

Grafton Residential Paid Parking Zone Review

Community Feedback Report



Summary of public consultation feedback

October 2022

Contents

Summary	1
How strongly do you agree that the parking zone has contributed to improving the overall parking availability?.....	1
In what way has the zone had an impact on parking availability for the following groups?	2
Please describe the impact for residents, visitors, and customers.....	2
Are there any other comments you would like to make?	3
Consideration of next steps	3
Background	4
2018 consultation on the Grafton RPZ	4
2022 Review Survey	5
Activities to raise awareness.....	5
How people provided feedback.....	5
Your Feedback	6
Overview	6
What describes your interest in Grafton’s residential parking zone?.....	6
How strongly do you agree that the parking zone has contributed to improving the overall parking availability?.....	7
In what way has the zone had an impact on parking availability for the following groups?	7
Please describe the impact for residents, visitors, and customers.....	9
Are there any other comments you would like to make?	10
AT responses and next steps	12
Responses to key themes.....	12
Consideration of next steps	13
Attachment: Feedback form	Error! Bookmark not defined.

Summary

In 2018, Auckland Transport introduced a paid parking zone in Grafton. Eligible residents could apply to purchase an exemption permit.

The objectives of the parking zone were:

- To improve parking availability for residents.
- To improve parking availability for visitors and customers in the area.
- Offer greater flexibility in length of stay for visitors however still discouraging free all day commuter parking through paid parking - graduated tariff model.

In October 2022, the survey was conducted with the area stakeholders to review the benefits of the zone implemented in 2018 to understand its impact on the residents, visitors, and customers and to see if any further changes could be recommended. We received 60 responses.

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

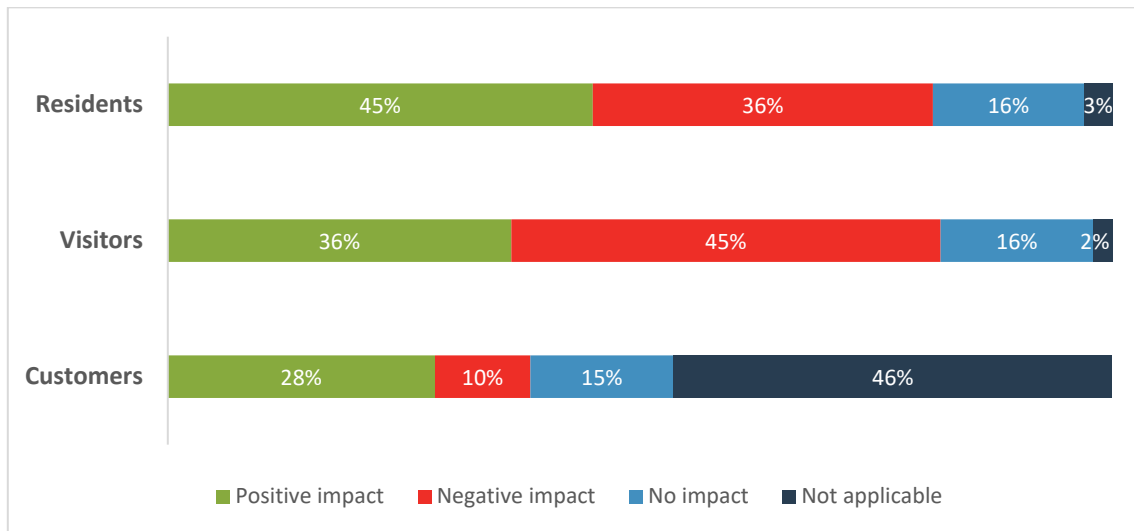
41% **Agreed** that the parking zone has contributed to improving the overall parking availability in the area.

27% **Strongly disagreed** that the parking zone has contributed to improving the overall parking availability in the area.

19% **Disagreed** that the parking zone has contributed to improving the overall parking availability in the area.

14% **Strongly agreed** that the parking zone has contributed to improving the overall parking availability in the area.

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



In what way has the zone had an impact on parking availability for residents, visitors, and customers?

