

AUCKLAND TRANSPORT

St Marys Bay Parking Zone Trial

Final report

May 2014

Final report on St Marys Bay residential parking zone trial outcomes and recommendations

Contents

Background	2
Objectives	2
St Marys Bay Parking Zone trial	2
Parking zone performance	4
Parking survey analysis	4
Parking infringements	5
Residents feedback	5
Administration of the parking zone	7
Cost of administration	7
Parking permits	7
Trial outcomes	8
Recommendations	9
Appendix A – Residential parking zone satisfaction survey summary Aug 2013	10

Background

Auckland Transport receives many complaints from residents about parking in city fringe suburbs such as St Marys Bay. Many of these complaints stem from commuters parking in residential streets then walking or catching the bus to the CBD or Ponsonby.

Commuter parking has a considerable impact on some residents, especially if they do not have off-street parking. The problems include lack of parking for residents and businesses, blocked driveways, customers unable to find parking and traffic congestion in morning and afternoon peak hours.

In late 2011, the St Marys Bay Association asked Auckland Transport to investigate these issues and look at potential solutions. The legacy Auckland City Council residential parking policy was not very effective at managing commuter parking in residential streets. Therefore, research was carried out into how other cities deal with this problem.

The research revealed that most other cities use parking zone restrictions that cover large areas, reducing the chances of pushing the problem on to neighbouring streets. Residents can purchase permits if they or their visitors need to park on-street.

A consultation was held on the proposal. Taking all the feedback on board, Auckland Transport reviewed the original proposal in consultation with key stakeholders such as the Waitemata Local Board and the St Mary's Bay Association. Where possible, the proposal was revised to address key concerns expressed during the consultation.

In March 2012, Auckland Transport approved the trial of the St Marys Bay Parking Zone with the full support of the Waitemata Local Board and the St Marys Bay Association.

Objectives

The St Marys Bay Residential Parking Zone trial aimed to reduce the impact of commuter parking on residents by introducing a new concept of parking management.

The objectives of the parking zone were to:

- Improve parking availability for residents and their guests;
- Reduce the traffic congestion in residential streets;
- Reduce the number of complaints by residents about parking issues.

St Marys Bay Parking Zone trial

Auckland Transport consulted on a proposal to create a residential parking zone in St Marys Bay. This type of parking zone had not been used before in Auckland. Therefore, Auckland Transport decided to undertake a trial.

The trial began on 23 July 2012 and was subsequently to 23 July 2014.

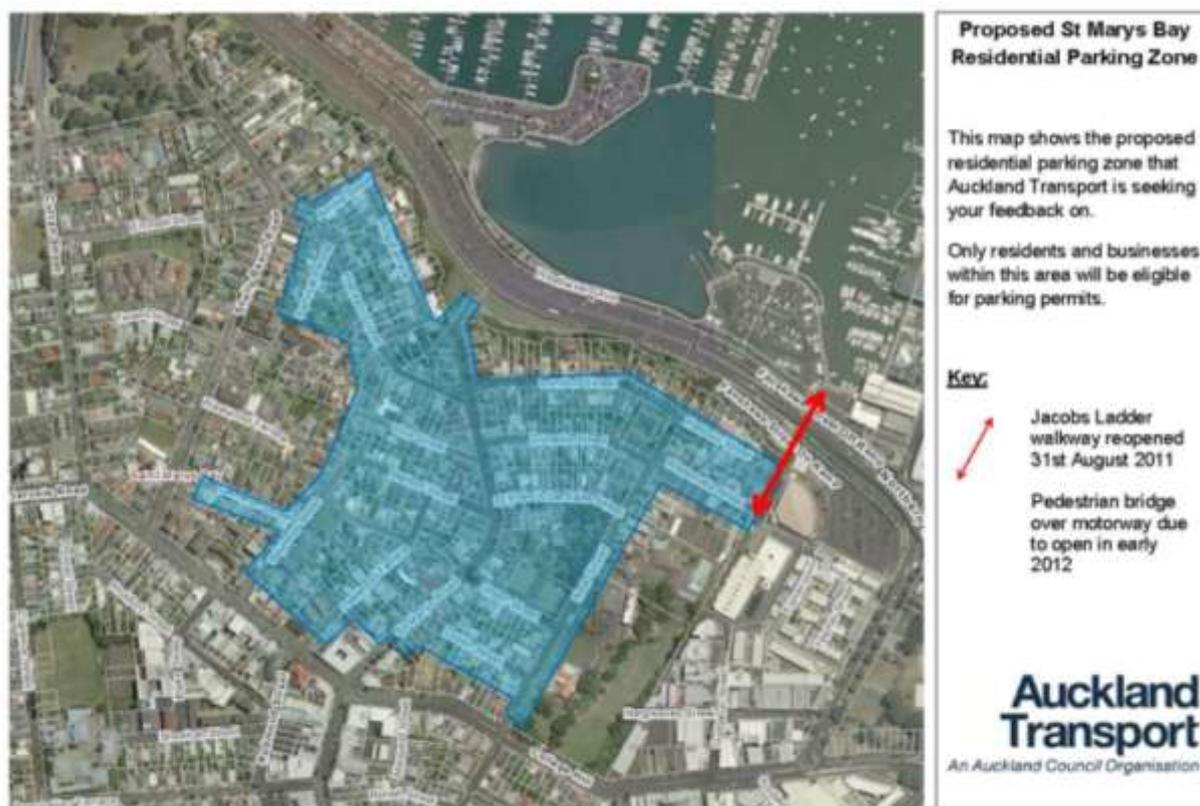
The details of the trial were:

