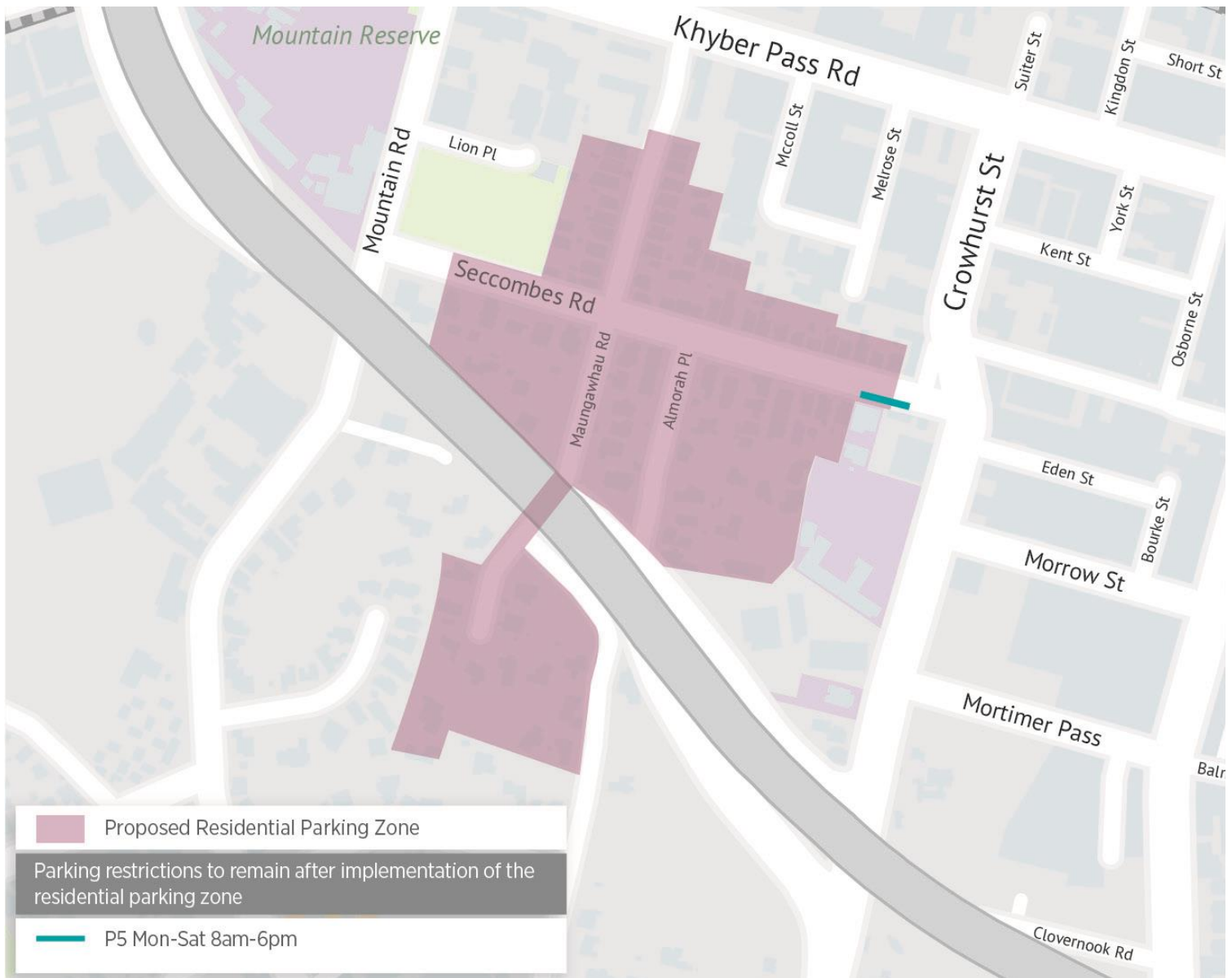


# Your feedback on the proposed residential parking zone in Newmarket



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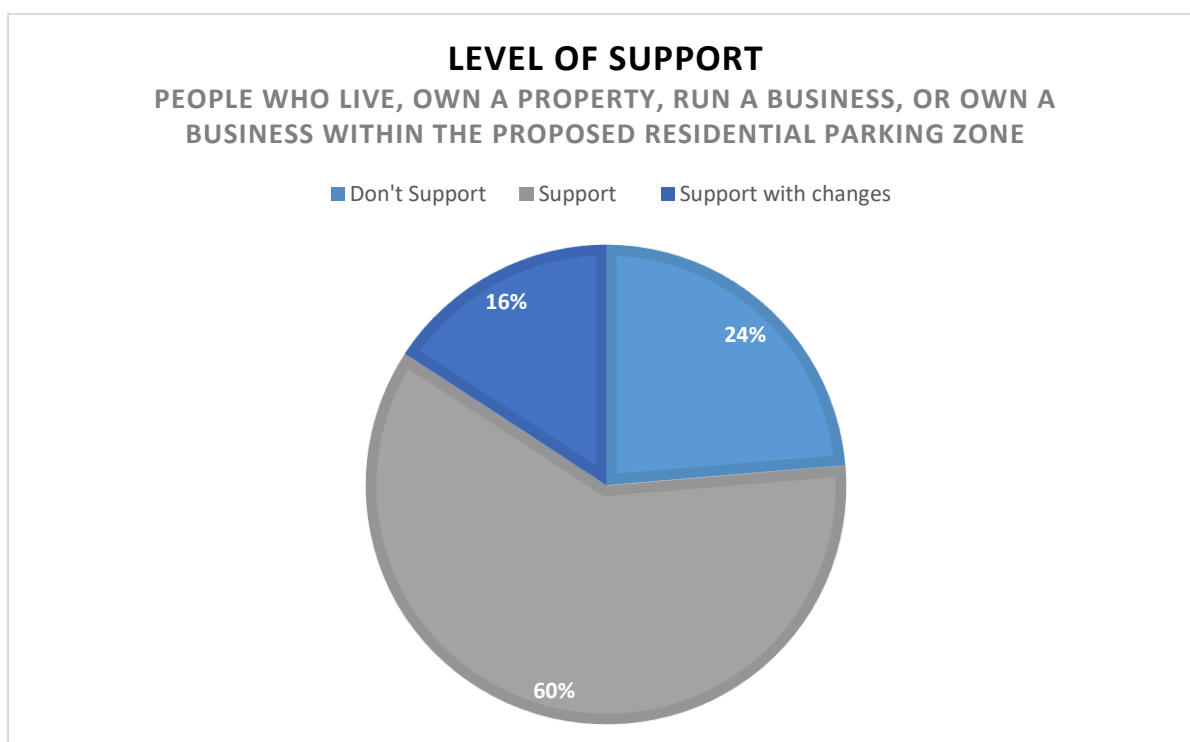
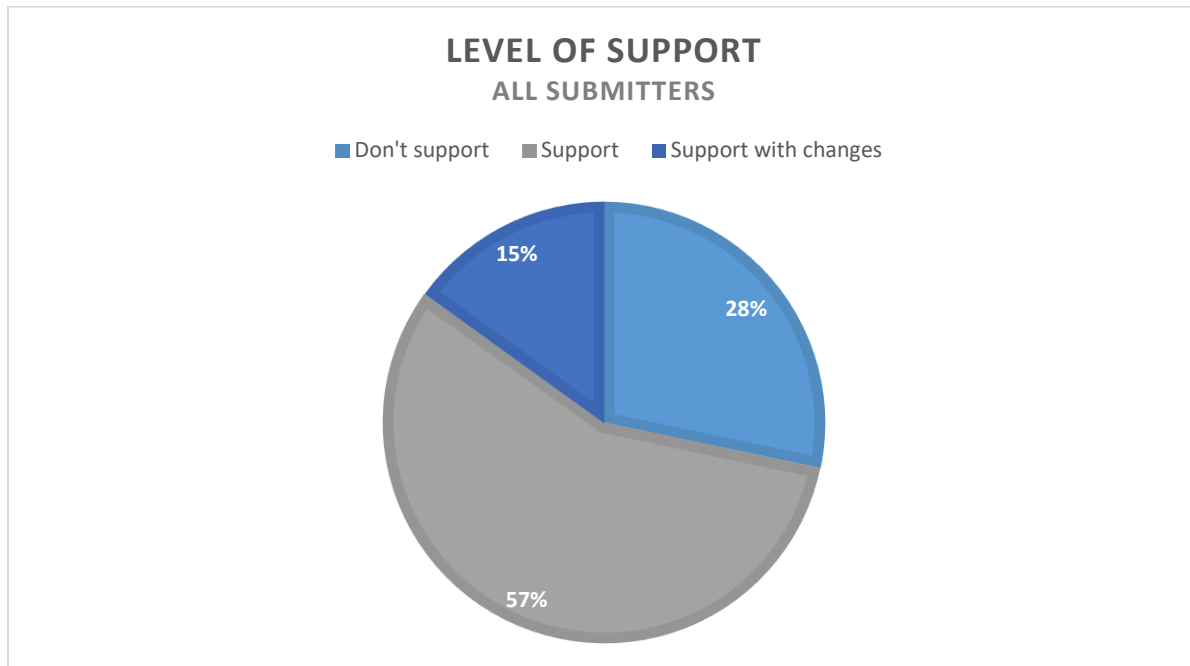
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# Summary







