

Grafton Residential Paid Parking Zone (RPPZ): price review and benefit review (2022-2023)



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Background

In 2018, Auckland Transport (AT) introduced a Residential Paid Parking Zone (RPPZ) in Grafton. This zone operates from Monday to Friday, 8am to 6pm which allows an exemption to eligible residents in the area to apply for residential permits and to be exempt from the paid parking intervention.

The identified objectives of the zone were:

- To improve parking availability for residents and their visitors.
- To improve parking availability for visitors to the area and customers of the businesses.
- To allow parking with no time limits but encouraging short term parking over long-term parking through a graduated tariff.

The zone has been in operation for over 36 months and AT wanted to assess the effectiveness of the zone i.e., its impact on parking ability of various groups, to understand if the zone needed any further improvements, and to assess if a price review is warranted.

This report seeks to evaluate and discuss various attributes through which the effectiveness of the zone was assessed, which are as follows:

- Parking occupancy survey and comparison 2016 & 2022,
- Registration plate analysis,
- Infringement notice analysis,
- Perception survey and,
- Customer requests.

The findings, through the analysis of the above-mentioned attributes, will be used to make recommendations for future changes to the zone.

Parking Occupancy Survey

A parking occupancy survey was undertaken to help us to understand the current average peak occupancy, the average length of stay of vehicles and resident's vehicles parking on the street. The survey was carried out on Tuesday 14th June, Thursday 16th June and Saturday 18th June 2022. The analysis of this data helped us in making a recommendation about whether a price review is warranted for the zone at this stage or not.

Table 1 below summarises the average peak occupancy in the given streets on the two weekdays and Saturday. If the cell in the table is colour coded as red, this indicates that the peak occupancy was found to be high (above 85%). If a cell is colour coded as yellow, it indicates the peak occupancy was between 70-85% and if the cell is colour coded as green, it indicates the peak occupancy was below 70%.

Table 1

Street Name	Parking time restriction	No. of parking spaces	Average peak occupancy*	
			weekdays	Saturday
Arotau Place	P\$ authorised vehicles exempt	11	55%	18%
Carlton Gore Road	P\$ authorised vehicles exempt	90	60%	64%
Seafield View road	P\$ authorised vehicles exempt	45	78%	80%
Park Avenue	P\$ authorised vehicles exempt	53	87%	88%
Claremont Street	P\$ authorised vehicles exempt	38	89%	80%
Parkfield Terrace	P\$ authorised vehicles exempt	50	90%	86%
Glasgow Terrace	P\$ authorised vehicles exempt	24	96%	92%
Boyle Crescent	P\$ authorised vehicles exempt	8	94%	88%
Huntly Avenue	P\$ authorised vehicles exempt	26	96%	98%

Table 2 below provides a further breakdown of the average peak occupancy on the sections of these streets and the number of spaces on each section.

Table 2

Street Name	Section	Parking time restriction	No. of parking spaces	Average peak occupancy*	
				weekdays	Saturday
Arotau Place	Carlton Gore Rd to end	P\$ authorised vehicles exempt	11	55%	18%
Carlton Gore Road	Grafton Rd to Aratou Pl	P\$ authorised vehicles exempt	24	24%	15%
Carlton Gore Road	Aratou Pl to Seafield view Rd	P\$ authorised vehicles exempt	15	60%	87%
Carlton Gore Road	Seafield view to Claremont St	P\$ authorised vehicles exempt	26	83%	94%
Carlton Gore Road	Glasgow Tc to Park Ave	P\$ authorised vehicles exempt	10	93%	95%
Carlton Gore Road	Park Rd to Glasgow Tc	P\$ authorised vehicles exempt	16	75%	69%
Seafield view Road	Khyberpass to Carlton Gore Rd	P\$ authorised vehicles exempt	19	67%	84%
Seafield view Road	Carlton Gore Rd to Park Rd	P\$ authorised vehicles exempt	26	88%	94%
Park Avenue	Carlton Gore Rd to Park Ave	P\$ authorised vehicles exempt	53	87%	88%
Claremont Street	Carlton Gore Rd to end	P\$ authorised vehicles exempt	38	89%	80%
Parkfield Terrace	Khyberpass to Carlton Gore Rd	P\$ authorised vehicles exempt	50	90%	86%
Glasgow Terrace	Carlton Gore Rd to Boyle Cr	P\$ authorised vehicles exempt	24	96%	92%
Boyle Crescent	Glasgow Tc to Park Road	P\$ authorised vehicles exempt	8	94%	88%
Huntly Avenue	Carlton Gore Rd to Khyberpass	P\$ authorised vehicles exempt	26	96%	98%

The average peak occupancy for the whole zone was 77% and so a price review is not considered at this stage. The average length of stay was also investigated, and it was found that approximately 30% of the vehicles were parked for 8 hours or more in the area on weekdays and approximately 50% of vehicles stayed more than 8 hours on the weekend (Saturday).

