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# Parking Strategy – Residential streets, parking permits and coupons, and arterial roads

## Recommendation(s)

That the Board:

- i. Approve the strategy and policies relating to parking on residential streets, parking permits and coupons, and parking on arterial roads as contained in Attachments 2, 3 and 4.

## Executive summary

This report seeks approval of AT's Parking Strategy documentation relating to:

- Parking on residential streets
- Parking permits and coupons
- Parking on arterial roads

The recommended strategy and policies take into consideration the feedback from public consultation of the draft Auckland Parking Discussion Document in June and July 2014. In all a total of 5,500 submissions were received. AT staff also held 22 workshops with AC, local boards, resident and business groups.

Details of the content of the Parking Strategy relating to these three topics including the policies can be found in Attachments 2, 3 and 4.

The Parking on Residential street policy is being advanced to the March board meeting as there are immediate requirements in residential suburbs such as Freemans Bay that AT is under pressure to deal with. The parking permits and coupons, and arterial roads sections are natural complements to the residential section and the proposed policy response to these has now been developed having taken into consideration community feedback.

The final Parking Strategy dealing with all other parking policies and approaches will be submitted to the AT Board for approval in April 2015.

## Strategic context

The strategic context for the Parking Strategy is set out in its objectives which include:

- Facilitate a transformational shift to public transport
- Prioritise the safe and efficient movement of people, services and goods on the road network
- Provide an outstanding customer experience at AT operated on and off-street facilities
- Support the economic development of the Auckland City Centre, metropolitan and town centres
- Support place-making, amenity and good urban design outcomes

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- Ensure a fiscally responsible approach to providing, managing and pricing parking facilities and that benefits cover costs.

The objectives are consistent with the Auckland Plan, Unitary Plan and Regional Public Transport Plan.

Subsequent to the development of the Parking Discussion Document, the AT Strategic Themes were adopted. The three themes of most relevance to parking management are:

- Prioritise rapid high frequency public transport
- Transform and elevate the customer experience
- Develop creative, adaptive, innovative implementation

The recommended strategy and policies contained within this paper strongly align with these three themes. The approach for managing parking on arterial roads will give priority to public transport on key corridors. The introduction of residential parking zones will transform the customer experience of the local residents and businesses. The parking permit and coupon system will make use of new innovative technologies.

## **Background**

In June and July of 2014 AT carried out public consultation on the draft Auckland Parking Discussion Document (PDD). This document set out the proposed approach to the management of car parking in Auckland (both on- and off-street), and called for feedback on those proposals. The release of the PDD was supported by wide publicity and a number of public presentations.

The PDD generated widespread public interest, and almost 5,600 submissions were received. Almost 70% of these were in the form of a pro forma letters relating to parking in specific locations (e.g. Howick, Freemans Bay, Mangere, Parnell) or signatories to a petition (Belmont). AT staff also held 22 workshops with AC, local boards, resident and business groups.

Written submissions were also received from local boards (19), key stakeholders and advocacy groups (28), business associations (42), and resident groups (27). Almost 300 submissions were received from individual businesses, and over 1,200 from individuals.

All submissions were coded, and the responses analysed by subject area. An interim report was presented to the AT Board in October 2014, including a high-level summary of the issues raised in submissions, and initial officer responses.

A report was also presented to the November 2014 AT Board meeting containing the proposed policy for the management of off-street parking in Auckland. As this related to off-street parking this report was also approved by the Governing Body in December 2014.

Further detail on the public submissions relating to residential streets, parking permits and arterial roads can be found in Attachment 1.

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## Issues and options

### Residential Parking

As Auckland intensifies and grows, managing parking on residential streets will become more important. This is particularly an issue in fringe suburbs surrounding the city centre and other major centres where commuter parking demand can spill over into surrounding residential areas, particularly in response to policies that make commuter parking in centres less attractive. This can result in adverse safety and amenity outcomes, and limit the availability of kerbside space for local short-stay parking or use by local residents.

There are conflicting viewpoints on the role and function of parking in residential streets. Conflicts often arise when parking demand from employment centres, shopping and nightlife areas, or public transport centres spill over into residential streets. While kerbside space does not belong to residents, it is fair and reasonable that residents should be able to access their properties and find parking most of the time on their street. AT needs to find solutions that manage the parking demand while addressing local residents and business needs. Controlling commuter parking in residential areas around the city centre will also help to encourage the use of public transport.

