

Your feedback on Browns Bay Paid Parking Proposal



Contents

Summary	1
Key themes in feedback	1
Next steps	1
Background	2
What are we seeking feedback on?	2
Why are these changes needed?	2
Why paid parking?	3
Key benefits	3
How will the paid parking work?	3
Pay by plate parking	4
AT Park app – an easier way to pay.....	4
Consultation	5
What we asked you	5
Activities to raise awareness	5
How people provided feedback	5
Your feedback	6
Overview	6
What do you think of the proposed changes to Browns Bay parking as indicated on the map?	7
Please explain why	7
Do you have any suggestions for improving the proposal?	9
Other submissions	10
Design suggestions in feedback and AT responses	14
Attachment 1: Feedback form	22

Summary

Auckland Transport (AT) proposed a paid parking zone for on-street parking for some beachfront streets in Browns Bay. The streets in the beach front area include Clyde Road, Beach Front Lane, Service Lane and a small section of Anzac Road.

We consulted on this proposal from 28 March to 17 April 2022 and received a total of 2,826 submissions.

Key themes in feedback

Overall opinions on proposal

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

- 1.8% of submitters supported the proposal
- 0.5% of submitters supported the proposal with changes
- 96.6% opposed the proposal
- 1.1% did not provide a clear response to this question

Key themes

There were 20 key themes identified in the feedback, and 4 themes in the suggestions provided. The following themes were found in over 10% of submissions:

- Concern that paid parking will hurt businesses and community life (54.2%)
- Does not believe there is a parking problem (22.6%)
- Concern around cost of living (13.8%)
- Belief that proposal is just a way to create revenue (12.8%)
- Concerns about access to public spaces like the beach and playground (12%)

More detail and AT responses to the concerns and suggestions from the community can be found in the [Your feedback](#) section.

Next steps

AT acknowledges that the proposal received minimal support and that the exceptional circumstances presented by the ongoing pandemic and its associated economic impacts have changed the way many of us live our lives.

While AT firmly believes that change is justified in the way on-street parking in Browns Bay is managed and that paid parking is the most effective way of managing that limited resource we accept that currently such a change would be difficult to implement, and AT will therefore be recommending not to proceed with the proposed change at this time.

AT will continue to work closely with the Browns Bay Business Association and Hibiscus and Bays Local Board to monitor the effectiveness of the current parking restrictions and to ensure that we can demonstrate how they and any future changes can contribute to a vibrant town centre moving forward.

Background

What are we seeking feedback on?

We are proposing changes to how parking is managed around the streets of Browns Bay's beach front.

To help manage the high demand for parking within this area, Auckland Transport proposes to introduce paid parking restrictions. This will ensure that parking is well used, but people can still easily find a space.

The area includes Beach Front Lane, Clyde Road, Service Lane and a section of Anzac Road. Mobility spaces and P10 on Beach Front Lane would be excluded.



Why are these changes needed?

On-street parking around Browns Bay is in high demand. When we surveyed the area, we found that the average peak occupancy on the majority of the beach front area was over 85% on weekdays and over 90% on weekends.

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 have also received complaints about poor and illegal parking behaviour in the area.

We are proposing flexible parking management solutions to improve parking availability and behaviour.

Why paid parking?

Paid parking with no time limits helps manage demand through price and is a flexible parking management solution. It works well in areas with high parking demand and limited parking spaces.

These changes are in line with AT's Parking Strategy for managing on-street parking. 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.

Key benefits

- Manages parking demand and increases parking availability
- Users can stay for as long as they need to, but short stay parking will be prioritised.
- Encourages motorists to consider other transport options such as public transport, carpooling, cycling or walking
- Reduces congestion from vehicles circulating the area looking for a park.
- Allows for 10-minutes grace period to allow for pick-ups and drop offs.

How will the paid parking work?

Paid parking helps to manage parking demand by encouraging people to consider alternative ways of getting to their destination. This increases turnover of parking and improves availability for those who need to drive and park in the area.

The price of parking (the tariff) is determined using our demand-responsive pricing policy outlined in the AT Parking Strategy. We will monitor parking demand in the area and adjust the tariff up or down to maintain an average of around 85% peak parking occupancy.

Introducing paid parking now, will make it easier to respond to future changes in demand. We anticipate population growth in the Browns Bay area in coming years, so it is important that we have a flexible parking management plan in place

DAYS & TIME OF OPERATION	0-2 HOURS	2+ HOURS
Mon – Sun, 8am – 6pm	\$1 per hour	\$2 per hour

Pay by plate parking

All parking machines installed will be pay by plate machines. Pay by plate parking is an easy, paperless system that works on your vehicle's registration number.

To pay for parking, you enter your registration (licence plate) number into the parking machine and pay for the amount of time you wish to park. The machines will accept credit and debit cards and include 'tap and go' technology for Visa payWave and Mastercard PayPass. Some machines will still accept coins.

