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Parking enforcement and charging implications for Covid-19 alert levels

For decision:

For noting:

Ngā tūhonga / Recommendations

That the Auckland Transport Board (board):

- a) Approves the proposed parking enforcement and charging approach across all alert levels during Covid-19
- b) Approves for implementation the proposed approach for alert level 3, under which there will be:
 - i) no charge for on or off-street parking
 - ii) no enforcement of paid or time related offences
 - iii) no enforcement of licence and warrant of fitness offences (in line with dispensation granted by NZTA)
 - iv) a return to enforcement for other offences, targeted only to those areas necessary to ensure safe operation of the network.

Te whakarāpopototanga matua / Executive summary

1. In response to the Covid-19 pandemic the government has introduced a plan based on four alert levels, and New Zealand is currently at alert level 4.
2. New Zealand will be at alert level 3 from Tuesday 28 April 2020 for a period of two weeks, before Cabinet reviews how we are tracking and makes further decisions on 11 May.
3. The purpose of this paper is to seek board feedback on the parking enforcement and charging approach proposed across all alert levels, and approval to implement the approach for level three with effect from Tuesday 28 April.

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4. Public sentiment around the cost of parking and enforcement operations is very likely to be polarised. The potential reputational risk relating to revenue grabbing and a heavy-handed approach during this recovery period is high, and thus a balanced and phased approach to recovery is considered essential.
5. The elevated potential for threats and violence towards compliance staff has also been considered as we transition between alert levels.
6. Three options were considered in arriving at the proposed approach.
7. The proposed approach is to maintain level four operational status through level three and monitor the network and behaviours of the public. During the period of monitoring, enforcement will be targeted to ensure the safe and efficient operation of the network as permitted economic activity returns.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

8. A balanced approach to rebuilding public transport patronage, together with economic recovery across the region and country is required. Thus, a phased return to region wide compliance operations (Parking and Transport) including; enforcement of bus lanes, T2 and T3 lanes, parking restrictions - paid parking (on and off street), time restrictions, residential parking zones, cycle lanes, city centre and regional enforcement, carpark lease payments and public transport fare evasion enforcement is proposed.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

9. The current operational situation during Covid-19 level 4 is detailed below:

10. Parking Operations

11. There is no enforcement of bus or special vehicle lanes, free parking on and off street, no enforcement of time restrictions, no enforcement of residential parking zones or traffic infringement notices (warrant of fitness and registration). Safety 'requests for service' are attended to by 14 mobile (28 units) officers over two shifts seven days a week. Car park lease payments are on hold.

12. Collaboration

13. Parking services collaborated and worked with Finance, Communications, Integrated Networks, Business Technology, Service Delivery and Culture and Transformation in the preparation the recommendation detailed in the below table.

14. Wider considerations

15. It is intended to use parking charges as a lever (where possible) to influence the continued use of active modes or a return to public transport use.

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16. From level three economic recovery is important and it is recognised that with commercial activity comes the requirement to pay for parking. AT needs to signal that the parking equivalent of free public transport was only an extreme measure, not our new normal.

Permitted Activity		Action
Alert Level Four		On-street and off-street parking free of charge, no enforcement of parking offences: other than essential safety related infringements. Parking resource will be aligned to this outcome.
	Traffic volumes are very low	<ul style="list-style-type: none"> - Free parking on and off-street - No enforcement of bus or special vehicle lanes - No enforcement of time restrictions, residential parking zones - No enforcement of traffic infringements e.g. warrants of fitness or registration expiry - Safety 'request for service' attended to by 14 mobile units (28 officers) over two shifts/seven days per week - Car park lease payments on hold - Full contingent of transport offices deployed on all modes, focus on customer and staff safety and the prevention of non-essential travel
	Little to no demand for on street and off-street parking	
	Public Transport is for essential travel and is free operating at a reduced service	
	All construction activity stops	
	Use of active modes increases	
	Need to maintain 2m physical distancing	
	Education facilities closed	
Alert Level Three		
	Traffic volumes will still be low but greater than at L4	<ul style="list-style-type: none"> - Fast track implementation of CCTV with analytics to Victoria Street, Mayoral Drive and new segment of Queen Street to support Public Transport and City Rail Link. Enabling a fast response to Level 2 Public Transport requirements. - Commence beat patrols for Parking Officers, working in permanently managed pairs and teams (Visual presence, assisting with all safety related offences) - Deploy parking officers to support the implementation of temporary infrastructure to create physical distancing for active or other modes.
	Little demand for on street and off-street parking but greater than L4	

