

# RTV-483 Paid Residential Parking Zone Community Feedback Report



**Summary of public consultation feedback**

**November 2023**



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# Summary

In August 2023, we sought feedback on a proposal to introduce paid parking in the following streets:

- Napier Street
- Gwilliam Place
- Hepburn Street
- Sheridan Lane

We proposed these changes to address the lack of on-street parking reported to AT by residents.

We consulted on this proposal from 27 July to 10 August 2023 and received:

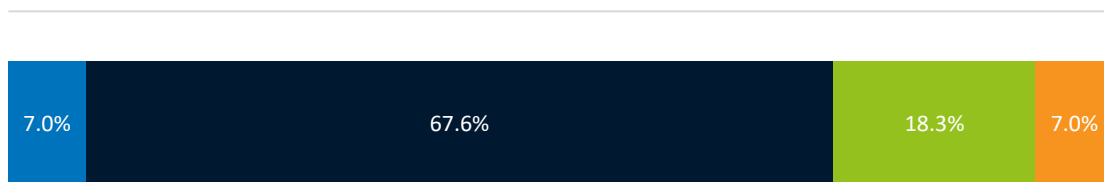


Of the 73 submissions received, 71 were from individuals 2 were group submissions.

## General sentiment

What do you think of the proposed changes to your neighbourhood?

71 individuals answered this question (the below does not include group submissions).



- The changes would benefit the community
- The changes would not benefit the community
- I have a suggestion to make
- I need more information

## Key themes in feedback

Below are themes that registered more than 9 counts.

<b>18.3 %</b>	Paid parking would negatively impact employees in this area (13 counts)
<b>14.1 %</b>	The proposed paid parking fee is too expensive (10 counts)
<b>12.7 %</b>	The changes would be ineffective in discouraging all day parking as people will now be able to legally park all day (9 counts)
<b>12.7 %</b>	There is nothing wrong with the existing P120 parking limits; the current restrictions work fine (9 counts)

You can read more about the feedback we received in the [Feedback](#) section of this report.

## Proposal outcome

After reviewing all the feedback received and speaking with residents, we have decided to proceed as proposed.

How did we reach this outcome?

- Many respondents have let us know that the lack of parking is due to not enough parking wardens monitoring the area. AT has limited Parking Compliance resources and time restrictions do not address behaviours that can make it hard for people to find a park in this area, such as car swapping or wiping chalk marks.
- We also looked into providing a mixture of paid parking and time restrictions, but this would only cause parking issues in the streets where there is no paid parking.
- In accordance with our parking strategy, when time restrictions fail to create parking availability, we replace time restrictions with paid parking and manage demand by pricing.
- Paid parking would be the best tool to balance parking demands in this area of Freemans Bay against the number of spaces available.

## Next steps

We anticipate the parking changes will take place by March 2024.

AT will monitor the impact of these changes through our ongoing project benefit review programme and will consider amendments if necessary. This will include reviewing the parking occupancy against the price set.

# Consultation

We consulted on the paid parking change from 27 July to 10 August 2023.

## Activities to raise awareness

To let the community know about our consultation, we:



created a consultation  
webpage



sent letters to  
impacted residents



hand delivered letters and  
spoke with businesses

## How people provided feedback

The public provided feedback using an online submission form on the [consultation webpage](#).

People could also get in contact with us by emailing [ATengagement@at.govt.nz](mailto:ATengagement@at.govt.nz) or calling 09 355 3553.

# Feedback

We consulted on this proposal from 27 July to 10 August 2023 and received 73 submissions in total.

