on the design.

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Like proposed route/ connection to network	69	<ul style="list-style-type: none"> "It is the logical route for cycling up from Britomart to Newmarket. I applaud the initiative." "Joining Parnell to the Tamaki/Quay Street cycleways will provide a great alternative to the car." "Provides confident and unconfident cyclists with access methods to The Strand." 	<p>Thank you for your support of this cycle route. We are building a comprehensive network of cycling routes across Auckland, with an initial focus on improving access to the city centre. The Parnell cycleway is an important part of this network and will connect directly with new facilities planned for Tamaki Drive and Quay Street. It is also the first section of a route that will continue through to Newmarket and beyond.</p>
Connections to the cycling network and alternative routes	114	<ul style="list-style-type: none"> Suggested routes: <ul style="list-style-type: none"> – down St Georges Bay Road – dedicated tracks in the Domain and join up to cycleway on side of motorway – part of route separate from roads – e.g. up the railway valley between Parnell Rd and Museum Drive – cycleway around Orakei Basin instead of down Gladstone Rd – include Parnell Rd and link to Shore Rd – slight off-road path at the top of St Stephens Ave... cut the corner through the church grounds Network connections: <ul style="list-style-type: none"> – extend further – extend to Newmarket and through the Auckland Domain – extend along Manukau Road to Epsom Girls' Grammar School and St Cuthbert's College and to Auckland Grammar School 	<p>To improve connections to the city centre from this area we investigated a number of route options. We looked at links to the northern end of the city centre via Quay Street, and to the southern end via the Domain and Park Road. These investigations indicated the route along St Stephens Avenue and Gladstone Road would be the safest and most suitable.</p> <p>This route will improve access and travel choices in your area so you can get to work, your local shops or the park safely and easily. The route will also provide convenient access by bike to the Rose Gardens, Parnell Baths, Parnell School, and cafes along Gladstone Road.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Like cycle lane on both sides of road	7	<ul style="list-style-type: none"> • "I like that the bike lanes are on each side of the road in the same direction as the traffic. Don't ever do bike lanes in both directions on one side of the road - dangerous - consult with Jan Gehl, Architect, Denmark." • "One way cycle paths is brilliant." 	<p>We have taken your feedback on board and will work with community representatives and key stakeholders to develop a design that has good community support.</p>
Prefer both cycle lanes on one side of road	94	<ul style="list-style-type: none"> • "I like the idea of having a cycleway but on the east side of the street only." • "Make it two-way down one side of the road only." 	
Like cycle lane separation/dedicated (safer) cycle lane	152	<ul style="list-style-type: none"> • "Proper protected cycle lanes will offer much safer cycling than the current situation." • "I think it's great. It is already a well-used route for cyclists but this will provide more safety and will encourage more users." 	
Support removal of parking for cycleway	42	<ul style="list-style-type: none"> • "Excellent scheme, please keep it and don't back down to the people who feel entitled that they should be able to store their private property on a public space." • "I support the removal of parking spaces to achieve the goal of fully protected cycle lanes. Storage of private property is not a good use of transport corridors, and certainly should not be prioritised ahead of safety for vulnerable road users. So it is perfectly reasonable (and in fact desirable) to remove as many car parks as required to achieve a safe and attractive solution for people on bikes and on foot. While there will undoubtedly be some concern at the loss of parking spaces in the area, this can be mitigated (e.g. through the residential parking zone) and should not be used as an argument to weaken any aspects of the cycleway design." 	<p>AT has taken care to minimize parking removal in this project and will introduce a residential parking zone in the area to help manage parking loss.</p> <p>We understand from your feedback that parking removal and parking reconfiguration at the Gladstone Road shops is a key issue for the community so will seek community input into the next stage of the cycle route design to manage these concerns.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Parking removal - ALL changes/comments	276	<ul style="list-style-type: none"> • "Parking should be regulated, but cyclists are too indulged. They flout road rules, ride on footpaths, and still expect cycleways to be created everywhere! Enough already! This will cause detriment to small businesses and homeowners on the route." • "There are many issues including: parking at the Gladstone Road shops; parking for pickup and drop off at Parnell school; parking at the Cathedral; parking for conferences at the hotels..." • "Removal of parking and the physical barrier of a cycleway will drastically diminish the ability for local residents to meet and interact which they have been doing very successfully for many, many years. The route needs to change to somewhere where division of community life will not occur." • "The amenities in this particular neighbourhood, and who uses them and how these people access them need to be considered in the design of the cycleway. The rose gardens and the cathedral, for example, will attract many elderly people, for example. It is important, therefore, that in the zeal to provide cycleways, a reasonable provision of car parking continues." 	<p>AT has taken care to minimize parking removal in this project and will introduce a residential parking zone in the area to help manage parking loss.</p> <p>We understand from your feedback that parking removal and parking reconfiguration at the Gladstone Road shops is a key issue for the community so will seek community input into the next stage of the cycle route design to manage these concerns.</p>
Parking removal at Gladstone Rd shops - changes/comments	135	<ul style="list-style-type: none"> • "Come up with a design that does not take away so much parking out of Gladstone Road, particularly the angled parking outside the shops." • "The cycle way should not get in the way of important amenities for the residents of Parnell, such as the grocery store, dairy and butcher on Gladstone Road." 	