- A residential parking zone with a blanket two hour time restriction between the hours of 8am – 6pm, Monday to Friday, excluding public holidays;
- All properties within the parking zone, except apartment buildings built after 15/11/1999*, could purchase permits at \$70 each to park with an exemption to the zone time restriction. Each permit is linked to a vehicle registration.

**15 November 1999 is the operative date of the current District Plan under which apartments were required to have a minimum provision of parking.*

- All properties within the zone, except apartment buildings built after 15/11/1999, could also purchase one visitor permit for \$70 which is not linked to a registration. Further short-term visitors permits were made available in a book of 10 one-day permits. These permits were free of charge and each property was eligible for 30 one-day parking permits a year.
- Businesses and organisations within the zone were eligible to purchase permits at the same rate and conditions as residents' permits. Businesses outside of the zone were not eligible to purchase permits.
- Anyone could park in the zone for two hours and permit holders are exempt from the time restriction. Motorcycles/scooters were exempt from time restrictions and did not require permits;
- Signs were installed to alert vehicles entering and exiting the zone and placed at regular intervals within the zone;

Figure 1 St Marys Bay parking zone



Parking zone performance

Overall the St Marys Bay parking zone appears to have achieved its stated objectives. It has improved parking availability for local residents, reduced traffic congestion, and considerably reduced the number of parking complaints from the area. Approximately 88% of local residents surveyed were of the view that the parking zone had been successful at addressing parking issues in the area. Residents are prioritized over commuters under the current design which may be a contributing factor in strong approval of the parking zone. However, only 43% of local businesses outside the parking zone thought that it had been successful. This was due to their staff no longer being able to park within the zone for more than two hours.

Parking survey analysis

Parking occupancy surveys were carried out in August/September 2012 and June 2013. The purpose of these surveys was to determine the parking utilisation in each street since the parking zone restrictions were installed.

