



AT shared vehicle

# Car share framework



## Document Control History and Approval

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# 1. Overview, purpose and objectives

## 1.1 Purpose of the framework

This document outlines Auckland Transport's approach to managing public shared vehicles (known generally as 'car share') in the context of Auckland Transport's core mandate and network outcomes. In particular, this framework guides the internal decisions around approval of shared vehicle organisations within Auckland. It also outlines how Auckland Transport will interact with the operators, including the process to apply for approval as a shared vehicle operator ('approved organisation') under the Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025 (or any equivalent bylaw that replaces it).

Consideration of this framework does not remove the need to consider any other relevant policy or guidance and any application legislation, regulations or rules etc.

This framework only covers motorised vehicles. Cycle, e-scooter and other, more active modal sharing schemes are not covered.

This framework does not limit or restrict Auckland Transport's regulatory role or functions.

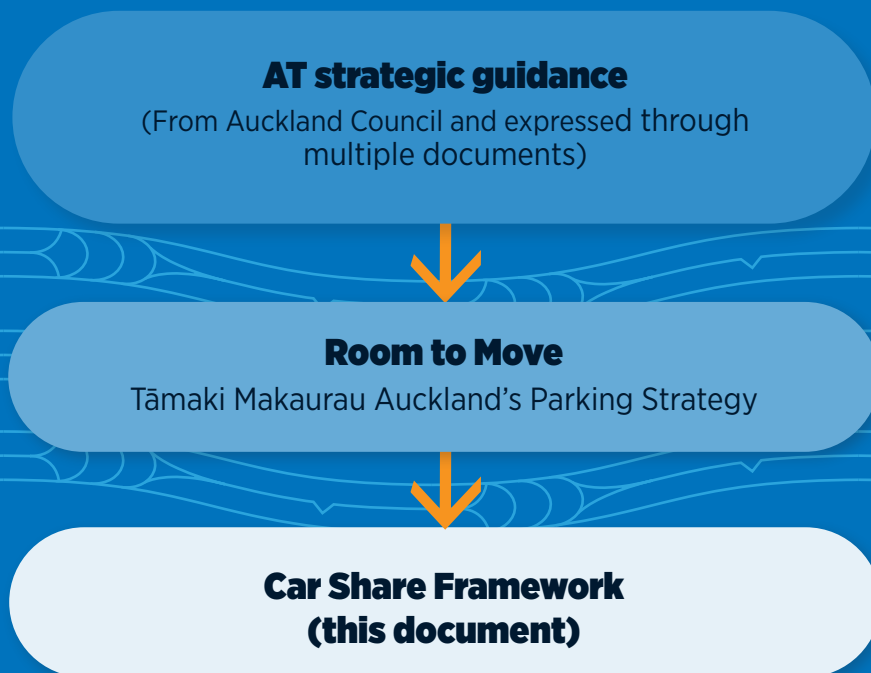
## 1.2 Strategic alignment

Auckland Transport's strategic direction comes from Auckland Council. Council has tasked Auckland Transport with operating a transport system which maximises access, connection and provides support to a diverse range of modes, to create a more equitable and sustainable transport system.

Auckland Transport considers that there is a rationale for supporting shared vehicle schemes, on the basis of evidence which shows modest but worthwhile benefits that align to our strategic direction. The evidence indicates that schemes help to reduce car ownership, with scheme members reducing overall distance travelled by private vehicle by about 10%. These benefits, however, also need to be weighed against other objectives such as management of the competing demands for parking space, particularly within the inner areas of Auckland.



**The figure below outlines the relationship between this Car Share Framework; the strategic direction set by the Auckland Plan and the Auckland Parking Strategy.**



### **1.3 Shared vehicles definition**

Car share vehicles are vehicles available to the public (specifically for scheme members) for short term hire which provide a mobility option to mitigate the use of personally owned private motor vehicles.

The Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025 defines a car share vehicle as “a motor vehicle operated by an organisation that provides members of the public, for a fee, access to a fleet of shared motor vehicles available for hire on an hourly or part hourly basis”.



## 1.4 Models

Auckland Transport acknowledges the two primary models of shared vehicle operation:

- station based shared vehicle – vehicles are allocated to specific car spaces and users must return them to the starting point at the end of their journey;
- free floating shared vehicle – vehicles are parked within a ‘home zone’ and users can park wherever legally allowed within the home zone at the end of their journey. Vehicles within the home zone must still comply with the applicable parking regulations.

