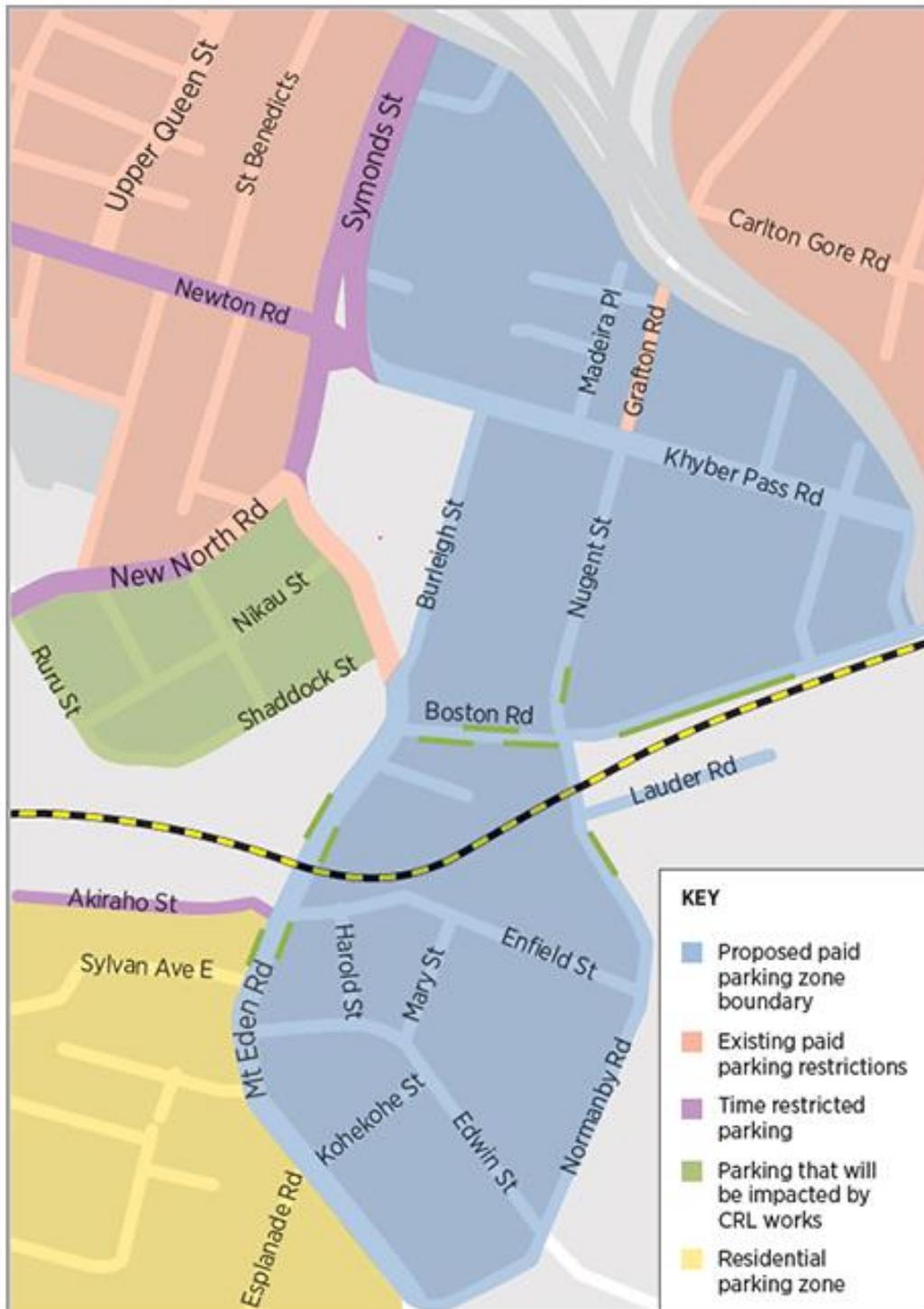


Your feedback on: Parking changes for Eden Terrace



Contents

1. Summary.....	3
Overview.....	3
Q1: What do submitters think about proposal?	3
Q2: Top 10 feedback themes.....	4
Q3: Top 10 feedback themes.....	5
Project decisions.....	6
Next steps.....	6
2. Background	7
What did we seek feedback on?.....	7
Why did we propose these parking changes?.....	8
3. Feedback activities	9
What we asked you	9
Activities to raise awareness	9
How people provided feedback	9
4. Feedback received	10
Q1: What do you think of the proposed changes to on-street parking around Eden Terrace?	10
Q2: Why do you feel this way?.....	11
10 most mentioned themes – all submitters	11
Key feedback topics and themes – Q2 why do you feel this way?.....	12
Q3: Do you have any suggestions for improving the proposal?.....	44
10 most mentioned themes – all submitters	44
Key feedback topics and themes – Q3 Do you have any suggestions for improving the proposal?.....	45
Peoples interest in the proposal and feedback by interest group	59
Attachment 1: Feedback form	66
Feedback from key interest groups.....	67

1. Summary

Overview

During September 2020 we asked people to provide feedback on the proposed parking changes to Eden Terrace. We received submissions from **385 people**.

Feedback consisted of responses to 3 questions:

Q1: What do you think of the proposed changes to on-street parking around Eden Terrace?

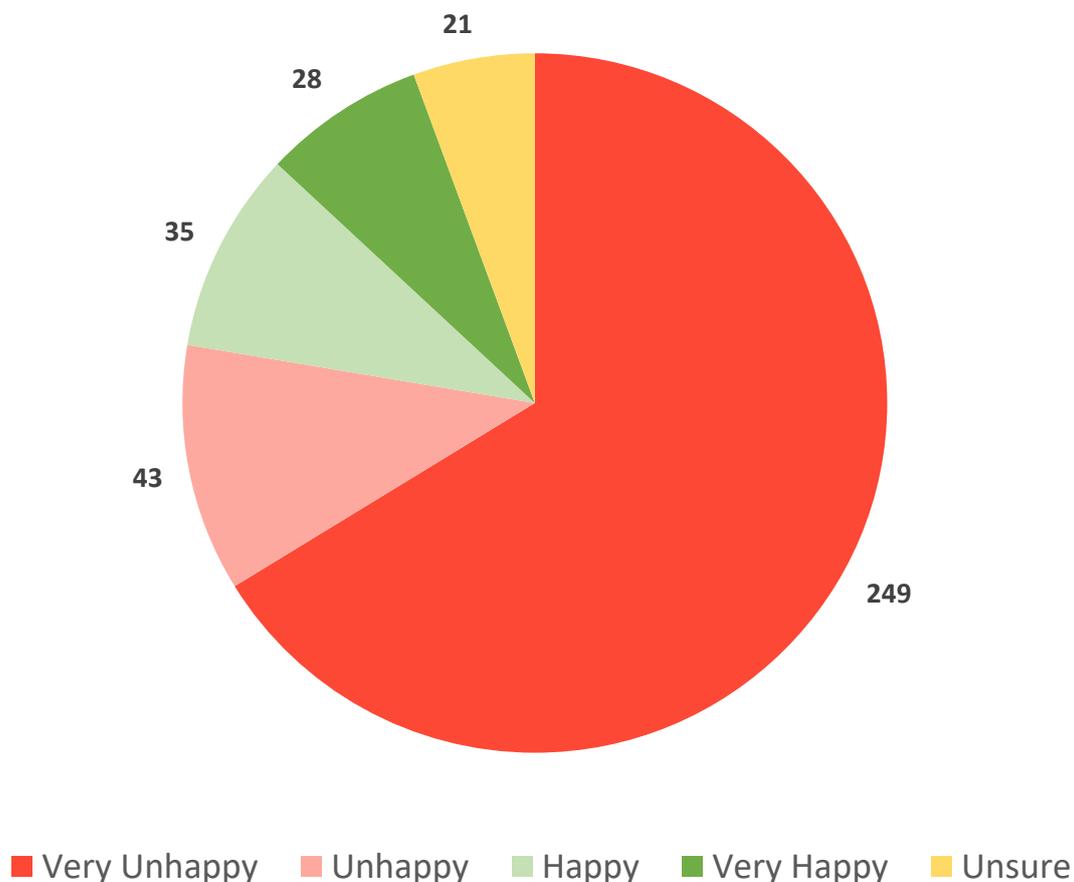
Q2: Why do you feel this way?

Q3: Do you have any suggestions for improving the proposal?

The feedback for Q2 has been grouped into 34 themes and the themes have been clustered together under 8 topics. For example, one topic is “Residents” and feedback themes that involve residents have typically been grouped under the “Residents” topic. The feedback for Q3 has been grouped into 18 themes, the themes have been clustered together under 3 topics.

The feedback results, topics, themes, and Auckland Transport’s (AT’s) response to the feedback themes are outlined in the [Feedback received](#) section of this report. Below is a summary of the feedback received.

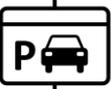
Q1: What do submitters think about proposal?



Q2: Top 10 feedback themes

Feedback Theme		No. of Mentions
	Residents have not been considered / will be negatively impacted by proposal	88
	Residents want an RPZ and/or free parking	82
	Local apartment complexes/town houses have insufficient onsite parking	65
	Parking is difficult in this area	43
	Parking in area is used by, needed for, all day by workers.	38
	Don't like that parking in area is used all day by workers	34
	This is a revenue gathering exercise only	29
	Public transport is not a good enough option for many people	28
	Parking is worse due to Mt Eden Train station closure	27
	Proposal will not improve parking situation	26

Q3: Top 10 feedback themes

Feedback Theme	No. of Mentions
 Make parking free to residents	68
 Don't make changes	62
 Create more parking for residents	37
 Create an RPZ in this area	34
 Keep parking free / make more free parking	29
 Suggested changes to parking rates / prices	21
 Suggested changes to hours of operation of paid parking	20
 Area needs more parking / general suggestions to create more parking	19
 Suggestions related to time limited parking	18
 Improve public transport options	17

Project decisions

After considering the public feedback **we are recommending to progress with the project** through to implementation, subject to the following changes:

- Amending the tariff to 50c an hour flat rate.
- Operating hours remain the same (Monday-Friday, 9am-6pm)

Also, there are a number of time restrictions within the zone currently operating Monday to Sunday. The proposed paid parking zone would replace these restrictions on a Monday to Friday but as they would not be in conflict with the restrictions on a Saturday and Sunday where applicable, these would remain in force.

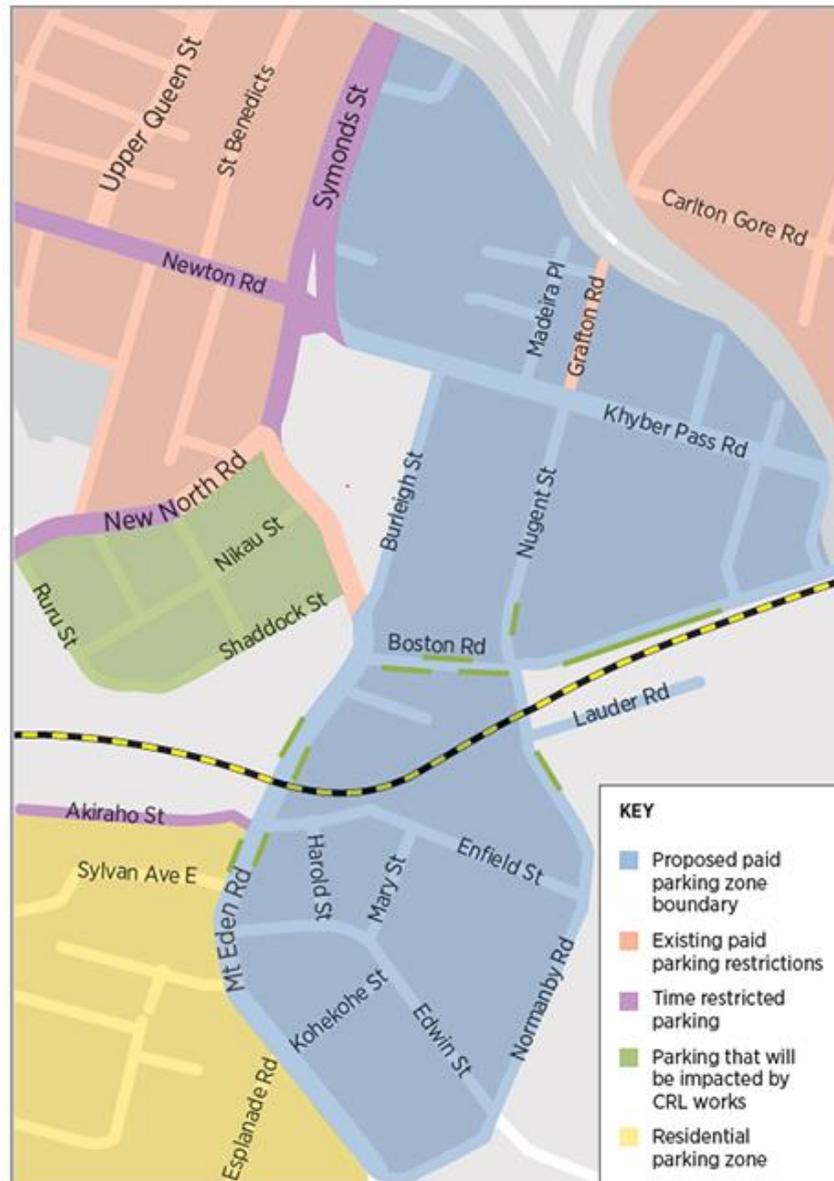
Next steps

AT will be in touch with residents and local businesses about 2 weeks before the changes to the parking take effect, if required. At this stage we expect the changes to take effect by end of June 2021.

2. Background

What did we seek feedback on?

The area proposed for changes is shown in blue in the map below (Proposed paid parking zone boundary):



The changes proposed for the blue area were:

- Removal of time limited on-street parking.
- On-street parking to become paid parking Monday-Friday, 9am-6pm.
- On-street parking to cost:
 - \$1/hr (0-2 hour stay)
 - \$2/hr (2+ hours stay)

The public were asked the following questions about the proposed changes:

- What do you think of the proposed changes to on-street parking around Edén Terrace?
- Why do you feel this way?
- Do you have any suggestions for improving the proposal?

Why did we propose these parking changes?

The proposed changes are in line with how AT manages on-street parking across Auckland. Our aim is to have an average of 85% of the parking spaces occupied at peak times (during the four busiest hours of the day), meaning around one in seven parking spaces will be available. This is an internationally recognised approach to managing on-street parking.

AT proposed to introduce paid parking restrictions. Introducing paid parking will ensure parking is well-used, but people can still easily find a space.

On-street parking around Eden Terrace is in high demand. When we surveyed the area, we found that the average peak occupancy on weekdays was 96% (i.e. between 11am and 3pm). This means people often can't find a park and become frustrated. Traffic congestion also increases as people drive around searching for a parking space. We had also received complaints about poor and illegal parking in the area.

Paid parking with no time limits helps manage demand and is a flexible way to manage parking. It works really well in areas with high parking demand and limited parking spaces.

Time restrictions often don't work for people as they need overstay the time restrictions and risk being issued a parking ticket.

Residential Parking Zones (RPZ) are suitable in fringe heritage suburbs where properties are on a single title, have no off-street parking and are zoned as residential in the Auckland Unitary plan (AUP). The area within this proposal is zoned as business mixed use and while we appreciate that there may be residential elements within the proposed area these tend to be of an intensified nature which would inevitably bring an unsustainable demand for permits should they be offered.

3. Feedback activities

During September 2020 we asked people to provide feedback on the proposed parking changes to Eden Terrace. We received submissions from **385 people**.

What we asked you

- What do you think of the proposed changes to on-street parking around Eden Terrace?
- Why do you feel this way?
- Do you have any suggestions for improving the proposal?

