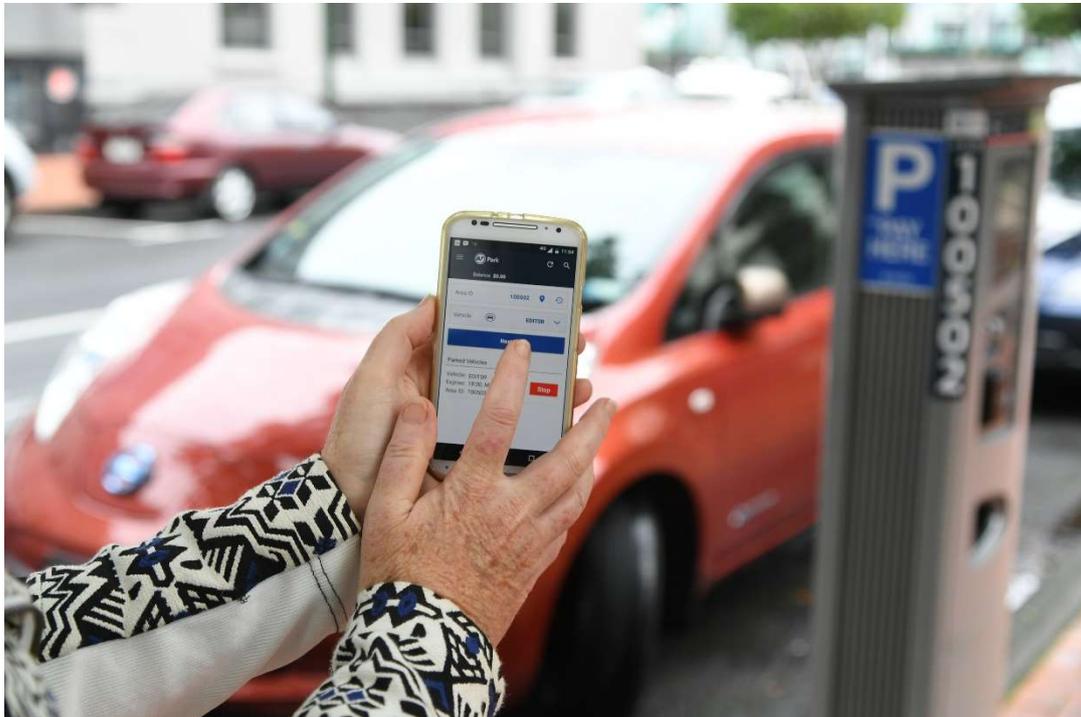


# Public feedback report

## Ōtāhuhu P60 zone



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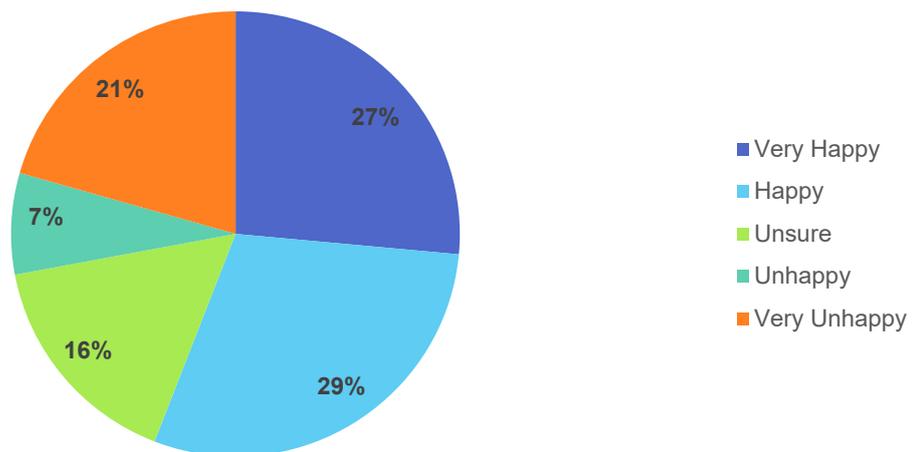
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## Summary

We proposed changing the parking in Ōtāhuhu town centre to a P60 zone. We consulted on this proposal from 8 June to 23 June 2020 and received submissions from 73 people.