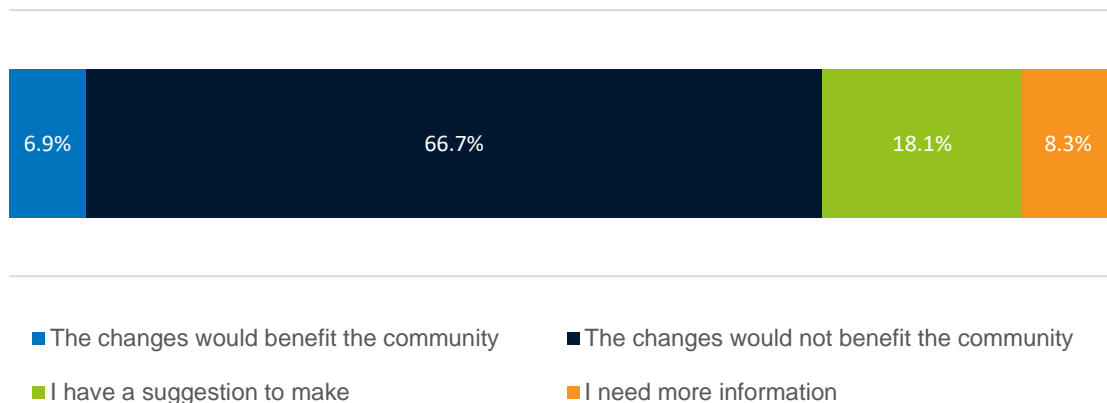
Of the 73 submissions, 71 were individual submissions and two were group submissions.

A summary of the group submissions is included in this report. Any concerns or questions raised in a group submission have been addressed separately.

## Submissions

### We asked in “What do you think of the proposed changes to your neighbourhood”?

71 individuals answered this question



**To further understand the community’s thoughts on the proposal, we asked a follow up question that corresponded with the answer people selected for the above question.**

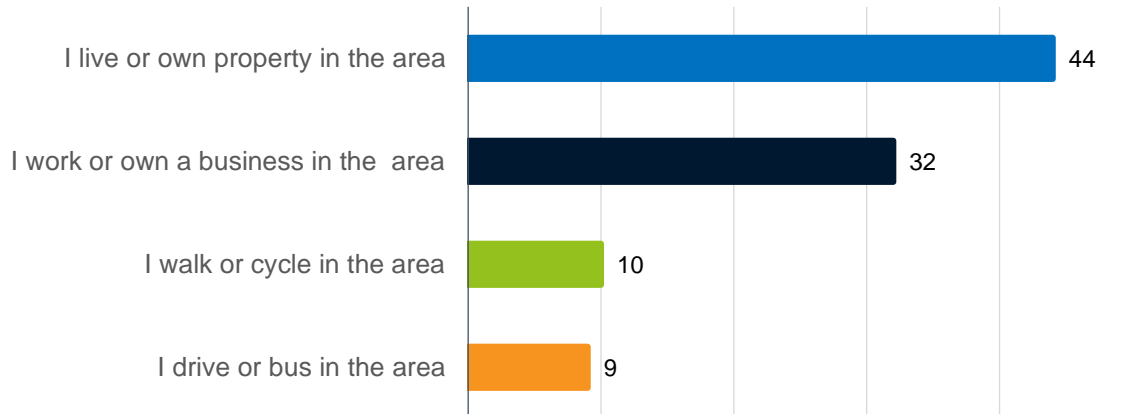
We asked:

- How would the proposal benefit your neighbourhood?
- What are your concerns about the proposal?
- How can we improve this proposal?
- What part of the proposal do you have questions about?

Of the 71 individual responses, 66 individuals (93%) left comments with their submission.