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Like Intersection and crossing improvements (including raised tables)	28	<ul style="list-style-type: none"> • "The design around side streets using raised tables, offers improvement for pedestrians also. Especially the intersection at Takutai/St Stephens. I often run across this intersection and old layout is awful for pedestrians." • "I particularly commend the plan to narrow the entrance to Brighton Road from St Stephens Avenue. The current width of this entrance promotes cars to turn on to Brighton Road at speed, and makes crossing the intersection intimidating as a pedestrian." • "The signalised intersection at The Strand / Gladstone Rd is essential. It allows for safe connections to Tamaki Drive and eventually to the extended Quay St cycleway. Without a signalised intersection here the Parnell cycleway would not be as well utilised - many potential users would be put off by the lack of safe access to it." 	<p>Thank you for your endorsement of our intersection and crossing improvements, and for highlighting issues at these intersections. We have noted your concerns and suggestions which we will take on board when we develop the design for these improvements.</p> <p>The proposed changes to intersections, and new raised platform pedestrian crossings, will increase safety for all road users by encouraging slower vehicle speeds and creating shorter crossing distances for pedestrians.</p> <p>We will not be looking to acquire any private land to deliver this project.</p>
Intersection changes/ comments - St Stephens /Gladstone /Takutai	26	<ul style="list-style-type: none"> • "The intersections at Brighton Rd/St Stephens Ave and St Stephens/ Takutai/ Gladstone Rd are major congestion areas as well as significant crash zones. There should be roundabouts created at these intersection to improve and reduce the risks at these intersections." 	
Intersection changes/ comments - St Stephens /Brighton /Parnell	43	<ul style="list-style-type: none"> • "Take some land off Cathedral on Brighton & St Stephens and solve the intersection problems and gridlock that occurs at B/Rd and Parnell Rd." • "I see on the proposed plan that the top of Brighton road turning into St Stephens had a notation of investigate single lane exit. If that means removing the right and left turn lanes at the top then it will cause major traffic congestion. Since the changes along Parnell road toward Newmarket with the bus lane the traffic along St Stephens stops the left turning traffic being able to exit Brighton Road at busy times (which is most of the day with heavier flows morning and evening) with traffic regularly backed up to the Shore Road round about. Right turning traffic can access their lane about half way up the straight part of the hill where the lane starts to widen into 2 allowing these cars to turn right into St Stephens. Stopping this from happening would cause long delays down Brighton and along Shore Road" 	

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Intersection changes/ comments – Gladstone Rd/The Strand/Tamaki Drive	67	<ul style="list-style-type: none"> • "Gladstone Road onto The Strand to access the Quay Street cycleway. This is one of the most dangerous intersections in Auckland and I would suggest (if indeed there is to be a cycleway) that the northbound cycleway should turn left onto the Strand and be linked with the cycleway on Beach Road, perhaps using the newly installed crossing lights on The Strand." • "(Need) Bike crossing light at Gladstone and Strand perhaps if not already proposed. Make sure link from Gladstone Rd onto the Strand is made as safe as possible for bikes." • "Bring forwards the signalisation of the strand and Gladstone road, this is a scary intersection to navigate on a bike." • "From Gladstone Road onto the Strand is very dangerous, cars come off Gladstone Road use the entry into Mirage and Sudbury to turnaround and continue on the Strand, the Trucks that are going to the port they go so fast (someone will be killed) before Auckland Council does anything about this, some time ago this route was going to be changed and we are still waiting for this to happen. PLEASE SOMEONE FROM AT COME AND HAVE A LOOK AT THIS THIS IS REALLY URGENT!!!! " 	<p>Thank you for your endorsement of our intersection and crossing improvements, and for highlighting issues at these intersections. We have noted your concerns and suggestions which we will take on board when we develop the design for these improvements.</p> <p>The proposed changes to intersections, and new raised platform pedestrian crossings, will increase safety for all road users by encouraging slower vehicle speeds and creating shorter crossing distances for pedestrians.</p> <p>We will not be looking to acquire any private land to deliver this project.</p>
