

# Ponsonby Residential Parking Zone Review



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## Background

In June 2017, a Residential Parking Zone (RPZ) was implemented in Ponsonby. The zone applies Monday to Friday, 8am to 6pm and limits parking to 120 minutes, however, eligible residents can apply for a permit which provides an exemption from the restriction.

The identified objectives of the zone were:

- To improve parking availability for residents
- To improve parking availability for visitors of residents
- To improve parking availability for the customers of local businesses and other visitors to the area

The zone has been in operation for over 4 years. This report seeks to assess the effectiveness of the zone and identify any problem areas through the following:

1. Parking occupancy survey
2. Registration plate analysis
3. Infringement notice analysis
4. Benefit review survey
5. Customer requests

The findings of these pieces of work are used to see how effective the RPZ has been and make recommendations for future changes where necessary.

## Parking occupancy survey

To investigate parking occupancy, we compare the number of parking spaces occupied over a specific time period with the total number of spaces available. It shows how effectively parking spaces are being used. Optimal parking occupancy is set at 85% in the Auckland Transport (AT) Parking Strategy.

For the purpose of this study, the focus will be on the Average Peak Occupancy (APO). This is the average of the three busiest hours during the surveyed times.

### Average Peak Occupancy

The parking occupancy survey was carried out over three days, Tuesday 26<sup>th</sup>, Thursday 28<sup>th</sup> and Saturday 30<sup>th</sup> July 2022 (see Appendix A for map of zone and which streets were included). The average APO for the zone was 50%.

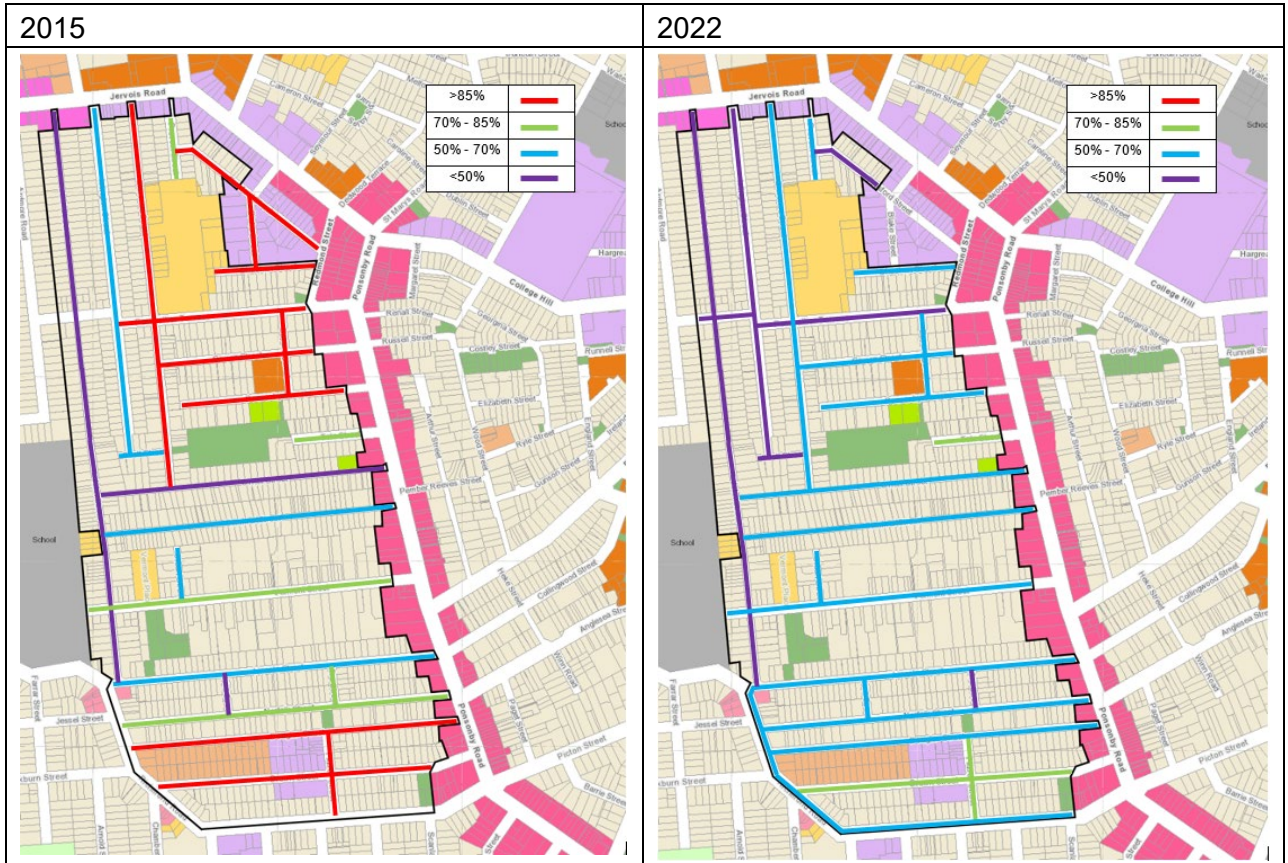
Figure 1 shows the APO of each street in the zone. All of the streets across the 3 days had an APO below 85% which would suggest that the residential parking zone has achieved its objective of increasing parking availability for visitors and residents.

**Figure 1: Average Peak Occupancy by Street**

	Average Peak Occupancy (APO)			
	26/07/2022	28/07/2022	30/07/2022	Average
Brown Street	91%	88%	69%	83%
Fitzroy Street	86%	76%	65%	76%
Tole Street	70%	72%	79%	74%
Richmond Road	71%	71%	66%	69%
Norfolk Street	60%	72%	63%	65%
Sheehan Street	76%	70%	49%	65%
Ponsonby Terrace	67%	50%	71%	63%
Douglas Street	61%	63%	56%	60%
Cowan Street	61%	59%	54%	58%
Lincoln Street	62%	55%	56%	58%
Vermont Street	64%	59%	45%	56%
Stuart Street	68%	41%	57%	55%
Bayard Street	72%	57%	34%	54%
Kent Street	45%	42%	71%	53%
O'Neill Street	51%	49%	60%	53%
Clarence Street	50%	56%	46%	51%
Provost Street	44%	62%	44%	50%
Summer Street	54%	46%	50%	50%
Pompallier Terrace	54%	51%	43%	49%
Prosford Street	42%	58%	47%	49%
Islington Street	41%	47%	40%	43%
Mira Street	27%	30%	61%	39%
John Street	34%	36%	41%	37%
Scott Street	17%	20%	22%	20%

Figure 2 shows APO information from 2015 (before the RPZ was introduced) and 2022 displayed spatially. This allows us to see the change that introducing the time restricted parking has had.

**Figure 2: Average Peak Occupancy Comparison between survey from 2015 to 2022**



There does not seem to be any evidence to suggest that parking demand is higher at a certain time of day. Figure 3 shows that the average occupancy across the whole zone ranges from 46% to 51% depending on the time of day.

**Figure 3: Average occupancy across the zone at certain times of the day**

Time of day	Average occupancy (%)
8am to 12pm	51%
12pm to 6pm	46%
6pm to 10pm	48%

### Streets with an APO near or above 85%

While the average for Brown Street over the three days was below 85%, the average during the weekdays was above. Similarly, the occupancy for Fitzroy Street was higher during the week than on the weekend. These are highlighted in red in Figure 1.

When we look further into Brown Street, the average weekday peak occupancy was 90%. With Fitzroy Street to Ponsonby Road at 89%, and Richmond Road to Fitzroy Street at 91%.



The overall average for weekdays sat 5% above the 85% threshold meaning that parking availability is likely an issue.










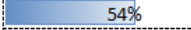

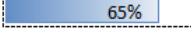














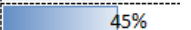
For Fitzroy Street, the APO during the week was at 81%. With Brown Street to Richmond Road at 80%, and Douglas Street to Brown Street at 84%.