Auckland Transport recognises that each model offers a different type of service to customers. Both have a role to play in

improving mobility and widening choices to assist with reducing the need for private vehicle ownership and/or use. Both are therefore subject to, and covered by, this framework.

Peer-to-peer models are beyond the scope of the bylaw and framework at this time as they are largely not publicly available and not requiring public car parking for their operation.

## 1.5 Governance and AT’s role

This framework is part of a structure for the overall regulatory oversight for shared vehicles in Auckland. The components are outlined below.

<b>Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025</b>	<b>Auckland Transport Traffic Control Committee (TCC)</b>	<b>The Auckland Transport Shared Vehicle (“Car Share”) Framework</b>
Bylaw through which Auckland Transport sets requirements for parking and control of traffic on roads, including permitting car share (including any bylaw that replaces it in whole or in part)	Committee with delegated authority from the Auckland Transport Board to make resolutions pursuant to certain bylaws, including the Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025	This document, setting out the role of Auckland Transport in determining applications for approval of shared vehicle schemes under the Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025

Auckland Transport will establish reserved shared vehicle parking, including physical infrastructure, consultation and administration requirements, at its own cost. Auckland Transport will also alter or remove reserved shared vehicle parking (as it considers appropriate) at its own cost.

The total maximum number of designated spaces within the boundaries of the Auckland region which will be allocated under the framework to shared vehicles is 400 (approximately 5% of the total on-street paid parking and time restricted spaces for the Auckland region as of the creation of the first version of this Framework in 2019). This best represents the appropriate level of spaces within the broader parking

context at this time, and will be reviewed regularly in response to the maturing market and external conditions such as the increase expected in regulated spaces. The activation of these spaces depends on the same criteria as outlined in Section 3.

Auckland Transport may remove poorly performing shared vehicle spaces. The assessment will be based on key metrics aligned to those outlined in Section 4.1 (Performance Monitoring), level of customer complaints, and/or strategic direction imperatives. Auckland Transport may also remove spaces as part of other road projects, such as road space repurposing or construction works.

Auckland Transport will provide approved organisations with up-to-date information on the locations/boundaries of the various parking types and will provide approved organisations with notice of changes to any locations/boundaries within a reasonable timeframe.

Auckland Transport will also provide approved organisations with notice within a reasonable timeframe of any loss of parking due to special events or construction works undertaken by Auckland Transport. Auckland Transport will also respond reasonably to address operational issues raised by approved organisations, including towing illegally parked vehicles, to maximise the smooth operation of the approved organisations.

## **1.6 Shared vehicle objectives and principles**

AT's objectives for shared vehicles are to:

- Encourage the use of shared vehicles (with an increasing membership and increased utilisation), to reduce private car use.
- Ensure shared vehicle schemes represent an effective use of scarce parking resources.
- Ensure shared vehicle transport outcomes complement other 'shared mobility' initiatives.

Given the above objectives, the principles used in the formulation of the framework are:

- Implement a transparent, open and 'level playing field' to enable shared vehicle approved organisations to compete.
- Acknowledge approved organisations may run station-based and/or free-

floating schemes, so Aucklanders can benefit from different mobility options.

- Ensure decisions concerning parking for approved shared vehicles are transparent and consistent with other Room to Move: Tāmaki Makaurau Auckland's Parking Strategy outcomes.
- Ensure where possible that the framework helps Auckland Transport operate in a financially responsible manner.

These principles are consistent with the principles and overall approach of the Room to Move: Tāmaki Makaurau Auckland's Parking Strategy.

Shared vehicle and shared mobility options will continue to grow and evolve in Auckland. This framework is therefore expected to adapt over time and undergo review as needed, with any changes to conditions being rolled into the next approved organisation approval.

## **1.7 Structure of this framework**

Shared vehicles operate with a range of elements, all of which interact and depend on each other. This framework has been structured as follows:

- Section 2 – An outline of the benefits that approved organisations will receive from Auckland Transport.
- Section 3 – An outline of the factors that Auckland Transport will consider when assessing applications for approvals.
- Section 4 – An outline of the conditions that Auckland Transport will impose on the approved organisations as part of the approval, aligned to each element.

## 2. Benefits approved organisations will receive

If approved, the organisation will gain the following core parking benefits:

- The ability to park their shared vehicles in parking spaces reserved for shared vehicles.
- The ability to park their shared vehicles in parking spaces where 'authorised vehicles' are exempt from the parking restrictions that otherwise apply.
- Free on-street parking throughout their approval period.
- The ability to apply for discounted leases on off-street Auckland Transport managed carparks (whether buildings or at ground level).

