Park and Ride Framework

Part of Room to Move

2026

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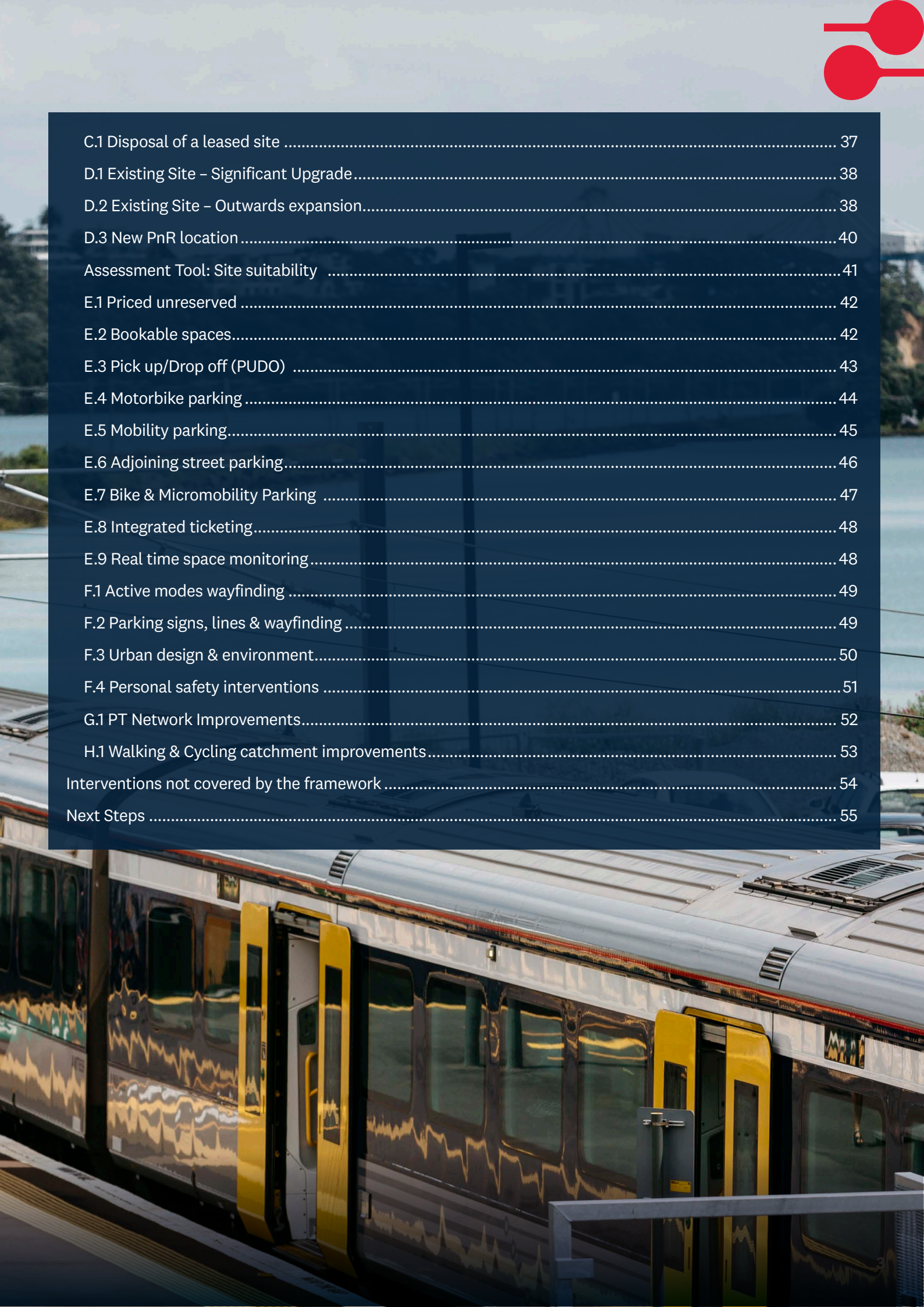


Read me first

Alignment with Auckland Council group strategic direction and transport planning requirements

Auckland Council current strategic direction provides the wider context for how this document should be interpreted and applied. This includes relevant Auckland Council strategies, policies, plans, investment decisions, regulatory settings, and local board direction.

Transport planning is also guided by legislation and related planning documents introduced through the reforms. This includes the Auckland Council Transport Policy Statement, the Auckland Regional Transport Committee, the 30-year Transport Plan for Auckland, the Regional Land Transport Plan, and related transport governance and planning requirements.

The Auckland Council Group Strategic Framework (Transport view), shown below, provides context for how transport-related strategies, plans and frameworks fit together. It is intended as an evolving guide and will continue to be refined as documents are reviewed and updated.

Application within Auckland Council's shared governance model

Auckland Council's shared governance model allocates decision-making responsibilities between the Governing Body and local boards. The transport reform legislation changed how this model applies to transport by assigning additional responsibilities to local boards for local and collector roads, while arterial roads and specific precincts are wholly under the decision-making responsibility of the Governing Body.

The Auckland Roading Classification Framework determines the split in road type and therefore decision making, and shows individual road categories.

This document is a key part of Auckland Council's approach to transport planning and decision-making. It should be taken into account when Auckland Council plans, funds, regulates, and delivers transport services and infrastructure.

The Allocation of Decision-Making Framework sets out the respective responsibilities of the Governing Body and local boards. Local board decision-making responsibilities for local and collector roads include:

- **Parking and stopping controls:** Such as no stopping restrictions (broken yellow lines), angle parking, time restricted parking, parking zones,
- **Traffic Controls:** Such as community streets (community led play streets), pedestrian crossings, speed humps, speed limits,
- **Road corridor and network access permissions and conditions:** Corridor access approvals for events (excluding Eden Park events that impact arterial roads),
- **Property and landowner (road reserve) decisions:** Such as removal of hazardous encroachments affecting road safety, airspace and subsoil leases,
- **Infrastructure:** Such as footpaths and cycle paths (new or modified), installing monuments, removal of third-party structures.

Where local boards are responsible for decisions covered by this document, they should take it into account when making those decisions. The document does not change or limit local board decision-making powers.

Auckland Council Group Strategic Framework

(Transport view)

Simplified view only. Documents often span multiple layers and relationships. Higher-order direction takes precedence. Seek guidance where interpretation is required. Subject to ongoing refinement.

	What it's for	Who are the decision-makers: Auckland Council (Governing Body & Local Boards)	Joint Auckland Council and Central Government	Central Government
Aspirations for Tāmaki Makaurau	Setting out the community's aspirations for Auckland and its transport system	Auckland Plan		
Group Direction	Council-wide direction for all aspects of the transport system	Transport Policy Statement Other key documents	Auckland 30-year Transport Plan Rapid Transit Pathway	GPS on Land Transport
Decisions on investment & regulation	Investment decisions and agreed priorities for the transport system and funding shares.	Long Term Plan (and Annual Plan) Local board plans Auckland Unitary Plan Regulation policy and bylaws	Regional Land Transport Plan Develop: Auckland Regional Transport Committee Approve: Auckland Council	National Land Transport Plan

	What it's for	Who are the decision-makers: Auckland Council	AT CCO
Organisation Integration	How transport priorities and expectations will be delivered across the Council group through governance and organisational arrangements	**Group 3-year Plan** (Transport section)	Developed with AT CCO
		* To be adopted alongside LTP2027-2037	
		Auckland Roading Classification Framework	
Delivery	Plans for the networks, assets and interventions needed over the next decade	The Network Plan (Future Connect) The Regional Public Transport Plan (RPTP)	Developed with AT CCO
		The Parking and Kerbside Plan (Room to Move) The Safety Plan (Vision Zero)	
		The Regional Freight Transport Plan (Delivering the Goods) The Transport Asset Management Plan	
		The Regional General Traffic Plan The Regional Active Modes Plan	*may be required
Operational guidance	Supporting plans and frameworks that guide implementation	• Asset class management plans • Accessibility Action Plan • Auckland Network Operation Plan • Waiheke Transport Plan • Park and Ride Framework • Roads and Streets Framework • Transport Equity Framework • Local board road safety plans • Safety infrastructure Framework • Comprehensive Parking Management Framework • Kerb Zone Management Framework • Car Share Framework	• City Centre Bus Plan • PT Safety Action Plan • Low Emission Bus Action Plan


via HOWICK
HE159
Metro
GLL662
Uxbridge Rd
Fencible Lounge
Library

What this framework is and does
He kōrero mō tēnei anga me tāna mahi

This Framework exists to provide guidance to Council staff when considering changes or improvements to existing Park and Rides (PnR), or when considering new PnR sites.

The Framework ensures that we make transparent, consistent and strategically aligned decisions, which reflect the needs of the community, and the land use direction for Auckland.

Overall, The Framework provides:

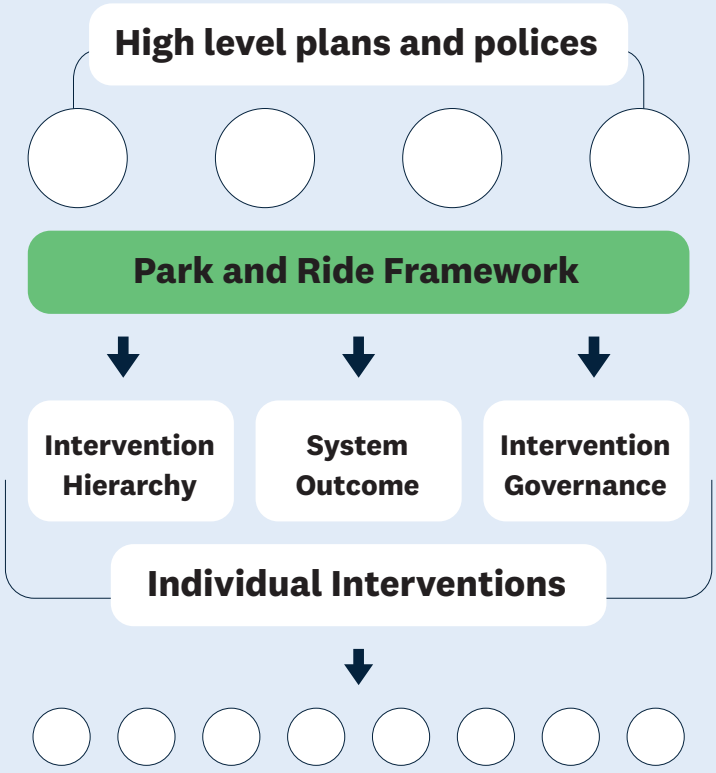
- Better alignment between higher-level policy and planning and delivery outcomes.
- Higher quality data for each PnR site,
- Improved decision-making through principles that cover the full lifecycle of a PnR.
- Certainty of ownership and accountability over various PnR interventions, from investment case to operation.
- The basis for governance to resolve risks and issues.
- Intervention guidance to ensure consistency.
- Scene-setting for subsequent work, like user contributions, system improvements or expansion.

The Framework is made up of:

- Principles that guide the direction for PnR in Auckland.
- Clear governance and accountability.
- An intervention toolkit that sets out, at a high level, interventions for PnR.
- An inventory, providing a baseline of information on our current PnR facilities.

Strategic alignment and fit
Te hāngai me te noho tika ki te rautaki

The PnR Framework provides a bridge between high-level plans and policies and individual interventions applied at PnR sites. It integrates transport and land-use plans and strategies into practical planning, management and delivery guidance for Auckland's evolving PnR system. This ensures that Council staff can make consistent and aligned decisions about various PnR initiatives.



Land Use and Growth

The National Policy Statement on Urban Development (NPS-UD) and Auckland Plan provide guidance on PnR's role in achieving well-functioning urban environments. The function and benefit of a PnR in a particular location is considered in this wider context. Both the Government and Auckland Council seek to promote high density, mixed-use development around rapid transit stations to maximise investment benefits.

Plan Change 120, currently under development, proposes a range of increased intensification outcomes around Auckland Rapid Transit Network (RTN) stations, ranging from six storeys to 15 storeys.

Transport

Room to Move is Auckland's parking and kerbside strategy, and provides the high-level policy guidance for PnR. The policy states:

PnR facilities are provided and managed in locations where they improve access to the public transport network (primarily the Rapid Transit Network) and make a meaningful contribution to congestion reduction. They will be managed and may be priced in recognition of their role as a premium product and to ensure utilisation is maximised.