From the 28 October – 24 November 2019 the public were invited to provide feedback on a proposed residential parking zone (RPZ) in Newmarket. In total **54 submissions** were received.

## Level of support and key themes from feedback

*The level of support for each category below includes one 'support with changes' that has been changed to 'support', because their condition of support was satisfied. The condition was to be able to manage permits by a means other than online.*



The **top 6 feedback themes** are shown below. For a complete list of themes and Auckland Transport's (AT's) responses please refer to the 'Feedback received' section of this report.

Feedback theme	No. of mentions
 <p><b>There are parking issues in Newmarket</b></p>	<b>21 (39%)</b>
 <p><b>Include Khyber Pass Road Residents in RPZ</b></p>	<b>6 (11%)</b>
 <p><b>Oppose permit fee</b></p>	<b>6 (11%)</b>
 <p><b>Support P120 time limit</b></p>	<b>5 (9%)</b>
 <p><b>Suggest different zone operating hours</b></p>	<b>5 (9%)</b>
 <p><b>On-street parking is not required for commuters as public transport is good</b></p>	<b>5 (9%)</b>

## Project decisions

After considering the public feedback **we have decided to progress the project** through to implementation, subject to one change in response to public feedback:

- Change the existing P5 Mon-Sat parking restrictions to P5 Mon-Fri. These restrictions were put in place to assist with school activities, as such they are not required on a Saturday.

## Next steps

Auckland Transport will be in touch with residents and local businesses about 6-8 weeks before the opening day of the residential parking zone. The opening day is yet to be confirmed and will be dependent on how the COVID-19 situation progresses, but at this stage we are aiming for June 2020.

# Background

## What did we seek feedback on?

The proposal released for public feedback included the following changes:

- A residential parking zone that encapsulates the entirety of Seccombes Road, Maungawhau Road and Almorah Place.
- A time restriction of two hours (P120), Monday to Sunday, 8am to 6pm, to be applied to the affected streets. The time restriction will only apply to vehicles that do not have permits or coupons.
- The P120 time restriction would replace the existing parking restrictions in the area, except the P5 parking restrictions on Seccombes Road.
- All existing residential parking schemes such as Resident Only Permits, and Resident Exempt Permit Holders will be replaced by the residential parking zone. Existing permit holders will need to reapply under the new zone. It is not possible to 'roll over' existing permit holders because legacy permit schemes have different eligibility criteria to the residential parking zone.

For more detailed information on the proposal, please refer to Appendix 1 or visit [at.govt.nz/projects-roadworks/newmarket-residential-parking-zone/](https://at.govt.nz/projects-roadworks/newmarket-residential-parking-zone/).

## Main project benefits

- Responds to community requests for better parking management to address parking issues in the area.
- Currently finding a park in the area can be difficult for residents, businesses and visitors. The residential parking scheme will ensure greater parking availability and flexibility for these groups.
- The two-hour time restriction supports parking for business customers and casual residential visitors, while not allowing for non-resident long-term parking.
- Greater parking availability in the area will also reduce:
  - congestion from vehicles driving around looking for parking spaces. Less circling vehicles should also improve pedestrian safety in the area.
  - incidences of parked vehicles obstructing driveways, as vehicles do not have to park in marginal spaces.

## Feedback activities

From the 28 October – 24 November 2019 the public were invited to provide feedback on the proposed residential parking zone in Newmarket. In total **54 submissions** were received.

### What we asked you

We asked if you supported the residential parking zone and if you had any suggested changes or other comments.