AT Park app – an easier way to pay

The new AT Park app for iPhone and Android smartphones, makes it easier to pay for on-street parking. We will still install pay by plate machines, but you will also have the option to pay for parking using the AT Park app.

AT Park app features:

- Pay only for the time you use
- Get text reminders when your parking is due to expire
- Easy-to-use map with parking locations and prices
- No transaction fees.

For more information and to download the app, go to [AT.govt.nz/ATpark](https://at.govt.nz/ATpark)

Consultation

We requested feedback on the proposal from 28 March 2022 to 17 April 2022

What we asked you

On our online submission form and freepost form we asked three questions:

- What do you think of the proposed changes to Browns Bay parking as indicated on the map?
- Please explain why
- Do you have any suggestions for improving the proposal?

Activities to raise awareness

To let you know about our consultation, we:

- hand-delivered brochures (with freepost feedback forms) to businesses in the area
- emailed local businesses with a virtual copy of this brochure, for distribution to staff
- set up a project webpage and an online feedback form on our website
- installed approximately 20 on-road signs in the area, referring people to the webpage, online feedback form and a phone feedback option
- posted information on our social media channels, including Facebook
- made printed brochures available at the East Coast Bays Library

How people provided feedback

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a freepost form included in the brochure. See [Browns Bay - Paid Parking Proposal \(at.govt.nz\)](#) at the end of this report for a copy of the feedback form.

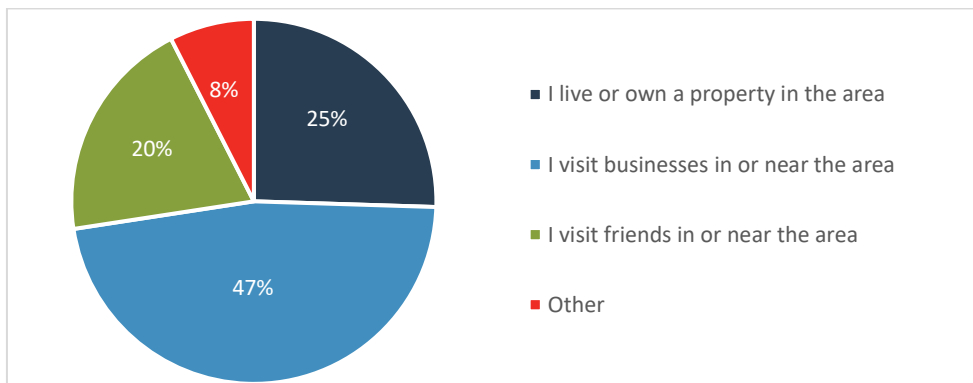
Your feedback

Overview

We received public feedback on the proposal from 2,826 submitters.

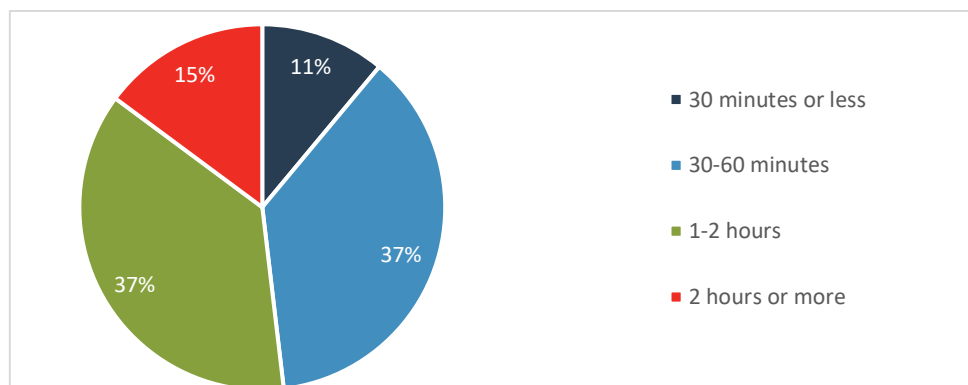
- All of these were submitted online. None were submitted using the hardcopy feedback form and none were submitted via email or through the AT call centre.

Most people (2,253 respondents) told us that they were interested in the proposal because they visit the Browns Bay shops. 1,220 said they live in, or own a property in, the area and 953 said they visit friends in Browns Bay. 359 submitters stated 'other' as their interest in the project, and told us that they visited the beach, cafes and the playground.



2,741 responded to this question. Submitters were able to choose multiple responses.