The detail within the policy states:

- PnR will be provided as a service to support growth by improving access to the public transport (PT) network (primarily the RTN) in areas where local connections to RTN stations are not as mature.
- Space will be allocated for a range of modes (like cars, bicycles, motorcycles, etc).
- PnR will be managed to disincentivise users who park but do not ride PT.
- AT may implement pre-booked and priced spaces for users at PnR (starting at 5-10% and increasing in response to demand up to 49%).
- Development of new PnRs will align with Council's land use planning.
- Any development or investment in additional PnR must be justified through a business case (including Waka Kotahi NZ Transport Agency support where appropriate), consistent with Council's responsibilities.

Delivery

The Framework bridges the gap between higher level policy intent and the 'nuts and bolts' decision-making required for programmes and projects across individual sites by different Council teams and stakeholders. The Framework takes the strategic direction on transport and land use, and then guides work within the business via the PnR Investment Project Control Group (PCG) (established through work on the framework), the core decision-making body for PnR.

This body forms part of the overall Parking and Kerbside PgCG, which reports to the Network and Safety portfolio steering group. It interacts closely with other workstreams within Parking and Kerbside, as well as related programmes, such as First and Final Leg.

PnR is a multi-agency endeavour:

- Auckland Council operates the PnRs
- Auckland Council sets the strategic direction for transport and growth/land use planning.
- NZTA funds new/expanded PnR development.
- KiwiRail leases land in rail corridor for PnR use.
- The Auckland Urban Development Office (AUDO) within Council facilitates redevelopment of some PnR sites.

Part 1 – The existing PnR system
Wāhanga 1 – te pūnaha PnR o te wā

What is Park and Ride
He aha tēnei mea te *park and ride*

PnR allows people who cannot access stations using walking, cycling, buses, or by being dropped off, to still access key PT stations. It is provided as an alternative for trips which would otherwise be made solely by private vehicle, with the private vehicle part of the trip instead intercepted early in the journey and replaced with a PT journey.

This PnR outcome contributes to a reduction in congestion, wear and tear to roads and environmental impacts. However, PnR also enables the opposite: it provides an attractive option for those that can access the station using other (often subsidised, cheaper and more sustainable) means of transport, but prefer not to. Herein lies a key complexity of PnR provision.

PnR is often thought of as a facility. However, it is a behaviour that customers will exhibit, whether there is a facility or not. When this Framework talks about PnR, we mean a formal facility that:

- is publicly owned and operated, and
- is off-street, and
- has at least 50 spaces, and
- is intended for the use of PT customers at peak commuting times.

Informal PnR, sometimes referred to as 'Hide and Ride', is not addressed by this Framework. Issues related to hide and ride are addressed through the development of comprehensive parking management plans (CPMPs) to allocate space, as part of the broader Parking and Kerbside programme.

Privately operated PnR, which also has a place in the system, is also not covered by this Framework. Council has no control over this offering, which is provided to achieve commercial outcomes rather than wider transport system benefits.

It is important to note that PnR is not just limited to cars. Motorbikes, bicycles and other micromobility devices also require a safe storage at stations as people start the PT part of their trip. This should be built into any station design, regardless of whether the station also has a PnR facility for private motor vehicles.

Park and Ride in Auckland
Park and ride ki Tāmaki Makaurau

Auckland has 28 formal PnR sites as of 2026, making up around 7,200 spaces. Two additional sites are under development. Drury and Paerātā opened in August 2026, providing an additional 700 spaces between them. Ngākōroa station and park and ride is scheduled to open in 2027.

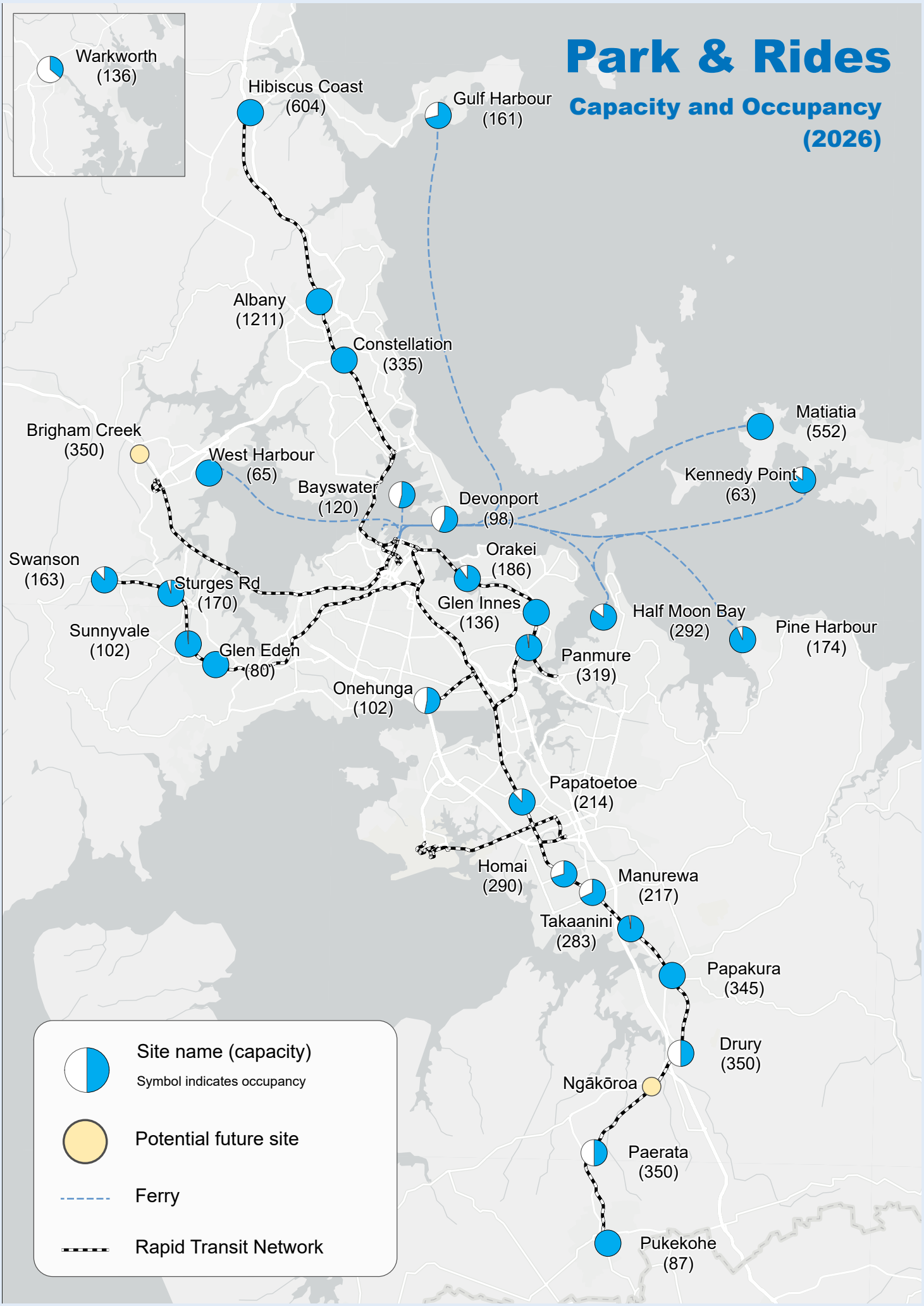
Brigham Creek is under design as part of the North-west Busway and is likely to be developed in the future. A full map of all PnR in Auckland is shown on the next page.

PnRs are located at 18 of Auckland's around 42 RTN stations. They are also located at eight of Auckland's ferry terminals, despite these not operating as rapid transit, and at Onehunga station and Warkworth.

PnR sites are well used. Data collected in 2024 and shown below identifies utilisation of each site. PnR generally fill up early in the morning, and cater for a Monday-Friday 9-5 commuter market. They are busiest Monday to Thursday, reflecting changes to travel behaviour since the COVID-19 pandemic. The average peak utilisation across all PnR sites is 90%.

If we assume everyone using these sites use the PnR as intended, and takes PT, on average only 21% of boardings at stations with a PnR are attributable to PnR.

This means PnR users make up a small proportion of PT users at stations with PnR, and an even smaller proportion when considering the full customer base of the RTN. This is an important consideration when looking at the direct and indirect costs of providing PnR.


Park & Rides
Capacity and Occupancy
(2026)
Warkworth
(136)
Hibiscus Coast
(604)
Gulf Harbour
(161)
Albany
(1211)
Constellation
(335)
Brigham Creek
(350)
West Harbour
(65)
Bayswater
(120)
Devonport
(98)
Matiatia
(552)
Kennedy Point
(63)
Swanson
(163)
Sturges Rd
(170)
Orakei
(186)
Glen Innes
(136)
Half Moon Bay
(292)
Pine Harbour
(174)
Sunnyvale
(102)
Glen Eden
(80)
Panmure
(319)
Onehunga
(102)
Papatoetoe
(214)
Homai
(290)
Manurewa
(217)
Takaanini
(283)
Papakura
(345)
Drury
(350)
Ngākōroa
Paerata
(350)
Pukekohe
(87)
Site name (capacity)
Symbol indicates occupancy
Potential future site
Ferry
Rapid Transit Network

Challenges of the PnR system
Ngā wero o te pūnaha PnR

There are various issues and challenges facing Auckland's PnR system. The framework has been developed to address these issues and challenges, and improve the system so it remains fit-for-purpose into the future. The challenges are discussed below.

1. Complex transport and land use interactions

The effectiveness of PnR is heavily dependent on both the local and regional context of transport, land use and the size of the catchment.

- Local access to stations can be poor to good using any mode (walking, cycling, feeder bus), and regional access provided by the main service at the station can vary greatly (Rapid Transit vs Ferry).
- Local land-use can be sparse or dense, mixed or single use, and adjacent land can be an origin only, or a destination as well.
- Depending on the location in the region, the catchment of a PnR can be geographically large but sparsely populated (at the fringe), or much smaller but densely populated (at central stations).

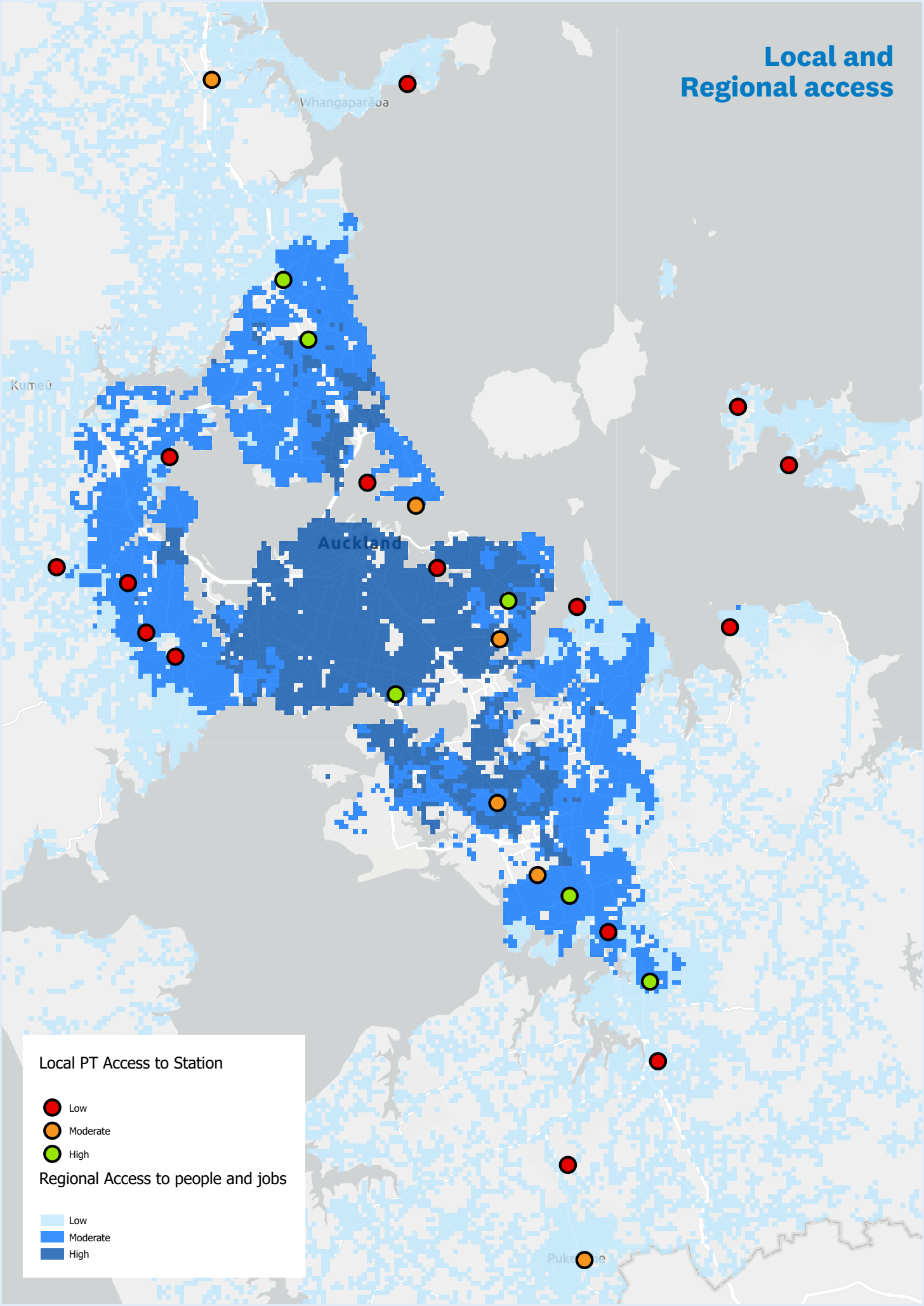
Depending on the exact combination of these circumstances, PnR can be a very effective way to attract patronage, or not effective at all.

