

# Your feedback on Devonport parking changes



**Total Submissions = 461**

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## Summary

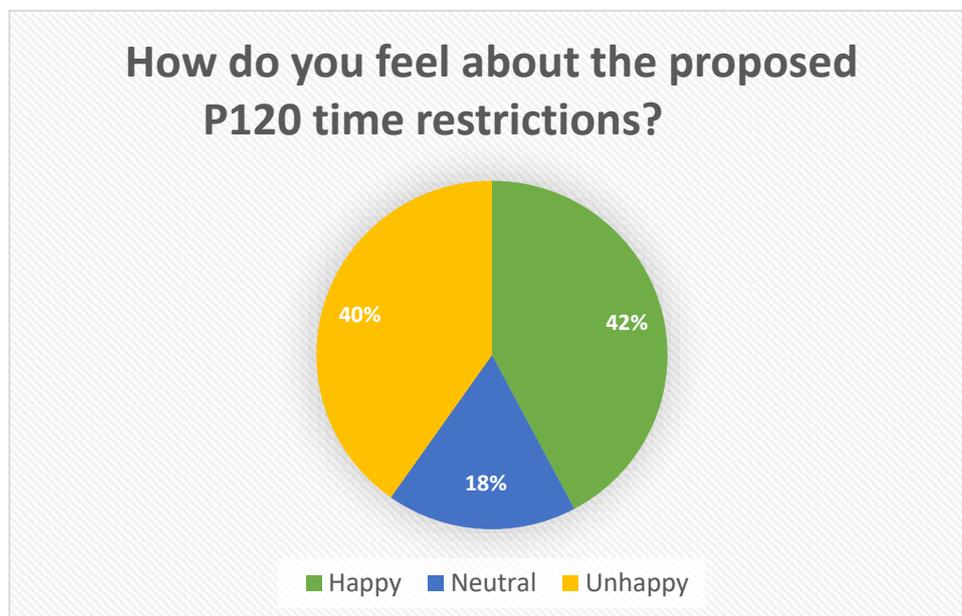
To provide greater parking availability and flexibility, Auckland Transport (AT) proposed parking changes to Devonport village and around the ferry terminal.

We proposed new P120 time restrictions through Devonport village, new paid parking around the Devonport ferry terminal, and 3 new loading /P5 zones.

We consulted on this proposal from the 24 November 2020 to the 13 December 2020 and received 461 submissions.

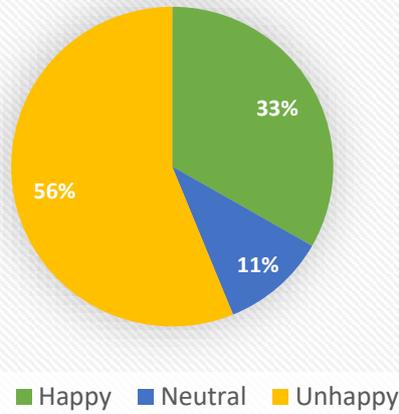
### Key themes in feedback

60% of people were either happy or neutral about the proposed P120 time restrictions and 40% of people were unhappy.



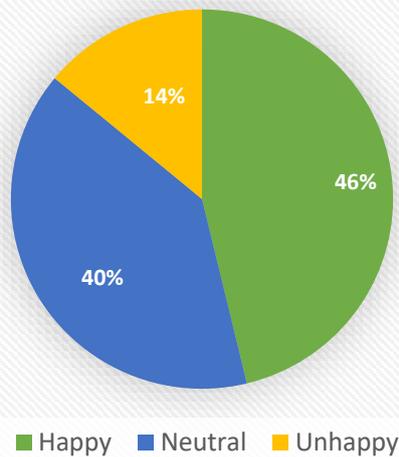
44% of people were either happy or neutral about the proposed paid parking around the ferry terminal and 56% were unhappy.

### How do you feel about the proposed paid parking around the ferry terminal?



86% of people were either happy or neutral about the proposed new P5/ loading zones and 14% were unhappy.

### How do you feel about the new P5 / loading zones?



## Top feedback themes

- 24% of people were concerned paid parking around the ferry terminal would mean less incentive to use public transport
- 16% of people stated specifically they support loading zones as they are needed for businesses
- 14% of people thought parking restrictions should be longer than P120, ideally P180
- 12% of people thought P120 is a good parking time
- 10% of people were concerned side streets will become overcrowded with commuters parking
- 8% of people thought the paid parking should have a higher cost
- 7% of people thought the changes would be good because they will help reduce all day parkers and increase parking availability
- 6% of people were concerned paid parking is revenue gathering
- 6% of people thought residents should be exempt from parking measures
- 5% of people thought the cost of 50c an hour is fair

## Project decisions

After listening to all the feedback, we will **proceed with the parking changes**.

We will monitor the parking after the changes go in to make sure it is working as intended and review any impacts on surrounding streets.

We will also be reviewing Rattray St and the residential section of Clarence St to determine what improvements we can make to deter all day parking as requested by local residents.

Once again, thank you for helping us make better decisions for your neighbourhood, informed by your local knowledge.

## Next steps

We anticipate the proposed changes will be in place in June. We will be in touch with residents and businesses prior to the change.

# Background

## What did we seek feedback on?

### Project overview

On-street parking around Devonport village and Ferry Terminal is in high demand, which means that people are often unable to find a park and become frustrated.

We are proposing changes to improve parking availability through Devonport village and around the Devonport Ferry Terminal.

Through Devonport village, we are proposing replacing all the existing parking restrictions to P120 time restrictions. This will keep parking restrictions more consistent through the village and be better suited to visitors. Around Devonport Ferry Terminal, we are proposing paid parking at 50c per hour on part of Queens Parade and the Queens Parade carpark.

We are also proposing 3 new P5 loading zones to improve parking availability for those visiting or delivering goods to local businesses.

### Project details

The changes proposed through the village included:

- Time restrictions of two hours (P120), Monday to Sunday, 8am to 6pm.
- The P120 time restriction will replace most the existing parking restrictions in the area.
- The proposal will apply to: Victoria Road, Fleet Street, Clarence Street, Wynyard Street, Flagstaff Terrace, Queens Parade (part of) Eastern side.
- New P5/ Loading zones – 2 on Clarence Street and one on Victoria Road.

### Exceptions

The following parking spaces will not be converted to P120 parking:

- Mobility spaces;
- Loading zones;
- Taxi stands;
- Motorcycle parking;
- The supermarket carpark (this will remain P90).

The paid parking proposed near the Ferry Terminal included:

- Paid parking at 50c per hour from Monday to Sunday, 8am to 6pm.
- The proposal will apply to (part of) Queens Parade and Queens Parade carpark.
- No time limit.
- 10-minute grace period (allows for pick-ups and drop-offs without needing to pay).

Exceptions

The following parking spaces will not be converted to paid parking:

- Mobility spaces;
- The Marine Square carpark (this will remain P180).

Parking will be free and unrestricted outside of these proposed times.



## **Timeline**

- 23 November 2020 - consultation opens.
- 13 December 2020 - consultation closes.
- December 2020 - March 2021 - Public feedback considered and report published.

## Consultation

We consulted on the proposed Devonport parking changes from the 24 November 2020 to the 13 December 2020.