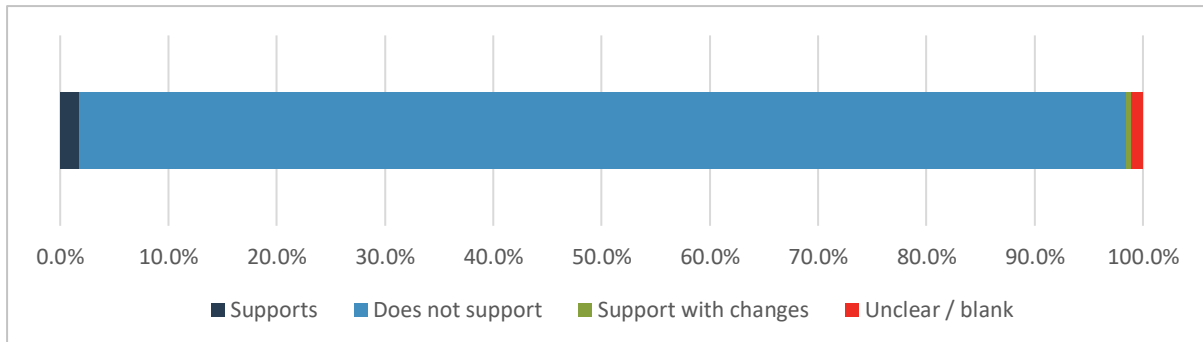
Submitters told us that they typically park in Browns Bay for 30-60 minutes or between 1-2 hours.



2,795 responded to this question. Submitters could provide only one response to this question.

What do you think of the proposed changes to Browns Bay parking as indicated on the map?

96.6% of submitters said that they do not support the proposal, while 1.8% support it as proposed and 0.5% would support it if minor changes were made. 1.1% either did not respond to the question or their opinion was unclear.



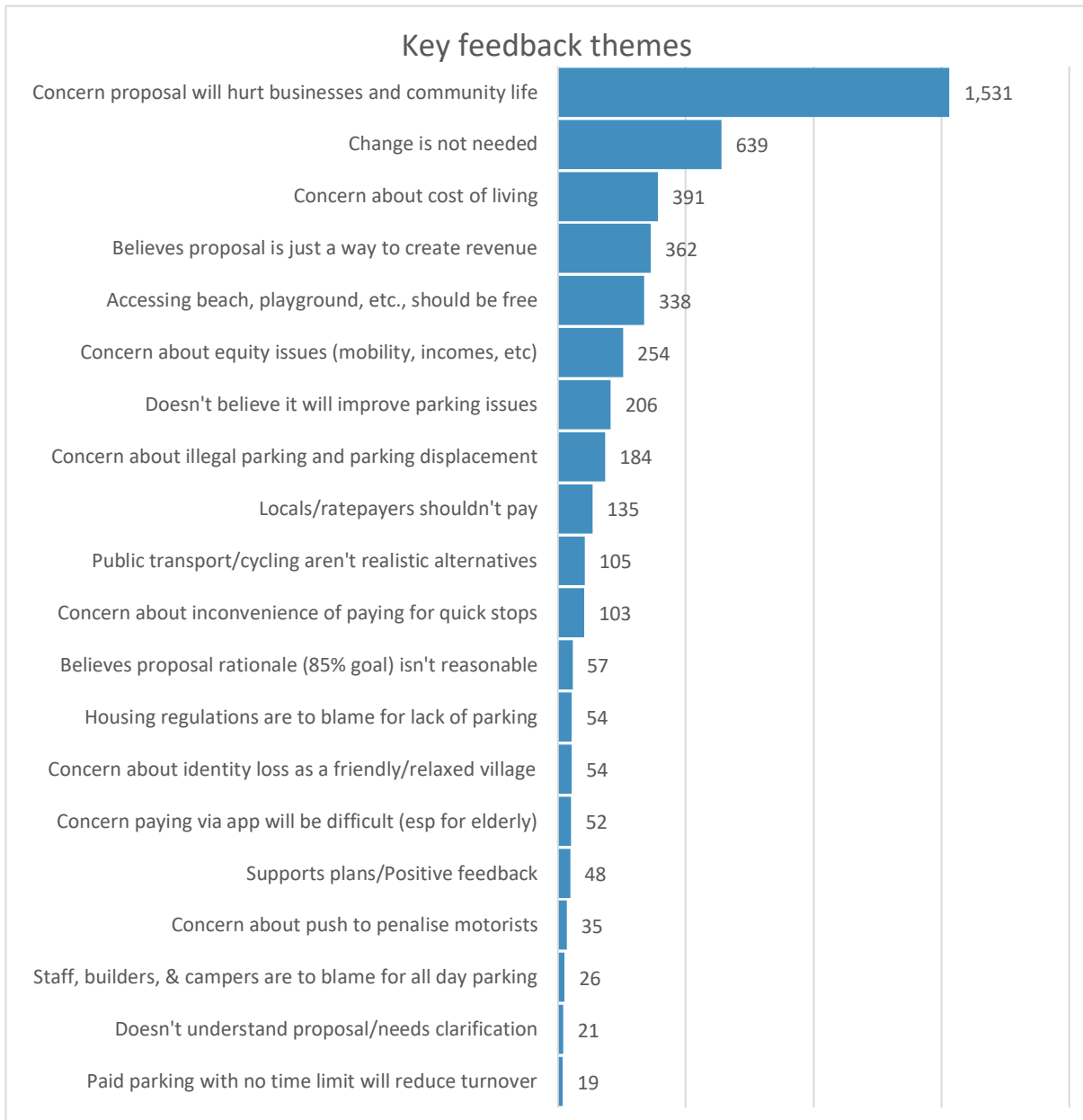
Based on total submissions of 2,826. Submissions were counted in one category only.