### Key themes in feedback

#### Sentiment towards P60 zone

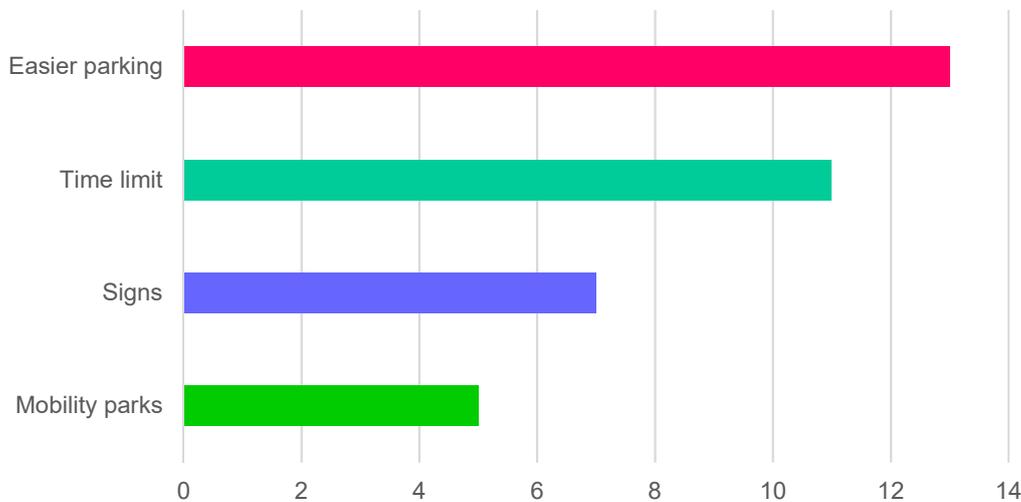


Submissions counted in one category only

Sentiment towards the proposed P60 zone was generally positive as 56% (38) of people who gave feedback felt positive about the proposal. 16% (11) of people feeling unsure about the proposal is unusual for a project with a low response rate. 28% (19) of people felt negatively about the proposal.

It is worth noting that some people's sentiment, especially people who felt unsure or negative, seemed to be based on a lack of information about the project. For instance, people concerned with the operating hours of the P60 zone were unaware that the P60 restriction applies between 8am and 6pm, or the responses that mentioned the King Street carpark were unclear how the new zone would affect the carpark.

## Key themes



Submissions may be counted in more than one theme

- **Easier Parking:** The P60 zone making parking easier was the strongest theme in the feedback we received for this consultation. These people suggested that the current parking restrictions are confusing and that the P60 zone will be less confusing and meet most people's parking needs.
- **Time limit:** These people made submissions about the time restrictions for the zone. Some people asked that some short time limit parking (P10 or P15) should remain near places like the post office or dairys. Other people felt that a different time limit would work better for the town centre.
- **Signs:** These people made submissions about the signs which will show the boundary of the P60 zone. Most people asked for clear and consistent signs and were pleased that the P60 zone would also reduce the number of signs around the town cent.
- **Mobility parking:** These people made submissions about the mobility parks in Ōtāhuhu town centre. Some of these people felt that mobility parks needed more enforcement as often mobility parks were taken by people who should not be using them.

## Next steps

We'll put together a plan for changing the signs in the town centre and send it to our contractors for installation. We are aiming to install the signs by **Nov 2020**.

If you'd like to receive up to date information about this and other projects or roadworks affecting your community, please visit Auckland Transport's website and search sign up for updates.

## What else is happening in Ōtāhuhu

Auckland Council's contractors are working on the Great South Road stages of the Otahuhu Town Centre until the end of 2020.

# Background

## What are we seeking feedback on?

We are proposing to change the parking restrictions in Ōtāhuhu town centre. We recently conducted an extensive investigation into the current parking situation in Ōtāhuhu town centre streets and found:

- Parking is confusing with different restrictions next to each other in a small area
- The signs for the different parking restrictions creates unnecessary visual clutter
- People are regularly over-staying the shorter parking limits leading to infringements

We are proposing replacing the existing parking restrictions with a P60 zone. The map over the page shows the area where we are proposing to make changes.