### What we asked you

We asked:

**Please indicate how you feel about the proposed P120 time restrictions through Devonport village.** Happy, Neutral or Unhappy

*Area: Victoria Road, Fleet Street, Clarence Street, Wynyard Street, Flagstaff Terrace, Queens Parade (part of) Eastern side*

Parking change: P120 time-restricted

Time: 8am-6pm, Mon-Sun

**Why do you feel this way?**

**Please indicate how you feel about the proposed paid parking around Devonport Ferry Terminal.** Happy, Neutral or Unhappy

*Area: Queens Parade and Queens Parade Carpark*

*Cost: 50c per hour*

*Time: 8am-6pm, Mon-Sun*

**Why do you feel this way?**

**Please indicate how you feel about the proposed new P5 / loading zones**

*Area: Two on Clarence Street and one on Victoria Street.* Happy, Neutral or Unhappy

**Why do you feel this way?**

**Do you have any other comments or suggestions regarding this proposal?**

### Activities to raise awareness

To let you know about our consultation, we:

- Mailed 2633 brochures with freepost feedback forms to property owners and occupiers in the area.
- Engaged with Takapuna-Devonport Local Board and Devonport Business Association
- Sent an email to our stakeholder database.
- Set up a project webpage and an online feedback form on our website.
- Posted about the proposal on our social media channels.
- Held one drop-in session on the 2<sup>nd</sup> of December
- Put up information boards around the area

## How people provided feedback

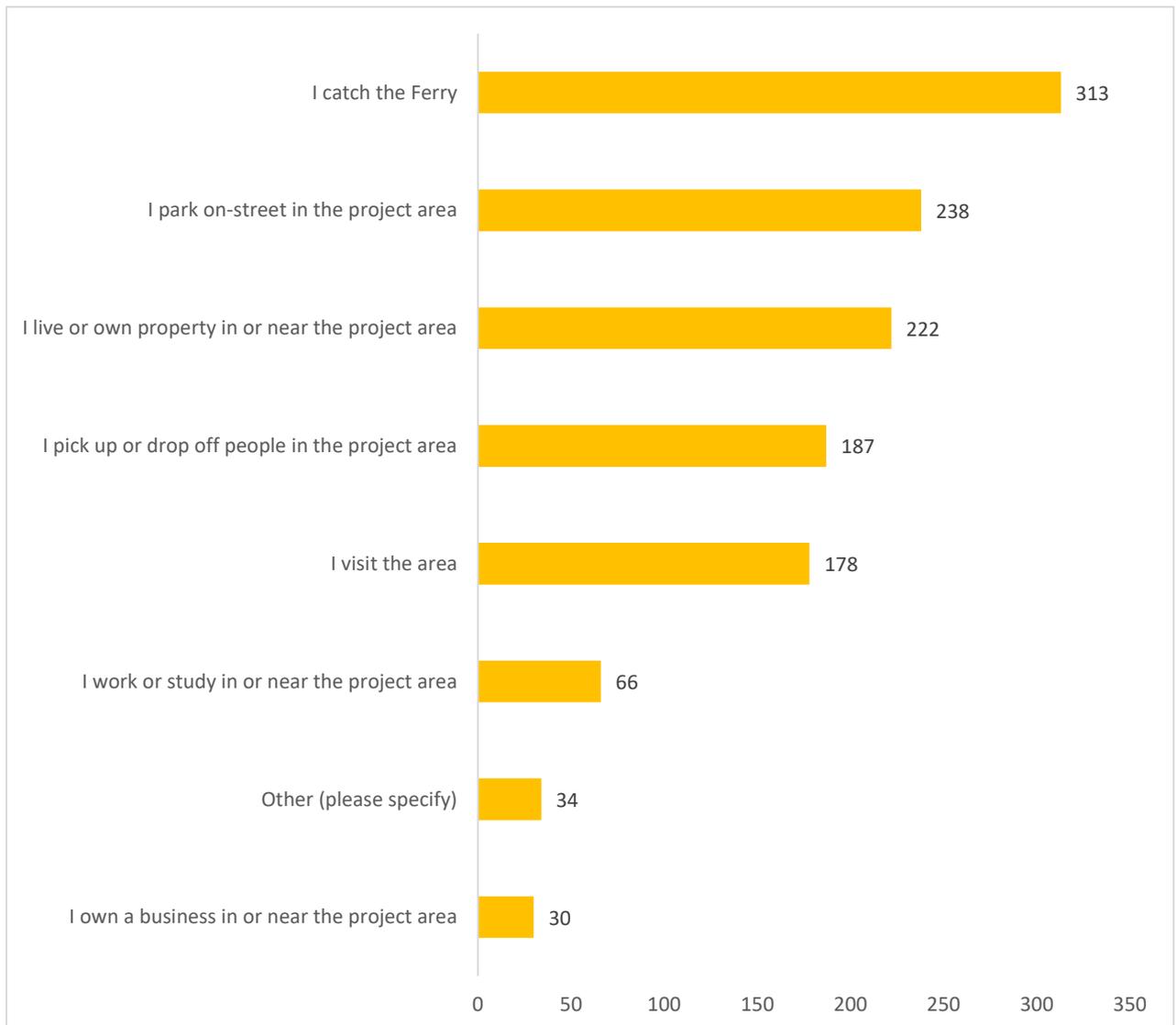
You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a freepost form included in the brochure. See <https://at.govt.nz/projects-roadworks/parking-changes-in-devonport-village/#details> at the end of this report for a copy of the feedback form.

# Your feedback

## Overview

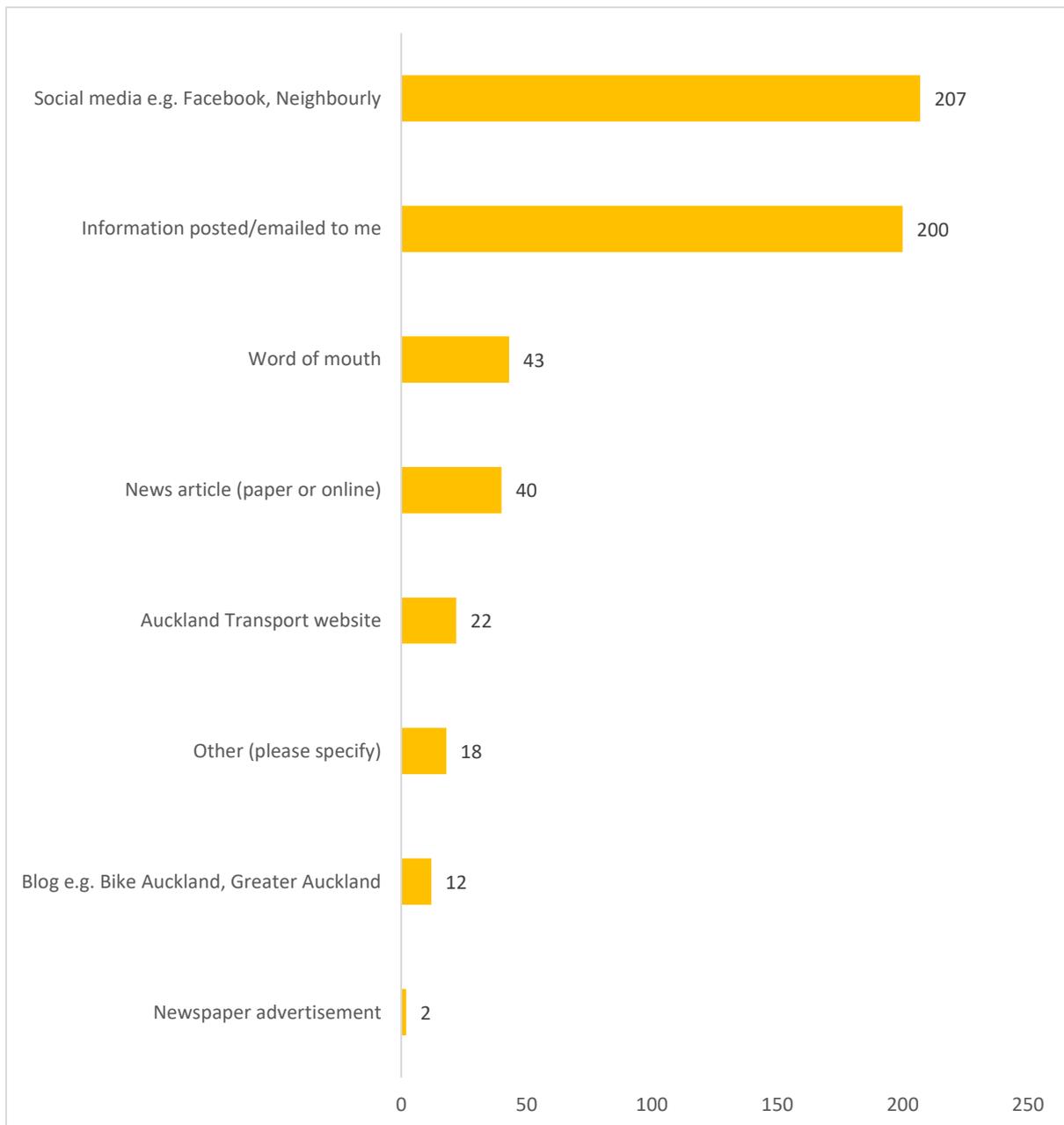
We received public feedback on the proposal from 461 submitters. 325 on-line submissions and 136 hard-copy submissions.

