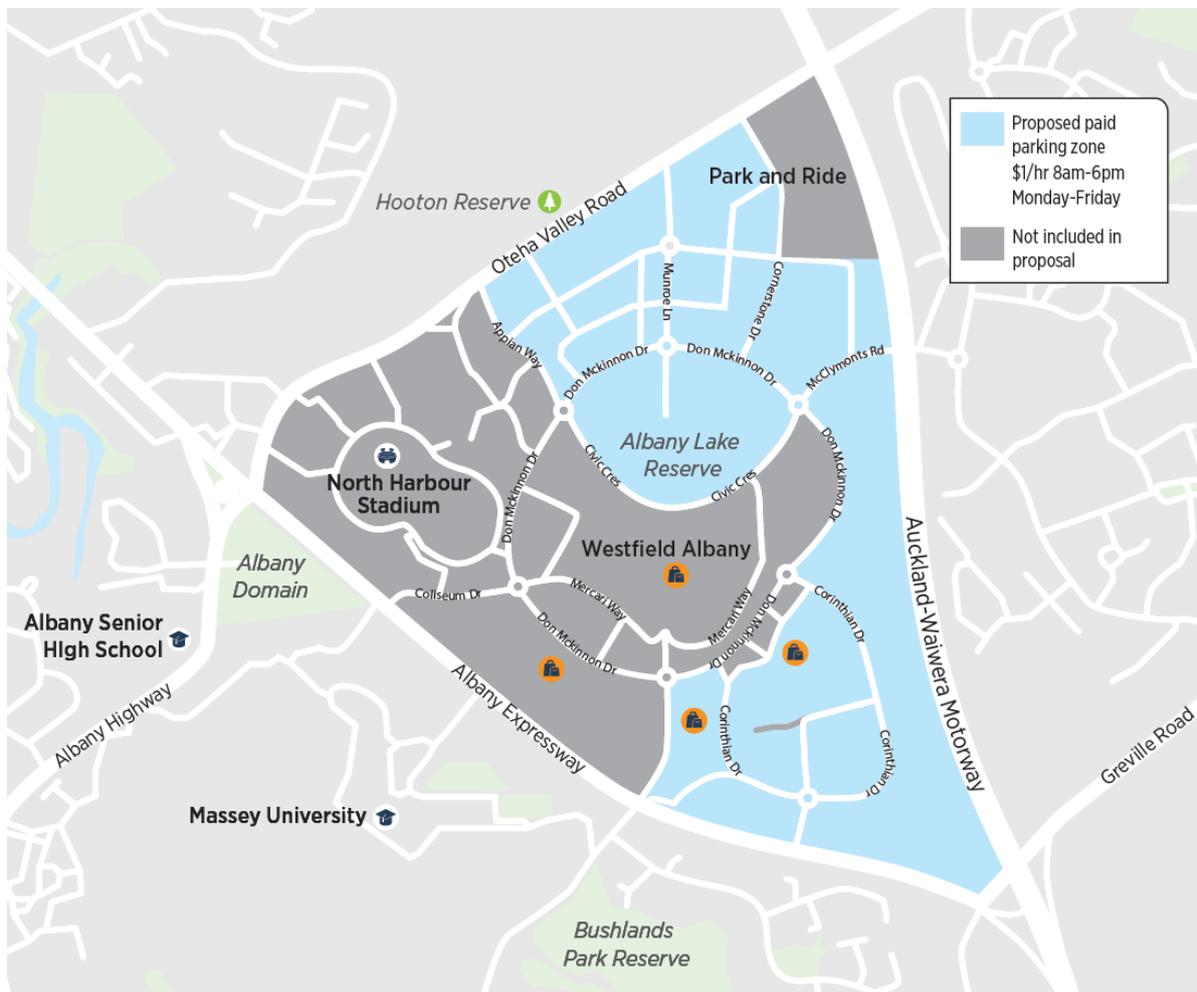


Albany paid parking proposal

Feedback report



Contents

Summary	2
Key themes in feedback.....	2
Outcome.....	3
Background.....	4
Project information	4
Context.....	4
Consultation.....	5
Activities to raise awareness.....	5
Giving feedback	5
Feedback	6
Overview	6
Themes in feedback and AT responses	7
<i>Overall opinions on proposal</i>	<i>7</i>
<i>General themes</i>	<i>8</i>
<i>Cost of paid parking.....</i>	<i>14</i>
<i>Hours and days of paid parking.....</i>	<i>16</i>
Other submissions	18
<i>Business North Harbour.....</i>	<i>18</i>
Attachment 1: Pay by plate parking.....	19
Pay by plate machines	19
‘AT Park’ app.....	19
Attachment 2: Feedback form questions	20
Attachment 3: Proposed parking zone	21
Two versions of project map released	21

Summary

Auckland Transport (AT) proposed a paid parking zone for on-street parking in the Albany town centre area, bordered by the Albany Expressway, the Auckland-Waiwera Motorway and Oteha Valley Road.

We consulted on this proposal from 21 April to 28 May 2017 and received a total of 1,258 submissions.

Key themes in feedback

Overall opinions on proposal

The feedback showed general opposition to the proposed paid parking zone:

- 4% of submitters supported the proposal
- 10% supported it with changes
- 85% opposed the proposal
- 1% did not provide a (clear) response to this question.

Proposed cost of paid parking

- 809 submitters disagreed with charging for on-street parking, stating 'free' (or equivalent) as their preferred cost (64%).
- 135 agreed with the proposed \$1.00 per hour charge (11%).
- 57 suggested 50 cents an hour instead (5%).

Proposed hours and days of paid parking

- 727 submitters indicated 'no paid parking zone' or a 'no time' equivalent (58%).
- 173 agreed with a start time of 8am (14%), and 134 with a finish time of 6pm (11%).
- 54 would prefer a start time of 9am (4%), and 76 a finish time of 5pm (6%).
- 270 submitters agreed with the proposed days of Monday to Friday (22%).