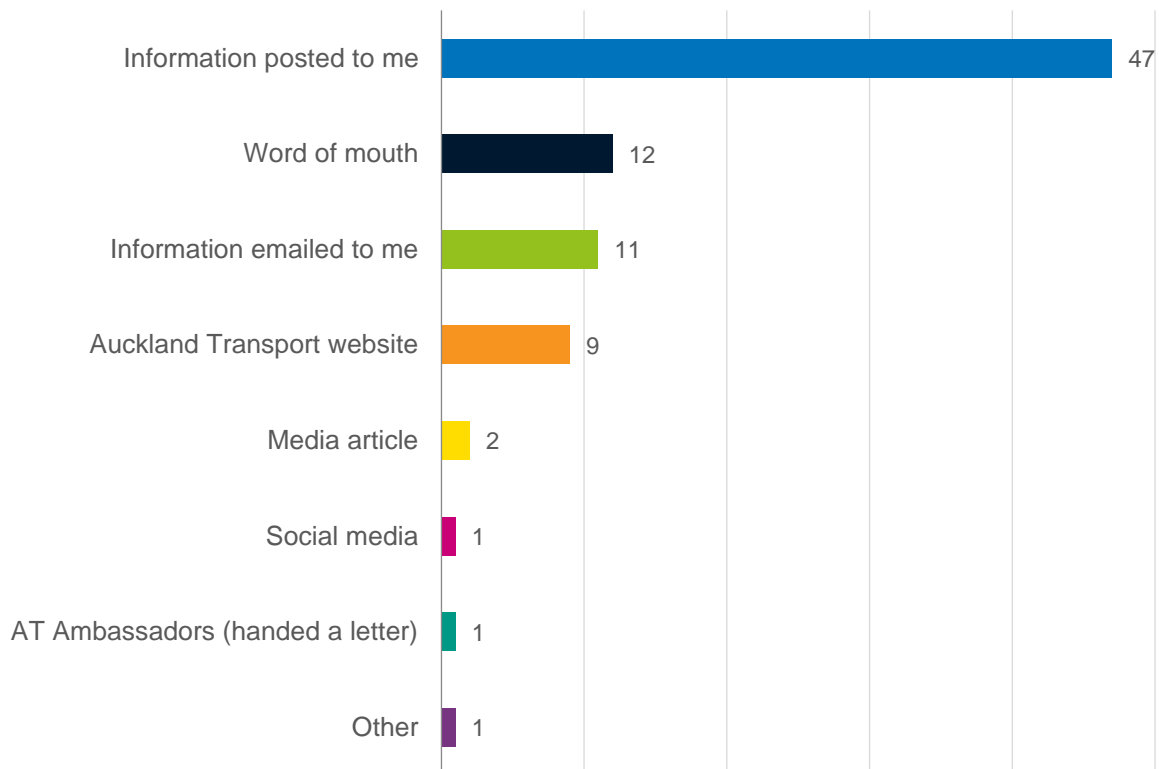
### We also asked respondents to describe their interest in the proposal.

Respondents could select more than one statement.



### We also asked how respondents heard about the proposal

Respondents could select more than one statement.



## Group responses

We received two group submissions. One resident group did not believe the changes would benefit their neighbourhood and the Freemans Close Commons Committee had suggestions to improve the proposal.

A summary of their feedback is below.

### Resident Group

#### Observations

Behaviours that hinder parking availability have been observed (including swapping vehicles every 2 hours and/or removing chalk marks).

#### Concerns and queries

The changes would be ineffective in discouraging all day parking as people will now be able to legally park all day.

Proposed changes don't support Auckland Council's view to encourage commuters to use public transport more.

There is already a limited parking supply in the area due to many broken yellow lines.

The proposal does not address the lack of enforcement in the area which is contributing to the availability issues.

Concern regarding resident safety if they are unable to park close to their homes.

The proposed fee is too low/below the cost to park in other CBD areas.

Would the paid parking be monitored or enforced?

The intent of the proposed change is to generate money only.

#### Suggestions and requests

Implement resident only parking in the parking bays.

Enforce the current P120 parking restrictions, including more monitoring by wardens and fines, rather than paid parking.

Ensure the current residential permit and coupons system remains.

Review the broken yellow lines in the area.

Request for disability parking space.





## Freemans Close Commons Committee

### Observations

Behaviours that hinder parking availability have been observed (including swapping vehicles every 2 hours and/or removing chalk marks).