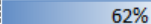


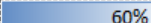


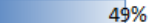

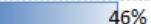




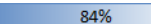

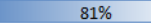

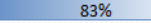
## Streets intersecting with Ponsonby Road

During the residents' survey, which is discussed further [here](#), some residents raised that parking availability is still a problem on evenings and weekends, especially near the intersection with Ponsonby Road. This has also been seen during site visits where the roads are comparably busier near the intersections with Ponsonby Road.

Figure 4 below shows the average occupancy of each section of the street to see if it increased closer to Ponsonby Road. It also has each time of the day to see if occupancy is higher in the evenings when the restriction does not apply.

**Figure 4: Average occupancy of each section of the streets that intersect with Ponsonby Road**

<b>Cowan Street</b>		
Clarence St to Bayard St	Bayard St to Ponsonby Rd	
AO 8am to 12pm:  48%	AO 8am to 12pm:  68%	
AO 12pm to 6pm:  49%	AO 12pm to 6pm:  67%	
AO 6pm to 10pm:  50%	AO 6pm to 10pm:  51%	
<b>Ponsonby Terrace</b>		
Bayard St to End	Bayard St to Ponsonby Rd	
AO 8am to 12pm:  35%	AO 8am to 12pm:  74%	
AO 12pm to 6pm:  36%	AO 12pm to 6pm:  54%	
AO 6pm to 10pm:  42%	AO 6pm to 10pm:  65%	
<b>O'Neill Street</b>		
John St to Clarence St	Clarence St to Ponsonby Rd	
AO 8am to 12pm:  36%	AO 8am to 12pm:  39%	
AO 12pm to 6pm:  43%	AO 12pm to 6pm:  46%	
AO 6pm to 10pm:  36%	AO 6pm to 10pm:  45%	
<b>Vermont Street</b>		
John St to End	John St to Stuart St	Stuart St to Ponsonby Rd
AO 8am to 12pm:  32%	AO 8am to 12pm:  49%	AO 8am to 12pm:  61%
AO 12pm to 6pm:  46%	AO 12pm to 6pm:  42%	AO 12pm to 6pm:  48%
AO 6pm to 10pm:  40%	AO 6pm to 10pm:  42%	AO 6pm to 10pm:  45%

<b>Lincoln Street</b>		
John St to Kent St	Kent St to Mira St	Mira St to Ponsonby Rd
AO 8am to 12pm:  47%	AO 8am to 12pm:  48%	AO 8am to 12pm:  70%
AO 12pm to 6pm:  48%	AO 12pm to 6pm:  50%	AO 12pm to 6pm:  62%
AO 6pm to 10pm:  47%	AO 6pm to 10pm:  47%	AO 6pm to 10pm:  65%
<b>Norfolk Street</b>		
Richmond Rd to Kent St	Kent St to Mira St	Mira St to Ponsonby Rd
AO 8am to 12pm:  53%	AO 8am to 12pm:  47%	AO 8am to 12pm:  45%
AO 12pm to 6pm:  62%	AO 12pm to 6pm:  56%	AO 12pm to 6pm:  53%
AO 6pm to 10pm:  60%	AO 6pm to 10pm:  55%	AO 6pm to 10pm:  49%
<b>Douglas Street</b>		
Richmond Rd to Fitzroy St	Fitzroy St to Ponsonby Rd	
AO 8am to 12pm:  49%	AO 8am to 12pm:  66%	
AO 12pm to 6pm:  46%	AO 12pm to 6pm:  65%	
AO 6pm to 10pm:  44%	AO 6pm to 10pm:  60%	
<b>Brown Street</b>		
Richmond Rd to Fitzroy St	Fitzroy St to Ponsonby Rd	
AO 8am to 12pm:  76%	AO 8am to 12pm:  84%	
AO 12pm to 6pm:  66%	AO 12pm to 6pm:  81%	
AO 6pm to 10pm:  64%	AO 6pm to 10pm:  83%	

From the data, we can see that the average occupancy is generally higher closer to where each street intersects with Ponsonby Road. For example, on Ponsonby Terrace occupancy from the end to Bayard Street ranges from 35% to 42%, whereas the section from Bayard Street to Ponsonby Road ranges from 54% to 74%.

While occupancy is higher, none of the streets exceed 85% occupancy. This suggests that there would still be parking available. However, these figures only show the average occupancy and so some streets may be higher during peak occupancy.

## Registration Plate analysis

In total, we counted 5723 vehicles parked in the zone across three days. This was made up of 4138 **different** vehicles (meaning that 1585 were parked on at least two of the days). Of these, 938 (22.6%) were registered to an address located within the zone. A further breakdown for each day is shown in the table below:

**Figure 5: Number of vehicles registered from an address in the Ponsonby RPZ**

Date	Number of vehicles	Vehicles registered from Ponsonby RPZ	%
26 <sup>th</sup> July 2022	1987 vehicles	724 vehicles	36%
28 <sup>th</sup> July 2022	2111 vehicles	696 vehicles	33%
30 <sup>th</sup> July 2022	1625 vehicles	639 vehicles	39%

Unfortunately, we do not have the data from before the zone was introduced. However, as approximately one third of vehicles parked are registered to an address within the zone, this would suggest that residents are able to park close to their property.

### Parking permits

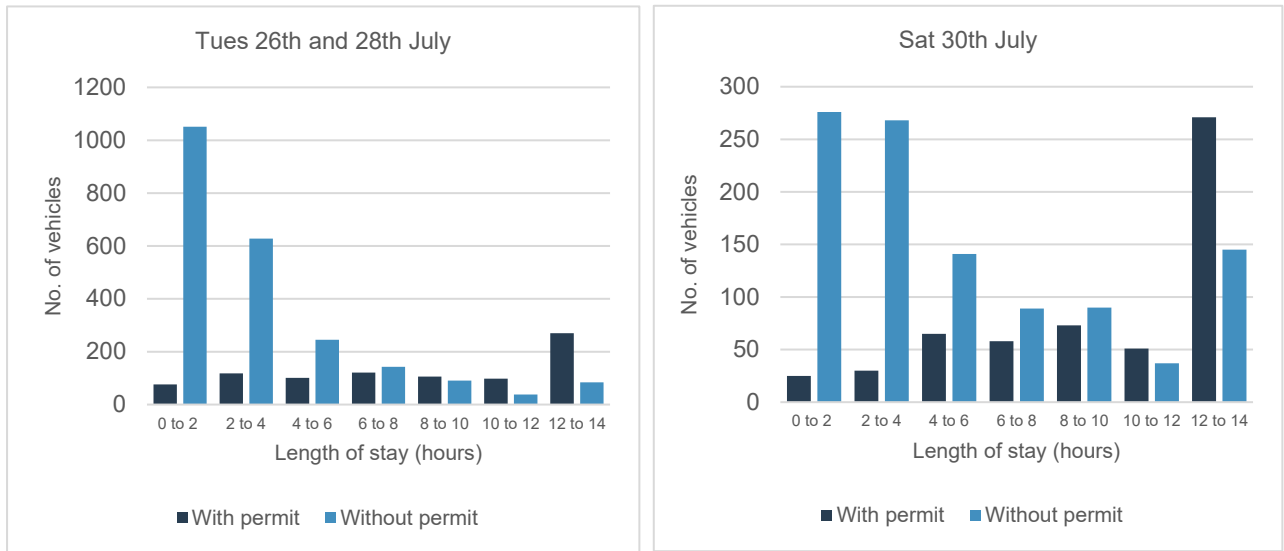
Residents can apply for permits and coupons providing an exemption from the P120 restrictions. A resident parking permit lets residents park in the area outside most time restrictions for up to a year. Residents in the zone also receive 50 free coupons upon registering for a permit which can be used to let anyone park in the resident parking zone for one day.

Across the three days, 884 vehicles parked with a permit or coupon activated compared to 3254 that parked without.

