Parking Discussion Document Update

Recommendation(s)

That the Board:

- Notes the key themes emerging from the public consultation on the Parking Discussion Document.
- ii. Approves the proposed approach to the pricing of early bird and leased parking in city centre car park buildings in response to Parking Discussion Document feedback.

Executive summary

This report provides an overview of issues emerging from public consultation on the Parking Discussion Document and offers initial responses to these. Detailed analysis of all the submissions is being progressed and will inform the development of a submissions report in December. The submissions report will be publicly exhibited for information. It is anticipated that the final strategy will be adopted in December 2014.

The feedback from consultation largely supports the approach taken in the Parking Discussion Document. Some specific approaches however, were not supported. More detailed feedback is found in Attachment 1.

Notwithstanding the timing of the final strategy there are issues that need to be addressed immediately in the city centre. There is a need to amend commuter parking prices in the AT city centre car park buildings as these car parks are at capacity most weekdays. There is also a need to amend on-street parking prices in certain areas of the city centre to reflect changes in demand.

Amending parking prices will ensure the operational efficiency of parking management, drive a transformation shift to PT, discourage car commuters and to respond to complaints from the general public.

This report seeks approval to:

- Remove early bird rates and increase leased parking rates on AT car parking buildings. Full analysis of the public feedback on this issue is in Attachment 2.
- Amend on-street parking prices in the city centre following the Price Adjustment Policy found in Attachment 3.

Full analysis of the feedback on the Parking Discussion Document, development of detailed responses and a submissions report is currently underway and will be presented to the board in December. Following board approval the Parking Strategy will be developed.

Strategic context

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

- Facilitate a transformational shift to public transport
- Prioritise the safe and efficient movement of people, services and goods on the road network
- Provide an outstanding customer experience





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

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

- Prioritise rapid high frequency public transport
- Transform and elevate customer experience

Background

The Parking Discussion Document outlines the key issues relating to parking in Auckland and seeks feedback on the suggested approaches to address them. The Parking Discussion Document outlined the following approaches to managing parking in Auckland:

- Managing demand for parking in the City Centre, Metropolitan and Town Centres
- Managing off-street parking facilities in the City Centre
- Addressing the shortage of park and ride facilities to support public transport patronage.
- Competing demands for parking in residential streets
- The conflict between parking on arterial roads and improving public transport provision
- Prioritising access to on-street parking
- · Managing the demand for parking permits amongst competing users

The Parking Discussion Document was exhibited from 1 June to 31 July 2014. The document was advertised on radio, community newspapers, NZ Herald and the AT website. AT staff attended 22 meetings with local boards, and business and resident groups. Over 5,500 public submissions were received.

All submissions have been coded into individual points to enable detailed analysis. The key themes and issues emerging from consultation have been extracted. Consideration of all themes and issues will be used in the development of parking responses.

Table 1: Breakdown of submissions

Submitter	Туре	Number
Local Boards	Hardcopy	19
Key stakeholders	Hardcopy	18
Business and Resident Associations	Hardcopy	68
Advocacy Groups	Hardcopy	13
Freemans Bay	Bulk submission - Standard letter	492
Howick	Bulk submission - Standard letter	1,602
Mangere	Bulk submission - Standard letter	449
Newmarket and Parnell	Bulk submission - Standard letter	244
Belmont	Petition	1,059
Individual	Online	1,620
Total		5584





The graph below shows the proportion of feedback associated with each of the approaches listed in the document. The topics of most interest were: managing demand for parking in the city centre and town centres; parking in residential streets; park and ride; and parking on arterial roads.

Graph 1: The proportion of responses relating to the suggested approaches.

Issues and options

Overview of Feedback

An initial assessment has been undertaken of the responses to the Parking Discussion Document. Appendix 1 sets out the proposed approaches that were outlined in the Discussion Document, the associated feedback and initial responses to the issues raised. The feedback indicates general support for the discussion document and a comprehensive strategy for the management of parking across Auckland. Each submission has been coded into 40,000 individual points and some of the key issues raised include:

parking
Other

■Allocation of parking permits

- Opposition to the introduction of pricing in town centres especially where parking availability is not a problem. Strong opposition to introduction of paid parking in some centres such as Howick and Mangere.
- Support for public transport transformation and the roll out of initiatives across Auckland. Some support for using parking controls to contribute towards public transport.
- Support for residential schemes from resident groups however notable opposition from wider public
- Need to ensure that changes to parking management are linked with public transport improvements that provide a real alternative to car usage.
- General support for the provision of park and ride however more evidence and justification for proposed locations and integration with full public transport network.