The details of these benefits are provided below.

### 2.1 The basics of parking

Auckland has a number of different types of parking and restrictions as described below:

#### Types of parking:

- Parking for different uses (e.g. park and ride) and users (e.g. mobility parking), across multiple modes (on-street and off-street),
- Loading zones – for either service and delivery or passenger pick-up/drop off,
- Bus layovers,
- Park and ride (a specific segment of off-street parking).

#### Parking restrictions

- Unregulated parking – no time limits, charges, or restrictions on the type of vehicles,
- Time-restricted parking – there are time limits on how long a vehicle can use a car park,
- Paid parking – people are charged to park their vehicles in a car park (may include a time limit).

It is important to note that paid parking and time restricted parking can be in the form of either a zone or along a length of kerb between two points.










## 2.2 On street parking provisions for approved shared vehicles

The following are the on-street parking arrangements for vehicles which are operating under an approved shared vehicle scheme. Note that in a residential parking

zone the approved shared vehicle does not need to comply with the below payment or time restriction requirements.

Parking Location	Signage (example, not exhaustive)	Conditions for car share vehicle
<b>Paid parking</b>	 <p>Or</p> 	The approved organisation (when the vehicle is not in an active session) or the user (when in an active session) is exempt from parking charges.
<b>Reserved parking for shared vehicles only</b>		No time restriction for shared vehicles, and no payment required, regardless of the parking location – as long as the vehicle possesses a station permit.
<b>Time restricted parking</b>		Shared vehicles must comply with all time restricted parking.
<b>Time restricted except authorised vehicles exempt</b>		No time restriction or cost for shared vehicles.
<b>Unregulated parking</b>	n/a	No cost or time restriction

## 2.3 Parking spaces

### On-street parking spaces

The Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025 provides for Auckland Transport to reserve parking solely for shared vehicles (being vehicles operated only by those approved under the Bylaw). Any reserved parking spaces will be indicated by signage and road markings to identify them as reserved spaces for shared vehicles. These spaces will be open for use by any permitted vehicle of any approved organisation provided they possess a Station Car Share Permit. They are not available to car share vehicles which possess a standard Car Share Permit. Note that they are not restricted to specific vehicles or approved organisations.

On-street parking spaces are a particularly valuable public asset which provide public access to business/recreation/shopping, enable deliveries which sustain businesses and provide opportunities for other mobility options or urban street amenities. On-street parking is a limited resource with competing demands.

Auckland Transport will assess requests for additional reserved spaces in light of the wider public interest and consideration of other competing parking demands and will reassess the need each time a new operator gains approval from Auckland Transport as an approved organisation. Decisions to reserve parking under the Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025 are made by the Traffic Control Committee and may follow consultation with affected parties.

Auckland Transport cannot guarantee or pre-determine the outcome of that process, which can take several months.

Auckland Transport will seek wherever possible to group multiple spaces in high-demand areas where a benefit to the public interest can be demonstrated and will seek input from approved organisations.

Auckland Transport must balance multiple demands for space in the road network, especially on the Strategic Transport Network and within town centres.

These demands include providing for a range of modal priorities, and both the movement and place functions of roads. The Auckland Transport Kerb Zone Management Framework may be used to assess the most appropriate use of kerb zone space, and this may result in the removal of parking spaces, including those which are reserved for shared parking.

### Off-street parking spaces

Auckland Transport can offer discounted leases in some off-street Auckland Transport managed carparks, including reserved spaces for an approved organisation's exclusive use. Off-street car parks are the preferred location for car-share parking spaces. This cost would be in addition to the cost of the permits.

Public off-street car parking facilities in Auckland are owned by Auckland Council, with management delegated to Auckland Transport on a case-by-case basis. Auckland Transport therefore cannot guarantee the long-term tenure of off-street parking facilities which may be divested by Auckland Council.



### 3. Approval application and assessment

All shared vehicle operators wishing to access the parking benefits available to approved shared vehicle operators ('approved organisations') can apply for an approval from Auckland Transport pursuant to the Auckland Transport and Auckland Council Vehicle Use and Parking Bylaw 2025. Approved organisations will be provided with digital permits for each vehicle in their fleet (see Section 3.2). Approvals may be issued subject to a range of conditions including performance monitoring (see Section 4 for more detail).

This section outlines the process by which Auckland Transport will consider applications for approval, including the information that must be provided.