Activities to raise awareness

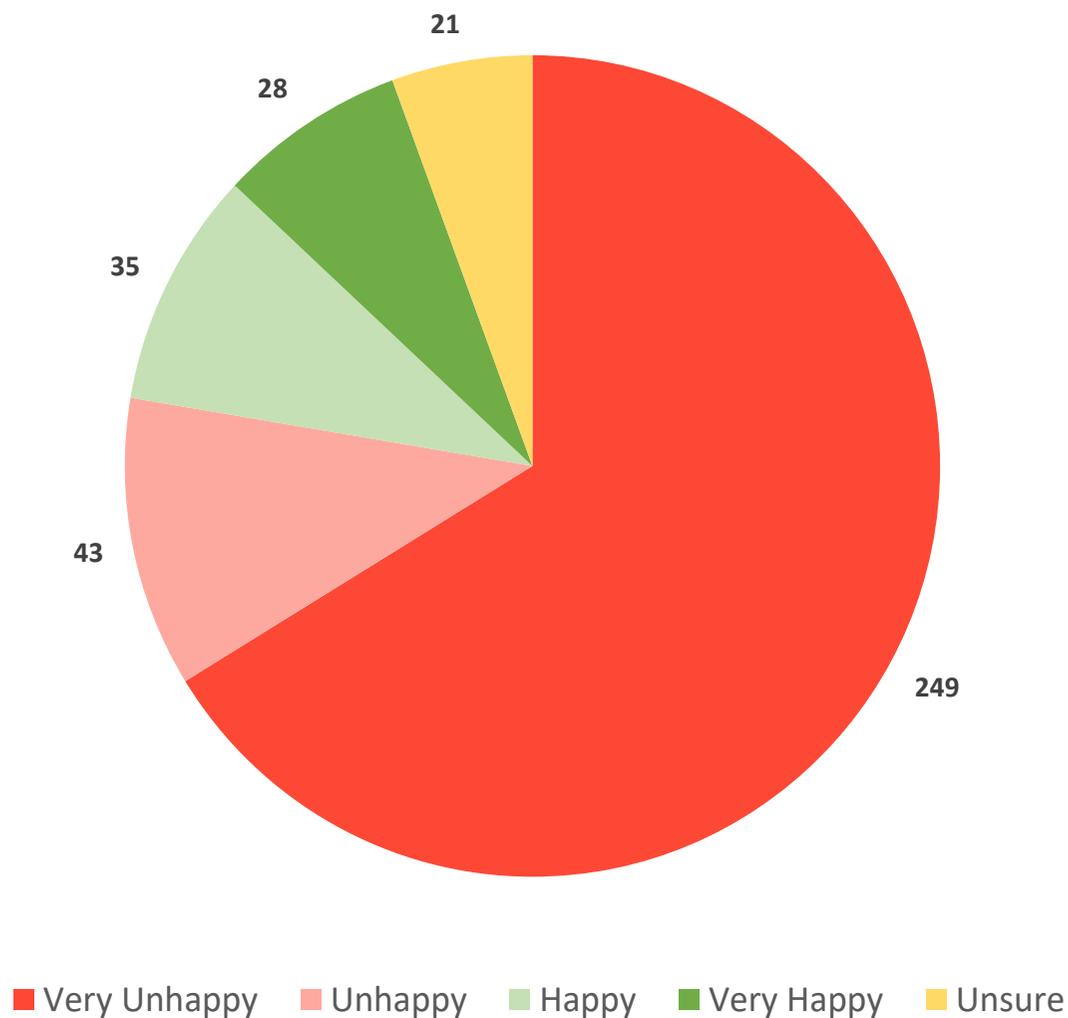
- mailed 3852 letters with free post feedback forms to property owners and occupiers in the area
- emailed information to other key interest groups
- set up a project webpage and an online feedback form on our website
- shared a media release on the proposal
- Met with stakeholders to discuss their concerns
- Due to Covid-19 we were unable to provide opportunities to provide face to face

How people provided feedback

You could provide feedback using an online submission form on the project webpage or a freepost form included with the project letter. See **Attachment 1** for a copy of the feedback form.

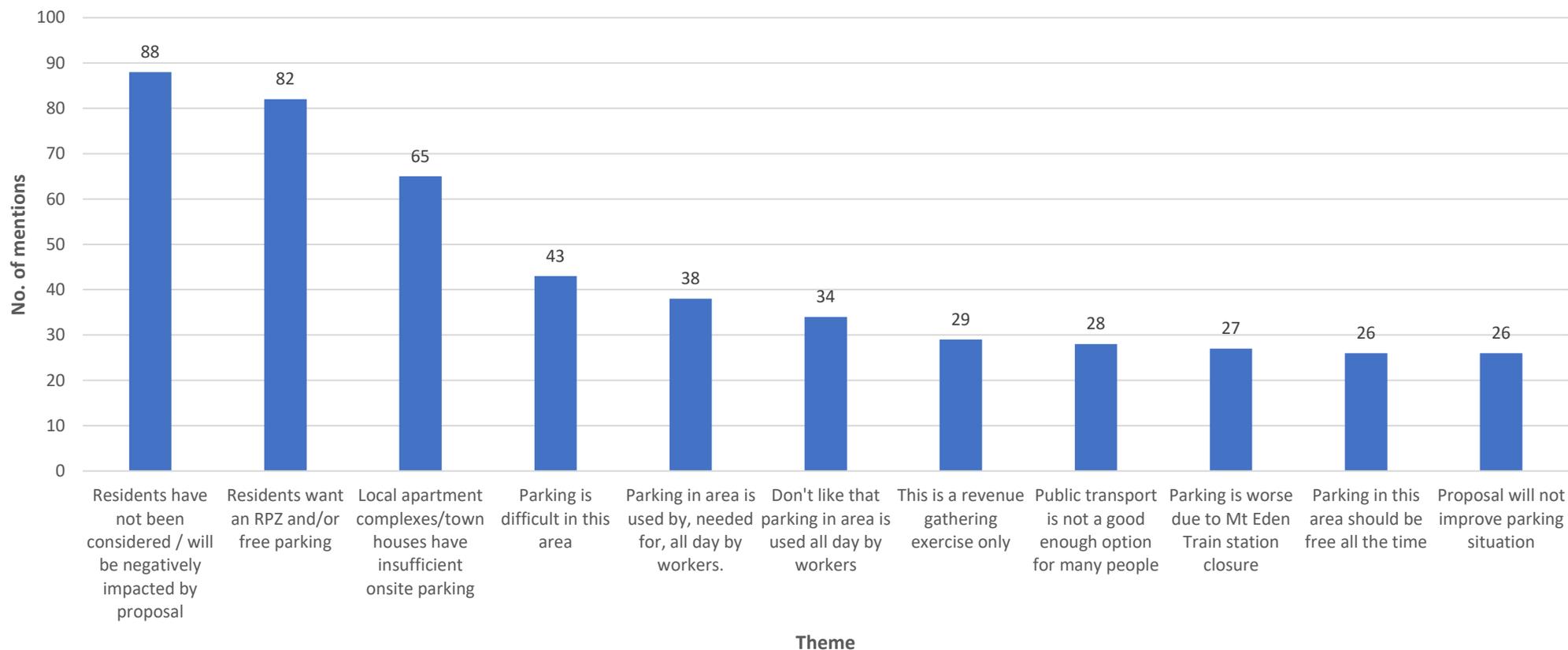
4. Feedback received

Q1: What do you think of the proposed changes to on-street parking around Eden Terrace?



Q2: Why do you feel this way?

10 most mentioned themes – all submitters¹



¹ One person's or organisation's submission can count towards multiple themes and topics.
November 2020 – Report on Public Feedback – Parking Changes for Eden Terrace

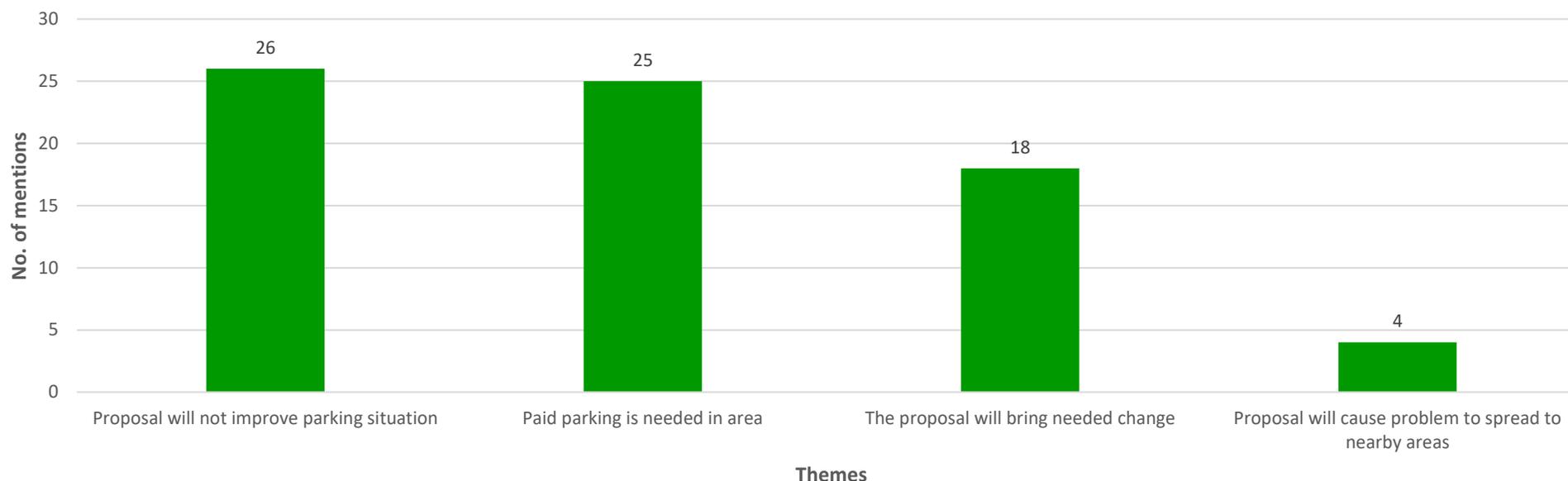
Key feedback topics and themes – Q2 why do you feel this way?

This section outlines the feedback topics and related themes from all submitters that responded to question 2 in the feedback form. It also outlines AT's responses to each feedback theme. One person's or organisation's submission can count towards multiple topics and themes.

Feedback topics – Q2



General comments on proposal

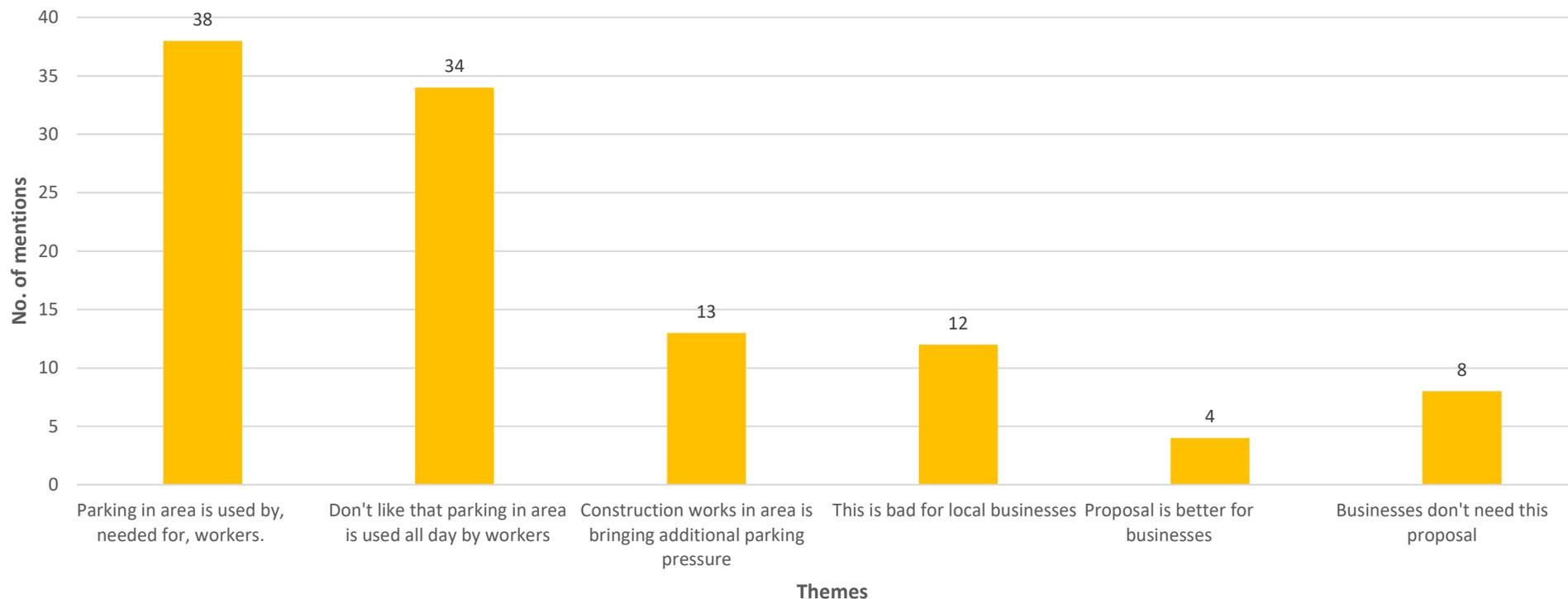


Feedback theme	Main points	Auckland Transport's responses.
<p>Proposal will not improve parking situation</p> <p><i>Mentions: 26</i></p>	<ul style="list-style-type: none"> • Charging for parking will not free up any more parks. • There is a shortage, and this is not creating new car parks. • People who can afford to can stay as long as they want. • It is cheaper to pay the fine than pay for parking all day. • The number of cars parking in the area makes it dangerous, paid or not. 	<p>The availability and cost of parking can influence decisions on transport mode usage. Free parking skews these decisions in favour of private vehicle use. Paid parking encourages people to consider other modes such as public transport, walking and cycling, or carpooling to share the cost of parking.</p> <p>On-street parking is limited to the available kerb side spaces not used for other purposes. As this space is finite it is not possible for AT to create new on-street spaces outside of allowing angle parking for which minimum manoeuvring space is required. In the absence of additional supply AT has to manage the available demand through price.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>We have found that paid parking is a more effective parking management tool which helps in increasing parking turnover, improves availability and helps in optimum utilisation of existing parking resources.</p> <p>The cost of whole day parking in the area as per the proposal will cost \$16, whereas somebody not paying at all can result in a \$40 infringement notice and for exceeding the time paid for between \$12 and \$57.</p> <p>AT is happy to work with you on improving safety at the locations you feel are unsafe. We would request you provide more details of the road or part of the road which you feel is unsafe.</p>
<p>Paid parking is needed in area</p> <p><i>Mentions: 25</i></p>	<ul style="list-style-type: none"> • Paid parking is needed. • Areas is busy, paid parking will help. • Paid parking should apply to visitors to area, not residents. • Paid parking will bring more customers due to parking availability. • People do not stick to current time limits. 	<p>We appreciate your comments and understanding for paid parking restriction. Paid parking also helps in providing more flexibility to the user in terms of length of stay while ensuring parking availability is maintained at the same time.</p> <p>One of the main objectives of the proposal is to improve parking availability in this area and thus it will apply to any vehicle user including visitors and residents.</p> <p>Parking time restrictions are ineffective in terms of offering limited time to someone who wish to stay longer, and hence paid parking provides more flexibility while ensuring correct fee is paid for the time parking is getting used.</p>
<p>The proposal will bring needed change</p> <p><i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Area is close to CBD, so should have similar parking restrictions. • Fairer to all motorists. • Sensible in this area. • There are too many cars in the area, proposal may reduce the number of cars. • Area is unsafe for cyclists, due to traffic volumes and people circling looking for parks. 	<p>Eden Terrace is one of the closest suburbs to CBD and we appreciate your comments and understanding for the need for similar parking restriction in this area as CBD.</p> <p>It is certainly fairer to all motorists ensuring parking is available in the area and managed in an effective manner.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>The proposal will encourage users to consider different modes of transport such as public transport, walking & cycling resulting in less congestion on the streets and is expected to reduce the number of vehicles.</p>
<p>Proposal will cause problem to spread to nearby areas <i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • Making changes in one area will push people to look for free parking in other surrounding areas. 	<p>Most of the streets in proximity to the proposed zone which are zoned as residential under Auckland Unitary plan have existing Residential parking schemes such as Sylvan Avenue West in Mount Eden side and areas zoned as business mixed use has paid parking restriction such as St Benedicts street on Eden Terrace side.</p> <p>However, should this proposal be implemented AT would review its effectiveness and impact after it had been in place for a minimum of 12 months. Further parking improvements may be considered in line with AT's Parking strategy.</p>

Business and workers



Feedback theme	Main points	Auckland Transport's responses.
Parking in area is used by, needed for, workers. <i>Mentions: 38</i>	<ul style="list-style-type: none"> Workers in the area should not be penalised by having to pay for parking. Areas workers cannot afford increase in parking price. People who works shifts need daytime parking too. Commuters use this area for parking as there are currently no trains. People park and ride from here, utilising free parking. Public transport options are poor, so workers need to drive to area. 	The purpose of this proposal is to manage parking demand, improve availability and encourage other modes of transport. We recognise that some people still need to drive to the area and this proposal will ensure that they are still able to park and that availability is improved.

