

Your feedback on the proposed residential parking zone in Remuera



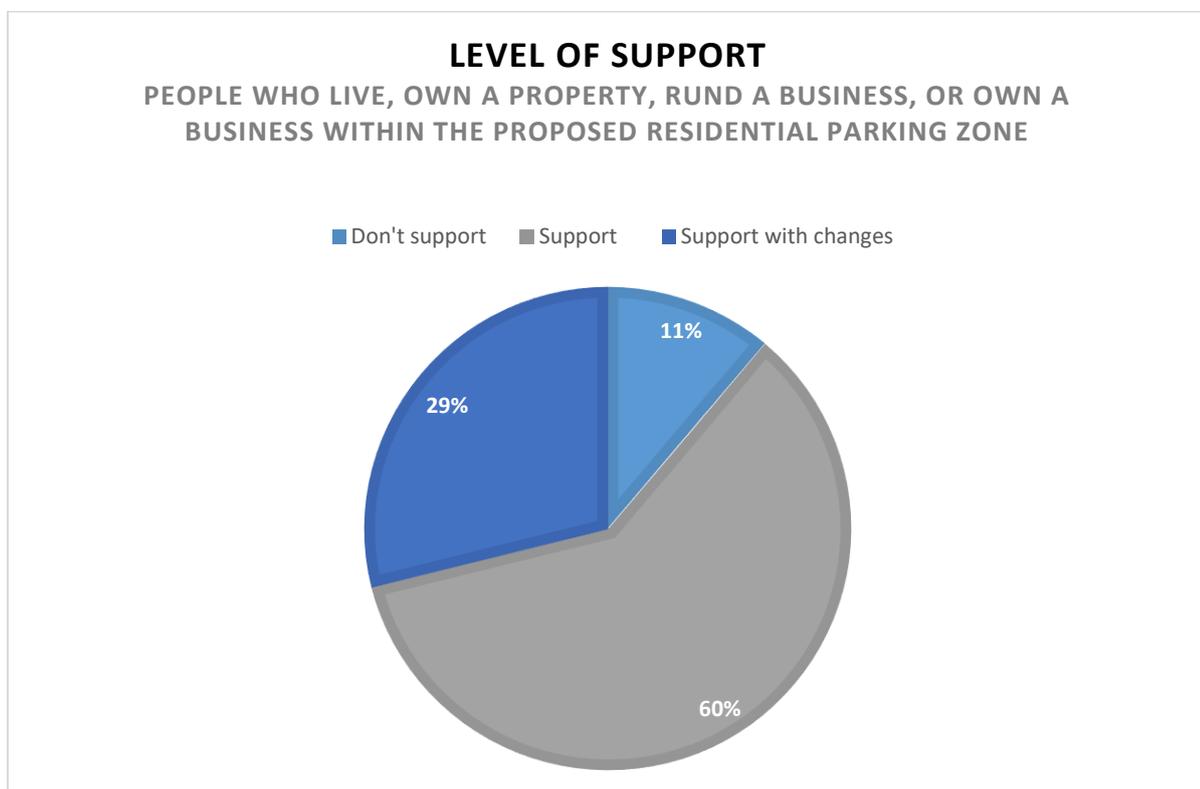
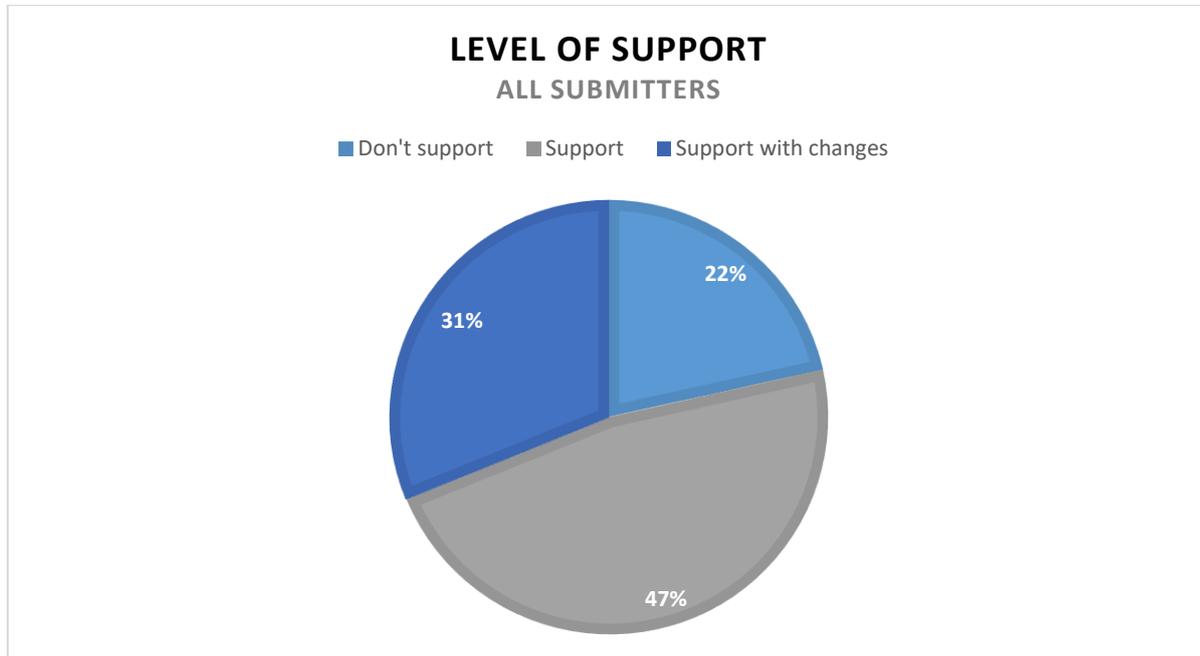
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Summary

From the 28 October – 24 November 2019 the public were invited to provide feedback on a proposed residential parking zone (RPZ) in Remuera. In total **93 submissions** were received.