Options

Option	Evaluation
Keep status quo in residential streets	This option does not resolve the resident's concerns and retains the problem of commuters parking out residential streets.
Apply paid parking to residential streets to manage high parking demand. No priority given to residents.	This option is fair to all users of the road however it would be strongly resisted by residents and local boards.
Apply residential parking zones with time limits to control commuter parking and permits for residents. (Preferred)	This option manages the parking demand, controls commuter parking, supports public transport use, and reduces the impact on residents.

More detail on the preferred option for residential parking is in Attachment 2.

### Parking Permits and Coupons

A parking permit provides an exemption from a time restriction to allow the user to carry out essential work or park near their place of residence. AT currently issues more than 6000 parking permits issued to over 1000 different permit holders every year. A number of these permits reflect previous legacy arrangements.

In some cases, parking permits enable holders to park free of charge in high demand streets such as those in the city centre. This can lead to abuse and makes it difficult to manage the parking effectively. AT receives complaints about contractor vehicles parking on retail streets for much of the day and affecting customer access.

There was general support from submitters for a clear and consistent approach to issuing permits while recognising the need to improve the application process. In general, affected interest groups support retaining parking permits for convenience they offer. Elected members were in favour of retaining permits.

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Option	Evaluation
Keep status quo	Keeping the status quo will result in an unclear parking permit process. Parking in the CBD will remain difficult to manage with the existing cheap cost of parking permits leading to high permit use and abuse.
Don't issue any parking permits to businesses and organisations. Only retain residential permits	This option is fair to all users of the road however there are several groups that require permits to carry out critical services such as Police, emergency healthcare and infrastructure services.
Clearly define the parking permit categories.  Introduce a parking coupon system. (preferred)	This option allows some critical services to still have convenient access to parking to carry out their critical functions. It also introduces an option for other uses such as tradespeople that enables convenience but reflects the true cost of parking.

More detail on the preferred option for parking permits and coupons is in Attachment 3.

### Arterial Roads

The proper management of the arterial road network is necessary to enable the efficient movement of goods, services and people. Auckland's arterial road network accommodates approximately 60% of all bus trips, 40% of car trips and 35% of goods trips.

Consistent journey times are critical to increasing public transport use. The Frequent Transit Network (FTN) bus corridors run mostly on arterial roads, providing high frequency services throughout the day. On-street parking will increasingly inhibit the frequency and reliability of these bus services, reducing corridor capacity and increasing congestion for all users.

The Auckland Cycle Network and associated facilities (such as advance cycle stops) on arterial roads provide important links to the off-road cycle network, to town centres, public transport interchanges, residential areas and schools. Vehicle congestion and on-street parking on arterial roads reduces the capacity for implementing cycle lanes and increases the safety risks.

Option	Evaluation
Keep status quo	Keeping the status quo will retain the difficulties experienced in public engagement for projects that propose reallocating parking to alternative uses.
Remove parking on all arterial roads	This option is a heavy handed approach that may be detrimental to the viability of town centres or residential areas along the corridor. Many town centres along arterial roads rely on convenient parking for their business.
Provide a set of criteria to be met before parking will be removed.  Outline parking mitigation measures.	This option will ensure a case by case, priority first approach to managing parking on arterial roads that will reduce the impact on local businesses and residents.

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More detail on the preferred option for Arterial Roads is in Attachment 4.

## Next steps

Following approval of this paper AT will:

- Commence public consultation with the Freemans Bay community on a residential parking zone for the suburb.
- Commence public engagement with current permit holders regarding the proposed changes.

The full Parking Strategy will be submitted to the AT Board for approval in April.

## Attachments

Number	Description
1	Feedback on Parking Discussion Document
2	Parking in Residential Streets
3	Parking Permits and Coupons
4	Parking on Arterial Roads

## Document ownership

<b>Submitted by</b>	<b>Scott Ebbett</b> Parking Design & Policy Manager	
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<b>Approved for submission</b>	David Warburton <b>Chief Executive</b>	

# Attachment 1 - Feedback from the Parking Discussion Document

## 1. Parking on residential streets

### *Summary of approach proposed in PDD*

- Implement residential parking zones in residential areas where parking occupancy rates regularly exceed 80%
- Provide a capped number of residential permits equal to 60% of total number of on-street parking spaces in a particular zone
- Give priority for permits to residents and heritage properties (built before 1944) with no off-street parking.
- Provide additional one-day visitors permits to local residents and a daily charge
- Apply paid parking to residential streets adjacent to busy shopping areas

### *Submissions received*

1,326 submissions responded to the PDD in relation to the management of parking on residential streets. These included 697 from individual submissions in the form of a petition or pro-forma response, and a further 240 submissions from individuals. Submissions on residential parking were also received from local boards (9), key stakeholders and advocacy groups (16), business groups (24), resident groups (20) and businesses (103).