The percentage of resident vehicles that were parked in the area is covered separately under the [vehicle registration plate analysis](#) of the report.

Occupancy surveys 2016 and 2022 - comparison

This section discusses the occupancy comparison between the surveys conducted in 2016 and 2022. It also provides the graphical representation of the surveys, showing the average peak occupancy streetwise and section wise (Chart 1 and 2 below).

The average peak occupancy for the Grafton zone has reduced from 88% in 2016 to 77% in 2022. This illustrates how the RPPZ has worked for the area in changing the average peak occupancy, resulting in improved parking availability. While the figures below still show a

high parking demand in many side streets, it shows that the availability has improved in certain sections such as Arotau Place and both ends of the Carlton Gore Road.

Chart 1 – 2016 occupancy graph



Chart 2 – 2022 occupancy graph



Vehicle registration plate analysis

Before the parking zone was implemented in 2018, approximately 6% of the vehicles parking in the area were registered to a Grafton address.

Registration plates were analysed to see how many vehicles parked within the zone were registered to a Grafton address in 2022. This is shown in Table 3 below.

Table 3

Date	Total number of vehicles	Vehicles registered to Grafton address	Percentage
14th June 2022	500	96	19.20%
16th June 2022	482	90	18.67%
18th June 2022	438	89	20.32%

The table above shows that approximately 19% of the vehicles parked in the zone were registered to a Grafton address. This is an increase from 6% in 2016 to 19% in 2022. This suggests that the RPPZ has worked well for residents, as they are better able to park closer to their properties. This notion is also supported by the permit issuance data for the zone. In the current year 2022-2023, 221 permits have been issued (the cap for the zone is 255). This shows that the scheme has worked well in achieving its objective to create a better parking environment for residents of the area.

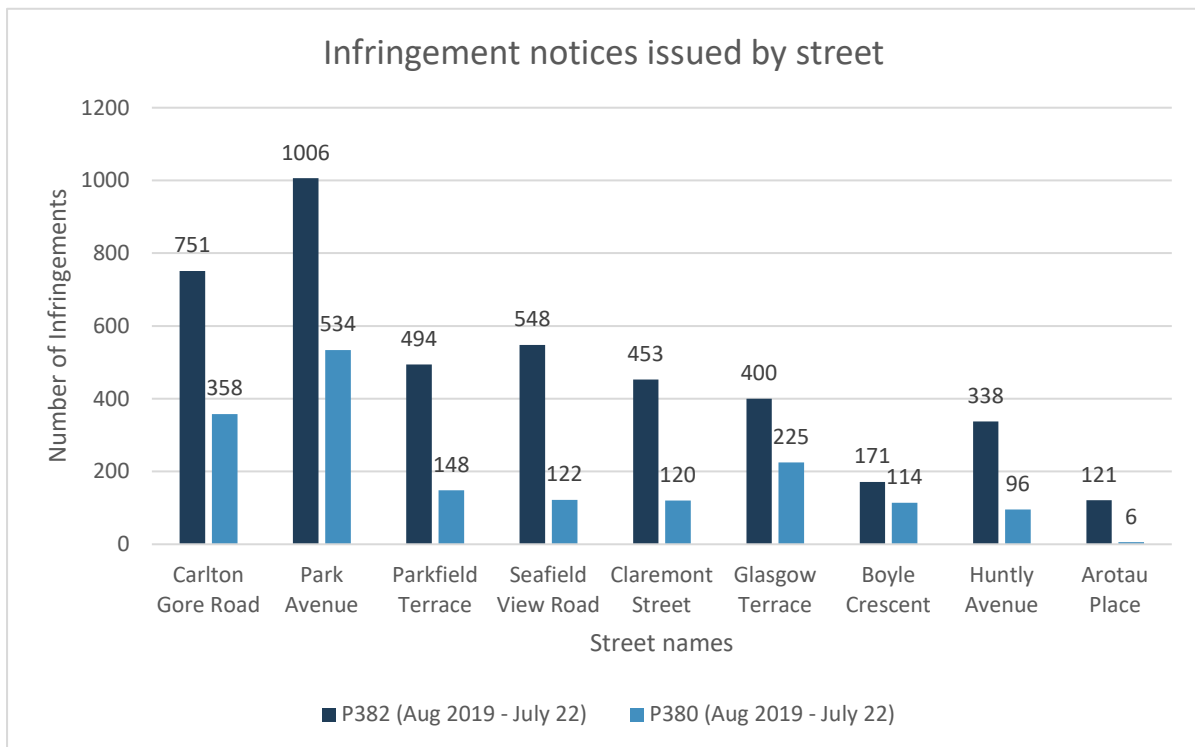
Infringement notice analysis (Aug 2019 – July 2022)