Stations in low-density catchments with poor local access to the station, but moderately high regional access from the station, tend to rely more on car travel as the primary means of access to stations. In these areas, PnR facilities could be considered if alternative travel options are not feasible.

Stations in high-density catchments with very good local and regional access to and from the station can rely more on public transport, walking, and cycling options for most trips. In these areas, PnR facilities are generally not warranted, and the land is better suited for density and infill development.

In-between locations are difficult to generalise, and will require careful consideration of local communities, access levels and land-use context.

Local and Regional access



2. Reliance on high-value land

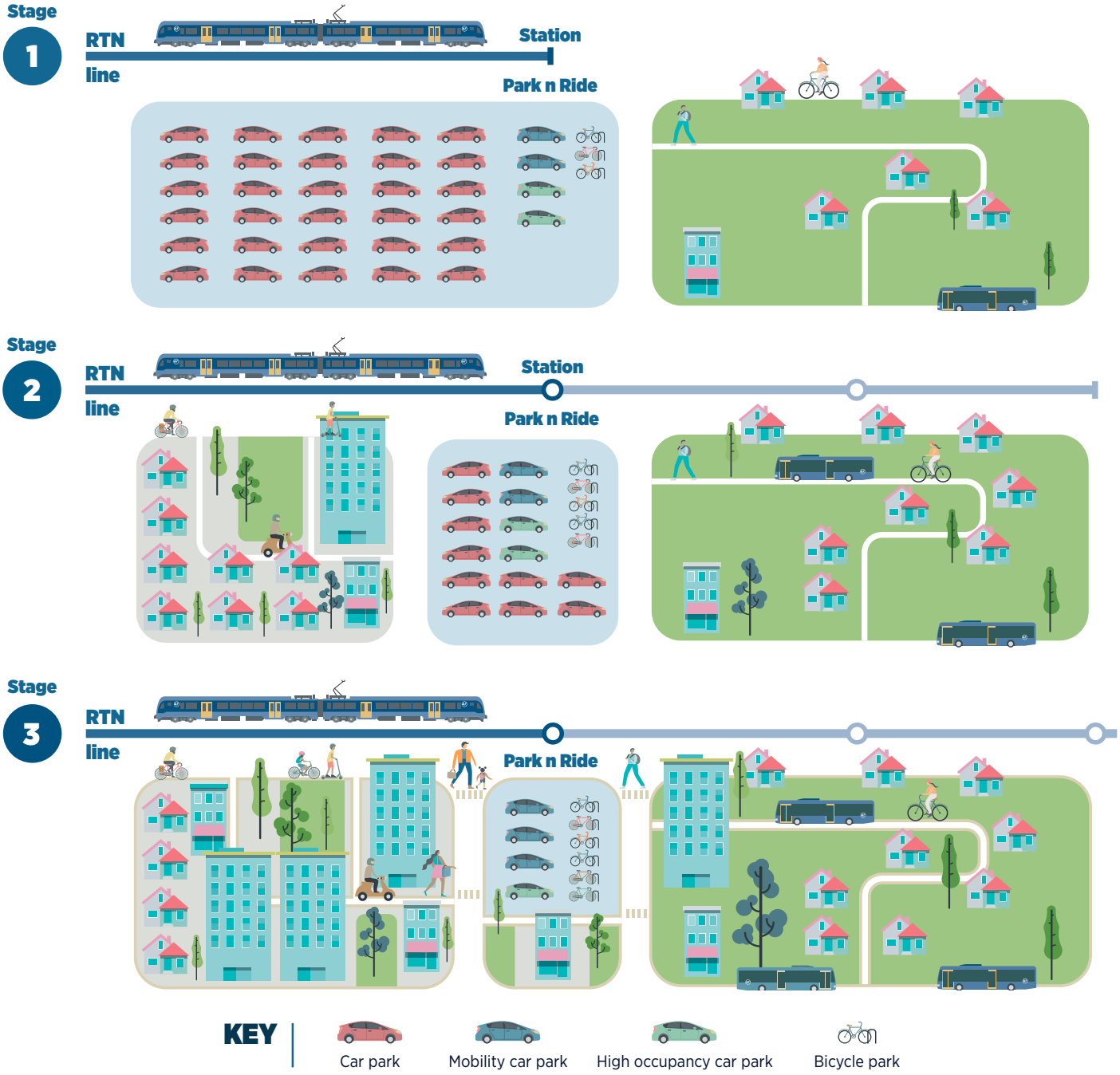
While PnR supports good transport outcomes at a sub-regional level, by turning private vehicle trips into PT trips, they do so by using significant amounts of valuable land.

Government and Council want high density, mixed-use development around rapid transit stations, which is operationalised in part by Plan Change 120. More Aucklanders need to live close to RTN stations to achieve a more compact, high-quality urban form which makes best use of land, and provides easy access for Aucklanders to travel across the region and meet their needs.

There is a lifecycle to a PnR, which relates directly to the land use and transport system around it, and changes over time. The lifecycle is displayed graphically below.

As PnR sites should be focussed on the urban fringe, their initial development should be in locations with limited surrounding housing and limited other transport options for RTN station access.

Over time, however, their use should be more deliberately optimised as growth and development occurs, and more people can access the RTN station through walking, cycling, drop-off, or connecting bus services.



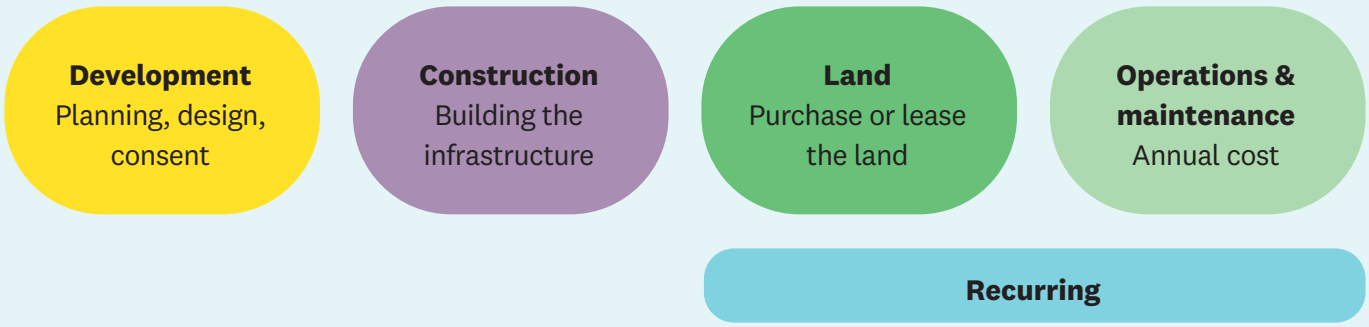
Finally, there comes a point where the land would be better suited for redevelopment into high-density, mixed-use environment. At this stage, far more customers will now live close to the station, and can access the station through more financially and environmentally sustainable means of travel.

3. The price of PnR

PnR is a very expensive way to get people access to PT. Most customers use other methods to get to stations, even at stations with PnR. This means they are a premium product which costs ratepayers a lot, for use by very few.

There are a number of direct and indirect costs associated with PnR:

- The **land cost** for PnRs is the largest cost component. Land around RTN stations is very valuable, and therefore expensive. It also has a significant opportunity cost, as the land could be used for housing and employment, giving locals high levels of regional accessibility. The new PnRs under construction in Drury have been estimated as costing $91,000 per space – $76,500 for the land, $14,500 for the infrastructure.
- Furthermore, not all of Auckland's PnRs are on Council-owned land. Nine[1] PnR sites are leased from other landowners and, as of 2026, these have a combined annual (and growing) lease cost of $800,000.
- There are **planning, design, consenting and construction costs** associated with PnR. These are one-off costs, but still contribute to the overall significant cost of sites.
- Finally, there are the (often overlooked) **operational and maintenance costs** associated with PnR. All PnR sites have these costs – repairs, renewals, resurfacing etc, and these costs are ongoing.



Currently, 26 of the 28 PnRs in Auckland are fully subsidised by ratepayers (the exceptions are Matiatia and Devonport, where all users pay a fee). Unlike PT or town centre parking, where users pay and contribute to the cost of providing and maintaining the system, we do not generally do this for PnR, creating an expensive anomaly.

Construction of multi-story carparking does not offset the large cost of land. Building a multi-storey is expensive, and should only happen where there is no possibility of the site being redeveloped. Toka Puia (a multi-storey equivalent) in Takapuna would cost over $100,000 per spot if built in 2026, not including the land costs. This is almost seven times more expensive than surface level parking.

[1] *Note that two (Bayswater and Papakura) of these seven facilities have two separate PnR zones, and only one of the two for each site is private and leased*

4. A system of legacy sites

Many of the PnR facilities in the region were developed by different legacy councils, for different reasons and with different approaches. It means that the current system doesn't necessarily make sense when taken together, and the experience for customers is inconsistent.

The effects of growth and change to the land uses in Auckland, and the PT system, also means that PnRs may not be in the best place, or have a strong justification for their continued existence.

5. Unclear internal roles and responsibilities, and decision-making

Due to the vast differences between sites, there are also big differences in how sites are being managed.

All PnR sites are parking facilities that are part of the station. Roles and responsibilities are split between parts of the business involved in parking, and those involved with PT. In addition, sites are managed differently depending on the mode of transport the station services (bus, ferry and train), as well as ownership of the site (leased vs council owned).

This means many teams are working on parts of the PnR system. Ownership, roles and responsibilities have not previously been formalised, and there has not been an overarching governance framework to escalate issues or resolve conflicts. Which often delays decisions or hinders progress.

This issue also means a lack of consistent decision making around PnR. PnR is a very frequent/common conversation point – it is seen as a significant part of the solution towards growing PT patronage, even though the evidence is that it is marginal. Therefore, the lack of clear and consistent guidance risks a range of viewpoints and therefore decisions within the organisation being pursued.

6. Poor availability of data

All of the above means that there has been no single source of truth when it comes to PnR. Information about cost, capacity, land-use and transport characteristics and other factors is not captured centrally, and differently for different sites. This makes it even more difficult to make informed and consistent decisions about PnR.