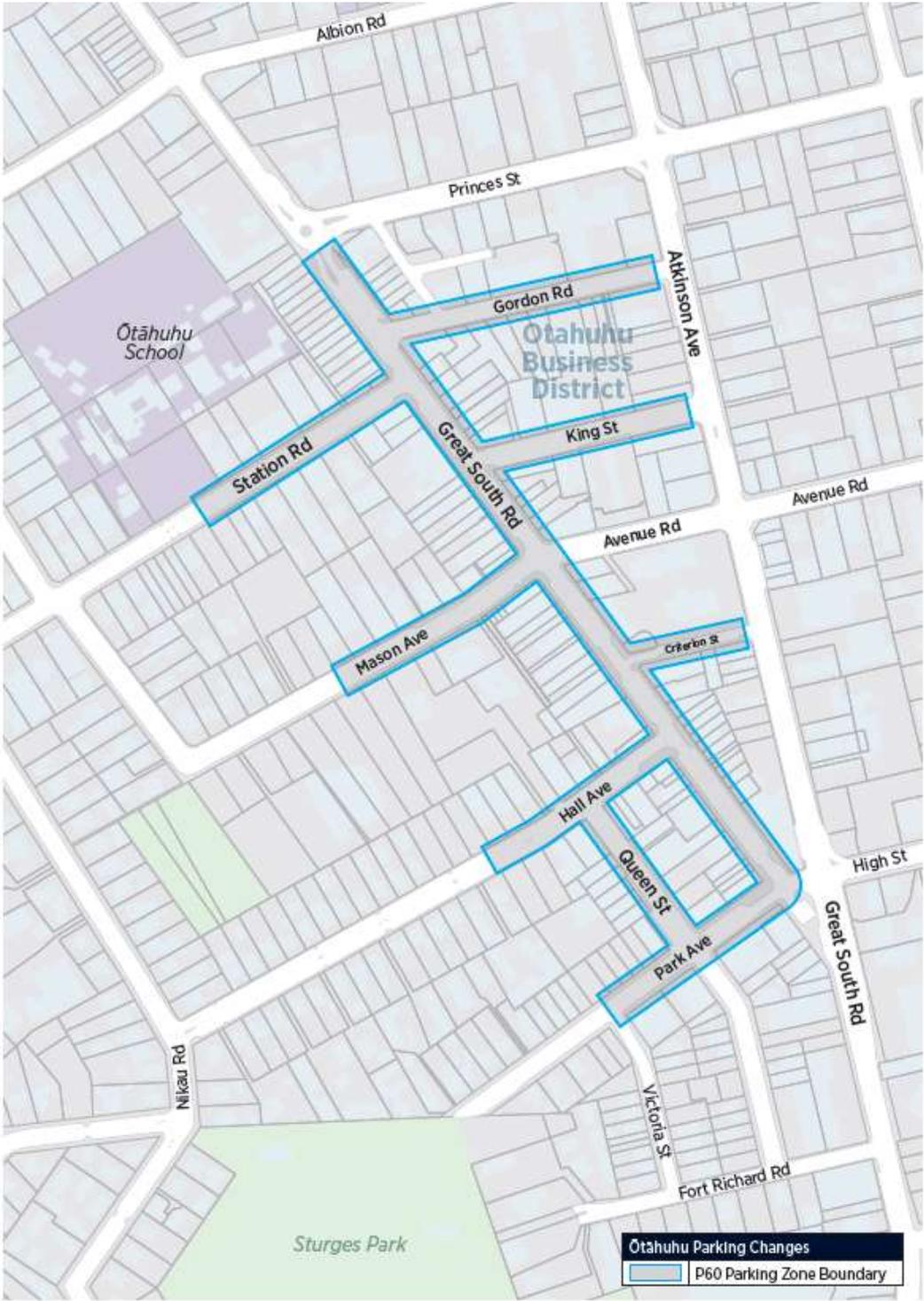
We are seeking feedback specifically on parking and not the Ōtāhuhu town centre transformation project which is also currently taking place.

Other restrictions such as loading zones, bus stops and no stopping restrictions will not be affected by the new zone.

### **Benefits of the proposal**

The proposal will improve Ōtāhuhu town centre by

- Making restrictions easy to understand in the town centre resulting in less confusion for visitors.
- Reducing the number of signs which will make the town centre look better and less cluttered
- Aligns with customer requirements thereby reducing number of parking infringements.



# Consultation

We consulted on the proposed P60 parking zone from 8 June to 23 June 2020.

## What we asked you

We asked:

- What do you think of the changes to parking in Ōtāhuhu town centre?
- Why do you feel this way?
- Do you have any suggestions for improving the proposal?