An infringement analysis was undertaken for the Grafton zone for the 3 years it has been in place. This is shown in Chart 3 below.

The analysis was done for two main offences. The two offences that were chosen are the most relevant offences to the study. These offence codes are:

1. P382 under which an infringement is issued to a vehicle for 'not paying the tariff at all'.
2. P380 under which an infringement is issued to a vehicle for 'overstaying after the expiry of the paid tariff time'.

Chart 3



The key points from the analysis are:

1. In a span of 3 years, the highest number of infringements were issued on Park Avenue. This includes 1006 infringements for not paying at all and 534 infringements for vehicles that overstayed after their paid time expired. Park Avenue is where one of the University offices is and is the street closest to the Auckland City Hospital.
2. The second highest number of infringements were issued on Carlton Gore Road which is located next to the Park Avenue.
3. In all the streets in the zone there was a considerable number of vehicles that were issued with an infringement for not paying the tariff at all.

The number of infringements issued increased slightly from 2019-2020 to 2020-2021 but dropped substantially in 2021-2022. The reduction in the number of infringements in 2021-2022 could be attributed to the following factors:

- AT was not enforcing the vehicles in level 4 and level 3 covid restrictions.
- People started to comply with the parking restrictions.
- The parking enforcement activity significantly dropped for this area.

Most of the time, this area is monitored by officers on foot. However, we will look to enforce it through Licence Plate Recognition (LPR) once the number of LPR equipped vehicles has increased.

Perception survey (Grafton Residential Paid Parking Zone review)

In October 2022, a survey was conducted to seek community feedback on the benefits of the RPPZ. It was open for feedback between 7th October 2022 to 28th October 2022. This survey helps us to understand the impact of the zone on various groups, including residents, visitors, and customers.

To raise awareness about the survey, the following activities were undertaken:

- 455 letters sent to properties in the zone area and slightly outside,
- 11 emails to key external stakeholders such as Grafton Residents Association,
- Email to Waitemata Local Board and the Orakei Ward Councillor,
- Social media geo-targeted advertisement campaign.

The questionnaire asked the following questions:

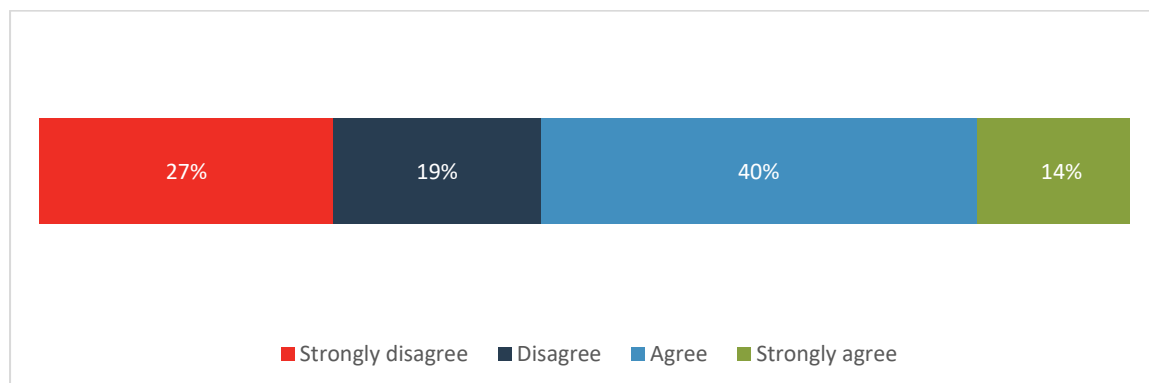
1. How strongly do you agree that the parking zone has contributed to improving the overall parking availability in the area?
2. In what way has the zone had an impact on parking availability for the following groups: residents, visitors, and customers?
3. Are there any other comments you would like to make? Please give us as much detail as possible.
4. What describes your interest in this survey about the Grafton residential paid parking zone?
5. How frequently do you use on-street parking within this zone?