Other key themes

There were 25 common themes identified in the feedback, as well as a number of questions and 'other' comments. The following key themes were evident in over 10% of submissions:

- need/create more parking (40%)
- improve public transport (make it a valid alternative to driving) (31%)
- proposal does not address issue (of insufficient parking) (26%)
- improve park and ride car park capacity first (20%)
- can't afford/too expensive (19%)
- will discourage public transport use (12%)
- consents/businesses should cover occupant parking (12%)
- will penalise workers/they will work elsewhere (12%).

There was also some confusion over what parking was included in the proposal, with many concerned about paying for private or park and ride parking (which is not part of this project).

More information and AT responses are provided in the ['Feedback'](#) section.

Outcome

Taking into account feedback from the public and key stakeholders, we will implement the proposed paid parking zone following introduction of the New Network for the North Shore in September 2018. We will also investigate how we can maximise on-street parking to provide for those who aren't able to travel to Albany by walking, cycling or public transport.

On-street parking in the proposed area will be converted to paid parking charging \$1.00 per hour between the hours of 8am to 6pm, Monday to Friday.

We plan to implement the on-street pay by plate parking zone by the end of 2018. See [Attachment 1](#) for more information on pay by plate parking.

There will be **no** time restrictions on how long people can park and this plan will **not** include the park and ride facility, the Westfield or Megamall parking, North Harbour Stadium parking, Hooton Reserve, or other private and staff parking in the area.

We will continue to monitor parking demand in the area and adjust the pricing up or down accordingly.

Addressing wider access issues in the area

We acknowledge the issues facing staff, residents and visitors in Albany and similar suburbs, and several projects are underway to alleviate these pressures.

Most significantly, we will be launching the New Network for the North Shore in September 2018, which will provide more and improve existing public transport options, including getting to and from Albany and the busway stations. Please see at.govt.nz/newnetwork for more information.

We are also investigating options for a local shuttle service to improve local connections within Albany. A business case is being developed for this service.

To better accommodate those travelling by bus and relieve pressure on surrounding streets caused by park and ride overflow, the Hibiscus Coast bus station with a 500-bay park and ride facility is currently being built and will be fully open to the public by February 2018. We are also currently investigating a potential new busway station in Rosedale, which is likely to relieve commuting pressure on other stations such as Albany, and provide better public transport access for areas like Browns Bay.

In addition, AT is seeking funding to increase the capacity of the Albany park and ride car park, which will also help to address parking demand. We are also considering opportunities to maximise on-street parking by removing median strips and replacing parallel parking with angle parking.

Paid parking will not prevent people from all-day parking on the street. However, it will manage demand for these parking spaces and encourage other modes of transport and carpooling.

These changes will future proof parking management in Albany. AT will use its Demand Responsive Pricing Policy to ensure that parking is managed effectively and is able to respond to any future growth.

Background

Project information

Auckland Transport (AT) proposed a paid parking scheme for on-street public parking in the Albany town centre area, bounded by the Auckland-Waiwera motorway, Oteha Valley Road and Albany Expressway. The proposal **excluded** private parking such as North Harbour Stadium, Westfield Albany, the Megamall and other private staff parking. It also excluded the park and ride facility and Hooton Reserve.

We proposed a \$1.00 per hour charge, applying from 8am to 6pm, Monday to Friday. Motorists would be able to park for as long as they like, and existing loading zones and mobility parks would remain.

Context

Albany will be undergoing a lot of development in the coming years, both commercial and residential, including the construction of approximately 800 new residential properties. It is critical for the continued growth of the town centre that parking demand is managed and a parking management regime is in place that can respond to the future needs of the area.

Paid parking encourages efficient and productive use of available on-street parking, with more availability and improved behaviour and compliance, as more people consider other commuting options to avoid the charge.

A parking management plan for this area is required as part of a larger overall plan to enhance commuting options and manage traffic all over the North Shore and wider Auckland. We carried out this consultation to identify whether the proposed cost and time stipulations for the paid parking zone were appropriate for this area.

This overall plan includes the Hibiscus Coast bus station, including a 500-bay carpark, which is currently being built and will be fully open to the public by February 2018. In addition, AT is seeking funding to increase the capacity of the Albany park and ride car park, which will also help address the Albany Station demand.

We are also currently investigating a potential new busway station in Rosedale, which is likely to relieve some commuting pressure on other stations such as Albany, and provide better public transport access for areas like Browns Bay.

Consultation

We consulted on the proposed parking management plan from 21 April to 28 May 2017.

Activities to raise awareness

The area where the paid parking would apply is primarily a business area, and the staff of these businesses currently use the on-street parking. We therefore targeted staff for this consultation.

To let you know about our consultation, we:

- hand-delivered brochures (with freepost feedback forms) to businesses in the area, requesting they distribute the information to their staff
- emailed some local businesses with a virtual copy of this brochure, for distribution to staff
- set up a project webpage and an online feedback form on our website
- installed approximately 50 on-road signs in the area, referring people to the webpage and online feedback form
- posted information on our social media channels, including Facebook and Twitter
- placed an advertisement in the North Shore Times and the North Harbour News on Thursday 27 April
- held a public open day at the Albany Senior High School café, 536 Albany Highway, on Wednesday 3 May 4.30-7.30pm.

The on-road signage installed on 21 April mistakenly displayed the proposed charge as \$1.00 per hour for the first two hours, rising to \$2.00 for each hour afterwards (the actual proposed charge was \$1.00 per hour for an unrestricted number of hours). We corrected this by Monday 1 May.

We also had feedback that the map itself implied the charge applied to private parking (such as Westfield Albany and the North Harbour Stadium), so we clarified this on a new map and updated the signs and the website.

We apologise for any confusion caused as a result of this error or the map changes.

Giving feedback

We asked whether you supported, supported with changes, or opposed the proposal, and why. We also asked what amount the paid parking should cost, which hours and which days you think the proposal should apply, and invited any further comments or suggestions. The questions were open-ended to encourage constructive and detailed feedback.

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 [Attachment 2](#) at the end of this report for a copy of the feedback form.

Feedback

Overview

We received public feedback on the proposal from 1,258 submitters.

- 1,132 of these were submitted online, 120 were submitted using the hardcopy feedback form and 6 were submitted via email or through the AT call centre.
- 792 submitters reported that they worked or studied in the area; 533 said they visit businesses/shops; 187 said they live/own a property in the affected area; 182 said they visit friends in the area; 71 said they own a business in the area. 215 submitters stated 'other' as their interest in the project, including that they regularly use the park and ride bus station. Submitters were able to answer under more than one category.