Level of support and key themes from feedback



The **top 5 feedback themes** are shown below. For a complete list of themes and Auckland Transport's (AT's) responses please refer to the 'Feedback received' section of this report.

Feedback theme	No. of mentions
 <p data-bbox="384 432 831 465">Proposal will shift parking demand</p>	22 (24%)
 <p data-bbox="384 562 735 595">Narrow roads create issues</p>	18 (19%)
 <p data-bbox="384 685 999 745">Currently it is difficult for residents, visitors and tradespeople to find a park</p>	16 (17%)
 <p data-bbox="384 835 1106 869">Don't like area being used as a park and ride for workers</p>	15 (16%)
 <p data-bbox="384 965 1102 1025">Signage of RPZ restrictions and enforcement of RPZ are required</p>	14 (15%)

Project decisions

After considering the public feedback **we have decided to progress the project through to implementation** with no changes from the original proposal.

Next steps

Auckland Transport will be in touch with residents and local businesses about 6-8 weeks before the opening day of the residential parking zone. The opening day is yet to be confirmed and will be dependent on how the COVID-19 situation progresses, but at this stage we are aiming for June 2020.

Background

What did we seek feedback on?

The proposal released for public feedback included the following changes:

- A residential parking zone that encapsulates the entirety of Middleton Road, Ada Street, Mamie Street, Lauriston Avenue, and Belmont Terrace.
- A time restriction of two hours (P120), Monday to Friday, 8am to 6pm, to be applied to the affected streets. The time restriction will only apply to vehicles that do not have permits or coupons.
- The P120 time restriction would replace the existing parking restrictions in the area, except the no stopping at all times Mon-Fri, 8am-5pm restrictions on Ada Street and Mamie Street.
- All existing residential parking schemes such as Resident Only Permits, and Resident Exempt Permit Holders will be replaced by the residential parking zone. Existing permit holders will need to reapply under the new zone. It is not possible to 'roll over' existing permit holders because legacy permit schemes have different eligibility criteria to the residential parking zone.

For more detailed information on the proposal, please refer to Appendix 1 or visit at.govt.nz/projects-roadworks/remuera-residential-parking-zone/.

Main project benefits

- Responds to community requests for better parking management to address parking issues in the area.
- Currently finding a park in the area can be difficult for residents, businesses and visitors. The residential parking scheme will ensure greater parking availability and flexibility for these groups.
- The two-hour time restriction supports parking for business customers and casual residential visitors, while not allowing for non-resident long-term parking.
- Greater parking availability in the area will also reduce:
 - congestion from vehicles driving around looking for parking spaces. Less circling vehicles should also improve pedestrian safety in the area.
 - incidences of parked vehicles obstructing driveways, as vehicles do not have to park in marginal spaces.

Feedback activities

From the 28 October – 24 November 2019 the public were invited to provide feedback on the proposed residential parking zone in Remuera. In total **93 submissions** were received.

What we asked you

We asked if you supported the residential parking zone and if you had any suggested changes or other comments.

Activities to raise awareness

To let you know about the opportunity to provide feedback on the project, we:

- mailed 2087 brochures with freepost feedback forms to property owners and occupiers within and surrounding the residential parking zone
- emailed information to other key interest groups
- set up a project webpage and an online feedback form on our website
- placed an advertisement in East & Bays Courier newspaper on 30 October 2019
- shared a media release on the proposal
- posted about the proposal on Neighbourly and the Waitemata and Orakei Local Board Facebook pages
- held a public drop-in session from 4pm-8pm on 5 November 2019

How people provided feedback

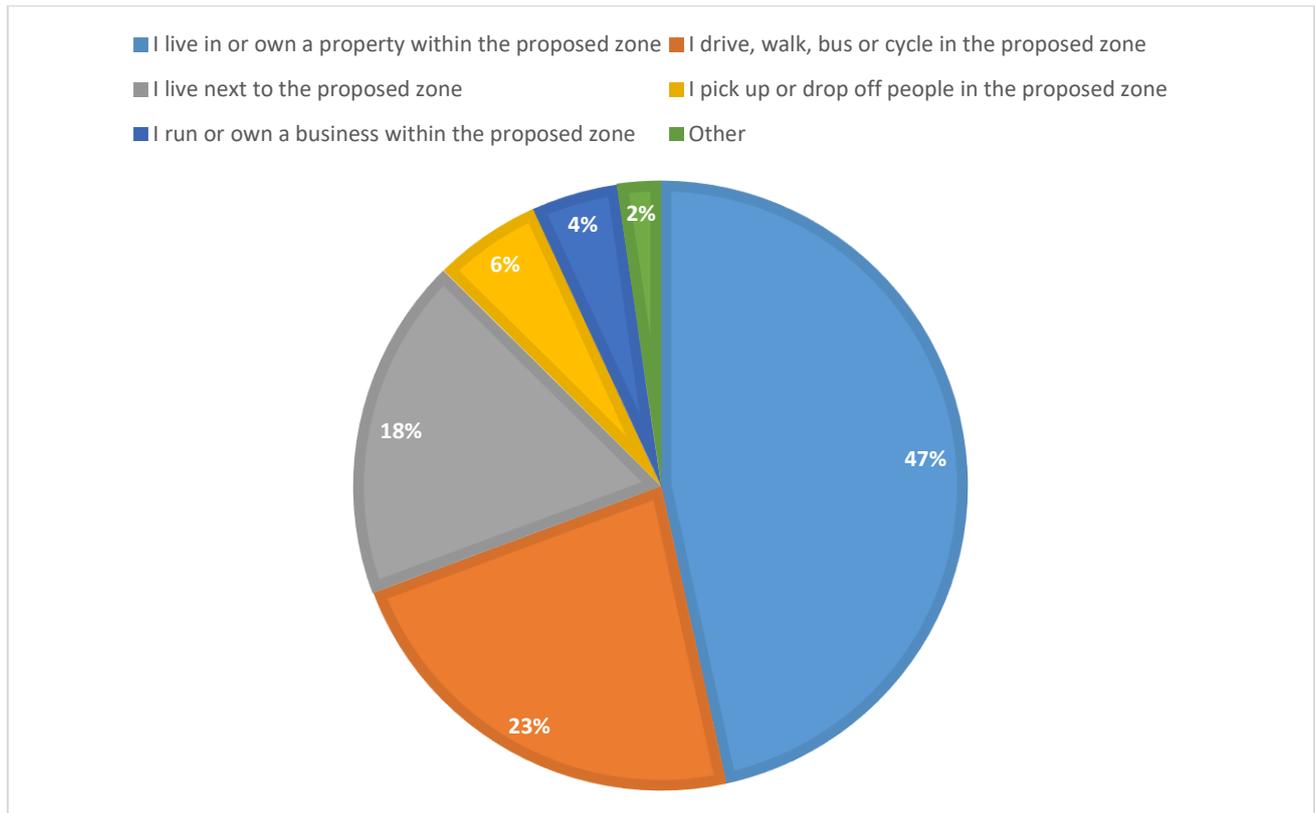
You could provide feedback using an online submission form on the project webpage or a freepost form included in the project brochure. Please see Appendix 2 for a copy of the feedback form.