### Activities to raise awareness

To let you know about the opportunity to provide feedback on the project, we:

- mailed 887 brochures with freepost feedback forms to property owners and occupiers within and surrounding the residential parking zone
- emailed information to other key interest groups
- set up a project webpage and an online feedback form on our website
- placed an advertisement in East & Bays Courier newspaper on 30 October 2019
- shared a media release on the proposal
- posted about the proposal on Neighbourly and the Waitemata Local Board Facebook page
- held a public drop-in session from 4pm-8pm on 11 November 2019

### How people provided feedback

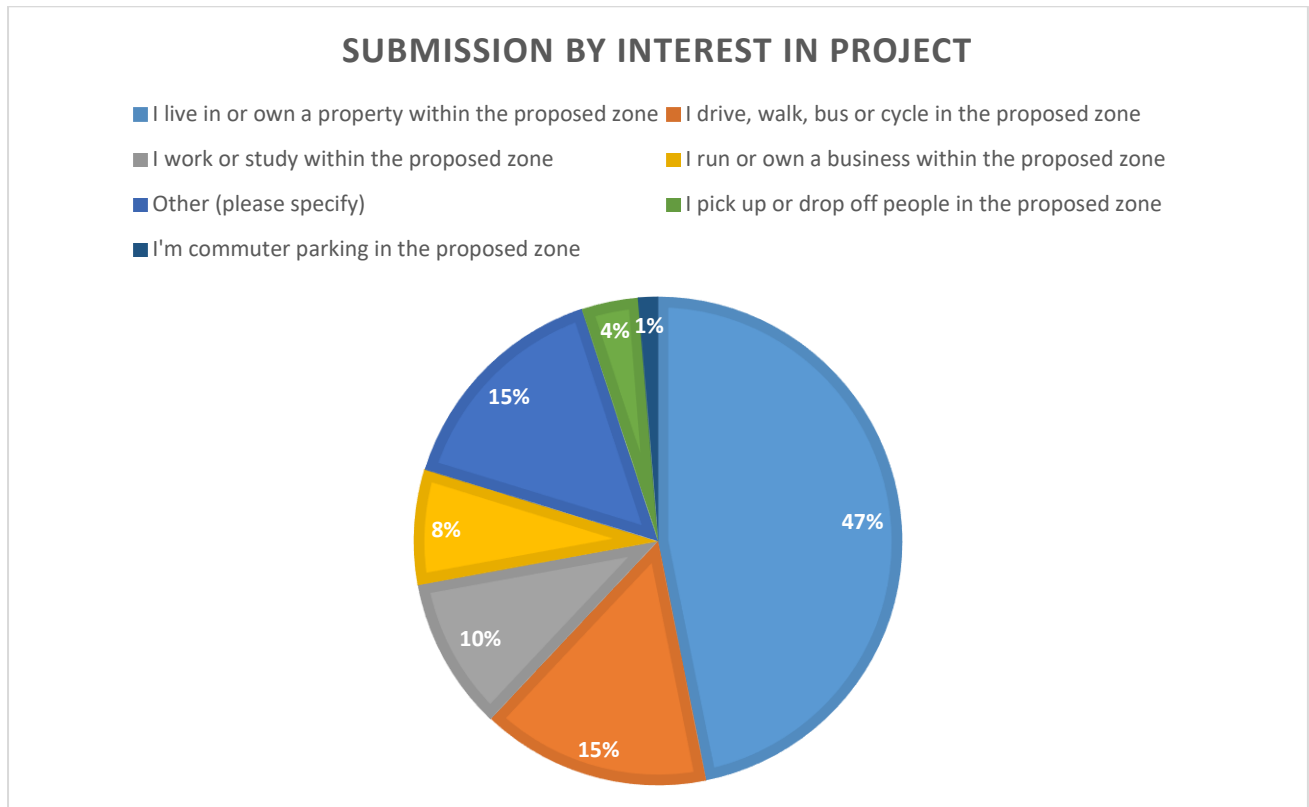
You could provide feedback using an online submission form on the project webpage or a freepost form included in the project brochure. Please see Appendix 2 for a copy of the feedback form.

# Feedback received

## Overview

We received feedback on the proposal from 54 submitters, including:

- 37 submissions from submitters that live, own a property, run a business, or own a business within the proposed residential parking zone.
- 17 submissions from other people or organisations.