- General opposition to the introduction of pricing of park and ride facilities. However there were some key stakeholders that supported this.
- General support for the removal of parking on the arterial roads serving the frequent transit network however opposition in town centres, particularly from affected businesses. There was a petition from Belmont and standard letters from Parnell and Newmarket.
- Need for stronger link with the Unitary Plan proposed changes to parking standards especially the introduction of maximum controls in metropolitan centres
- Need to consider areas not covered in the Document such as industrial and specialist areas.

Detailed analysis of all the submissions is currently being undertaken. A submissions report will be prepared based on the detailed analysis. This report will provide evidence and statistical data and will be publicly exhibited. The submissions report will inform the development of the final strategy which will take into consideration the feedback from the public consultation. The parking strategy will be finalised in December this year.

City centre off-street parking management

Management of parking in the city centre, including AT's role in providing and managing parking in car park buildings is addressed in the Discussion Document. It has become necessary to address a number of issues relating to the management and pricing of city centre car park buildings in advance of the finalisation of the parking strategy for a number of reasons:

- The car park buildings in the city centre are currently all reaching capacity during
 most weekdays. This is leading customer frustration, potentially discouraging short
 stay trips to the city centre and contributing to increased congestion as vehicles
 search for alternative parking. AT are receiving complaints from customers.
- Provision of early bird and lease parking encourages car commuters into the city centre and is contrary to the objective of prioritising public transport. There are good rapid and frequent public transport services to the city centre and there is a propensity to use public transport which should be encouraged.
- The AT early bird and lease parking rates are considerably less than competitor rates and AT is in effect subsidising the cost of commuter car travel into the City Centre.

Feedback from consultation

Appendix 2 provides a detailed summary of feedback from key stakeholders and online submissions in relation to the issue of the management of parking car park buildings in the city centre. A summary of responses is provided below:

- Support from majority of key stakeholders for prioritising short-term over commuter parking. In particular from Heart of the City and Waitemata Local Board.
- The Automobile Association is not supportive of increasing prices and suggests that public transport is not a viable alternative for many Aucklanders. They support the congestion buster product.
- Residents from inner suburbs are concerned that prioritising short-term parking over commuter parking will increase the numbers of commuters parking in residential streets in suburbs surrounding the city centre.
- A significant number of submitters specifically support removing early bird parking.





Some submissions oppose price increases.

The proposal is to make the following changes in the Civic, Downtown, Victoria Street and Fanshawe car park buildings:

- Remove the early bird product (currently \$13). Commuters will have to pay the daily price of \$17. AT will give a notice period of one week to customers currently using this product.
- Increase leased parking prices to achieve greater parity with private operators. AT will
 give one month notice to current lease holders.

On-street parking in the city centre

In September 2012, AT introduced the City Centre Parking Zone (CCPZ) in the Auckland CBD. The purpose of the CCPZ was to introduce demand responsive pricing and optimise on-street parking to support visitation and reduce congestion.

On-street price changes are required as parking is full to capacity on some streets. This adds to congestion as people circle looking for parking. There has also been significant development in areas like the Wynyard Quarter and Britomart resulting in an increase in parking demand. Some streets are also underutilised which indicates the price is too high.

Feedback from consultation

There was support from key stakeholders, particularly the Heart of the City and Waitemata Local Board for using demand responsive pricing to manage on-street parking. There was a good level of support for the use of paid parking to manage demand in the city centre and other centres that currently have paid parking. However this approach was not supported in smaller town centres further from the CBD.

Proposal

The proposal is to continue with the demand responsive pricing approach to manage parking in the Auckland CBD and other town centres that currently have paid parking. The Price Adjustment Policy (Attachment 3) should be used and parking occupancy surveys carried out before any price changes are made.

Next steps

Further detailed analysis of the feedback and development of proposed responses is underway and will be reported back to the AT Board in December. A full submissions report is also being compiled. This will be posted on the AT website for public information. The feedback will be taken into consideration in the development of final strategy which will be submitted to the AT Board in December 2014.

Attachments

Number	Description	
1	Detail on public feedback and initial responses	
2	Specific feedback on City Centre parking buildings - Redacted as this attachment cont	ains information
3	Price adjustment policy – on-street parking relating to individual submitters	





Document ownership

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Recommended by	Peter Clark General Manager Strategy and Planning Greg Edmonds	Ph.S.
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Approved for submission	David Warburton Chief Executive	Shaludi.