Feedback received

Overview

We received feedback on the proposal from 93 submitters, including:

- 45 submissions from submitters that live, own a property, run a business, or own a business within the proposed residential parking zone.
- 48 submissions from other people or organisations.

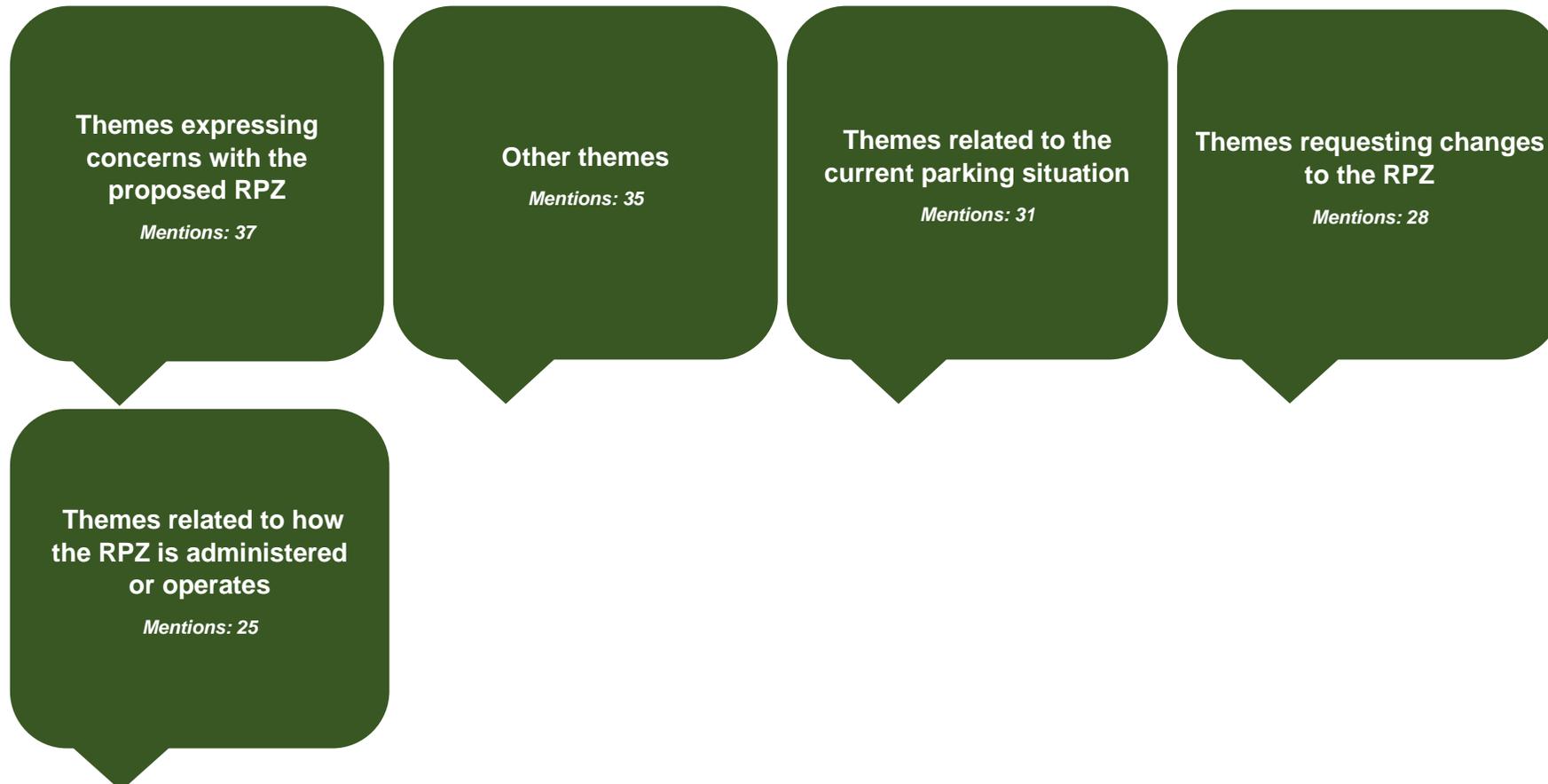


Please note that respondents could tick more than one box when answering this question.