Part 2 – A better PnR system

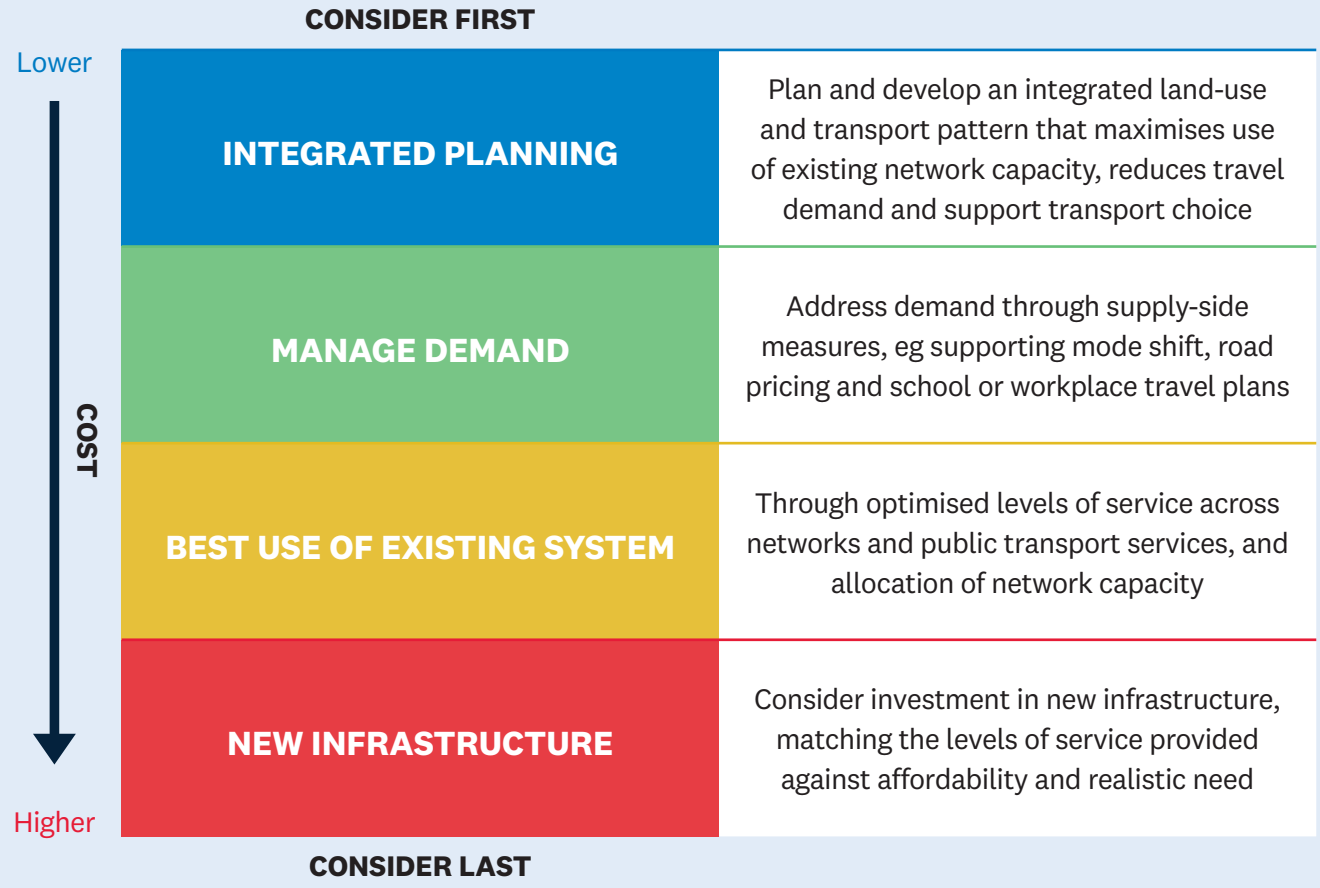
Wāhanga 2 – he pūnaha PnR e pai ake ana

Guided by intervention hierarchy
He mea arataki nā te raupapatanga wawao

To ensure value for money and strategic alignment, all decisions about PnR facilities will apply the NZTA (Waka Kotahi) Intervention Hierarchy.

The intervention hierarchy should be applied when generating and considering alternatives and options as part of key decision making. The intervention hierarchy is used to help drive value-for-money by promoting low-cost integrated solutions and investment ahead of costlier physical infrastructure investment. The approach is show displayed below.

Intervention hierarchy



Source: ***NZTA***

The hierarchy promotes integrated planning first to ensure best transport and land use outcomes. It also ensures that integrated lifecycle planning is embedded in PnR planning, which relates directly to the land use and transport system around the station, and expected changes over time.

It also provides greater priority making the best use of the existing system and managing demand before considering new infrastructure. Low-cost infrastructure measures such as improving access by walking, cycling, and feeder buses, or introducing pricing and booking systems, should be considered before physical expansion. Where needed, existing facilities can be optimised through layout changes or technology upgrades.

New infrastructure should only be pursued when lower-cost options cannot meet demand or are not feasible for the context.

Guided by system outcomes and principles

He mea arataki nā ngā putanga me ngā mātāpono

Decisions about PnR are complex and context dependent. To make sure decisions are still made based on a consistent foundation, the Framework use principles that contribute to four key outcomes:

1. Improve access to the Public Transport system
2. Effectively managing land to contribute to well-functioning urban environments
3. Reduce burden on ratepayers
4. Manage PnR efficiently

The principles and outcomes are drawn from guidance in Room to Move and NPS-UD, together with international best practice. Together, they guide the interventions set out in the framework.

These outcomes, key objectives and supporting principles is shown below.

1. Improve access to the Public Transport system

Key Objective: Extending the reach of the PT system by improving access to and from stations. These principles are intended to help guide whether PnR is a suitable intervention to improve access for a given station.

Principles:

1. **Access hierarchy:** Access improvements should follow a clear hierarchy that prioritises the most effective and space-efficient modes to attract patronage at a given location. PnR should only be considered if other modes are not feasible or sufficient to attract patronage.
2. **Regional role:** PnR is most suitable as a way to expand the PT network in specific locations of the transport network:
   - On the periphery of urban areas, near motorways or major arterial roads
   - Where they intercept longer car trips early on in their journey
   - So they contribute to reductions in vehicle kilometres travelled (VKT), and not worsen downstream congestion in urban areas
   - At RTN stations, so they provide an attractive level of service to users
3. **Local role:** PnR sites should integrate with local networks and not impede existing PT, walking or cycling journeys to the station.

2. Effectively managing land to contribute to well-functioning urban environments

Key Objective: Optimising land use to enable well-functioning urban environments around stations, in alignment with the NPS-UD and Auckland Council's strategic direction. These principles guide whether land is suitable for PnR, or if the land is better suited for higher-value urban uses.

Principles:

1. **Transitional Land Use:** PnR sites will be managed as land that transitions over time. When a PnR is constructed in peripheral development areas, Auckland's growth will slowly change the local context of the site. To remain suitable, the site must adapt in response. Ultimately, once a quality station environment can be achieved, site disposal should be considered.
2. **Transport Oriented Development:** Development opportunities should be pursued when the urban development potential of the site outweighs its value as a parking facility.
3. **Dense Environments:** Sites in denser urban environments require more proactive management to ensure good urban outcomes and must not adversely impact adjacent land uses.
4. **No Competing Use:** PnR should generally be located on low-value land that cannot be used well for other purposes, and must align with Auckland Council's land use plans.
5. **New Transport Corridors:** PnR sites can be repurposed for station access improvements by walking, cycling, public transport, kiss-and-ride, or other strategic projects that enhance multimodal access

3. Reduce burden on ratepayers

Key Objective: Better managing the operational and capital costs of PnR facilities to reduce the financial burden on ratepayers. These principles are intended to guide cost-effective decision-making for both existing and future sites.

Principles:

1. **Capital costs:** Investment in new or expanded PnR sites may be subsidised by ratepayers, but must demonstrate that:
   - better managing existing (nearby) sites, or improved local access would not sustain demand, and
   - PnR is the most cost-effective way to attract patronage compared to other interventions that drive patronage at that location, and
   - the benefits outweigh the costs, supported by a NZTA approved business case, and with due consideration of the most appropriate mechanism to deliver the new/expanded site (including ongoing costs), and
   - New PnR aligns with Council's land use planning.
2. **Operating expenses:** To reduce the burden on the ratepayer, the full operational and maintenance cost will be paid for by the users of the PnR.
3. **Fair distribution of user cost:** Subsidies and site layout should balance greatest need and overall benefit to ensure they are both effective and fair, considering the sites' local context.

4. Manage PnR efficiently

Key Objective: PnR facilities are managed and operated to enhance operational efficiency and ensure they provide safe and effective access to the public transport network. These principles guide the optimisation of PnR facilities and their surroundings.

Principles:

1. **Exclusive use:** PnR is for the exclusive use of PT users. Facilities will be managed to discourage parking by those who do not use PT.
2. **Space allocation:** PnR sites will be optimised to make the best use of available capacity, prioritising users with the greatest need and supporting a range of modes in line with the Room to Move Parking Diversity Policy.
3. **Seamless user experience:** Facilities will offer convenient station access and a safe environment for all users, supported by lighting, CCTV, and design elements.
4. **Proactive management:** On-street parking next to/around RTN stations (outside PnR facilities) will be proactively managed through CPMPs.

Guided by clear governance and accountability

He mea arataki nā te mārama o te mana hautū me te noho papanga

The Framework establishes clear governance to ensure decisions are consistent, made by/with the right people, and aligned with the PnR Principles. This governance layer is responsible for applying high-level policy with practical decisions required for programmes and projects at individual sites. The framework introduces two key changes to how Council delivers PnR:

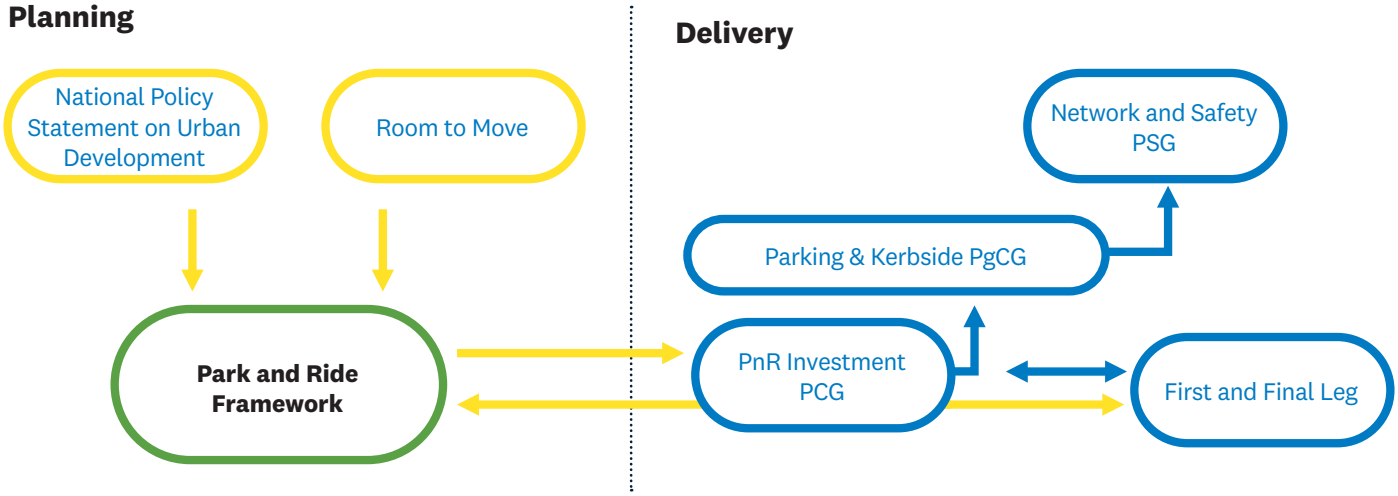
- A governance structure that provides a forum for decision making, and the escalation of risks and issues.
- Defined accountabilities and responsibilities – who does which interventions.

Governance

The Framework has added an additional workstream to the existing Parking and Kerbside Programme. This PnR Investment workstream has a PnR Investment Programme Control Group (PCG), which is the core decision-making body for PnR, responsible for applying the framework, overseeing interventions, and managing risks.

This PCG reports to the Parking and Kerbside Programme Control Group (PgCG), which provides oversight and reports to the Network and Safety Portfolio Steering Group, ensuring integration with wider transport programmes.

The Framework interacts closely with related workstreams such as First and Final Leg and other Parking and Kerbside initiatives to maintain consistency across the network and ensure cross-programme coordination.



Accountability and Responsibility

The Framework places interventions in a structure of accountability and responsibility. This includes:

- Four accountability areas, defining who is accountable for decisions.
- Multiple responsibility areas, defining who is responsible for individual interventions.