Feedback theme	Main points	Auckland Transport's responses.
		<p>The cost of car parking can influence which transport mode people use. Paid parking will encourage people to consider other alternatives such as walking, cycling or carpooling specially for those commuting from nearby suburbs and parking will improve once these motorists switch to other modes which will then improve parking availability for those coming from far away locations.</p> <p>It is also important to note that Auckland Transport is not responsible for providing parking for private businesses or property owners. Each entity/ business is equally liable to provide their own parking if on-street parking changes will negatively impact them.</p> <p>AT can assist local businesses develop travel plans for their staff. More information is available here www.at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/</p> <p>AT recognizes the inconvenience of not having train connectivity in this area at this moment however it is still one of the well-connected suburbs with many bus routes servicing this area and trains are expected to stop at Mount Eden train station again by 2024. Trains can still be accessed at Kingsland or Grafton and remaining journey can be completed through buses from these stations in the meantime.</p> <p>A key objective of the proposal is to implement parking controls that can respond to future changes in the area in a responsive manner. The proposal will likely discourage the use of the streets in this area as an informal park and ride facility.</p>

Feedback theme	Main points	Auckland Transport's responses.
<p>Don't like that parking in area is used all day by workers</p> <p><i>Mentions: 34</i></p>	<ul style="list-style-type: none"> • People park all day and work in area. • People park and ride to take advantage of free parks. • Construction vehicles use parking leaving none for residents. • Parking should be time limited to stop all day parking. • Even if pay by hour, without a time limit, people will park all day and just pay. 	<p>The key objective of the proposal is to encourage short term parking over long-term parking by offering a lower tariff for first two hours and higher tariff subsequently. This will reprioritise parking for people who want to use it for example customers of local businesses, encouraging commuters and other long-term parkers to switch to alternative modes of transport. After considering the feedback from majority of the submitters, we have amended the proposal to ease long term parking, the tariff is now a flat rate of 50 cents/ per hour.</p> <p>It will also discourage commuters who are using most of the current unrestricted parking in the area as park and ride.</p> <p>The proposal will manage parking demand in an effective manner by encouraging turnover and improving parking availability for everyone.</p> <p>We have found that paid parking is a more effective parking management tool than time restrictions as time restrictions either make people to cut short their visit or move after a set time contributing to congestion with vehicles circulating the streets to find another parking space.</p> <p>While paid parking may allow all day parking, it does so on the basis that the user pays for the time required and that this demand can be more effectively and flexibly managed through price than artificial time limits which are easily avoided.</p>
<p>Construction works in area is bringing additional parking pressure</p> <p><i>Mentions: 13</i></p>	<ul style="list-style-type: none"> • Construction workers in area are taking up all the parking. • CRL project workers are taking up the parking. • Quest construction workers are taking up the parking. • Construction workers are saving carparks for co-workers using cones. 	<p>Increased redevelopments often bring with them issues related to parking by construction workers and is often managed through a Traffic Management Plan. On - street parking is a public asset and is available to anyone on first come first serve basis however should</p>

Feedback theme	Main points	Auckland Transport's responses.
	<ul style="list-style-type: none"> • Once construction workers leave there won't be as much pressure on available parking. • Workers rearrange their cars in time limited spaces and still park all day. 	<p>you feel that particular project is causing issues please contact AT and highlight the specific area.</p> <p>Regarding CRL project workers taking up parking, we will pass on the feedback to our CRL team, who will monitor and manage their parking arrangements to improve the situation, if required.</p> <p>Most of the CRL works on Mt Eden station and around Eden Terrace started in year 2020 however the parking occupancy survey conducted by AT for the area was conducted in October 2019, it was then that the peak parking occupancy during weekdays was found to be 96% which shows that parking was in high demand prior to CRL works.</p> <p>The proposal will address the issue of workers reshuffling/ swapping their vehicles to overstay current time restrictions.</p>
<p>This is bad for local businesses</p> <p><i>Mentions: 12</i></p>	<ul style="list-style-type: none"> • Small businesses will be negatively affected by reduction in customers. • Time limited parking better for customers. • Proposal will reduce foot traffic. 	<p>The objective of the proposal is to improve parking availability by encouraging short term parking over long-term parking and that is why tariff for first two hours has been set lower than subsequent hours tariff which promotes short term parking. As a benefit, customers for any business including small businesses should be able to find a parking space closer to their destination. After considering feedback proposal has been amended and flat tariff of 50 cents/ hour will be charged. This may promote all day parking but it will still help in managing the demand.</p> <p>The proposal applies Monday to Friday 9am to 6pm and parking remains unrestricted on the weekends. In addition, a 10 minutes grace period is allowed in all paid parking zones to allow quick drop-ins by customers.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>We have found that paid parking is a more effective parking management tool than time restrictions. Time restrictions make people to move after a set time resulting in frustration and contributing to congestion with vehicles circulating the streets to find another parking space. It is AT experience that such time limits are easily avoided.</p> <p>As the cost of parking encourages people to consider alternative modes of transport, the proposal outcome will result in more people walking or cycling to the area.</p>
<p>This is better for local businesses</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • Proposal is better for businesses. • Proposal will free up short-term parking for businesses. 	<p>We appreciate your comments and understanding of paid parking restriction as it will surely free up spaces for short-term parking which will benefit businesses.</p>
<p>Businesses don't need this proposal</p> <p><i>Mentions: 8</i></p>	<ul style="list-style-type: none"> • Most local businesses have their own carparks. • This proposal will not be of benefit to most businesses. • This proposal is at the detriment of residents and businesses. • Businesses don't need paid parking. • It is unlikely business customers are causing parking congestion. • Some businesses parks are being used by CRL works but will be reinstated. 	<p>AT appreciates that most local businesses have their own carparks. However, when the parking occupancy survey was conducted for on-street parking in the area in October 2019, peak parking occupancy (occupancy for four busiest hours of the day) during weekdays was recorded at 96% which is above the threshold level of 85% and hence parking management changes are proposed for on-street parking.</p> <p>The objective of the proposal is to improve parking availability by encouraging short term parking over long-term parking and that is why tariff for first two hours has been set lower than subsequent hours tariff, which promotes short term parking which will be beneficial for all businesses. After considering the feedback flat rate of 50 cents/ hour has been recommended.</p> <p>It is also important to note that Auckland Transport is not responsible for providing parking for private businesses or property owners. Each entity/ business is equally liable to provide their own parking if on-street parking changes will negatively impact them.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>We have found that paid parking is a more effective parking management tool than time restrictions as time restrictions either make people to cut short their visit or move after a set time contributing to congestion with vehicles circulating the streets to find another parking space.</p> <p>While paid parking may allow all day parking, it does so on the basis that the user pays for it.</p> <p>Regarding CRL project workers taking up parking, we have passed on the feedback to our CRL team, who will monitor and manage their parking arrangements to improve the situation, if required.</p>

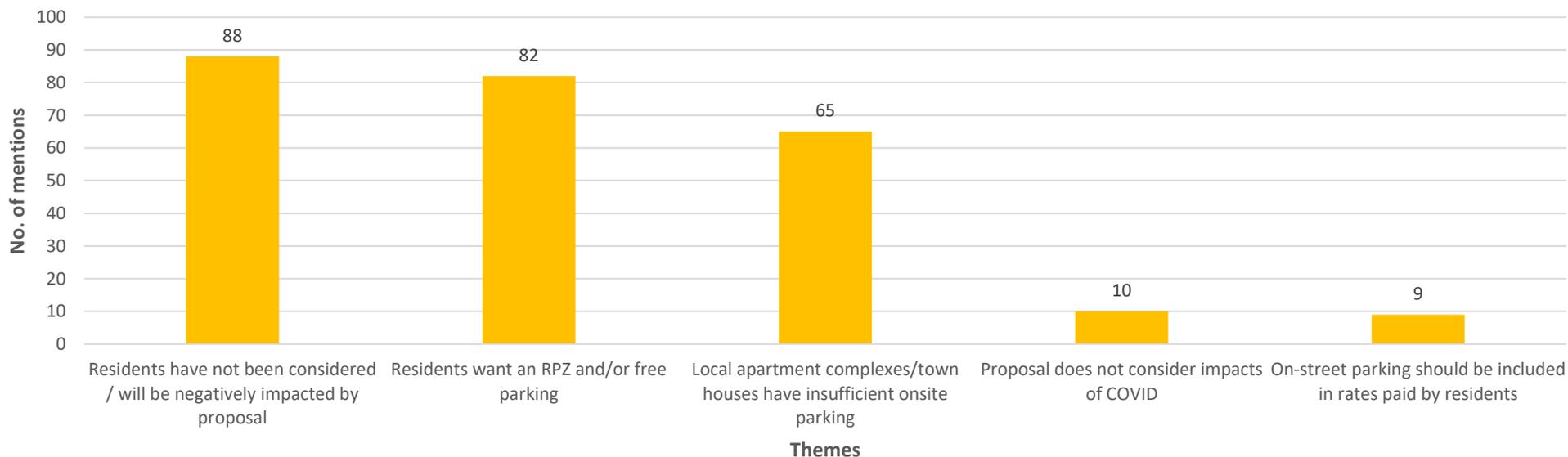
Community



Feedback theme	Main points	Auckland Transport's responses.
<p>This project is not good for the community</p> <p><i>Mentions: 21</i></p>	<ul style="list-style-type: none"> • Ruins the charm of the area. • Community sport will be negatively affected by parking restrictions. • Carers and visitors should not have to pay for parking. 	<p>The purpose of this proposal is to manage parking demand, improve availability and encourage other modes of transport. The cost of car parking can influence which transport mode people choose to travel. Paid parking will encourage people to consider other alternatives such as public transport, walking, cycling or carpooling. It can be argued that this proposal encouraging a greater volume of foot traffic will improve the vibrancy of the area and that an improvement in short term parking availability would improve customers coming into the area to use local businesses all of which would add to the charm of the area.</p> <p>An improvement in parking availability would surely have a positive impact on community transport in allowing participants to be able to park.</p> <p>It is also important to note that Auckland Transport is not responsible for providing parking for private businesses or property owners. Each entity/ business</p>

		<p>is equally liable to provide their own parking if on-street parking changes will negatively impact them. Otherwise, Auckland ratepayers would effectively be subsidising parking for specific private businesses and property owners.</p>
<p>Comments about parking and Life Church</p> <p><i>Mentions: 5</i></p>	<ul style="list-style-type: none"> • Unfair Life Church have free parking. • Life Church carpark empty during peak hours. • Life Church congregation use all parking on Sundays. 	<p>AT cannot comment on private parking resources in the area and its usage. It is completely up to the property owner on how they want to use their parking.</p> <p>We understand that parking around certain establishments on particular days may be in high demand however on-street parking is a public asset available to anyone on first come first serve basis.</p>

Residents



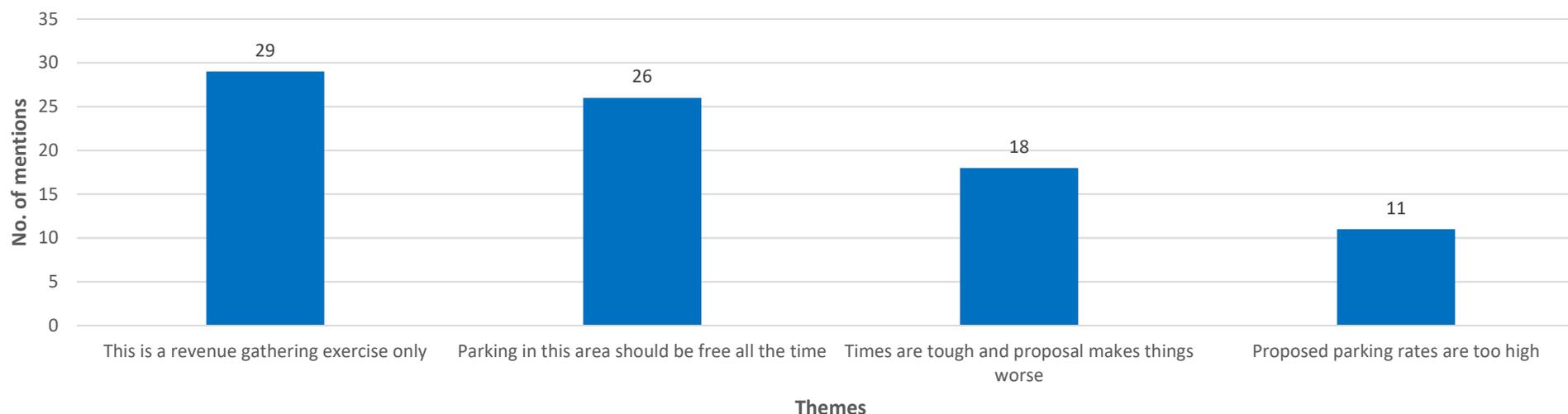
Feedback theme	Main points	Auckland Transport's responses.
<p>Residents have not been considered / will be negatively impacted by proposal</p> <p><i>Mentions: 88</i></p>	<ul style="list-style-type: none"> • Proposal places businesses above residents in a residential area. Area is predominantly residential, not commercial. • Residents haven't been considered. • Will cost residents money. • Assumes residents don't own cars and can use public transport, but this is not true for all. • Many residents don't take their cars to work and may have to if residential parking is not free. • Shift workers that live in area need parking during day. • Public transport is not an option for residents who don't work in CBD, cars are needed. 	<p>The proposed area is zoned as business mixed use under Auckland Unitary plan and while we appreciate that there may be residential elements within the proposed area these tend to be of an intensified nature which would inevitably bring an unsustainable demand for permits should they be offered.</p> <p>It is important to note that, It is responsibility of each individual including residents to ensure they have enough off-street parking on their property to meet their parking needs. AT recommends not to rely on on-street parking as it may be removed or redesigned to meet wider strategic objectives of an area or street.</p>

Feedback theme	Main points	Auckland Transport's responses.
	<ul style="list-style-type: none"> • Many houses don't have adequate off-street parking, which makes on-street parking necessary. • New builds are bringing more residents into area which will place further pressure on parking spaces, residents need to be considered. • Visitors to residents will not be able to visit without paying for parking. • People may be forced to move. • Unfair to those living in high density housing, low density areas have RPZ's, why not here? 	<p>The proposal does not intend to take away the parking, it will still be available to anyone on first come first serve basis provided correct fee is paid for the amount of time parking is used.</p> <p>Residential Parking Zones (RPZ) are designed for fringe heritage suburbs where properties are on a single title, have no off-street parking and are zoned as residential in the Auckland Unitary plan (AUP).</p>
<p>Residents want an RPZ and/or free parking</p> <p><i>Mentions: 82</i></p>	<ul style="list-style-type: none"> • Make the area a residential parking zone. • Residents currently rely heavily on all day on-street parking. • Residents oppose AT reasoning that the area is not suitable for a RPZ, particularly oppose reason that intensive residential development will create unsustainable demand for parks. • Residences should have 1 allocated free parking space at least. • As area is mixed use there shouldn't be paid on street parking. • Area should remain free for both visitors and residents. • Visitors should pay for parking, but not residents. 	<p>Residential Parking Zones (RPZ) are designed for fringe heritage suburbs where properties are on a single title, have no off-street parking and are zoned as residential in the Auckland Unitary plan (AUP).</p> <p>AT recommends not to rely on on-street parking as it may be removed or redesigned to meet wider strategic objectives of an area or street.</p> <p>A scheme which allocated an exemption permit to each residence would be unsustainable as demand would outstrip the limited supply. In addition it would encourage high occupancy levels with a negative impact on local businesses. While AT recognises that requiring residents to pay for on-street parking is seen as negative, in an area with a wide range of demands it treats all customers the same. As these areas are not purely residential AT does not agree that prioritising residents would be appropriate.</p> <p>The area within this proposal is zoned as business mixed use and is very similar to Auckland CBD and many other areas across the region which have high density residential developments integrated with a range of retail, business, light industrial and community use. As per AT's Parking strategy parking demand in these areas needs to be managed through priced parking to promote short term parking over long-term</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>parking leading to increased turnover and improved parking availability. Moreover all these areas are well-connected in terms of public transport and the objective is to reduce reliance on private vehicles and car ownership and to promote other modes of transport.</p>
<p>Local apartment complexes/town houses have insufficient onsite parking</p> <p><i>Mentions: 65</i></p>	<ul style="list-style-type: none"> • Apartment developers do not have to provide parking when building new apartments and there are many new ones planned. • Many apartments and town houses in area do not have adequate off-street parking, on-street parking is relied on. 	<p>Apartments developed with no parking on-site is based on the principle to reduce car reliance and to promote other modes of transport. It also means that these developments are constructed in the areas that are considered well connected to amenities including public transport.</p> <p>However, the final decision to buy or rent these units/houses remain with individuals and hence it is responsibility of each individual to ensure they have enough off-street parking on their property to meet their parking needs. AT recommends not to rely on on-street parking as it may be removed or redesigned to meet wider strategic objectives of an area or street.</p>
<p>Proposal does not consider impacts of COVID</p> <p><i>Mentions: 10</i></p>	<ul style="list-style-type: none"> • If lockdowns force residents to work at home, there is nowhere for cars. • Parking survey includes those working from home which may not always be the case, post COVID. 	<p>Residents are expected to have their own parking arrangements to store their vehicles on their property to ensure any changes to on-street parking do not impact their parking needs.</p> <p>Hence it is responsibility of each individual to ensure they do their due diligence before buying or renting a property ensuring they have enough off-street parking to meet their needs.</p> <p>Also so far in complete lockdown situation the parking was not charged or was enforced in paid parking areas.</p> <p>Parking survey was conducted in October 2019 which was well before COVID-19 arrived in New Zealand.</p>

Feedback theme	Main points	Auckland Transport's responses.
<p>On-street parking should be included in rates paid by residents</p> <p><i>Mentions: 9</i></p>	<ul style="list-style-type: none"> • Council rates are high in this area. • Parking should be part of service covered by rates. • Unfair rate payers in other suburbs get residential parking. 	<p>Auckland Council (AC) collects rates and uses them for wider AC services such as maintaining parks, running libraries and other community facilities etc . Providing for on-street parking is not part of rates. AT is a road controlling authority and has no direct jurisdiction over rates collected by AC. Moreover, The road is a public asset and being a ratepayer confers no additional rights to park on the road.</p> <p>Residential Parking Zones (RPZ) are designed for fringe heritage suburbs where properties are on a single title, have no off-street parking and are zoned as residential in the Auckland Unitary plan (AUP).</p>