Business North Harbour also submitted as part of this consultation. Their submission is addressed in the ['Other submissions' section](#).

Attendees at the open day were encouraged to also provide feedback through the official channels. Issues discussed and recorded at the open day were considered separately.



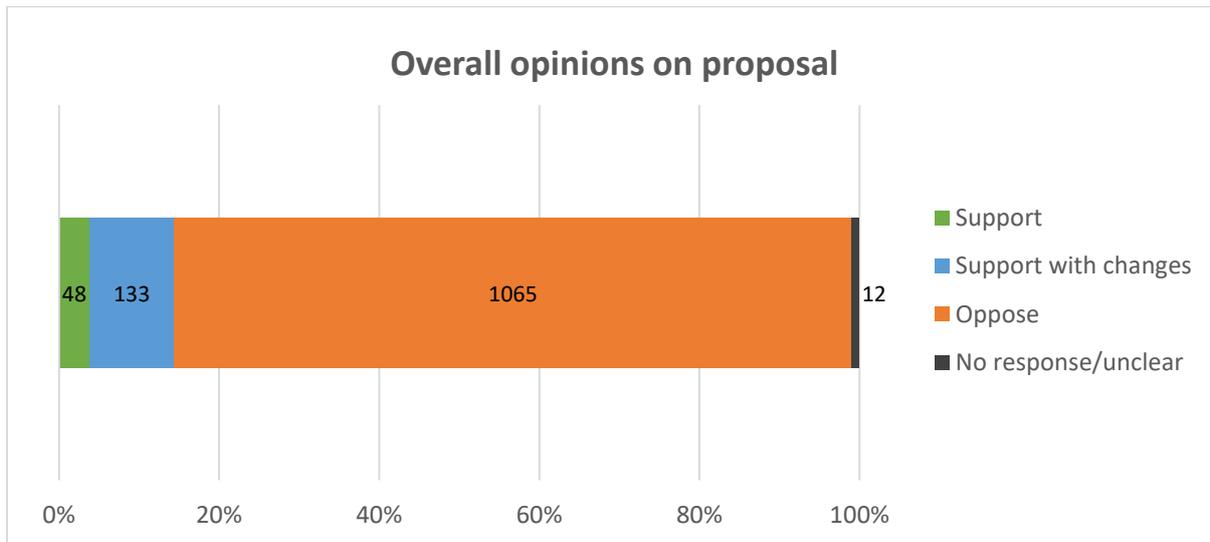
Themes in feedback and AT responses

The key themes identified in the feedback and AT responses to these themes are outlined in this section.

Overall opinions on proposal

What do you think about the proposal in general?

85% of submitters said that they oppose the proposal, while 10% support it with changes and 4% support it as proposed. 1% either did not respond to the question or their opinion was unclear.



Based on total submissions of 1258. Submissions may be counted in one category only.

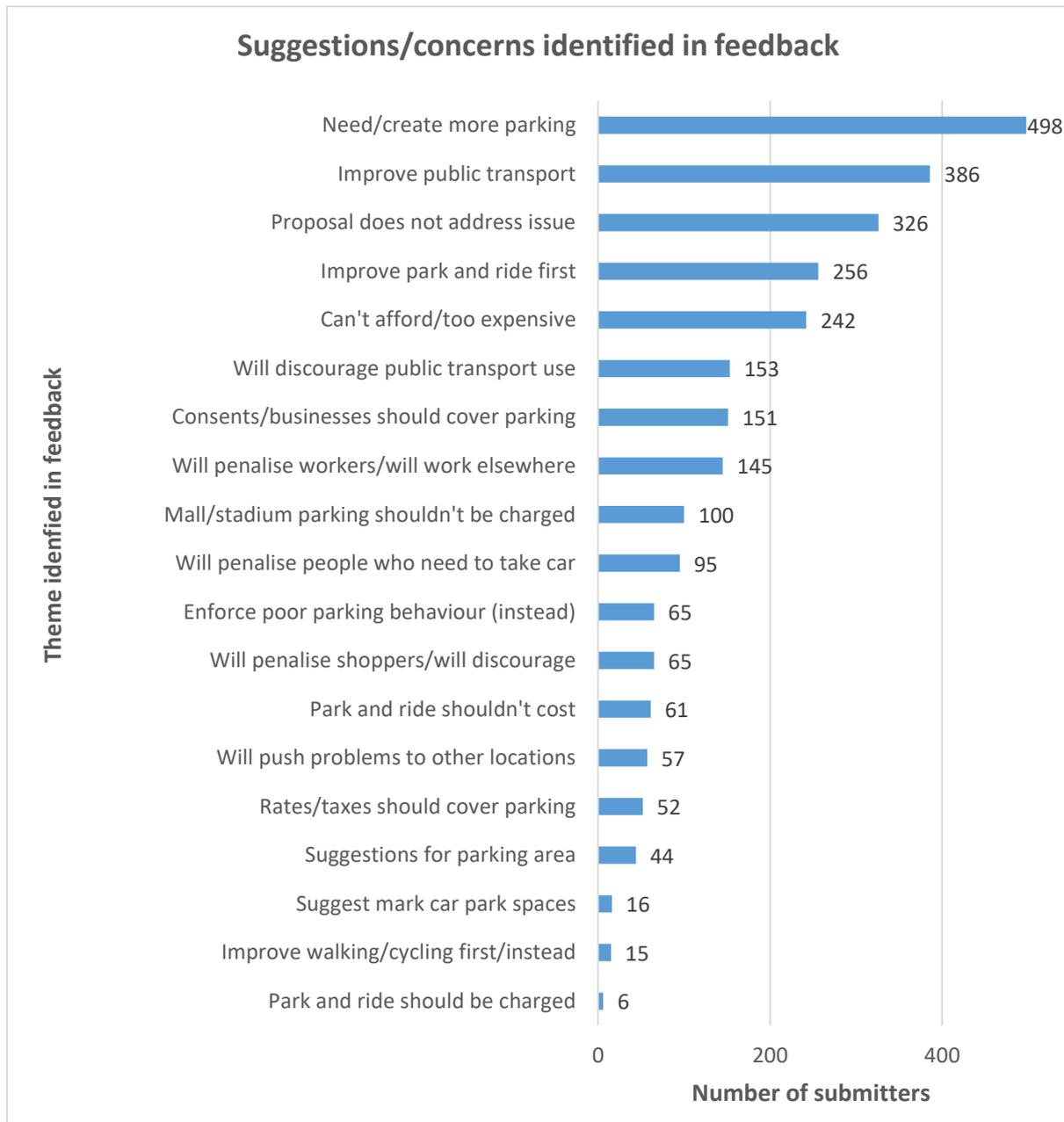
Some of the feedback indicated confusion over what was proposed, with many protesting paying for the Westfield, Megamall, Stadium or park and ride parking (none of which was intended with this project). This was partially due to the original map published, which was replaced once it became clear that it was causing confusion (see [Attachment 3](#)).