In total, 60 responses were received. Below are the responses we received on each of the questions asked.

How strongly do you agree that the parking zone has contributed to improving the overall parking availability?

Approximately 54% of the respondents agreed or strongly agreed that the parking zone has contributed to improving the overall parking availability in the area. Approx. 46% of the respondents disagreed or strongly disagreed. More details about the submissions by the respondents is as follows in Chart 4:

Chart 4



The four main themes from the respondents who strongly disagreed with the parking zone contributing to an improved parking situation are:

1. Respondents still felt it was difficult to find parking/there was a lack of parking availability.
2. Respondents were concerned about the lack of parking enforcement.
3. Respondents felt that residents shouldn't have to pay.
4. Respondents felt that paid parking should have time limits.

AT's response to the above concerns/themes is as follows:

Difficult to find parking/lack of parking availability

We appreciate that it can be difficult to find parking spaces in peak periods. Parking occupancy (how many parking spaces are being used at one time) before the zone was implemented was at 88% and went down to 77% in 2022. This means that overall parking availability has improved. However, from the feedback and other observations, we know some side streets do reach peak occupancy of above 90%. In our next review we could look to apply a multi zone approach, which is where different streets have differently priced parking depending on occupancy levels. This means that streets with over 85% occupancy can be priced higher.

Lack of parking enforcement

We've shared this feedback with the parking enforcement team and aim to improve enforcement in the future by using Licence Plate Recognition (LPR) vehicles that would patrol the area. These are vehicles with cameras mounted on top that capture licence plate details.

Residents shouldn't have to pay

We understand this concern so the permit only costs as much as the zone's administration cost. Some residents are not eligible to apply for a permit as they live in an intensified dwelling which has been excluded from the zone boundary. This was done to ensure the sustainability of the zone and to reduce the pressure on the supply of parking that these intensified dwellings can have.

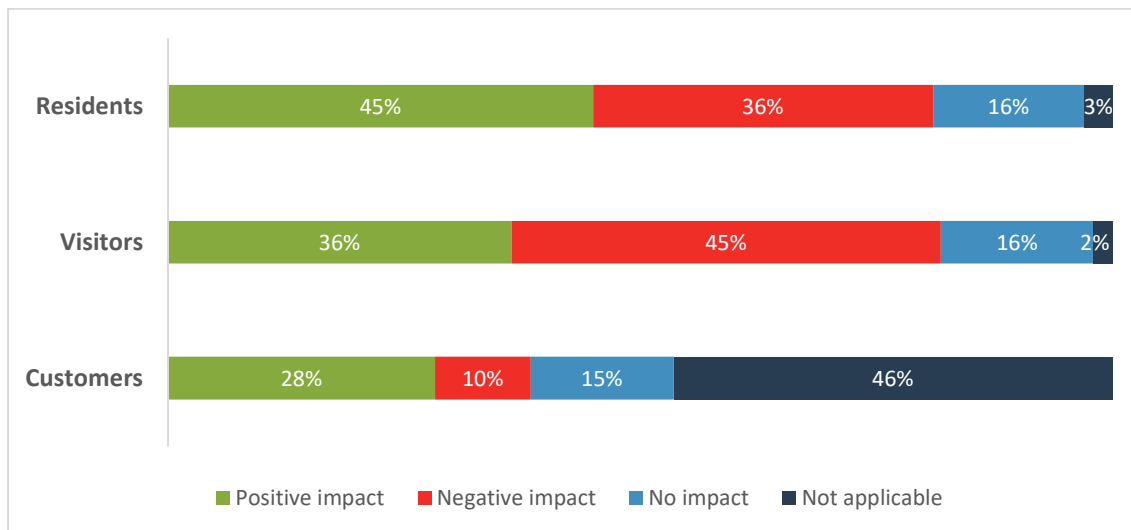
Paid parking should have time limits

Paid parking with no time limit offers more flexibility for visitors, improving the visitor experience. We are considering alternative ways to improve parking availability that will still provide visitors with flexibility.