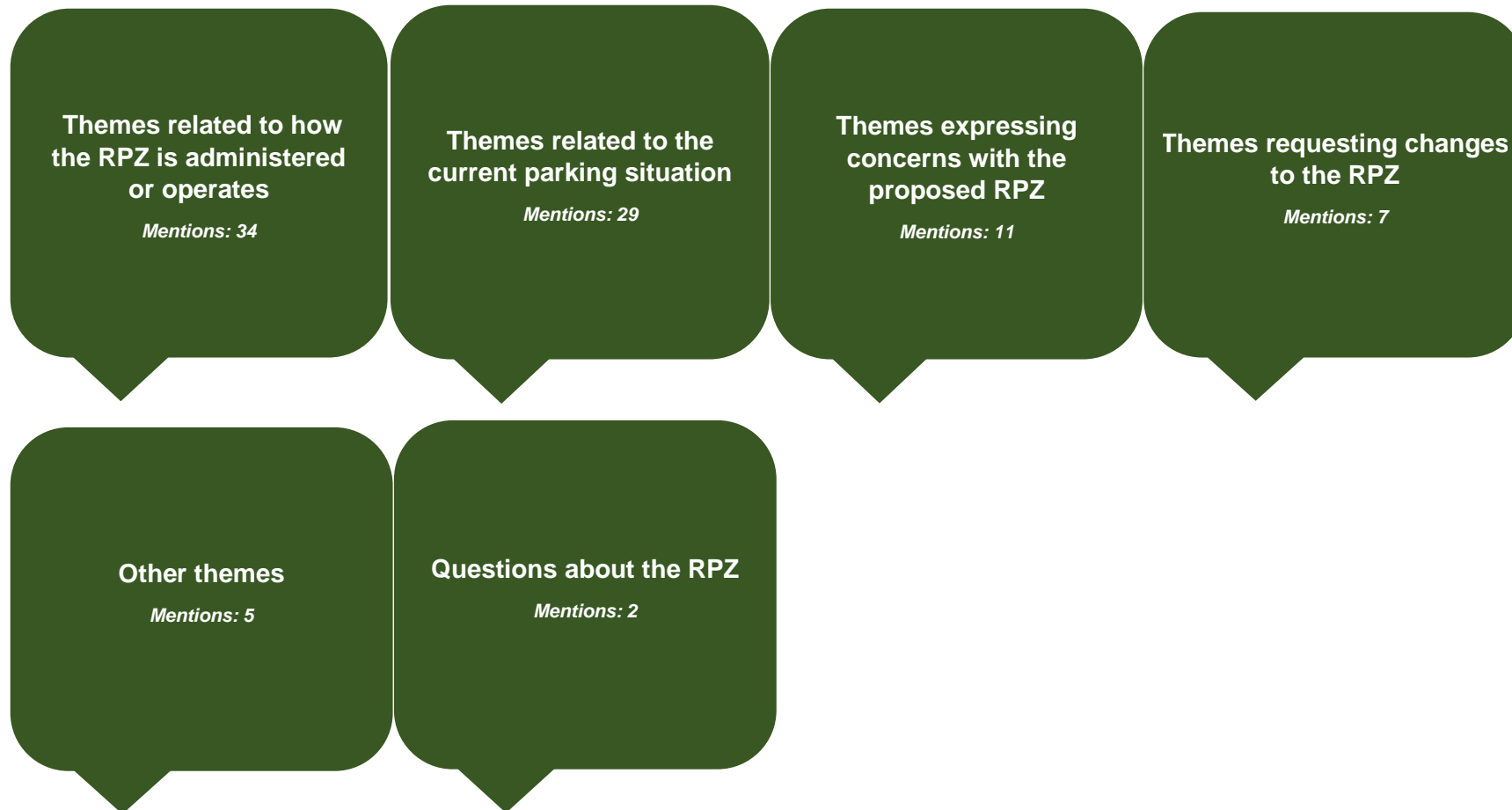


*Please note that respondents could tick more than one box when answering this question.*

## Key feedback themes

This section outlines the feedback topics and related themes as well as Auckland Transport's responses to the feedback themes.