General themes

We identified several common themes in the feedback that explained why submitters were for or against the proposal.

Supportive comments included those who felt the proposal would achieve the desired outcomes of increased safety, availability of parks, and reduced congestion (38 submitters). Others felt that the paid parking zone would encourage other modes of transport (6), improve short-term parking availability (6), or that that it was a fair proposal (5).

Suggestions and concerns were grouped into themes as shown in the graph below.



Based on total submissions of 1258. Submissions may be counted in more than one theme.

AT responses to suggestions and concerns raised in feedback

Insufficient parking availability in area

Many submissions focused on insufficient parking as the main problem in this area. This was demonstrated through themes such as:

- need/create more parking, either instead of or before paid parking is introduced (498 submitters)
- proposal does not address issue of insufficient parking (326)
- consents/businesses need to cover occupant parking, i.e. parking shortage is due to construction of commercial/residential properties with insufficient parking (151)
- rates/taxes should cover parking, i.e. use revenue to build new parking facilities (52)
- suggestions for (new) parking areas (44)
- suggest marking car park spaces to improve behaviour and increase capacity (16).

The purpose of this proposal is to manage parking demand, improve parking availability and encourage motorists to consider other modes of transport, not to provide enough parking for all users in this area. Our surveys have found that many motorists drive a short distance to the area and park 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.

AT policy recommends that priced parking be considered before alternatives such as investment in parking buildings. We will continue to monitor parking demand in the area and adjust the pricing up or down accordingly. See [‘How does paid parking manage demand and why is it necessary here?’](#) (page 12) for more detail.

However, we are investigating ways to make the most of existing parking in the area. This includes consideration of opportunities to maximise on-street parking by rationalising existing no stopping restriction (BYLs), removing median strips and replacing parallel parking with angle parking. We are also currently seeking funding to increase the capacity of the Albany park and ride car park.

Improvements to public transport and the development of new bus stations will also help to alleviate parking pressure in Albany. See [‘Addressing wider access issues in the area’](#) (page 3).

The conditions surrounding building consents and associated parking are not within AT’s jurisdiction, but we will pass these comments and concerns on to Auckland Council.

All revenue collected from paid parking is used to fund broader AT projects and helps to offset funding from Auckland Council. See [‘Where will the collected revenue from paid parking go?’](#) (page 12) for more detail.

AT no longer marks individual parallel parking spaces because it reduces space efficiency for vehicles of varying lengths.

Alternative transport options need to be improved

Themes demonstrating this sentiment include:

- improve public transport, i.e. must be more frequent/convenient/faster, to be a valid alternative to driving (386 submitters)
- improve park and ride capacity first (256)
- improve walking/cycling first or instead of paid parking (15).

The 'New Network' for the North Shore, launching in September 2018, will improve public transport options for getting to and from Albany and other bus stations. Please see at.govt.nz/newnetwork for more information. We will implement the proposed paid parking zone following introduction of the New Network.

We are also investigating options for a local shuttle service to improve local connections within Albany. A business case is being developed for this service.

We are currently seeking funding to increase the capacity of the Albany park and ride car park.

Walking and cycling suggestions have been forwarded to AT's Walking, Cycling and Road Safety department for consideration.

Proposal will discourage public transport use

Some submitters were concerned that people will be discouraged from taking the bus, as it will be too expensive to park on the road and bus to the city:

- will discourage public transport use (153 submitters).

While we understand that the paid parking may affect some overflow parking from the park and ride, we feel that it will not significantly affect the busway patronage. We encourage bus users to consider alternatives such as walking, cycling, carpooling or public transport for getting to and from Albany station.

New Network bus services to be implemented in September 2018 will improve feeder bus services to the Albany bus station. AT also introduced Simpler Fares in August 2016 to support the new, more connected public transport network. Increased patronage will be achieved by increasing use of feeder bus services and improving the efficiency of existing parking facility. See '[Addressing wider access issues in the area](#)' (page 3) for information on projects that will increase Albany parking and public transport access.

Proposal will push parking issues into other locations

Submitters raised concerns around parking spill-over into nearby areas:

- will push problems to other locations, e.g. other streets, mall, private parking (57).

One of the inevitable consequences of any parking restriction is displacement parking. We have found that the impact of these displaced vehicles is generally less with a new parking zone than with individual street parking restrictions, as it is often more difficult to find a convenient nearby park in an un-restricted street, and so is more likely to encourage behaviour change.

We are aware of this possible displacement effect and will monitor this parking behaviour as part of the performance monitoring in the zone.

Paid parking unaffordable or unfairly penalises people

There was significant concern among submitters around the cost of paid parking:

- can't afford/too expensive (242 submitters)
- will penalise workers/will work elsewhere (145)
- will penalise people who need to take car (e.g. parents) (95)
- enforce poor parking behaviour instead (65)
- rates/taxes should cover parking costs (52).

It is critical for the continued growth of Albany that parking demand is managed and a parking management scheme is in place that can respond to the future needs of the area. Our surveys show that the whole area is close to capacity.

The AT Parking Strategy recommends the introduction of priced parking with no time limits in areas where there is high parking demand (where parking occupancy regularly exceeds 85% at peak times) coupled with a low availability of spaces, as in Albany town centre. See ['How does paid parking manage demand and why is it necessary here?'](#) (page 12) for more detail.