Auckland Transport manages and controls parking in the public interest and must act in a financially responsible manner. Given competing demands for parking spaces and the costs incurred by Auckland Transport in establishing reserved parking for approved shared vehicles, Auckland Transport wishes to ensure that the parking privileges provided to approved organisations are providing maximum public benefit. It is the benefit to the wider public interest, rather than the private commercial interests of an approved organisation, that will form the basis of Auckland Transport's decisions.

All approvals will be for a maximum term of 3 years and will be subject to the approved organisation meeting certain performance standards as set by Auckland Transport.

At the end of the 3-year period, a re-assessment of the approved organisation will take place, and any subsequent approval would consider the circumstances at the time and reflect any changes to this framework.

To apply for approval, organisations must complete and submit the Application for approval as a Shared Vehicle Organisation form. Approved organisations must provide enough information to Auckland Transport at the time of application to enable Auckland

Transport to ensure all requirements of the framework will be met by the organisation if approved.

#### 3.1 Assessment of applications

Auckland Transport recognises that shared vehicle organisations have their own business imperatives and may operate in different ways. Auckland Transport will exercise its discretion in assessing an application based on the following criteria:

- Shared vehicles must be fully maintained and comply with all relevant regulations.
- The organisation must hold and maintain a valid rental service license under the Land Transport Rule: Operator Licensing 2017. This includes provisions to ensure users hold a valid license applicable to the vehicle type.
- Shared vehicle organisations must agree to accept liability for any infringement costs accumulated by customers, including the requirements for infringement outlined in Land Transport Rule: Operator Licensing 2017.
- Deliver an 'open access' operational model that includes:
  - A scheme of sufficient scale, with widespread and convenient access to vehicles
  - Use of the shared vehicles which is open to the general public with only reasonable restrictions (such as a valid license applicable to the vehicle type, basic credit worthiness and adequate driver history)
  - Shared vehicles being available 24 hours/7 days a week
  - Transparent costs and rates to hire vehicles
  - Provision of an operational plan to respond to any parking or vehicle issues, including but not limited to,

- bunching of shared vehicles in areas affecting access for other users
- Provision of a plan for growing long term membership
- Encouragement of high turnover of bookings for each vehicle to facilitate wide utilisation
- An ability to provide AT with a monthly data report in standardised format.
- Processes to ensure vehicles that are incapacitated for any reason are removed within 24 hours
- A rationale for proposed Home Zone boundaries (if the scheme requires one).
- Any other criteria that AT considers relevant and necessary to assess an application.

It is preferred, but not mandatory, that vehicles display the organisation's livery or logo for easy recognition.

Auckland Transport may decline any application on reasonable grounds. If declined, while operators could provide a shared vehicle operation in Auckland, they would not be able to gain the parking benefits provided to approved organisations.

### 3.2 Shared vehicle permits

Successful approved organisations will receive permits in conjunction with their approval. The permits are the legal mechanism by which shared vehicles can access some of the parking advantages available to them.

The following are the key components of the Permit system:

Permit system components	
<b>Type of permit</b>	1 digital permit issued to each vehicle per annum available for hire as part of the fleet, linked to the vehicle licence plate. Organisations will receive either a Car Share Permit, or a Station Car Share Permit. These permits have different costs and different benefits, as outlined in this Framework.
<b>Conditions of permit</b>	<p>Permits are not to be used for organisation staff parking.</p> <p>Station Car Share Permits are only valid in areas signed as “time restricted except authorised vehicles” ‘except authorised vehicles’ and/or “shared vehicle spaces” ‘approved shared vehicles’.</p> <p>Permits may be transferred from one vehicle to another, provided that:</p> <ul style="list-style-type: none"> <li>• The details of the vehicle are provided to Auckland Transport ahead of the changeover happening</li> <li>• The approved organisation owns or leases both vehicles</li> <li>• The vehicle to which the permit is transferred is a replacement for a vehicle removed from the car share fleet</li> </ul>
<b>Permit fees</b>	<p>Annual fee per permit, which represents the reasonable cost incurred in generating the permits and may change as costs change.</p> <p>Note the permit cost is not re-incurred if the approved organisation replaces the vehicle, as long as AT is informed in advance and the applicable steps are taken through the approved organisation's Auckland Transport account.</p>
<b>Criteria for additional permits</b>	There is no limit on the number of permits that could be issued, but demand for more must be demonstrated based on fleet performance and will be assessed based on demand, the cumulative impact on wider parking policy and transport objectives, along with other metrics included in the Performance Monitoring, Section 4.1. Note that Auckland Transport will not provide additional permits where significant parts of an approved organisation's fleet are not operating efficiently.