Accountability areas

Transport and Land Use Planning
Head of Transport Policy

Transport Investment
Head of Infrastructure Planning & Investment

PnR Facility Management and operations
Head of Parking Services

Catchment and interchange
GM PT Services Planning and Development (AT)

Responsibility areas

Repurpose land to movement
Head of Integrated Network Planning

Investment Planning
Transport Investment Mgr

Demand management
Parking Design Manager

PT Network Planning
PT Service Change Planning, PT Network Development

Site Disposal
Head of Integrated Network Planning

Walking and Cycling access
Head of Active Modes

Repurpose land to development
Strategic Dev. Partnerships

Customer experience improvements
Mgr Adjudication & Parking Facilities / RT Infrastructure Specifications Lead

Accountability owners are represented in the PnR Investment PCG, and responsibility owners in the corresponding working group. This ensures that there is a regular forum for these stakeholders to meet. Key overall governance roles in this structure are the Sponsor (Head of Parking Services) and the Business Owner (Auckland Transport General Manager PT Services Planning and Development).

Individual Interventions

Part 3 of this Framework sets out a detailed PnR Intervention Toolkit, designed to provide practical guidance for applying the interventions consistently and effectively.

Under each of the responsibility areas there are different types of interventions. The toolkit explains the triggers that indicate when an intervention should be considered, how to apply the intervention hierarchy to prioritise low-cost and integrated solutions, and the roles and responsibilities required to involve the right people in decision-making.

It also ensures that every intervention aligns with the framework's outcomes and principles, supporting improved access to PT, effective land use, reduced burden on ratepayers, and efficient management of PnR facilities.

Guided by good data
He mea arataki nā te raraunga pai

The Framework includes an inventory (separate from this document), that has captured, for each site, key information about the land and transport context, cost, capacity (broken down by type of parking), design standard, and occupancy.

Additional work has been completed in support of The Framework that provides more detailed information on:

- The cost of land per site (including opportunity costs of land).
- The value-for-money of attracting patronage using walking/cycling/PT or PnR, depending on the location of the station (urban vs fringe).
- The whole-of-life operations and maintenance cost of each individual site.

These reports were created to support the PnR Investment workstream and are held by Integrated Network Planning.

Part 3 – PnR intervention toolkit
Wāhanga 3 – te kete utauta PnR mō te wawao

The following section outlines common PnR interventions, and highlights who is accountable/ responsible for those interventions, when they should be considered, which principles should guide decisions, how they fit in the intervention hierarchy, and who should be involved.

This guidance is high-level and a starting point for more aligned decision making. How and when interventions are implemented is also highly depended on site context and other interventions that may be implemented. For example, major transport, land use and pricing decisions can significantly change behaviour and usage of a site, which will influence how we make integrated decisions.

Who to involve
Te hunga kia whai wāhi

Responsibility and Accountability over interventions is formalised as per the governance and accountability section outlined in the previous section. Interventions in this library are structured in alignment with this matrix.

Accountability areas

Transport and Land Use Planning
Head of Transport Policy

Transport Investment
Head of Infrastructure Planning and Investment

PnR Facility Management and Operations
Head of Parking Services

Catchment and Interchange
General Manager PT Services Planning and Development (AT CCO)

Accountability areas

Repurpose land to movement
Head of Integrated Network Planning

A.1 Repurpose land to bus & interchange facilities
A.2 Repurpose land to active transport access
A.3 Repurpose land to RTN infrastructure

Repurpose land to development
Strategic Development Partnerships

B.1 Full or partial redevelopment
B.2 Over-site development

Disposal of a leased site
Head of Integrated Network Planning

C.1 Disposal of a leased site

Transport Investment Planning
Transport Investment Manager

D.1 Existing Site – Significant Upgrade
D.2 Existing Site – Outwards expansion
D.3 New PnR location

Demand Management
Parking Design Manager

E.1 Priced unreserved
E.2 Bookable spaces
E.3 Pick up/drop off (PUDO)
E.4 Motorbike parking
E.5 Mobility parking
E.6 Adjoining street parking
E.7 Bike & micromobility parking
E.8 Integrated ticketing
E.9 Real time space monitoring

Customer Experience Improvements
Manager Adjudication & Parking Facilities/RT Infrastructure Specifications Lead

F.1 Active modes wayfinding
F.2 Parking signs, lines & wayfinding
F.3 Urban design & environment
F.4 Personal safety interventions

PT Network Planning
PT Service Change Planning, PT Network Development

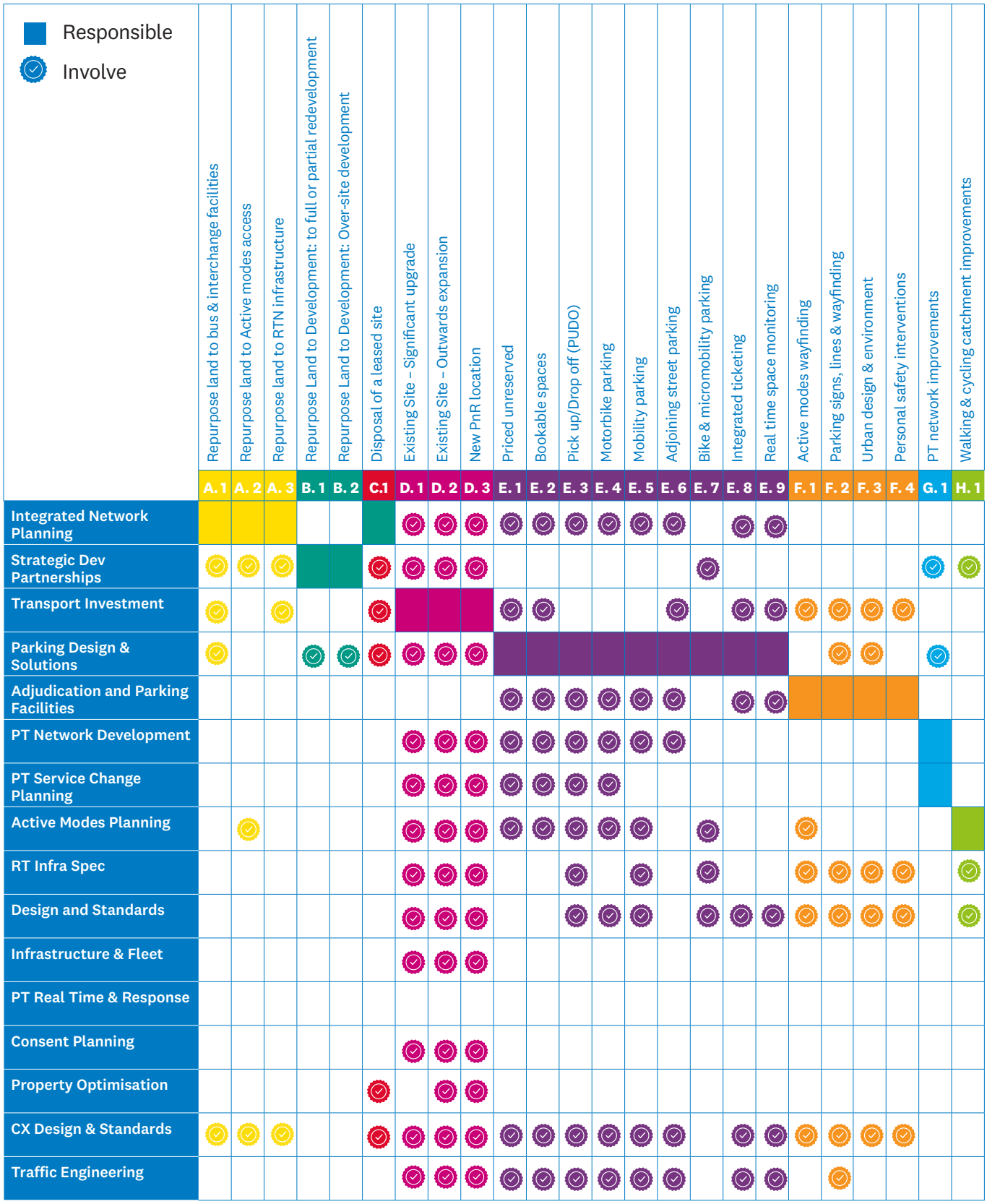
G.1 PT Network Improvements

Walking & Cycling Access
Head of Active Modes

H.1 Walking and cycling

Other stakeholders need to be involved in decisions about these interventions as well. The following table outlines some key stakeholders to consider when implementing PnR interventions. Note that this table is a starting point, not an exhaustive list.

Individual interventions in the Intervention Toolkit will be maintained and improved by those accountable for each intervention area. Any improvements or future updates to individual interventions guidance should be approved by the respective governance group.



Alignment with principles
Te hāngai ki ngā mātāpono

Since each PnR is different, it is difficult to provide definitive guidance for each intervention. The Framework's principles need to be used to guide decisions. The table on the following page highlights, for each intervention, which principles are particularly important to consider.

	Repurpose land to bus & interchange facilities	Repurpose land to Active modes access	Repurpose land to RTN infrastructure	Repurpose Land to Development: to full or partial redevelopment	Repurpose Land to Development: Over-site development	Disposal of a leased site	Existing Site – Significant upgrade	Existing Site – Outwards expansion	New PnR location	Priced unreserved	Bookable spaces	Pick up/Drop off (PUDO)	Motorbike parking	Mobility parking	Adjoining street parking	Bike & micromobility parking	Integrated ticketing	Real time space monitoring	Active modes wayfinding	Parking signs, lines & wayfinding	Urban design & environment	Personal safety interventions	PT network improvements	Walking & cycling catchment improvements
	A. 1	A. 2	A. 3	B. 1	B. 2	C.1	D. 1	D. 2	D. 3	E. 1	E. 2	E. 3	E. 4	E. 5	E. 6	E. 7	E. 8	E. 9	F. 1	F. 2	F. 3	F. 4	G. 1	H. 1
RESPONSIBLE																								
Head of Integrated Network Planning																								
Strategic Development Partnerships																								
Transport Investment Manager																								
Parking Design Manager																								
Manager Adjudication & Parking Facilities/RT Infrastrucutre Specifications Lead																								
PT Service Change Planning, PT Network Development																								
Head of Active Modes																								

Intervention Library
Te kohinga wawaotanga

A.1 Repurpose land to bus &interchange facilities

Rpurposing PnR land to off-street bus stops, bus layover, driver facilities, customer waiting areas, bus circulation and/or other interchange activities to improve the effectiveness and attractiveness of the PT system.

A variety of circumstances can lead to the consideration of this intervention, ranging from customer complaints to contractual obligations with PT operators. This means the process is likely to change depending on circumstances.

Trade-offs about space allocation, cost efficiency and access for different modes needs to be guided by the PnR principles and worked through with a broad set of stakeholders.

Potential Intervention triggers

- Master planning by Auckland Council/AUDO,
- Contractual negotiations/obligations with PT providers,
- On-street feeder operations impact PT, walking or cycling journeys to the station,
- Changes to trunk or feeder PT services,
- On-street feeder suitability from an operational, driver or customer perspective,
- Improved wayfinding and other customer experience improvements.

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Alignment with principles and higher order plans/policies. • Confirm intervention is appropriate for the stage of the PnR. lifecycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider before this Intervention:** • Optimise on-street PT environment. • More cost-effective access solutions outside the site. • Consider alternative locations for layover and driver facilities. **Consider Alongside this Intervention:** • Demand management or significant upgrade for remaining PnR. • Behaviour change programme to help customers transition from PnR to bus. • Monitoring and managing the impacts on adjoining street parking.
New Infrastructure	• There will be a tipping point in the PnR lifecycle where improved PT infrastructure is needed to ensure the station continues to achieve good customer and network outcomes.

A.2 Repurpose land to active modes access

Repurposing space within the site to provide better active modes connections to the station. Also includes accessibility improvements to ensure access to the site is compliant with station access design requirements.

In the right context, active modes is an attractive means of station access, helping manage the demand of the PnR. Improvements become particularly important when the number of people accessing station by active modes is high, growing, or likely to grow.

PnR should not make walking and cycling journeys to the station unsafe or indirect. If the PnR's pathways do not connect with the surrounding network, changes must be made.

Trade-offs about space allocation and cost efficiency, and access for different modes needs to be guided by the PnR principles, and worked through with a broad set of stakeholders.