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	Freight movements will be a priority	<ul style="list-style-type: none"> - Plan to implement a return to full enforcement of Bus and SVLs in Level 2 in conjunction with a return to high frequency public transport services. This will be aligned with the Integrated Networks planning - Plan to implement a return to paid parking on and off street (including leases) with the associated enforcement operations - Increase the mobile officer contingent and commence a program of patrolling regionally with a direction to warn for parking infringements that are not safety related - As schools return, Parking Officers to assist PT with physical distancing messages and where possible, managing bus loading, so as not to over fill services (PT to determine process) - Develop parking strategies to support DHB and medical facilities, temporary restrictions for medical based staff in certain areas only. Temporary zones with virtual permits enable through Pinforce. - Establish network monitoring team to ensure response is aligned to need
	Public Transport is open to non-essential personal travel and remains free	
	Construction work recommences	
Alert Level Two		Paid parking on and off-street and some enforcement of key areas resumes (two-week warning period). Technology roll out accelerated.
	Significant lift in traffic volumes across the network	<ul style="list-style-type: none"> - Return to enforcement of all key Bus and SVL lanes (2-week warning period) - Priority enforcement of key arterials, eg Central Connector to best support PT - Return to paid parking on and off street with the associated enforcement operations (2-week warning period) - Parking officers return to beat duty in the Central City with a direction to enforce all parking infringements (2-week warning period) Officers potentially still in pairs (physical distancing observed), assess as we move forward
	Greater network demand across all modes	
	Hight demand for on street and off-street parking	
	Public Transport operates a full service and returned to fare collection	
	Construction activity continues to ramp up	
	Use of active modes continues to be popular, with increased numbers	
	Need to maintain 2m physical distancing remains a focus	

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	Some Education facilities are open	<ul style="list-style-type: none"> - Mobile officer contingent continues patrolling regionally with a direction to enforce all parking restrictions (2-week warning period) - Accelerated program of LPR vehicle production to move to a more 'mobile' workforce - Implementation of Pinforce mobile LPR fast tracked. Extend capability, consideration of E-Bikes to move officers to and from City Fringe - Transport Officers return to a program of enforcing payment of PT fares
	Retail store trading activity begins to ramp up	
	Limited events and gatherings permitted	
Alert Level One		Return to pre-Covid parking payment collection and enforcement harnessing technology improvements
	Traffic volumes return to levels similar to pre Covid	<ul style="list-style-type: none"> - Enforcement of all Bus and SVL lanes regionwide - Paid parking on and off street with the associated enforcement operations - Parking officers on beat duty in the Central City with a direction to enforce all parking infringements - Mobile LPR added to all officers' mobile devices - Mobile officer contingent patrolling regionally with a direction to enforce all parking restrictions and undertake foot patrol work - Larger fleet of LPR vehicles enforcing across the region - Transport Officers deployed on all modes for safety and enforcement of PT fares
	Full demand for on street and off-street parking returns	
	Public Transport continues at full service and fare collection	
	Construction activity returns to pre Covid levels	
	Use of active modes continues to be popular, with increased numbers	
	Physical distancing is encouraged	
	Education facilities are open	
	Little restraint on trade	
	Limited events and gatherings permitted	

17. Other options considered:

- A. Status Quo – e.g. remain at level four operations. This option was discounted because of the possibility of the unintended consequences of leaving parking free during alert level three, e.g. congestion around construction sites as price sensitive workers choose to drive rather than take public transport, creating the need for enforcement for safety reasons. Note level three is anticipated to be in place for two weeks only.
- B. Return to full regional parking and enforcement activities immediately. This option was discounted due to the reputational risk associated with moving to a full charging and enforcement regime given the social and economic impacts on the community currently. This would be

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a blunt approach which would not enable the enforcement to be targeted to need. This approach would have increased the risk of threats and violence toward our compliance officers to be extreme.

Ngā tūraru matua / Key risks and mitigations

Key risk	Mitigation
Health and Safety - Safety of Compliance Officers – risk of violence and anti-social behaviour by public toward AT staff	Deployment in minimum pairs (physical distancing observed) and increased surveillance. Police collaboration and support to enforcement effort Communications to advise public of changes as we move through alert levels
Reputation - Public and media criticism around revenue collection	Communications plan developed to advise public of changes as we move through alert levels, rationale clearly articulated and messaged ahead of changes
Financial - Significant financial loss	Phased return to regional enforcement as soon as possible (within government guidelines)
Lack of political support	Engagement to take place with elected members. Clear communications provided to the Mayors office.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

18. The implications of long-term delay to return to normal revenue profiles are very damaging to the overall financial position of Auckland Transport. In the coming weeks the Parking and Finance teams will work through the full financial implications of time already spent at alert level four and a forecast of the impact of the approach proposed in this paper on the FY2020/2021 parking revenue budget. Reporting of the financial implications will be included as part of the finance teams ongoing updates.

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Ngā reo o mana whenua rātou ko ngā mema pooti, ko ngā roopu kei raro i te maru o te Kaunihera, ko ngā hāpori katoa / Voice of mana whenua, elected members, Council Controlled Organisations, customer and community

19. It is not proposed to consult Manu Whenua, other CCO’s or the community.



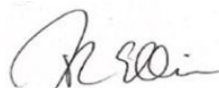
Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

20. A key risk is the heightened stress level of people moving around the network elevating the potential for threats and violence towards compliance staff. Health safety and well being of our staff is our top priority, we have existing ongoing Covid-19 specific interventions, primarily focused around personal protective equipment and physical distancing. This is in addition to our normal wellbeing measures.

Ā muri ake nei / Next steps

- 21. Continue to work with finance to ensure that ongoing financial reporting reflects the proposed operational settings.
- 22. Implementation of workforce plan which will require a phased approach.

Te pou whenua tuhinga / Document ownership

Submitted by	John Strawbridge Group Manager Parking Services and Compliance	
Recommended by	Andrew Allen Executive General Manager Service Delivery	
Approved for submission	Shane Ellison Chief Executive	

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