Figure 6 shows the length of stay and the comparison between how long permit holders are parked for compared to non-permit holders. During the week we can see that the majority of non-permit holders stayed for 0-2 hours which is what we would expect to see as the time restriction allows 2 hours of free parking. On the weekend when the restriction does not apply, we can see that non-permitted vehicles are parking for longer. Similarly, vehicles with a permit generally parked for a longer time during the week and weekend. This suggests that the time restrictions are deterring people from parking all day, whilst still allowing residents to park for longer periods.



**Figure 6: Length of stay for vehicles parked in the Ponsonby RPZ with compared to without a permit/coupon**



## Streets with a parking occupancy greater than 85%

The AT Parking Strategy defines peak parking occupancy of 85%, as the point at which changes should be considered to better manage parking.

While none of the streets had an APO over 85% across the three days, Brown Street had an average peak occupancy of 90% during the week and Fitzroy Street was at 81%. These roads are further discussed below to better understand the parking situation.

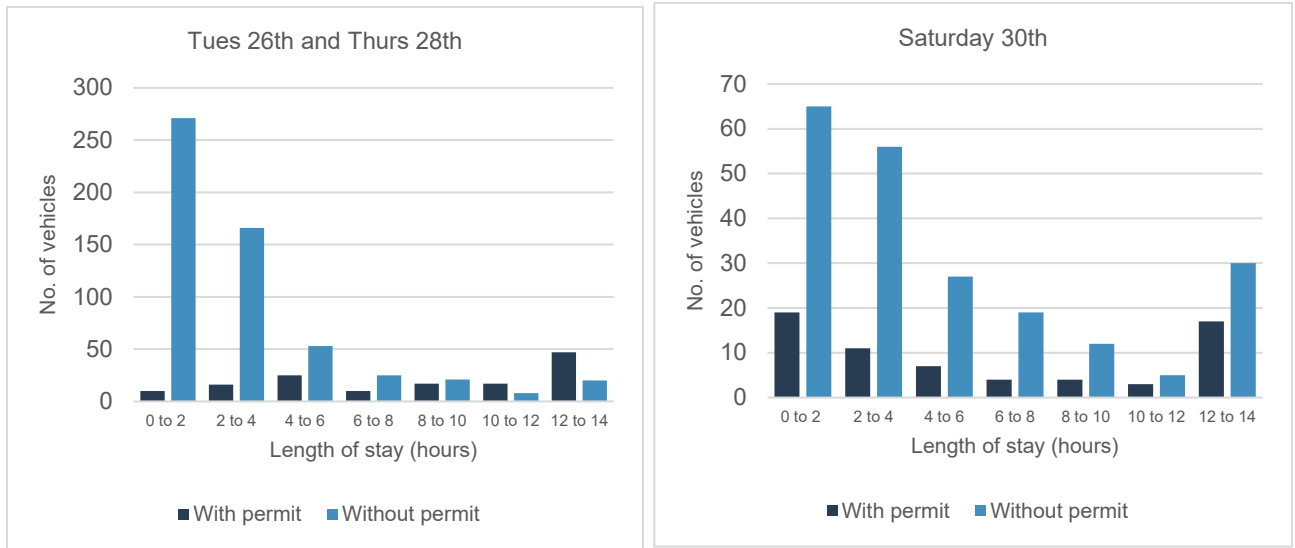
### Brown Street

Brown Street has a total of 115 on-street parking spaces. The APO for Tuesday the 26th of July 2022 was at 91% and 88% on Thursday the 28th of July 2022.

Of the 706 vehicles that parked during the week, 116 vehicles had a permit and 26 had a coupon activated. Of these, 74 permits belonged to residents, 18 belonged to a business and 24 belonged to a school or community group. 23 coupons were activated by a business and 3 coupons were used by residents. 40 vehicles did not have permits but were registered to an address in the zone. This suggests that 524 vehicles belonged to visitors in the area.

The graphs in Figure 7 show the length of stay of vehicles with a permit/coupon compared to those without.

**Figure 7: Graphs showing the length of stay for vehicles parked on Brown Street with compared to without a permit/coupon**



The average length of stay during the week was 4hr 27minutes. From the graphs, we can see that most people without a permit stayed between 0-4 hours.

Figure 8 shows that the average occupancy on Brown Street across the two weekdays was higher between 8am to 12pm than in the afternoon and evening.

**Figure 8: Average Occupancy on Brown Street during the week**

Time of day	Average occupancy (%)
8am to 12pm	90%
12pm to 6pm	72%
6pm to 10pm	77%

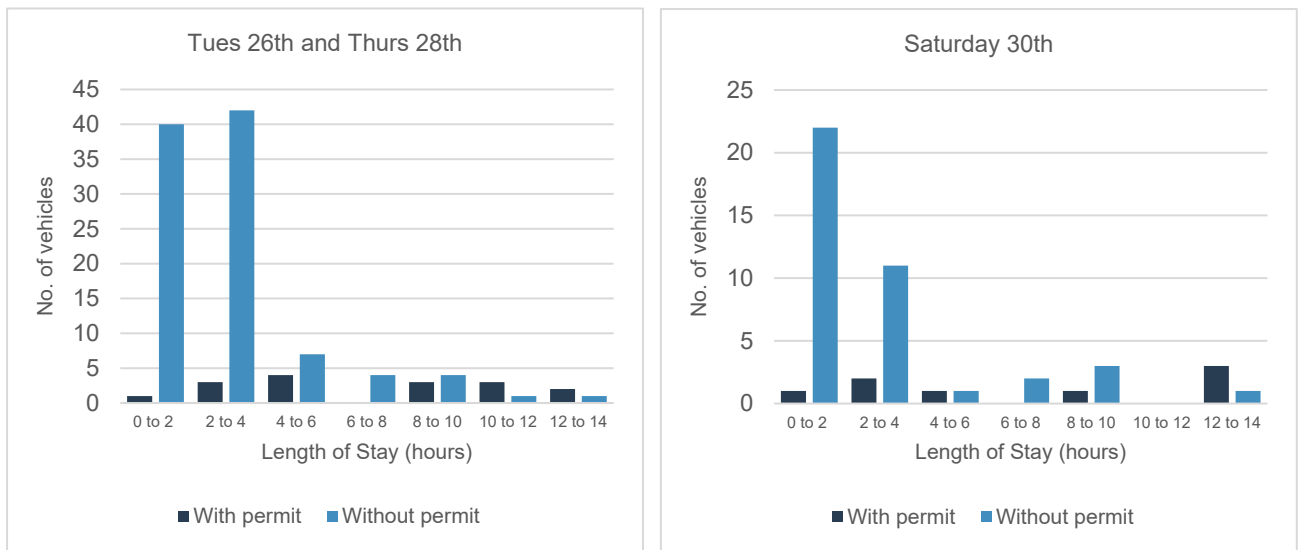
## Fitzroy Street

Fitzroy Street has 33 on-street parking spaces. The APO for Tuesday the 26th of July 2022 was 86% and 76% on Thursday the 28th of July 2022.

Of the 115 vehicles that parked during the week, 13 vehicles had a permit and 3 had a coupon activated. Of these, 7 permits belonged to residents, 6 permits belonged to a business, and all 3 coupons were activated by a business. 2 vehicles without permits but were registered to an address in the zone. This suggests that 97 vehicles were from visitors to the area.

The graphs in Figure 9 show the length of stay of vehicles with a permit/coupon compared to those without.

**Figure 9: Length of stay for vehicles parked on Fitzroy Street with compared to without a permit/coupon**



Again, we see a trend where more vehicles without a permit are staying for shorter time periods. The average length of stay during the week was 3 hours and 45 minutes. From the graphs, we can see that most people without a permit stayed between 0-4 hours.

Similar to Brown Street, the average occupancy on Fitzroy Street across the two weekdays was higher between 8am to 12pm (seen in Figure 10).