Cost to users of proposal



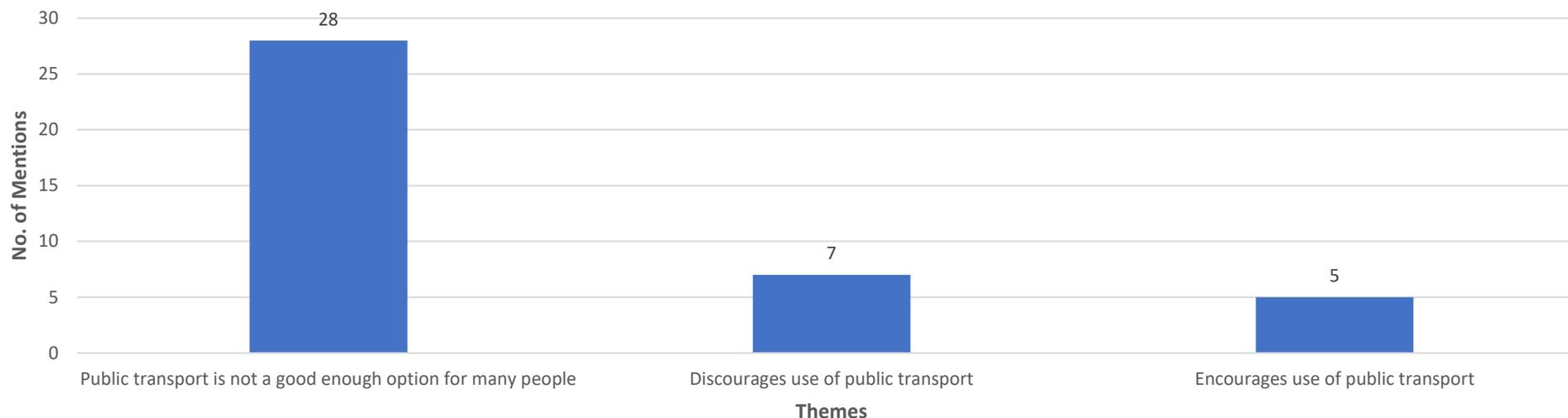
Feedback theme	Main points	Auckland Transport's responses.
<p>This is a revenue gathering exercise only</p> <p><i>Mentions: 29</i></p>	<ul style="list-style-type: none"> This is a revenue gathering exercise for AT. 	<p>The purpose of this proposal is to manage parking demand, improve availability and encourage motorists to consider other transport modes (such as walking, carpooling, bike, train or bus). We need to balance the parking demand with parking access for those who need it and ensure the efficient use of available spaces.</p> <p>After considering the feedback from majority of the submitters, we have amended the proposal to ease long term parking, the tariff is now a flat rate of 50 cents/ per hour.</p>
<p>Parking in this area should be free all the time</p> <p><i>Mentions: 26</i></p>	<ul style="list-style-type: none"> Area is residential. Residents and their guests should have access to free parking. Paid parking is not appropriate for the area. Do not want to pay for parks that are currently free. Business customers do not want to pay for parking. Shift workers need free parking during the day. 	<p>The proposed area is zoned as business mixed use under Auckland Unitary plan and is not zoned as residential. We appreciate that there is a residential component such as residential apartments however these tend to be intensified in nature and can place an increased demand for on-street parking.</p>

Feedback theme	Main points	Auckland Transport's responses.
	<ul style="list-style-type: none"> • There is plenty of parking, no need to charge for it. • Free parking is a right. 	<p>AT only considers prioritising residents in areas which are zoned as purely residential and which is not the case in this area.</p> <p>At this stage the proposal for paid parking applies only during business hours i.e. Monday-Friday 9am to 6pm, outside these hours parking remains unrestricted for anyone, including for residents and their visitors.</p> <p>Being a rate payer or owning a property does not confer any additional rights to be able to park on the road. Parking within the road reserve is a public asset and managed by the road controlling authority in line with its Parking Strategy. It is also important to note that Auckland Transport is not responsible for providing parking to private businesses or property developers. It is the responsibility of businesses, developers and homeowners to provide parking to meet their needs. Otherwise, Auckland ratepayers would effectively be subsidising parking for specific private businesses and property developers</p> <p>Those with long-term parking needs can explore leasing parking spaces in nearby privately owned and operated car parks.</p> <p>Parking charges can influence decisions on which transport mode to use. Free parking skews these decisions in favour of private vehicle use. Thus, creating lot more congestion on the road network and in high parking demand areas. Paid parking will encourage people to consider public transport, walking and cycling, or carpooling to share the cost of parking.</p> <p>AT can assist businesses develop travel plans for their staff or students. More information on workplace travel planning is available here https://at.govt.nz/driving-</p>

Feedback theme	Main points	Auckland Transport's responses.
<p>Times are tough and proposal makes things worse</p> <p><i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Many of the areas workers are low income and rely on free parking to be able to work. • Recessions is looming, don't make life difficult. • No free parking will make it difficult to attract employees to the area. • People who live in the area may be forced to move if they can no longer park their car for free. • Small businesses and residents are suffering in the wake of COVID. 	<p>parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/</p> <p>The purpose of this proposal is to manage parking demand, improve parking availability and encourage other modes of transport. We recognise that some people still need to drive, and this proposal will ensure that more spaces are available for them. AT appreciates that income varies however this is not a factor which AT considers appropriate to use as part of its decision-making process.</p> <p>The cost of car parking can influence which transport mode people use. Paid parking will encourage people to consider other alternatives such as public transport, walking, cycling or carpooling specially for those commuting from nearby suburbs and parking will improve once these motorists switch to other modes which will then improve parking availability for those coming from far away locations.</p> <p>Eden Terrace is one of the suburbs that is considered as a well-connected area through public transport. AT can assist local businesses develop travel plans for their staff. More information is available here www.at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/</p> <p>Paid parking applies only during business hours i.e. Monday-Friday 9am to 6pm, outside these hours parking remains unrestricted for anyone including for residents and their visitors</p>
<p>Proposed parking rates are too high</p> <p><i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • Residents and area workers will need to pay \$4000/annum for parking. • Proposed parking charges/rates are too high. • Proposed parking charges/rates are too expensive for area workers. 	<p>If an individual wished to park all day then they would be required to pay the appropriate fee.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>The availability and cost of parking can influence decisions on transport mode usage. Free parking skews these decisions in favour of private vehicle use. Paid parking encourages people to consider public transport, walking and cycling, or carpooling to share the cost of parking.</p> <p>The proposed tariff is considered as starting rate and is much lower at this stage compared to nearby paid parking areas such as other paid parking areas in Eden Terrace, CBD etc. After considering the feedback proposal has been amended and a flat tariff of 50 cents/ hour is recommended.</p>

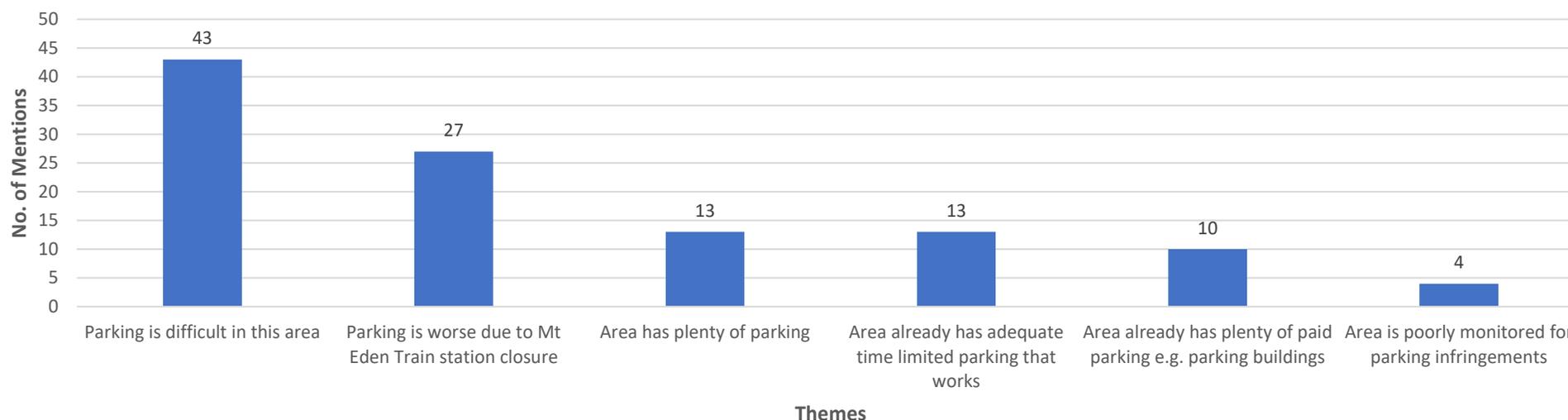
Public transport



Feedback theme	Main points	Auckland Transport's responses.
<p>Public transport is not a good enough option for many people</p> <p><i>Mentions: 28</i></p>	<ul style="list-style-type: none"> • Auckland has urban sprawl, multiple buses to get to work is difficult/time consuming. • Parents of children cannot take them to everything on public transport. • Auckland's current public transport options are inadequate. • Public transport during a pandemic is not an option for everyone. • The closed train station for 4 years makes public transport difficult in this area. 	<p>While it may be the case that multiple buses are required to complete journeys across Auckland AT considers that this is still a suitable alternative.</p> <p>We recognise that some people still need to drive, and this proposal will ensure that more spaces are available for them.</p> <p>We continue to invest heavily in improving public transport services across the city. The New Public Transport Network (https://at.govt.nz/projects-roadworks/new-public-transport-network/new-network-for-the-central-suburbs/) has improved frequency and access. Patronage numbers also continue to grow as access and service is improved. We are also investing in active transport, making walking and cycling easier</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>for short and medium distance commutes, or to get easier access to transport hubs.</p> <p>AT recognizes the inconvenience of not having trains in this area at this moment however it is still one of the well-connected suburbs with many bus routes servicing the area and trains are expected to stop at Mt Eden train station again by 2024. Trains can still be accessed at Kingsland or Grafton and remaining journey can be completed through buses from these stations in the meantime.</p>
<p>Discourages use of public transport</p> <p><i>Mentions: 7</i></p>	<ul style="list-style-type: none"> If the proposal goes ahead, many residents that currently use public transport to go to work will be forced to drive instead, because it will cost them too much to leave their cars at home on the street all day. 	<p>It is responsibility of each individual to ensure they do their due diligence before buying or renting a property ensuring they have enough off-street parking to meet their needs and should not rely on on-street parking as it can be redesigned, restructured or removed to meet wider strategic objectives of an area. If on-street parking is currently the only available option and future changes would be unsuitable then AT would advise sourcing an alternative off street parking arrangement.</p>
<p>Encourages use of public transport</p> <p><i>Mentions: 5</i></p>	<ul style="list-style-type: none"> Proposal generally encourages the use of public transport to and from the area. Less all-day parking will incentivise public transport as an alternative. 	<p>We appreciate your comments and understanding for paid parking restriction. Yes, the proposed paid parking restriction will encourage use of public transport as well.</p>

Existing parking situation



Feedback theme	Main points	Auckland Transport's responses.
<p>Parking is difficult in this area</p> <p><i>Mentions: 43</i></p>	<ul style="list-style-type: none"> • Area doesn't have enough parks generally. • Finding a park is difficult. • Removal of Wilsons Carpark has increased difficulty to find a park. • Parking needs time limits so people don't park for too long • Enfield St has already got parking pressures. • Harold St has already got parking pressures. • Need more parking buildings. 	<p>On-street parking is limited to the available kerb side spaces not used for other purposes. As this space is finite it is not possible for AT to create new on-street spaces outside of allowing angle parking for which minimum manoeuvring space is required. In the absence of additional supply AT has to manage the available demand through price which seeks to achieve a parking occupancy of 85% which means one space in seven would be available.</p> <p>One of the key objectives of the proposal is to improve parking availability in the area as the availability and cost of parking influences people's decisions on transport mode usage. Free parking skews these decisions in favour of private vehicle use. Paid parking</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>encourages people to consider public transport, walking and cycling, or carpooling to share the cost of parking thereby resulting in increased availability for those who have to drive to the area.</p> <p>We have found that paid parking is a more effective parking management tool than time restrictions or leaving the area unrestricted. Time restrictions either make people to cut short their visit or move their vehicle after a set time. This contributes to congestion with vehicles circulating the streets to find another parking space.</p> <p>The proposal intends to improve availability which will reduce the parking pressure from the proposed area including the streets highlighted in the feedback.</p> <p>Based on AT's regional priority assessment there is no funding identified in the current Long-Term Plan to create park and ride capacity in the surrounding area. Additionally, this area is not ideal for a park and ride as the network benefits achieved would be minimal. AT's focus is to improve public transport and encourage active modes of transport like walking and cycling.</p> <p>The improvement we are making to the speed and reliability of our bus services network is to improve user experience and encourage new bus commuters. The objective is to get more cars off the road and discourage people from 'parking and riding' in local streets.</p>
<p>Parking is worse due to Mt Eden Train station closure</p> <p><i>Mentions: 27</i></p>	<ul style="list-style-type: none"> • Temporary bus stops are using parks. • People who would take public transport are driving instead. • This is not the right time to make changes to parking arrangements as some parking is restricted and there are more workers in the area. 	<p>We understand that temporary changes to bus stops are using some of the parking in the area. However, these are temporary changes which will revert to parking once work is completed.</p>

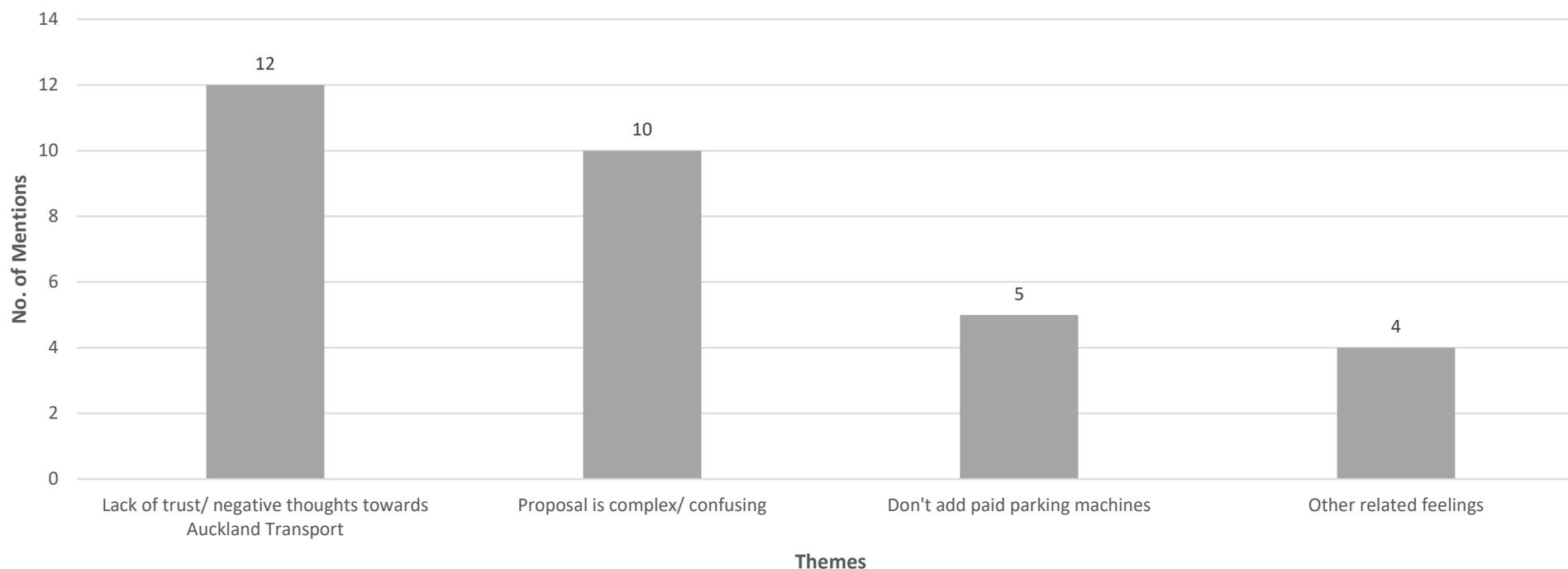
Feedback theme	Main points	Auckland Transport's responses.
	<ul style="list-style-type: none"> • Paying for parking is another negative impact on a community already dealing with no train station and poor parking options. 	<p>We have found that paid parking is a more effective parking management tool than time restrictions or leaving the area unrestricted. Time restrictions encourage people to move their vehicle after a set time, similarly unrestricted parking encourages people to drive to an area without turnover which means other road users visiting or driving to the area are not able to find a parking space. This then contributes to congestion with vehicles circulating the streets to find another parking space.</p> <p>AT recognizes the inconvenience of not having trains in this area at this moment however it is still one of the well-connected suburbs with many bus routes servicing the area and trains are expected to stop at Mount Eden train station again by 2024. Trains can still be accessed at Kingsland or Grafton and remaining journey can be completed through buses from these stations in the meantime.</p>
<p>Area has plenty of parking</p> <p><i>Mentions: 13</i></p>	<ul style="list-style-type: none"> • I can always find a park. • Generally, there is not a shortage of parking in area. • Normanby Rd is fine. • Nugent St is fine. • Burleigh Rd is fine. • Parking issues only arise during business hours, if at all. • Changes are not required. 	<p>When AT surveyed the area, we found that the average peak occupancy on weekdays was 96% (i.e. between 11am and 3pm). This means people often can't find a park and become frustrated. Traffic congestion also increases as people drive around searching for a parking space.</p> <p>Peak occupancy recorded on Normanby road, Nugent street and Burleigh road was as follows 99%, 100% and 93% respectively.</p> <p>Therefore, the proposed restrictions apply only during business hours i.e. Monday to Friday 9am to 6pm and outside these hours parking is unrestricted for anyone's use.</p>