### What best describes your interest in this proposal?



Submissions may have included more than one theme

### How did you hear about this project?



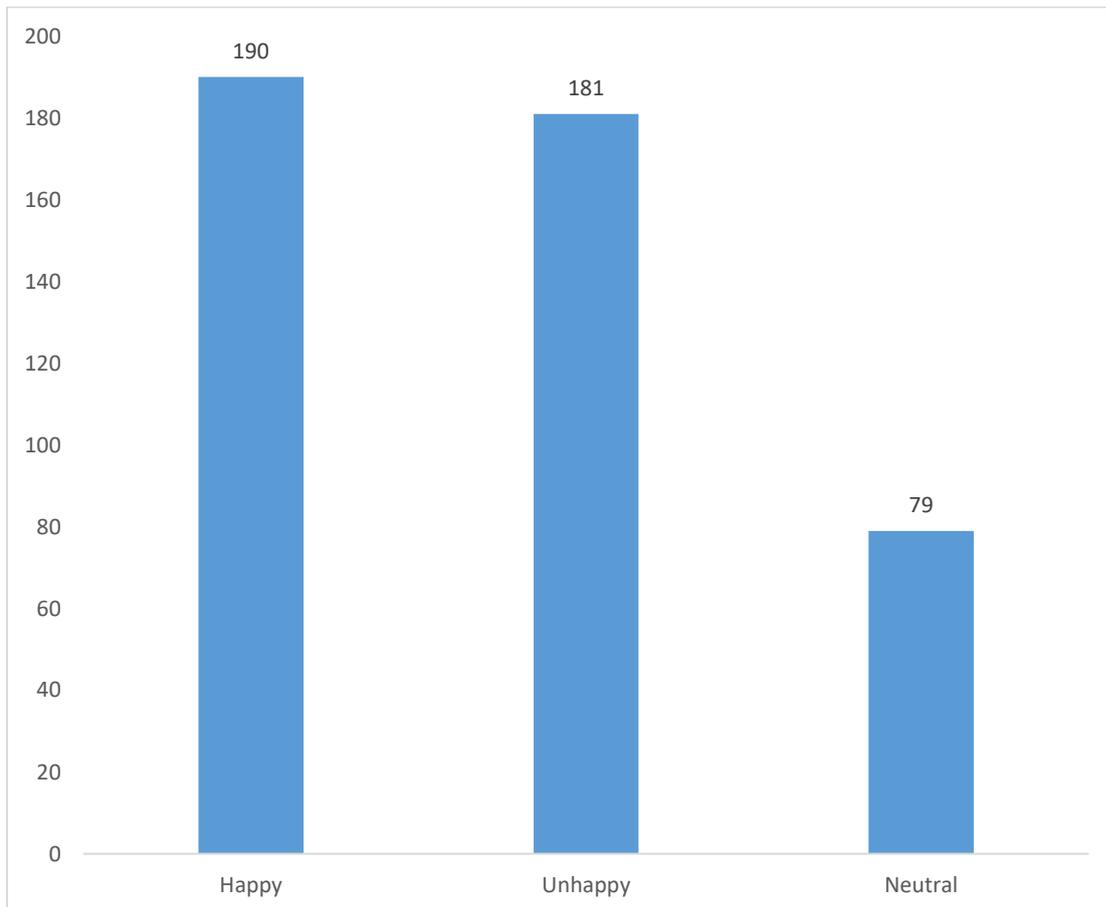
## Feedback on P120 time restrictions

**Please indicate how you feel about the proposed P120 time restrictions through Devonport village.**

*Area: Victoria Road, Fleet Street, Clarence Street, Wynyard Street, Flagstaff Terrace, Queens Parade (part of) Eastern side*

Parking change: P120 time-restricted

Time: 8am-6pm, Mon-Sun



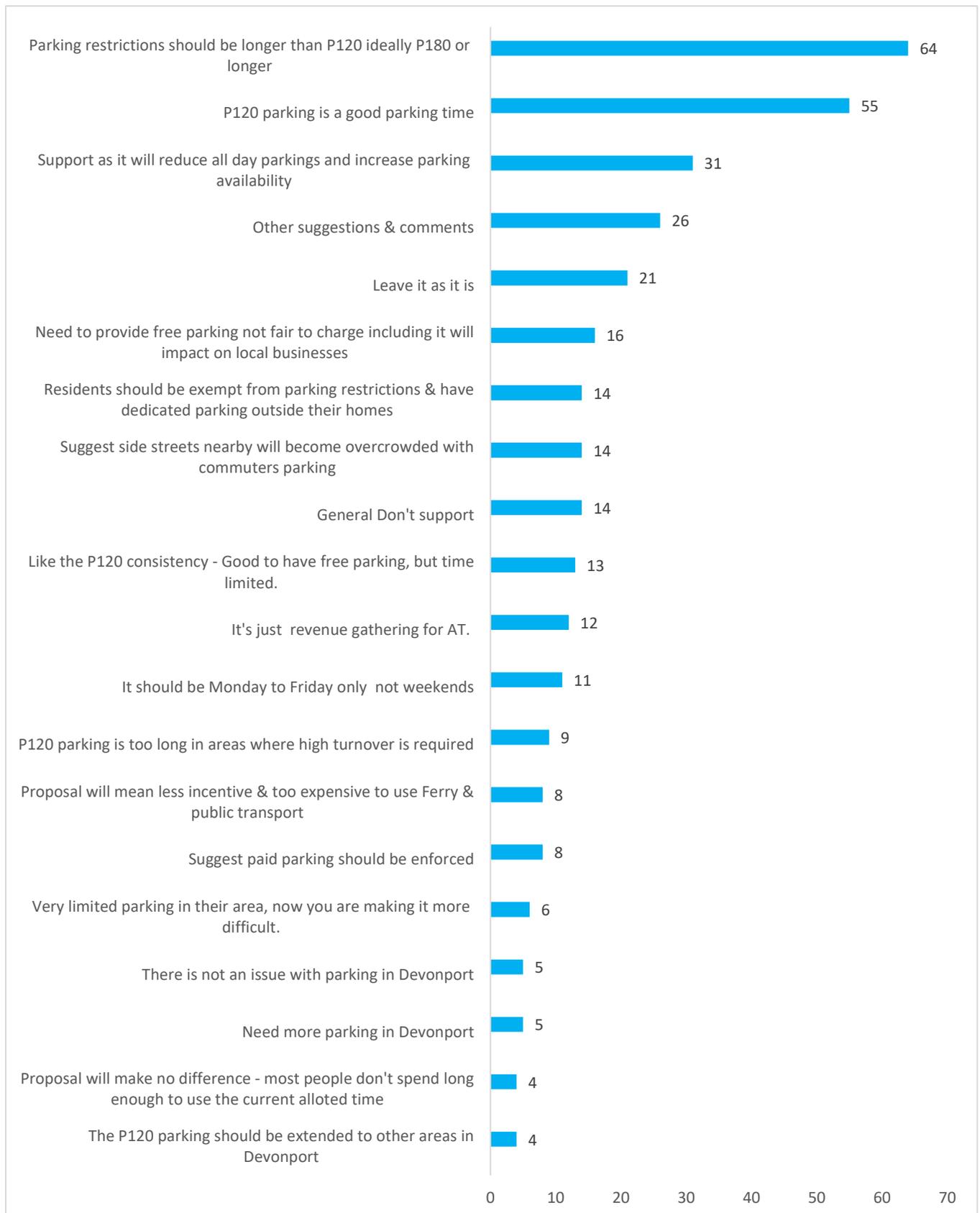
450 submissions replied to this question