In what way has the zone had an impact on parking availability for the following groups: residents, visitors, and customers?

Chart 5 shows the responses to the question above.

Chart 5



For residents, 45% of the submitters responded that the parking zone has had a positive impact for residents, whereas 36% responded that it has had a negative impact on residents. When asked to describe the impact, the two key themes from respondents around resident parking were:

1. 14 submissions highlighted that changes have improved parking availability for residents.
2. 9 submissions highlighted concerns that there is still not enough parking for residents.

For visitors, 45% of the submitters responded that it has had a negative impact on visitor parking, whereas 36% responded that it has had a positive impact on visitors parking. When asked to describe the impact, the key themes were:

1. 16 submissions highlighted that the changes have had a negative impact on visitors parking and stop people visiting.
2. 13 submissions highlighted that the changes have improved parking availability for visitors.

For customers, 28% of the submitters responded that changes have improved parking availability for customers, while 46% responded that this question is not applicable to them. This could be because most of the respondents selected themselves as a property owner. A key theme that came from the survey for customers was:

1. 5 submissions highlighted that the changes have had a positive impact on customer parking.

Are there any other comments you would like to make?

Respondents provided a lot of comments under this question, which informed us about what is or is not currently working and provided an opportunity for them to share their concerns and sentiments regarding the parking zone.

The key themes that have been drawn from this survey and these detailed comments are as follows:

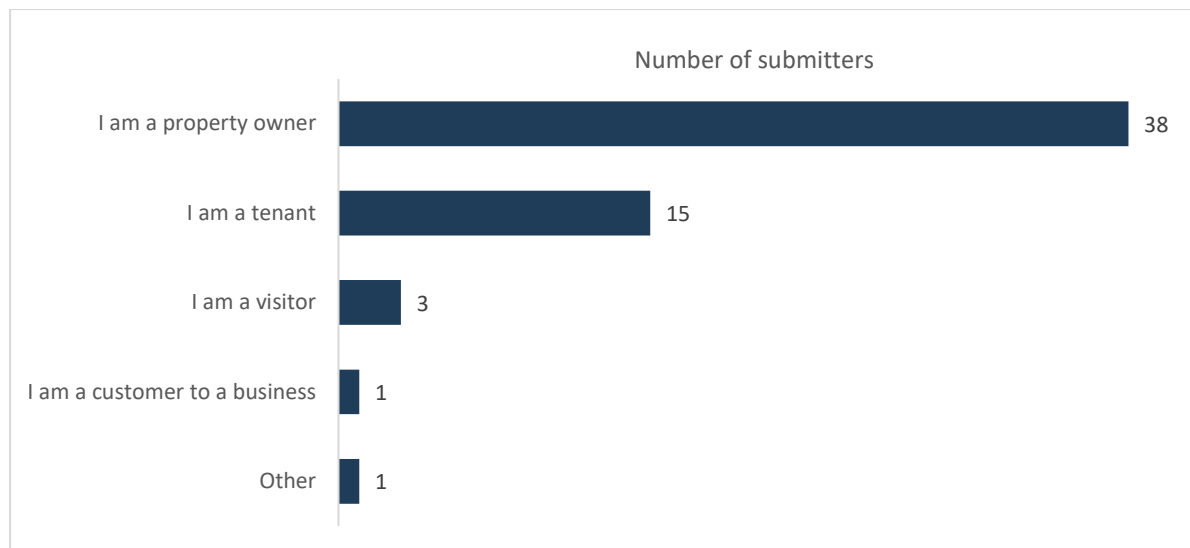
1. 9 submissions highlighted concerns around car parks still often being used by Hospital visitors/workers and/or University students.
2. 9 submissions raised concerns around enforcement of the zone/suggested that the zone should be monitored more regularly and frequently by parking wardens.

3. 8 submissions highlighted that it is still difficult to find carparks near their home or for visitors.
4. 6 submissions advised that changes have been beneficial in this area.
5. 5 submissions showed concern about residents having to pay to park in the area.