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 those who can to consider other transport options, such as public transport, walking and cycling. People can also consider carpooling to share the cost of parking.

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.

AT regularly enforces parking regulations in the Albany area, including the illegal parking on the footpaths. We expect the paid parking proposal to help mitigate illegal parking by improving parking availability so that customers, staff and visitors can access legal parking.

Misconceptions around off-street parking

There was some confusion about where the paid parking would apply, with submitters commenting that:

- mall/stadium parking should not be charged (100 submitters)
- will penalise shoppers/discourage shopping in the area (65)
- park and ride facility should *not* be charged (61)
- park and ride facility *should* be charged (6).

We would like to clarify that **all private parking**, including Westfield Albany, Megamall, or the North Harbour Stadium parking, is not under Auckland Transport jurisdiction and is **not** included in the paid parking proposal.

Hooton Reserve is managed by Auckland Council and is also excluded from the paid parking proposal. The park and ride facility was also excluded from this consultation.

AT responses to questions raised in feedback

How does paid parking manage demand and why is it necessary here?

Parking is an essential component of Auckland's transport system, as it can have major implications for the convenience, economic viability, design and layout of an area. On-street parking plays an important role in the effective functioning of town centres and access to residential areas. Many businesses rely on on-street parking to provide access for their customers and meet their loading requirements.

Albany is expecting high development in the coming years, including the construction of approximately 800 new residential properties. It is critical for the continued growth of the town centre that parking demand is managed and a parking management scheme is in place that can respond to the future needs of the area. Our surveys show that the whole area is close to capacity.

Many different parking controls can be used to manage on-street parking. The AT Parking Strategy recommends that where parking demand is high, various parking restrictions be applied to achieve a target peak occupancy rate (the average of the four highest hours in a day) of 85% for on-street parking. This means that parking is well used but people can still easily find a space, thereby reducing customer frustration and congestion from motorists driving around searching for a space. In other words, one parking space in every seven should be vacant. When peak parking occupancy is regularly above 85%, AT will recommend a change to the parking management approach. This is a recognised international approach to the management of on-street parking.

In areas with high parking demand and low availability of spaces, AT recommends the introduction of priced parking with no time limits.

The paid parking zone will:

- manage parking demand and improve availability so that customers, staff and visitors can access parking
- ensure the area is prepared for the increased parking demand associated with future development
- encourage motorists to consider other transport options, such as public transport, walking, cycling, or carpooling. Our surveys have found that many of those parking in this area are commuting to work, often from only a short distance away.

Where will the collected revenue from paid parking go?

All revenue collected from paid parking is used to fund broader AT projects and helps to offset funding from Auckland Council. This includes road maintenance, new PT services and major infrastructure improvements such as new bus and train stations.

Revenue-raising is not the purpose of this project.

How is illegal parking behaviour enforced?

AT regularly enforces parking regulations in the Albany area, including the illegal parking on the footpaths. When the paid parking zone is implemented, we will install signs prohibiting illegal parking on the grass berm and enforce these.

We expect the paid parking proposal to help mitigate illegal parking by encouraging motorists to consider other transport options and improving parking availability so that customers, staff and visitors can access legal parking.

What alternatives have been considered?

Implementation of priced parking is the recommended approach to managing high parking demand and low availability of spaces, in accordance with the AT Parking Strategy.

We do not expect paid parking to address all of the parking issues in the area. See [‘Addressing wider access issues in the area’](#) (page 3) for information on projects that will increase Albany parking and public transport access.

What are the future parking plans for Albany and greater Auckland?

We will monitor parking occupancy in this area and, if necessary, adjust pricing up or down to achieve an average occupancy of 85% at peak times. This is based on the demand responsive pricing model in the AT parking strategy.

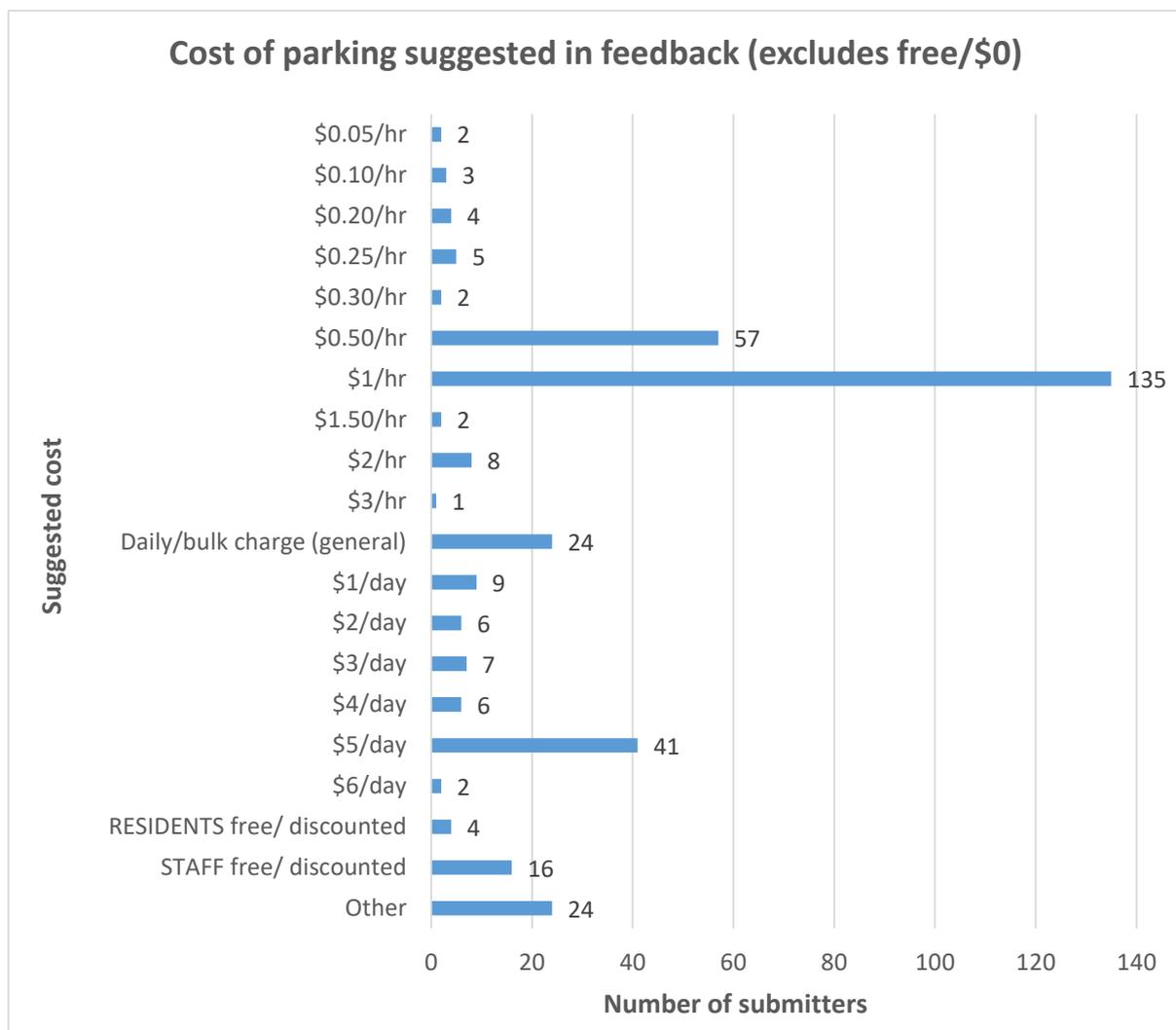
We do not plan to make all Auckland streets paid parking: Auckland traffic and parking behaviour varies from suburb to suburb and we manage this on a case-by-case basis. Where a parking problem arises or is expected to arise, it will be assessed and a management plan developed that best addresses the particular situation.