## Activities to raise awareness

To let you know about our consultation, we:

- mailed brochures to 5461 properties
- hand-delivered brochures to 70 local businesses around Ōtāhuhu town centre
- distributed flyers to the Ōtāhuhu business association
- set up a project webpage and an online feedback form on our website

## How people provided feedback

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a freepost form included in the brochure. See [attachment 1](#) at the end of this report for a copy of the feedback form.

# Your feedback

## Overview

We received public feedback on the proposal from 72 people.

- 18 people submitted online, and 55 people submitted using the freepost feedback form

Due to Covid-19 we were unable to meet residents and businesses at open days.

Suggestions from this feedback have been included in the list of [design suggestions](#).

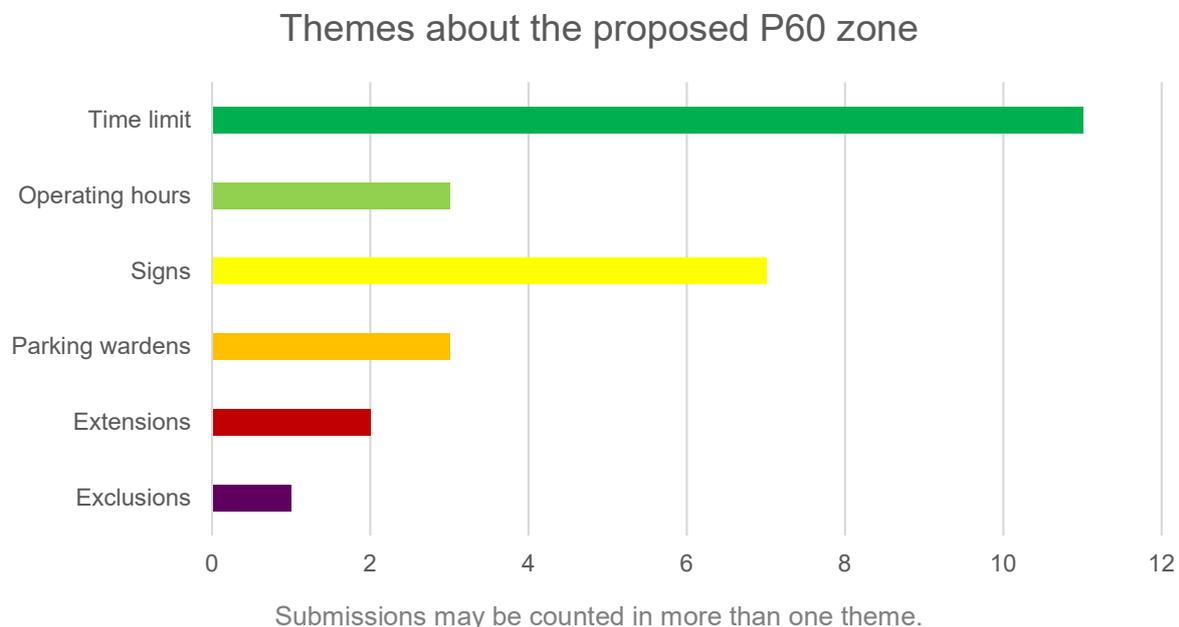
## Themes in feedback

We have analysed the public feedback to identify key themes:

- P60 zone themes
- Town centre themes

## The P60 zone

These themes are directly related to the P60 zone and its operation.



## Time Limit

These people made submissions about the time restrictions for the zone. Some people asked that some short time limit parking (P10 or P15) should remain near places like the post office or dairys.

*“Please make sure high turnover businesses such as dairy’s and bakeries still have P5/P15 time restrictions to support them too.”*

Other people felt that a different time limit would work better for the town centre. P90, P120, P240 were all common suggestions, typically to cater to people shopping or going to restaurants.

*“Maybe increase to P120. No one parks or stays longer than required. Would be good for businesses also if P120 is implemented.”*

## Operating hours

These people discussed the time’s that the parking restrictions apply. Most of these people felt that parking restrictions should operate during business hours leaving the town centre with unrestricted parking the rest of the time. Generally, people suggested the P60 zone should operate between about 9am to 6pm.

*“If signs have no time specification, has the shopping hours been considered ie say 9am-6pm”*

## Signs

These people made submissions about the signs which will show the boundary of the P60 zone. Most people asked for clear and consistent signs, and were pleased that the P60 zone would also reduce the number of signs around the town centre.