Key feedback themes

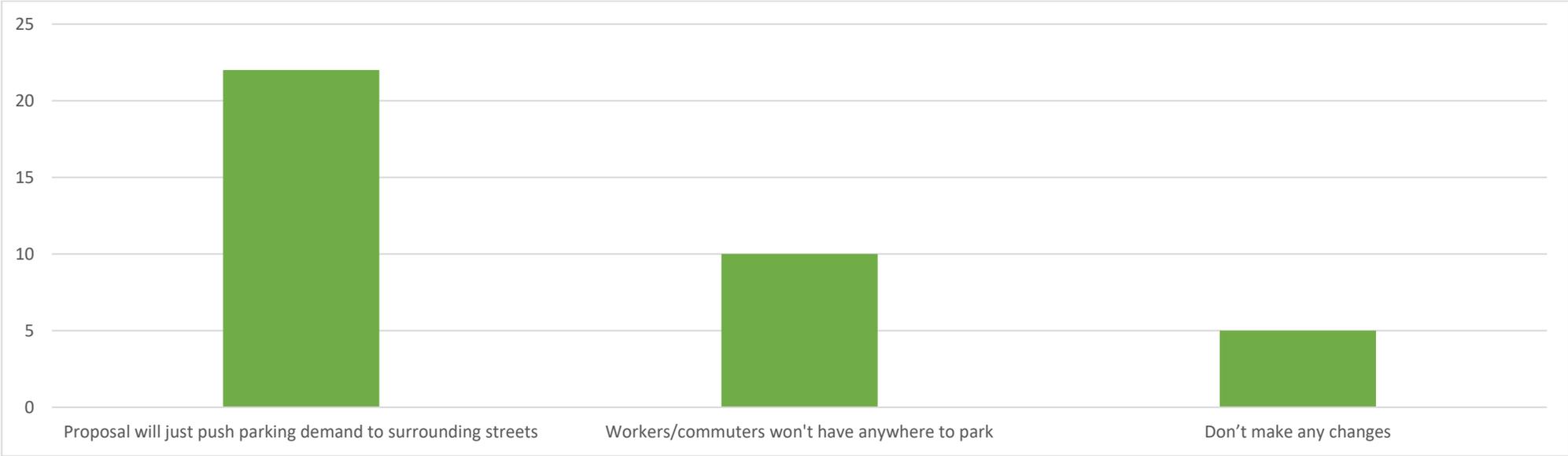
This section outlines the feedback topics and related themes as well as Auckland Transport's responses to the feedback themes.

Feedback topics



Please note: one person's or organisation's submission can count towards multiple topics and themes.

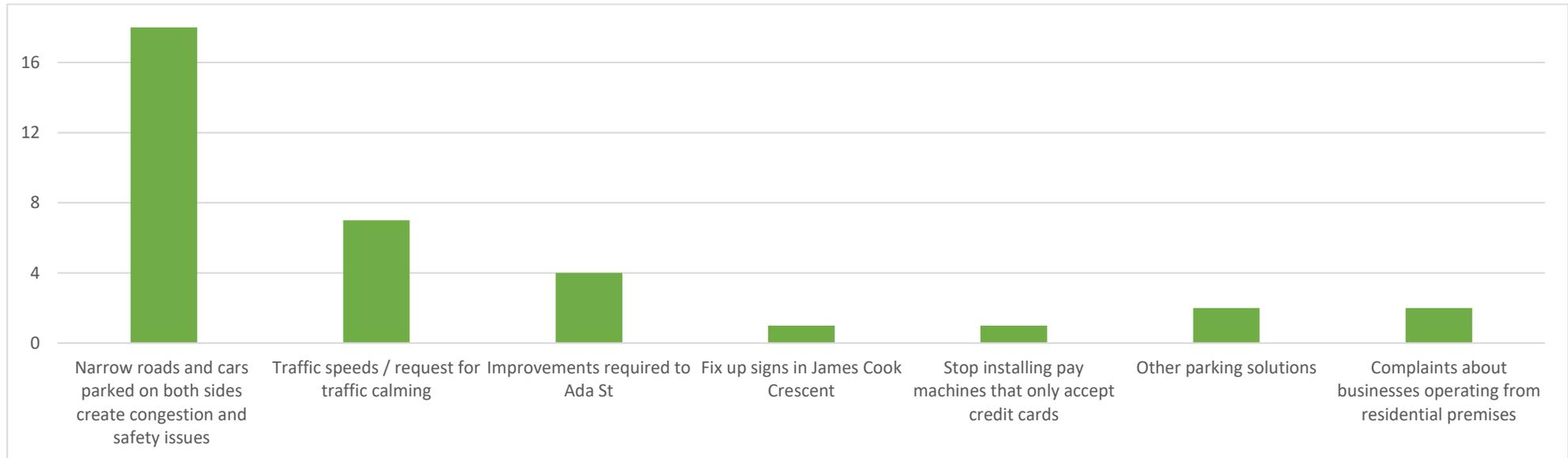
Themes expressing concerns with the proposed RPZ



Feedback Theme	Main Points	Auckland Transport's Responses
<p>Proposal will just push parking demand to surrounding streets</p> <p><i>Mentions: 22 (24%)</i></p>	<p>Proposal will just push parking demand to surrounding streets.</p>	<p>AT will monitor parking occupancy on surrounding streets after the residential parking zone is implemented. If the residential parking zone creates issues on these streets, then we will investigate solutions.</p>
<p>Workers/commuters won't have anywhere to park</p> <p><i>Mentions: 10 (11%)</i></p>	<p>Public transport is not good enough for workers to commute to Newmarket/Remuera by public transport (either as their destination or part of their journey to the city). Should be able to use streets to park, or park and ride.</p>	<p>Newmarket is serviced by very good public transport services, including:</p> <ul style="list-style-type: none"> • Train services that run every 10mins in each direction during peak travel times. • 5 Frequent Bus Services (Inner link, Outer Link, 75, 70, 30) that run every 4-15mins, 7am-7pm, 7 days a week. • Several Connector Bus Services that run at least every 30mins, 7am-7pm, 7 days a week.