**Figure 10: Average Occupancy on Fitzroy Street during the week**

Time of day	Average occupancy (%)
8am to 12pm	76%
12pm to 6pm	63%
6pm to 10pm	65%

## Infringement notice analysis

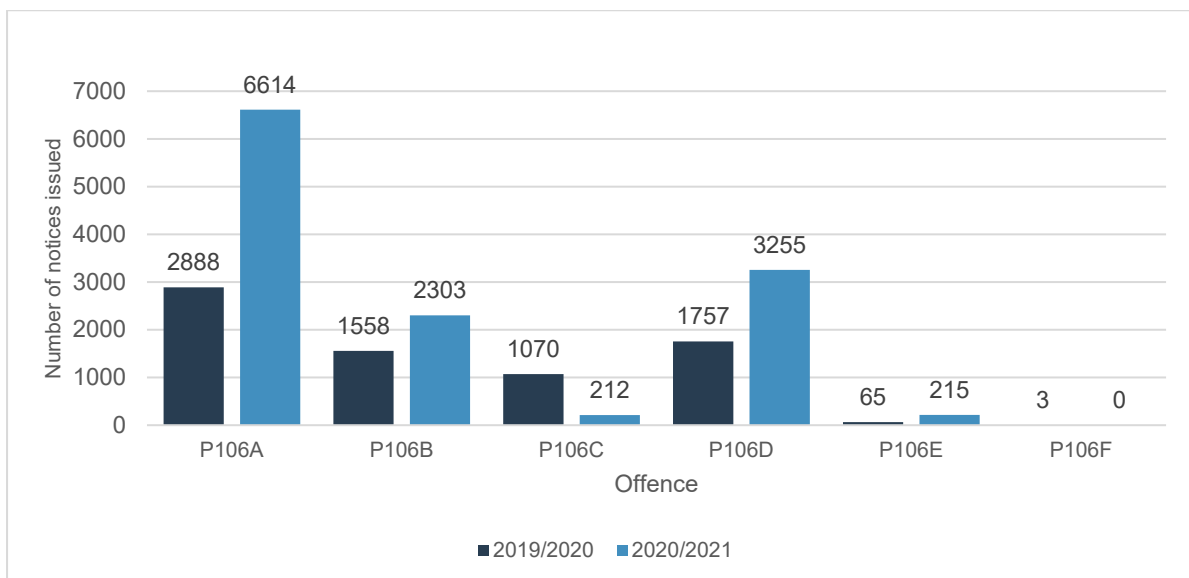
An analysis was undertaken of the number of active infringement notices issued within the Ponsonby RPZ between August 2018 and August 2020 for overstaying the maximum time permitted.

The graph below shows the total number of infringements issued from August 2019/20 and August 2020/21 depending on the length of time the vehicle overstayed the P120 restriction.

For reference:

Code	Time overstayed restriction
P106A	30 minutes
P106B	30 minutes – 1 hour
P106C	1-2 hours
P106D	2-4 hours
P106E	4-6 hours
P106F	6+ hours

**Figure 11: Number of notices issued in 2019/20 compared to 2020/21 for overstaying the time limit**



The total number of infringements issued in 2020/21 is higher than 2019/20.

Across both years, the number of people overstaying by 2 hours is significantly fewer than those overstaying by 30 minutes-1 hour. This would suggest that the P120 parking restrictions are deterring people from parking all day within the RPZ.

It is also worth noting that in 2020 Auckland Transport increased the number of fleet vehicles used for licence plate recognition (LPR) enforcement. As the cars are able to cover more ground in less time than a parking officer working on foot, the rise in the total number of infringements being issued is expected to be due to more efficient enforcement.

## Benefit review survey

A survey was sent out to all residents, occupiers, and property owners within the parking zone to gauge their opinion on how effective the RPZ has been in meeting the objectives that were set out when it was proposed. The survey was open from the 20th of January to the 19th of February 2023. See Appendix B for a copy of the survey.

The questionnaire asked the following questions:

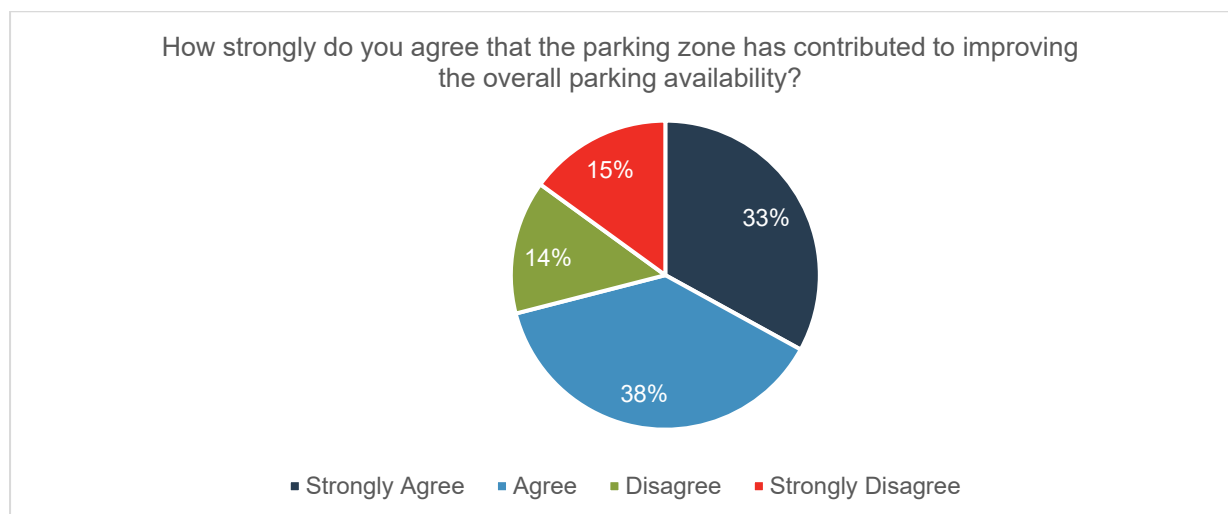
1. What describes your interest in Ponsonby’s residential parking zone?
2. How frequently do you use on-street parking within this zone?
3. How strongly do you agree that the parking zone has contributed to improving the overall parking availability in the area?
4. In what way has the zone had an impact on parking availability for residents, visitors, and customers? Please describe the impact.
5. Are there any other comments you would like to make regarding the effectiveness of the residential parking zone? Please give as much detail as possible.

189 responses were received in total, of which 80% were property owners, 15% tenants, 2% business owners, 2% from a school and/or community group and 2% selected ‘Other’. 71% of respondents used on-street parking every day, 12% used it two days or more per week, 10% used it once a week and 7% selected ‘Other’. No responses were received from Bayard Street, Kent Street, Mira Street, Sheehan Street and Stuart Street.