What describes your interest in the Grafton residential paid parking zone?

Out of the total 61 survey respondents, 58 respondents replied to this question that defined their interest in the survey. Chart 6 shows the number of property owners, tenants, visitors, and customers who responded to the survey. The majority of respondents marked themselves as property owners, followed by tenants. This shows that most of the respondents were residents in and around the Grafton RPPZ.

Chart 6



Customer requests (Aug 2018 – July 2022)

All parking related customer concerns are logged by Auckland Transport as Customer Relationship Manager (CRM) requests. This section of the report analyses all the Grafton RPPZ CRM requests we received between August 2018 and July 2022.

In total, 22 CRM cases were received. 21 were customer requests and 1 was from a Local Board member. The topics on which these requests were received are summarised below:

- 7 concerns about parking on the grass berm,
- 4 requests to reinstate loading zones and/or loading zone proposal feedback, including 1 from a Waitemata Local Board member,
- 2 cases relating to RPPZ permit policy and property inclusion,
- 2 cases relating to extending the operational zone time and days,
- 7 cases were about other subjects including reinstating the P30, leasing on-street parking, and vehicle theft.

The queries related to the loading zone were actioned through a minor project and a permanent loading zone was created on Huntly Avenue.

It is important to highlight that AT received requests relating to extending the zone times and days of operation shortly after the zone was implemented but did not receive such feedback in the Grafton residential parking zone review undertaken in October 2022.

Summary of key points

- At the busiest times, parking occupancy for the zone was found to be 77% and so price adjustments to paid parking were not recommended. The peak occupancy was low due to certain sections on Carlton Gore Road and Arotau Place, otherwise the occupancy for the rest of the zone was found to be above 85%.
- The peak parking occupancy for the zone area has decreased from 88% in 2016 to 77% in 2022, illustrating that the paid parking intervention along with the residents exempt scheme has worked well for the area.
- The percentage of vehicles parking in the zone that are registered to Grafton addresses has increased from 6% in 2016 to approximately 19% in 2022. This suggests that the intervention has worked well for most residents, and they are able to park close to their properties.
- 60 respondents provided feedback to the Grafton RPPZ review survey that was undertaken in October 2022. Approximately 54% of the respondents agreed that the parking zone has contributed positively to improving the overall parking availability in the area, while approximately 46% of the respondents disagreed.
- More detailed analysis showed that 38 of the 60 respondents (approximately 63%) were residents within the zone. Out of these 38 residents, 20 indicated a positive impact for residents, while 18 chose a negative impact.
- Of the residents that responded to the survey as a positive impact for residents, the key themes were that restrictions have been helpful in discouraging commuters and that it is easy to find parking. But there were some suggestions such as that the zone needs more frequent enforcement, it still feels like there is a lack of parking availability, and to increase the fines amount.
- For the residents that responded to the survey and selected a negative impact, the key themes were that residents should not be required to pay for parking/permits, that there is a lack of parking availability and suggestions that there should be more frequent enforcement, parking should be free, and paid parking should have time limits.
- In the customer requests analysis, the key requests were around parking on the grass berm, requests for a loading zone, permit policy and property inclusion, and the extension of zone days and time. Parking on the grass berm can be included in the next resolution for this zone whenever a price review is recommended, a loading zone was already delivered as part of a minor project, permit policy and property inclusion were explained and responded to the customers and the extension of zone days and time did not come up in the Grafton RPPZ review survey undertaken in October 2022, hence not included in the recommendation of this report.

Recommendations

Based on the analysis of various elements discussed in this report, the following recommendations being made at this stage are to:

1. Conduct another parking review in 2024-2025 which investigates a price change. A price change was not done as part of this review as the average peak occupancy for the whole zone was below 85%. However, some side streets were found to be highly occupied, and some people's feedback identified that it is still difficult to find a park. With the next review, we could look to apply a multi zone approach, which is where different streets have differently priced parking depending on occupancy levels. This means that streets with over 85% occupancy can be priced higher to promote parking turnover.

2. Address parking on the grass berm, highlighted in the customer requests.
3. Improve compliance/enforcement activity. This is based on information from the Grafton RPPZ review and detailed analysis of the enforcement data for the last 3 years. We will look to enforce the zone with Licence Plate Recognition (LPR) once the number of LPR equipped vehicles has increased.