Please describe the impact for residents, visitors, and customers

1. Residents

23% Changes have improved parking availability for residents.

15% Concern that there are not enough spaces for residents to park.

2. Visitors

22% Changes have improved parking availability for visitors.

17% Changes have had a negative impact on visitors' parking.

10% Concern that changes stop people from visiting.

3. Customers

8% Changes have had a positive impact on customers parking availability.

Are there any other comments you would like to make?

15%	Concern that parking spaces are often used by hospital visitors/workers and/or university students rather than residents.
13%	Concern that it is difficult to find car parks near home or for visitors.
10%	Changes have been beneficial in this area.
8%	Concern that residents have to pay to park.
8%	Concern that parking zone changes need to be monitored to stop people from parking all day.
7%	Suggestion for parking wardens to come around more often.

Consideration of next steps

We've investigated and evaluated several factors to contribute to the review of the Grafton Residential Paid Parking zone (RPPZ). These include an occupancy survey, vehicle registration plate analysis, infringement analysis over the 3 last years, and customer/stakeholder requests for the last 2 years.

The recommendations are to:

1. Conduct another parking review in 2024-2025 which investigates a price change.
2. Address parking on the grass berm, highlighted in the customer requests.
3. Improve compliance/enforcement activity.

Background

In 2018, Auckland Transport introduced a paid parking zone in Grafton. Eligible residents could apply to purchase an exemption permit.

The objectives of the parking zone were:

1. To improve parking availability for residents.
2. To improve parking availability for visitors and customers in the area.

2018 consultation on the Grafton RPZ

We proposed to introduce paid parking that would operate between 8am and 6pm, Monday to Friday.

Some of the streets would form a residential parking zone (RPZ). Residents of eligible properties in the RPZ area can apply for permits or coupons, so can park without having to pay parking fees.

After consideration of the public and key stakeholder feedback, we revised two aspects of the original proposal. We:

- Extended the Residential Parking Zone (RPZ) and zone for properties eligible to apply for permits on sections of Park Avenue, Arotau Place and Boyle Crescent (please see the revised parking zone map below).
- Increased the parking tariff from \$1 to \$2 per hour for the first two hours, and from \$2 to \$4 per hour for each subsequent hour. There will be no time restrictions on how long people can park.

Map of Grafton Residential Paid Parking Zone after consultation



2022 Review Survey

We asked for feedback on the parking zone from 7th of October to the 28th of October 2022 and received 60 online submissions.

Activities to raise awareness

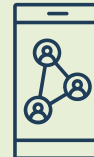
To let you know about our review, we:



created a consultation
webpage and online survey



sent 455 letters to
nearby residents and
contacted key stakeholders



ran social media geo-targeted
advertisement campaign

How people provided feedback

The public provided feedback using an online submission form on the webpage. People could also call Auckland Transport to request a hard copy of the feedback form. See Attachment: Feedback form at the end of this report for a copy of the feedback form.