### *Key themes raised*

The submissions demonstrated a mixture of support and opposition to the PDD proposals for the implementation residential parking zones. Generally, inner suburb groups and residents are supportive of the proposals, but a number of other submissions were opposed to a scheme which would give priority to residents on public roads.

Submissions supported the objective of retaining residential amenity and accessibility, particularly in inner suburbs that are impacted by commuter parking. Submissions also expressed support for the parking needs of local businesses over and above those of CBD commuters.

A number of submissions commented on the proposals for allocation of parking permits. Most considered that permits should be available to all residents within a zone; but there were opposing views on how permits should be priced. Local resident groups generally favoured a minimal price for permits, but some other submitters did not consider that residents should receive preferential treatment. There were some strong points raised opposing a perceived “privatisation” of public roads for residents.

Submissions also highlighted the need for a clear consultation process for the rollout of residential schemes.

**Local boards:** Submissions from local boards gave conditional support for residential parking zones and permits, but there were different views on how restrictions should be imposed. Some considered that permits should be confined to residential properties without off-street parking, but others favoured a more permissive approach.

The Waitemata Local Board, which covers the city fringe areas most impacted by residential parking restrictions, favours a rollout of residential parking zones, but does not support the proposed limitations on availability.

**Key stakeholders and advocacy groups:** Submissions from these groups reflected a range of views. For example, the AA supported the extension of the current St Mary's Bay approach, but the Auckland Transport Blog objected to handing over the rights to occupy public land for a minimal cost.

**Business associations:** The impact of residential parking zones on the parking needs of local businesses was a significant concern of these submissions, and a number expressed concern at the restrictive approach being proposed. While there was support for residents to have some priority to park on street, concerns were expressed at the impacts on employee parking, and the low priority that has been accorded to local businesses. Some (e.g. Parnell Inc.) suggested providing an opportunity for local businesses to purchase exemptions.

**Resident groups:** These submissions presented a range of suggestions for the allocation of residential permits. There was some support for an extension of the current St Mary's Bay scheme, but some submitters noted that the proposed approach in the PDD may not be effective meeting the concerns of inner-city residential areas. Concerns were raised at the impacts of residential schemes on local businesses, particularly staff parking. The Mission Bay Kohimarama Residents Association agreed that residents should pay for permits, but favoured a more flexible approach to allocation.

**Businesses:** Submissions from businesses reflected the concerns outlined by business associations above, particularly in relation to the impacts on staff parking.

**Individuals:** individual submissions reflected a range of views. Some submitters supported the proposed approach, but others were opposed, and some questioned why residents in the inner suburbs should have special rights. Others considered that resident permits should be more freely available, with minimal or no charge. The potential negative impacts on local businesses were highlighted by number of submissions.

## 2. Allocation of non-residential parking permits

### *Summary of approach proposed in PDD*

- Create five new parking permit categories with clear eligibility criteria
- Overall reduction in the number of parking permits issued
- No permits for tradespeople in the CBD and other paid parking areas

### *Submissions received*

156 submissions related to the allocation of non-residential parking permits. Of these, 11 submissions were received from local boards, 10 from key stakeholders and advocacy groups, 12 from business associations, 4 from resident groups, 42 from businesses, and 77 from individuals.

### *Key themes raised*

There was general support from submitters for a clear and consistent approach to issuing permits, and the potential to apply new technologies to manage permits was also supported. In general, affected interest groups support retaining parking permits, and there were some calls

for the availability of permits to be extended to other groups (e.g. elected members or staff of local businesses).

**The Local boards:** Submissions from local boards generally supported a more streamlined and rationalised approach for permits, but some (e.g. Devonport-Takapuna) noted the need to take account of historical arrangements which still remain valid. A number of boards suggested that parking permits should be available for elected members.