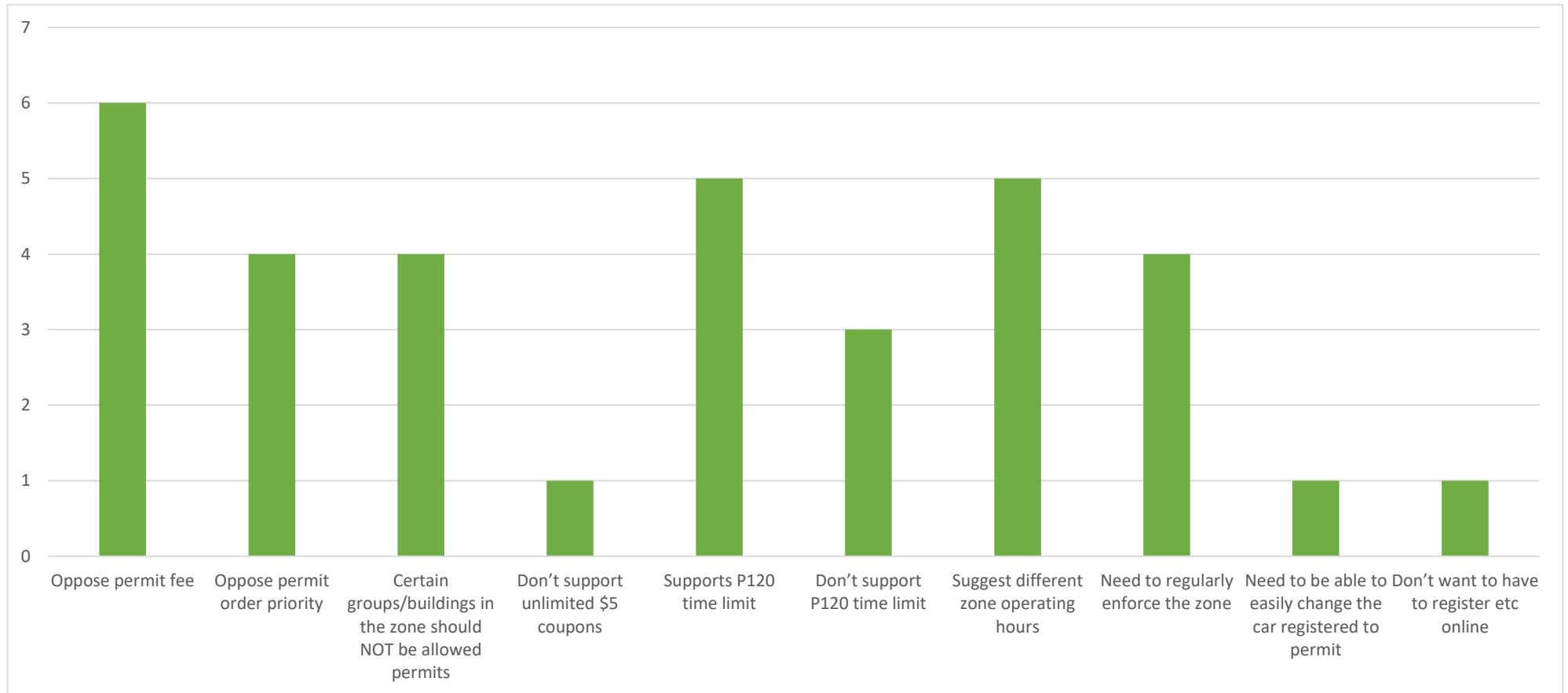
### Feedback topics



**Please note:** one person's or organisation's submission can count towards multiple topics and themes.



Themes related to how the RPZ is administered or operates



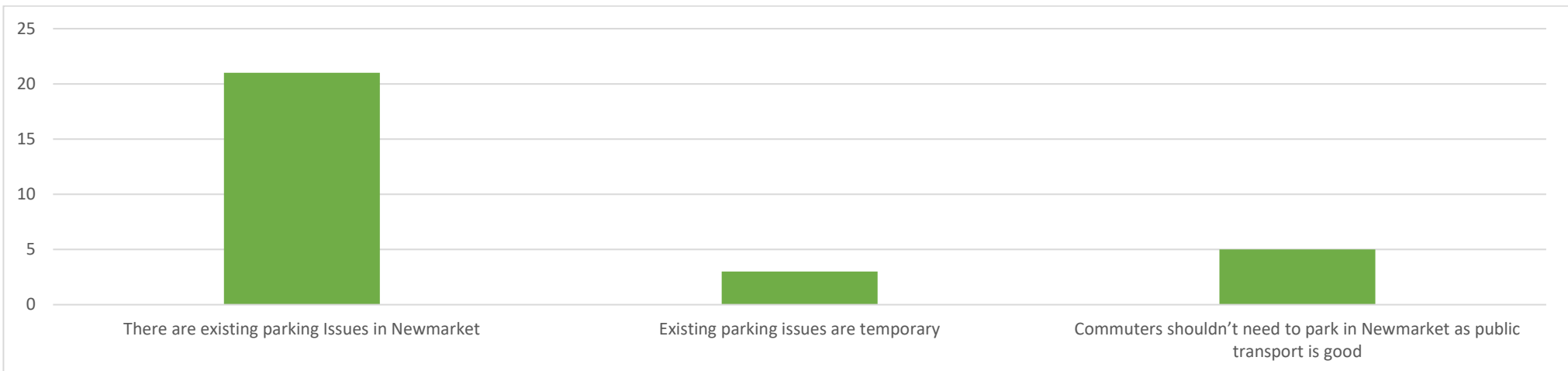
Feedback Theme	Main Points	Auckland Transport's Responses
Oppose permit fee <i>Mentions: 6 (11%)</i>	\$70 per year per permit is too expensive.	<ul style="list-style-type: none"> <li>The annual cost of a parking permit has been set to recover the costs of administering the scheme. Legislation (Section 150(4) of the Local Government Act 2002) prohibits Auckland Transport from making a profit off administering residential parking zones.</li> <li>The RPZ is a targeted solution to address a parking issue in this area, AT is using a targeted charging system so that those people that benefit from the scheme pay for it.</li> </ul>
Oppose permit order of priority <i>Mentions: 4 (7%)</i>	Dwellings built after 2013 with onsite parking should be eligible for permits.	<p>The rule restricting developments and homes built after September 2013 from applying for parking permits was set in the Auckland Parking Strategy. The purpose of the rule is to stop developers passing on the cost of providing car parking to rate payers, by relying on on-street parking to provide for the needs of the development. The rule states September 2013 as this is when the Proposed Auckland Unitary Plan was notified, which relaxed onsite parking requirements for developers. This allowed developers more choice as to the amount of onsite parking they thought they needed to provide to create a marketable/in-demand development.</p> <p>The Auckland Parking Strategy underwent public engagement in 2014 and was adopted by Auckland Transport in 2015. Following the requirements of the Parking Strategy when administering parking permits, ensures that this previous process is recognised and that we follow a consistent approach to administering residential parking zones across Auckland.</p>
	Should be no difference between houses and apartments.	<p>The 'priority order of permit' categories were determined based on the impact that each dwelling/land-use type would have on the on-street parking resource, as well as giving fair consideration to dwellings built before cars became common place. Of the dwelling types, apartments would have the greatest impact on the parking resource. As such apartments are lower down the order of priority.</p> <p>Even though apartments are lower down the order of priority, their residents can still apply for permits. It may also be helpful to understand that the 'permit order of priority' system does not necessarily mean that dwellings higher up the order of priority get all their permits granted before dwellings lower down the order get their first permit. As each level of the 'permit order of priority' is assessed, only one permit can be granted to each dwelling. Then the next order of priority is assessed, and a maximum of one permit is issued to each dwelling on that level. But as each level is assessed, dwellings on the permit order(s) of priority above that level/category are assessed for their next permit application and so on. So,</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		<p>by the time the 'apartments' order of priority is reached the maximum number of permits issued per dwelling for each level/category above it is as follows</p> <ul style="list-style-type: none"> <li>• Category 1 (Houses on a single title without....) = maximum of 3 permits issued per dwelling.</li> <li>• Category 2 (Houses on a single title with.....) = maximum of 2 permits issued per dwelling.</li> <li>• Category 3 (All other houses or townhouses) = maximum of 1 permit issued per dwelling.</li> </ul>
	<p>Schools should have higher priority; they have been in area for 80-150 years.</p>	<p>There are no schools within the proposed RPZ. However, in RPZs that have schools within them, schools are included within the order of priority.</p>
	<p>Should be a limit on the number of permits that a residence/person can get until all residents in permit order of priority have at least one permit.</p>	<p>There are no limits as to how many permits a legally established property can apply for/be issued, as long as the 85% of on-street parking spaces cap has not been reached.</p> <p>However, it may also be helpful to understand that the 'permit order of priority' system does not necessarily mean that dwellings higher up the order of priority get all their permits granted before dwellings lower down the order get their first permit. As each level of the 'permit order of priority' is assessed, only one permit can be granted to each dwelling. Then the next order of priority is assessed, and a maximum of one permit is issued to each dwelling on that level. But as each level is assessed, dwellings on the permit order(s) of priority above that level/category are assessed for their next permit application and so on. So, by the time the 'apartments' order of priority is reached the maximum number of permits issued per dwelling for each level/category above it is as follows:</p> <ul style="list-style-type: none"> <li>• Category 1 (Houses on a single title without....) = maximum of 3 permits issued per dwelling.</li> <li>• Category 2 (Houses on a single title with.....) = maximum of 2 permits issued per dwelling.</li> <li>• Category 3 (All other houses or townhouses) = maximum of 1 permit issued per dwelling.</li> </ul>
<p>Certain groups/buildings in the zone should NOT be allowed permits <i>Mentions: 4 (7%)</i></p>	<p>On-street parking should not be reserved for residents, parking is a public asset.</p>	<p>The vast majority of residents in Auckland enjoy access to on-street parking. Due to high demand from visitors to this area, residents within the RPZ often do not have access to on-street parking, which can adversely affect their daily lives. AT is trying to balance the needs of residents with the needs of visitors to the area by issuing permits to residents, but:</p> <ul style="list-style-type: none"> <li>• Only issuing permits for 85% of available on-street parking.</li> </ul>

Feedback Theme	Main Points	Auckland Transport's Responses
		Creating P120 time limits for non-permit holders to provide enough time for most business customers (and other visitors to the area) to complete their visits, but also to encourage regular turnover of car parks e.g. more parking availability for customers (and other visitors to the area).
	Occupants of 373 Khyber Pass Road and 2 Maungawhau Road should not be eligible for permits.	These addresses are not included within the residential parking zone.
	Large vehicles such as buses and trucks should not be eligible for permits.	AT's permits terms and conditions specify that: <ul style="list-style-type: none"> <li>• An authorised vehicle for an annual permit must not be a trailer, boat, caravan, truck, bus or tractor.</li> <li>• An authorised vehicle for a daily permit must be a passenger or commercial vehicle under 3 tonnes.</li> </ul>
	B&B's should not be eligible for permits.	B&B's are treated as a business, therefore are not eligible for 50 free coupons. However, they can purchase \$5 coupons.
Don't support unlimited \$5 coupons <i>Mentions: 1 (2%)</i>	I am not happy that anyone can purchase a \$5 coupon and park all day.	The general public are not able to purchase coupons. Coupons are only issued to permit holders i.e. free coupons and \$5 coupons.
Support P120 time limit <i>Mentions: 5 (9%)</i>	General support	The P120 time limit has been set to allow enough time for most business customers and other visitors to the area to complete their visits, but also to encourage regular turnover of car parks e.g. more parking availability for customers (and other visitors to the area).
Don't support P120 time limit <i>Mentions: 3 (6%)</i>	<ul style="list-style-type: none"> <li>• Suggest P180</li> <li>• Suggest P60 (general and Maungawhau cul-de-sac)</li> </ul>	<p>The P120 time limit has been set to allow enough time for most business customers and other visitors to the area to complete their visits, but also to encourage regular turnover of car parks e.g. more parking availability for customers (and other visitors to the area).</p> <ul style="list-style-type: none"> <li>• A P180 time limit or greater would encourage less parking turnover.</li> <li>• A P60 time limit would not allow enough time for many short-stay trips to the area.</li> </ul> <p>Additionally, if we were to apply different restrictions to different streets in the area, this would be confusing for residents and visitors and would be more difficult to enforce.</p>
Suggest different zone operating hours	Drop Saturday and Sunday (plenty of parking available).	AT completed parking occupancy surveys in the proposed Residential Parking Zone every 1-3 hours, 8am-6pm, on the Saturday 22 June. According to our surveys, the occupancy of on-street car parking on