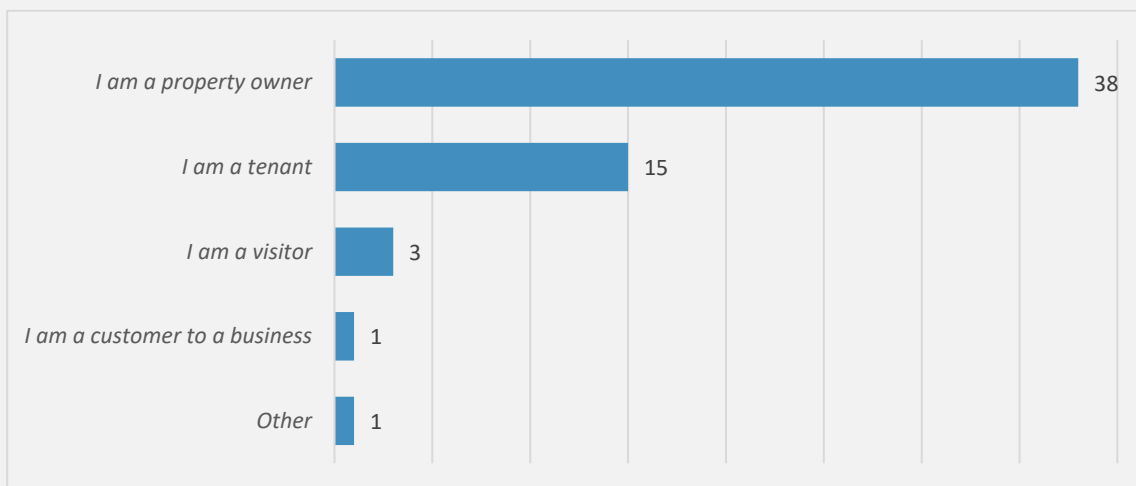
Your Feedback

Overview

60 total submissions

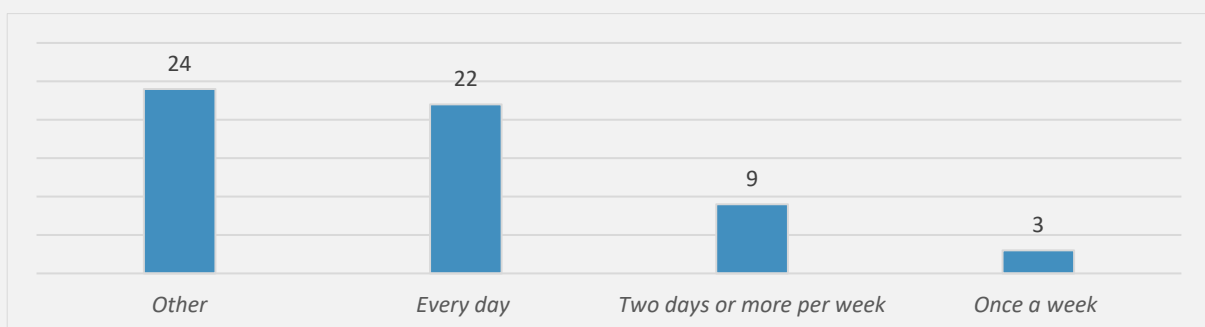
What describes your interest in Grafton’s residential parking zone?

Respondents could select more than one statement and 97% answered this question.



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

Respondents could select more than one statement and 97% answered this question.



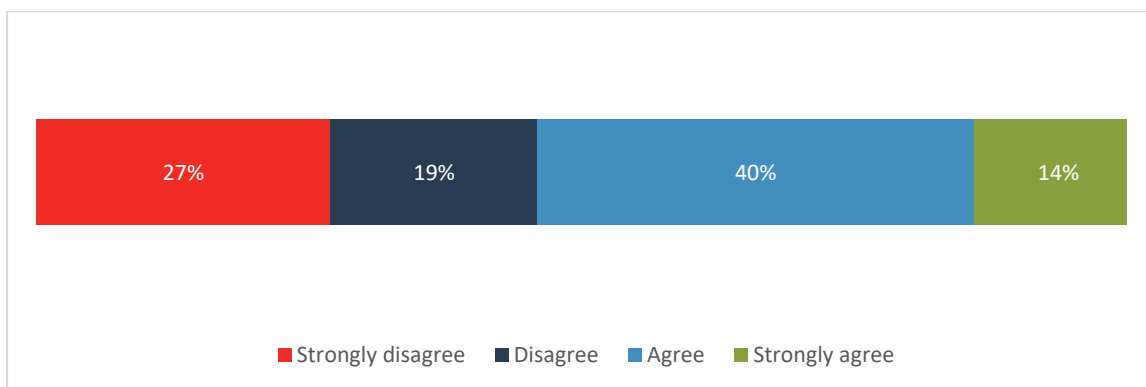
How strongly do you agree that the parking zone has contributed to improving the overall parking availability?

24 Submissions (**41%**) agreed that the parking zone has contributed to improving the overall parking availability in the area.

16 Submissions (**27%**) strongly disagreed that the parking zone has contributed to improving the overall parking availability in the area.