**Key stakeholders and advocacy groups:** These submissions were generally supportive of the approach. There was some opposition to trade permits, and support for the approach to the issuing of permits being as simple, transparent and non-bureaucratic as possible.

**Business associations:** Business association submitters generally supported the approach, and most agreed with the removal of trade permits in the CBD and areas with paid parking, as trade vehicles often compete with business customers.

**Resident groups:** There was some opposition to the proposal that trade vehicles should pay for parking, as this will increase costs which are passed on to customers.

**Businesses:** Most submissions from businesses were opposed to removal of the essential service permit, but agreed that contractors and tradespeople should not be given permits. However, there was some concern that costs would blow out if contractors were charged standard parking rates. A number of business submitters proposed parking permits for local business staff.

**Individuals:** Several individual submissions opposed charging for trade parking, as costs will be passed onto customers. In contrast, others supported payment for trade parking. Although submitters acknowledged the need for tradespeople to have reasonable access to convenient parking, a number consider that the current system is subject to abuse.

### 3. Parking on arterial roads

#### *Summary of approach proposed in PDD*

- Consider removing on-street parking on arterial routes serving the FTN and on-road cycling corridors with proven safety issues or high current or projected use.
- The timing and detail will be determined on a case by case review.
- Consider providing replacement parking at convenient locations for local businesses adjacent to the arterial road.

#### *Submissions received*

A total of 2,486 submissions were received in response to the proposals for parking on arterial roads. Of these, 1,999 were petition or pro forma responses, and a further 312 were from individuals. There were 18 submissions on the subject from local boards, 20 from key stakeholders and advocacy groups, 29 from business associations, 11 from resident groups, and 97 from businesses.

#### *Key themes raised*

The submissions revealed a reasonable level of support for the removal of parking from arterials to improve traffic flow, particularly for public transport and cycling. However, there was some



significant opposition to this approach from business and resident associations, and a number of petitions and pro forma submissions. Those opposed to the removal of parking on arterials expressed concern at the potentially negative economic impact on local businesses, and amenity and safety issues in centres.

**Local boards:** The majority of submissions from local boards supported the proposed approach. They supported removing parking from arterials to improve traffic flow and make room for frequent public transport and cycle ways, but emphasised that this should only occur when realistic public transport options are available, and where alternative parking is available for affected businesses during business hours.

**Key stakeholders and advocacy groups:** Most of these submissions were either supportive of the approach, with its stronger emphasis on public transport cycling and walking, or noncommittal. Grey Power was the only advocacy group opposing the approach. Some submitters questioned the need for alternative parking to be provided when spaces were removed from arterials, particularly where the existing parking is not priced or under-priced.

**Business associations:** Most business associations opposed the approach in the PDD, mainly due to concerns about the impact on business viability in centres. Concerns were also expressed at the potential for poorer amenity and safety outcomes from increasing traffic speeds, particularly in town centres. Where parking is removed from arterials, submitters were of the view that replacement should be provided.

**Resident groups:** The majority of resident association submissions opposed the removal of parking from arterials, mainly due to the safety, noise and amenity concerns that would arise if the traffic speeds are increased; and the potential downturn in economic activity.

**Businesses:** Businesses generally opposed the PDD approach, mainly due to the potential for adverse impacts on existing businesses which already have to compete with other areas with free off-street parking. This was seen as a greater risk than any improvement in congestion arising from removal of parallel parking. A minority of business submitters supported the approach however, citing improvements in traffic flow and reduced distraction and hazards for drivers.

**Individuals:** Around half of the submissions from individuals supported the policy approach, as it will provide an improved traffic flow and better conditions for public transport and cyclists. Approximately 25% of individual submissions opposed the approach however, mainly due to the potential adverse impacts on local businesses.

**Petitions:** Almost 2000 submitters signed petitions or provided pro forma submissions on this subject. These submitters opposed the removal of parking bays on arterials in Newmarket, Parnell, Belmont, Freemans Bay, and Howick.

# Attachment 2: Parking on residential streets

## 1.1 Background

As Auckland intensifies managing parking on residential streets will become increasingly important. Overcrowded parking is particularly an issue in fringe suburbs surrounding the CBD where there are many heritage properties without off-street parking. A lack of available on-street parking impacts significantly on local residents and their visitors, and AT receives regular feedback regarding this.