### Concerns and queries

How does the proposal address the lack of enforcement in the area causing the parking availability issues?

How will this proposal address the coordinated car swaps?

Concern regarding introducing paid parking to Sheridan Lane.

Will residents within the RPZ (Residential Parking Zone) continue to get 50 free parking coupons?

### Suggestions and requests

Mark the parking spaces on Hepburn Street and Napier Street to improve access.

## Individual responses

Feedback from individuals leaned against the changes.

### Paid parking would negatively impact employees in this area 13 mentions



*"...will negatively impact those who work in the area and rely on these streets for parking and access to their places of work."*

*"Parking availability for business has already been significantly reduced. Now staff will be harder to employ as cost of parking adds to the cost-of-living crisis they and the businesses in the area are experiencing"*

### The proposed paid parking fee is too expensive 10 mentions



*"For many this could end up costing \$80+ a week. To heap more costs on people during a cost of living crisis that are only trying to provide for their living and work situations is irresponsible."*

*"The proposed rates are exorbitant. Very few of these parks are used for short visits. Visitors to the area are generally here for a few hours at least. This would make use of these parks prohibitively expensive for many users and visitors to the area."*

### The changes would be ineffective in discouraging all day parking as people will now be able to legally park all day. 9 mentions



*"You propose making it LEGAL for someone to park there all day while they work (if they pay), it is currently ILLEGAL (whether they pay or not). This will probably make things worse."*

*"...residents will be in a worse situation with parking now utilised by those for whom this seems a cheap option as well as those who infringe."*

### The current P120 parking restrictions work fine 9 mentions



*"The current 120min parking limit works well, and there have been no issues with the current model."*

*"...The existing 2 hour allows for turnover."*

### Enforce the current P120 parking restrictions, including more monitoring by wardens and fines, rather than paid parking 8 mentions



*"A better option is for AT to strictly enforce the current parking restrictions as this will then not disadvantage residents and resident's visitors, especially the elderly"*

*"If you were to police the parking spaces strictly every 120 minutes as per the signage this would achieve the goal of improving parking to residents without costing the consumer"*

# AT's response to feedback

## Individual feedback

Through their submissions, members of the community raised issues with the proposal. AT has responded to concerns in the table below:

Theme	Mentions	AT Response
<b>Residential parking concerns</b>		
Disagree that resident's visitors (including tradespeople) will have to pay for parking.	7	All residents in this zone, regardless of whether they have a permit or not, can still allocate their coupons to tradespeople and their visitors and benefit from the lower tariff across the first two hours.
The changes would make it more difficult for resident's visitors to find parking.	4	The objective of this proposal is to encourage turnover and availability so it should improve opportunities for visitors to find parking.
Will residents within the RPZ continue to get 50 free parking coupons?	3	Yes, residents in the RPZ will continue to receive 50 free parking coupons a year. They can use the coupons themselves or give them to their visitors and tradesmen.
Concern that residents will now have to pay to park their vehicle on-street.	2	Residents with a permit are exempt from the paid parking fees. Residents without a permit can park on-street in the evenings, overnight, and during the weekend at no cost.
Provide residents and visitors with a sticker or badge to display in their cars so that they can be exempt from paid parking.	2	All permits and coupons are now digital which allows AT to use licence plate recognition enforcement.
Provide an example where paid parking within a residential street improved parking availability for residents.	2	The residential streets in Grafton, near Auckland hospital, is a good example of how paid parking has created parking availability. The average peak occupancy in 2016 before paid parking was introduced was 88% which reduced to 77% when reviewed in 2022.