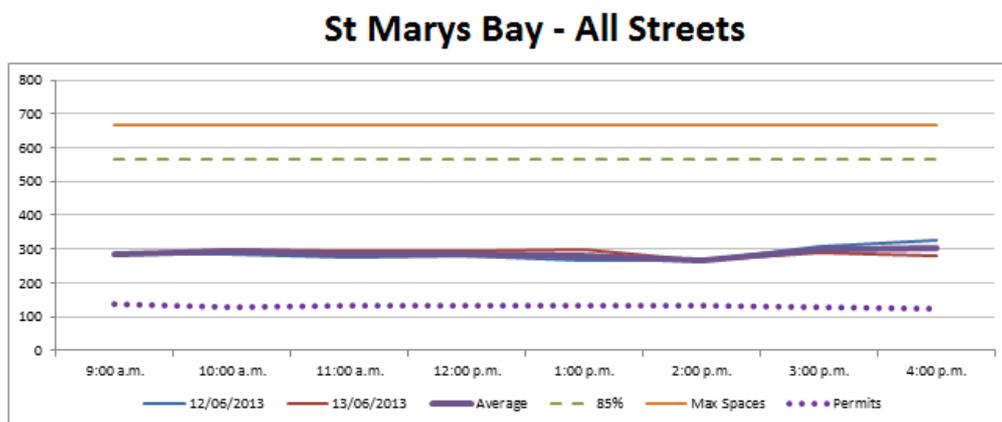
August-September 2012 parking survey

Parking occupancy surveys were carried out on Tuesday 28th August, Wednesday 29th August and Monday 10th September. Each street was surveyed three times: morning, midday and afternoon. The **average parking occupancy across St Marys Bay was recorded at 51%**. Approximately 26% of the total parked vehicles displayed a parking permit.

June 2013 parking survey

Parking occupancy survey undertaken on Wednesday 12th June and Thursday 13th June 2013. Surveys revealed that the **average parking occupancy across the St Marys Bay area was 43%**. Approximately 50% of the total parked vehicles displayed a parking permit. Parking demand was highest on Caroline Street and lowest on Harbour Street.

Figure 2 Parking usages in the residential parking zone – June 2013



No of Parks	668	
Average Occupancy ¹	43%	287
No of Permits	46%	132

Over the course of the trial the parking occupancy has dropped slightly but the percentage of vehicles displaying parking permits has increased. The highest parking occupancy of 76% was recorded on Dublin Street.

Overall parking occupancy is below 50% for most of the day. **The trial has succeeded in managing traffic congestion in St Marys Bay and, improving parking availability for residents and their visitors.**

Parking infringements

Parking enforcement plays an important role in promoting road safety, maintaining access and compliance of parking controls. It was critical for the performance of the trial that an adequate level of compliance is maintained. The enforcement of parking zone restrictions discouraged long-stay users from using the area, leaving parking available for short-stay visitors.

At the commencement of the residential parking zone in July 2012, enforcement was carried out on a daily basis. The number of infringements was initially high but gradually reduced as motorists became familiar with the new parking restrictions. Enforcement is now steady at three days a week.

Table 1 Residential parking zone parking infringement data

Month	Tickets issued
August 2012	226
November 2012	145
May 2013	164
July 2013	124

In summary, the compliance rate has improved since the beginning of the trial. This means the parking zone has been effective in addressing the commuter type parking behaviour in St Marys Bay residential parking zone.

Residents feedback

AT received 169 responses during a questionnaire survey from the residents and businesses in August 2013.

The purpose of this survey was to gain an understanding of the community's acceptance of the trial parking zone. The survey asked respondents a series of questions about their parking experience, whether they supported the zone or not, and what aspects they liked and didn't like.

Table 2 Respondents view on success in addressing parking issues*

Successful at reducing parking problems	A business inside the parking zone	A business outside the parking zone	A resident inside the parking zone	A resident outside the parking zone	All
Yes	23%	43%	89%	74%	75%
No	77%	57%	11%	26%	25%
Response Count	13	7	90	38	158

*Total response counts does not include respondents who provided no response to this section

There is a clear distinction between business and resident's view on the success of this trial, both within the zone and outside the zone. Notably, the satisfaction rate is higher among the businesses located outside the residential parking zone. Although, no particular reason has emerged from the survey, a possible reason for it can be the improved parking availability for their clients. More businesses within the zone feel the residential parking zone has not been able to address their

parking issues. Staff parking and cost of the parking permit is highlighted as the main reason for dissatisfaction among the business located within the parking zone.

On the contrary, residents both within the zone and outside had a strong positive view of the trial. **89% of the residents within the residential parking zone thought the trial has succeeded** in addressing parking issues. Interestingly, **74% of the residents outside the parking zone had a positive view of the trial** as well. It demonstrates desire among the residents outside the zone that a similar approach to parking management is also implemented in their residential streets.

Table 3 List of few positive and negative comments received during the resident’s survey.