190 submissions were happy with the proposed P120 time restrictions - 42%

181 submissions were unhappy with the proposed P120 time restrictions – 40%

79 submissions were neutral on the proposed P120 time restrictions – 18%

### Why do you feel this way?



336 submissions replied to this question

## Main themes

- 64 submissions replied with parking restrictions should be longer than P120 ideally P180 or longer.
- 55 submissions replied with P120 parking is a good parking time
- 31 submissions replied with support as it will reduce all day parking and increase parking availability.
- 26 submissions replied with general comments and suggestions.
- 21 submissions replied with leave Devonport parking as it is.
- 16 submissions replied with request free parking, not fair to charge including it will impact on local businesses
- 14 submissions replied with residents should be exempt from parking restrictions & have dedicated parking outside their homes.
- 14 submissions replied with suggest side streets nearby will become over-crowded with commuters parking
- 14 submissions replied with general do not like the proposal
- 13 submissions replied with like the P120 consistency - Good to have free parking, but time limited.
- 12 submissions replied with it's just revenue gathering for Auckland Transport.
- 11 submissions replied with it should be Monday to Friday only not weekends

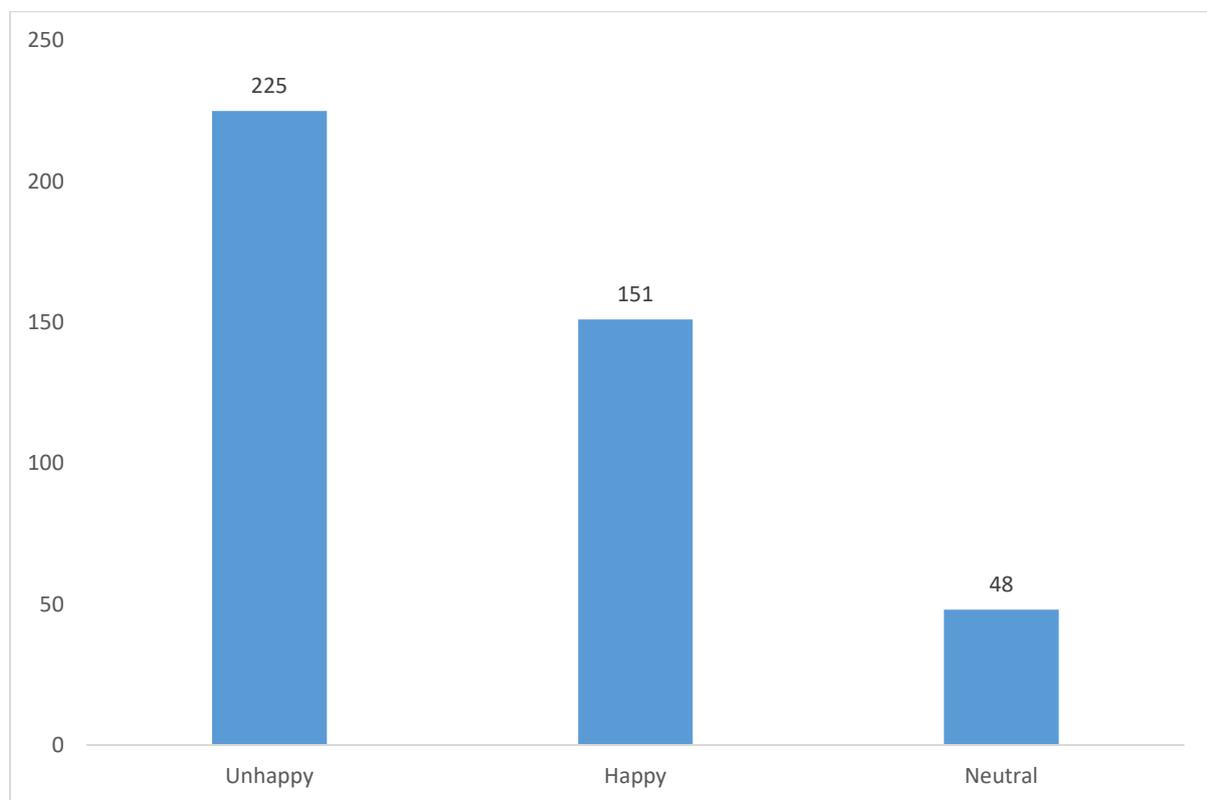
## Feedback on proposed paid parking

**Please indicate how you feel about the proposed paid parking around Devonport Ferry Terminal.**

*Area: Queens Parade and Queens Parade Carpark*

*Cost: 50c per hour*

*Time: 8am-6pm, Mon-Sun*



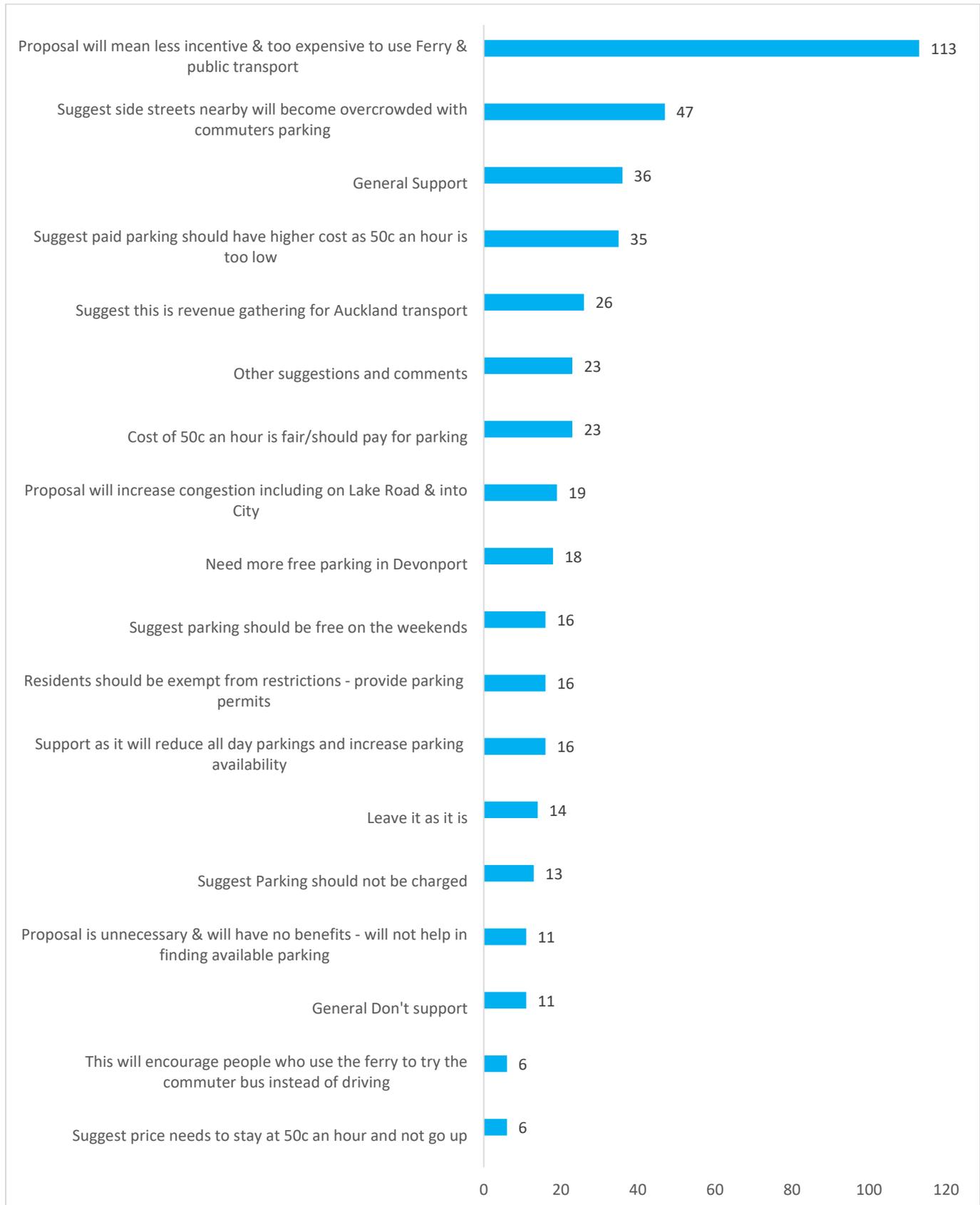
454 submissions replied to this question