High parking demand is also a problem in residential areas located near larger town centres and high-frequency public transport stations. However the problem for residents is often less significant due to there being a higher proportion of properties with off-street parking in these areas.

It is important to note that on-street parking on residential streets is part of the public road that is under the jurisdiction of AT. The residents on the street have no special rights or entitlements to the parking.

## 1.2 Parking management approach

AT proposes a continuum of parking management interventions to address parking pressures in residential streets as shown in the policy below. Each residential area and street is different and the solutions need to be tailored to each situation. For example, a street located near a busy rail station where most houses have off-street parking may only require some localised time restrictions to assist with visitors access. However an inner city suburb near the CBD where many historic houses are without off-street parking may require a more comprehensive solution including residential permits.

## 1.3 Residential parking schemes

Historically there have been several different approaches used to try and manage parking in inner city residential streets. In July 2012 AT implemented a trial residential parking zone in St Marys Bay to address concerns about commuter parking. The trial parking zone has blanket two hour time restrictions and the residents are all able to purchase permits that provide an exemption. The trial has been successful in reducing the impact of commuter parking on residents. However there have been concerns from local businesses about reduced space for staff parking.

Many residential communities have given AT feedback that they are increasingly being impacted by commuter parking in their street. Public consultation revealed that residents in inner city suburbs wanted residential permit schemes to manage the parking pressures.

### Action

Establish a programme for the implementation of residential parking zones in residential streets affected by high parking demand and meeting the requirements of the policy below. This will include comprehensive community consultation and engagement.

### Residential parking zone

Residential parking zones will have a time limit across the zone to prioritise short-term parking and deter commuter parking. Residents will be able to purchase parking permits to allow an exemption to the time restriction. Due to the permit applying to the zone it doesn't guarantee a parking space in the residents street and there will be a cap on the total number of permits available (as a percentage of overall spaces within a zone) to ensure that the scheme is sustainable.

To cater for local businesses, residential visitors and tradespeople, there will be the ability to pay for a full days parking within a residential parking zone. A residential parking zone will also free up parking space for customers of local businesses. The daily price will be adjusted either up or down using the principles of demand responsive pricing.

### **Parking Permit allocation and fees**

When consulting on the introduction of a residential parking zone AT will invite expressions of interest to determine likely parking permit demand. Parking permits will then be allocated based on a priority system as described in the policy below. One permit will be allocated to each priority category before issuing a second permit. This will continue up until the total cap on permits is reached.

Parking permits are for residents in the applicable area and proof of address and registration details will be required.

Residential parking permits will be issued on an annual basis. The fee for parking in a residential parking zone will be set to recover the costs of administering the scheme including regular enforcement.

### **New Developments**

To protect the sustainability of residential parking schemes AT believe that new developments within residential parking zones should not be eligible for parking permits. This will avoid developers passing on the costs of providing parking to ratepayers. Developers and new residents associated with new developments have a responsibility to ensure they have sufficient parking off-street to meet their needs.

Properties built after the release of the Unitary Plan (30/09/2013) will not be eligible for permits to avoid developers passing the costs of providing parking on to AT

AT will prepare information to assist developers, new buyers and tenants in understanding the new restrictions.

### **Technology and Enforcement**

AT will make use of new technology to ensure that residential parking zones remain an effective tool for managing parking demand and reducing the impact on residents.

Council currently uses a manual system to process residential parking applications. Parking permits consist of labels that need to be displayed inside a vehicles windscreen. This can be a time-consuming process and results in residents not being issued with a permit immediately. AT will replace the existing manual label-based system with an online and phone application system linking permits to vehicle registration. This would allow residential and visitor permits to be issued immediately (subject to verification of eligibility).

The linking of permits to vehicle registration reduces the potential for abuse and allows for the implementation of technology such as Licence Plate Recognition (LPR) cameras for enforcement. LPR consists of an in-vehicle camera that reads and recognises each vehicles licence plate. LPR can identify whether the vehicle has overstayed the time restriction and if the vehicle has a permit. LPR therefore has the potential to become a key element of an effective, automated enforcement system that protects permit holders.

## Action

Implement new technology to transform the customer experience and allow for effective management of residential parking schemes.