Cost of paid parking

What amount do you think the paid parking should cost per hour? (Proposed \$1/hr)

809 submitters (64%) responded that the parking cost should be 'free' (or a \$0/hr equivalent), reflecting their opposition to paid parking in general. However, some of these submitters still provided a suggestion for the cost, usually with conditions, for example, "improve public transport first", "create more parking, then charge 'x' amount" or "if going ahead regardless of opposition, then 'x' amount".

All cost suggestions, excluding those requesting 'free' parking, are graphed below. Conditions provided with cost suggestions have been coded with other comments in the 'Overall themes'.



Based on total submissions of 1258. Submissions may be counted in more than one theme.

135 submitters agreed with the proposed \$1.00 per hour (11%), while 57 suggested a cheaper rate of 50 cents per hour (5%). Suggestions for daily or bulk charges also came through in the feedback, with \$5 per day being the clear favourite (41 submitters; 3%).

'Other' (24 submitters) included all suggestions for the synchronisation of AT Hop cards or similar, and making parking free or discounted for public transport users, early bird parking, free staff parking, or free hours/graduated tariffs.

AT response

The AT Parking Strategy contains a policy for the setting of parking prices. This policy uses demand responsive pricing, where the price of parking is set to achieve around 85% occupancy at peak times. The feedback suggests that \$1.00 per hour is an appropriate charge for on-street parking in this area.

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 parking priority may change. With an hourly tariff, AT can use its Demand Responsive Pricing Policy to manage these changes.

In addition, a daily flat rate would prioritise long-term parkers. The proposed rate of \$1.00 per hour 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.

There were some suggestions for graduated parking charges (either free for a specified time, then charged; or one charge initially, then a lower or higher charge). A graduated tariff is generally used to prioritise short stay parking. This parking scheme is designed to manage parking demand, not reprioritise the use of on-street parking. However, we will continue to monitor parking use in the area and, if necessary, introduce a graduated tariff later.