Impact of cycleway on Parnell character / heritage / community	44	<ul style="list-style-type: none"> • "A better design needs to be found to keep the character of Gladstone Road the same as it is now." • "The AT needs to beware of killing off hard fought for community spirit in our suburbs and neighbourhoods." • "The cycleway as proposed will destroy the character of this heritage suburb." 	<p>We understand the heritage value and character of Parnell is important to the community. We will take your feedback on board as we work with community representatives and key stakeholders to develop the design.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Means of separation/ cycleway markings / colour	43	<ul style="list-style-type: none"> • "Have a level change from pedestrians to cyclists and again to cars, instead of bikes and cars on same level with low barrier between." • "The proposed concrete barriers are unsightly and dangerous. They do not work on Carlton Gore road and will only lead to potential accidents. A simple line separation will suffice." • "The placement of the cycle path between parked cars and the footpath is safer than immediately adjacent to moving traffic, the buffer increasing this safety. Green colour proposed for this cycleway (is garish). If a colour must be used (though we don't see why colour is needed) we would prefer a more natural green, compatible with the colour of grass or trees in the area. Not all cycleways are currently green, and the designation of the lane's purpose with a painted figure of a cyclist is not beyond the comprehension of cyclists." • "Would prefer not to have a physical barrier between the cycle way and the road users." • "It would be good if the cycle lane could be protected from traffic by a physical curb." • "Remove the 0.3m median. These are not necessary. The green delineation is enough. " 	<p>We have noted your comments and suggestions for the design of the cycleway and will take them on board as we work with community representatives and key stakeholders to develop the design.</p> <p>We will be discussing the possibility of integrating utility upgrades with the providers; however, it must be noted that there is insufficient budget within this project to pay for these upgrades (which would happen under the "causer pays" agreement with utility providers).</p> <p>We will consider landscaping improvements but will have to take into account budget constraints on the project and also the future maintenance cost of plantings.</p>
Bus stops	34	<ul style="list-style-type: none"> • "Make the cycle lanes go behind the bus stops." • "Please consider (for less confident cyclists) floating bus stops or alternatively the option to use footpath on the left to move around stopped buses." 	
Vegetation – trees, landscaping	11	<ul style="list-style-type: none"> • "It would be good to have landscaping along the cycle way (as has been done on Quay Street with low planter boxes).""A holistic approach to design is needed to include aesthetics such as trees." 	

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Width of footpath/ cycleway/road	68	<ul style="list-style-type: none"> • "Consideration should be given to reducing the footpath/berm if a dedicated cycle lane must go ahead." • "I would also be very concerned about the narrowing of the road as it seems that the inclusion of the cycleway will remove the 'median strip' in the middle of the road. As a resident I rely on this strip when returning home from work in rush hour traffic and attempt to turn right into my driveway. Some evenings I can be sitting here for some time. Without this strip the traffic would back up dangerously behind me creating traffic chaos across Brighton Road / St Stephens intersection." 	<p>We have noted your comments and suggestions for the design of the cycleway and will take them on board as we work with community representatives and key stakeholders to develop the design.</p> <p>We will be discussing the possibility of integrating utility upgrades with the providers; however, it must be noted that there is insufficient budget within this project to pay for these upgrades (which would happen under the "causer pays" agreement with utility providers).</p> <p>We will consider landscaping improvements but will have to take into account budget constraints on the project and also the future maintenance cost of plantings.</p>
Miscellaneous suggestions (including undergrounding services / improve public transport)	53	<ul style="list-style-type: none"> • "To encourage cyclists to visit the shops, Rose Gardens and Cathedral there should be bike racks at each of those points; also a drinking fountain at one or more." • "A coordinated approach with Vector [and other service providers] under grounding power poles and narrowing footpaths should be done at the same time. I notice that the schematic provided is very misleading as it has a nice street scape with no telephone/power poles...." • "Also Gladstone Road is one of the few central Auckland roads with lamp posts - could these be taken out and the wires undergrounded which would provide more space on the east side of the street." • "Please sort out the utilities, ultra-fast broadband, underground power before building cycle lanes otherwise will be chaos as in St. Georges Bay Road." • "Improve public transport." • "Allow scooters on cycleway." • "An overbridge is needed at the bottom of Gladstone Road to connect it to Quay St." • "Can we please get a tram through Parnell rather than a cycle way." 	