### Existing residential permit schemes

AT inherited many different residential parking schemes from the legacy councils. These schemes have been honoured by AT and remain in existence. When a new residential scheme is proposed it will replace the existing schemes in that area.

Residents Only parking permits are where a dedicated space is allocated to each permit holder. In 2007 Auckland City Council decided to phase out Residents Only parking permits by not allowing the permits to be transferred to new owners when a property sells. Residents Only permits will remain valid until a new scheme is proposed in the same area, or the residential property is sold (the permit is not transferred to the new owner).

## 1.4 Narrow Streets

Many older residential streets are very narrow and overcrowded parking can cause access problems, particularly for emergency services. People sometimes park on the footpath on these narrow streets which degrades the pedestrian amenity of the street. Emergency services have advised that they require at least 2.5 metres of clearance to allow for sufficient access down streets in case of an emergency.

## 1.5 On-street paid parking

In sections of residential streets that are adjacent to busy town centres and experience high parking demand, AT will recommend paid parking instead of time restrictions. Paid parking is a more effective tool than time restrictions to manage high parking demand. Paid parking will ensure that parking is available for residents, businesses and customers of local businesses.

## Policies

### Objectives


The following objectives apply to management of parking in residential streets:

1. Reduce the negative impacts of high parking demand on local communities.
2. Discourage CBD commuter parking in city fringe suburbs

### Policy Approach

AT will use a continuum approach for addressing parking problems in residential areas.

Increasing intensity of land-use and parking demand



1. Apply time restrictions to sections of a street (approximately 25%). This approach should be used when the parking problems are limited to a few streets and most of the properties have off-street parking. Will initially be used in residential streets around some public transport stations. Typically P120 time restrictions are used and no permits are issued under this approach.
2. Residential parking zone. This approach is used in older suburbs such as the city fringe where parking demand is high across a larger area and many properties do not have off-street parking. Applying restrictions across a larger area is more effective in reducing the commuter parking problems.

### Residential Parking Zone

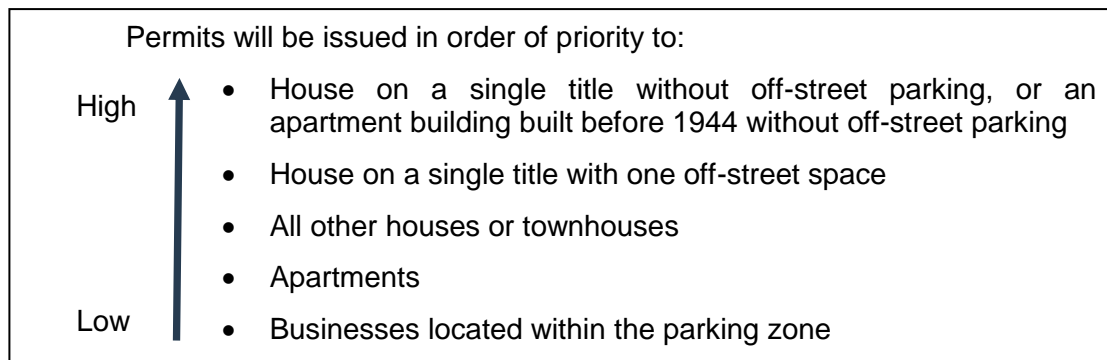
AT will consider the implementation of a residential parking zone when:

- The parking occupancy is regularly above 85% occupancy at peak times<sup>1</sup>
- AT receives multiple requests for a parking zone and there is support from the local board

A residential parking zone will have the following components:

- A time restriction across the zone, typically two hours
- Restrictions will apply at different times depending on the specific situation but typically Monday to Friday (excluding public holidays)
- The number of residential permits will be capped at a percentage of the total number of parking spaces
- Parking permits will be issued based on priority according to Figure 1
- A daily parking charge to give local residents, businesses and their visitors the ability to stay longer than the time restriction. Residents will receive 50 free days per year for visitors.
- Properties built after the release of the Unitary Plan (30/09/2013) will not be eligible for permits.

<sup>1</sup> Peak times is the average occupancy rate of the four highest hours



**Figure 1: Priority scale for the issuing of residential parking permits**

## Existing residential permits

### Existing Residents Exempt permits

These permits will remain valid until a new residential scheme is proposed in the area. The new scheme will supersede the existing and the permit holder will have to apply for a new permit under the new residential scheme policy.