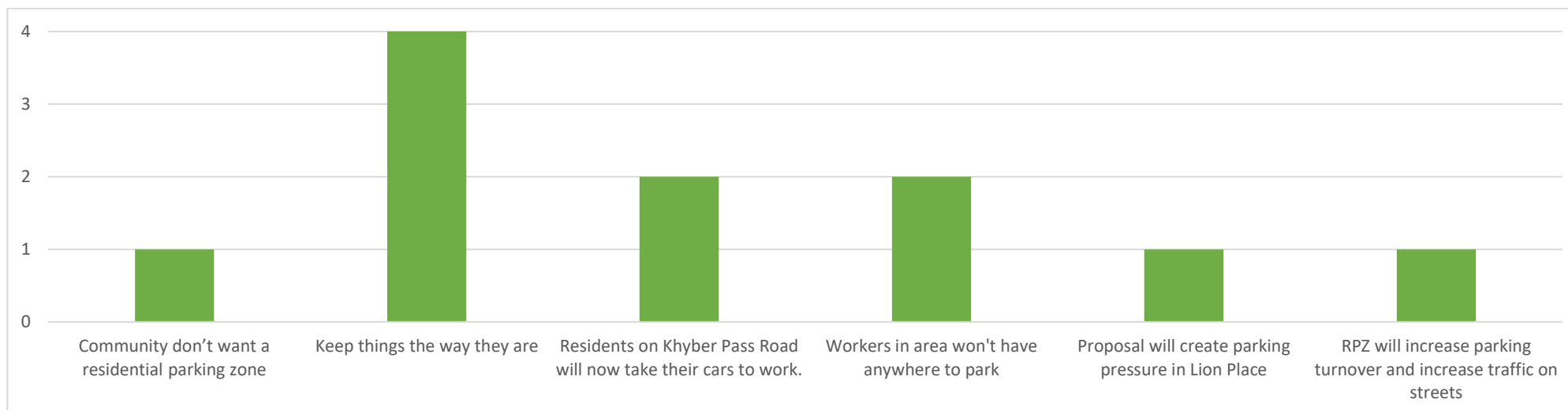
Feedback Theme	Main Points	Auckland Transport's Responses
<p><i>Mentions: 5 (9%)</i></p>		<p>Saturday was 94%. Generally, 85% occupancy or higher is required for a residential parking zone to be implemented.</p>
	<p>Mon-Sun, 8am-9pm</p>	<p>Typically, parking demand is greatest from 8am-6pm, hence the proposed operating hours of the RPZ. However, we are happy to review the RPZ operating hours in a years' time if evidences suggest that occupancy remains high until 9 pm.</p>
	<p>Mon-Sun, 9am-5pm (no problem outside these times)</p>	<p>Typically, parking demand is greatest from 8am-6pm, hence the proposed operating hours of the RPZ. However, we are happy to review the RPZ operating hours in a years' time if evidences suggest that occupancy is low before 9am or after 5pm.</p>
<p>Need to regularly enforce the zone <i>Mentions: 4 (7%)</i></p>	<p>RPZ needs to be regularly patrolled or it won't work.</p>	<p>AT is currently testing new enforcement technology that enables us to patrol restricted parking areas using a car with a number plate recognition camera. This technology will enable us to patrol these areas much quicker, which will mean we can patrol areas more regularly. At this stage it looks like the technology will be rolled out in the Newmarket RPZ by the end of 2020.</p>
<p>Need to be able to easily change the car that is registered to the permit <i>Mentions: 1 (2%)</i></p>	<p>Make it easy to swap which car is registered to permits so house mates can share permits.</p>	<p>You are able to transfer permits by calling our contact centre on 09 528 72 75. If you call outside of business hours our parking permits team will contact you during business hours to assist with your request.</p> <p>Furthermore, AT is working on a system that allows permit holders to transfer permits online by themselves at any time of day.</p>
<p>Don't want to have to register etc online <i>Mentions: 1 (2%)</i></p>	<p>Not all people can use computers, so electronic/online permitting won't work for us.</p>	<p>You are able to transfer permits by calling our contact centre on 09 528 72 75. If you call outside of business hours our parking permits team will contact you during business hours to assist with your request.</p>

### Themes related to the current parking situation



Feedback Theme	Main Points	Auckland Transport's Responses
There are existing parking issues in Newmarket <i>Mentions: 21 (39%)</i>	Currently it's hard to find a car park in the area.	Because on-street parking will be managed more effectively, there should be more parking available in the area during the operating hours of the RPZ.
	Vehicles currently park over driveways.	Because on-street parking will be managed more effectively, there should be more parking available in the area during the operating hours of the RPZ. This should reduce the need for visitors to park in marginal or illegal parking spaces, such as over driveways.
	Vehicles currently park illegally under the motorway in Maungawhau Road.	This issue has been passed onto parking compliance for investigation.
Existing parking issues are temporary <i>Mentions: 3 (6%)</i>	Parking Issues in this area may only be temporary, due to construction workers building new mall.	AT has been aware of parking issues in this area well before construction of the mall commenced.
Commuters shouldn't need to park in Newmarket as public transport is good <i>Mentions: 5 (9%)</i>	Commuters shouldn't need to park in Newmarket as public transport is really good.	Newmarket has some the best access to public transport in Auckland.

### Themes expressing concerns with the proposed RPZ



Feedback Theme	Main Points	Auckland Transport's Responses
Community don't want a residential parking zone <i>Mentions: 1 (2%)</i>	Why didn't you ask residents if they wanted this before getting to this stage?	<p>This stage of the proposal is where we ask residents if they want the residential parking zone. To do that effectively we need to run a formal community engagement exercise. The full process to decide whether a residential parking zone goes ahead is as follows:</p> <ul style="list-style-type: none"> <li>• Requests from community triggered further investigations into a residential parking zone.</li> <li>• Parking surveys revealed that on-street parking occupancy was greater than 85% during peak demand periods and also that a high % of parked vehicles were registered to addresses outside the area.</li> <li>• Waitemata and Albert-Eden Local Boards supported Auckland Transport gathering community feedback on the proposed residential parking zone.</li> <li>• Feedback was sought to assess if there is community support for the proposed residential parking zone (and to find out what surrounding residents and other affected people/groups think).</li> </ul>
Keep things the way they are <i>Mentions: 4 (7%)</i>	Keep things the way they are.	