225 submissions were unhappy with the proposed paid parking at the ferry terminal – 56%

151 submissions were happy with the proposed paid parking at the ferry terminal – 33%

48 submissions were neutral on the proposed paid parking at the ferry terminal – 11%

### Why do you feel this way?



369 submissions replied to this question

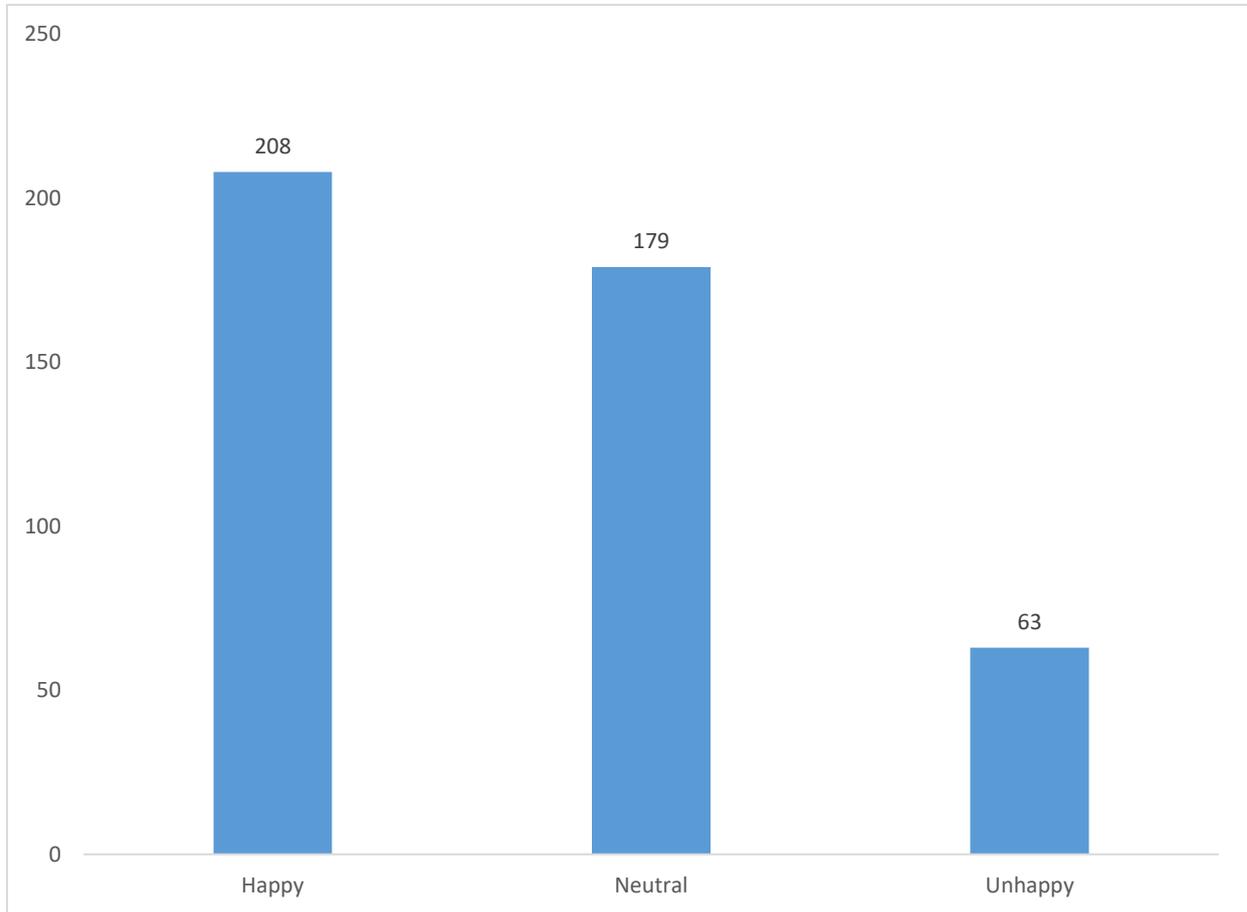
**Main themes**

- 113 submissions replied with the proposal will mean less incentive & too expensive to use Ferry & public transport.
- 47 submissions replied with suggest side streets nearby will become overcrowded with commuters parking
- 36 submissions replied with general support
- 35 submissions replied with suggest paid parking should have higher cost as 50c an hour is too low.
- 26 submissions replied with suggest this is revenue gathering for Auckland Transport.
- 23 submissions replied with the cost of 50c an hour is fair/should pay for parking
- 23 submissions replied with general suggestions and comments
- 19 submissions replied with proposal will increase congestion including on Lake Road & into CBD.
- 18 submissions replied with need more free parking in Devonport
- 16 submissions replied with suggest parking should be free on the weekends
- 16 submissions replied with residents should be exempt from restrictions - provide parking permits
- 16 submissions replied with support as it will reduce all day parking and increase parking availability
- 14 submissions replied with leave Devonport as it is
- 13 submissions replied with suggest parking should not be charged
- 11 submissions replied proposal is unnecessary & will have no benefits - will not help in finding available parking
- 11 submissions replied generally do not support