Please explain why

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

Supportive comments most frequently mentioned that they believed the proposed changes would increase parking availability and turnover (20 mentions). Some respondents told us it's difficult to find a car park (8 mentions), and that implementing the parking changes could encourage people to use public transport, cycle, or walk (7 mentions) and reduce congestion in Browns Bay (5 mentions).

Suggestions and concerns were grouped into themes as shown in the graph on the next page.

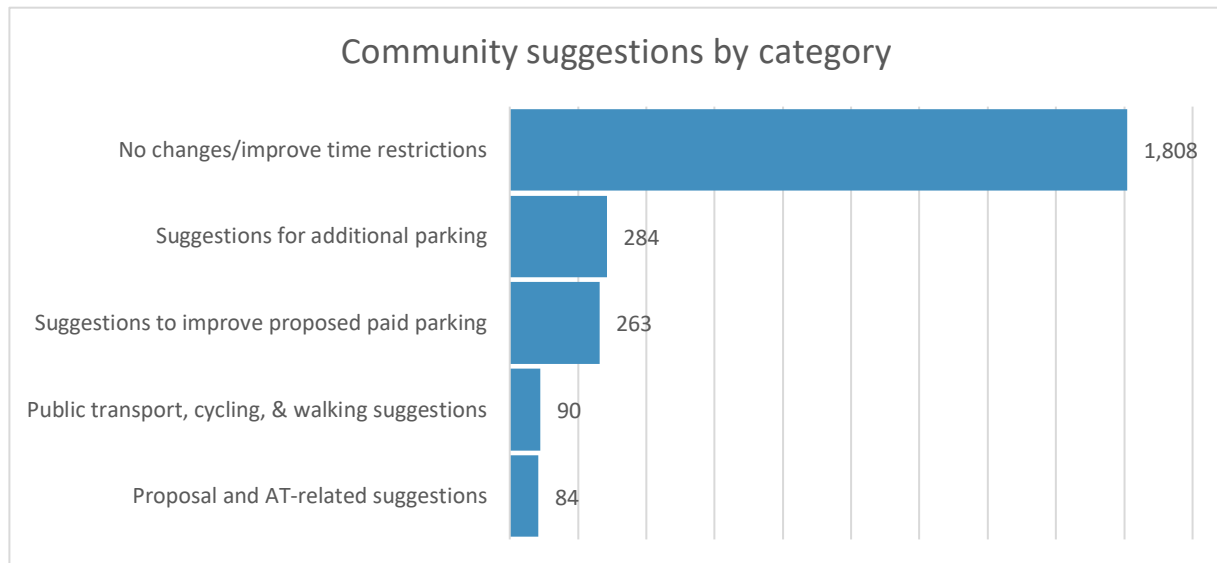


Based on total submissions of 2,826. Submissions may be counted in more than one theme.

Do you have any suggestions for improving the proposal?

Submitters provided suggestions in five main categories. The majority of suggestions (63.9%) were to make no changes or to improve existing time restrictions instead.

Other ideas were suggestions for creating more parking (10%) and ways to improve the paid parking proposal (9.3%).



Based on total submissions of 2,826. Submissions may be counted in more than one theme.

You can read more about the suggestions and AT responses to them in the [Design suggestions in feedback and AT responses](#) section.

AT responses to the themes raised in feedback

Paid parking would reduce the number of people visiting Browns Bay

The most common theme in the submissions we received was the concern that the Browns Bay town centre would suffer if the paid parking proposal went ahead. Submitters largely raised concerns about the loss of businesses for shops in Browns Bay, with respondents telling us:

- Proposal will hurt businesses and community (1,532 mentions)
- People will go to Albany Mall instead (258 mentions)
- Concern about inconvenience of paying for quick stops like buying coffee or picking up takeaways (103 mentions)
- Concern about the identity loss of Browns Bay as a village (54 mentions)

Whilst we understand the community sentiments towards paid parking it is the most effective way of managing parking which is in high demand and is in line with the Auckland Parking Strategy.

Browns Bay offers a different experience to Albany Mall. We cannot control where people choose to go. If visitors struggle to find available parking when they come to Browns Bay, they may decide to go elsewhere where they have easier access. Paid parking gives surety of parking availability. Ten minutes free parking is included in the paid parking.