Potential Intervention triggers

- PnR impedes direct walking and cycling trips,
- Major active mode planning or investment in station catchment (or related development, such as a major destination adjacent to the RTN station),
- On-street pathways do not have sufficient capacity to enable safe trips or meet demand,
- Lack of accessible paths from site entrances/exits and mobility parks to the station.

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Alignment with principles and higher order plans/policies. • Confirm intervention is appropriate for the stage of the PnR lifecycle and how it relates to the land use and transport system. • Connect with the wider active modes network, enabling more people to reach the station.
Best use of Existing System and Demand Management	**Consider before this Intervention:** • Optimise on-street walking/cycling infrastructure – if on desire line. **Consider alongside this Intervention:** • Demand management or significant upgrade for remaining PnR. • Behaviour change programme to help customers transition. • Monitoring and managing the impacts on adjoining street parking. • Pedestrian circulation and wayfinding. • Bike and Micromobility parking.
New Infrastructure	• There will be a tipping point in the PnR lifecycle where walking and cycling infrastructure is needed to ensure the station continues to achieve good customer and network outcomes.

A.3 Repurpose land to RTN infrastructure

This intervention repurposes PnR land to RTN infrastructure such as station and platform expansions, or new/widened rail/busway corridors. This intervention encompasses both interim and permanent rapid transit improvements.

RTN expansion is almost always desirable over PnR due to the far greater benefits it brings to regional mobility, economy and environment. Rail expansion also benefits the movement of freight, adding benefits that go beyond the movement of people. On these grounds, RTN will almost always take precedence over PnR capacity, but mitigations for lost capacity must be considered by the RTN business case.

Potential Intervention triggers

- Rapid Transit Business Case (any stage).

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Alignment with principles and higher order plans/policies. • Confirm intervention is appropriate for the stage of the PnR lifecycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider Alongside this Intervention:** • Business casing should align with the PnR Framework to ensure modifications to the PnR are managed well. • Demand management or significant upgrade of remaining sites to ensure the PnR is fit for purpose with changed RTN access.
New Infrastructure	• Ensure improvements and modifications to PnR are funded through Rapid Transit business case.

B.1 Repurpose Land to Development: Full or partial redevelopment

The final step in the lifecycle of a PnR. Dependent on the local context and aspirations, redevelopment may take numerous forms, ranging from private high-quality transport-oriented development, to council or crown owned facilities, or open space.

Because the redevelopment of a site will be highly dependent on the local context, it is key to establish the right level of governance for each situation, and the project team contains the appropriate expertise. Planning will often require strong partnership between AT and Council (AUDO), private sector, mana whenua, Kāinga Ora, and local boards.

It will be important to confirm that the site is not needed for other transport use like interchange, active modes or future rapid transit expansion, and that the new development is the best way to use the land going forward.

Potential Intervention triggers

- Master planning by Auckland Council/AUDO,
- Third party bid (landowner, developer or Crown),
- The site provides poor benefits for its cost,
- Legacy PnR that does not meet the PnR Framework Principles,
- Equivalent patronage achievable by other modes,
- Site no longer on urban periphery due to surrounding development.

Note on private development – *When repurposing a site for private development, Council and AT may require certain conditions in the development agreement. These often reduce the sale price, as developers cite reduced profitability. Expert negotiation is needed to assess the impact of these conditions and ensure council achieves maximum value.*

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Alignment with principles and higher order plans/policies. • Confirm intervention is appropriate for the stage of the PnR lifecycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider alongside this Intervention:** • Repurpose land to active modes and bus interchange facilities. • Demand management or significant upgrade for remaining PnR. • Behaviour change programme to help customers transition. • Monitoring and managing the impacts on adjoining street parking. • Pick up / drop off and mobility parking review. • Active mode infrastructure, wayfinding and parking. • PT network improvements.

B.2 Repurpose Land to Development: Over-site development

Over-site development may occur where PnR remains a requirement, but land value is high and attractive to developers and/or the PnR can be integrated with Council or Crown owned facility. Developments can also include interchange and active modes pathways and parking for the nearby station.

Integration with private development is complex, and can be challenging due to zoning, designations, ownership, commercial negotiations and potentially legally binding operational agreements with external parties.

Process guidance is similar to B1 (Repurpose land), with addition of a crucial first step: since oversite development essentially 'locks in' the PnR use, Council must determine that PnR is required in perpetuity. Future potential changes to PnR operations must also be identified so they can be incorporated into contract negotiations and agreements. For PnR that is to be integrated with council development, these requirements are less onerous as they can be more easily altered.

How to apply the intervention hierarchy

Integrated Planning	• As per B1 (Repurpose land)
Best use of Existing System and Demand Management	**Consider before this Intervention:** • Exhausting all other interventions that could eliminate the need for PnR to remain onsite. • Partial redevelopment. • Developer owning and managing PnR element. • Developer provides parking and leases back to Council. **Consider Alongside this Intervention:** • As per B1 (Repurpose land)
New Infrastructure	An Council operated PnR that is fully integrated with oversite development commits Council to significant capital costs, either directly by requiring Council to contribute to the structure's construction cost or indirectly because developers will deduct the cost of providing PnR from the council land sale price.

C.1 Disposal of a leased site

Leased sites for PnR generally come about either:

- Opportunistically, for example land planned to be developed later becomes available at a low cost to Council or,
- If there is a need for PnR and leasing land provides a more cost-effective solution than AT/AC land ownership.

Leased sites have a more easily understood and transparent outgoing cost to Council. They are subject to contract negotiations with the owner. Leased sites should be reviewed regularly, at a minimum when leases are up for renewal and/or lease costs due to increase.

Disposing of a leased site should be considered at any point it becomes clear that the site no longer aligns with the PnR Framework principles. For example, it may have low cost recovery from users and be heavily subsidised by ratepayers and/or be negatively impacting other parts of the transport network.

During the review process staff would assess whether leasing the site still meets the original rationale and usage is consistent with the PnR Framework.

Potential Intervention triggers

- Legacy PnR that no longer aligns with the PnR Framework Principles,
- Site does not meet minimum score in suitability assessment,
- Poor utilisation,
- Investment in access by other modes more cost-effective way to deliver patronage,
- Lease costs increase or lease renewal,
- Complaints about PnR operations,
- PnR negatively impacts transport network.

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Alignment with principles and higher order plans/policies. • Does the site still meet the minimum score in the site suitability assessment. • Confirm intervention is appropriate for the stage of the PnR lifecycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider before this Intervention:** • Reviewing pricing to improve cost recovery. **Consider Alongside this Intervention:** • Behaviour change programme to help customers transition. • Monitoring and managing the impacts on adjoining street parking. • PT network improvements. • Active modes catchment improvements.

D.1 Existing Site – Significant Upgrade

A significant upgrade means that multiple interventions in this document are required at the same time, possibly in combination with other upgrades such as stormwater and surfacing improvements. Significant upgrades are needed when sites are not performing across multiple measures, or are being reduced in size because other demands on the PnR land take precedence and require bigger changes to the site.

This type of intervention requires a business case to ensure the investment provides good value for money and is consistent with the PnR Framework Principles. The business case would confirm:

- There is an ongoing need for PnR consistent with the Framework principles,
- Benefits of investment in PnR exceed similar investment in other modes of access,
- Other interventions on their own are unlikely to resolve issues with the site.

Potential Intervention triggers

- Mitigate disbenefits of reduction in PnR size as a result of partial repurposing,
- Site has issues across multiple metrics, flagging the need for redevelopment.

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Alignment with principles and higher order plans/policies. • Confirm intervention is appropriate for the stage of the PnR. lifecycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider before this Intervention:** • Assess that a combination of separate, low-cost interventions cannot address issues.
New Infrastructure	**Consider last:** • Business casing for the redevelopment of existing sites, that are already advanced in the PnR life-cycle, will need to carefully balance current needs of the site against the length at which the site will remain needed.

D.2 Existing Site – Outwards expansion

If other options to manage demand are exhausted, PnR could be expanded. This can happen on land already owned by Council, land bought for PnR purposes, or leased land. These land holdings around stations can become strategic assets that can be repurposed to enhance the station environment as it develops.

As per the principles, any new locations would be located on the rural-urban boundary, where they intercept trips from lower-density areas as soon as they enter the urban environment.

This type of intervention requires a business case to ensure the investment provides good value-for-money, and is consistent with the PnR Framework Principles. The business case would confirm:

- There is an ongoing need for more PnR, consistent with the Framework principles,
- Benefits of investment in PnR exceed similar investment in other modes of access,
- Other interventions on their own are unlikely to resolve issues with the site,
- Expansion would not cannibalise station access by other modes.

If the site is council owned, it should include a land-use transition plan, to ensure the transition from PnR to higher value land-use in the medium- to long-term is clearly mapped out and understood by all stakeholders.

Council should consider whether Council -led expansion of PnR is necessary or whether the private sector may be able to provide it instead. Opportunities to facilitate the use of existing under-utilised parking for PnR purposes should also be considered before expanding Council sites (e.g. sporting facility parking, churches, etc may be more cost-effective solutions).

Note about upwards expansion. *Constructing a parking building is often raised as an easy way to add capacity to existing sites. However, the savings of more efficient land-use are offset by higher construction and maintenance costs, meaning the cost per parking space is considerably higher. The lifetime of a PnR building is longer, and the removal costs are higher, making urban regeneration harder.*

Innovative solutions like car stackers should be considered ahead of any standard multi-storey design, given their flexibility and easier relocation/ adjustment.

Potential Intervention triggers

- Demand for expansion driven by significant growth of the RTN,
- Lack of other modal investment options to meet demand,
- Existing site consistently full and causing issues in surrounding area.

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Verify alignment with principles and higher order plans/policies. • Does the site meet minimum score in site suitability assessment. • Confirm intervention is appropriate for the stage of the PnR life cycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider before this Intervention:** • All Demand Management Interventions • Local walking, cycling or PT improvements • Significant Upgrade • Collaboration with local parking providers to provide PnR **Consider Alongside this Intervention** • Repurposing land to PT or Active Modes • PT Network Improvements • Active Modes Catchment Improvements
New Infrastructure	**Consider last:** • Business casing for the expansion of existing sites, that are already advanced in the PnR life-cycle, will need to carefully balance current needs of the site against the length at which the site will remain needed.

D.3 New PnR location

A new PnR facility can be consideed where station access is not feasible via more sace or capital efficient modes. New PnR can be created from land already owned by council, land bought for PnR purposes or leased land. These land holdings around stations can become strategic assets that can be repurposed to enhance the station environment as it develops.

As per the principles, new locations would be located on the rural-urban boundary, where they intercept trips from lower-density areas as soon as they enter the city.

This type of intervention requires a business case to ensure the investment provides good value-for-money, and is consistent with the PnR Framework Principles. The business case would confirm:

- There is an ongoing need for more PnR, consistent with the Framework principles,
- Benefits of investment in PnR exceed similar investment in other modes of access,
- Expansion would not cannibalise station access by other modes.

If the site is Council owned, it should include a land-use transition plan, to ensure the transition from PnR to higher value land-use in the medium to long term is clearly mapped out and understood by all stakeholders.

Council should consider whether Council -led expansion of PnR is necessary or whether the private sector may be able to provide instead. Opportunities to facilitate the use of existing under-utilised parking for PnR purposes should also be considered before expanding Council sites (e.g. sporting facility parking, churches, etc may be more cost-effective solution).

Potential Intervention triggers

- Demand for a new PnR site from the development of a new RTN station,
- Landowner or developer offers land to Council.

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Verify alignment with principles and higher order plans/policies • Does the site meet minimum score in site suitability assessment
Best use of Existing System and Demand Management	**Consider before this Intervention:** • Manage existing on- and off-street parking in the area • Collaboration with local parking providers to provide PnR **Consider Alongside this Intervention** • Ensure PnR is future proofed to not inhibit local active and PT trips
New Infrastructure	**Consider last:** • As this intervention will likely require a significant infrastructure element it will be important to first consider making better use of the existing network with more cost-effective, less infrastructure intensive alternatives. The business case process will need to provide a robust case for investment.

Assessment Tool: Site suitability

The following tool below provides a strategic level assessment of the value of potential sites against key PT, land use and urban system criteria. In effect, this is a Gateway test whether investment in a new PnR facility is likely to contribute to efficient and effective system networks and good city building, or not.