Feedback theme	Main points	Auckland Transport's responses.
<p>Area already has adequate time limited parking that works</p> <p><i>Mentions: 13</i></p>	<ul style="list-style-type: none"> • Area has time limited carpark that are used well. • 1-2-hour stops are common in this area. • Would prefer free time limited parking. • Why change from time limited parking? • Time limited better for businesses. • Current time limited parking can be used for quick 5-minute stops too. 	<p>When AT surveyed the area, we found that the average peak occupancy on weekdays was 96% (i.e. between 11am and 3pm). This means people often can't find a park and become frustrated. Traffic congestion also increases as people drive around searching for a parking space</p> <p>As per the survey we also found that time restrictions were ineffective or people risking an infringements as average length of stay in any time restricted area such as P30 to P120 was approximately 3 hours and 30 minutes on weekdays. Also, majority of the infringements issued in the area were issued to vehicles overstaying the existing time limit.</p> <p>We have found that paid parking is a more effective parking management tool which helps in increasing parking turnover, improves availability and helps in optimum utilisation of existing parking resources, whereas time restrictions make people to move their vehicle after a set time or make them to cut short their visit. This then contributes to congestion with vehicles circulating the streets to find another parking space.</p> <p>Time limited parking also encourages people to risk an infringement by parking for longer than the allowed time. For example, they shuffle spaces with colleagues or rub off the chalk marks to stay longer, which makes the restriction difficult to enforce as well at times.</p> <p>Whereas paid parking provides improved parking availability, encourages people to think about alternative modes of transport and provides flexibility in terms of longer stay which can be done by paying correct tariff.</p> <p>It is important to note that a 10 minutes grace period is allowed in all paid parking areas introduced by AT.</p>

Feedback theme	Main points	Auckland Transport's responses.
<p>Area already has plenty of paid parking e.g. parking buildings</p> <p><i>Mentions: 10</i></p>	<ul style="list-style-type: none"> • Area has sufficient paid parking options. • Visitors can use the parking buildings that are close by instead. • There should be free use of parking building for visitors. • Parking buildings in area are under-utilised. • If made a residential parking zone then others will utilise the parking buildings. 	<p>The purpose of this proposal is to manage on-street parking in the proposal area where parking utilisation was found to be quite high. The proposal does not recommend any changes to any parking building. Moreover, majority of paid parking buildings in the area belong to private companies such as Wilson and are not AT managed parking buildings.</p> <p>When AT surveyed the area, we found that the average peak occupancy on weekdays was 96% (i.e. between 11am and 3pm). This means people often can't find a park and become frustrated. Traffic congestion also increases as people drive around searching for a parking space.</p> <p>AT Parking Strategy recommends parking management changes to an area, if the peak parking occupancy is over 85% and there is hardly any turnover happening. Since the parking demand in the area found to be 96% during weekdays that exceeded the target parking utilisation level of 85%, therefore the proposal has been proposed that will help in increasing parking turnover, improve availability and encourage people to switch to other modes of transport.</p> <p>As this area is zoned as Business - Mixed Use zone it is not an area where AT would consider proposing a residential parking zone.</p>
<p>Area is poorly monitored for parking infringements</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • Wardens do not check people over parking in area currently. • People park in taxi stands and are not ticketed. • People move amongst the time limited parking to park all day. • People park illegally without tickets. 	<p>We will ask our parking compliance team to increase monitoring however you will appreciate that since the monitoring of majority of parking restrictions are currently done manually by parking officers on foot it is not always possible that our officers can be present at every location each time someone is committing an offence.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>AT is working hard and investing heavily in License Plate Recognition (LPR) technology to enforce and monitor parking zones such as Residential Parking zones and is trying to use the same for paid parking zones. This is a more efficient and effective method of monitoring than doing it manually. AT is confident that it can achieve a reasonable level of compliance in the proposed zone.</p> <p>Paid parking eliminates vehicles moving around the zone to avoid time limits as there is none. As the payment system recognises that the cheaper rate has expired the higher tariff will be charged even if the vehicle does move.</p> <p>There is no benefit to be gained by not paying the correct fee as a full days parking is less than the \$40 infringement notice for not paying the correct fee.</p>

Other comments



Feedback theme	Main points	Auckland Transport's responses.
Lack of trust/ negative thoughts towards Auckland Transport <i>Mentions: 12</i>	<ul style="list-style-type: none"> • Believe consultation feedback will not be considered. • The consultation is just a token gesture. • Would like more details about need for area, when were surveys done and did they factor in COVID and construction activities. 	Consultation feedback is really important to us. It gives AT the overall understanding of the customer experience (both positive and negative) about the proposal, helps us gain local knowledge and definitely gives us the opportunity to explain/ respond to the collated feedbacks. We understand that the final outcome may not meet individual's expectations however it gives AT the chance to engage with the local

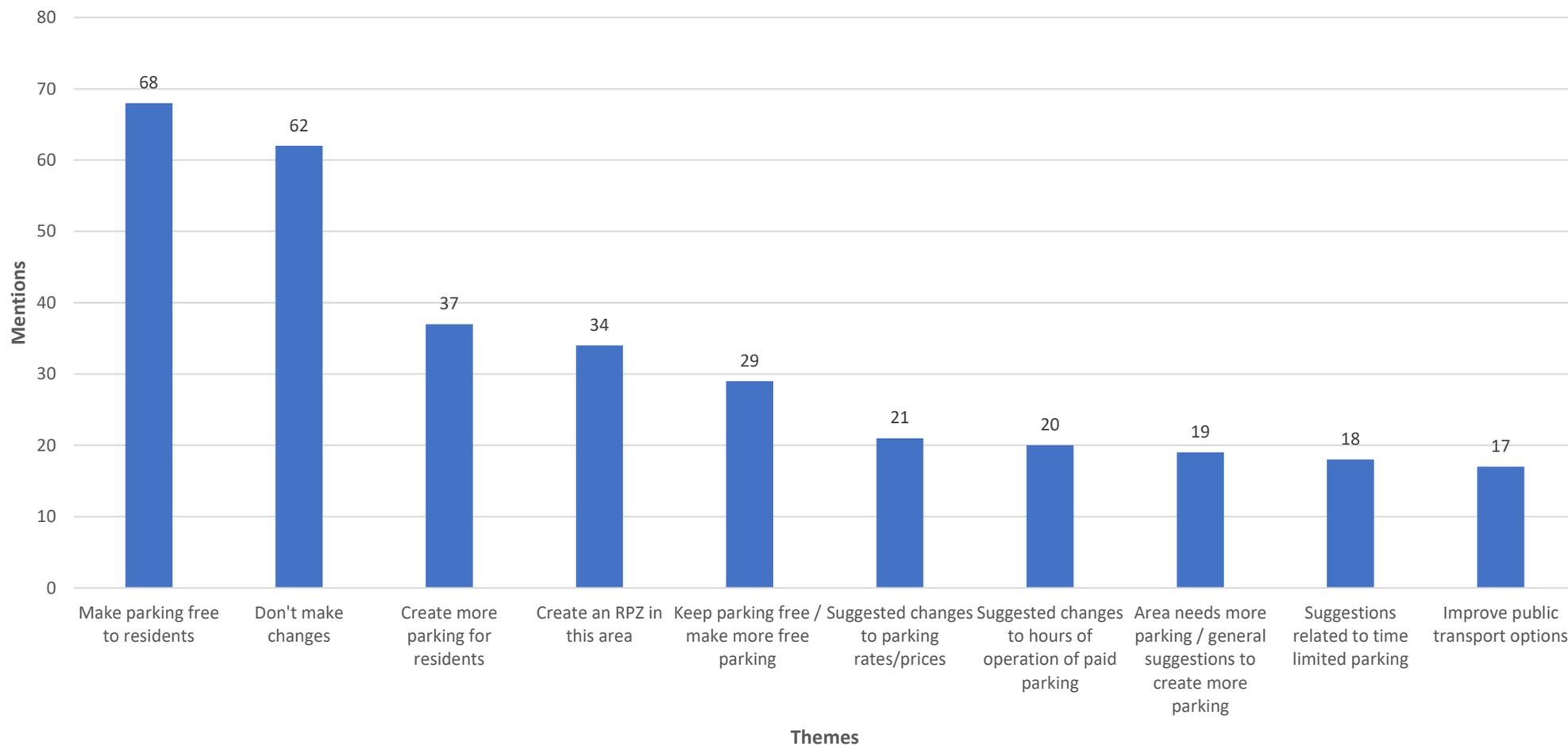
Feedback theme	Main points	Auckland Transport's responses.
		<p>community and helps us to explain why certain aspects were or were not considered and why a favourable outcome may not be possible.</p> <p>Parking occupancy surveys were conducted in October 2019 which was before the COVID and construction activities in the area.</p> <p>However we are confident that if another survey is conducted in the proposal area, it will result in similar utilisation levels and the proposal will help in achieving target occupancy level of 85%, which basically means that parking is well utilised but at the same time people are able to find a space within reasonable distance from their destination as 85% occupancy means 1 in 7 parking spaces is always available.</p>
<p>Proposal is complex/ confusing</p> <p><i>Mentions: 10</i></p>	<ul style="list-style-type: none"> • Unclear if residents are included in proposal. • Under impression that paid parking will apply 24 hours a day. • Do not understand the hours of paid parking operation. • Do not understand that there is no charge for EFTPOS payments. 	<p>Our consultation brochure outlined all important details pertaining to the proposal including the timings of the paid parking proposal under 'what did we seek feedback on' and 'why did we propose these parking changes'.</p> <p>We can again confirm that residents are included in the proposal. The timings of the proposal are Monday to Friday 9am to 6pm. These timings are selected as the area was in high parking demand during weekdays business hours.</p> <p>There is no surcharge on EFTPOS payments.</p>
<p>Don't add paid parking machines</p> <p><i>Mentions: 5</i></p>	<ul style="list-style-type: none"> • Parking meters unsanitary during COVID. • Makes quick stops difficult. • Will cause more congestion as people need get out and pay for parking. • Need text option so don't have to leave when time runs out. 	<p>Paying for parking has been made a lot easier by paying through AT Park app or even a phone call. Parking machines may be considered as an alternative source and AT recommends not to use them if you feel unsafe during COVID alert levels.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>A 10-minute grace period is allowed in any of our paid parking areas to cater to customers and visitors who wish to make quick drop-ins.</p> <p>Congestion happens when parking utilisation is high and it is difficult to find a parking space as vehicles keep circulating the streets to find another parking space. This frequently happens in both unrestricted parking areas or time restricted parking areas. Comparatively It is much more convenient to find a parking space in paid parking area as it is easy to achieve 85% occupancy levels through demand responsive pricing i.e. increase or decrease the tariff based on parking demand to achieve 85% occupancy. This ensures that parking is well used but at the same time people are still able to find a parking space. By achieving 85% occupancy means that 1 in 7 parking spaces is always available which is easier to achieve through demand responsive pricing.</p> <p>Reminder texts are received when your parking session is on through AT Park app which sends a text on your phone to remind you when your parking is due to expire.</p>
<p>Other related feelings</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • Concern that if paid parking is introduced CRL works will take place at night. • Grace period of 10 min drop off/pick up too short. • Like 10 min grace period. • Like tariff will be adjusted according to demand. • Will revenue go back into the community? 	<p>CRL works can continue as scheduled, however anyone using on-street parking needs to pay the correct fee once paid parking is introduced.</p> <p>We understand that 10 minutes grace period may not be enough for everyone and hence anyone wishing to stay longer can do so by paying for parking for the time they wish to stay.</p> <p>Tariff is adjusted in accordance with demand responsive pricing approach which is part of AT Parking Strategy. Tariff is adjusted when the paid parking area is reviewed generally in 1-2 years' time.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>Any revenue is invested back into the wider Auckland community in the way of providing better transport infrastructure and transport options such as new bus and train interchanges, T2/ T3 lanes, bus lane, clearways etc.</p>

Q3: Do you have any suggestions for improving the proposal?

10 most mentioned themes – all submitters²



² One person's or organisation's submission can count towards multiple themes and topics.
November 2020 – Report on Public Feedback – Parking Changes for Eden Terrace

Key feedback topics and themes – Q3 Do you have any suggestions for improving the proposal?

This section outlines the feedback topics and related themes from all submitters that responded to question 2 in the feedback form. It also outlines AT's responses to each feedback theme. One person's or organisation's submission can count towards multiple topics and themes.

Feedback topics – Q3

Comments on proposal

Mentions: 157

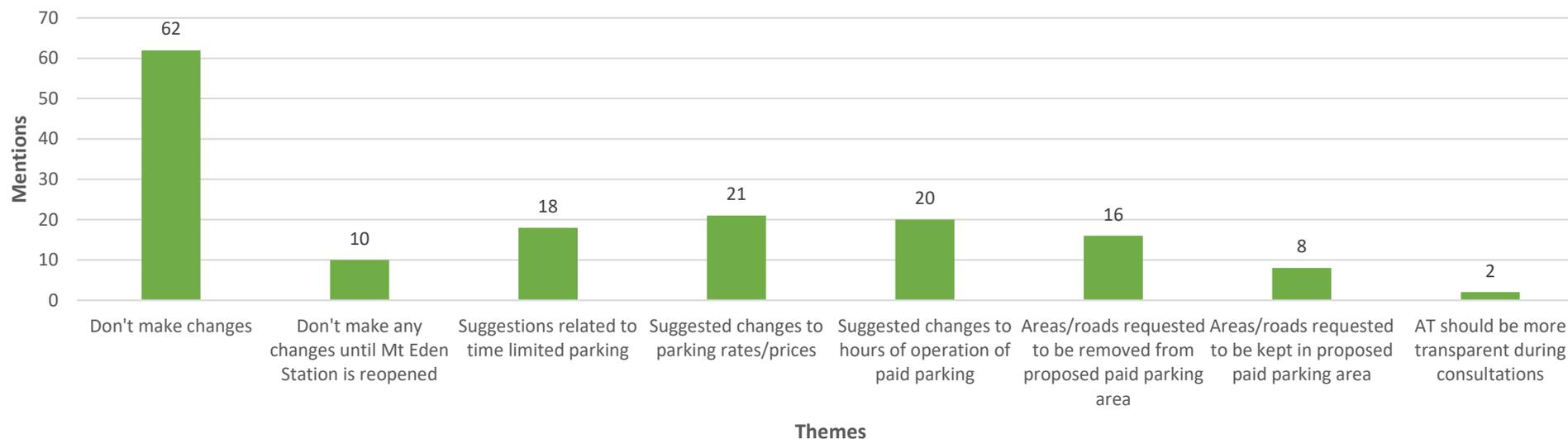
**Other parking related
suggestions**

Mentions: 223

Other comments

Mentions: 21

Comments on proposal



Feedback theme	Main points	Auckland Transport's responses.
<p>Don't make changes</p> <p><i>Mentions: 62</i></p>	<ul style="list-style-type: none"> • Don't go forward with proposal. • The area is as much residential as commercial therefore do not change. • Keep everything the same. • There is no problem to solve. • Delay until after COVID. 	<p>Whilst we understand the community sentiments towards a paid parking proposal it is the most effective way of managing parking which is in high demand and in line with the Auckland Parking Strategy.</p> <p>Since the parking occupancy surveys AT has carried out shows that the peak parking occupancy is 96% we believe that there is a problem that requires addressing.</p> <p>The objective of the proposal is to increase parking turnover, improve availability and encourage people to use alternative modes of transport.</p>