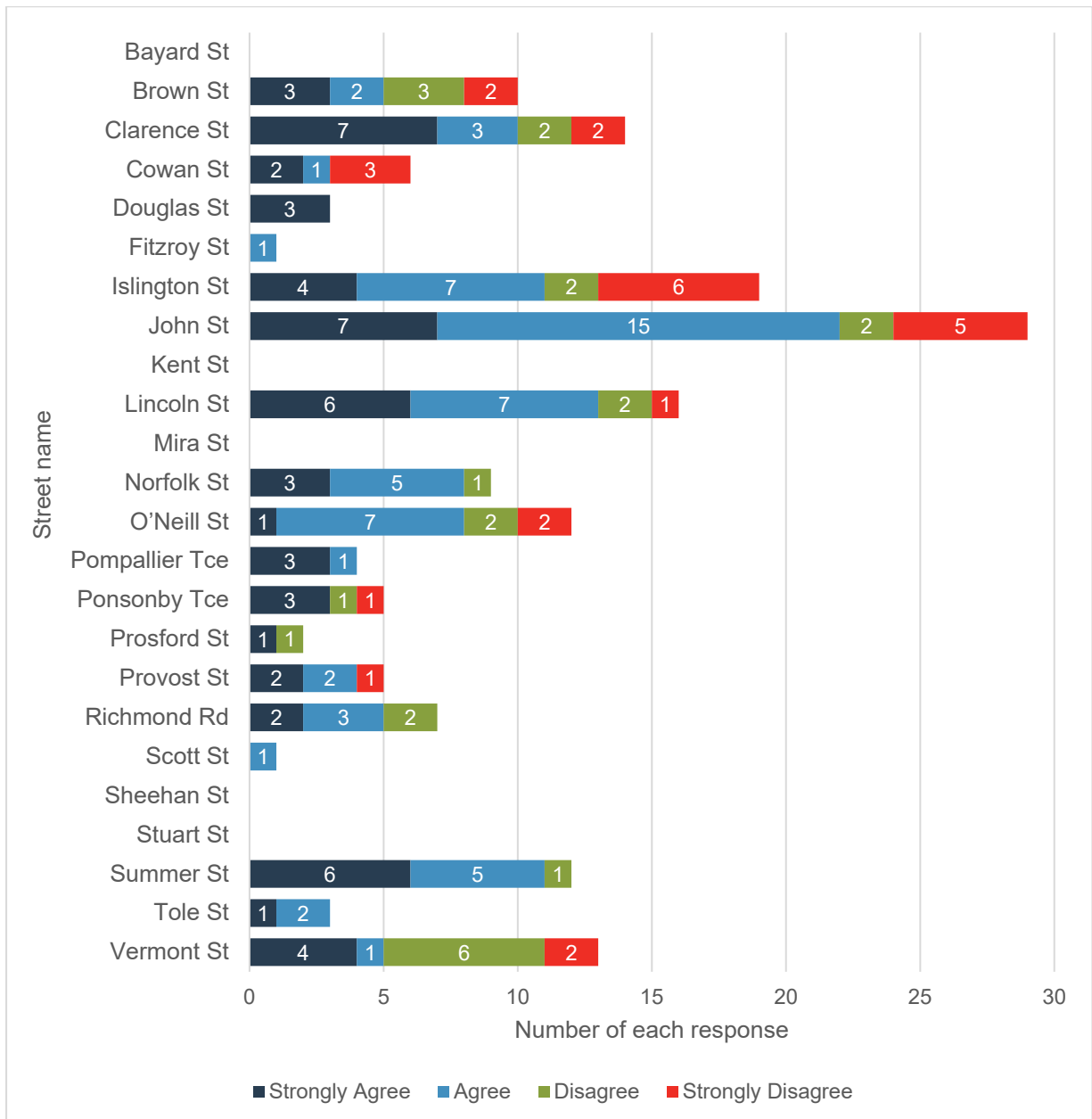
### How strongly do you agree that the parking zone has contributed to improving the overall parking availability?

The main objective of implementing the RPZ was to improve parking availability. As can be seen in Figure 12, 71% of respondents agreed that the parking zone has contributed to improving the overall parking availability in the area. 29% of respondents felt that there had been no improvement.

**Figure 12: How strongly do you agree that the parking zone has contributed to improving the overall parking availability?**



**Figure 13: Graph showing the number of responses for each street on how strongly they felt the RPZ has contributed to improving overall parking availability**



For individual streets, most respondents either agreed or strongly agreed that the zone had improved parking availability. Vermont Street is the only street where more people disagreed/strongly disagreed compared to agreed/strongly agreed. Out of the 13 responses, 6 disagreed, 2 strongly disagreed while 1 agreed and 4 strongly agreed.

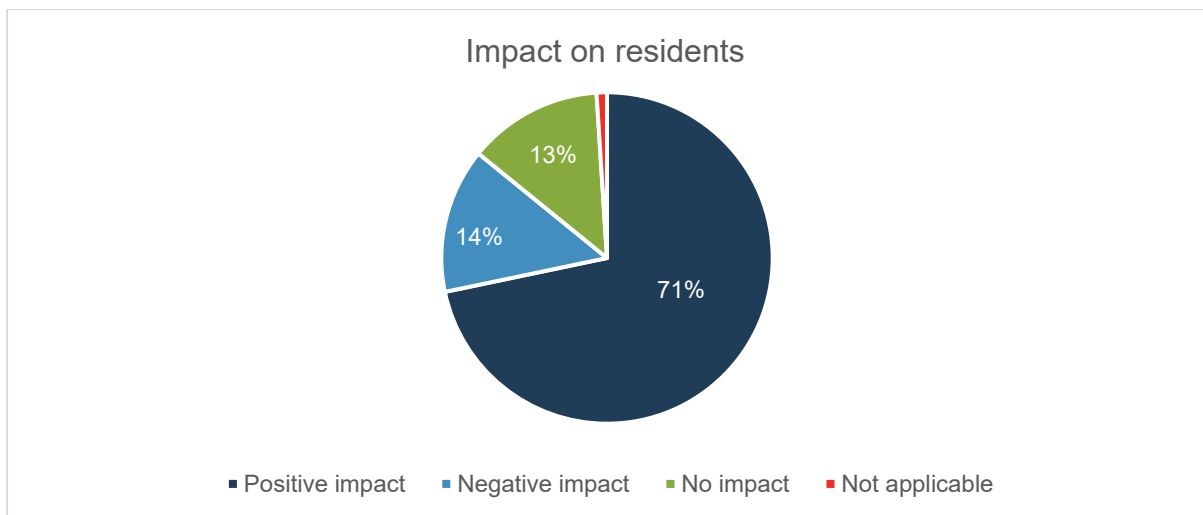
While both Islington Street and John Street had the highest numbers of negative responses, these were balanced out by an equal, if not additional, positive responses.



## In what way has the zone had an impact on parking availability for residents?

Respondents were asked to indicate whether they felt there had been positive impact for residents. The chart below shows that the majority of people (71%) felt there had been a positive impact.

**Figure 14: Impact on residents**



129 respondents felt that the parking zone had made a great difference in improving parking availability.

93 submissions felt that parking availability had increased and commented on how the restriction had reduced commuter parking in the area. One person felt that “the street is not crowded with cars from people who park and then bus to downtown” and felt it was now possible to park outside of their house. Another submission said that they no longer “have to worry about being able to park” when they return home, and that they had previously “restricted their movement” because they were “so stressed about parking”.

12 submissions still felt that it was difficult to park outside their house or find an available space on their street. One response stated that it is “very difficult” to find a park nearby “as they are always taken by businesses or visitors to the area”.

9 submissions felt that they should not have to pay for a permit. However, one response felt that the \$70 fee encouraged residents to park on their own property.

8 submissions made comments towards reduced congestion, improved visibility, and safety in the area since the RPZ was introduced. One respondent commented that the “narrow street is less dangerous due to a reduction of impatient random drivers seeking a park”.

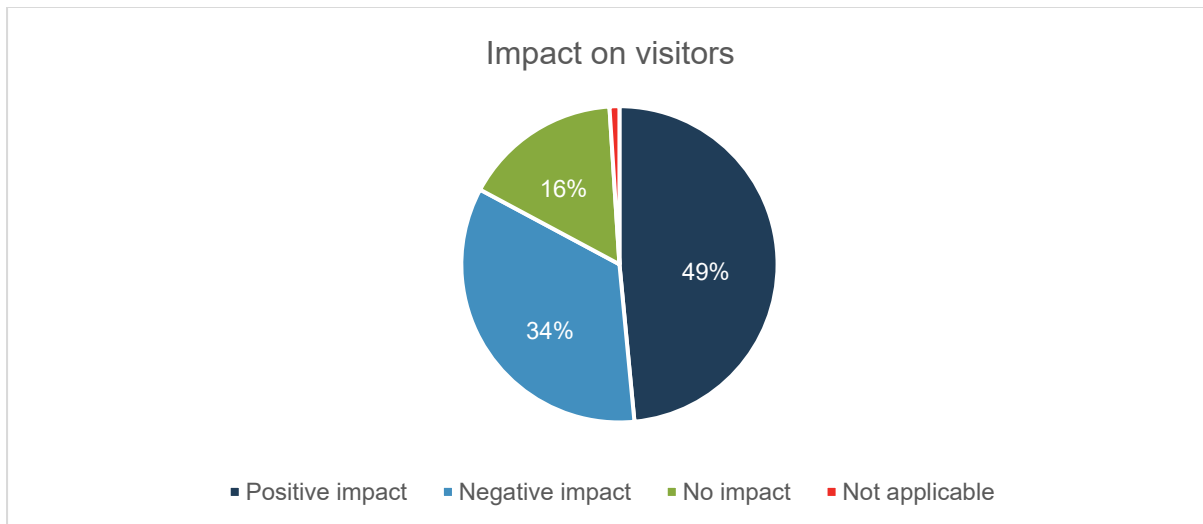
7 submissions commented on how availability has improved, especially during the week. One stated that there was still some difficulty parking outside the hours the restriction applies due to close proximity to Ponsonby Central and Ponsonby Road.