Subsequent analysis of existing sites will need to confirm minimum scores that new sites must meet to consider proceeding development, existing sites must meet to warrant expansion or significant upgrades, and scores at which disposal of a site should be considered.

Principle	Metric	High suitability	Moderate suitability	Low suitability
PT access level	Public transport access	Low (1) Public Transport Access (PTAL) at station, no improvements planned	Low (1) PTAL at station, improvements planned	Moderate (2)/High (3-4) PTAL score at station
Regional role	Significance of the station	Site is at an existing or likely future Rapid Transit Station		Not an RTN Station
	Peripheral, contributing to VKT and congestion reduction	Station on the edge or outskirts of urban Auckland	Station is inside urban Auckland	Station is in Auckland Isthmus
Local role	Local PT and Active Modes high level assessment	Potentially positive impact on local PT, walking and cycling trips	Neutral impact on local PT, walking and cycling trips	Adverse impact on local PT, walking and cycling trips
Cost	Price of land access (Values to be determined based on further analysis of existing sites)	Low $ per square metre	Moderate $ per square metre	High $ per square metre
PnR should be on low-value land with little competing use	Land use zoning, physical constraints, development activity, spatial planning context within 500m of site	Land is undesirable for development in the longer term	Land could be developed, but unlikely in the short to medium term	Land has development potential in the short term
	Transport potential	Land unlikely to be needed for future Rapid Transit, bus interchange or active modes access	Land likely to be needed for future Rapid Transit, bus interchange or active modes access in **long term**	Land likely to be needed for future Rapid Transit, bus interchange or active modes access in **short/medium term**
Safe and seamless user experience	Attractiveness of PnR land relative to station	The site is directly bordering the station	The site is less than 150 metres from the station and does not require crossing major arterials	Site is more than 150 metres of the station and/or requires crossing major arterial roads.
On-street parking around stations	Occupancy of on-street parking, complaints and compliance	Occupancy of on-street parking consistently over 85% **and** frequent customer complaints or compliance call-outs	Occupancy of on-street parking over 85% **or** frequent customer complaints or compliance call-outs	Low occupancy, infrequent customer complaints or call-outs

E.1 Priced unreserved

Charging a fee for some or all the parking at a PnR site is a commonly used intervention across many cities around the world. In these cases, parking may be priced to achieve many different outcomes, for example:

- To manage demand at a site that is oversubscribed at certain days or times,
- To reduce or eliminate ratepayer subsidy and ensure users cover costs of the PnR,
- To encourage access by more sustainable modes (walking, cycling, PT),
- To provide discounts for smaller, safer or cleaner vehicles to achieve policy objectives.

AT has been asked, through the Mayoral Letter of Expectations, to reduce the burden on the ratepayer. In response, the AT Board requested investigations into the costs of the PnR system. This involves costs like renewals, maintenance, operations and land access.

For any part of the transport system, there should be a mix of ratepayer subsidy and user contribution. This is in place for public transport, where around 25% of the cost is borne by the user and the rest coming from Council and Government funding. Parking, including park and ride, is no different.

Council now has an understanding of the costs of managing/operating/maintaining its park and ride assets, and these could form the basis of a cost recovery exercise. The intention would not be to generate revenue, but to reduce the burden on ratepayers, particularly at a time when rate caps and rises are pending.

Note that pricing PnR would produce additional work, such as managing parking in surrounding streets. This needs to be factored into the process. The price setting should also be made carefully, to consider site location, additional costs (such as leasing unowned sites), and future growth.

Pricing unreserved park and ride spaces is currently not an approved intervention. Furthermore, there are no approved plans to expand priced unreserved park and rides beyond the existing spaces at Devonport and Maitaitia.

How to apply the intervention hierarchy

Pricing is a demand management tool that sits early in the intervention hierarchy. It should be considered before more expensive interventions, like expansion of the PnR. Many other interventions can be considered alongside pricing, as the pricing scheme offers a mechanism to recover this investment.

E.2 Bookable spaces

Allocating a portion of the PnR so that customers can reserve a parking spot using an online platform. Bookable spaces create certainty for customers, for example parents who want to secure a spot after they've dropped off children.

Bookable spaces are intended to be rolled out across the entire PnR system. The Parking Design team has an agreed process to filter and prioritise sites. It considers aspects like the Room to Move parking tier, PT access levels, ease of implementation and demand. Detailed matters about the design, size and pricing of each site will need to be considered at a site-by-site basis, considering both local and regional factors.

Potential Intervention triggers

- Existing PnR exceeds 100 spaces, is at least 85% full on Mon-Thurs, and revenue sharing is allowed.
- A new site is being developed.
- A PnR site with existing bookable spaces is finding these spaces at least 85% full on Mon-Thurs.

Relevant guidance

- Parking Pricing Procedure

How to apply the intervention hierarchy

Bookable spaces are a demand management tool that sit early in the intervention hierarchy. It should be considered before more expensive interventions, like expansion of the PnR.

The Parking Design team owns the Bookable Spaces methodology and prioritisation.

E.3 Pick up/Drop off (PUDO)

PUDO bays provide a high turnover facility for PT users to be picked up or dropped off. This makes them a very space efficient way of achieving patronage and congestion benefits, compared to standard PnR. It is a behaviour that will occur anyway, and should be designed for at each station. PUDO bays should:

- Be close to the station entrance.
- Be located on the road reserve, so it reduces circulation in the PnR during peak hours, or be located in the PnR if on-street facilities cause operational or safety issues.
- Not interfere with higher priority modes of access to the station as outlined in AT station access and interchange design guidance.
- Use a P10 restriction, without special provision for taxi or rideshare.

The ideal location for PUDO parking is context dependent and will require trade-offs to be made between the above criteria. The amount of bays required at a site is difficult to predict, and will be influenced by local behaviours. PUDO bays require regular surveying to ensure the right amount of space is provided.

A note on PUDO for mobility card holders.
Ideally PUDO locations should be fully accessible for mobility card holders. If this is not practicable or practical, consideration should be given to a dedicated time restricted mobility parking PUDO location on an accessible path to the station as un-timed mobility parks may get filled by all day parkers.

Potential Intervention triggers

- Site does not meet Council Transport Design Guidelines, including accessibility guidelines,
- PUDO behaviour at existing sites is causing operational issues,
- PUDO bays are over or under-utilised.

Relevant Guidance

- Station Interchange Guidance (Transport Design Manual),
- Land Transport Rule: Traffic Control Devices 2004 (NZTA)

How to apply the intervention hierarchy

PUDO parking is a low-cost and highly effective intervention, that sits early in the intervention hierarchy and should be provided to manage demand and make best use of existing space.

It should be accompanied by clear signage and wayfinding, and could include a sheltered waiting area where demand is high.

E.4 Motorbike parking

Motorbike and moped parking is much more space efficient than standard car parking and the infrastructure requirements are much lower (e.g. road foundation strength). One or two spaces should be provided as a default amount at a PnR site, and expansion or removal of these should be based on demand.

Due to the space efficiency of motorbike parking, it should generally be prioritised over standard car parking in PnR. Standard spaces should be repurposed to motorbike parking if the demand exists. Motorbike parking is easy to install, and involves the installation of signs and ground anchors to secure the vehicles.

Motorbike parking can often be accommodated in 'left-over' spaces that do not fit a regular vehicle. Bicycle parking is sometimes utilised as motorbike parking, which should be monitored to prevent displacing bicycle parking.

Potential Intervention triggers

- No motorbike parking present,
- Motorbike parking behaviour at existing sites is causing operational issues (parked informally, parked in standard spaces, etc),
- Motorbike parking bays are over or under-utilised,
- Motorbikes using bike parking areas,
- Existing motorbike bays do not have good passive surveillance,
- Ground anchors requested or instances of motorbike thefts.

Relevant guidance

- Station Interchange Guidance (AT Transport Design Manual),
- Land Transport Rule: Traffic Control Devices 2004 (NZTA)

How to apply the intervention hierarchy

Motorbike parking is a low-cost and highly effective intervention, that sits early in the intervention hierarchy and should be provided to manage demand and make best use of existing space.

Orphan space that can't be used by cars, and/or spaces with good passive surveillance should be considered first, and fitted with ground anchors. Motorbike parking should be considered alongside other interventions such as better CCTV and lighting, to prevent theft.

E.5 Mobility parking

Mobility parking is a requirement that ensures fair and equitable access to the transport system for those with temporary or permanent mobility challenges. Mobility parking spaces are longer and wider to facilitate wheelchair access, and are closer to the station for people who cannot easily move long distances.

Ratio requirements are set out in **NZS 4121**. Bays are ideally as close to the station access as possible, and require a fully accessible path from the mobility parks to the station.

The provision of additional mobility parking above ratio standards should be demand-based. It can be difficult to determine whether additional mobility parking spaces are required due to limitations with monitoring how they are being used. Input from disability focus groups (PTAG, CPAG) on location and design should be incorporated into the decision-making and design process.

A note on PUDO for mobility card holders

If the PUDO area is unsuitable for mobility card holders some mobility parks could be time restricted for PUDO activities depending on demand. PUDO mobility parking spaces should have a fully accessible path to the station.

Potential Intervention triggers

- PnR site does not comply with mobility parking design standards,
- Demand for mobility spaces, driven by customer or operational requirements.

Relevant Guidance

- Station Interchange Guidance (Transport Design Manual),
- Land Transport Rule: Traffic Control Devices 2004 (NZTA)
- NZS 4121:2001 (Standards New Zealand),
- PTAG, CPAG groups.

How to apply the intervention hierarchy

Mobility parking is a requirement with low associated costs, that sits early in the intervention hierarchy.

Should be considered alongside enforcement and repurposing land to active modes (if no accessible path is present). Mobility parking should be regularly monitored. Since they use up more space than regular carparks, spots that are consistently unoccupied can be used for other purposes.

E.6 Adjoining street parking

Where sites are full or priced, or where no PnR is provided, PT customers may choose to park their cars on local streets. This can lead to anti-social parking across berms or driveways, requiring costly enforcement, or a lack of parking for residents and visitors to the area.

Where 'hide and ride' negatively impacts on adjacent on-street parking operations, parking management strategies consistent with Room to Move should be considered.

Parking in surrounding streets is not necessarily bad when managed well. Local streets can have an excess of on-street parking during the day, and making use of that space is a cost-efficient alternative to a new or expanded PnR facility.

Potential Intervention triggers

- A new RTN station opens, or an existing station gets better service,
- Reduction or expansion of feeder services,
- Demand management measures introduced in PnR site,
- Reduction in capacity of PnR,
- Comprehensive Parking Management Plan (CPMP) in the area,
- Customer or operational requirements.

Relevant Guidance

- CPMP Framework,
- Room to Move,
- Land Transport Rule: Traffic Control Devices 2004 (NZTA)

How to apply the intervention hierarchy

This process is managed through the CPMP Framework and programme, which sits outside of the remit of the Framework.

E.7 Bike & Micromobility Parking

This involves standard bike parking, micromobility parks, parking for shared mobility devices, secured parking and private market solutions such as Locky Docks.

Due to the space efficiency of cycle parking, it should generally be prioritised over standard car parking in PnR where the demand exists. Cycle and Micromobility parking is closely aligned with other Council strategic outcomes like transport equity and emissions reduction.

Bike parking can often be accommodated in awkward 'left-over' spaces within the site. Bike parking spaces are sometimes utilised as motorbike parking, which should be monitored to prevent displacing bicycle parking.

Potential Intervention triggers

- PnR does not have dedicated bike parking areas,
- Bike parking behaviour at existing sites is causing operational issues,
- Bike parking bays are over or under-utilised,
- Motorbikes using bike parking areas,
- Existing bike parking areas do not have good passive surveillance or there is theft,
- Collaboration with shared micromobility providers,
- New active mode connections that are expected to increase demand.

Relevant Guidance

- Room to Move Cycle and Micromobility parking policy,
- Auckland Transport's Interchange Design Guide,
- Transport Design Manual,
- **Accessible Cycling Infrastructure Guidance Note**.

How to apply the intervention hierarchy

Bicycle and micromobility parking is a low-cost and highly effective intervention, that sits early in the intervention hierarchy and should be provided to manage demand and make best use of existing space.