How many resident parking permits have been issued for this area?	2	The number of permits vary annually but 70 permits have been issued as of September 2023.
Issued parking permits should be registered to a local address.	1	Permits are only issued to eligible residents and proof is required. For more information about residential parking permits please visit <a href="#">this webpage</a> .
Concern regarding the number of residential permits issued compared to the number of legal parking spaces.	1	To ensure parking is available, we cap the number of permits to 85% of the number of parking spaces in the zone. The permit cap has never been reached in the Freemans Bay Residential Parking Zone.
Will AT start charging for parking in all Freemans Bay residential streets?	1	This proposal is designed to address an issue specific to this area.
<b>Visitors and employee concerns</b>		
Paid parking would negatively impact employees in this area.	13	We acknowledge that paid parking could impact local employees. Paid parking is a common way to manage parking demand in areas near the city centre where there is often limited parking supply.
Visitors to the area would be negatively impacted by the changes as there are inadequate public transport links to Freemans Bay.	7	The Freemans Bay area is served by public transport links along Ponsonby Road and College Hill.
Paid parking could discourage people from visiting businesses and services in the area.	3	We've found that paid parking does not discourage people from visiting businesses in areas where there is limited parking due to the lower tariff for the first two hours and could encourage visitors as parking availability increases.
Lack of alternative locations to park that is also within a convenient walking distance.	1	AT is trying to manage the limited parking spaces in this area of Freemans Bay so that it can be effectively and efficiently used and can be available to the wider community.
Using public transport to travel into the area is unreliable, inefficient, and the changes may cause further strain on the public transport system.	1	Auckland Transport is investing in improving public transport and will continue to do so.

<p>Concern that too many non-residents and businesses have been granted exemptions to park in this area.</p>	<p>1</p>	<p>AT operates a strict procedure to ensure that permits are only available to eligible residents. AT reserves the right to cancel any permits or coupons for which we have evidence are in breach of the terms and conditions.</p> <p>There are very few eligible businesses in this area of Freemans Bay, and only one permit is issued per business.</p>
<p><b>Proposed changes</b></p>		
<p>The current P120 parking restrictions work fine.</p>	<p>9</p>	<p>AT has undertaken parking occupancy surveys which show extremely high levels of parking in this area and that availability is low. The survey results tell us the current P120 restrictions are not enough to ensure there is adequate parking availability and turn over.</p>
<p>The changes would be ineffective in discouraging all day parking as people will now be able to legally park all day.</p>	<p>9</p>	<p>While it would be possible to park for as long as is required provided the correct fee is paid, AT operates a policy of demand responsive pricing where the price is set at a level which ensures we achieve the desired levels of availability.</p>
<p>Do not support paid parking on Sheridan Lane.</p>	<p>6</p>	<p>AT appreciates that parking restrictions of any kind are generally not supported. Our aim is to address the current poor parking availability and paid parking would be the most effective way to resolve this issue in the area.</p>
<p>General non-support for the changes/ will not benefit the community</p>	<p>4</p>	<p>AT is trying to manage the limited parking spaces in this area of Freemans Bay so that it can be effectively and efficiently used and can be available to the wider community.</p>
<p>Ensuring there is sufficient parking for residential properties is a private concern, not an Auckland Transport or public parking concern.</p>	<p>4</p>	<p>The parking zones AT implements in residential areas do not provide residents with exclusive use of the road on-street parking.</p> <p>Parking zones can be used to help provide parking for residents in mostly heritage suburbs, such as Freemans Bay, where there may be limited parking options.</p>