## Feedback on proposed loading zones

**Please indicate how you feel about the proposed new P5 / loading zones**

*Area: Two on Clarence Street and one on Victoria Street.*



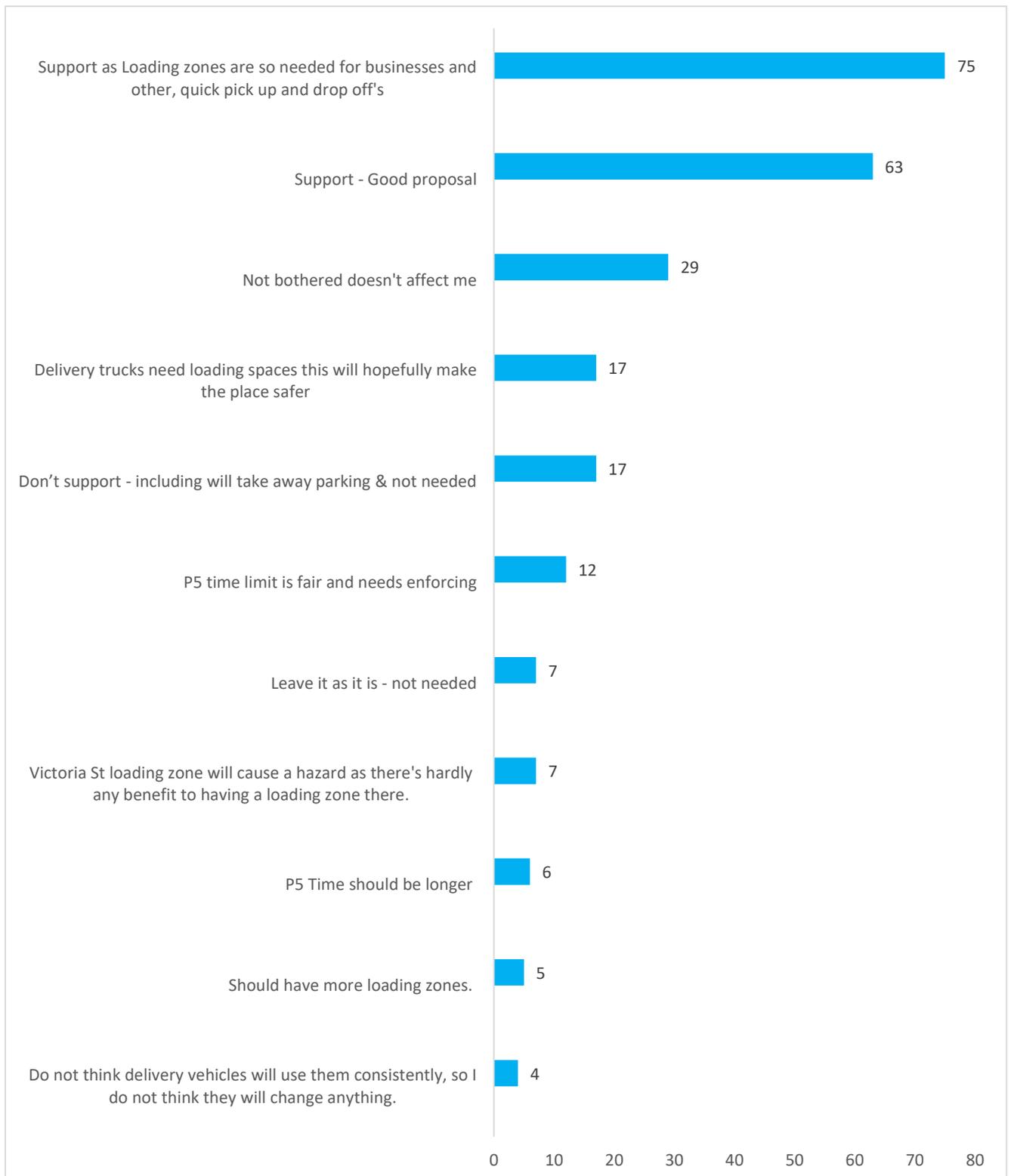
450 submissions replied to this question

208 submissions were happy with the proposed new P5 loading zones – 46%

179 submissions were neutral on the proposed new P5 loading zones – 40%

63 submissions were unhappy with the proposed new P5 loading zones – 14%

### Why do you feel this way?



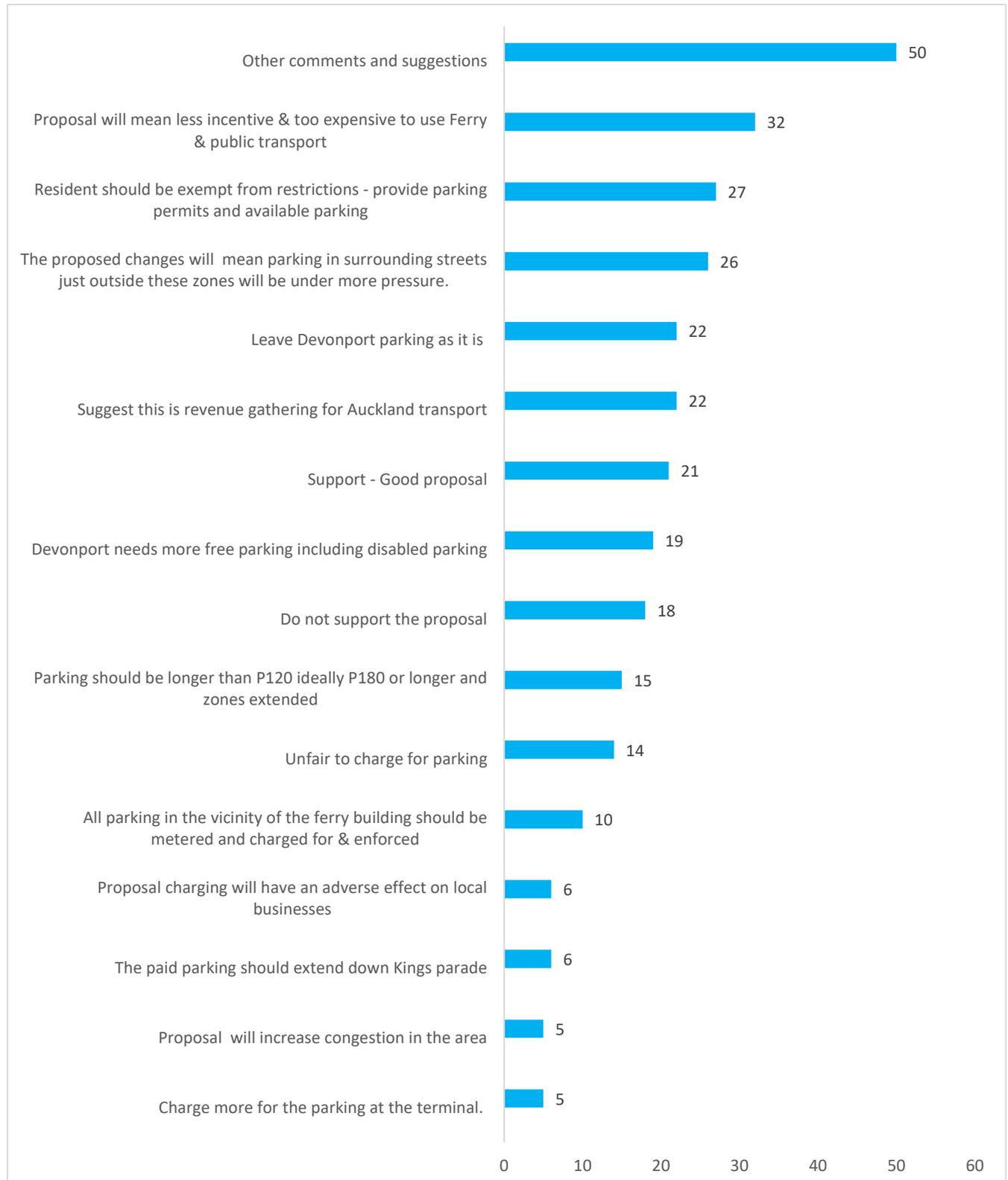
228 submissions replied to this question