Feedback Theme	Main Points	Auckland Transport's Responses
		<ul style="list-style-type: none"> <li>Auckland Transport is progressing the residential parking zone <u>because</u> of the high parking occupancy rates in the area and because the community engagement revealed that the majority (60%) of people who live, own a property, run a business, or own a business within the proposed residential parking zone supported the proposal. Additionally, 57% of all submitters supported the proposed residential parking zone.</li> </ul>
<p>Residents on Khyber Pass Road will now take their cars to work <i>Mentions: 2 (4%)</i></p>	<p>Residents on Khyber Pass Road that do not have onsite parking will now be forced to drive their cars to work (as opposed to taking public transport) to avoid being ticketed for leaving their cars within the residential parking zone during the day.</p>	<p>This is unfortunate; however, AT has a responsibility to manage the parking resource in the most effective way. In this location, subject to the support of the affected streets, an RPZ is considered the most effective use of this valuable resource.</p> <p>This section of Khyber Pass Road is zoned as a Metropolitan Town Centre in the Auckland Unitary Plan. AT only consider implementing RPZs in residential areas (such as single house zones and mixed housing urban zones), not business or town centre areas.</p>
<p>Workers in the area won't have anywhere to park <i>Mentions: 2 (4%)</i></p>	<p>Public transport is not good enough for workers to commute to Newmarket by public transport.</p>	<p>Newmarket is serviced by very good public transport services, including:</p> <ul style="list-style-type: none"> <li>Train services that run every 10mins in each direction during peak travel times.</li> <li>5 Frequent Bus Services (Inner link, Outer Link, 75, 70, 30) that run every 4-15mins, 7am-7pm, 7 days a week.</li> </ul> <p>Several Connector Bus Services that run at least every 30mins, 7am-7pm, 7 days a week.</p>
<p>Proposal will create parking pressure in Lion Place <i>Mentions: 1 (2%)</i></p>	<p>Proposal will create parking pressure in Lion Place.</p>	<p>AT is aware that there is strong demand for parking on Lion Place. AT has recently introduced some time restrictions (P120) parking spaces in this street to improve parking availability and turnover. The restrictions (P120) are the same as the in RPZ, so will prevent all day parkers from spilling into Lion Place.</p>
<p>RPZ will increase parking turnover and increase traffic on streets <i>Mentions: 1 (2%)</i></p>	<p>Don't like that RPZ will increase parking turnover and increase traffic on streets</p>	<p>Yes, increasing parking turnover could increase the number of vehicles using these streets; however, this needs to be balanced against the anticipated reduction in vehicles driving around looking for parking spaces (as generally parking spaces should be easier to find once the RPZ is implemented).</p>

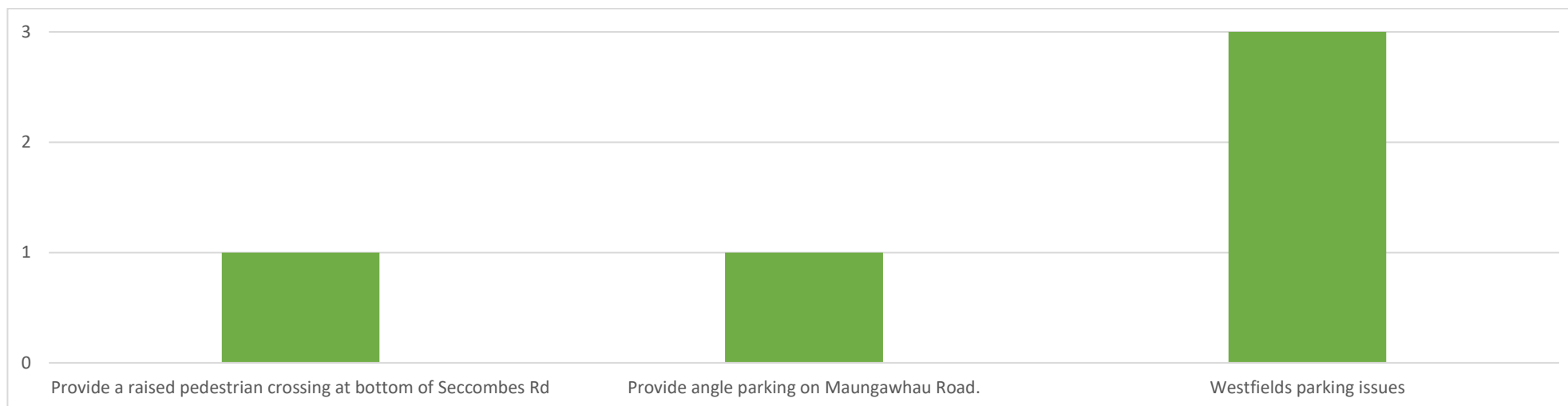


### Themes requesting changes to the RPZ



Feedback Theme	Main Points	Auckland Transport's Responses
Allow residents on Khyber Pass Road to apply for permits within zone / extend zone to include Khyber Pass Road <i>Mentions: 6 (11%)</i>	Include Khyber Pass Road in the Residential Parking Zone.	This section of Khyber Pass Road is zoned as a Metropolitan Town Centre in the Auckland Unitary Plan. AT only considers implementing RPZs in residential areas (such as single house zones and mixed housing urban zones), not business or town centre areas.
	Properties on Khyber Pass Road should be eligible for permits/ coupons to park within the zone because they currently use RPZ streets for parking (no parking available on Khyber Pass Road).	Only properties within the residential parking zone are eligible for permits. The zone would need to be extended to include properties bordering the zone if they were to be eligible for permits.
P5 parking should only be Mon-Fri <i>Mentions: 1 (2%)</i>	P5 parking (Mon-Sat) should only be Mon-Fri as that's when school is on, 5min is not long enough to visit businesses.	Thanks for bringing this to our attention, we will start the processes needed to change this restriction to P5 Mon-Fri.