Orphan space that can't be used by cars, and/or spaces with good passive surveillance should be considered first. Bike parking should be considered alongside other interventions such as better CCTV and lighting, to prevent theft.

E.8 Integrated ticketing

Requiring users to scan a HOP card when entering or leaving the PnR is the only way to ensure that PnR spaces are being used by PT users. Technology solutions that achieve this are in use around the world. These can be used to restrict access to PT users only, or charge a high fee for people that did not use PT, while letting PT users park for a lower or no cost.

Integrated ticketing makes most sense in locations that have other trip attractors near the station, that could lead to parking for non-PT purposes. These locations should be prioritised for integrated ticketing.

Potential Triggers

- Evidence that site is not being used by public transport users,
- Pricing scheme implemented at a site,
- Real-time space monitoring or other enabling technology solution implemented.

How to apply the intervention hierarchy

Integrated ticketing could be an affordable way make the best use of existing infrastructure, by ensuring PnR is used as intended. However, the technical and economical feasibility of integrated ticketing depends on technological limitations, pricing aspirations, and the physical layout of the site. Council should investigate how to take this intervention forward.

E.9 Real time space monitoring

Technology that would allow Council and customers to monitor the availability at sites in real time. For customers, this avoids making trips when the site is full, or encourages use when spots are available.

If paid parking is implemented at a site, occupancy data can be easily tracked, therefore pricing sites provides an opportunity to introduce real time space monitoring. However, space monitoring can also be implemented via vehicle counters at entrances and exits.

Potential Intervention triggers

- Irregular usage makes it difficult for customers to make informed travel choices,
- Pricing implemented.

How to apply the intervention hierarchy

This intervention is a demand management tool that sits early on the intervention hierarchy. However, as we do not have technology in place to enable this, it will come at a cost. It should be considered in combination with pricing and integrated ticketing to ensure good value for money. Council should investigate how to take this intervention forward.

F.1 Active modes wayfinding

Improvements to pedestrian and cycling circulation and wayfinding supports a safe and legible experience. This intervention is primarily focused on signage and other wayfinding improvements that do not require changes to infrastructure. Repurposing land for Active Modes is covered in intervention A.2.

The scope of this intervention is generally outside of the PnR site itself, covering the walkable/cycleable catchment of the RTN station.

Potential Intervention triggers

- Active Mode network improvements in vicinity of the station,
- Observed or reported instances of Active Modes customers being confused,
- Broader Active Modes Wayfinding project adjacent to site/station,
- Wayfinding inconsistent with AT wayfinding standards.

Relevant guidance

- AT Station Interchange (Transport Design Manual),
- AT Wayfinding Design Guide (Transport Design Manual).

How to apply the intervention hierarchy

Good wayfinding is a basic and affordable intervention that sits early on the intervention hierarchy, as it makes sure existing assets are used well. It should be a default consideration at new and existing sites.

Consider alongside parking signs, lines and wayfinding, and consider before more expensive active modes improvements such as new pathways.

F.2 Parking signs, lines & wayfinding

Improvements to vehicle circulation and wayfinding support a safe and legible vehicle experience, reducing driver frustration and conflict. Ensuring parking signs and line-markings are legally compliant and follow best practice design standards clarifies where and how users can park, helping prevent misuse of the site. Clear and compliant signs and markings also minimise the need for enforcement call-outs caused by customer confusion. Finally, compliant signs are required to legally enforce parking infringements.

Potential Intervention triggers

- Demand for improved vehicle circulation and wayfinding, driven by customers or safety and operational requirements such as inconsiderate parking,
- Introduction of new parking restrictions e.g. priced spaces (requiring a Traffic Control Committee resolution),
- Area is unenforceable due to non-compliant parking signs and line-markings,
- Road-markings do not meet design standards,
- Frequent instances of inconsiderate parking.

Relevant guidance

- AT Wayfinding Design Guide (Transport Design Manual).
- Station Interchange Guidance (AT Transport Design Manual),
- Land Transport Rule: Traffic Control Devices 2004 (NZTA)

How to apply the intervention hierarchy

Clear and legal signs and lines are basic and affordable interventions that sit early on the intervention hierarchy. It makes sure existing assets are used efficiently, and reduces the need for enforcement callouts. Clear signs and lines should be a default consideration at all new and existing sites.

Consider alongside active modes wayfinding to ensure a more integrated approach.

F.3 Urban design & environment

This includes amenity improvements not covered in other interventions such as landscaping, planting, rain gardens, murals, shaded waiting areas and shelter from rain. These can aid customer experience and improve environmental outcomes.

Constructing a PnR adds a large amount of paved surfaces to the station environment, which can detract from the place quality of the RTN station. It can also generate significant stormwater runoff and create a heat island effect.

The PnR needs to be carefully considered as an integrated part of the surrounding urban fabric. This includes considering local movement networks, blue-green networks, the local character and Te Aranga design principles (Auckland Council Design Manual).

Potential Intervention triggers

- High place value in the surrounding area,
- Major changes to existing site,
- Wider Blue / Green network improvements in the vicinity,
- Flooding issues,
- Complaints that the condition of the PnR is degrading the local environment,
- Approach from local community groups to provide amenity (e.g. murals).

Relevant guidance

- Transport Design Manual,
- AT Wayfinding Design Guide (Transport Design Manual).
- Station Interchange Guidance (AT Transport Design Manual),
- Urban Ngāhere (Forest) Strategy (Auckland Council).

How to apply the intervention hierarchy

Integrated Planning	**Consider first:** • Confirm intervention is appropriate for the stage of the PnR life cycle and how it relates to the land use and transport system.
Best use of Existing System and Demand Management	**Consider Alongside this Intervention** • Pricing to cover the additional investment and maintenance.
New Infrastructure	**Consider last:** • As some of these interventions could involve significant capital costs they need to be carefully considered. In general, higher investment would be justified in locations closer to commercial and retail areas and sites that are early in the PnR lifecycle.

F.4 Personal safety interventions

This category covers a range of interventions such as emergency call buttons, CCTV, lighting and security guard patrols, all designed to improve safety for customers.

Emergency call buttons are fitted at some PnR sites and stations to provide an emergency call line to the Auckland Transport Operations Centre (ATOC), who live-monitor the network. The placement of emergency call buttons will vary across PnR sites to be context specific.

The addition or improvement of CCTV through a portion or entirety of a PnR site can improve customer and vehicle safety, both perceived and actual. Furthermore, it enables monitoring of occupancy, problems/successes, and complaints at a PnR site. The design of CCTV will vary across PnR sites to be context specific.

The addition or improvement of lighting through a portion or entirety of a PnR site is a Crime Prevention through Environmental Design (CPTED) approach that can improve the perception of and actual customer safety. It can also assist with customer navigation and wayfinding at night. Lighting improvements will generally require a catchment and lighting assessment, considering the impacts on neighbouring properties.

Security Guard patrols can increase customer safety and perceptions of safety.

Potential Intervention triggers

- Demand for personal safety improvements driven by customers, sustainability or operational requirements,
- Vehicle thefts / break-ins,
- Low patronage / PnR usage during dark hours,
- Major changes to existing site / New PnR site,
- Installation of bicycle/motorbike/moped parking.

Relevant guidance

- Transport Design Manual,
- AT Wayfinding Design Guide (Transport Design Manual).
- AT Street Lighting Design Code (Transport Design Manual).

Current arrangements are often ad-hoc, and procedures and standards will need to be formalised.

How to apply the intervention hierarchy

Basic personal safety interventions should be considered at each site to ensure the site is fit for purpose. In high-risk environments with very low passive surveillance, interventions can be delivered to a higher standard, or roving staff can be deployed.

G.1 PT Network Improvements

All stations in our network have, and should have, local feeder bus services so people can access them. At a bare minimum this ensures that people who do not drive, walk or cycle to the station have a means of accessing the network. In well-developed areas, feeder bus services are often also the most cost- and space-efficient way to provide station access.

However, it is challenging to rely on PT alone to ease pressure on PnR – the connecting buses will almost always take longer, and the transfer penalty can be significant, particularly when transferring from RTN to lower-frequency local services. This is why it is important that fare zones are set up in a way that makes the journey to the station free as part of the main journey. This, combined with pricing of PnRs, provides a stronger incentive to use PT.

Finding the right mix between PT access and PnR capacity requires careful consideration of local circumstances, the wider transport network, and the economics of various modes of access. The ideal offering of station access will change as the station develops, and requires ongoing reconsideration.

Roughly, each RTN station will go through three major phases of growth:

- **Establish the network.** When a new station is built in a peripheral area, new services need to be designed to ensure there is access to the station. While the population density is still low, PnR may be the most economical option to provide patronage when compared with high frequency bus routes. As the land around the station develops, further new routes may be required.
- **Improve existing services.** As areas grow and develop, the level of existing services can be gradually increased, as there is now sufficient demand to make higher service levels productive. Frequency is most important during the return journey, when people are transferring from a RTN service to a less frequent route. However, there will always be a point at which more frequency will reduce farebox recovery to a point the service will become unfeasible.
- **Improve the infrastructure.** Once the area around a station is well developed, bus infrastructure improvements are needed to give buses more priority over private vehicles, and to improve the transfer experience at the station. Both interventions lead to time savings that keep PT an attractive way to access the station.

How to apply the intervention hierarchy

These interventions are outside the remit of PnR planning, delivery and operations, and are owned by PT Services, Planning and Development. PT improvements should align with aspirations set out in the Regional Public Transport Plan.

H.1 Walking & Cycling catchment improvements

Improving walking and cycling networks to the station may result in more people choosing to access the station by active modes. Some people who prefer to drive all the way to their destination may also be persuaded to mode shift to PT if safe and comfortable active modes connections are provided.

When considering a significant investment in PnR, walking and cycling should be considered to ensure the most cost-effective solution is being used to achieve the desired outcomes.

As a site progresses in its lifecycle, a gradual transition to active modes access should be planned for, as this will become more space and cost-efficient the further the surrounding area develops.

Triggers for intervention

- Deficiencies in the walking and cycling network to access the station identified,
- Share of people accessing PT by car is declining,
- Site is central and surrounded by medium or high density land-use.

How to apply the intervention hierarchy

These interventions are outside the remit of PnR planning, delivery and operations, and are owned by Active Modes Planning. If active modes improvements outside of the PnR site are deemed necessary to ease pressure on the PnR site, active mode funding should be sought.

Interventions not covered by the framework

Ngā wawaotanga kāore i te anga

Council has made a policy decision not to include the following interventions as part of the toolkit. Use of these interventions should be avoided.

- **Carpool spaces**
  Discounted or reserved carpool spaces have been consistently hard to enforce and the same outcome can be achieved by using price as an incentive for carpooling (users share costs).
- **Time restricted parking**
  Time restrictions are not deemed to be particularly effective at managing demand for PnR spaces. The enforcement costs are high, demand low and the same outcomes can be achieved more effectively though pricing. The exception to this is PUDO which will be managed through a 10-minute maximum parking restriction.
- **Taxi parking**
  Some PnR have dedicated areas for taxis. Providing for taxi pick-up and drop-off can be accommodated in standard 10-minute time restricted PUDO areas in a more space efficient way.
- **Electric vehicle parking or charging infrastructure, or other parking reserved for smaller or low-emission vehicles**
  Council does not currently use this type of intervention.

There are a broad range of other potential interventions that could be provided in PnR that are currently not included in the toolkit that range from coffee carts/kiosks, click and collect, car washes. These will need to be considered on a case-by-case basis.

Next Steps

This framework is an important first step to get more alignment on where and when we provide Park and Ride, and how they should be managed. The newly established governance group, outlined in Part 2, will be tasked with implementation and refinement of this framework and its principles and interventions.

A key first step will be conducting a site-by-site audit. At a minimum, this should cover elements associated with:

- Cost to operate, maintain and renew the site
- Transport and land-use context of the site
- Occupancy of the site and surrounding streets (hide and ride)
- Condition of assets on the Park and Ride
- Customer complaints and compliance call-outs in and around the park and ride
- Compliance with design standards and guidance

Once complete, this assessment will make recommendation(s) for each site. Prior to implementation, changes will be subject to further engagement with partners, stakeholders and the community, engagement with Local Boards, Mana Whenua and users of/residents near the Park and Ride.