*“Consistency will be great, as well as reduced signage.”*

## Parking enforcement

This group of people stressed the importance of parking wardens patrolling the P60 zone. They argued that introducing the P60 zone won’t make much difference if parking wardens aren’t patrolling the town centre to enforce the new rules.

*“That parking wardens patrol the area and ticket and then tow vehicles that are infringing.”*

## Suggested additions

Two people suggested roads that they thought should also be included in the P60 zone. Including all of Hall Avenue, Mason Avenue and maybe Station Road was suggested as parking on these streets can also be difficult. Another suggestion was for Atkinson Avenue to be included, as the current P15 restrictions are difficult for businesses.

*“The proposal should extend to Atkinson Avenue, where 15 minute restrictions are severely impacting business.”*

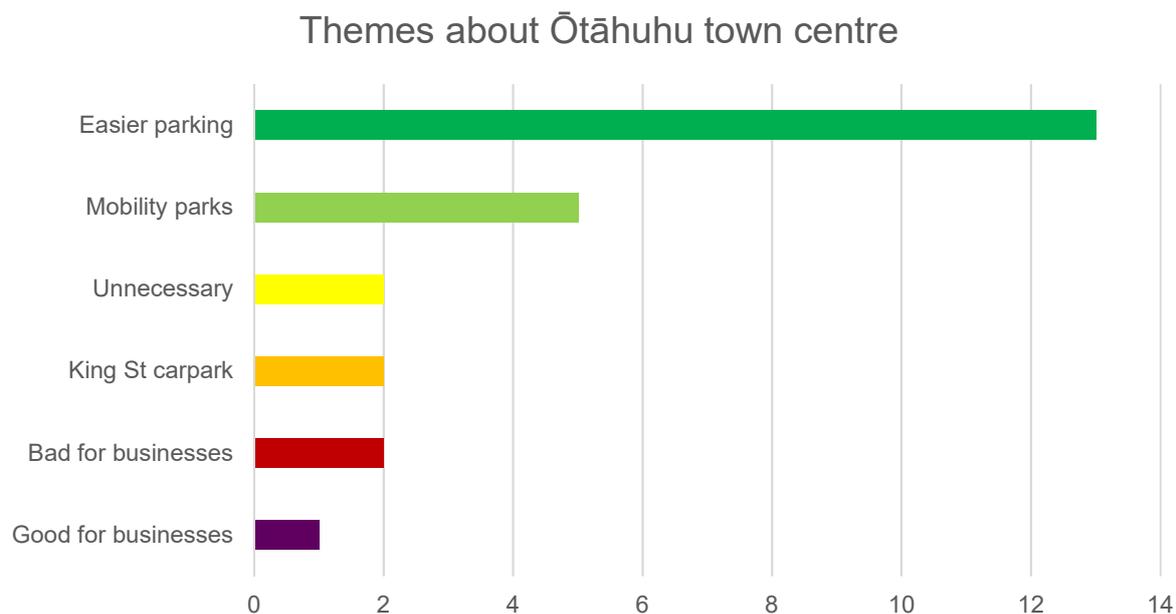
## Suggested exclusions

One person suggested that Gordon Road should not be included in the P60 zone.

*“Ex - Gordon Road. Restrictions should remain unchanged as it has different land uses compared to the CBD of Great South Road.”*

## Ōtāhuhu town centre

These themes are about Ōtāhuhu town centre and people’s experience of it.



Submissions may be counted in more than one theme.

### Easier parking

The P60 zone making parking easier was the strongest theme in the feedback we received for this consultation. These people suggested that the current parking restrictions are confusing and that the P60 zone will be less confusing and meet most people’s parking needs.

*“I won’t have to look for parking that suits my need.”*

### Mobility parking

These people made submissions about the mobility parks in Ōtāhuhu town centre. Some of these people felt that mobility parks needed more enforcement as often mobility parks were taken by people who should not be using them.

*“Consider the number of disability parking available and reinforce parking in these zones will be penalised. A lot of the time disabled parking is taken this is unfair on those who are disabled and need the parking space.”*

Other people wanted more mobility parking within Ōtāhuhu town centre, especially near the post office and chemist.

*“Quite a few older people use the post office. If I want to park in a mobility park the only one is right down the other end of Ōtāhuhu, it is often easier to go elsewhere.”*

## **Unnecessary**

Two people felt that the P60 zone is unnecessary. Both people felt that the town centre is not busy enough to justify changing the parking restrictions.