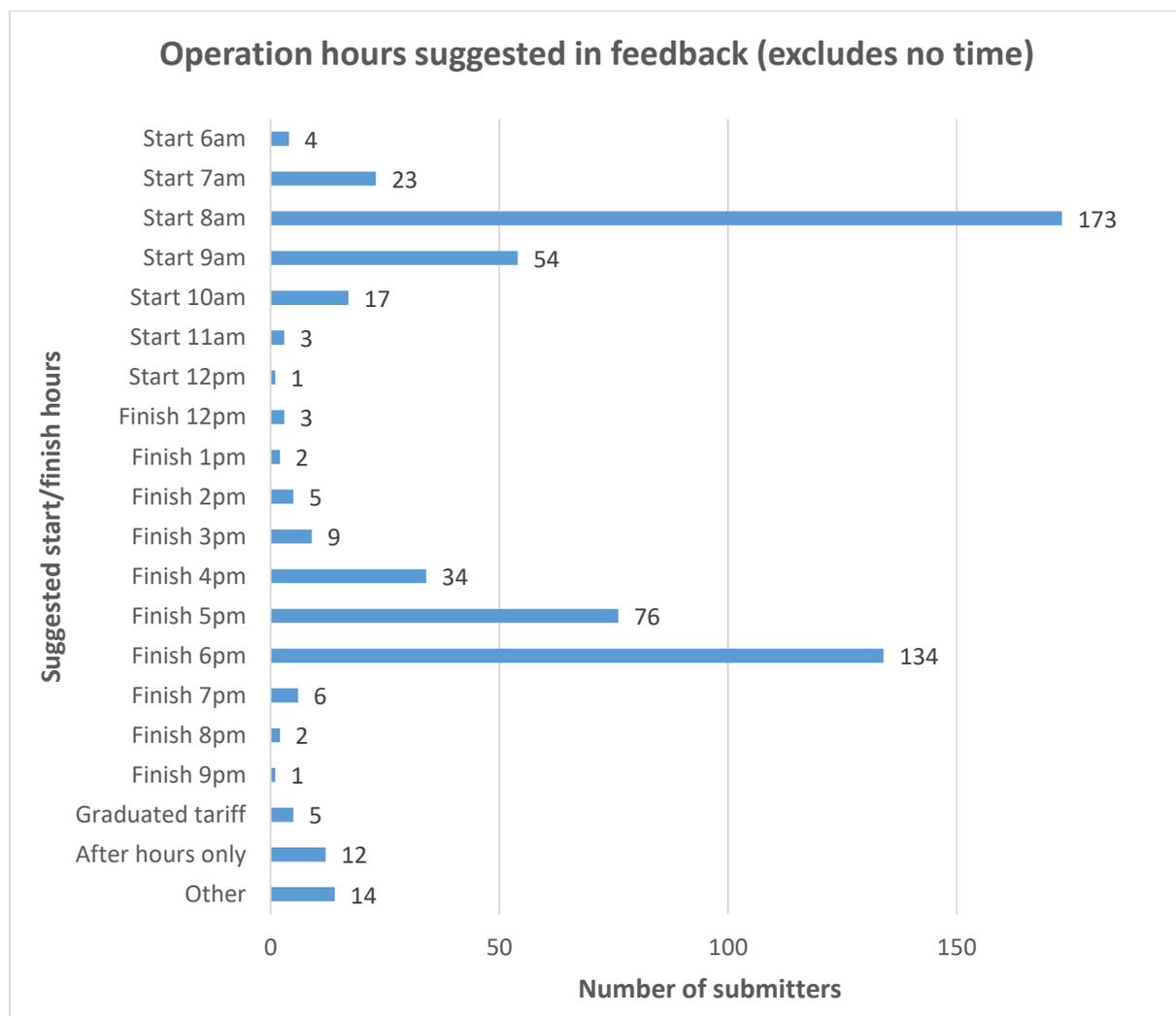
Hours and days of paid parking

727 submitters (58%) indicated ‘no paid parking zone’ or a ‘no time’ equivalent as their preferred time, reflecting their opposition to paid parking in general. This includes ambiguous responses from submitters who suggested a time, but suggested \$0/hour for cost, implying that no tariff should apply during the hours suggested, therefore no paid parking zone at all.

While the majority would prefer it did not go ahead, some of these submitters still provided suggestions. Where a submitter provided a condition with their suggestion, we coded the condition with other comments in ‘Overall themes’.

All time suggestions, excluding those requesting no paid parking (as detailed above), are graphed below.

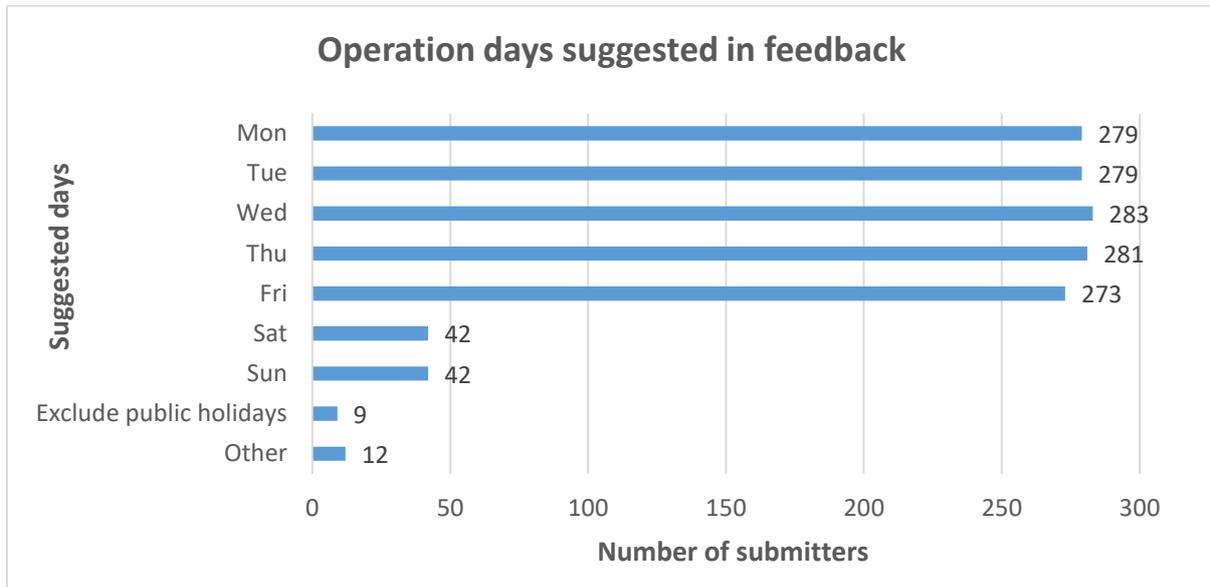
What hours do you think the paid parking zone should operate? (Proposed 8am-6pm)



Based on total submissions of 1258. Submissions may be counted in more than one theme.

173 submitters agreed with the proposed 8am start time for the paid parking zone (14%), and 134 agreed with the proposed end time of 6pm (11%). The next most popular suggestion was 9am-5pm.

What days do you think the paid parking zone should operate? (Proposed Monday to Friday)



Based on total submissions of 1258. Submissions may be counted in more than one theme.

270 submitters agreed that paid parking should apply Monday to Friday (22%), with 42 suggesting Saturday and Sunday be included (3%). The 'Other' theme included suggestions for exclusions such as public transport users or during school holidays, and requested inclusion of Christmas public holidays (12 submitters).

AT response

The hours and days that the paid parking zone applies should reflect when demand is highest. In the proposed paid parking area, this is during working hours, which is reinforced by the feedback.

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.

Other submissions

In addition to public feedback received through our submission forms, we also received an official submission from Business North Harbour. Their submission is summarised below and their concerns have been responded to separately.

Business North Harbour

Business North Harbour (BNH) support the “cohesive management of residential, commercial and retail growth... to ensure this strategic and employment hub remains viable”, but raised several concerns about the proposal.

BNH expressed that consents given to new buildings need to include a requirement to accommodate expected parking demand resulting from the new building, as the Rose Garden Apartments and other newly consented properties will not provide enough parking for their tenants/residents.

They also requested a copy of the Comprehensive Parking Management Plan for the area, if one has been conducted, or a timeframe in which it will be completed.

BNH said they withhold support of paid parking until “ongoing appeals lodged in the Environment Court are heard” on 9 October 2017 (lodged by Kiwi Property Group Ltd and Progressive Enterprises Ltd).

They also said they withhold support of paid parking until the Public Transport Review: North 2015 (New Network for the North Shore) is operable. They feel that significant changes such as this will affect the cost of employment, and needs to be introduced simultaneously with improved public transport timetables and service levels, not in isolation as proposed. They expect that this review, conducted in 2015, will likely now be outdated and need to be re-done.