Positive	Negative
<ul style="list-style-type: none"> • Myself and my visitors are able to park close to my property • City commuters do not park over our driveway anymore • Has made our street quieter, safer, more local and our kids play/meet other kids along the street • Street less busy and so safer for our young children and elderly • The trial has been totally successful. It caters for all the needs of residents, local businesses, restaurants, sports facility, library, visitors and recreational users • Absence of commuter parking means that people driving kids to St Mary's College as well as the buses have more room - no more queues of cars, no more parents parking across my driveway, less congestion, diesel fumes don't hang around because buses aren't idling. • It has certainly cleared the parked cars during week days from the parking zone but unfortunately the streets outside the zone are suffering. • Anecdotal evidence would suggest that there has been a successful modal shift in regard to counters from private car to public transport as a result of the SMB parking trial. The streets are not chocked with vehicles and traffic movement are reduced. • The area now have ample parking for 2 hour limits which is convenient for our clients 	<ul style="list-style-type: none"> • If I was having tradespeople working on my house there should be a way for them to park as close as possible without having to pay • Residents should pay more for their second, third, fourth, or fifth parking permits. Need to try and dis-incentivise owning multiple cars • The fact that residents have to pay for parking is a bit stiff. We are being penalised for where we live. This is a form of discrimination. In saying that, I would rather pay 70 dollars a year to secure my right to park as opposed to the way it was before the parking permits were implemented. At that time often one couldn't park within 100-200 meters of their abode. • The day parkers have moved to the edge of the zone, meaning Hackett St is fully parked on both sides restricting visibility and access especially for larger vehicles like the rubbish truck! • No allowing parking permits for businesses, such as us on St Mary's Road, barely meters outside the parking zone. • As a business paying very high rates in the area (which the residents do benefit from) we should be able to purchase permits at the same cost as the residents. • There are very few all day parks for us to utilise. Our business requires us to bring a car to work as we visit clients during the day.

To summarise, the majority of residents, particularly within the residential parking zone are satisfied with the performance of the trial. However, the cost of parking permits still appears to be of concern for some people. On the other hand, businesses, both within and outside the residential parking zone, do not feel the trial has benefited them considerably. Although improved parking availability has helped their clients, lack of all-day parking opportunities for staff appears to be the cause of dissatisfaction.

Administration of the parking zone

The St Marys Bay residential parking zone trial was developed and implemented internally using resources available within AT. **The trial cost \$69,700 in capital costs.**

Table 4 Capital cost breakdown

Physical works, advertising, permits printing, mail etc.	\$22,400
Project management, communication & administration	\$47,300
Total	\$69,700

Cost of administration

The operating cost of continuing the trial is close to \$23,960 per year. It is assumed that the cost of enforcement of the residential parking zone is recovered by the infringements issued in the area. Therefore, no additional costs are included for parking enforcement into the annual operating cost of the trial.

Table 5 Operating cost breakdown

Operational cost	Quantity	Amount
One-day scratchy permits	5,000	\$3,000
Parking sign maintenance/replacement	As required	\$2,000
Administration staff (processing permits)	400 hours	\$18,000
Permit stock, printing, mail	480 permits	\$960
Total		\$23,960

Parking permits

From 01 July 2012 to 01 July 2013 a total of 480 parking permits were issued to various residents and businesses located within the residential parking zone. At a cost of \$70 per year, parking permits **generated approximately \$34,000 in revenue.**

Table 6 Parking permit issuance breakdown

User	Number of permits
Residents	410
Cherokee Films	8
St Marys College	21
Sisters of Mercy Healthcare	31

The 480 parking permits issued **equates to approximately 72% of the total parking supply within the parking zone** as there are only 668 parking spaces available. Although the average number of vehicles with parking permits using on-street parking was recorded at 132 during the parking surveys, this situation may not be sustainable in long term as it may lead to demand exceeding supply.

During the trial, revenue generated through the parking permits has met the annual operating cost of the residential parking zone, and has made contribution towards the capital cost of installing the scheme. At this rate non-discounted payback period would be 7 years.

Some of the other key trends and observations relating to parking permits are

- 58% of people purchased one parking permit, and 42% more than one parking permit
- Excluding visitors parking permits, 75% of people purchased one parking permit, and 25% more than one parking permit
- New Street has highest number of permit holders (76) while Caroline Street has the least number of permit holders (4).