Introducing paid parking is not needed or would not be effective

In their submissions, respondents expressed concern about both the need for change, and the effectiveness.

- There is no need for change (639 mentions)
- Proposal would not improve parking availability (206 mentions)
- Concern that the proposal rationale (i.e., 85% goal) isn't reasonable (57 mentions)

The surveys carried out showed that the peak parking occupancy is high and the current time restrictions are no longer adequate at peak times. The data supports that there is a problem that requires addressing.

AT only has limited data demonstrating improved parking availability as a result of introducing paid parking. While it is difficult to make a direct comparison, in Ponsonby the average peak parking occupancy in the spaces which were converted to paid parking fell from 84% to 76%.

Furthermore, 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 options such as public transport, walking and cycling.

Improved availability means the parking resource is still well used but people can still easily find a space, thus reducing customer frustration. A parking occupancy level of 85% means at least one parking space in every seven should be vacant.

The proposal rationale comes from the Auckland Parking Strategy which is aligned with a recognised international approach to the best practise management of on-street parking.

Paid parking is unaffordable or unfairly penalises people

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

- Concern about the timing of the proposal because of recent cost of living increases (391 mentions)
- Accessing public areas like the beach and playground should be free (338 mentions)
- Proposal would unfairly penalise people on lower incomes or people who cannot walk long distances, e.g. families with small children and elderly shoppers (254 mentions)
- Ratepayers shouldn't have to pay as taxes should cover parking costs (135 mentions)

AT acknowledges the current increases in the cost of living however parking still needs to be managed in an effective way.

Beach Front Lane and the carpark at the bottom of Anzac Road not only provide access to the beach, but also service the town centre area and there needs to be a balance. Free unrestricted beach parking is still available away from the retail area.

Auckland Council collects rates and uses them for services such as maintaining parks, running libraries and other community facilities and so on. 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.

Insufficient parking availability in area

Many submissions (10%) focused on insufficient parking as the main problem in this area. This was demonstrated through themes in the feedback such as:

- Create more parking to improve parking availability (284 mentions)
- Suggestion to increase enforcement to improve parking behaviour and increase capacity (193 mentions)
- New housing developments need to cover occupant parking, i.e. parking shortage is due to construction of commercial/residential properties with insufficient parking (54 mentions)
- Business staff, construction workers and/or freedom campers are to blame for all-day parking (26 mentions)

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 time or price. There is no funding identified to create a car park building in the area and this would conflict with our other strategic objective to see increased use of public transport and active modes such as walking and cycling.

Parking enforcement is a limited resource. The monitoring of parking restrictions is currently done manually by parking officers on foot.

New housing developments must meet the requirements of the Auckland Unitary Plan and the consenting is undertaken by Auckland Council.

Time restrictions are easily avoided by those working in the area who move their vehicles around to avoid infringements. Paid parking eliminates vehicles moving around the zone to avoid time limits as there are none. As the payment system recognises that the cheaper rate has expired the higher tariff will be charged even if the vehicle does move.

Proposal will push parking issues into other locations

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

- Proposal will move the parking problems elsewhere, e.g., other streets, private business parking like supermarkets (184 mentions)

If parking occupancy increases in nearby streets, further parking changes can be introduced as per the AT Parking Strategy. Private businesses need to manage their parking themselves.

Misconceptions about the proposal and on-street parking

There were some misunderstandings about the proposal and the current on-street parking arrangement in Browns Bay.

“Paid parking has been proposed to create revenue for Auckland Transport.”

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. We recognise that some people still need to drive to the area and this proposal will ensure that they are still able to park.

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, bus lanes, clearways, and so on.

“Part of Auckland Transport’s role is to provide parking.”

Parking within the road reserve is a public asset and managed by the road controlling authority in line with its Parking Strategy. It is important to note that Auckland Transport is not responsible for providing parking. It is the responsibility of businesses, developers and homeowners to provide parking to meet their needs. Otherwise, Auckland ratepayers would effectively be subsidising their parking.

“There are currently no restrictions on beachfront parking.”

Car parking spaces on Beach Front Lane are currently time restricted. Unrestricted nearby streets are not included in this consultation.

“Paid parking fees would apply to the whole of Browns Bay township.”

Only Beach Front Lane, Service Lane, Clyde Road and a small part of Anzac Road are included in this proposal.