### 3.3 Assessment of requests for shared vehicle parking spaces

As outlined previously, approved organisations can request additional shared vehicle spaces be provided by Auckland Transport. Related to this:

- Auckland Transport may provide on-street shared vehicle parking spaces in situations where this is seen to have community benefits.
- In general, Auckland Transport does not allocate public road space for ancillary parking functions. For example, Auckland Transport will not provide on-street shared vehicle parking where this will primarily serve one specific development e.g. as part of an apartment development.
- Auckland Transport retains the right to repurpose road space in any other way that it deems fit (e.g. for regional transport functions/paid parking/wider community benefits).
- Auckland Transport will monitor the use of car share space and use by providers and may remove if uptake is low.

As part of the internal assessment Auckland Transport will undertake before commencing a public consultation process, the proposal will be considered against the following criteria:

- Strategic modal priorities for the subject road
- Proximity of other reserved shared vehicle spaces
- Level of usage of nearby shared vehicle spaces
- Ability to support low on-site parking or no on-site parking land use developments
- Performance of all shared vehicle spaces, particularly spaces used by the approved organisation applying, with a view to substituting an existing, underperforming space for the proposed new space
- Local context and parking demand/supply, as well as future parking allocation, catalysing projects or developments and strategic direction.





## 4. Conditions of approval

The core conditions which approved organisations will be required to comply with as part of their approval by the Auckland Transport Traffic Control Committee (TCC) are:

- Approved organisations must attend regular quarterly meetings with Auckland Transport (more frequently on start-up if needed), regarding data and reporting, operational performance, and these conditions of approval.
- Approved organisations must fully co-operate with Auckland Transport to resolve issues relating to the operation of the scheme, including but not limited to:
  - identifying home zone boundaries (for free-floating models), and the procedure to adjust boundaries
  - strategies to overcome bunching of shared vehicles in certain areas (including where the cumulative effect of vehicles from multiple organisations is creating bunching)
- Auckland Transport will inform applicants of any reasonable concerns with their proposed geographic boundaries or home zone(s), so issues can be discussed and resolved as part of the application process.
- Approved organisations must ensure that their operation, vehicles and users comply with all legal requirements.
- Approved organisations must ensure that every vehicle available for hire as part of the fleet has a valid Auckland Transport permit.
- Approved organisations, as the registered vehicle owners, agree to accept liability for any infringement costs accumulated by customers while using the vehicle.
- Approved organisations must ensure reasonable customer access to vehicles at all times.
- Approved organisations must provide Auckland Transport with monthly data of their operations as outlined in 'Performance Monitoring'. The specifics of the information required will be provided at the time of approval.

The TCC may exercise some discretion as to the particular conditions of approval acknowledging shared vehicle organisations' operations and business models may vary.

If Auckland Transport believes an approved organisation is in breach of the conditions of the approval or permit, it will endeavour to resolve the issue with the organisation directly. If this cannot be resolved to its satisfaction, then it may consider cancellation of the approval and permits.

### 4.1 Performance monitoring

The performance of a shared vehicle scheme will be assessed on data provided to Auckland Transport by the approved organisation. Auckland Transport may also use other data sources, including information from Auckland Transport Parking officers.

Auckland Transport will require an annual membership survey, in collaboration with the approved organisation, with questions agreed and approved by both parties and distributed by the approved organisation, with all results shared with Auckland Transport, in an anonymised format.

Approved organisations are required to provide anonymised data of their operations in a standardised format, that would allow the below tabled information to be extracted by Auckland