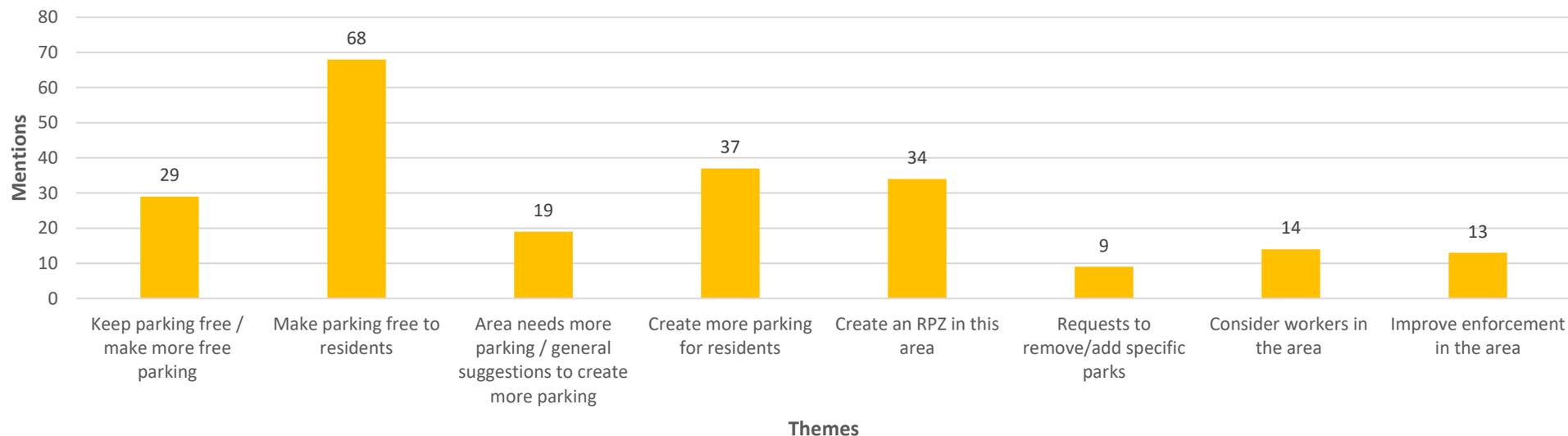
Feedback theme	Main points	Auckland Transport's responses.
		<p>AT has been monitoring how parking demand tracks during the pandemic and parking demand is now close to pre COVID levels. Even though delaying the proposal might help the financial situation of certain individuals and entities it will not improve parking situation in the area which needs to be addressed as soon as possible.</p>
<p>Don't make any changes until Mt Eden Station is reopened</p> <p><i>Mentions: 10</i></p>	<ul style="list-style-type: none"> • The current behaviour in this area is different from when the train station was open and will change when the station reopens. • Wait and reassess after completion of station. • Presently, there are less commuters in area and more CRL workers which does not represent the normal parking habits in the area. 	<p>While AT appreciates that work related to CRL has necessitated closure of the station the bus network is less impacted. The fact that parking which was already in high demand pre closure of the station at a peak parking occupancy of 96% indicates that it is more important that the parking management is changed to improve parking availability to support local businesses.</p> <p>The peak occupancy of 96% was recorded in the survey in October 2019 when there was no or minimum CRL work was happening on Mt Eden station as significant works started from early 2020. This situation will have only created additional demand from those which do not have parking available within the work site.</p> <p>Should the proposed zone gets implemented, AT would review its effectiveness and impact after it had been in place for a minimum of 12 months.</p>
<p>Suggestions related to time limited parking</p> <p><i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Time limited parking is preferred to paid parking proposal. • Time limited parking is good/better for businesses. • Suggest allowing 120min time limited parking before charges apply. • Remove 60 min and change to all day to stop people parking on the berm. • Reduce current 60 min time limits to 30 min. • Provide 30 min limited parking in front of shops. 	<p>We have found that paid parking is a more effective parking management tool than time restrictions as time restrictions either make people to cut short their visit or move after a set time contributing to congestion with vehicles circulating the streets to find another parking space.</p>

Feedback theme	Main points	Auckland Transport's responses.
	<ul style="list-style-type: none"> • Provide loading zones with time limits outside apartments. 	<p>While paid parking may allow all day parking, it does so on the basis that the user pays for it.</p> <p>The introduction of a free time limited period before paid parking would be ineffective and would only encourage long-stay use as motorists could move their cars around to take advantage of the free period throughout the day – failing the ultimate objective of increasing turnover and availability</p> <p>Paid parking also helps optimum utilisation of existing parking resources allowing flexibility at the same time to the users to park for as long as they want based on correct fee paid for it.</p> <p>Under the proposed parking management change berm parking will be prohibited and signage will be installed as needed on case by case basis.</p> <p>A 10 minutes grace period is there in the whole zone to facilitate loading-unloading of people or goods wherever required.</p>
<p>Suggested changes to parking rates/prices</p> <p><i>Mentions: 21</i></p>	<ul style="list-style-type: none"> • \$2/hour too high for residential parking. • Parking should be less than \$8/day. • Provide discounts for local workers. • Concern at how high the rates may go on demand-based tariffs. • Should be higher price to deter long term parking. • First 2 hours should be free. • The jump in charges after 2 hours will discourage people from purchasing over 2 hours. • Parking rates should be \$1/hour on weekends. • Keep overnight and weekends free. • Add Saturday tariffs. • Ensure the tariffs are reviewed regularly. 	<p>After analysing the feedback we have amended the proposal and a flat tariff of 50 cents per hour will be charged at this stage.</p> <p>AT feels that giving any kind of exemption such as a discount to any specific class of users may compromise the purpose of the proposal which is to improve parking availability and reduce car reliance in the area.</p> <p>The introduction of a free time limited period before paid parking would be ineffective and would only encourage long-stay use as motorists could move their cars around to take advantage of the free period</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>throughout the day – failing the ultimate objective of increasing turnover and availability</p> <p>The tariff is managed in accordance with Demand Responsive pricing approach under AT Parking Strategy and the tariff can be reduced or increased based on demand. Occupancy surveys will be conducted every 1-2 years to review the proposed zone.</p> <p>The proposal will also help business customers to find a parking space within reasonable distance and complete their visit by paying a reasonable tariff. This results in regular parking turnover and creates required availability. After considering the feedback, graduated tariff has been dropped off and a flat rate of 50 cents/hour has been recommended.</p> <p>As per the proposal parking after 6pm till next day 9am Monday to Friday and all-day weekends will remain unrestricted.</p>
<p>Suggested changes to hours of operation of paid parking</p> <p><i>Mentions: 20</i></p>	<ul style="list-style-type: none"> • Suggest different operating hours: <ul style="list-style-type: none"> ○ 9am-5pm ○ 7am-5pm ○ 8am-6pm • Make paid parking during peak time only (11am-3pm). • Do not let people park for entire day. 	<p>Amending the paid parking during peak hours will not improve the parking situation in the same way. While a 9am to 6pm time period is not standard it does allow an additional hour to the residents.</p> <p>It is important to understand that even though the proposal encourages people to consider alternative modes, we understand that some people still need to drive and limiting the length of stay can adversely affect people and businesses who need to use the parking for a longer duration. Also, AT initially used to limit the time of parking in paid parking areas however this is something that we have moved away from as it makes people to move. The proposal intends to provide flexibility in terms of length of stay.</p>

Feedback theme	Main points	Auckland Transport's responses.
<p>Areas/roads requested to be <u>removed</u> from proposed paid parking area</p> <p><i>Mentions: 16</i></p>	<ul style="list-style-type: none"> • Edwin St • Enfield St • Hohekohe St • Mary St • Harold St • Normanby Rd • Kohekohe St • Nugent St (South of Karangahake Rd) • Areas South of train line to remain as they are. 	<p>AT does not believe that removal of individual streets from the parking zone is appropriate and will only have the effect of making them attractive with those seeking to avoid paying for parking, leading to unsustainable levels of demand.</p>
<p>Areas/roads requested to be <u>kept</u> in proposed paid parking area</p> <p><i>Mentions: 8</i></p>	<ul style="list-style-type: none"> • Mt Eden Rd • Khyber Pass Rd • Normanby Rd • Boston Rd • Areas North of the train line should have paid parking 	<p>All these streets are zoned as business mixed use and hence will remain in the proposed zone.</p>
<p>AT should be more transparent during consultations</p> <p><i>Mentions: 2</i></p>	<ul style="list-style-type: none"> • Want to know who was consulted prior to coming up with this proposal. • Organisations in area should be consulted by AT to find out who would be affected by proposal. 	<p>Pre-engagement for this proposal was done with Waitemata Local Board, Albert – Eden Local Board and Uptown Business Association and no objections were raised by them.</p> <p>Your feedback on this proposal was part of consultation that AT has done with the community including businesses, residents etc. This is the opportunity for everyone to provide their feedback on what they think about the proposal. The consultation method is exactly the same how community is consulted on any other proposal.</p>

Other parking related suggestions



Feedback theme	Main points	Auckland Transport's responses.
<p>Keep parking free / make more free parking</p> <p><i>Mentions: 29</i></p>	<ul style="list-style-type: none"> Do not install parking meters. Area already has paid parking options. Make a new free carpark. There needs to be more free parking available, not less. 	<p>If the area remains as it is, the parking utilisation issue will remain continuing driver frustration and more congestion on the roads as people circulate around looking for parking space.</p> <p>The availability and cost of parking can influence decisions on transport mode usage. Free parking skews these decisions in favour of private vehicle use. Paid parking encourages people to consider public transport, walking and cycling, or carpooling to share the cost of parking.</p> <p>Based on AT's regional priority assessment there is no funding identified in the current Long-Term Plan to create park and ride capacity in the surrounding area.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>Additionally, this area is not ideal for a park and ride as the network benefits achieved would be minimal. AT's focus is to improve public transport and encourage active modes of transport like walking and cycling.</p> <p>The improvement we are making to the speed and reliability of our bus services network is to improve user experience and encourage new bus commuters. Thereby reducing reliance on private motor vehicles.</p>
<p>Make parking free to residents</p> <p><i>Mentions: 68</i></p>	<ul style="list-style-type: none"> • Make parking for residents free in local parking buildings. • Residents should be exempt from paying for parking in area. • Resident free parking spaces should be allocated at 2 per dwelling. • Issue permits / exemptions for residents. • Give existing residents 1 parking permit and phase out as ownership turns over. • Make park and riders and visitors pay. • More parking occupied by residents will discourage commuter parking. 	<p>AT strongly feels that giving any kind of exemption such as a discount or free parking for a specific class of users may compromise the purpose of the proposal i.e. to improve parking availability in the area.</p> <p>We appreciate that there are residential apartments within the proposed area, however these tend to be of an intensified nature which would inevitably bring an unsustainable demand for permits should they be offered and for that reason AT does not feel that any proposal including residential parking scheme would be appropriate.</p> <p>The intensified nature of the high-density residential apartments have a direct impact on limited on-street parking and hence the limited kerbside parking will never be enough to meet demand from several apartment blocks on the street</p>
<p>Area needs more parking / general suggestions to create more parking</p> <p><i>Mentions: 19</i></p>	<ul style="list-style-type: none"> • Area is short on parking. • Life Church needs more carparking for congregation. • Build a parking building. • Build a council carpark, rather than a privately owned one. • Build a park and ride here. • Increase on street parking. 	<p>The availability and cost of parking can influence decisions on transport mode usage. Free parking skews these decisions in favour of private vehicle use. Paid parking encourages people to consider public transport, walking and cycling, or carpooling to share the cost of parking.</p>

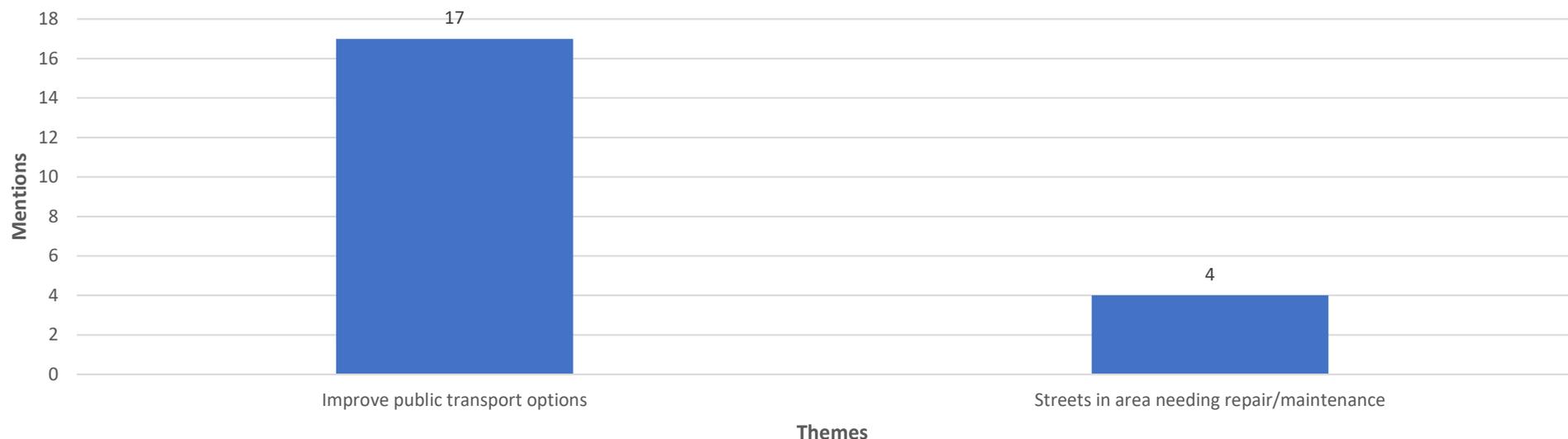
Feedback theme	Main points	Auckland Transport's responses.
	<ul style="list-style-type: none"> • Move temporary bus stops to reinstate parking. • Make roads in area one-way to create more space for angled parking, instead of parallel parking (like in Harold St, Mary St, Kohekohe St and Westend of Edwin St). • Add parks for EV's. 	<p>Based on AT's regional priority assessment there is no funding identified in the current Long-Term Plan to create park and ride capacity in the surrounding area. Additionally, this area is not ideal for a park and ride as the network benefits achieved would be minimal and encouraging the use of private vehicles into the area would be in conflict with our objective to see increased use of public transport and active modes such as walking and cycling.</p> <p>The improvement we are making to the speed and reliability of our bus services network is to improve user experience and encourage new bus commuters. The objective is to get more cars off the road and discourage people from 'parking and riding' in local streets</p> <p>As kerb side space is limited it is not possible to create additional on-street parking and proposing that certain streets become one way on order to create angle parking would have a negative impact on the operation of the local road network. AT feels that this proposal encourages a more effective use of existing resources ensuring that we achieve increased turnover and improved availability.</p> <p>It is currently AT's policy to consider providing EV charging facilities in off-street carparks rather than on-street. This is due to safety issues which have yet to be resolved. Currently the closest EV charging facilities are within carpark on the corner of Symonds Street and Mount Eden Road.</p>
<p>Create more parking for residents</p> <p><i>Mentions: 37</i></p>	<ul style="list-style-type: none"> • Build a carpark above train station. • Resident only parking areas on residential streets. • Don't build any more apartments without onsite carparks. 	<p>We have passed on the suggestion of building a carpark above train station to our CRL team. However, we feel that once on-street parking can be managed in a more effective way it will improve parking availability in the area.</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>AT does not propose Residents Only parking restriction as these were stopped in 2007 as it reserves the road reserve, which is a public asset and for the use of an individual or group is not permitted. There are a number of existing restrictions around Auckland but these are being phased out over time. Instead we have moved to a wider approach of Residential Parking Zones these are primarily designed for city fringe areas such as Freemans bay, St Mary's bay where majority of properties do not have off street parking on their property and are zoned as residential under Auckland Unitary plan.</p> <p>Consent process of any new development is with Auckland Council. Even though we understand your concerns Apartments developed with no parking on-site are based on a simple principle to reduce car reliance and to promote other modes of transport. It also means that these apartments are built in the areas that are considered well connected to amenities including public transport.</p>
<p>Create an RPZ in this area</p> <p><i>Mentions: 34</i></p>	<ul style="list-style-type: none"> • Create a RPZ for area instead. • It is not the number of residents in the area that will cause unsustainable demand, it is the workers in the area. 	<p>Residential Parking Zones (RPZ) are designed for fringe heritage suburbs where properties are on a single title, have no off-street parking and are zoned as residential in the Auckland Unitary plan (AUP). The area included in this proposal is zoned as business mixed use and while we appreciate that there are residential apartments within the proposed area these tend to be of an intensified nature which would inevitably bring an unsustainable demand for permits should they be offered.</p> <p>Increased redevelopments often bring with them issues related to parking by construction workers and</p>

Feedback theme	Main points	Auckland Transport's responses.
		<p>is often managed through a Traffic Management Plan. On - street parking is a public asset and is available to anyone on first come first serve basis however should you feel that particular project is causing issues please contact AT and highlight the specific area.</p> <p>If this is regarding CRL project workers taking up parking, we will pass on the feedback to our CRL team, who will monitor and manage their parking arrangements to improve the situation, if required.</p>
<p>Requests to remove/add specific parks</p> <p><i>Mentions: 9</i></p>	<ul style="list-style-type: none"> • Make Harold and Mary Streets one direction and change all parking to angled. • Remove all parking on one side of Edwin, Harold and Enfield Streets. • Remove angle parking from Edwin Street as car bumpers extend over footpath. • Remove parks on Nugent Street either side of exit from apartments at 6A to allow better visibility/reduce accidents. • Remove on-street parking on Newton Rd, particularly in the area between Upper Queen St and Benedicts St. • Leave the 4 parking spaces on Hohipere Street. 	<p>As kerb side space is limited, it is not possible to create additional on-street parking and proposing that certain streets become one way in order to create angle parking would have a negative impact on the operation of the local road network. AT feels that this proposal encourages a more effective use of existing resources ensuring that we achieve increased turnover and improved availability.</p> <p>The issue of the angle parking on Edwin Street obstructing the footpath is one which needs investigation and should we recommend its removal would require specific consultation. This might be more acceptable once parking availability has improved.</p> <p>For the suggestion to remove parking on Nugent street and Newton road we have passed on the feedback to the respective team within AT to look into it.</p> <p>The proposal is to form a zone, leaving any street in between will compromise this and make these spaces more attractive for long term users to avoid paying for parking.</p>
<p>Consider workers in the area</p>	<ul style="list-style-type: none"> • Discuss with businesses to formulate plans for local areas workers parking. 	