11 Submissions (**19%**) disagreed that the parking zone has contributed to improving the overall parking availability in the area.

8 Submissions (**14%**) strongly agreed that the parking zone has contributed to improving the overall parking availability in the area.



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

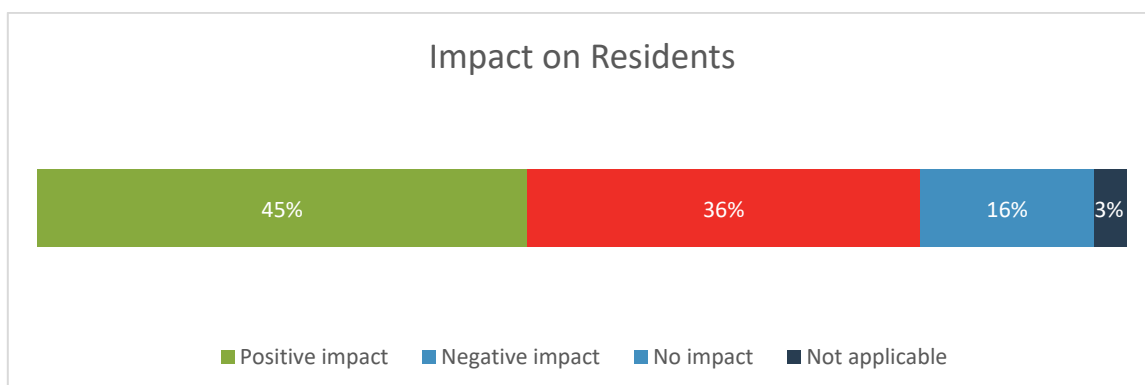
1. Impact on Residents

26 Submissions (**45%**) said that parking availability had a positive impact.

21 Submissions (**36%**) said that parking availability had a negative impact.

9 Submissions (**16%**) said that parking availability had not had an impact.

2 Submissions (**3%**) said that parking availability was not applicable to residents.



58 people answered this question

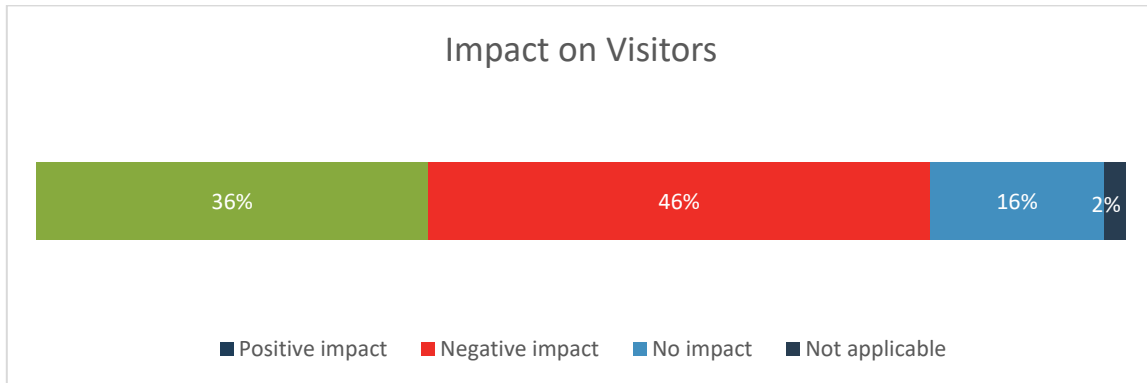
2. Impact on Visitors

25 Submissions (**45%**) said that parking availability had a negative impact.

20 Submissions (**36%**) said that parking availability had a positive impact.

9 Submissions (**16%**) said that parking availability had not had an impact.

1 Submission (**2%**) said that parking availability was not applicable to visitors.



55 people answered this question

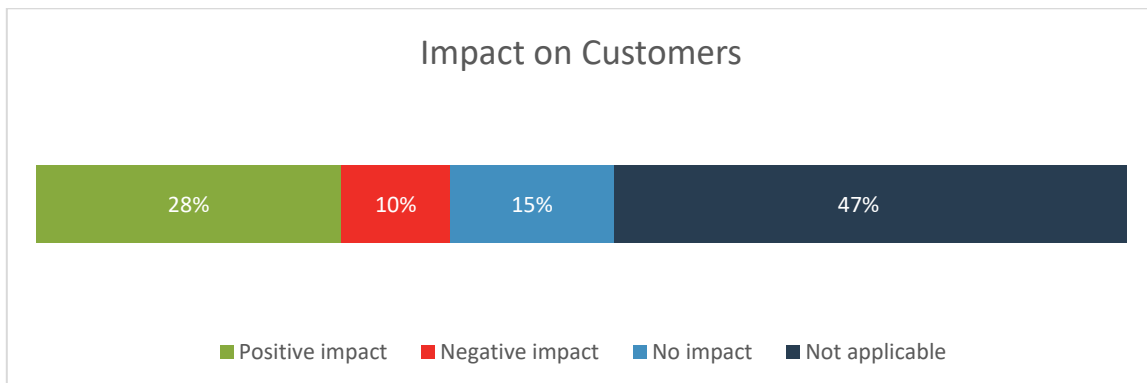
3. Impact on Customers

18 Submissions (**46%**) said that parking availability was not applicable to customers.

11 Submissions (**28%**) said that parking availability had a positive impact.

6 Submissions (**15%**) said that parking availability had not had an impact.

4 Submissions (**10%**) said that parking availability had a negative impact.



39 people answered this question

Please describe the impact for residents, visitors, and customers

1. Residents

Changes have improved parking availability for residents. 14 mentions



“having restrictions has lightened up the volume of vehicles wanting to park all day on our street.”

“Residents can be confident they can regularly access parking in their area”

Concern that there are not enough spaces for residents to park. 9 mentions



“Little to no space for residents to park.”

“We still struggle to find car parking during work hours and in the weekends.”

2. Visitors

Changes have improved parking availability for visitors. 13 mentions



“Always easy for visitors to come by. Some are grumpy about paying a fee, but the amount is nominal compared to the added convenience.”