Feedback Theme	Main Points	Auckland Transport's Responses
	One permit per business, will not cover all the workers.	<ul style="list-style-type: none"> • Each business is eligible for a parking permit for one of its vehicles. • Each business can buy unlimited daily parking coupons for \$5 each. Therefore, it will cost staff \$5 a day to park within the RPZ. Compared to: <ul style="list-style-type: none"> ○ \$16-\$32 for all day on-street parking in Newmarket. ○ \$40 per day to park in an AT parking building in the city.
Don't make any changes <i>Mentions: 5 (5%)</i>	Keep it the way it is	<p>This stage of the proposal is where we ask residents if they want the residential parking zone. To do that effectively we need to run a formal community engagement exercise. The full process to decide whether a residential parking zone goes ahead is as follows:</p> <ul style="list-style-type: none"> • Requests from community triggered further investigations into a residential parking zone. • Parking surveys revealed that on-street parking occupancy was greater than 85% during peak demand periods and also that a high % of parked vehicles were registered to addresses outside the area. • Waitemata and Orakei Local Boards supported AT gathering community feedback on the proposed residential parking zone. • Feedback was sought to assess if there is community support for the proposed residential parking zone (and to find out what surrounding residents and other affected people/groups think). <p>AT is progressing the residential parking zone <u>because</u> the community engagement revealed that the majority (60%) of people who live, own a property, run a business, or own a business within the proposed residential parking zone supported the proposed residential parking zone.</p>

Other themes



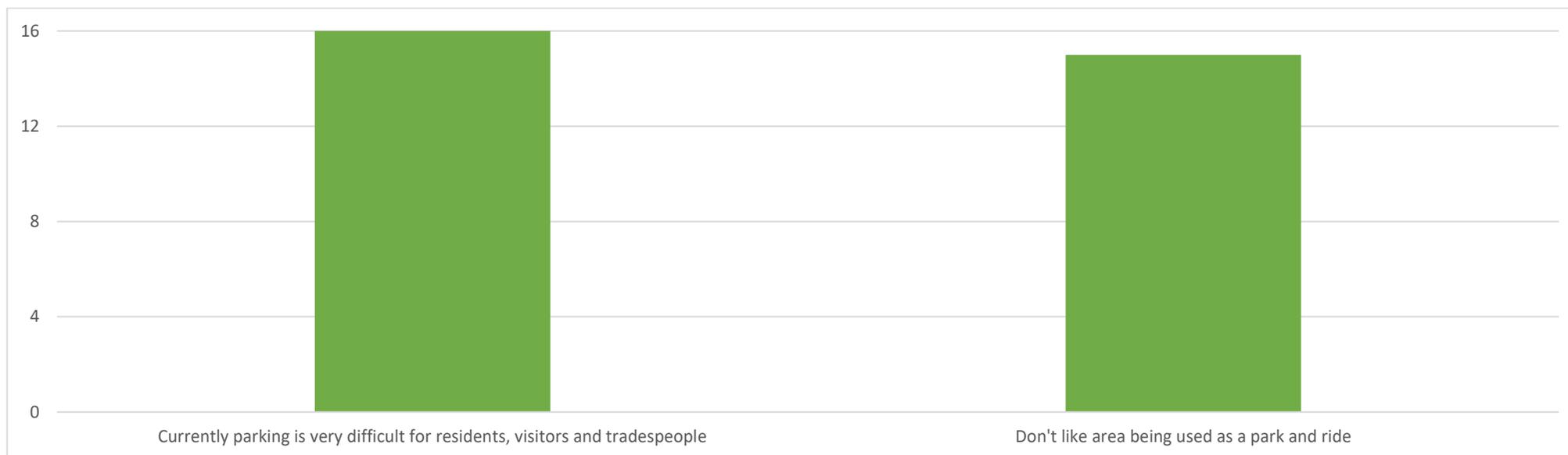
Feedback Theme	Main Points	Auckland Transport's Responses
<p>Narrow roads and cars parked on both sides create congestion and safety issues</p> <p><i>Mentions: 18 (19%)</i></p>	<p>Narrow roads and cars parked on both sides of the road create congestion and safety issues. Remove parking from one side of the road at Middleton Road (northern end), Ely Avenue, Belmont, Ada (outside 10, 12 and 124), Bassett Rd.</p>	<ul style="list-style-type: none"> • Having parking on both sides of the road, narrows the traffic lanes, which generally reduces traffic speeds along these local roads (removing on-street parking could increase traffic speeds). Reduced traffic speeds improves safety for all users. • Vehicles may need to travel slower along these streets, or slow down/pull to the side to allow vehicles travelling in the opposite direction to pass. However, this is unlikely to cause any significant delay (or any delay) to vehicles overall journey times. Furthermore, the safety benefits of reduced vehicle speeds outweighs any slight delays vehicles may experience. • The traffic lanes are wide enough to meet requirements for emergency vehicle access.