7 submissions still felt that car parks are being taken up by local businesses and commuters, however, most of these were referring to evenings and weekends.

## In what way has the zone had an impact on parking availability for visitors?

Respondents were asked to indicate whether they felt there had been positive impact for visitors. Figure 15 below shows that the majority of people (49%) felt there had been a positive impact.

**Figure 15: Impact on visitors**



64 submissions felt that parking availability had increased for visitors. They expressed that “visitors and tradespeople can actually get a park”, that “there [are] now parks for everyone”. Two stated how prior to the zone, people were “reluctant” to visit them due to the lack of parking availability.

21 submissions felt that the 2-hour restriction was not long enough for visitors to park and one submission mentioned how they move their car to avoid overstaying the time restriction.

12 submissions felt that the zone had not been effective as there is still no available parking for visitors. One person commented that “there is less parking for visitors as residents park in the street” and that the restriction was “inconvenient for visitors during the day”.

11 submissions felt that the parking coupon system was not easy to use. They felt the system was “terrible”, “difficult” and that issuing a coupon is a “hassle”.

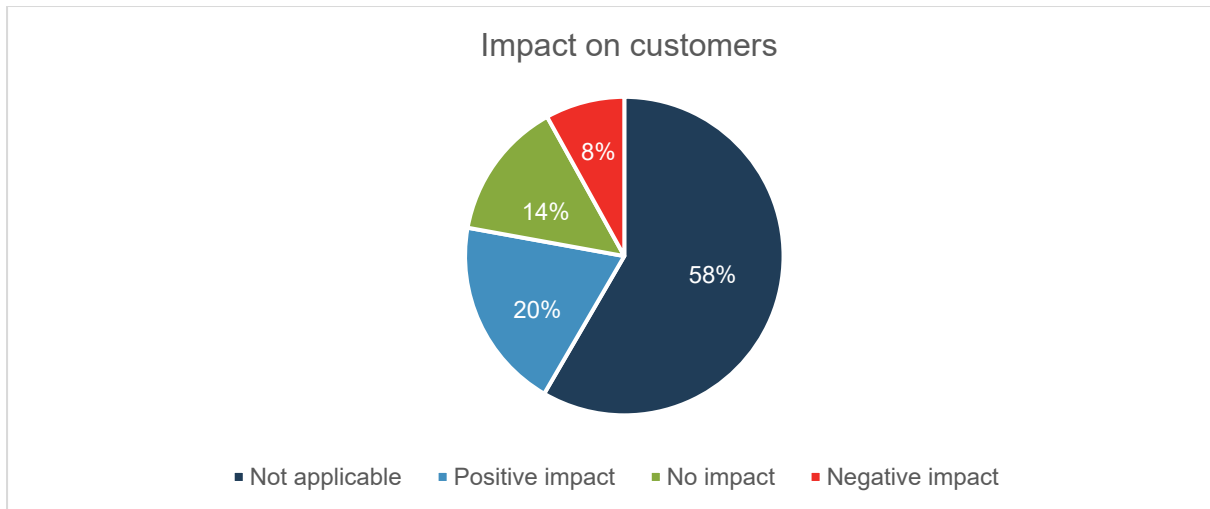
8 submissions commented on how the zone was not effective for visitors as they receive infringement notices for overstaying the time restriction.

5 submissions commented that the zone was “very annoying and stressful” for tradespeople, and that it was not “good for visiting tradesmen”.

## In what way has the zone had an impact on parking availability for customers?

Respondents were asked to indicate whether they felt that there had been a positive impact on the ability of customers to park in Ponsonby.

**Figure 16: Impact on customers**



As seen in Figure 16, the majority of respondents responded ‘Not applicable’ to whether or not the RPZ had improved the availability of parking for customers.

20 submissions felt that parking availability has increased for customers, and “removing long term parking in the street frees up parks for people coming to Ponsonby as a customer”. One response also felt that the “scheme has enabled school visitors to park legally making it safer for everyone and traffic to flow better”.

### Other comments

6 submissions requested a review of the narrow streets in the zone (e.g., Summer Street, John Street, O’Neil Street, Douglas Street, Norfolk Street) to make them one way, or only allow cars to park on one side to ensure access for emergency services/larger vehicles.

8 submissions requested more enforcement in the zone to capture vehicles who overstay the time restriction.

A number of other suggestions were made regarding the permit price, the time limits in the scheme, enforcement, permit registration process and suggestions about the policy (see Appendix C).

### Summary of survey

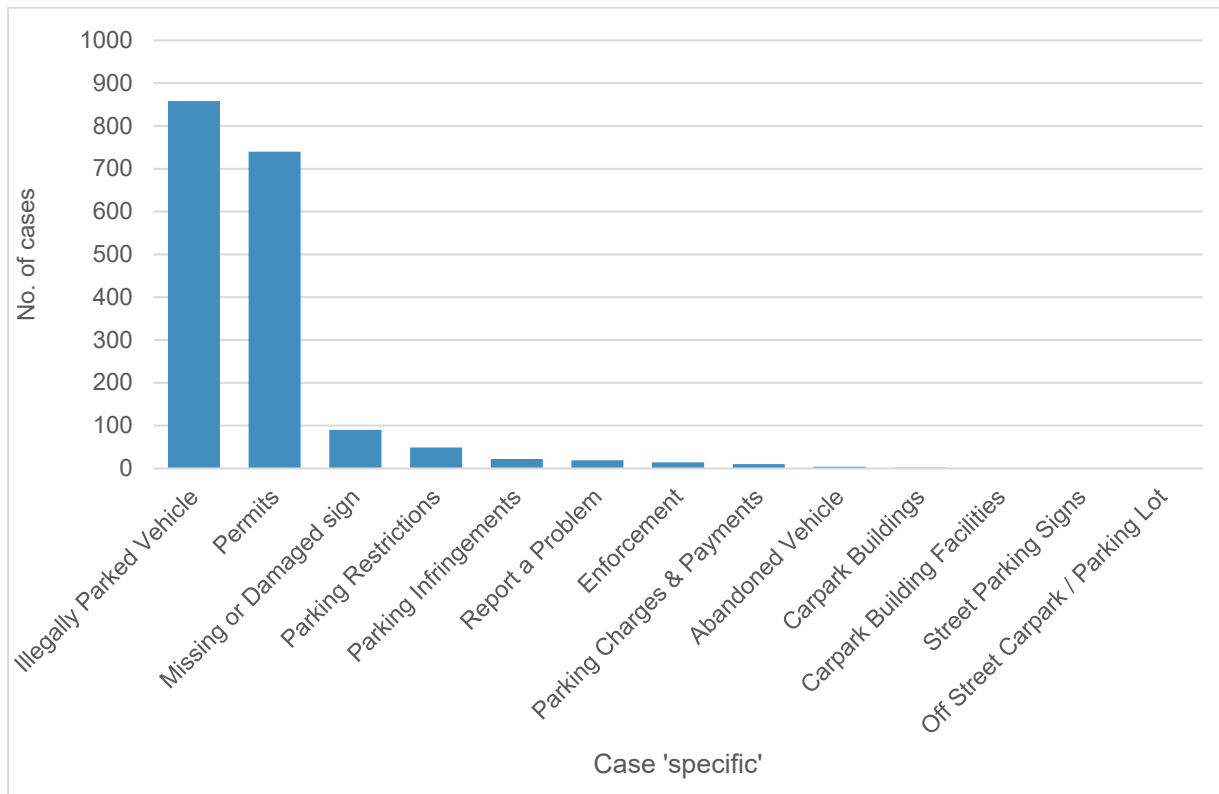
Overall, the feedback suggests that the RPZ has had a positive effect on parking availability for residents, visitors, and customers. While some respondents felt that parking was still an issue, the main concerns raised are not centred around parking availability but instead cost, the length of the time restriction for visitors, and the application/coupons process especially for visitors.