“We can book a parking space online if we are going to have a visitor or contractor.”

Changes have had a negative impact on visitors' parking. 10 mentions



“People that want to visit me struggle to find parking. It seems like the parking challenges increased following changes.”

“no parking for visitors who then get towed by parking in restricted areas”

Concern that changes stop people from visiting.

6 mentions



“The parking situation puts people off visiting us and makes it impossible for tradespeople.”

“Visitors are unwilling to come because the parking is way too expensive. The fines and frequent visits from officers are ridiculous as well, as they keep fining our visitors”

3. Customers

Changes have had a positive impact parking availability for customers.

5 mentions



“Arrive less stressed, because parks are available.”

“Very easy to pop in to the Grafton shops.”

Are there any other comments you would like to make?

Concern that parking spaces are often used by hospital visitors/workers and/or university students rather than residents.

9 mentions



“it's often difficult to find parking on our street because students or university visitors park all day, don't pay the metre and get away with parking for free day after day.”

“Glasgow terrace gets used by hospital staff and university students all day, not to mention the congestion when there is an event on in the Domain.”

Concern that it is difficult to find car parks.

8 mentions



“For the last few years there has been a decrease in people parking in our street but more recently this is changing and we are finding it impossible to get a park from 10am -4pm in this zone on week days.”

“There is frequently never parking available.”

Changes have been beneficial in this area.

6 mentions



“When trades people & visitors, are visiting residents in Grafton they have access to parking.”

“This system is much fairer than the previous one.”

Concern that residents have to pay to park.

5 mentions



“Streets are a public property and as such, they should be free and available to all, no matter where I live. Moreover, I find it insane to pay for parking in 'my' street.”

“It is unfair on local residents to only have paid parking near our homes. It also causes problems for us. Why should we have to pay to park on our own street?”

Concern that parking zone changes need to be monitored to stop people from parking all day.