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Enforcement/education/cyclists' habits/speed limits - all users	60	<ul style="list-style-type: none"> • "...cyclists frequently create obstacles for motorists driving up the Gladstone Road hill, and they should be forced to use the proposed cycleway." • "...consider a lower speed limit on the streets concerned as an alternative means of achieving safety for all users of the area." • "Make St Stephens Ave and Gladstone Road a low speed zone (30 km)." • "Being a resident of St Stephens Ave I witness every day that the main cyclists using this road are 'pack cyclists' - serious cyclists who ride at speed in large groups. These cyclists will continue to use the road, NOT the cycleway." • "...cyclists need a public service campaign about using adequate reflectors and lights." 	<p>The NZ Transport Agency and AT carry out education campaigns to encourage safe and considerate behaviour between people cycling, walking and in cars. We have noted your suggestions about using adequate reflectors and lights, and will forward them to our Campaigns team for consideration with public awareness campaigns. Your suggestions to lower the speed limit in the area will be considered as we continue work on the design.</p>
Other changes / comments (including adequate consultation)	43	<ul style="list-style-type: none"> • "Is the current consultation process being conducted widely enough to capture input from customers of the Gladstone Road shops who () live further afield than Parnell or (2) don't keep abreast of local civic issues such as this consultation process? Have the proposed cycleway and residential parking zone been adequately researched?" • "I believe that Auckland Transport should have proper consultation with the people who live in the area before they go ahead with such projects. Also, I think a more detailed survey should take place as to how many people are likely to ride if there is a cycleway (and not just in the weekends when they have the time and inclination)." • "Start again with input from residents, local community, business, and independent roading engineers." • "The Dec 23 deadline is rushed and provides insufficient time for meaningful feedback. Auckland Transport should PAUSE and conduct meaningful consultation with Parnell Community Committee Inc and Parnell residents." 	<p>We have taken your feedback on board, and will work with community representatives and key stakeholders to develop a design that has good support from the community, businesses and cycleway users.</p>

Residential Parking Zone

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Support residential parking zone			
Like that it manages parking, increase availability of parking for residents, reduces commuter parking	335	<ul style="list-style-type: none"> "I like that this proposed parking zone will give increased access for residential home-owners to park outside their homes, especially those with no off-street parking." "Definitely in favour of anything which will reduce the number of commuters parking in our street, causing congestion." 	<p>Introducing a residential parking zone to Parnell is part of AT's region-wide parking strategy, and we value having your support for our proposal. Managing parking on residential streets is increasingly important as Auckland grows and intensifies. City fringe suburbs like Parnell are particularly affected by overcrowded parking as some heritage properties do not have off-street parking, and streets are used by commuters for daily parking. Previous feedback from Parnell residents told us that much of Parnell's on-street parking is used by commuters, and we have confirmed this with parking occupancy surveys. A residential parking zone in Parnell will prioritise on-street parking for locals and visitors, and encourage commuters to consider alternative transport modes.</p>
Oppose residential parking zone			
Keep status quo / residential parking zone not required	102	<ul style="list-style-type: none"> "We dislike this proposed parking zone. We do NOT believe that residents should have to pay for parking." "We don't need a parking zone - what we need is more restricted time car parking - 2-3 hours on every street in sections." "Any property that doesn't have adequate parking on site does not deserve free on road parking." 	<p>In heritage areas like Parnell where off-street parking opportunities are limited, AT prefers to use a residential parking zone instead of parking time restrictions. We have found that applying parking time restrictions on short sections of road only places increased pressure on those sections which are unrestricted. This additional pressure usually results in requests from the public to extend the time restricted area.</p>