Feedback Theme	Main Points	Auckland Transport's Responses
		<ul style="list-style-type: none"> AT has previously sought feedback from residents about the removal of parking spaces from Ada Street. Residents did not support parking removal. Additionally, the existing situation is not deemed a significant safety concern because the narrow lanes are likely to be reducing traffic speeds and potentially improving safety (removing the parking could increase vehicle speeds).
<p>Traffic speeds / request for traffic calming Mentions: 7 (8%)</p>	<p>Ada St, Belmont Tce and Middleton Rd have high traffic speeds, suggestion traffic calming devices to slow traffic.</p>	<p>AT has already removed parking from the end of this cul-de-sac (installed broken yellow lines) and as such believe there is now enough room for vehicles to turn around.</p> <ul style="list-style-type: none"> The requests for traffic calming on these streets were passed onto AT's Safety Team for comment. The Safety Team responded as follows: <i>"To address traffic speeds in residential areas we have adopted an area-based focus for 2019 onwards. This recognises that traffic-calming changes on one street have a flow-on effect on the surrounding neighbourhood. This plan will support all drivers to travel at the appropriate speed and to the road conditions.</i> <p><i>This programme focuses delivery to areas that have been prioritised for changes to reduce the incidence and impact of crashes. This is based on several factors, including the number of crashes, safety risk, traffic speed, land use and concerns raised by local residents and their elected representatives.</i></p> <p><i>While we do appreciate your concerns, these roads have not been identified in the first group of areas within our Residential Speed Management programme as other areas are experiencing higher speeds and greater safety risks. We have added your comments to our database to indicate support for safer speeds in your residential area. More information, including the residential areas that will be prioritised for further investigation can be viewed on the Residential Speed Management Programme webpage at.govt.nz/projects-roadworks/safe-speeds-programme/city-and-town-centres-urban-residential-and-rural-safe-speeds-programme/residential-speed-management-programme/.</i></p> <p>AT has previously sought feedback from residents about the removal of parking spaces from Ada Street. Residents did not support parking removal. Additionally, the existing situation is not deemed a significant safety concern because the narrow lanes are likely to be reducing traffic</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		speeds and potentially improving safety (removing the parking could increase vehicle speeds).
Improvements required to Ada St <i>Mentions: 4 (4%)</i>	To overcome dangerous obstructions to drivers' views, parking on the south side of the road at the eastern end of Ada St should be removed.	AT has previously sought feedback from residents about the removal of parking spaces from Ada Street. Residents did not support parking removal. Additionally, the existing situation is not deemed a significant safety concern because the narrow lanes are likely to be reducing traffic speeds and potentially improving safety (removing the parking could increase vehicle speeds).
	The 2 parks below 1 Ada need to be removed to provide safe space for vehicles coming down Ada St.	Auckland Transport does not consider the current situation creates safety concerns or major accessibility issues. There are spots along the road for cars to pull over and allow other vehicles to pass. The current situation with narrow lanes, is likely to be reducing traffic speeds along this road. Reduced traffic speeds improves safety for all users.
	Plant trees in traffic islands	Plantings in the traffic islands are managed by Auckland Council. This request has been passed onto Auckland Council for consideration.
Fix up signs in James Cook Crescent <i>Mentions: 1 (1%)</i>	Can you please fix up the signs in James Cook Crescent at the Middleton Road end - one of the signs is in a bush! This should be moved to the end of the no parking lines. There used to be a sign at the Middleton road end but when the no parking lines got extended they moved the sign too far away. This needs to be moved to the other end of the no parking lines.	The signage in the area will be reviewed, updated and rectified as part of a minor parking review being carried out during the 2020/21 financial year.
Stop installing pay machines that only accept credit cards <i>Mentions: 1 (1%)</i>	Paying with credit cards incurs a credit card fee. Allow people to also pay with EFTPOS.	People can use the AT Park App instead which does not include credit card fees even if a credit card is used to add funds to your account on the App.
Other suggested parking solutions <i>Mentions: 2 (2%)</i>	Please install parking meters along Remuera Rd from Newmarket to Bassett Rd. This will ensure the limited parking there is shared fairly.	Once the residential parking zone is up and running, AT will investigate parking issues on Remuera Road and, if required, parking interventions that could help alleviate parking issues.
	Build a park and ride building (make it free or cheap to use).	AT is not considering a park and ride building in Newmarket for the following reasons: <ul style="list-style-type: none"> Typically park and rides are most effective when they are positioned on the edge of urban areas and thus provide access to public transport services for people living in lower density areas (e.g. rural residential) that do not have local bus or train services. Given Newmarket's city centre fringe location, it is likely that most users will come from urban areas of Auckland which have bus and train services they could use.

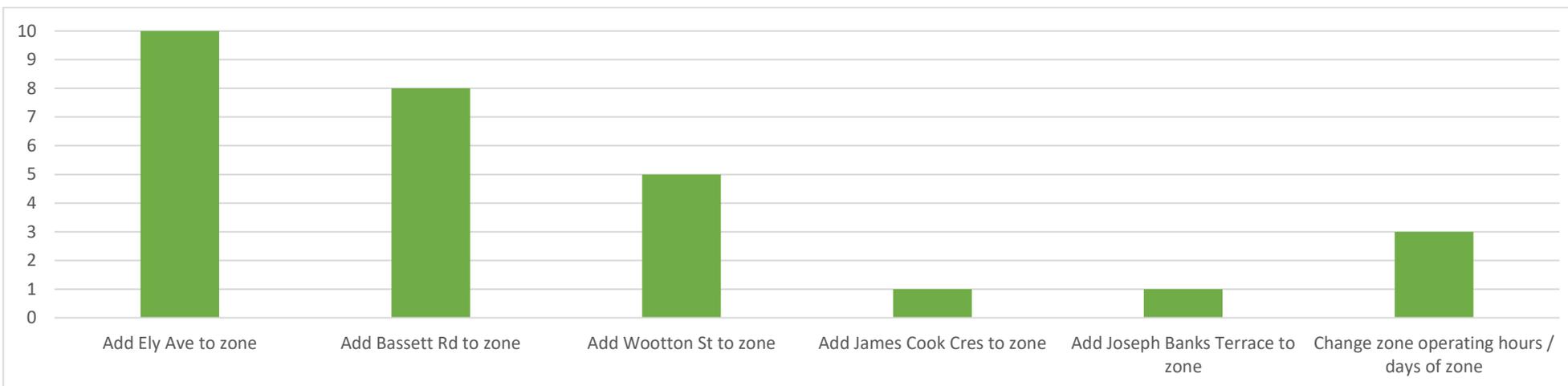
Feedback Theme	Main Points	Auckland Transport's Responses
		<ul style="list-style-type: none"> • A park and ride building is likely to create/exasperate local congestion and degrade the local pedestrian environment as large numbers of vehicles access the building. • It would be difficult to ensure people are using the building for park and ride as opposed to working or shopping in the local area. • It is costly to provide parking buildings. Investment could be used to improve public transport services or cycle infrastructure. <p>The parking building would take up space that could be used for business, residential or other activities.</p>
<p>Complaints about businesses operating from residential premises <i>Mentions: 2 (2%)</i></p>	<p>Complaints about businesses operating from residential premises.</p>	<p>Please report this to Auckland Council (phone: 355 3553). Staff there will be able to determine if the businesses are breaching the Unitary Plan or any resource consents that have been issued.</p>