		Homes built after the notification of the Auckland Unitary Plan on 30 September 2013 are not eligible for permits.
<p>What is the rationale behind introducing parking fees?</p> <ul style="list-style-type: none"> <li>• What issues does the proposal address?</li> <li>• Who will no longer park there?</li> <li>• How would the community benefit from paid parking?</li> </ul>	4	<p>The reason behind this proposal is to solve the issue that the demand for parking exceeds supply in this part of the residential parking zone.</p> <p>The proposal does not exclude any single group from parking, provided the correct fee is paid but instead encourages groups to consider other modes of transport which may actually be cheaper.</p> <p>The residential exemption scheme will still be in place and the community benefit will be improved availability. The changes would improve the chances for residents to find a parking space, but it doesn't guarantee a parking space.</p>
<p>Changes are unnecessary on Hepburn Street as there is parking available during weekdays.</p>	2	<p>The survey that AT undertook showed that the peak occupancy on Hepburn Street was 80%. While this is below the 85% threshold, we view it in the context of the streets in this area rather than in isolation. Excluding Hepburn Street would put a strain on the parking resources on this street.</p>
<p>Concern that the changes would disproportionately affect the elderly, disabled, or parents with young children.</p>	2	<p>Everyone can access these paid parking spaces and we anticipate people would have a greater chance of finding a park once the changes come into place.</p> <p>Paid parking machines will be kept to an absolute minimum and installed in areas that can be easily accessed as an alternative to the AT parking app.</p>
<p>The proposal would only shift the parking problem to neighbouring communities.</p>	2	<p>Unfortunately, the displacement of parking is an inevitable result of any changes in parking restrictions. The extent of the displacement tends to lessen as the distance increases.</p> <p>AT will monitor the impact of these changes and if necessary, consider changes through our ongoing programme of Project Benefit Reviews.</p>

<p>The parking bays in the project area were intended for residents only to meet the Town Planning requirements of the time.</p>	<p>2</p>	<p>AT appreciates the documentation that has been forwarded to us in support of this, however in our opinion this only demonstrates that the idea was raised not that it was part of the approval process in place in 1969.</p> <p>None of the additional documentation that AT has received from Auckland Council indicates that the on-street parking on Sheridan Lane was intended for residents only.</p>
<p>Paid parking would not address the lack of parking caused by a household having multiple vehicles.</p>	<p>2</p>	<p>AT implements a transparent and equitable allocation process. While it is possible for multiple household vehicles to receive a permit, that tends not to have a substantial impact on use.</p> <p>We looked into the number of vehicles registered to a residential parking permit on Napier Street, Gwilliam Place, Hepburn Street and Sheridan Lane. We found that if all these vehicles parked in this area at the same time, they would take up approximately 50% of the legal parking spaces.</p> <p>Vehicles with a residential parking permit accounted for approximately 30% of vehicles parked during the survey. This does vary according to the specific road.</p>
<p>The changes would result in a loss of short-term parking.</p>	<p>1</p>	<p>Paid parking encourages short-term parking as it is cheaper to park for the first 2 hours in this area.</p>
<p>The change is unnecessary as properties in the proposed zones already have parking for at least one vehicle.</p>	<p>1</p>	<p>The objective of this proposal is to improve short term parking availability which our occupancy survey shows is high and would benefit from a management intervention.</p>
<p>Replacing the existing parking restrictions in Sheridan Lane is unnecessary as non-residents rarely park there.</p>	<p>1</p>	<p>The proposal aims to manage the demand of parking in the area. From our observations on 3rd October 2023, over a period of 90 minutes we witnessed vehicle owners returning to check their car for enforcement chalk marks. Over the course of the survey approximately 73% of vehicles parked on Sheridan Lane did not have a residential parking permit.</p>