### Existing Residents Only permits

Residents Only permits will remain valid until:

- A new scheme is proposed in the same area, or
- The residential property is sold whereby the permit is not transferred to the new owner.

## Narrow Streets

If a street is less than 6.5 metres in width and there are known access problems AT will complete an assessment of the street. If it is determined that there are limited places for vehicles to pass and emergency access may be compromised then AT will propose to remove parking on one side of the street. This will be done by applying a No Stopping restriction (broken yellow lines) to alternating sides of the street to assist in slowing vehicles down. Consultation will always be carried out with all residents in the street.

# Attachment 3: Parking Permits and Coupons

## 1.1 Background

A parking permit provides an exemption from a parking restriction to allow the user to carry out essential work or park near their place of residence. This implies that some users have a higher priority for the use of parking which could not reasonably be satisfied if exemptions were not provided.

AT currently issues more than 6000 parking permits issued to over 1000 different permit holders every year. A number of these permits reflect previous legacy arrangements but there is a lack of clear policy to guide the issuance of permits. Permits are currently allocated to wide range of users including residents, tradespeople, healthcare organisations, and sports clubs.

In some cases, parking permits enable holders to park free of charge in high demand streets such as those in the CBD. AT receives complaints about contractor vehicles parking on retail streets for much of the day and restricting customer access. Allowing very cheap or free on-street parking in the CBD for certain commercial users is not considered to be a fair system.

The removal of time limits from most on-street paid parking areas in the city means that it is now possible for anyone to park for the time they require. A system where everyone pays directly for the parking that they use is preferable. AT is looking to introduce new technologies to make paying for parking simple and more convenient.

In some locations permits will still be required to provide exemptions from time restrictions. The policies below have been designed to ensure that parking permits are allocated in a fair and equitable manner based on need, and that eligibility is clearly understood.

## 1.2 Parking permit approach

### Permits

AT requires a parking permit policy that clearly defines the categories and eligibility criteria. Parking permits should be limited to the highest priority users that have needs that may not be catered for by general parking restrictions. However people should be encouraged to pay directly for the parking that they use rather than rely on a parking permit that offers exemptions that other users don't receive. The policy describes the parking permit categories that AT will offer.

### Coupons

A coupon system will replace many of the essential service permits that contractors and tradespeople use in the CBD and other areas. The coupon system will still offer convenience but will more accurately reflect the cost of using on-street parking. For shorter stays it may be more economical to pay at the parking machine.

Coupons will be available for selected users that require an exemption from time restrictions or an alternative way to pay for paid parking to allow them to carry out their work.

Coupons will be charged per day rather than the current monthly or half yearly permits, however greater time periods will be able to be purchased. New technology will provide the platform to enable the coupon system to be customer friendly and easily enforced.

Coupons will be priced based on the area and the parking restriction that are exempting.

### **1.3 Technology**

Council currently uses a manual system to process parking permit applications. Parking permits consist of labels that need to be displayed inside a vehicles windscreen. This can be a time-consuming process and results in users not being issued with a permit immediately. AT will replace the existing manual label-based system with an online and phone application system linking permits to vehicle registration. This would allow permits to be issued immediately (subject to verification of eligibility).

AT is also looking to implement a technology based parking payment system that will complement the pay and display machines. This will allow people to pay for parking directly from their phone, through a phone app or 0800 number, without the need to visit a machine. This will offer greater flexibility and convenience. It will also allow businesses to hold accounts and itemise parking sessions for on-charging.

#### **Action**

Implement new technologies to transform the customer experience and allow for:

- Improved application process for parking permits and coupons
- Better and more convenient options for payment of on-street parking charges
- Improved enforcement systems

### **1.4 Existing permits**

AT will phase out all permits that don't fit into the new permit categories described in the policy below. It is understood that there are many permits that may have historical arrangements with legacy councils. For these permits a sunset clause of six months will be offered to give time for each permit holder to find alternative arrangements.