Design suggestions in feedback and AT responses

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

Design suggestion in feedback	AT response
Suggested alternatives to the proposal	
<p>No changes to existing parking (1,808 mentions)</p> <ul style="list-style-type: none"> • <i>“Leave it as it is”</i> • <i>“No paid parking”</i> • <i>“It works fine as it is”</i> 	<p>The surveys carried out showed that the peak parking occupancy is high and the current time restrictions are no longer adequate at peak times. The data supports that there is a problem that requires addressing.</p> <p>If the area remains as it is, the parking issues will remain with continued driver frustration and congestion on the roads as people circulate around looking for a parking space. If visitors struggle to find available parking when they come to Browns Bay, they may decide to go elsewhere where they have easier access.</p> <p>Paid parking has been found to be a more effective parking management tool than time restrictions as time restrictions either make people 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>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>Enforce time restrictions (193 mentions)</p>	<p>Parking enforcement is a limited resource. The monitoring of parking restrictions is currently done manually by parking officers on foot it is not</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • <i>“Enforce the existing time limits on these areas, particularly the short stay ones, so the turnover is higher”</i> • <i>“Parking warden can visit more often.”</i> • <i>“Employ more parking wardens to check that free parking isn’t being abused.”</i> 	<p>always possible that our officers can be present at every location each time someone is committing an offence.</p> <p>Time restrictions are easily avoided by those working in the area who move their vehicles around to avoid infringements. Paid parking eliminates vehicles moving around the zone to avoid time limits as there are 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>Add additional timed parking restrictions (e.g., P90, P120, P180) to stop long-term parkers (115 mentions)</p> <ul style="list-style-type: none"> • <i>“Max 90min parking with enforcement.”</i> • <i>“Monitored time limits are fine, so long as they are reasonable. i.e. 2 hours gives people time to shop, have a meal or drink, while discouraging people parking for the entire day”</i> • <i>“2 or 3 hours time limits.”</i> 	<p>Adding a greater range of time restrictions will not solve the issue of availability as turnover can only be guaranteed by intensive enforcement which AT is not resourced to deliver.</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 the correct fee is paid for the time parking is getting used.</p>
<p>Create short period (10-15 min or 30 min) free restricted parking spaces (69 mentions)</p> <ul style="list-style-type: none"> • <i>“Create more 15 or 30 min parking for people who want to visit the local shops and businesses.”</i> • <i>“Time limited eg 30mins”</i> • <i>“Add more short term parking- 10 to 30 min close by pharmacy/cafes”</i> 	<p>Parking enforcement is a limited resource and short restrictions require even more intensive monitoring to be effective. Short parking time restrictions are also ineffective in terms of offering limited time to someone who wishes to stay longer. Paid parking offers 10 minutes free parking for those who just need to pop into a shop or café. We understand that 10 minutes may not be enough for everyone and hence anyone wishing to stay longer can do so by paying for the time they wish to stay.</p>

Design suggestion in feedback	AT response
	Time restrictions make people move after a set time resulting in frustration and can contribute to congestion with vehicles circulating the streets to find another parking space.
<p>Create a mix of 60-, 90-, 120-, 240-minute free time-restricted parking to increase turnover (47 mentions)</p> <ul style="list-style-type: none"> • <i>“make everything 90 on mainstreet and say 180 beach side”</i> • <i>“Split the free parking into different time zones - 30mins, 60mins, 120mins. Have a range of time zones at both ends of the area.”</i> • <i>“diversify and inforce time limits to p30,p60,p120 and p180”</i> 	There is already a mix of time restrictions – Clyde Road is P60, Beach Front Lane is P120, areas to the west on Anzac Road, Inverness Road and Bute Road are P90 – in certain areas this is not proving to be effective in managing the parking demand.
Suggested improvements to the proposal	
<p>Make first 1-3 hours free, then paid (80 mentions) or make first 30-60 minutes of parking free (56 mentions)</p> <ul style="list-style-type: none"> • <i>“Why not offer 30 - 60 minute free parking so people can nip to the shops for the things they need for free.”</i> • <i>“Make first 3 hours free to discourage people parking all day but motivate shoppers and cafe/restaurant visits”</i> • <i>“Have 60 mins free parking and pay for longer than that to discourage people parking there all day”</i> 	<p>There is already time restricted free parking in place – this is not proving to be effective in managing the parking demand.</p> <p>The introduction of a longer 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>

Design suggestion in feedback	AT response
<p>Paid parking only in a limited area (e.g., a specific street, near Sunday markets) (37 mentions)</p> <ul style="list-style-type: none"> • <i>“If you have to introduce paid parking then it should be on the main road only, not at the beachfront.”</i> • <i>“Leave Clyde road alone for the shoppers and cafe goers to enjoy.”</i> • <i>“Charge only on the main street where it is closer to the restaurant but nowhere else”</i> 	<p>Paid parking was only considered for the busiest areas that have the most demand. These areas have reached the trigger point required for intervention (peak occupancy above 85%)</p>
<p>Resident exemptions (e.g., one hour free, free permit, or permit with an annual fee) (20 mentions)</p> <ul style="list-style-type: none"> • <i>“Introduce residents permits for people like me who live in the area but it is too far to walk from home so we cannot be disadvantaged for doing what we love to do in this area”</i> • <i>“Give locals a “Free park permit”, with a reasonable annual fee for admin etc”</i> • <i>“Perhaps locals could have a local sticker on their cars so they don’t have to pay”</i> 	<p>AT’s Parking Strategy sets out how residential parking is managed. Residential parking exemptions are not used in Town Centre or Mixed Use zones.</p> <p>The proposed area is zoned as Business Town Centre 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> <p>AT only considers prioritising residents in areas which are zoned as purely residential.</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 i.e. to improve parking availability in the area.</p>
<p>Suggestions for additional parking</p>	