<p>Why is AT proposing changes to ensure there is on-street parking for residents in this area, but also communicating in other projects that on-street parking is a benefit that may be removed for cycle ways, bus bays etc.?</p>	<p>1</p>	<p>The residential parking zone only improves the probability that a resident would be able to park closer to their home, it does not guarantee it. It does this by encouraging long stay parkers to consider other modes of transport.</p> <p>AT does not see any tension in prioritising parking for residents whilst reappropriating parking spaces for other uses. Changing how the space is used very much depends on the objectives for the road. For example, residential parking was reduced from Franklin Road to accommodate a cycle lane.</p> <p>The changes have been proposed due to the fact that the existing solution implemented several years ago is no longer effective. AT is proposing the current intervention to address the short comings of time restricted parking. This is aimed at improving parking turn over by introducing paid parking which encourages short term parking.</p>
<p>If the proposal goes ahead, where would the parking meters be positioned?</p>	<p>1</p>	<p>A survey will be carried out to identify the ideal locations of the meters. AT would seek to use the minimum number of meters and would place them in areas where they are most accessible.</p>
<p>Request for no paid parking machines on Gwilliam Place as there is already limited footpath space.</p>	<p>1</p>	<p>Parking machines will be placed in a central location to ensure they are clearly accessible and visible to all.</p>
<p>How will this proposal address the coordinated car swaps?</p>	<p>1</p>	<p>This proposal removes any benefit gained from swapping vehicles as a vehicle can park for as long as is required, provided the correct fee is paid and the tariff is structured to encourage short stay parking.</p>
<p>Access to on-street parking in residential areas should be on first-in first served basis.</p>	<p>1</p>	<p>On street parking still operates on a first come first served basis.</p>



<b>Enforcement and operation</b>		
<p>Enforcement of the area</p> <ul style="list-style-type: none"> <li>• Changes would be ineffective due to the lack of enforcement in the area.</li> <li>• Proposal does not address the lack of enforcement in the area causing the parking availability issues.</li> <li>• Does AT enforce the current P120 parking restriction?</li> </ul>	6	<p>While AT does enforce this area, we appreciate that there is a feeling that the enforcement in this area could be better, and we will look to address this.</p>
<p>Operation of paid parking</p> <ul style="list-style-type: none"> <li>• Would the paid parking be monitored or enforced if it comes into place?</li> <li>• How will the changes be enforced?</li> <li>• Will the parking spaces be marked?</li> <li>• Will people need to display a purchased ticket?</li> </ul>	3	<p>Paid parking would be enforced by our Parking Compliance team.</p> <p>As parking is pay by plate there is no need to display a ticket, the system knows that you have paid.</p> <p>AT has no plans to mark parallel parking spaces though spaces orientated at an angle are required to be marked.</p>
<p>Would AT review the area after the changes come into effect to see if the proposal were effective?</p>	1	<p>Yes, we will review this area again once the changes have come into place to check to see if it is delivering the benefits the project is designed to.</p>
<b>Parking fee and revenue</b>		
<p>The proposed paid parking fee is too expensive.</p>	10	<p>The level of the tariff is pitched to achieve 85% occupancy and is subject to regular review to achieve this with the price reducing if use is low and increasing if demand is high.</p>
<p>The intent of the proposed change is to generate money only.</p>	3	<p>The objective of the project is to create short term parking availability and reduce long stay parking and encourage the use of other modes of transport.</p>
<p>The proposed fee is too low/below the cost to park in other CBD areas.</p>	3	<p>If required, AT would consider alternative tariffs to achieve the desired occupancy.</p>

What is the predicted revenue if paid parking goes ahead?	1	This would depend upon occupancy levels and the number of spaces. Based on 107 spaces and 70% occupancy we would forecast the revenue from the zone to be \$1200 per week.
How will the funds generated from paid parking be allocated and what specific initiatives or projects will the funds go towards?	1	Any revenue generated contributes to a reduction in the amount that AT requests from Auckland Council for its funding programme. It is not possible to identify how the revenue would be allocated at the project level.
<b>School pick-up and drop-off</b>		
Paid parking would negatively impact school pick up and drop off.	3	The paid parking proposal does not affect the existing 10-minute restriction outside the school.
Request for the P10 area to be extended to Sheridan and Napier Street between 8 - 9am and 2:30 - 3:30pm as the current school drop off zone is limited.	1	We would encourage parents to park away from the school and walk in to collect their children. The drop off tends to work well but the pickup only encourages parents to drive to the school with the expectation of being able to park. Expanding the P10 area will only encourage demand for parking that the supply in this area does not allow.
<b>Safety</b>		
Concern that the changes would increase traffic flow and safety issues to the area due increased number of parked vehicles.	1	AT would expect to see a reduction in the level of parked vehicles rather than an increase. After parking changes come into effect, AT will monitor the area to determine the effectiveness of the changes.
Concern that the changes would impact the people's health and safety during severe weather events as they would need to walk to their vehicle or take public transport further away.	2	We understand poor weather cause inconveniences for all. Everyone is free to choose their preferred means of transport and where to park their vehicle depending on their perceived benefits or costs.
Concern that people would park on footpaths (due to lack of parking).	1	Parking on footpaths is illegal and those who would do that risk getting infringement notices and risk their vehicles being towed.