Need commuter and worker car parking	29	<ul style="list-style-type: none"> "The restricted parking will cripple our shops and businesses. Do not restrict parking. Residents will put up with out of region commuter parking to sustain our local businesses and community." "You should be encouraging people to park and take the bus along Gladstone Road. All your solution will do is mean people have to find new places to park, and at this point in time AT does not provide nearly enough park and ride service for people living near the city (Parnell, Ponsonby, Mount Eden etc)." "Make big paid parking lots in busy areas to prevent non-residents to park alongside the road. This will make it easier for residents to park their car, and will smoothen traffic flow." "Maybe you might consider making parking available at Dove Myer Park at Gladstone Road and lower down Gladstone Road away from residential and shopping precinct. Reasonable cost all day parking." 	<p>AT has decided to prioritise residential and short-stay visitor parking over commuter parking within Parnell. This will also make it easier for customers of local businesses to find a park.</p> <p>Businesses within the zone can purchase coupons for use by their staff, enabling them to park on-street for a daily charge. Businesses outside of the zone do not have this option.</p> <p>AT will work with local businesses to help their employees determine which transport options are best for them.</p> <p>AT is currently making improvements to parking on Judges Bay Road to manage the availability of parking spaces for customers using the Parnell Baths.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Prefer parking time restrictions instead of residential parking zone	12	<ul style="list-style-type: none"> • "If there is a problem with over parking in the proposed zone the simple and tested remedy is to introduce time limits." • "We don't need a parking zone - what we need is more restricted time car parking - 2-3 hours on every street in sections." • "Judges Bay should be meter parks down to beach. Daily all these parks used by commuters" 	
Change area of parking zone			
Include specific streets in parking zone	81	<ul style="list-style-type: none"> • "Also need to address area by Parnell Rose Garden near Parnell Baths - people park there all day!" • "Driving down lower St Stephens is difficult. Extend it to both sides of lower St Stephens. Extend it for the entire street, right down to Point Resolution Park, i.e. below Judge Street. Many people used to be able to park there while they went to the Parnell Baths for a few hours and there is now often no parking as all day parkers clog the street." • "I want it to include St Georges Bay Road." • "It needs to be extended to all the side streets, especially Takutai Street." • "Surely the area from St Stephens & over will become congested with commuter parking! Also Clevedon is high residential & areas should be looked at on this basis." • "Increase the zone down Brighton Road, and surrounding streets e.g. in Elam Street. We have no off street parking, and many commuters parking in our street every day." • "Please propose residential parking on Gibraltar Crescent and Cheshire Street." • "In Scarborough Terrace, suggest having pay and display with residents parking scheme. Make this area expensive to park in to defer long stayers... Would like resident only parking to remain with yellow lines." 	<p>AT assessed the existing parking situation in Parnell (which included undertaking parking surveys and business questionnaires) to determine how best to improve the management of on-street parking in the area.</p> <p>We appreciate your suggestions for streets that could be included in the residential parking zone. AT looks to focus parking zone boundaries where they will have the greatest impact and your feedback has helped us determine the appropriate area of the zone. We have modified the parking zone area to include St Georges Bay Rd as there was significant support for this street to be included. Once the parking zone is implemented, other streets outside the zone will be monitored by AT to determine if further restrictions are required.</p> <p>Please note that the car park serving the Parnell Rose Gardens is already restricted to 3 hours. We do not believe, however, that using an area-wide parking restriction of 3 hours would be effective in creating parking availability, and prefer to use the parking zone option.</p> <p>AT is currently reviewing parking across the Parnell town centre and a series of recommendations are being presented to the Local Board in May. This will include improvements to access and loading in commercial areas and further use of residential parking zones in streets off Parnell Road. A consultation plan will be sent to local stakeholders in mid-2017.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Include whole suburb in parking zone / extend generally	60	<ul style="list-style-type: none"> "I would roll it out to the entire suburb. I live on the non-affected side of St Stephens Ave (lower) and I expect that the existing commuters who are parking all day on the other side will simply move across the Rd (ripple effect)." "It would seem more sensible to include the whole peninsula." "Zone not logically based and large enough. Such distinctions undermine community spirit. Make Parnell one zone as has happened in St Mary's Bay, Freemans Bay and Mount Eden, not 11 precincts as Flow/AT have proposed." 	