*“Should of just left it alone. More parking, less time. Never bothered anyone before”*

## **King Street carpark**

Two people made submissions about the King Street carpark. Both submissions discussed talked about using the King Street carpark to park when catching the bus to Auckland Hospital and that this will be even more important if surrounding parking is restricted.

*“Car park King St Otahuhu. I use this car park when I catch the hospital bus to Greenlane Clinical Centre and Auckland Hospital for appointments. We are advised to use this bus on appointment letters.”*

## **Bad for businesses**

Two people felt that the proposed P60 zone will have negative effects on local businesses. One person felt that fewer parking spaces (due to the Ōtāhuhu town centre transformation project) and longer parking times (from the P60 zone) would make it hard for businesses to operate.

The other person felt that the P60 zone might make it difficult for local restaurants as most of their customers want to stay for longer than an hour, especially in the evening.

*“A one hour parking limit on Station Road will again restrict our customers in the evenings from being able to park close to the restaurant entrance.”*

## **Good for businesses**

One person felt that the P60 zone in Ōtāhuhu would be good for businesses because it gives people the time they need to shop town centre.

*“To give our customer enough time to enjoy their shopping here in Otahuhu”*

## Design suggestions in feedback and AT responses

Submitters suggested a wide range of changes to the proposal. We have collated and responded to all design suggestions identified in the feedback, organised by the following theme.

Design suggestion in feedback	AT response
<b>P60 zone</b>	
<b>Time limit</b>	
<p><b>I prefer a different time limit:</b></p> <ul style="list-style-type: none"> <li>• P10 in front of the Post Office and ATM machines</li> <li>• P90 on side streets</li> <li>• P90 for people who face challenges to mobility</li> <li>• P5 or P15 to support dairies and bakeries</li> <li>• Shorter than P60 as it is a 'stop and go' area</li> <li>• Longer than P60 as is not enough time for shoppers</li> <li>• 24 hour limits on parks on King Street, Gordon Road, Mason Avenue, Station Road and near the library</li> <li>• P120 for station road for customers of Secret Thai Garden and White Cross Medical Centre</li> <li>• P120 to support businesses who required</li> <li>• P240 outside of the Otahuhu Rec Centre</li> </ul>	<ul style="list-style-type: none"> <li>• Thanks for your feedback. There will be two P15 restrictions within the zone area that will be available for short term parking. In addition, general purpose P5 loading zones can be used for loading and unloading activities.</li> <li>• Thank you for your feedback and suggestion to increase the time limit to P90 on the side streets. We appreciate that P90 time restrictions may be more convenient for some visitors. The occupancy surveys that AT undertook, suggested that average length of stay in the town centre stay was approx. 52min and thus a P60 restriction will meet these needs and at the same time will promote parking turnover and increase availability. Anyone willing to stay for longer period can park in one of the carparks within the zone area are either unrestricted or have a longer time restriction such as P120.</li> <li>• AT appreciates that a P90 time restriction may be more convenient for some visitors. The occupancy surveys that AT undertook, suggested that average length of stay in the town centre was approx. 52min and thus P60 restriction will meet these needs. In addition, people with mobility needs can either park in mobility parking spaces or within the time restriction and they get double the time posted on the sign in up to P120 time restriction provided they are displaying their mobility permit. For example, if a mobility permit holder parks in P60 time restriction they get 120 minutes to park i.e. 2 hours in P60 restriction.</li> </ul>