# Policy

## Principles

The key principles guiding the allocation of parking permits are:

- Parking permits should assist critical services carry out their various functions
- In most cases parking permits should offer convenience but not an exemption from the cost of parking
- All permits should be priced
- All permits should be linked to a vehicles registration

## Permits and coupons

Permit type	Description
Critical services permit	<p>This permits are available for the following services:</p> <ul style="list-style-type: none"><li>• Emergency services (police, ambulance) attending emergency situations in an unmarked vehicle</li><li>• Critical healthcare and non-profit community support services</li><li>• Emergency infrastructure repair services such as vehicles repairing Auckland's energy, water, and phone networks</li></ul> <p>These permits are able to be used in some time restricted areas and paid parking areas.</p>
Residential permit	<ul style="list-style-type: none"><li>• For residents and visitors who qualify under a residential parking scheme.</li></ul>
Event permit	<ul style="list-style-type: none"><li>• These permits will be issued by AT only after approval by Regional Facilities Auckland, Auckland Tourism, Events and Economic Development or the AT Major Events team.</li><li>• These permits are able to be used in time restricted and paid parking areas.</li><li>• These permits will only be valid for the duration of a specific event.</li></ul>
Authorised vehicles parking permit	<ul style="list-style-type: none"><li>• These permits can be used in a specific area that is set aside for permit holders parking only such as a car share space.</li><li>• Permits only considered in exceptional circumstances where a solution cannot be provided under the existing parking permits categories.</li></ul>

Coupon	Description
Coupon (different coupons will be valid in different areas based on the restriction they are	<ul style="list-style-type: none"><li>• Coupons will be based on a daily price that will allow exemption from the restrictions in that area.</li><li>• Coupons will be available for:</li></ul>

exempting)	<ul style="list-style-type: none"><li>○ Tradespeople and contractors</li><li>○ Governing Body (Councillors)</li><li>○ Some public service entities</li><li>● Coupons will be technology based and simple to use</li></ul>	
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# Attachment 4: Parking on Arterial Roads

## 1.1 Background

Auckland's arterial road network accommodates approximately 60% of all bus trips, 40% of car trips and 35% of goods trips. The multiple demands for space on arterial roads are increasingly in conflict with kerbside car parking.

Consistent journey times are critical to increasing public transport use. The Frequent Transit Network (FTN) bus corridors run mostly on arterial roads, providing high frequency services throughout the day. On some arterial roads on-street parking and loading will increasingly inhibit the frequency and reliability of these bus services, reducing corridor capacity and increasing congestion.

The Regional Cycle Network and associated facilities (such as advance cycle stops) on arterial roads provide important links to the off-road cycle network, to town centres, public transport interchanges, residential areas and schools. Vehicle congestion and on-street parking on arterial roads reduces the capacity for implementing cycle lanes and increases the safety risks.

AT recognises the need to take a measured approach to the management of parking on arterial roads when they pass through town centres and other locations with sensitive land uses. The management and supply of car parking on arterial roads through town centres will therefore require particular attention and a case by case assessment that takes into account local characteristics.

This policy refers to arterial roads as described in the Proposed Auckland Unitary Plan (PAUP), or in cases where the PAUP is not active, to the relevant District Plan.

# Policy

## Scope

This policy refers to arterial roads as described in the Proposed Auckland Unitary Plan (PAUP), or in cases where the PAUP is not active, to the relevant District Plan.

## Objectives

Function	Objective
Carrying capacity	Maximise the number of people (& goods) that can be moved along the corridor
Public transport	Improve the speed and reliability of public transport along the Frequent Transit Network (FTN)
Cycling	Support the development of the Auckland Cycle Network

## Parking management approach

AT will manage parking on arterial roads by extending clearways, or removing parking where it:

- Inhibits the capacity of the road to carry more people (& goods) particularly in the peak periods, and/or
- Causes significant delays to the speed and reliability of public transport on the FTN, and/or
- Causes safety risks for cyclists or impedes quality improvements of the Auckland Cycle Network.

Consideration must be given to the impacts of any parking changes on place-making, centre amenity, traffic calming, & pedestrian environment where arterials pass through town centres.

If there is a significant loss of on-street parking on an arterial road AT will complete a parking study, such as a Comprehensive Parking Management Plan (CPMP). This will assess the parking across the entire town centre and look at potential parking mitigation measures.

Measures to mitigate a loss in parking include:

- Better utilisation of parking on side streets by implementing additional time restrictions
- Better utilisation of off-street car parks
- Improving directional and information signage
- Investigate additional parking opportunities in the road reserve.
- Optionally – in considering a transport solution for the town centre if the parking shortage is critical then AT will complete a business case for investment in additional off-street parking supply following the investment criteria.