Spillover concerns	50	<ul style="list-style-type: none"> "...between the hours of 8 am and 6 pm Monday to Friday, Parnell is a giant parking lot for city workers. While restricting the availability of on-street parking for commuters on the eastern side of Parnell Road is a welcome initiative, this will inevitably lead to an increase in demand for parking spaces in other parts of the suburb, including streets to the west of Parnell Road." "To interfere with or take away current parking will only fill other streets with the park and ride cars that park in the streets already." 	
Other parking zone area concerns	8	<ul style="list-style-type: none"> "Why this part of Parnell? Relatively few businesses or other establishments attracting commuter parking." "Make the zone smaller and instead manage commuter traffic better..." 	
Parking permit concerns			
Concerns about cost and accessibility of parking permits	83	<ul style="list-style-type: none"> "If we are going to have residential parking then it should be free. A \$70 fee is insulting when our rates are so expensive" "...allow all residents to be able to obtain an exemption, and to allow residents to apply at ANY time throughout the year." "I think given that the cycle path is being provided for the use of the wider community that the local residence should be given one free parking permit per household... It seems on the nose to have parks reduced & roads made more congested & then have to also pay for a park outside your home." "The best scheme would be 'free' parking for residents and 180 minutes for all others." "As a street parker, I am not keen to pay for a permit to park. Perhaps it could be age-related and be free to seniors would be more palatable... Please consider seniors on a non-earning income before giving them even more expenses and inconvenience. We are not all millionaires." "How do people who drive company registered vehicles with a Company address apply to get a permit park? Same with PO Box address registered vehicles?" 	<p>The cost of a permit (\$70) helps to cover the administrative costs of the parking permit scheme. These costs include staff costs to monitor and enforce the area, and process permit applications.</p> <p>AT will take applications for permits throughout the year provided the number of permits issued remains below the cap (which is 85% of the total number of parking spaces within a zone).</p> <p>Residents living within a zone can apply for as many permits as there are vehicles registered to their address. Because the number of permits is capped, not all applications may be successful.</p> <p>We will accept applications from company vehicles provided they are supported by acceptable documentation.</p> <p>Parking permits are allocated one at a time in rounds based on a priority system. A resident applying for multiple permits will only be able to receive one permit in each allocation round. The allocation process stops once the permit cap is reached, or when all applicants have received a permit.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Permit priorities/numbers available	42	<ul style="list-style-type: none"> • "I like it but think that all single dwelling houses should be guaranteed 1 permit." • "Place greater emphasis on units and apartments, less on low density housing." • "Restrict number of permits/ have a number of parks at the address. Get people out of cars. 4 bedroom house = 2 car permits." • "...local business owners should NOT be given parking exemptions." • "Remove discrimination by address and dwelling type, and make parking available to everybody. Allow those with work provided vehicles to use the scheme..." • "All households should be guaranteed two parks per household to allow for visitors. Perhaps a cap of 3 parking permits or 4 at the absolute most could also assist with this." • "Residents should be eligible for one permit per car registered to members of the household. The reality nowadays is that many children of university age are living at home and have their own vehicles so although residents may have a one or two car garage they may have children who also own a car and therefore are deserving of a permitted car park." 	<p>You can find more information about residential parking zones, and the permit allocation process, on our website at at.govt.nz/parkingpermits</p>
Visitor/short-term access concerns	34	<ul style="list-style-type: none"> • "It will make access to the school, shops, café, doctors, physios, Rose Garden, Tennis courts, Lookout, much more difficult." • "Make sure that friends and family of people who live in Parnell can easily park near the homes they are visiting. I work in Parnell and use my car a lot around Parnell for work, would I be able to park in the residents' zones when making work-related house calls?" • "Why should visitors be restricted to 2hr parking? If I go to babysit my grandkids for instance I need more than 2 hours parking. My children as residents should be able to give me a permit which will give me whatever parking I need for a legitimate purpose like this and free." • "It is important that there is safe access to parking at Parnell District School for drop-offs and pick-ups. Access via St Stephens Avenue is already almost impossible." • "Very unclear how the parking coupons will work for overnight visitors when they become paperless - how does the system know the rego for the visitor?" • "[Suggest] either parking meters or free spaces by the Gladstone Road shops so non-residents don't have to pay \$5 for short visits." • "Whitecliff Art School should provide parking for its students." 	