Trial outcomes

Overall the St Marys Bay parking zone trial has achieved its stated objectives. The key outcomes of the trial have been:

- Overall parking occupancy levels are below 50%. The trial has reduced traffic congestion and improved parking availability for residents and their visitors.
- The compliance rate has improved since the beginning of the trial which means the parking zone has been effective in addressing the commuter type parking behaviour in St Marys Bay residential parking zone
- 89% of the residents within the residential parking zone feel the trial has succeeded in addressing parking issues. Residents have been given parking priority. This may be a contributing factor in strong approval of the parking zone. Interestingly, 74% of the residents outside the parking zone had a positive view of the trial as well. It demonstrates desire among the residents outside the zone that a similar approach to parking management is also implemented in their residential streets.
- The cost of parking permits still appears to be an issue for some residents.
- Businesses, both within and outside the residential parking zone, do not feel the trial has benefited them considerably. Although the parking availability has helped their clients, lack of all-day parking opportunities of staff appears to be the cause of dissatisfaction.
- The total number of active parking permits accounted for 72% of the total parking supply within the parking zone. Although the actual usage of parking permits is considerably lower, this situation may not be sustainable in long term as it may lead to demand exceeding supply.
- Revenue generated through the parking permits recovers the annual operating cost but will take seven years to repay the capital cost of installing the zone.

The introduction of residential parking zone has been successful in managing parking pressures in St Marys Bay. In addition, reduced occupancy also contributes to transformational shift to public transport, improving congestion.

Recommendations

Based on the trial outcomes it is recommended

- To make the residential parking zone permanent in St Marys Bay. However, to ensure long term sustainability review the management of parking permit and cap the number of parking permits that are issued to each property within the zone.
- To adopt residential parking zones as a tool to address commuter parking in other residential areas. Residential parking zones can be highly effective in addressing commuter parking issues in city fringe areas.
- To ensure the long-term sustainability of any future residential parking zones, cap the maximum number of parking permits that will be issued within a zone based on the existing on-street parking supply.
- Where possible, explore ways that could address concerns of local businesses within a proposed residential parking zone or are located at its periphery. These should be focused on promoting alternatives to driving ahead of accommodating all day parking within the zones.
- To keep motorcycles and scooters exempt from restrictions within the residential parking zones.
- To increase the price of residential parking zone permits such that capital and operating costs are fully recovered in five years.

Appendix A – Residential parking zone satisfaction survey summary Aug 2013

Who provided the feedback?

169 responses were received in total, including:

- 94 residents inside the parking zone (56%)
- 42 residents outside the parking zone (25%)
- 14 businesses inside the parking zone (8%)
- 8 businesses outside the parking zone (5%)
- 11 other responders (7%)

Below is the summary of responses in relation with specific questions that each respondent had to answer.

How many parking permits do you currently have?

- 92 respondents do not have a permit (59%)
- 36 respondents have 1 permit (23%)
- 19 respondents have 2 permits (12%)
- 7 respondents have 3 permits (4%)
- 2 respondents have 6 permits (2%)

How many off-street parking spaces do you have?

- 43 respondents do not have an off-street parking space (26%)
- 54 respondents have 1 off-street parking space (32%)
- 49 respondents have 2 off-street parking spaces (29%)
- 11 respondents have 3 off-street parking spaces (7%)
- 10 respondents have 4 or more off-street parking spaces (6%)

Please describe your household's on-street parking usage

Vehicle no.	Parked off-street	Parked on-street weekdays	Parked on-street evenings	Parked on-street weekends
Vehicle 1	64%	30%	25%	24%
Vehicle 2	47%	39%	42%	42%
Vehicle 3	21%	52%	58%	58%
Vehicle 4	14%	79%	64%	43%

Over the past 6 months, how often have the following issues occurred?

	Daily	Regularly	Occasionally	Never/ Rarely
I have not been able to find a convenient parking spot close to my property	11%	15%	28%	45%
The driveway to my property has been blocked	1%	10%	25%	64%
My visitors have not been able to find a convenient parking spot close to my property	7%	25%	33%	35%
Tradespeople have not been able to find a convenient parking spot close to my property	7%	24%	29%	39%
My vehicle has been damaged when parked on the street	2%	4%	19%	75%
I have had to move my car to avoid a time restriction	12%	10%	16%	62%
My customers have struggled to find a convenient parking spot	7%	8%	8%	77%

On a scale of 1 -10 (where 1 is completely supportive), what level of support do you have for the residential parking zone?