Themes related to the current parking situation



Feedback Theme	Main Points	Auckland Transport's Responses
Currently parking is very difficult for residents, visitors and tradespeople <i>Mentions: 16 (17%)</i>	It's difficult to find on-street car parking in the area.	The residential parking zone should help to make it easier to find a car park in the area.
Don't like area being used as a park and ride <i>Mentions: 16 (39%)</i>	Too many people are using the area as a park and ride to catch the train or to park and then work for the day in Newmarket.	The residential parking zone should help prevent commuter parking and people using the area as a park and ride.

Themes requesting changes to the RPZ



Feedback Theme	Main Points	Auckland Transport's Responses
Add Ely Ave to zone <i>Mentions: 10 (11%)</i>	Add Ely Ave to Zone – already experiences strong parking demand and instances of illegal parking, such as over driveways.	<ul style="list-style-type: none"> • AT is not considering a Residential Parking Zone on these streets for the following reasons: <ul style="list-style-type: none"> ○ Part of Wootton Road is zoned Mixed Business in the Auckland Unitary Plan. AT only considers implementing RPZs in residential areas (such as single house zones and mixed housing urban zones), not business or town centre areas. ○ Part of Ely Ave is a private road so not under AT jurisdiction. ○ The remaining sections of the street(s) are disconnected from the main RPZ; AT do not consider residential parking zones in disjointed situations such as this. • However, once the nearby residential parking zone is up and running, AT will investigate parking issues on these streets and, if required, other parking interventions that could help alleviate parking issues.
Add Wootton St to zone <i>Mentions: 5 (5%)</i>	Add Wootton St to zone	

Feedback Theme	Main Points	Auckland Transport's Responses
Add Bassett Rd to zone <i>Mentions: 8 (9%)</i>	Add Bassett Rd to zone	<ul style="list-style-type: none"> The AT Parking Strategy requires that parking occupancy is over 85% before a residential parking zone is implemented. According to our parking surveys the average parking occupancy on Basset Road is only 74% during the times a residential parking zone would operate. However, after the adjoining residential parking zone is implemented, we will monitor parking occupancy along Bassett Road to see if parking occupancy increases significantly.
Add James Cook Cres to zone <i>Mentions: 1 (1%)</i>	Add James Cook Cres to Zone	<ul style="list-style-type: none"> There are not many on-street parking spaces along James Cook Crescent and most properties along the street are townhouses or apartments. As such demand for on-street parking would be likely to heavily exceed supply. In such a situation an RPZ would be very unlikely to provide for all/most residents needs anyway. The limited parking available would better serve the community remaining as p120 visitor parking. Additionally, Johns Stokes Terrace and Furneaux Way are private roads, so are not within AT's jurisdiction.
Add Joseph Banks Terrace to zone <i>Mentions: 1 (1%)</i>	Add Joseph Banks Terrace to zone	Johns Banks Terrace is a private road, so is not within AT's jurisdiction.
Change zone operating hours / days of zone <i>Mentions: 3 (3%)</i>	Include Saturday and Sunday as they are busiest days. Operating hours should be 8am-5pm (same as current time restrictions)	<p>AT completed parking occupancy surveys in the proposed Remuera Residential Parking Zone every 1-3 hours, 8am-6pm, on the 25, 27 and 29 June 2019 (Tuesday, Thursday and Saturday).</p> <p>According to our surveys, the occupancy of on-street car parking on Saturday was 55% on Ada Street, 69% on Middleton Road, 80% on Belmont Terrace, 70% on Mamie Street and 96% on Lauriston Avenue. The occupancy averaged across all streets in the zone is well below 85%; generally, 85% occupancy or higher is required for a residential parking zone to be implemented (or days of operation to be extended).</p> <p>However, if the residential parking zone proceeds, we will continue to monitor parking occupancy in the area on weekends, and if parking occupancy rates increase AT could consider extending the operating hours of the zone in future.</p>