Feedback theme	Main points	Auckland Transport's responses.
<p><i>Mentions: 14</i></p>	<ul style="list-style-type: none"> • Provide free, or reduced cost, parking permits for local area workers. • The CRL workers in the area are disrupting usual parking arrangements. • Whilst CRL works are undertaken, provide parking for the construction workers. 	<p>AT can assist businesses develop travel plans for their staff or students. More information on workplace travel planning is available here https://at.govt.nz/driving-parking/ways-to-get-around-auckland/working-with-businesses/workplace-travel-planning/</p> <p>AT strongly feels that giving any kind of exemption such as a discount or free parking for a specific class of users may compromise the purpose of the proposal which is encouraging parking turnover which will then impact on parking availability in the area.</p> <p>Regarding CRL project workers taking up parking, we will pass on the feedback to our CRL team, who will monitor and manage their parking arrangements to improve the situation, if required</p>
<p>Improve enforcement in the area</p> <p><i>Mentions: 13</i></p>	<ul style="list-style-type: none"> • Enforcement in this area is poor. • Enforce time restricted parking in the area. • If proposal goes ahead police 10-minute grace period. • Police illegal parking. • Police long term parking of deregistered or unwarranted vehicles. • There is currently a lot of illegal parking and long-term parking of deregistered unwarranted vehicles in the area. 	<p>We will ask our parking compliance team to increase monitoring however you will appreciate that since the monitoring of majority of parking restrictions are currently done manually by parking officers on foot, it is not always possible that our officers can be present at every location each time a vehicle is committing an offence.</p> <p>However, AT is working hard and investing heavily in License Plate Recognition (LPR) technology to enforce and monitor parking zones such as Residential Parking zones and is trying to use the same for paid parking zones. This might take some time though it is proved to be more efficient and effective method of monitoring than doing it manually. AT is confident that it can achieve a reasonable level of compliance in the proposed zone.</p>

Other comments



Feedback theme	Main points	Auckland Transport's responses.
Improve public transport options <i>Mentions: 17</i>	<ul style="list-style-type: none"> • Make public transport more affordable. • Make public transport reliable. • Build a dedicated park and ride here. • Encourage / incentivise public transport use. • Currently public transport is not good enough to accommodate many people's trips to/from the area. 	<p>AT has been working to improve public transport services and connections. Simpler fares introduced in Aug 2016 made it easier to transfer between different services.</p> <p>We continue to invest heavily in improving public transport services across the city. The New Public Transport Network (https://at.govt.nz/projects-roadworks/new-public-transport-network/new-network-for-the-central-suburbs/) has improved frequency and access. Patronage numbers also continue to grow as access and service is improved. We are also investing in active transport, making walking and cycling easier for short and medium distance commutes, or to get easier access to transport hubs.</p>

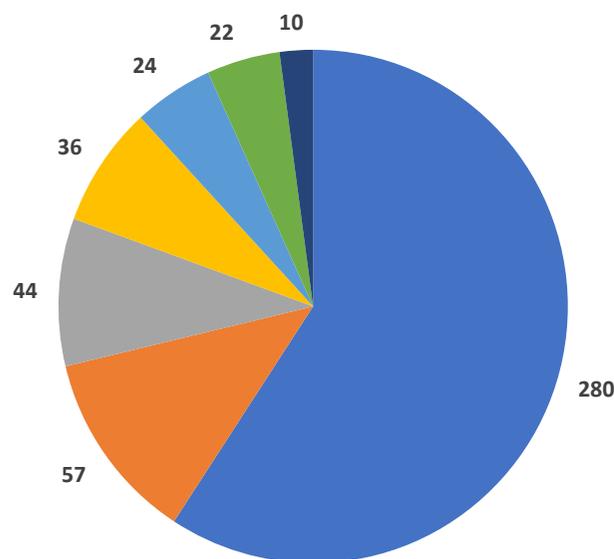
Feedback theme	Main points	Auckland Transport's responses.
		<p>Based on AT's regional priority assessment there is no funding identified in the current Long-Term Plan to create park and ride capacity in the surrounding area. Additionally, this area is not ideal for a park and ride as the network benefits achieved would be minimal and encouraging the use of private vehicles into the area would be in conflict with our objective to see increased use of public transport and active modes such as walking and cycling.</p>
<p>Streets in area needing repair/maintenance</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> Mary Street and Harold Street are in need of street and footpath repairs (blocked gutters causing flooding, broken planters, uplifted paths by roots). 	<p>We have passed on the feedback to our Road Corridor delivery team to do the suggested repair work of footpaths and blocked gutters. However broken planters have to be reported to Auckland Council directly.</p>

Peoples interest in the proposal and feedback by interest group

We received public feedback on the proposal from 385 people and organisations.

- The graph below shows peoples/submitters interest in the proposal*.
- The graphs on the following pages show the themes that were most mentioned for each interest group*.

What was peoples interest in the proposal?



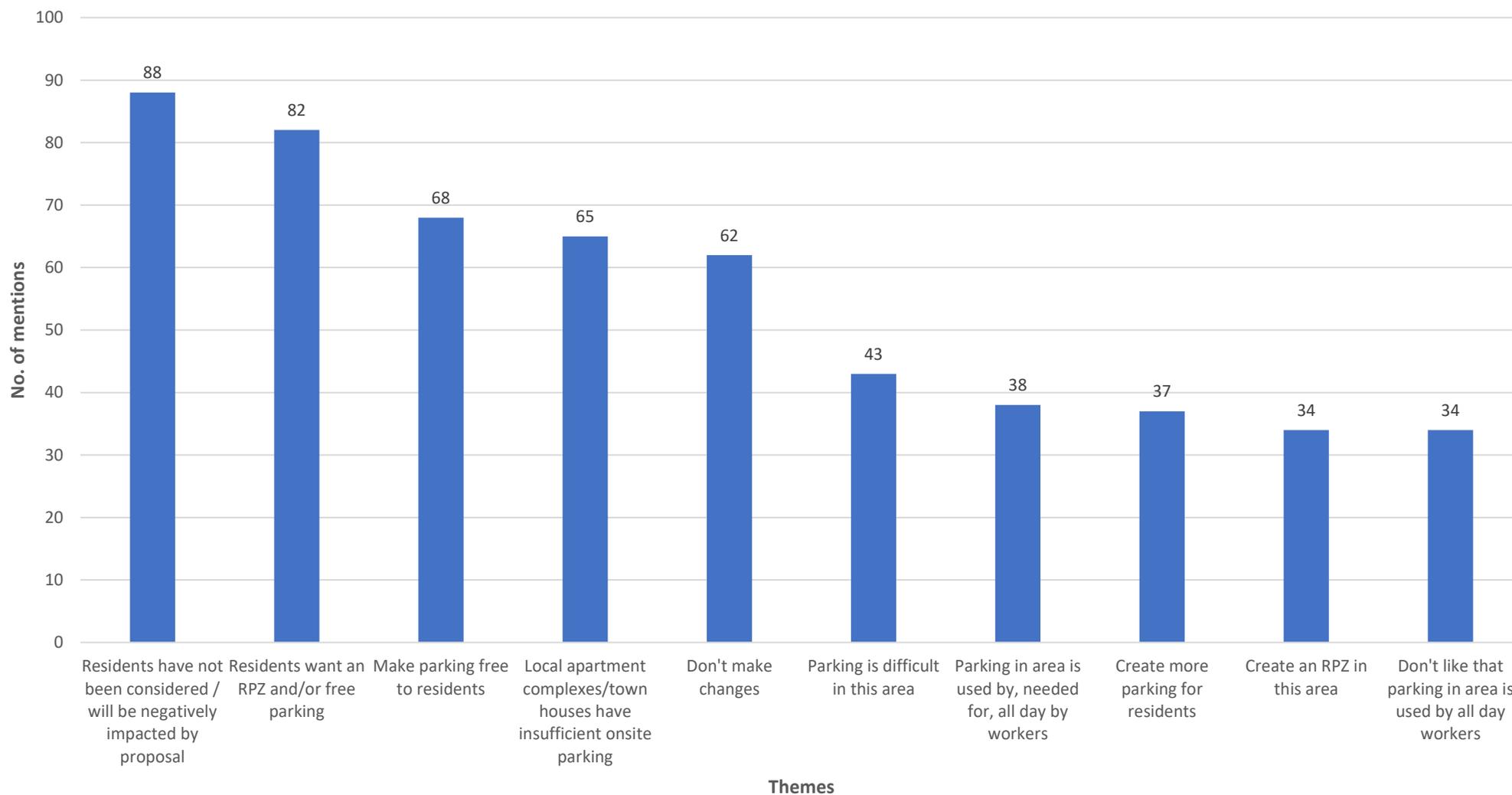
- I live in or own a property within the proposed zone
- I work or study within the proposed zone
- I drive, walk, bus or cycle in the proposed zone
- I run or own a business within the proposed zone
- I'm commuter parking in the proposed zone
- I pick up or drop off people in the proposed zone
- Other (please specify)

*Multiple Counts

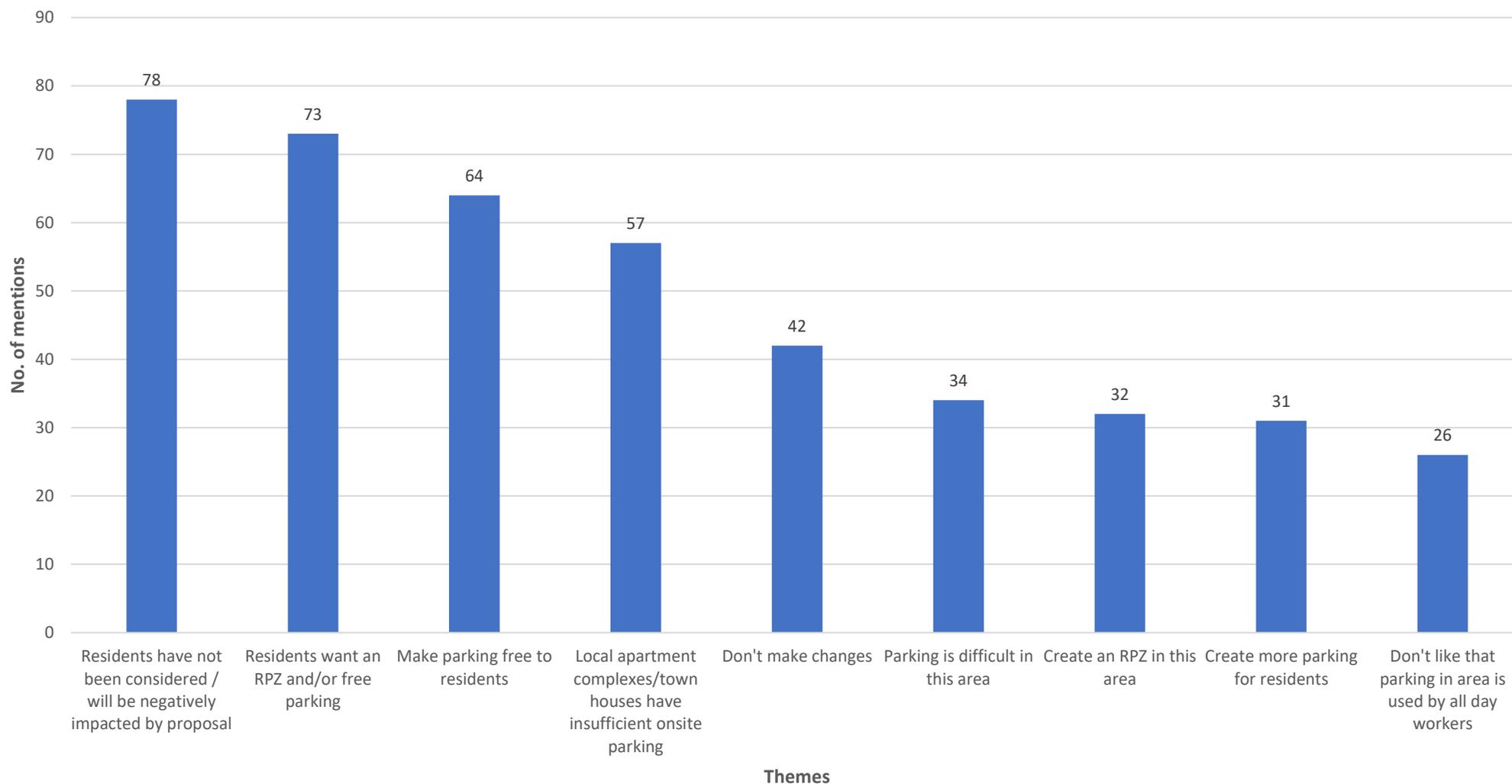
Respondents could select more than one interest in the proposal. For example, someone may have selected 'I run or own a business within the proposed zone' and 'I live in or own a property within the proposed zone'. This means:

- The total number for people's interest in the proposal (graph to the left) adds to more than 385.
- With regard to the graphs on the pages that follow, which show the themes that were most mentioned for each interest group. If someone selected their interest in the proposal as selected 'I run or own a business within the proposed zone' and 'I live in or own a property within the proposed zone' then any theme this person contributed to would be counted as a mention on the graph for 'I run or own a business within the proposed zone' and 'I live in or own a property within the proposed zone'
- The multiple counts described in the bullets above only apply to this section of the report i.e. multiple counts related to interest groups do not affect the previous sections of this report.

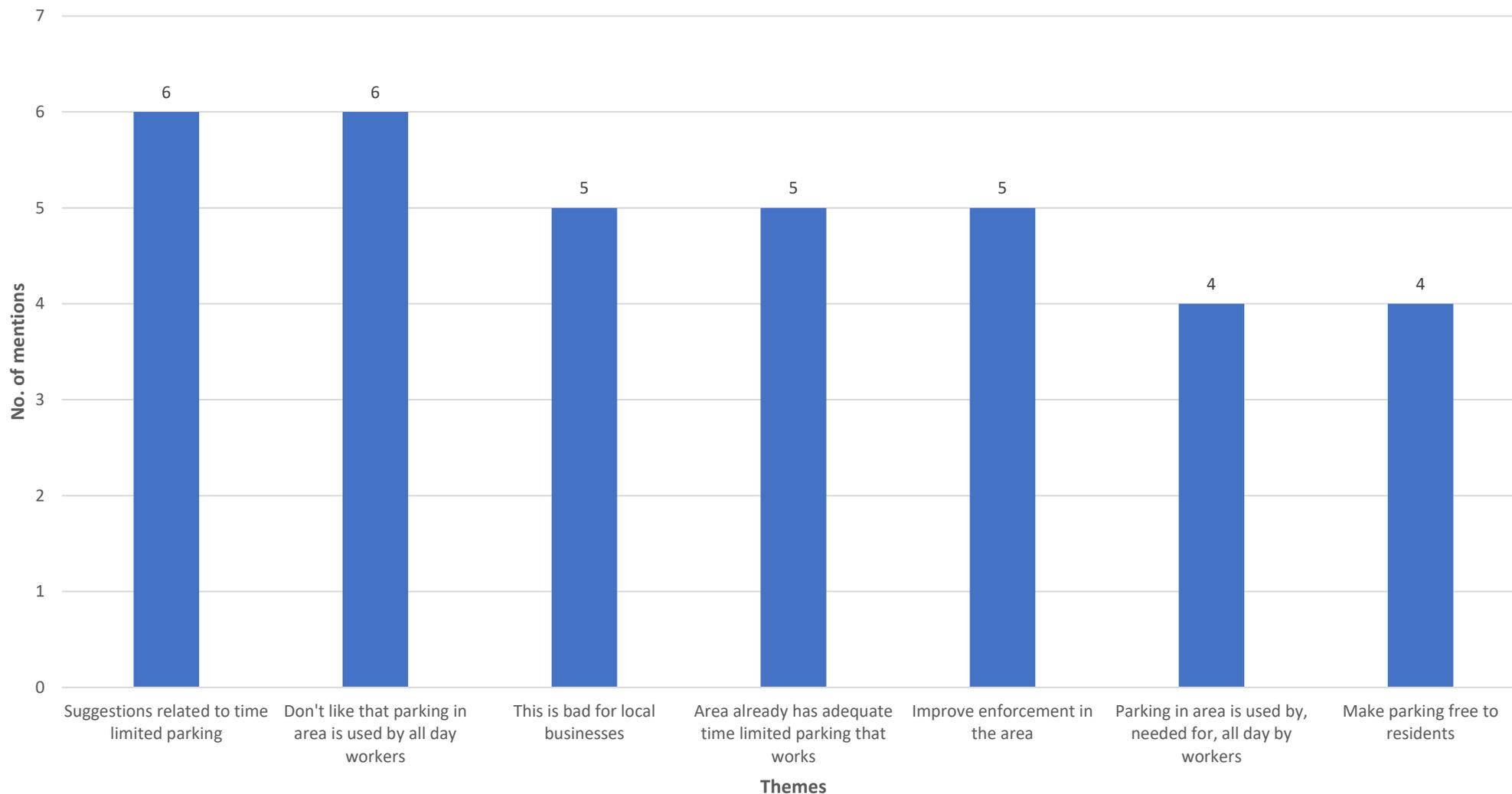
All respondents - Most mentioned themes - Q2 and Q3