## **Main themes**

- 75 submissions replied with support as Loading zones are so needed for businesses and other, quick pick up and drop off's
- 63 submissions replied with general support
- 29 submissions replied with not bothered as it doesn't affect me
- 17 submissions replied with delivery trucks need loading spaces this will hopefully make the place safer
- 17 submissions replied with don't support proposal - including will take away parking & not needed
- 12 submissions replied with P5 time limit is fair and needs enforcing
- 7 submissions replied leave it as it is - not needed
- 7 submissions replied Victoria St loading zone will cause a hazard as there's hardly any benefit to having a loading zone there.
- 6 submissions replied P5 time should be longer
- 5 submissions replied there should have more loading zones.

## Feedback on proposal overall

### Do you have any other comments or suggestions regarding this proposal?



288 submissions replied to this question

## **Main themes**

- 50 submissions replied with general comments and suggestions
- 32 submissions replied with the proposal will mean less incentive & too expensive to use ferry & public transport
- 27 submissions replied with resident should be exempt from restrictions - provide parking permits and available parking
- 26 submissions replied with the proposed changes will mean parking in surrounding streets just outside these zones will be under more pressure.
- 22 submissions replied with leave Devonport parking as it is
- 22 submissions replied suggest this is revenue gathering for Auckland Transport
- 21 submissions replied with a general support the proposal
- 19 submissions replied with Devonport needs more free parking including disabled parking
- 18 submissions replied with do not support the proposal
- 15 submissions replied with parking should be longer than P120 ideally P180 or longer and zones extended
- 14 submissions replied with it is unfair to charge for parking
- 10 submissions replied with all parking in the vicinity of the ferry building should be metered and charged for & enforced

## 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 themes.

Design suggestion in feedback	AT response
<b>Parking restrictions should be longer than P120 ideally P180 or longer</b>	
<p>I think parking around the park and playground needs to be 180 mins. I will drive in with small children to use the library and playground and stay in excess of 2 hours.</p>	<p>No changes are proposed to the P180 Marine Square carpark right outside the Ferry terminal, same as the P180 on-street parking along King Edward Parade right outside the Library.</p> <p>Additionally, most of the parking bays in Victoria Road are currently P60, so the proposed P120 will be also beneficial for customers wanting to spend more time in the Village.</p>
<p>Need 180 minimum restriction to get over to city by ferry and back Queen Parade part of Eastern side</p>	<p>Marine Square carpark will remain P180 time restricted, as currently is.</p>
<p>This will affect people having lunches in cafes and doing some shopping. They will have to rush out and move their cars. It's not even long enough to go to a movie. This will just hurt the Village.</p>	<p>P120 has been the agreed time restriction with the main stakeholders in this area, including Business Association and Local Board. According to our study, the average length of stay in the town centre was approximately 90 minutes.</p>
<b>Like the P120 consistency - Good to have free parking, but time limited.</b>	
<p>I feel that having so many different parking allowances is confusing - 2 hours is a good limit.</p>	<p>AT recommended rationalising existing restrictions and adopting universal parking restrictions. This will simplify parking restrictions for users and improve streetscape by reducing signage clutter. Considering 80% of vehicles tend to stay less than two hours, a P120 parking zone is recommended.</p>
<p>P120 will enable me (and encourage others) to shop more in Devonport. I have found the current P60 and P90 restrictions too short to be able to, say, visit the doctor, one other shop and have a coffee with a friend.</p>	<p>AT recommended rationalising existing restrictions and adopting universal parking restrictions. This will simplify parking restrictions for users and improve streetscape by</p>

Design suggestion in feedback	AT response
	reducing signage clutter. Considering 80% of vehicles tend to stay less than two hours, a P120 parking zone is recommended.
<b>Will reduce all day parking and increase parking availability</b>	
Makes sense. Will improve parking for people visiting the village, and stop people using these valuable parks for all-day parking	Thank you for your feedback.
<b>Proposal will mean less incentive &amp; too expensive to use Ferry &amp; public transport</b>	
Paid parking discourages people from using the ferry. Also, very inconvenient with unpredictable working hours. Will drive into town of this gets through instead of using ferry	<p>AT recommends introducing paid parking in the Queens Parade Carpark due to high occupancy during the week.</p> <p>Correct pricing improves availability, achieves turnover and reduces car shuffle. Therefore, AT is expecting that customers would be able to find a parking space throughout the day, as opposed to just in the early morning.</p>
People can't afford to use a ferry and pay for this everyday too	<p>Paid parking encourages alternative modes of travel and can influence the travel choices that people make. People would consider alternatives such as public transport, carpooling, cycling or walking if they can see direct cost savings.</p> <p>Please be aware that the Devonport ferry fare is now integrated with our other public transport fares. In practice, this means single zone bus or train trips taken within 30 minutes of tagging on or off the Devonport ferry are included in the ferry fare. For example, the fare for travelling from Cheltenham to Newmarket would be \$5 (the ferry fare only). This would include the bus from Cheltenham to the Devonport Ferry Terminal, the ferry to the Downtown Ferry Terminal and the train to Newmarket. This is the case for people travelling on AT HOP cards.</p>

Design suggestion in feedback	AT response
<p>Do you want people to take the ferry or not?? If you want people to take public transport stop adding extra charges. Some people work long hours and can't afford the extra charges on top of the ferry which is already expensive. This will cause more people driving down lake road which is already congested and the reason why people avoid Devonport.</p>	<p>We acknowledge that some people will choose to use the car for more journeys, but based on the consultation feedback we received, we anticipate the changes we're making will help more people.</p> <p>Please be aware that the Devonport ferry fare is now integrated with our other public transport fares. In practice, this means single zone bus or train trips taken within 30 minutes of tagging on or off the Devonport ferry are included in the ferry fare. For example, the fare for travelling from Cheltenham to Newmarket would be \$5 (the ferry fare only). This would include the bus from Cheltenham to the Devonport Ferry Terminal, the ferry to the Downtown Ferry Terminal and the train to Newmarket. This is the case for people travelling on AT HOP cards.</p>
<p>Ferry is expensive as it is. Plus, parking. It would make it more economical to drive over the bridge and park.</p>	<p>We acknowledge that some people will choose to use the car for more journeys, but based on the consultation feedback we received, we anticipate the changes we're making will help more people.</p> <p>Please be aware that the Devonport ferry fare is now integrated with our other public transport fares. In practice, this means single zone bus or train trips taken within 30 minutes of tagging on or off the Devonport ferry are included in the ferry fare. For example, the fare for travelling from Cheltenham to Newmarket would be \$5 (the ferry fare only). This would include the bus from Cheltenham to the Devonport Ferry Terminal, the ferry to the Downtown Ferry Terminal and the train to Newmarket. This is the case for people travelling on AT HOP cards.</p>