Design suggestion in feedback	AT response
	<ul style="list-style-type: none"> <li>• Thank you for your feedback about a restriction shorter than P60. We appreciate that a shorter restriction may be convenient for some businesses or visitors, the town centre study and occupancy surveys that AT undertook showed that average length of stay was around 52min and thus a P60 time restriction will meet these needs.</li> <li>• With regard to applying 24-hour limits on parking. The vast majority of time restrictions across Auckland are applied to standard time of Mon-Sun 8am to 6pm, this is because in majority of the town centres this is the busy times, this ensures that there is parking turnover and more visitors can visit the town centre with improved parking availability. AT does not feel that there is a need for a parking restriction which applies 24 hours.</li> <li>• Thanks for your feedback and request for a longer time restriction of P120, we appreciate that longer time restrictions may be suitable for some businesses, it might not create enough parking turnover needed in the town centre. It is important to note that time restrictions that apply to a town centre are there to support majority of businesses and visitors and to ensure there is parking turnover and improved parking availability. For any specific parking needs from businesses, parking should be provided on site by businesses for their customers.</li> <li>• Thanks for your feedback about P240 time restriction outside Otahuhu Rec centre. P240 is not considered as an appropriate time restriction as it is very difficult to monitor and enforce effectively meaning that it is easy to avoid, and vehicles tend to stay for whole day.</li> </ul>
<b>Operating hours</b>	
<p><b>The P60 zone should be in effect between:</b></p> <ul style="list-style-type: none"> <li>• 9am – 6 pm to avoid effecting people going to the local food hall and restaurants</li> </ul>	<ul style="list-style-type: none"> <li>• The standard operational hours for parking restrictions are 8am to 6pm Monday to Sunday which covers the time period when they tend to be in most</li> </ul>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> <li>• 9am – 5.30pm on weekdays</li> </ul>	<p>demand. While these times can be varied there needs to be a strong justification to avoid the ambiguity that different operational hours can bring. In this case AT does not feel that there is sufficient justification to change these hours.</p>
<b>Signs</b>	
<p><b>Signs should:</b></p> <ul style="list-style-type: none"> <li>• Be marked properly so people know where they can park for longer times.</li> <li>• have an attractive picture of something that represents Otahuhu i.e. palm tree etc on the reverse side of the P60 sign it would be nice to</li> <li>• Less cluttered than they are currently</li> <li>• As clear as possible</li> </ul>	<ul style="list-style-type: none"> <li>• Thanks for your feedback and suggestions. All parking signs that will be installed as part of the proposed zone will comply with requirements set under the Land Transport Rule: Traffic Control Devices 2004. Hence, they are clearly signposted and compliant, and we are unable to put any pictures/ images on them.</li> <li>• As the distance between any two signs in a zone parking approach can be 200m, they tend to declutter the area as much as possible.</li> </ul>
<b>Enforcement</b>	
<p><b>Parking wardens should enforce the new P60 zone regularly</b></p>	<p>Yes, our Parking Compliance team will regularly monitor the area after the implementation of P60 zone.</p>
<b>Suggested additions</b>	
<p><b>People suggested that the following streets should be included in the P60 zone:</b></p> <ul style="list-style-type: none"> <li>• All of Hall Avenue</li> <li>• Mason Avenue as parking there can be difficult</li> <li>• Station Road should be included as the pools are here</li> <li>• Atkinson Avenue as the current P15 limits are severely impacting business</li> </ul>	<ul style="list-style-type: none"> <li>• The proposal zone boundary includes the area which is zoned as Business-town centre zone under Auckland Unitary plan. As Hall Avenue has got a lot of residential properties on it, it will not be appropriate to apply the same restrictions. AT can always consider applying other relevant restrictions to this residential section of Hall avenue in line with AT Parking strategy, should parking becomes an issue.</li> <li>• The above situation also applies to Mason Avenue.</li> </ul>

Design suggestion in feedback	AT response
	<ul style="list-style-type: none"> <li>Part of Station road is included to make sure that the area zoned as Business – town centre is included within the proposal. The area outside it, is zoned as business mixed use and a different mix of parking restrictions could be proposed for this area based on business type and customer needs.</li> <li>Atkinson Avenue is an arterial road. The main function of an arterial road is to move public transport, goods and services and general traffic. Parking is considered as a low priority activity and can be replaced anytime with other restrictions such as clearway, broken yellow lines to enable smooth flow of transport. Thus, we do not intend to include it as part of this P60 zone and can deal with P15 restriction separately in consultation with our Road Safety and Traffic Engineering team.</li> </ul>
<b>Suggested exclusions</b>	
<p><b>People suggested that the following streets should not be included in the P60 zone:</b></p> <ul style="list-style-type: none"> <li>Gordon Road should remain unchanged as it has different land uses compared to the CBD of Great South Road</li> </ul>	<p>Business activities may differ on different streets in Otahuhu town centre but Gordon Road in line with other roads included in the zone, are all zoned as Business – town centre zone under Auckland Unitary plan. Moreover, P60 time restrictions already apply on Gordon Road. The proposed zone approach will reduce the number of parking signs but the time restriction will remain the same.</p>
<b>P60 zone is unnecessary</b>	
<p><b>The P60 zone is unnecessary because:</b></p> <ul style="list-style-type: none"> <li>It is not a crowded town centre</li> <li>What's the point in reducing the number of parks but increase the time limits</li> </ul>	<ul style="list-style-type: none"> <li>The occupancy survey results that AT undertook on Great South Road recorded an average peak occupancy of 90% and with rest of the town centre combined peak occupancy exceeded 80% which shows that occupancy is high in the town centre.</li> <li>Thanks for your feedback. We do understand that due to the Otahuhu transformation project a number of parking spaces are being reduced, however P60 zone meets the customer expectation in terms of length of stay as was found to be approx. 52 min during the survey AT undertook.</li> </ul>