Design suggestion in feedback	AT response
<p>Create more parking (287 mentions)</p> <ul style="list-style-type: none"> • <i>“If the demand for parking is strong, increase the supply of car parks”</i> • <i>“Create more parking spaces don’t restrict the ones we have”</i> • <i>“Provide more free parking”</i> 	<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 either through time or price.</p>
<p>Create underground parking or multi-storey parking building (106 mentions)</p> <ul style="list-style-type: none"> • <i>“Have a multi story or underground car park available near to town centre”</i> • <i>“multi storey parking facility to properly accommodate the parking requirement”</i> • <i>“Build a multilevel car park.”</i> 	<p>There is no funding identified to create a car park building in the area.</p> <p>Encouraging the use of private vehicles into the area would conflict with our other strategic objective to see increased use of public transport and active modes such as walking and cycling.</p>
<p>Issue consents for fewer apartments/make sure new developments have off-street parking (90 mentions)</p> <ul style="list-style-type: none"> • <i>“Building permits for apartment buildings in the area should only be issued if they have underground car parks for every resident.”</i> • <i>“Ensure new builds provide parking.”</i> • <i>“Developers of apartment buildings should be made to provide alternative parking for the locals.”</i> 	<p>High land prices mean that more effective use needs to be made of the limited land available hence the change in planning requirements relating to levels of off-street parking which are not set by AT. Patterns of car ownership will change over time and the over-supply of parking can be an issue.</p> <p>The National Policy Statement on Urban Development (NPS-UD) required the Council to remove car parking minimums from the Auckland Unitary Plan. New housing developments must meet the requirements of the Auckland Unitary Plan and the consenting is undertaken by Auckland Council.</p> <p>The area within this proposal is zoned as business town centre and is similar to many other areas across the region which have high density residential</p>

Design suggestion in feedback	AT response
	<p>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 parking leading to increased turnover and improved parking availability.</p> <p>It is also important to note that AT is not responsible for providing parking for private businesses or property owners. Each entity/ business is liable to provide their own parking.</p>
<p>Change Beach Front Lane parking to angled parking (21 mentions)</p> <ul style="list-style-type: none"> • <i>“Angle parking on beachfront lane”</i> • <i>“Change the parking to diagonal parking on the beachfront that will fit more people in”</i> • <i>“Make Beach Front Lane one with way angle parking.”</i> 	<p>For angle parking a minimum manoeuvring space is required. The areas of Beach Front Lane with parallel parking only does not have the required width.</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 in order to create angle parking would have a negative impact on the operation of the local road network. AT feels that this paid parking proposal encourages a more effective use of existing resources ensuring that we achieve increased turnover and improved availability</p>
<p>Create signage and maps to direct people to other parking areas (i.e. long-term parking further away from centre like Freyberg or new carpark on beachfront). (16 mentions)</p> <ul style="list-style-type: none"> • <i>“Put signs up on roads into Browns Bay telling people parking Freyberg park short walk to beach at busy periods.with map showing where.”</i> • <i>“Put up signs for where other parking options are”</i> 	<p>Information signage is being investigated; a request has been sent to our Wayfinding team on how best to manage this.</p> <p>Private companies have set up paid parking due to the scarcity of available on-street spaces at peak times, they would need to create their own signs and advertising.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • <i>“There is also now a parking solution on beachfront lane managed by Wilson's parking/ parkmate... maybe more signage directing shoppers/ Beach goers there could help.”</i> 	
Suggestions for improving walking, cycling, and public transport	
<p>Improve public transport (i.e., increase frequency, lower fares, etc) (61 mentions)</p> <ul style="list-style-type: none"> • <i>“Improve routes of public transport and make it tempting by reducing fares so people can ditch their cars.”</i> • <i>“Perhaps focussing more on the rail programs and improving the modes of public transport”</i> • <i>“Increase public transport, or have a park and ride system from larger parking areas (like a circuit route)”</i> 	<p>AT has been working to improve public transport services and connections. Simpler fares introduced in Aug 2016 make it easier to transfer between different services. The New Bus Network has improved frequency and access. Patronage numbers continue to grow as access and service is improved.</p> <p>The improvements we are making to the speed and reliability of our bus services network is to improve user experience and encourage new bus users.</p> <p>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>
<p>Make it safer and more comfortable to walk and cycle in Browns Bay (19 mentions)</p> <ul style="list-style-type: none"> • <i>“improve cycleways and pedestrian safety within and surrounding Browns Bay”</i> • <i>“Provide cycleways for families and safe cycle lock up zones.”</i> 	<p>AT has a team currently looking at improvements for pedestrians and cycling - the Browns Bay Slow Town Centre plan is being developed and will be starting soon.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • <i>“Improve browns bay for pedestrians as more people would walk there if it was less dangerous. IE drop the speed limit to 30kmph”</i> 	
Other requests and suggestions	
<p>Use funds for something else (35 mentions)</p> <ul style="list-style-type: none"> • <i>“Leave it as it is and fix the roads that need urgent attention such as Glenvar-east coast rd intersection”</i> • <i>“Fix the other issues first. This isn’t an issue”</i> • <i>“do some constructive things like fix the roads in the area rather than spend precious funds on pay and display machines”</i> 	<p>AT has teams in place that manage the road maintenance programme. Any maintenance issues should be raised with them by reporting the actual faults and issues through to AT.</p>