## Customer Requests

Customer Relationship Management (CRM) technology is used by AT to track, store and process customer interactions. Each case is given its own unique case number. The information received is then allotted under a certain specific which identifies the main theme of the case before it is allocated to the relevant team/subject matter expert (SME) to respond to the customer.

For the purpose of this report, all CRM cases with the specific related to parking and lodged from an address within the Ponsonby RPZ have been looked at from 2018 to 2021.

**Figure 17: Number of CRM requests received based on each 'specific' related to parking from 2018 to 2021**



The majority of cases received were regarding illegally parked vehicles (where people are requesting enforcement) and queries related to permits (how to apply, how to create an account etc).

The number of cases related to the actual RPZ would come under the specific 'Parking Restrictions'. These cases are discussed further below.

### 'Parking Restriction' Cases

41 cases were received with the specific 'Parking Restriction' from properties within the zone between 2018 to 2021.

One theme from the cases was from businesses concerned about where staff would park, especially earlier on when the zone was first introduced. This was in relation to businesses on Ponsonby Road whose staff used the free street parking on the residential streets who

were now not able, and also from staff working in Brown Street. Two cases specifically said that the zone was not working on Fitzroy Street, Douglas Street, and Brown Street due to staff/commuter parking overstaying the restriction. These cases were from 2018 and 2019.

Two cases felt that campervans should not be allowed permits. Other concerns were that residents should not have to pay for permits, that the restriction was not needed, and parking should be free without a time limit.

## Summary and recommendations

### Summary

- Average Peak Occupancy on weekdays and the weekend across the whole zone was 50%.
- Brown Street and Fitzroy Street had an APO above 85% during the week.
- APO across the day is consistent (51% 8am-12pm, 46% 12pm-6pm, 48% 6pm-10pm).
- 22.6% of vehicles are registered to a property within the zone.
- 21.4% of vehicles had a permit or coupon activated providing an exemption from the restriction.
- 74% of vehicles parked on Brown Street were visitors, while the remaining 26% had a permit or coupon activated.
- The majority of infringement notices were issued close to the intersections with Ponsonby Road and Richmond Road where people likely end up overstaying the restriction when shopping or using it as free parking compared to paid parking on Ponsonby Road.
- License plate recognition has been an effective tool in increasing the efficiency of enforcement within the zone.
- Most residents feel that the RPZ has been effective at improving parking availability.
- Some residents feel that parking is still an issue in the evenings and weekends, however, this is not supported by the parking occupancy data.

### Recommendations

At this stage, we will not be recommending any immediate changes to the Ponsonby RPZ. The majority of the zone is delivering the original objectives.

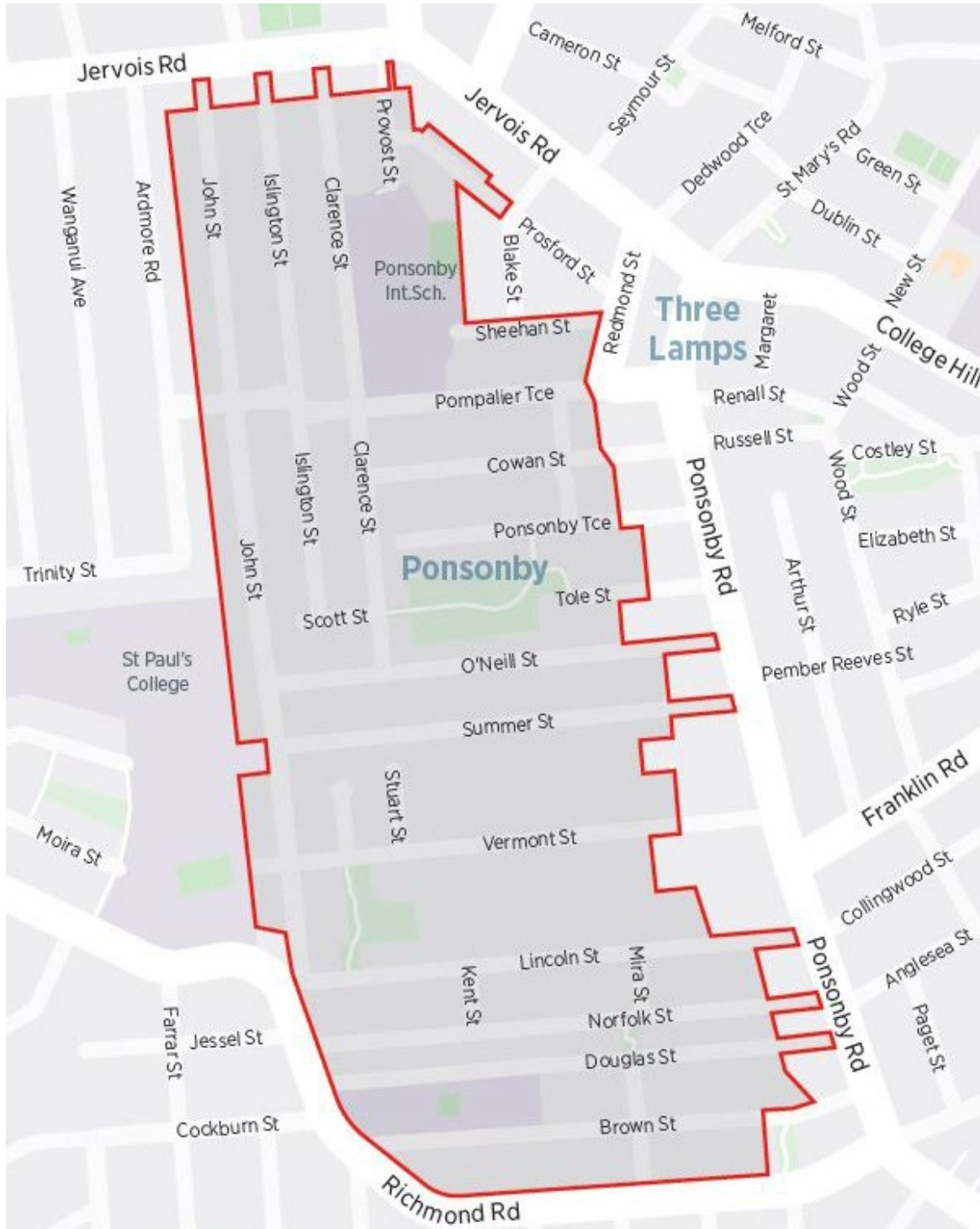
The two streets where a change in parking management would be appropriate are Brown Street and Fitzroy Street. We are currently working on a separate project to install paid parking on some of the streets in the Freemans Bay RPZ. We will monitor how this goes and if it is effective at managing occupancy, this then may be proposed on Brown Street and Fitzroy Street in future.

We will continue monitoring the occupancy of the streets close to where they intersect with Ponsonby Road, and during the evenings after 6pm once the restriction has ended. This is to see if there is justification in the future to extend the paid parking to the top of the side streets where they intersect with Ponsonby Road or extend the RPZ restriction so that it applies on evenings and weekends. This is based off of the feedback received from the community.