Design suggestion in feedback	AT response
<b>Ōtāhuhu town centre</b>	
<b>People with mobility challenges</b>	
<p><b>Mobility parking</b></p> <ul style="list-style-type: none"> <li>• A lot of the time disabled parking is taken this is unfair on those who are disabled and need the parking space, especially places close to the bank/chemist/post shop</li> <li>• Lots of mobility parking</li> </ul>	<ul style="list-style-type: none"> <li>• Thanks for your feedback. Whilst we understand your concern, due to high demand for mobility spaces close to bank/ post shops during peak times of a day they may happen to be sometimes unavailable however there are number of mobility spaces in the town centre which are within a reasonable distance and can be used. We are happy to work with you to propose additional mobility spaces if there is a need. Also, if you see a vehicle parked in mobility spaces without displaying mobility permit please contact AT for enforcement that might help as well to free up the existing spaces if occupied by a non-permit holder.</li> <li>• Thanks for your feedback. There is an increasing demand from mobility users in the area to increase the spaces hence we will not be looking to reduce them and we strongly feel that the existing number of mobility spaces should remain in the area.</li> </ul>
<p><b>Elderly</b></p> <ul style="list-style-type: none"> <li>• The parking zone might be difficult for elderly people going to local restaurants as they will need longer than an hour and can't walk far</li> <li>• A mobility park outside the post office has been removed which lots of elderly people use. The next closest mobility park is at the other end of the town centre.</li> </ul>	<ul style="list-style-type: none"> <li>• The proposed P60 zone is increasing the time limit for parking on Great South road which is currently P30 and retaining the existing P60 for side streets. This will provide increased time for anyone visiting the restaurants including elderly people.</li> <li>• There are number of mobility parking spaces within the town centre, however we can understand that this may have been relocated or removed temporarily as part of the town centre transformation project, but we can advise that mobility spaces will remain same in terms of number in the town centre. AT is happy to work with the users if there is a need to propose more.</li> </ul>

Design suggestion in feedback	AT response
<b>King Street carpark</b>	
<p><b>King St carpark and other car park hours should be extended if street parking is to be restricted for those who need to park and ride, especially elderly people who are using the hospital bus</b></p>	<ul style="list-style-type: none"> <li>• Thanks for your feedback. Most of the carparks in Otahuhu are currently unrestricted and can be utilised if there is a need for long term parking. Most of the street parking within the town centre is already restricted to 60 minutes. The proposed parking zone will reduce the number of signage thereby reducing signage clutter, it is not introducing any additional restriction to on-street parking.</li> </ul>
<b>Bad for businesses</b>	
<p><b>The proposed P60 zone will make it more difficult for businesses to operate</b></p> <ul style="list-style-type: none"> <li>• Why reduce the amount of parking space but increase the parking time? Business will obviously find it hard to operate</li> <li>• Our customers take longer than 1 hour to have a meal. Some are alone and are scared to walk far at night in the dark to their car.</li> </ul>	<ul style="list-style-type: none"> <li>• Thanks for your feedback. Reduction of parking spaces in the town centre has been done as part of Otahuhu transformation project, however increasing the time limit to P60 is based on the town centre study and parking occupancy survey which showed that average length of stay was 52 min and visitors were overstaying the current P30 restriction on Great south road.</li> <li>• Thanks for your feedback and highlighting your concerns, we appreciate that longer time restrictions may be suitable for some businesses, it might not however create enough parking turnover needed in the town centre. It is important to note that time restrictions that apply to a town centre are there to support majority of businesses and visitors and to ensure there is parking turnover and improved parking availability. For any specific parking needs from businesses, parking should be provided on site by businesses for their customers.</li> </ul>