Scale	% of total responses
1	45.0%
2	8.1%
3	9.4%
4	2.5%
5	6.3%
6	1.3%
7	0.6%
8	5.6%
9	6.9%
10	14.4%

It is important to note that 65% of responders (scales 1-4) support the residential parking zone.

If you are a resident outside the parking zone, would you like the zone to be extended to include your street?

- 38 residents outside the parking zone would like the zone extended (58%)
- 27 residents outside the parking zone would not like the zone extended (42%)

In your opinion, do you think the residential parking zone has been successful in reducing parking problems in St Marys Bay?

- 119 respondents feel the residential parking zone has been successful in reducing parking problems in St Marys Bay (75%) 39 respondents feel the residential parking zone has not been successful in reducing parking problems in St Marys Bay (25%)

Residents: In your opinion, do you think the residential parking zone has been successful in reducing parking problems in St Marys Bay?

- 80 residents that live in the zone feel the residential parking zone has been successful in reducing parking problems in St Marys Bay (89%)
- 28 residents that live outside the zone feel residential parking zone have been successful in reducing parking problems in St Marys Bay (74%).

Businesses: In your opinion, do you think the residential parking zone has been successful in reducing parking problems in St Marys Bay?

- 3 businesses located within the zone feel the residential parking zone has been successful in reducing parking problems in St Marys Bay (23%)
- 3 businesses located outside the zone feel the residential parking zone has been successful in reducing parking problems in St Marys Bay (43%)

Additional Comments

The additional comments provided have been categorised and summarised.

▪ **Generally supportive**

24 responders were generally supportive of the parking trial. These respondents indicated that the trial was well implemented and the restrictions should be made permanent.

▪ **Reduced parking issues**

49 respondents commented on reduced commuter or non-resident parking within the trial zone.

4 respondents identified fewer parking issues around St Mary's College and Three Lamps as a result of the trial.

32 respondents commented on increased short stay parking options. These comments were mainly focused during working hours, and benefits were seen by both residential visitors and business clients. These respondents noted more regular parking turnover.

22 respondents commented on more parking options for both residential and business visitors. These responders identified greater parking availability for tradespersons.

14 respondents commented on the trial reducing congestion, and improving visibility and safety.

- **Displaced commuter parking**

28 respondents commented that the parking trial has displaced commuters to areas adjacent to the zone including Hackett Street, Shelly Beach Road and wider Herne Bay.

- **Too restrictive time limits**

7 respondents commented that the P120 time restriction was restrictive for residential visitors and business clients.

- **Impact on local businesses**

16 respondents felt that the parking trial created interruptions or inconveniences to their business including additional costs to clients and employees having to park further away from their place of work.

3 respondents commented that local businesses should be able to purchase parking permits.

- **Permits**

1 respondent commented that there should be a wider or more lenient distribution of parking permits.

1 respondent felt that permits should be more expensive to deter owning multiple vehicles.

- **Exemption from permits**

26 respondents commented that residents should not have to buy permits to park outside their house. Respondents also commented that if they did have to pay the rate should be lower.

17 respondents commented that tradespersons should be exempt from the P120 time restriction.

- **Assorted feedback**

5 respondents commented on a lack of public parking in Ponsonby especially for staff of local businesses.

7 respondents noted that more enforcement of the parking restrictions is required.

3 respondents noted an increased generation of parking infringements as a result of the trial.

2 respondents commented that the parking trial only benefits residents and not businesses or non-residents.

1 respondent noted there is limited public transport from the North Shore so more unrestricted parking is required.

1 respondent commented on supporting public transport from source rather than allowing people to park in inner city suburbs and take public transport into the CBD.

1 respondent commented on the need for some unrestricted parking on Redwood Terrace.

1 respondent commented that the parking zone should be expanded to Ponsonby.

1 respondent commented that the trial does not address the existing evening or weekend parking issues.