# Appendices

## Appendix A: Parking occupancy scope



## Appendix B: Benefit review survey

### Ponsonby Residential Parking Zone Review

In 2017, Auckland Transport introduced a residential parking zone in Ponsonby. Parking in the zone is restricted to 120 minutes, and eligible residents and businesses can apply for parking permits and coupons that give an exemption from the parking restriction.

AT wishes to assess the effectiveness of the parking zone in achieving its objectives which were:

1. To improve parking availability for residents.
2. To improve parking availability for visitors of residents.
3. To improve parking availability for the customers of local businesses and other visitors to the area.

All personal data is treated in strictest confidence and allows AT to consider where the feedback is coming from and to contact you should that be required for more information or to discuss your feedback.

Name	
Business/Organisation Name (if applicable)	
Street Address	
Suburb	
Postal Code	
Email Address	
Phone Number	

What describes your interest in Ponsonby's residential parking zone?

<input type="radio"/>	I am a property owner	
<input type="radio"/>	I am a tenant	
<input type="radio"/>	I am part of a school/community group	
<input type="radio"/>	I am a business owner	
<input type="radio"/>	Other – please specify	

How frequently do you use on-street parking within this zone?

<input type="radio"/>	Every day	
<input type="radio"/>	Two days or more per week	
<input type="radio"/>	Once a week	
<input type="radio"/>	Other – please specify	

How strongly do you agree that the parking zone has contributed to improving the overall parking availability in the area?

<input type="radio"/>	Strongly disagree
<input type="radio"/>	Disagree
<input type="radio"/>	Agree
<input type="radio"/>	Strongly agree

In what way has the zone had an impact on parking availability for the following groups?

(Please choose the group/s relevant to you)

	Positive Impact	Negative Impact	No Impact	Not Applicable
Residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please describe the impact.

Residents	
Visitors	
Customers	

Are there any other comments you would like to make regarding the effectiveness of the residential parking zone? Please give as much detail as possible.

If you have any other comments or queries not related to the Ponsonby RPZ, please log these at <https://at.govt.nz/about-us/contact-us/> or call us on 09 355 3553.

Thank you for completing this survey. Please return it in the envelope provided.

## Appendix C: List of responses from benefit review survey

<b>Suggestions in feedback</b>
<b>Impact on Residents</b>
Suggestion for permits for property owner residents to be free (3 Submissions)
Suggestion to maintain current scheme (2 Submissions)
Suggestion to have resident only parks that are not for casual parking at all (1 Submission)
Suggestion to simplify permit obtaining process and not have to prove house ownership again (1 Submission)
Suggestion to apply parking zone restriction at night from 5pm to 11pm to allow residents to find park when returning from work (1 Submission)
Suggestion to be allowed to register more cars for regular visitors (1 Submission)
<b>Impact on Visitors</b>
Suggestion to make free vouchers available to residents (2 Submissions)
Suggestion for free passes for tradies/family staying longer (1 Submission)
Suggestion to have physical coupons that are easy to get and use on the dashboard (1 Submission)
Suggestion to increase visitor parking limit time (1 Submission)
<b>Impact on Customers</b>
Suggestion to extend to parking limit to 4 hours, with a charge for additional two hours (1 Submission)
<b>Parking Scheme</b>
Suggestion to maintain current parking scheme (16 Submissions)
Suggestion to review narrow streets (e.g. Summer St, John St, O'Neil St, Douglas St, Norfolk St) to make them one way/allow cars to park on one side only (to allow access for emergency services/larger vehicles) (6 Submissions)
Suggestion to remove this (revenue making) scheme (4 Submissions)
Suggestion to exempt tradesmen to stop them getting ticketed (4 Submissions)
Suggestion to apply current scheme to other suburbs/central area as well (2 Submissions)
Suggestion to have more flexibility with the scheme (1 Submission)
<b>Permit Price/Cost</b>
Suggestion to make parking free for residents (8 Submissions)
Suggestion to reduce permit cost (4 Submissions)
Suggestion to give residents more free parking vouchers for their visitors/customers (2 Submissions)
Suggestion to increase the price of infringement notices to increase deterrent of cars overstaying (1 Submission)
Suggestion to increase permit fees for second or subsequent vehicles per household to make space allocation fairer and encourage households to own less vehicles (1 Submission)
Suggestion to exempt residents without off street parking from paying the annual charge (1 Submission)
Suggestion to be able to buy another (coupon) book at reasonable price instead of expensive individual tickets (1 Submission)
Suggestion to have permit pricing to be pro rata over 12 months and not annual (1 Submission)
<b>Scheme Time Limit</b>
Suggestion to extend scheme to nights as well (4 Submissions)
Suggestion to increase visitors parking limit to 3 hours (esp. for sports ground visitors) (3 Submissions)
Suggestion to decrease time limit for non-residents to an hour (2 Submissions)
Suggestion to extend scheme to weekends as well (2 Submissions)
Suggestion to allow for short term permits to be purchased (2 Submissions)

Suggestion to have paid parking option for stays more than 2hours (1 Submission)
<b>Scheme Enforcement</b>
Suggestion for more effective warden surveillance/enforcement of the scheme (8 Submissions)
Suggestion to have enforcement with people on foot giving out parking tickets to people parking on pavements/berms instead of driving round in camera cars – but use an automatic system that sends out parking tickets to permit holders (1 Submission)
<b>Permit/Coupon Registration Process</b>
Suggestion to simplify the permit obtaining process (5 Submissions)
Suggestion to have automatic/simplified renewal process for residents who continue to live at same address (5 Submissions)
Suggestion to increase the number of free parking vouchers for residents/their frequent visitors (5 Submissions)
Suggestion to have residents register their vehicles with proof but ticket everyone else (2 Submissions)
Suggestion to issue permits for 121 John Street (1 Submission)
Suggestion to allow a small number of annual permits to be linked to vehicles not registered to that address (1 Submission)
Suggestion to be able to cancel and redistribute coupons to new tenants (1 Submission)
Suggestion for parking permits to only be allocated to vehicles per household where their off street is at capacity (1 Submission)
Suggestion to have tradesmen/non-residents pay for parking (1 Submission)
Suggestion to make parking permits easier for homeowners and harder for business owners (landlords), who should provide parking (1 Submission)
Suggestion for coupons for visitors to be electronic and instant (1 Submission)
Suggestion to allow coupons to be purchased any time during the day (1 Submission)
Suggestion for subleases to be able to buy a permit (1 Submission)
<b>Other</b>
Suggestion to improve website and surveys to gather more specific feedback (2 Submissions)
Suggestion to allow people to park on O'Neill Street on the footpath without being ticketed (1 Submission)
Suggestion to add signs to existing poles as per request from residents at the time (1 Submission)
Suggestion for no on street parking for residents/visitors, and instead for bike lanes that occupy that public space (1 Submission)
Suggestion to introduce angle parking along Brown Street to increase parking spaces (1 Submission)
Suggestion to have any new businesses in the area to provide 1-2 off-street car parks (1 Submission)
Suggestion to improve public transport so people don't need to rely on their cars for transport to/from work (1 Submission)
Suggestion for AT to follow up action on the feedback received (1 Submission)
Suggestion for scheme to revert to paper cards and windscreen visitor passes (1 Submission)
Suggestion not to give local businesses permits to park on Lincoln Street as residents should take priority (1 Submission)
Suggestion to have white lines to stop people parking over driveways as it has blocked driveways (1 Submission)
Suggestion to ensure enough parking spots are available near shops on the main streets (1 Submission)
Suggestion for a size restriction on camper vans and van conversions (1 Submission)
Suggestion not to remove any parking on the narrow John Street (1 Submission)
Suggestion to redo yellow No-Parking lines as people park over the yellow lines and block their parking in front of their house (1 Submission)
Suggestion to have AT call centre staff trained and enabled to resolve queries straightaway (1 Submission)
Suggestion to make Jervois Road 40kmph as per Ponsonby Road and provide Queen Street style planters and pedestrian spaces (1 Submission)