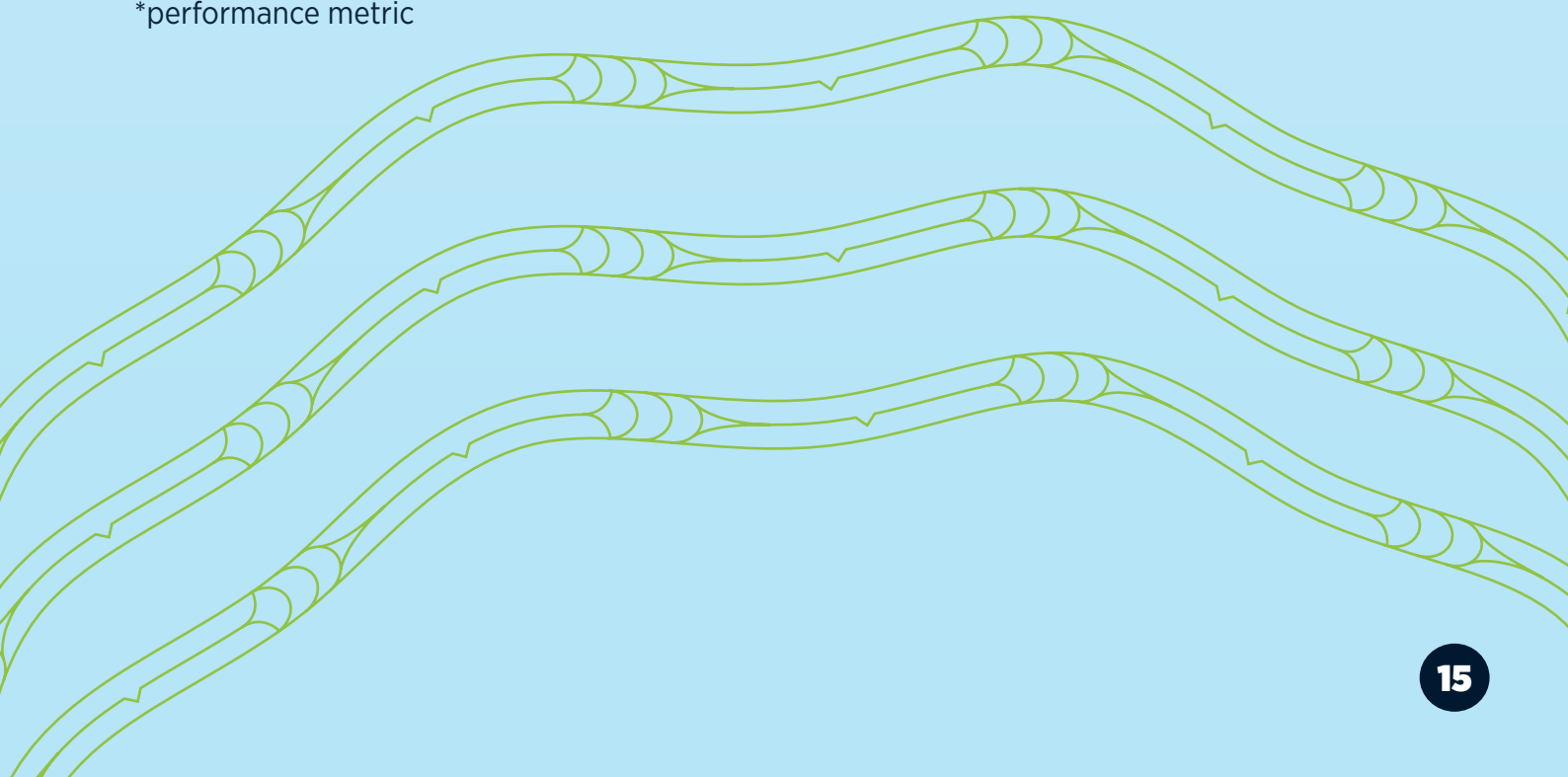
Transport. This information would be kept confidential by Auckland Transport.

On the re-assessment of an approved organisation, after a 3-year approval period, a range of factors will be considered,

including performance data track record, the outcome of membership surveys, and the impact of the shared vehicle scheme on the wider transport system.

Data requirements
Unique users per vehicle*
Trips per user per vehicle*
Vehicle dwell time (time not hired) per vehicle and location*
Number of discrete members and their location (residential or business suburb)
Confirmed bookings per vehicle
Booking length per vehicle
Trip distance per trip per vehicle
Trip time per trip per vehicle
Percentage of one-way trips (if applicable)
Spatial representation of trips (origin street and destination street) per trip per vehicle
Average hire costs per user
Number of approved organisation app downloads
Details of the number of car relocations needed (outlining where they were and where they were moved to)

\*performance metric



## 5. Summary schedule of fees

Item	Cost	Comments
Permits	Subject to agreement with approved organisations	<p>Auckland Transport will set this fee with approved organisations subject to commercial terms and conditions.</p> <p>Approved organisations may transfer permits from one vehicle to another, provided that conditions stipulated in section 3.2 are met.</p> <p>*Note that this cost is subject to annual review and will change over time. Operators will be advised at the time of their application to be approved organisations what the current rate is.</p>
Paid parking costs	\$0	Approved organisations are exempt from paying the parking charges in paid parking areas according to signage at or by the time of parking, whether within or outside customer hire sessions.
Reserved parking establishment and rectification	\$0	Auckland Transport will absorb this cost for each space.