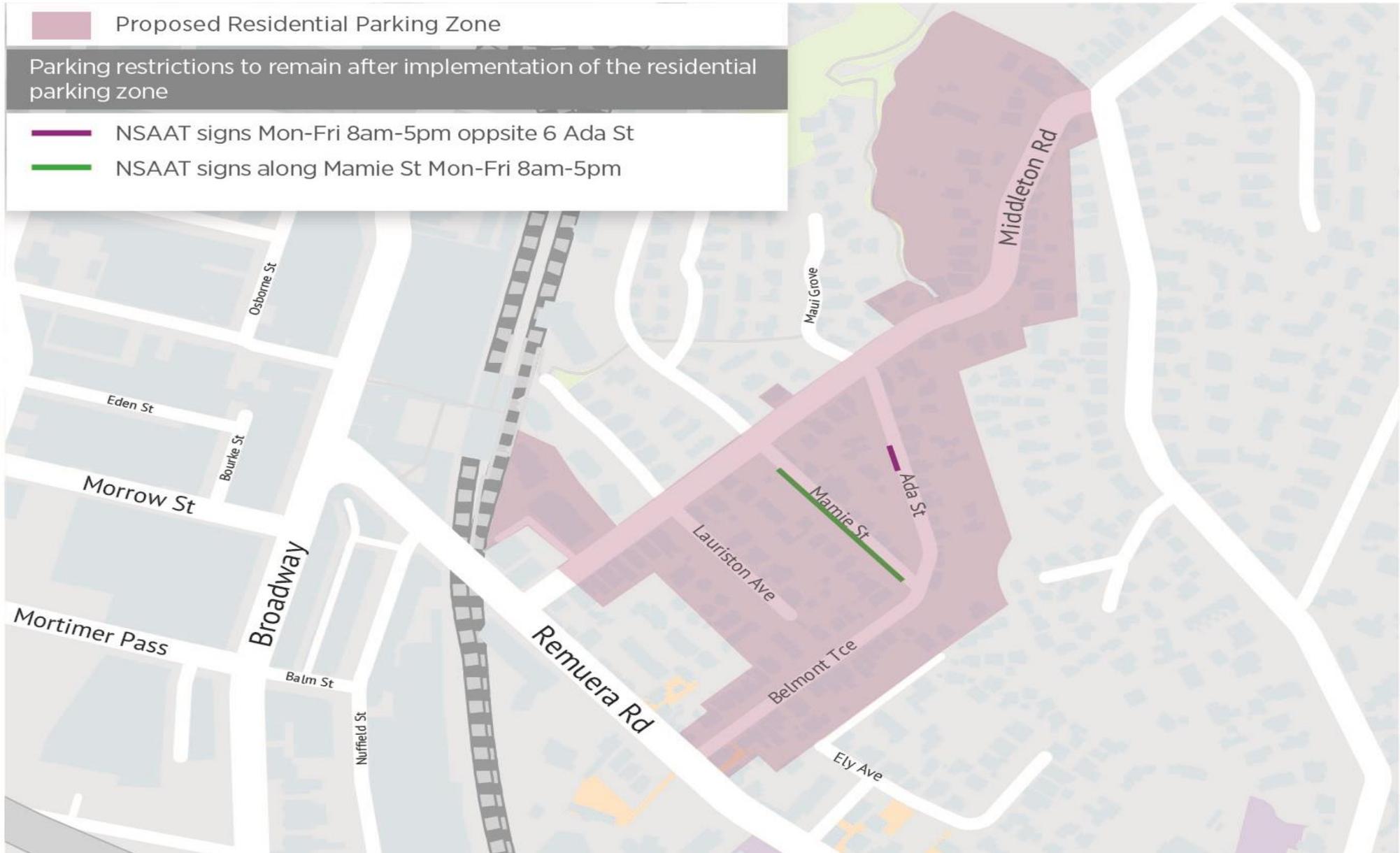
Themes related to how the RPZ is administered or operates



Feedback Theme	Main Points	Auckland Transport's Responses
Signage and enforcement required <i>Mentions: 14 (15%)</i>	Ensure there is clear signage of the restrictions	We will ensure that the restrictions are clearly signed.
	Ensure the zone is enforced	AT is testing new enforcement technology that enables us to patrol restricted parking areas using a car with a number plate recognition camera. This technology will enable us to patrol these areas much quicker, which will mean we can patrol areas more regularly. At this stage it looks like the technology will be rolled out in the Remuera RPZ by the end of 2020.
Oppose permit fee <i>Mentions: 4 (4%)</i>	<ul style="list-style-type: none"> \$70 per year per permit is too expensive. Should have to pay fee as pay rates. 	<ul style="list-style-type: none"> The annual cost of a parking permit has been set to recover the costs of administering the scheme. Legislation (Section 150(4) of the Local Government Act 2002) prohibits AT from making a profit off administering residential parking zones. The RPZ is a targeted solution to address a parking issue in this area, AT is using a targeted charging system so that those people that benefit from the scheme pay for it.

Feedback Theme	Main Points	Auckland Transport's Responses
<p>Oppose permit order of priority <i>Mentions: 1 (1%)</i></p>	<p>Treat all houses equally when issuing permits.</p>	<p>The 'priority order of permit' categories were determined based on the impact that each dwelling/land-use type would have on the on-street parking resource, as well as giving fair consideration to dwellings built before cars became common place.</p> <p>It may be helpful to understand that the 'permit order of priority' system does not necessarily mean that dwellings higher up the order of priority get all their permits granted before dwellings lower down the order get their first permit. As each level of the 'permit order of priority' is assessed, only one permit can be granted to each dwelling. Then the next order of priority is assessed, and a maximum of one permit is issued to each dwelling on that level. But as each level is assessed, dwellings on the permit order(s) of priority above that level/category are assessed for their next permit application and so on. So, by the time the 'apartments' order of priority is reached the maximum number of permits issued per dwelling for each level/category above it is as follows</p> <ul style="list-style-type: none"> • Category 1 (Houses on a single title without....) = maximum of 3 permits issued per dwelling. • Category 2 (Houses on a single title with.....) = maximum of 2 permits issued per dwelling. • Category 3 (All other houses or townhouses) = maximum of 1 permit issued per dwelling.
<p>Support p120 time limit <i>Mentions: 4 (4%)</i></p>	<p>Discourages commuters but supports visitors.</p>	<p>The P120 time limit has been set to allow enough time for most business customers (and other visitors to the area) to complete their visits, but also to encourage regular turnover of car parks e.g. more parking availability for customers (and other visitors to the area).</p>
<p>Don't support p120 time limit <i>Mentions: 2 (2%)</i></p>	<ul style="list-style-type: none"> • Suggest P180 • Suggest P60 to stop people shopping in Newmarket or taking train to city. 	<p>The P120 time limit has been set to allow enough time for most business customers (and other visitors to the area) to complete their visits, but also to encourage regular turnover of car parks e.g. more parking availability for customers (and other visitors to the area).</p> <ul style="list-style-type: none"> • A P180 time limit or greater would encourage less parking turnover. • A P60 time limit would not allow enough time for many short-stay trips to the area. <p>Additionally, if we were to apply different restrictions to different streets in the area, this would be confusing for residents and visitors and would be more difficult to enforce.</p>

Appendix 1: Map of proposed residential parking zone



NSAAT = No Stopping At All Times