<p>Any resident or business within a residential parking zone can register to purchase coupons. A coupon costs \$5, is valid for one day, and there is no restriction on the number that can be bought. On registering, residents living within a zone can apply for 50 "free" coupons; businesses are not eligible for free coupons.</p> <p>Parking coupons can be used for any vehicle, including a visiting family member or friend, to park all day. Tradespeople can be given coupons or apply for trade coupons from AT, valid throughout Auckland. Sim</p> <p>Any vehicle is permitted to park within the parking zone up to the displayed maximum period of parking which will be 2 hours in Parnell. The existing parking outside Parnell school will be retained enabling students to be safely dropped-off and picked-up.</p> <p>AT believes that this parking proposal will create parking availability between the operational times of Monday to Friday 8am to 6pm thereby making it easier to attend functions at the different venues such as the cathedral, rose gardens and hotel.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Other parking permit comments and suggestions	16	<ul style="list-style-type: none"> "Charge for coupons so they don't end up on trade me." "[Suggest implementing] some mechanisms to prevent parking permit black market." "Ensure you allow enough space for residents and visitors, because commuters will still park in those spaces. Some commuters I know of continue to park in an area they are not meant to because the fine/consequence is so minimal it is worth it for them. You will need to ensure this doesn't happen, so residents and visitors still have enough parking when they need it." "Increase price (as parking space is worth far more than \$70 a year)." "It would be good to have an app to manage my permit and friends/family." "It's too complicated and open to manipulation." "Not allow anyone to buy a \$70 permit as that is cheap parking for anyone then wishing to bus to work from the permitted carpark. Make the purchase of a resident or business coupon easy and instant...and online and shows up on mobile. We don't always have things planned in advance so instant is needed if a tradesman is urgently required to say fix an appliance." "The residents permit must be for outside the property it is attributed to." "...a very simple solution is a parking permit sticker for residents, a temporary card for their visitors, and all other parking not permitted." 	<p>AT makes clear in the terms and conditions that coupons may not be on-sold, including on Trade Me. We will shortly introduce electronic coupons which will allow residents to buy coupons online. This will also enable AT to monitor the use of the coupons more effectively and quickly identify any illegal sales activity.</p> <p>AT's new mobile app, AT PARK, will make it easy for residents to manage their permits and coupons from their smartphone.</p> <p>It is not possible for AT to reserve parking outside individual properties as these remain part of the public road reserve and are not linked to the property.</p>
Other concerns and suggestions about the residential parking zone			
Change residential parking zone hours/time limits	31	<ul style="list-style-type: none"> "...make it a little bit longer than 2 hours as some people might need to park here during the day for longer because of work related meetings or time." "Short term parking 60mins should be kept ... around the Gladstone Road shops." "Reduce the maximum parking time for non-residents to 1 hour." "Make the parking on Gladstone Road P180 during 7am-7pm." "[Want] parking free for all weekends and evenings." "Need 2 hour parking outside rose garden. Huge attraction and always full of commuters parking." 	<p>Residential parking zones typically have a two-hour time restriction, applied across the whole zone. We have found that longer parking time restrictions are more likely to be abused by some motorists. We will, however, consider exceptions within a zone where we see a demonstrated need. AT continues to monitor the performance of a residential parking zone and will undertake further improvements if required.</p> <p>Please note that the two-hour time restriction will apply from Monday to Friday, 8am to 6pm (excluding public holidays), with free parking in weekends and evenings.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