Design suggestion in feedback	AT response
<b>Suggest paid parking should have higher cost 50c an hour is too low</b>	
This is a very valuable piece of land. Ratepayers should not be giving away free parking. The fee should be much higher.	Thanks for your feedback
50c an hour doesn't really reflect market demand. Should be charged at commercial rate or at least \$1.50/hr.	Thanks for your feedback
<b>Cost of 50c an hour is fair</b>	
The current arrangements are unfair because people who park pay nothing but those that do the right thing and catch the bus pay \$4 return. The proposed rate of 50c / hour seems about right. If you park you will pay a bit more than someone who catches the bus - probably around \$5 per day.	Thanks for your feedback
Cheap at that price and might encourage bus use	Thanks for your feedback
<b>Suggest this is revenue gathering for Auckland transport</b>	
Cheap money grabbing technique, doesn't solve any existing problems.	<p>Over the past years, AT has received numerous complaints about the lack of availability in the Ferry terminal carparks.</p> <p>Accordingly, AT carried out some parking surveys in the area. The surveys proved that the carpark was almost at capacity throughout the whole week. Very little turnover and long-term parking was observed.</p> <p>AT's parking strategy recommends parking interventions when occupancy is above 85% to manage high parking demand and improve availability.</p> <p>We believe paid parking to Queens Parade carpark in Devonport, and in some on-street spaces along Queen Parade by Devonport Ferry Terminal would improve some of the ongoing parking issues.</p> <p>Additionally, we are proposing to apply a consistent P120 time restriction to Devonport Village. Currently there are a number of different time restrictions in the area which can be confusing for customers and add to street clutter.</p>

Design suggestion in feedback	AT response
<b>Leave it as it is</b>	
<p>Devonport parking configurations are fine as they are. Leave it as it is</p>	<p>Over the past years, AT has received numerous complaints about the lack of availability in the Ferry terminal carparks.</p> <p>Accordingly, AT carried out some surveys in the area. The surveys proved that the carpark was almost at capacity throughout the whole week. Very little turnover and long-term parking was observed.</p> <p>AT's parking strategy recommends parking interventions when occupancy is above 85% to manage high parking demand and improve availability.</p> <p>We believe paid parking to Queens Parade carpark in Devonport, and in some on-street spaces along Queen Parade by Devonport Ferry Terminal would improve some of the ongoing parking issues.</p> <p>Additionally, we are proposing to apply a consistent P120 time restriction to Devonport Village. Currently there are a number of different time restrictions in the area which can be confusing for customers and add to street clutter</p>
<b>Suggest side streets nearby will become over-crowded with commuters parking</b>	
<p>Another \$5 per day - \$25 per week - circa \$1,000 per year to catch the ferry to work; essentially a 50% increase in my ferry commute to work (i.e. currently costs \$2,000 per year). All it is going to do is push people to park in the side streets of Devonport.</p>	<p>AT will monitor the area, if spill overs are observed in some of the residential streets in the area, AT will use our parking strategy on possible solutions</p>
<p>It will drive people to park in free residential areas making it difficult for people who live in the local area to park.</p>	<p>AT will monitor the area, if spill overs are observed in some of the residential streets in the area, AT will use our parking strategy on possible solutions</p>
<b>Residents should be exempt from restrictions - provide parking permits</b>	

Design suggestion in feedback	AT response
A wider strategy should be employed for Devonport and people who live in Devonport should be exempt from parking restrictions outside their homes.	AT has implemented residential parking areas in some other suburbs in the region. If high occupancy is observed, AT will consult directly with the main stakeholders in the area to explore the feasibility to introduce a RPZ in some of the residential street is Devonport.
Residents of Devonport and nearby suburbs shouldn't have to pay to park whilst they are already paying the cost of the ferry to get to work and back.	Queens Parade carpark is a public asset managed by AT where equal rules should apply for all customers. AT cannot exempt residents or any specific group from payment.
<b>Suggest parking should be free on the weekends</b>	
I think it should be free on the weekends - at the very least on Sundays. If we really want to encourage people onto public transport, then we need to make it easy for them. For lots of families the cost of the ferry makes driving a cheaper option.	<p>According to our surveys, this carpark was also at capacity during weekends. Therefore, AT is aiming to control demand during weekends due to high occupancy</p> <p>However, unrestricted options are still observed in the proximities.</p>
Disincentivizes commuters to drive to the ferry every day and makes parking available when really needed/prepared to pay. Keep free at weekends when it's generally not too busy to encourage families to ferry rather than drive to Auckland.	<p>AT feels that it is important there are some spaces available where customers have the choice to stay for the time that they need. This only can be achieved by paid parking, as correct pricing improves availability, achieves turnover and reduces car shuffle.</p> <p>According to our surveys, the carpark by the Ferry terminal was always at capacity with very little turnover.</p>
<b>Support as Loading zones are so needed for businesses and other, quick pick up and drop off's</b>	
Makes sense to have designated drop off areas and safer for all concerned	Thank you for your feedback.
Cars are regularly "parked" loading and unloading beside the carparks with hazards on due to no spaces available	Thank you for your feedback.
This will be good for people that need to just pop in to get things and allow for local business to unload and restock easier.	Thank you for your feedback.

Design suggestion in feedback	AT response
<b>Need to provide free parking not fair to charge including it will impact on local businesses</b>	
<p>This would discourage people to go into Devonport village, therefore making the businesses suffer. I would rather dine elsewhere than risk a fine if I went just over. People would also just park in the supermarket and walk meaning it would be difficult just to get a park to go buy some milk.</p>	<p>AT is proposing to apply a consistent P120 time restriction to Devonport Village. Currently there are a number of different time restrictions in the area which can be confusing for customers and add to street clutter.</p> <p>According to our investigations, over 80% of the cars stay in the Village less than 90 minutes. Therefore, we feel that two-hour parking will improve the customer experience and assist businesses.</p>
<b>Devonport needs more parking</b>	
<p>AT is avoiding the main issue- providing adequate car parking for public transport hubs. What Devonport needs is more free parking for the ferry. The simple solution would be that public transport card holders get free car parking at transport hubs.</p>	<p>Parking is a limited public asset. AT cannot provide unlimited parking for our customers.</p> <p>AT recommends introducing paid parking in the Queens Parade Carpark due to high occupancy during the week.</p> <p>Correct pricing improves availability, achieves turnover and reduces car shuffle. Therefore, AT is expecting that customers would be able to find a parking space throughout the day, as opposed to just in the early morning.</p>
<p>Just stop taking away parking. Build more carparks.</p>	<p>Parking supply in Devonport area will not be affected by the proposal. AT is proposing some parking changes aligned with AT's parking strategy.</p>

# Attachment 1: Feedback form

## Feedback form

Please complete this freepost form and return it to us by **Sunday 13 December 2020**  
Alternatively, you can provide feedback online at [AT.govt.nz/haveyoursay](https://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 you need more space, you can attach a document or go online to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay). If your comment relates to a specific location, please be sure to state where.

Question	Proposed area	Happy Neutral Unhappy <i>Please circle one</i>	Why do you feel this way?
1. Please indicate how you feel about the proposed P120 time restrictions through Devonport village.	<b>Victoria Road, Fleet Street, Clarence Street, Wynyard Street, Flagstaff Terrace, Queens Parade (part of) Eastern side</b> P120 time-restricted, 8am-6pm, Mon-Sun	  	
2. Please indicate how you feel about the proposed paid parking around Devonport Ferry Terminal.	<b>Area:</b> Queens Parade and Queens Parade Carpark <b>Cost:</b> 50c per hour <b>Time:</b> 8am-6pm, Mon-Sun	  	
3. Please indicate how you feel about the proposed new P5 / loading zones.	<b>Two on Clarence Street and one on Victoria Road</b>	  	
4. Do you have any other comments or suggestions regarding this proposal?			

FOLD

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