They requested a freeze on changes that will affect the commercial viability of the district, until Auckland Council and Auckland Transport deliver a cohesive Albany/North Harbour plan that outlines how Council will manage the impact of growth in the area.

BNH reported several concerns raised by their members (most of which are addressed in the [‘Feedback’](#) section above).

BNH asserted the following:

- the paid parking zone should include the Albany park and ride facility
- all money collected should be reinvested for public transport and parking in the area
- a weekday shuttle service should be in place immediately during peak times of 7-9am and 2.30-6pm
- Resource and Transport Management Plans should be consistently enforced, as they are critical to ensure the restrictions are adhered to.

Attachment 1: Pay by plate parking

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 Albany as part of the proposed paid parking zone 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 it 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.

'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 it 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

Attachment 2: Feedback form questions

Feedback form



Please complete this feedback form and return to us by **Sunday 28 May 2017**.

Alternatively, you can provide feedback online at 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 on the route, 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?

What amount do you think the paid parking should cost per hour? (Proposed \$1/hr)

What hours do you think the paid parking zone should operate? (Proposed 8am-6pm)

What days do you think the paid parking zone should operate? (Proposed Monday to Friday)

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

Personal Information

Name.....

Business/organisation.....

Street Address.....

Suburb.....

Post code.....

Email.....

Phone.....

What best describes your interest in this proposal? (PLEASE TICK ALL THAT APPLY)

- I own a business in or near the affected area
- I work or study in or near the affected area
- I live/own a property in the affected area
- I visit businesses/shops in or near the affected area
- I visit friends/family in or near the affected area
- Other (please specify)

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project.

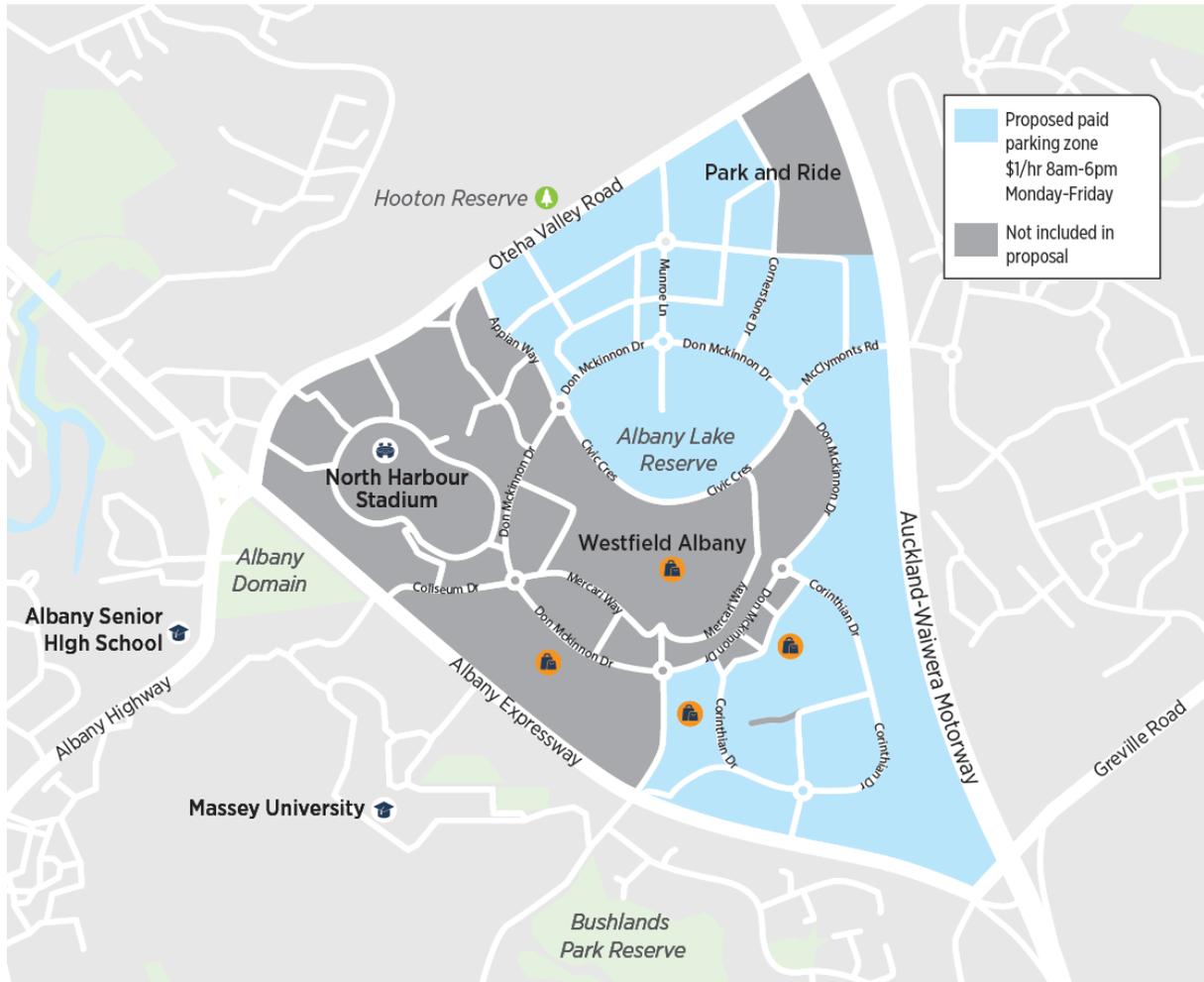
PRIVACY: AT is committed to protecting our customers' personal information.

Attachment 3: Proposed parking zone

Two versions of project map released

Correct area map

Once it was apparent that confusion was arising from the original map, we replaced the maps on the on-road signage and on the website with the corrected version below.



Original map

The original map was printed in the brochures, which were hand-delivered to businesses in the area, and emailed to businesses to distribute to staff. It was also printed on on-road signage and in the North Shore Times and North Harbour News.

Once confusion arose, we changed the maps on the on-road signage and website to the correct area map above. The original on-road advertisement went up on Thursday 21 April, and the correction was made by close of business on Tuesday 25 April.