		If you do see a vehicle illegally parked, we encourage you to contact us on 09 355 3553 with the vehicle's details to request a parking officer visit the site.
Request for AT to enforce vehicles parked in a way that blocks the footpath (school children have been observed to walk around vehicles on the road).	1	This feedback has been passed on to our enforcement department.
Paint broken yellow lines up the hillslope of on Gwilliam Place to deter inappropriate parking.	1	AT does not feel that additional sections of broken yellow lines are required on Gwilliam Pace and any extension would reduce the number of on-street parking spaces.
<b>Other</b>		
Behaviours that hinder parking availability have been observed (including swapping vehicles every 2 hours and/or removing chalk marks)	3	As AT moves to greater enforcement using licence plate recognition there will be no chalk marks used. Paid parking eliminates any benefit to be gained from moving vehicles as a vehicle can be parked for as long as required provided the correct fee is paid.
Moving vehicles every two hours provides exercise.	2	Whilst we understand the sentiment, this has resulted in poor parking turnover which this project seeks to address.
Request for in person meeting with project lead.	2	AT has held face to face meetings with residents of Gwilliam Place and Sheridan Lane.
Concern that a decision has already been made prior to seeking feedback from the community	1	AT is genuine in its desire to receive feedback on the proposal. We have thoroughly considered all the feedback provided by the community and have spoken to residents who requested to speak with us in person.

## Community suggestions

We have collated and responded to the design suggestions in the feedback.

Suggestions	Mentions	AT response
Enforce the current P120 parking restrictions, including more monitoring by wardens and fines, rather than paid parking.	8	Enforcement is an important part of parking management; however, AT has a limited compliance resource, and it is not possible for us to have a parking officer present 7 days a week.
Explore alternative solutions, other than paid parking, to address the issue	5	AT has limited options in this area. Time restrictions depend on intensive enforcement and AT in its role as a road controlling authority can only use interventions outlined in the Land Transport 2004 Transport Control Devices. This excludes measures such as return parking prohibited within a certain time.
Implement resident only parking in Gwilliam's Place and/ or Sheridan Lane, particularly in the parking bays.	4	Parking is a public asset and AT cannot reserve public parking spaces for the exclusive use of individuals.
Provide a mix of paid parking spaces during certain hours and unrestricted parking spaces.	1	The objective of the proposal is to create parking turnover to have more parking opportunities for everyone, including visitors or residents. Leaving sections unrestricted would only result in those areas being fully occupied.
The current \$12 parking fine is too low to discourage not paying for parking. Suggestion to increase fine to \$30 per infringement during business hours.	1	Parking fines are set at a national level. Currently, exceeding the maximum parking period varies between \$12 and \$57 depending on the exceeded time.
Increase the proposed fee from \$2.00 an hr for the first two hours to \$3.00 an hour.	1	When proposing a new paid parking zone, we consider the parking demand of the area and set a price we think would help reach the desired occupancy. We will review the parking demand after the changes come in effect and will consider alternative tariffs if necessary.



## Positive feedback

Below are some of the feedback supporting the changes.

Positive feedback
Better parking for residents and visitors (2 mentions).
Addresses the lack of on-street parking for residents of Gwilliam Place during the day (1 mention).
Support for the changes so long as there is regular monitoring (1 mention).
Would encourage people to reduce private vehicle usage and to use public transport more (1 mention).