Attachment 1: Feedback form



What is planned?
We are proposing changes to parking management on the streets around the beach front area of Browns Bay.

To help manage the high demand for parking within this area, Auckland Transport (AT) proposes to introduce paid parking restrictions, introducing paid parking to this area will ensure that parking is well-used, but people can still easily find a space.

Why paid parking?
Paid parking with no time limits helps manage demand through price and is a flexible parking management solution. It works really well in areas with high parking demand and limited parking spaces.

These changes are in line with AT's Parking Strategy for managing on-street parking. 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.

Why are these changes needed?
On-street parking around Browns Bay is in high demand. When we surveyed the area, we found that the average peak occupancy on the majority of the beach front area was over 85% on weekdays and over 90% on weekends.

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 have also received complaints about poor and illegal parking behaviour in the area.

Peak occupancy on the majority of the beach front area

Over **85%** Monday to Friday

Over **90%** Weekends

Key benefits of paid parking with no time limits

- Manages parking demand and increases parking availability
- Users can stay for as long as they need to, but don't stop parking while prioritised
- Allows for 15-minute gaps to be used to allow for pick-ups and drop-offs
- Reduces congestion from vehicles circulating the area looking for a park
- Encourages motorists to consider other transport options such as public transport, carpooling, cycling or walking

How does paid parking work?
Paid parking helps to manage parking demand by encouraging people to consider alternative ways of getting to their destination. This increases turnover of parking and improves availability for those who need to drive and park in the area.

The price of parking (the tariff) is determined using our demand-responsive pricing policy outlined in the AT Parking Strategy. We will monitor parking demand in the area and adjust the tariff up or down to maintain an average of around 85% peak parking occupancy.

Introducing paid parking now will also make it easier to respond to future changes in demand. We anticipate population growth in the Browns Bay area in the coming years, so it is important that we have a flexible parking management plan in place.

Days & time of operation	
Mon - Sun	8am - 6pm
0-2 hours	\$1 per hour
2+ hours	\$2 per hour

Pay by plate parking
All parking machines installed will be pay by plate machines.

Pay by plate parking is an easy, paperless system that works on your vehicle's registration number.

To pay for parking, you enter your registration (license plate) number into the parking machine and pay for the amount of time you wish to park. The machines will accept credit and debit cards and include tap and go technology for Visa payWave and Mastercard PayPass. Some machines will still accept coins, but coin-to-park will no longer be available.

AT Park app - an easier way to pay!
The new AT Park app for iPhone and Android smartphones makes it easier to pay for on-street parking. We will still install pay by plate machines, but you will also have the option to pay for parking using the AT Park app.

AT Park app features:

- Pay only for the time you use
- Get text reminders when your parking is due to expire
- Easy-to-use map with parking locations and prices
- No transaction fees

For more information and to download the app, go to [AT.govt.nz/atpark](https://at.govt.nz/atpark)

What are we seeking feedback on?
We want your feedback to help us improve and refine the proposal. Local knowledge will give us a better understanding of the area, the community's parking needs and any improvements that can be made to the design.

You can help by telling us what you think about the proposal and what changes, if any, you would make.

After the public feedback period closes, we will consider all feedback and use it to refine the proposal.

We will prepare a report on the feedback received and any changes made to the proposal, which we will publish on the project webpage. If you provide your contact details when you give us feedback, we will notify you when the report is available.

How do I provide feedback?
If you wish to provide feedback, please either:
go online to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay) and fill in the online feedback form, or complete the freepost feedback form on the back page of this flyer.

If you have difficulty completing the form, you can call us on **(09) 355 3551** and our contact centre staff will fill in the feedback form with you over the phone.

Have your say

Give your feedback by
Sunday 17 April 2022

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