5 mentions



“Initially we thought the changes to parking restrictions would be beneficial to local residents. When the street is regularly screened by a parking warden more parks are available. Lately this has not been happening and the street is full all day.”

“Lack of enforcement means the residential parking scheme is not achieving either of its objectives of improving parking for residents, or improving parking availability for visitors or services.”

Suggestion for parking wardens to come around more often.

4 mentions



“Please do better to enforce parking payments so residents (with paid permits) are able to park.”

“The parking wardens need to come around more often as hospital visitors/workers often park here all day”

AT responses and next steps

Responses to key themes

Approximately 54% of submissions agreed or strongly agreed that the parking zone has contributed to improving the overall parking availability in the area. While 46% of submissions disagreed or strongly disagreed that the parking zone has contributed to improving the overall parking availability in the area.

From those respondents who strongly disagreed that the parking zone contributed to an improved parking situation, the key themes were:

1. It is still difficult to find parking/lack of availability.
2. There is a lack of parking enforcement.
3. Residents shouldn't have to pay.
4. Paid parking should have time limits.

It is still difficult to find parking/lack of parking availability

We appreciate that it can be difficult to find parking spaces in peak periods. Parking occupancy (how many parking spaces are being used at one time) before the zone was implemented was at 88% and went down to 77% in 2022. This means that overall parking availability has improved. However, from the feedback and other observations, we know some side streets do reach peak occupancy of above 90%. In our next review we could look to apply a multi zone approach, which is where different streets have differently priced parking depending on occupancy levels. This means that streets with over 85% occupancy can be priced higher.

There is a lack of parking enforcement

We've shared this feedback with the parking enforcement team and aim to improve enforcement in the future by using Licence Plate Recognition vehicles that would patrol the area. These are vehicles with cameras mounted on top that capture licence plate details.

Residents shouldn't have to pay

We understand this concern so the permit only costs as much as the zone's administration cost. Some residents are not eligible to apply for a permit as they live in an intensified dwelling which has been excluded from the zone boundary. This was done to ensure the sustainability of the zone and to reduce the pressure on the supply of parking that these intensified dwellings can have.

Paid parking should have time limits

Paid parking with no time limit offers more flexibility for visitors, improving the visitor experience. We are considering alternative ways to improve parking availability that will still provide visitors with flexibility.

Consideration of next steps

We've investigated and evaluated several factors to contribute to the review of the Grafton Residential Paid Parking zone. These include an occupancy survey, vehicle registration plate analysis, infringement analysis over the 3 last years, and customer requests for the last 2 years. You can read the evaluation of these other factors [here](#).

From the review and other investigations, we're considering the following next steps:

1. Conducting another parking review in 2024-2025 which investigates a price change. A price change was not done as part of this review as the average peak occupancy for the whole zone was below 85%. However, some side streets were found to be highly occupied, and some people's feedback identified that it is still difficult to find a park. With the next review, we could look to apply a multi zone approach, which is where different streets have differently priced parking depending on occupancy levels. This means that streets with over 85% occupancy can be priced higher to promote parking turnover.
2. Addressing parking on the grass berm, highlighted in the customer requests.
3. Improving compliance/enforcement activity. This is based on information from the Grafton RPPZ review and detailed analysis of the enforcement data for the last 3 years. We will look to enforce the zone with Licence Plate Recognition (LPR) once the number of LPR equipped vehicles has increased.

Attachment: Feedback form

Grafton Residential Paid Parking Zone Survey 2022

In 2018, Auckland Transport (AT) introduced a paid parking zone in Grafton with a residents exemption scheme that allowed eligible residents to purchase an exemption permit.

AT now 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 and customers in the area.

All personal data is treated in strictest confidence and allows AT to consider spatial variations and to contact you should that be required.

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

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

- I am a property owner
- I am a tenant
- I am a visitor
- I am a customer to a business
- Other – please specify

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

- Every day
- Two days or more per week
- Once a week
- Other – please specify

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

- Strongly disagree
- Disagree
- Agree
- 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? Please give as much detail as possible.

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