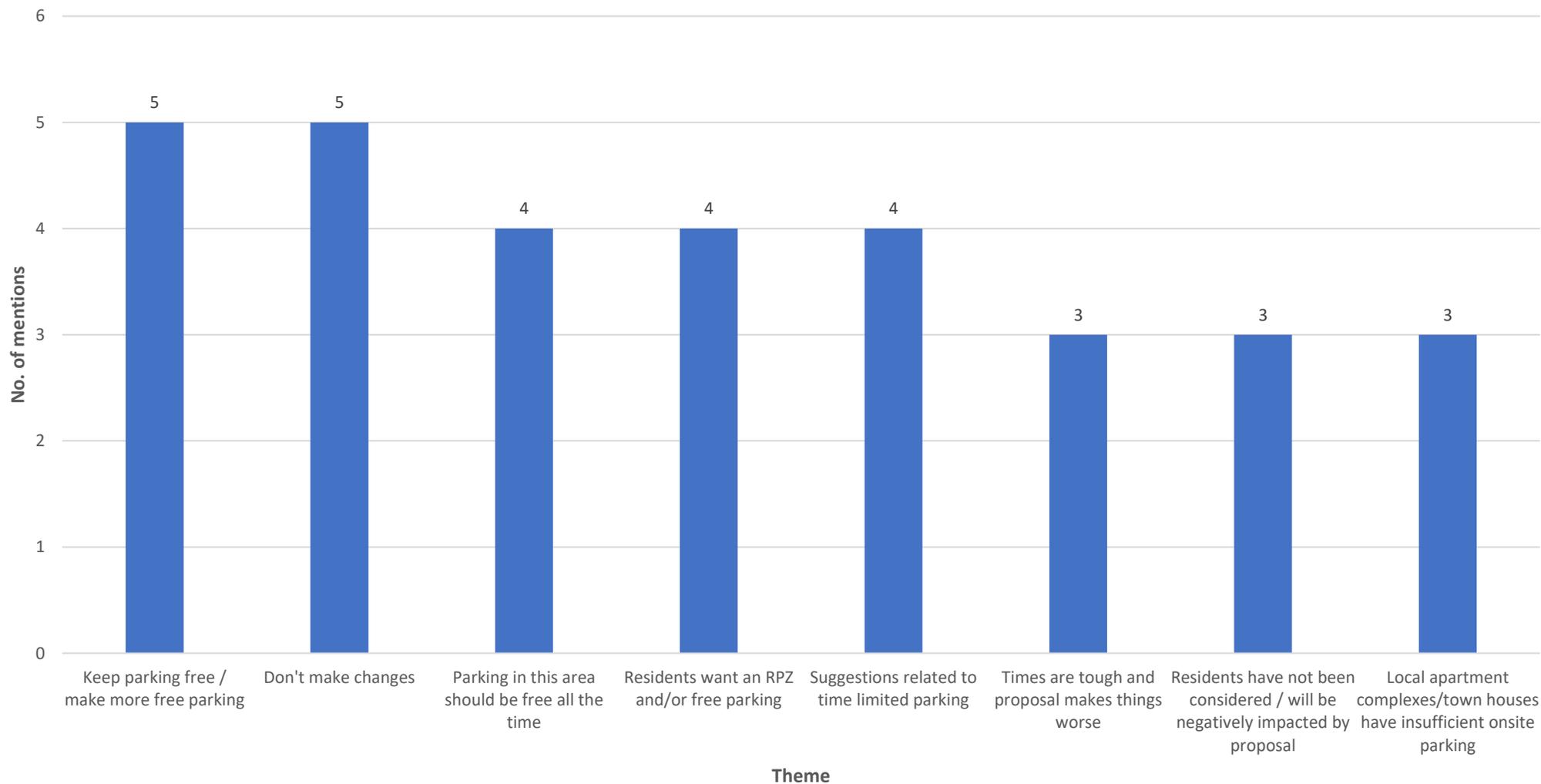
I live in or own a property within the proposed zone - Most mentioned themes - Q2 and Q3



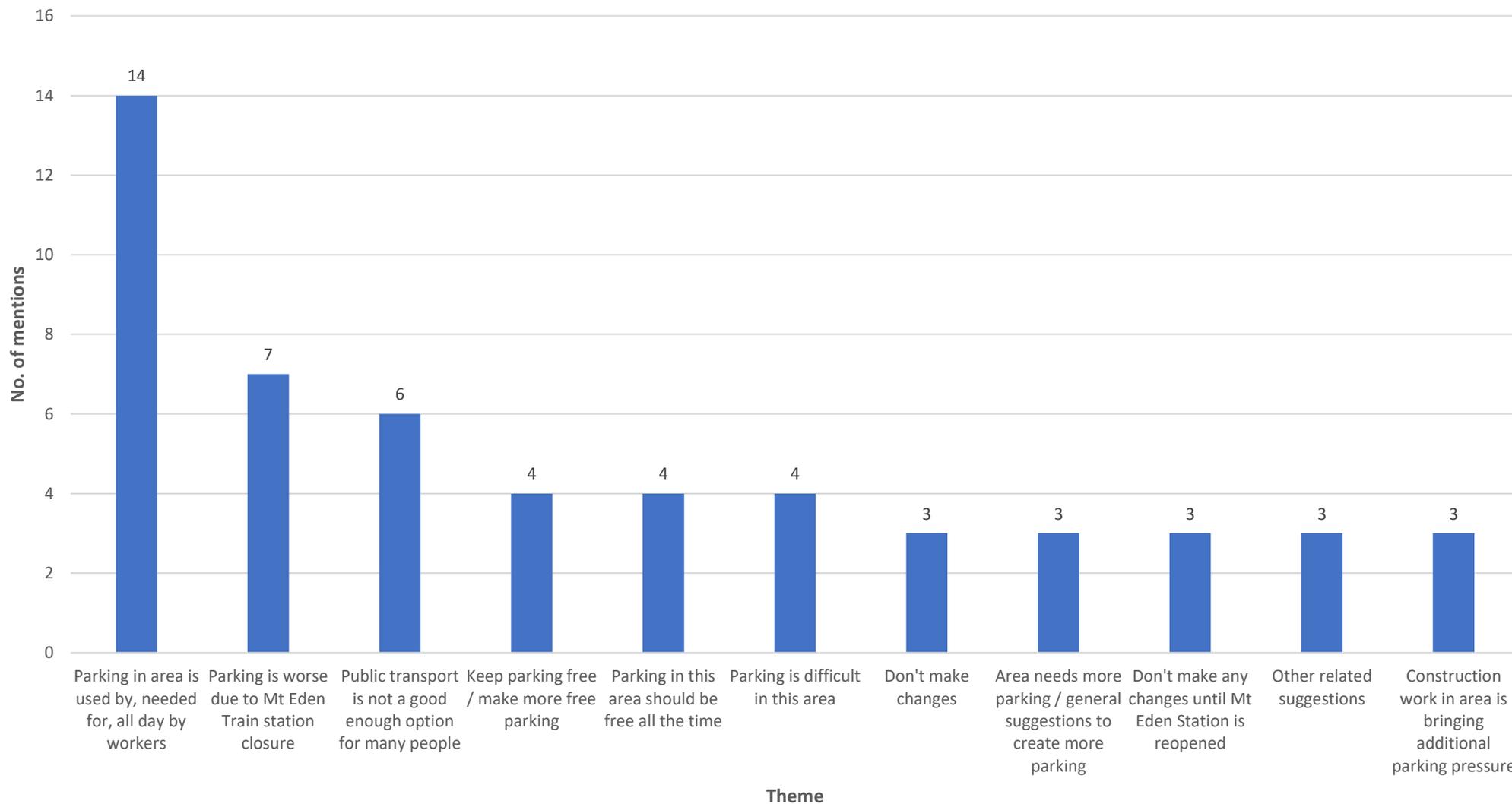
I run or own a business within the proposed zone - Most mentioned themes - Q2 and Q3



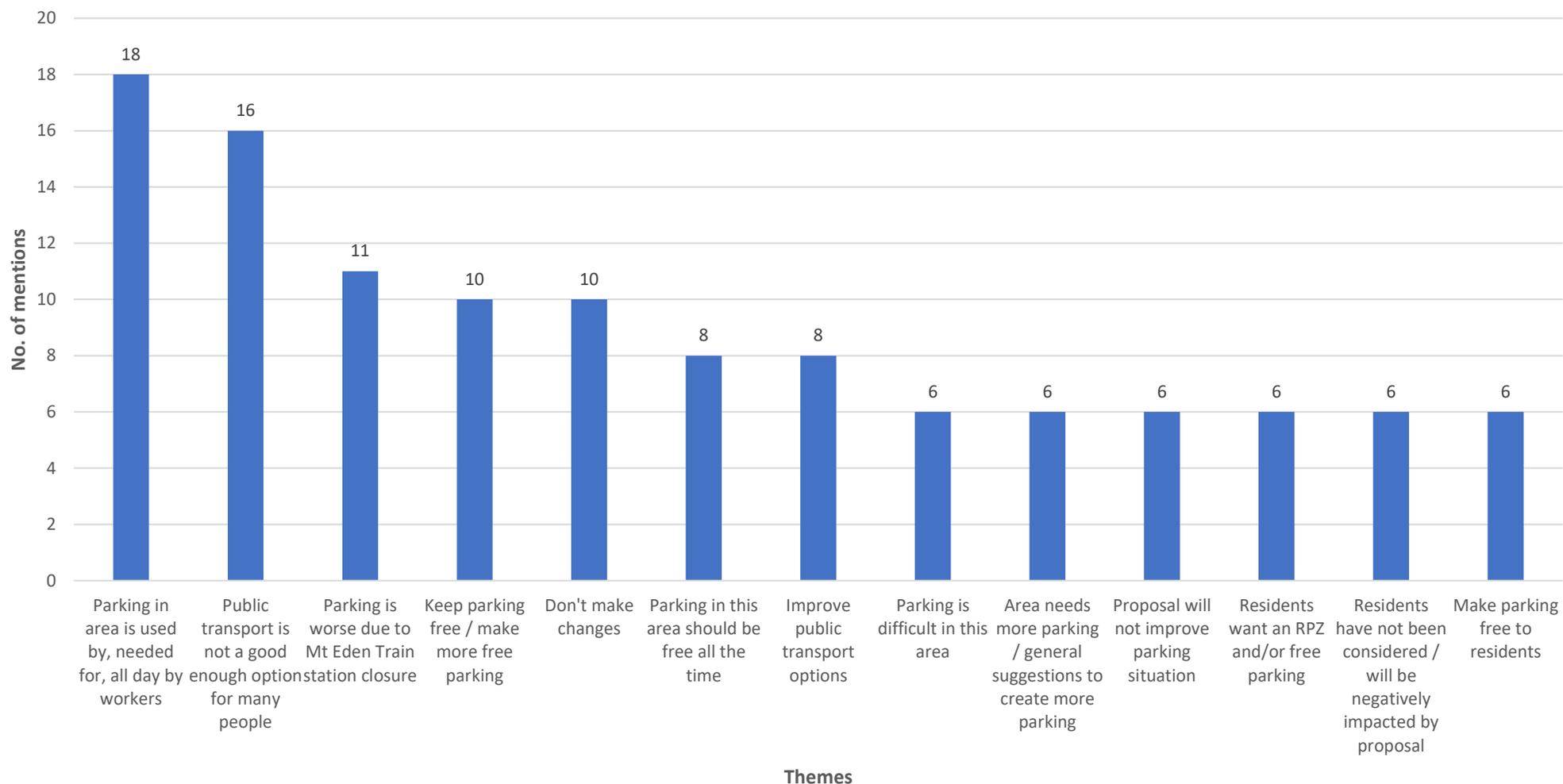
I pick up or drop off people in the proposed zone - Most mentioned themes - Q2 and Q3



I'm commuter parking in the proposed zone - Most mentioned themes - Q2 and Q3



I work or study within the proposed zone - Most mentioned themes - Q2 and Q3



Attachment 1: Feedback form

Have your say...

Proposed changes to Eden Terrace on-street parking

Please give your feedback before **Monday 28 September 2020**.

If you have difficulty completing the form or you require further information you can contact us on **(09) 355 3553** or **atengagement@at.govt.nz**

If your comment relates to a specific location, please be sure to state where.

What do you think of the proposed changes to on-street parking around Eden Terrace?



Why do you feel this way?

Do you have any suggestions for improving the proposal?

How did you hear about this project?

(Please tick all that apply)

- Information posted/emailed to me
- Auckland Transport website
- Word of mouth
- Media article (radio, paper or online)
- Paid advertisement e.g. newspaper, radio, TV, online
- Blog e.g. Bike Auckland, Greater Auckland
- Social media e.g. Facebook, Neighbourly

What best describes your interest in this proposal?

- (Please tick all that apply)
- I live in or own a property within the proposed zone
 - I run or own a business within the proposed zone
 - I pick up or drop off people in the proposed zone
 - I'm commuter parking in the proposed zone
 - I work or study within the proposed zone
 - I drive, walk, bus or cycle in the proposed zone

Demographics

These questions help us to understand who is engaging with Auckland Transport. Your responses help us to improve our work in gathering feedback from diverse audiences. Please note this information is for statistics purposes only, and does not affect your feedback.

Are you...

- Male
- Female
- Other

Are you...

- Māori
- Samoan
- European
- Chinese
- Korean
- African
- Pakeha (NZ European)
- Cook Islands
- Indian
- South East Asian
- Middle Eastern

Personal Information

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

Auckland Transport recognises privacy is an important matter. You can be assured any information you share with us will be treated with strict confidence, and will only be used for the purpose of this proposal, unless you permit us otherwise.

Name: _____

Business: _____

Street Address: _____

Suburb: _____

City: _____

Post Code: _____

Email address: _____

Phone number: _____

How did you hear about this project?

(Please tick all that apply)

- 15 or younger
- 15 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 or older

PRIVACY: Auckland Transport is committed to protecting our customers' personal information. Providing your postal or email address ensures that we can contact you with updates to the project.

Whilst your points of feedback will be publicly available in our feedback report, your name and contact details will always remain private.



FreePost Authority No. 233462



Consultation and Engagement Team
Auckland Transport
Private Bag 92250
Victoria Street West
Auckland 1142



Project: **PROPOSED CHANGES EDEN TERRACE ON STREET PARKING**

Attachment 2: Feedback from key interest groups

The following key interest groups/organisations provided feedback on the proposal. For a copy of their submission please refer to **Attachment 2**. For more information on the public's feedback please refer to the section below.

- Te Mīhana Māori
- Ministry of Education
- Life Church
- Restaurant Association of NZ

Attachment 2: Feedback from key interest groups

Te Mihana Maori
Q1. Unhappy
Q2. 1. Burleigh Street was gifted by the Church of the Holy Sepulchre, this land was never purchased 2. I do not agree that parishners should have to pay for parking on a road we once owned 3. We had a meeting with AT Transport re this and suggested several changes and have not had a response, to the best of my knowledge. The requests were: a) If we have a tangi or large hui, we should contact AT and have all the metres reserved up to the Church's boundary of 2-10 Burleigh Street b) That AT were to consider profit share for the parking on Burleigh Street c) Request to consider employing a person based at the Church/Marae to perform the task of traffic infringement / management of the area We also explained at the meeting, our long-term desire is to make the road around the Church more of a precinct and so we were wanting to work with Council and AT, making the road a one-way entry or exit only, for the intersection of Khyber Pass / Burleigh street. For further clarity. The Church also owned the Watercare Land at once stage, which is the other side of Burleigh Street, which was acquired under the public works act.
Q3. Fundamentally, we want the cars to be encouraged to move on after 2-hours, so hiking the rates after 120 minutes is not a bad thing. However as detailed above, specifically for Burleigh Street, we would seek: 1. Burleigh Street was gifted by the Church of the Holy Sepulchre, this land was never purchased 2. I do not agree that parishners should have to pay for parking on a road we once owned 3. We had a meeting with AT Transport re this and suggested several changes and have not had a response, to the best of my knowledge. The requests were: a) If we have a tangi or large hui, we should contact AT and have all the metres reserved up to the Church's boundary of 2-10 Burleigh Street b) That AT were to consider profit share for the parking on Burleigh Street c) Request to consider employing a person based at the Church/Marae to perform the task of traffic infringement / management of the area Additionally we would ask AT, if changes are to be made, for them to seriously consider making the road a one-way entry or exit only, for the intersection of Khyber Pass / Burleigh street.
Ministry of Education
Q1. Unhappy
Q2. This is a major issue for our staff currently, due to the Mt Eden Train Station being closed for 4 years and parking a premium within Mt Eden. We also have the Quest hotel being built behind our premise that will add even further pressure to our staff. It is exacerbating our parking issues even further. Can you please consider not adding parking meters within the current radius.
Q3. That you don't go ahead with the parking meters within the proposed vicinity or offer free period of parking for staff that work in this area. Parking is expensive, this will also add further pressure around costs/feasibly to want to work within our businesses within this radius.
Life Church
Q1. Unsure
Q2. Writing on behalf of LIFE Church at 25 Normanby Road. LIFE operates services on Sundays with some Saturday and midweek events.
Q3. We would want to ensure weekend parking and parking after 6pm week days remains free of charge.
Restaurant Association of NZ
Q1. Very unhappy
Q2. Many businesses impacted by paid parking
Q3. Free offsite parking