Other themes



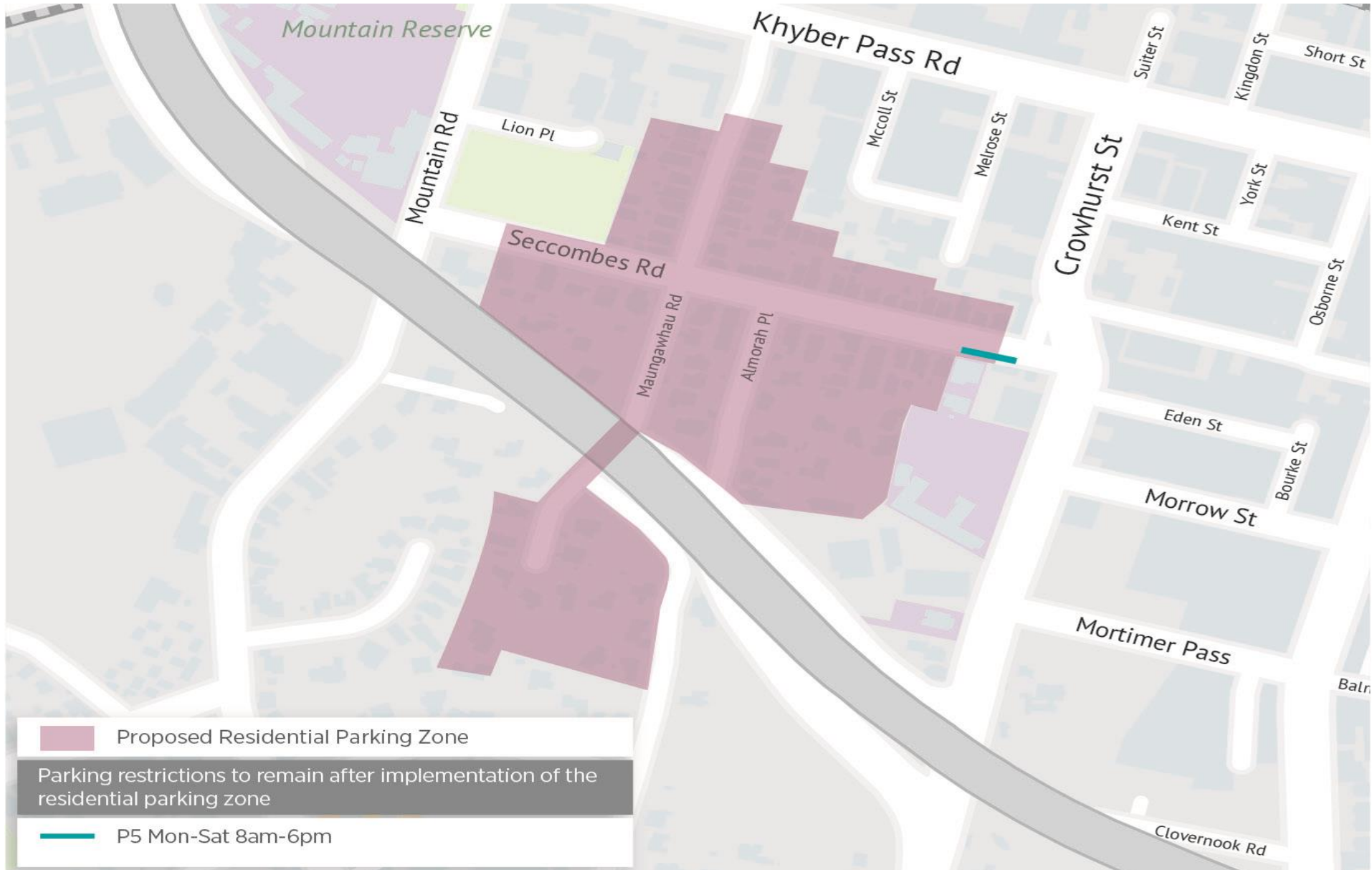
Feedback Theme	Main Points	Auckland Transport's Responses
Provide a raised pedestrian crossing at the bottom of Seccombes Rd <i>Mentions: 1 (2%)</i>	Provide a raised pedestrian crossing at bottom of Seccombes Rd.	This request has been passed onto the Traffic Engineering Team for consideration.
Provide angle parking on Maungawhau Road <i>Mentions: 1 (2%)</i>	Provide angle parking on one side of the road at the northern end of Maungawhau Road.	AT does not support this proposal because changing the current layout of the road into angle parking would narrow the carriageway and cause traffic and visibility issues.
Westfields parking issues <i>Mentions: 3 (6%)</i>	Westfields parking rules and app are putting off shoppers from using mall carpark.	Auckland Transport cannot control the Westfield parking rules or parking app.

Questions about the RPZ



Feedback Theme	Main Points	Auckland Transport's Responses
How does the permit order of priority work? <i>Mentions: 1 (2%)</i>	What if there are more applicants than available car parks, and they are from the same level of priority.	As each level of the 'permit order of priority' is assessed, permits are issued on a first come first served basis (i.e. dwellings that get their applications in first are considered first for permits).
How are coupons distributed? <i>Mentions: 1 (2%)</i>	Is it 50 free coupons per dwelling or per permit issued?	Each <u>dwelling</u> is eligible for 50 free permits.


## Appendix 1: Map of proposed residential parking zone



# Appendix 2: Feedback form

**Feedback form**

Please complete this freepost form and return it to us by **Sunday 24 November 2019**. Alternatively, you can provide feedback online at **AT.govt.nz/haveyoursay**. If you have difficulty completing the form, you can call us on **(09) 355 3553** and our contact centre staff will fill in the feedback form with you over the phone.



**1. Do you support the proposed residential parking zone in Newmarket? Why/why not?**

- Support**
- Support with changes**
- Don't support**

**2. Do you have any suggested changes to the proposed residential parking zone (e.g. borders of the zone, times of restrictions, street signage)?**

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**3. Do you have any other comments or suggestions?**

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## Personal information

Name	
Street address	
Suburb	
Post code	
Email	
Phone	
Business/organisation	

### How did you hear about this project?

(PLEASE TICK ALL THAT APPLY)

- Information emailed or posted to me
- Auckland Transport website
- Advertisement
- Social media e.g. Facebook, Twitter, Instagram etc
- Media article (Newspaper, radio, TV, online)
- Blog e.g. Bike Auckland, Greater Auckland
- Word of Mouth
- Others (please specify)

Please note: this information is for statistics purposes only, and does not affect your feedback.

### What best describes your interest in this proposal?

(PLEASE TICK ALL THAT APPLY)

- I live in/own a property within the proposed zone
- I run/own a business within the proposed zone
- I pick up or drop off people in the proposed zone
- Other (Please specify)
- I'm commuter parking in the proposed zone
- I work or study within the proposed zone
- I drive, walk, bus or cycle in the proposed zone

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project.

**PRIVACY:** AT is committed to protecting our customers' personal information.