Parking configuration suggestions	20	<ul style="list-style-type: none"> • "Driving up or down Cleveland to Balfour is a nightmare on any weekday. Cars are parked both sides of the road. There is no room for moving vehicles to pass each other. Parking needs to be restricted to one side of the road only." • "Judges Bay Road should have no parking all along one side of the street - when cars park on both sides, road is too narrow, dangerous and pedestrians difficult to see." • "...top of Judges Bay Rd should be no parking both sides." • "Remove parking all the way down St Stephens to Gladstone Road on Burrows Avenue side." • "Please remove parking (i.e. extend the yellow lines) on the left at the bottom of Bridgewater and then up Judges Bay Road." • "Re-look at the parking space and how they are planned - i.e. corner of Canterbury Place and Gladstone Road create mayhem for buses and trucks because of the parked cars." 	<p>Introducing a residential parking zone will reduce congestion and unclog the streets. The parking zone will have lower parking occupancy levels which will help improve access and vehicle flow through the streets. Parking will not therefore need to be restricted to one side of the road only. We will work with residents to address their specific parking concerns.</p> <p>AT will monitor the performance of the zone and undertake further improvements if required.</p>
Enforcement	10	<ul style="list-style-type: none"> • "I would like St. Georges Bay Road added to the PRPZ... vehicles frequently park illegally over driveways and on broken yellow lines. When they leave, they throw their rubbish in the gutters." • "It doesn't work unless it's policed weekly. I would like to extend it to Brighton Road. I am constantly phoning Council to ticket cars left all day outside this playground despite 120 or 180 signs. After being ticketed the cars leave but are back again a couple of weeks later. There is not enough policing of cars in this area." 	<p>AT will make use of new technology to help manage parking within the zone. By using a vehicle equipped with licence plate recognition software we can cover a large area more effectively than by foot. The software identifies whether a licence plate is linked to a valid permit or coupon, and issues an infringement notice if needed. The system is updated in real time, meaning that coupons are valid from the time of purchase.</p>
Other parking suggestions and comments	72	<ul style="list-style-type: none"> • "Backpacker lodge in St Georges Bay Road to have angle parking on front area for tenants rather than street parking." • "Abandon the parking zone proposal and use the technology available to you in an innovative way - change the law and using registration information to identify commuter parking. Fine those parking outside their selected zone." • "At the top of side streets like Corunna Ave, Burrows Ave, Alberon Street, Stratford Street, Avon Street etc can we just have one sign drawing the attention of parkers to the restrictions rather than a series of sign posts in each street." • "Please introduce speed bumps into Stanwell Street. Vehicles speed down Stanwell Street. Many use Stanwell instead of Cleveland Road because Cleveland is very narrow (one way) when cars are parked on both sides. Dangerous for people and property. Residential parking may mitigate speed on Stanwell Street." • "Think about putting in a multilevel park and ride near Gladstone Road to compensate for the loss of 95 parking spaces." 	<p>A parking zone requires fewer signs typical parking restrictions that exist on some of the streets within Parnell. AT has implemented residential parking zones in St Marys Bay, Freemans Bay and Mt Eden which have been well received by the residents. There is no evidence that properties have devalued in these areas due to the introduction of a parking zone. Additionally, AT is confident that the proposed residential parking zone in Parnell will improve the parking situation and therefore the general amenity of the area.</p> <p>AT's residential parking policy recommends we move away from reserved parking spaces for residents, using a residential parking zone instead. These parking zones aim to manage on-street parking so that it is fairly shared amongst locals and visitors to the area.</p>

Feedback theme	# of submitters	Illustrative quotes from feedback	Our response
		<ul style="list-style-type: none"> • "Please reduce the visual pollution caused by parking notices and poles." • "Parking could be pay + display on those areas closest to business areas - Balfour Street + St Stephens Ave." • "This scheme could devalue our homes." • "Commuters from outer suburbs should be provided with more park and ride facilities and lower fares." • "Parnell needs a designated carpark in this area, pay per hour, to elevate present lack of parking facilities." 	
Consultation concerns	27	<ul style="list-style-type: none"> • "You need to give more time to residents to reply when you try and pull this kind of stuff." • "Stop and discuss with all businesses and residents. Have some public meetings and not try and push through at Christmas. Disgusting." • "Why do you not consult first with the several Parnell resident and business associations and school etc. for some inside info? They are nice people to deal with, you know." 	<p>We do our best not to consult at times that are busy. In this instance we considered it was better to consult before Christmas than during January or February when many people go on holiday.</p> <p>We have met with the Parnell Business Association and the Parnell Community Association to discuss our proposals and our Stakeholder Relationship Manager door-knocked businesses on the route.</p>