Glossary

Acronym	Description	Business Unit
CCPZ	City Centre Parking Zone	Parking





Attachment 1 – Detail on public feedback and initial responses

Managing demand for parking in city cenre, metropolitan and town centres

Proposal in discussion document

- Adopt a target peak occupancy rate of 85% for on-street parking. When peak parking occupancy is regularly above 85%, AT will recommend the introduction of paid parking to better manage the parking and ensure spaces are available.
- Adopt the Auckland Transport Price Adjustment Policies region wide for applying demand responsive pricing for on-street parking and AT car park buildings in Appendix 1. This will ensure consistent and transparent parking management across the city.
- Adopt the on-street parking intervention trigger points and policy set out in the table
 6.

Feedback from consultation

- General support in city centre from key stakeholders and where paid parking already exists
- Opposition to paid parking (including several petitions) in smaller centres/rural areas
 "if its not broken don't fix it"
- Paid parking seen as revenue gathering, not demand management tool
- Concern over "one size fits all" approach
- Some centres would support paid parking if some of the revenues is returned to the area it was collected
- Explain how demand will be monitored and process for changes

- Introduce pricing only where demand warrants intervention using 85% as trigger and in consultation with community. QW
- Use time restricted parking in centres further from the CBD where public transport options are not as viable. Various time restrictions can be used to encourage short stays on the main street and long-term parking further away. QW
- Adopt the on-street parking intervention trigger points and policy set out in the table
 6.
- CPMPs: outline heads of consideration, consultation process and review programme to respond to triggers e.g. demand or urban renewal projects
- Introduce new technologies to inform on PT options and car parking availability and explain these in final strategy QW
- Trial programme for returning revenue to local communities.
- Improve information on the relationships between parking management, PT improvements and congestion reduction.

Competing demands in residential streets

Proposal in discussion document

- Implement residential parking zones where residential areas regularly exceed 80%
- Provide a capped number of residential permits equal to 60% of total number of onstreet parking spaces in area
- Priority for permits given to heritage properties (built before 1944) with no off-street parking.
- Additional one-day visitors permits available for local residents
- Apply paid parking to residential streets adjacent to busy shopping areas

Feedback from consultation

- Mixed support with inner suburb residents supportive but many others against giving priority to residents on public roads
- Should conserve residential amenity and accessibility, and support local businesses over CBD commuters
- Parking permits should be available to all residents within a zone; opposing views on the price of permits
- Some general public opposition to the loss of free parking near the CBD
- Strong points raised opposing "privatisation" of public roads for residents
- Need to outline consultation process for rollout of residential schemes

- Implement residential parking zones where residential areas regularly exceed 85% and community requests QW
- Limit residential permits to 1 permit per household and consider eligibility only to households with no off street parking
- Set a daily price for parking in a residential parking zone. Available to anyone. Demand responsive pricing principles apply.
- Apply paid parking to residential streets adjacent to busy shopping areas
- Review the price for residential permits –considered to be too low

Addressing shortage of Park and Ride to support PT

Proposal in discussion document

- Consider up to an additional 10,000 park and ride bays by 2040 taking into account the following principles:
- Locate park and ride facilities where they can increase station catchments and contribute to the Rapid and Frequent Transit Networks.
- Avoid locating park and ride facilities in metropolitan and town centres except as part of a stage transition to other uses.
- Develop a programme that will deliver park and ride facilities for inclusion in the Integrated Transport Programme.

Feedback from consultation

- General support for increasing park and ride provision, particularly in peripheral areas.
- Adhere to Regional Public Transport Plan principles ensure park and ride supports PT rather than "cannibalising" feeder services and new bus network
- Rationale for additional park and ride spaces 10,000 new spaces needs to be explained
- Support for investigation of commercial and other innovative approaches private sector interest in development opportunities
- · Improved security and surveillance at park and ride facilities for customers
- P&R should be seen as a transition to transit development opportunities

- Clearly outline the rationale and strategy for delivering additional park and ride, preferred locations and associated increase in PT patronage
- Park and Ride policy to establish principles especially supporting public transport transformation and reference *Regional Public Transport Plan*.
- Outline the approach for private sector involvement including unsolicited proposals for delivering park and ride facilities QW
- Develop product criteria for park and ride facilities that outline levels of service and infrastructure, urban design objectives, security, safety components.
- Undertake assessment to determine potential for transit oriented development opportunities at park and ride locations.

Park and Ride pricing

Proposal in discussion document

- Pricing for park and ride should not be introduced before the following triggers are met:
- Feeder services to major park and ride stations are operating frequently.
- The integrated fares zonal system is operational.
- The AT HOP Card has the ability to be used for park and ride charging.
- A full business case for pricing has been undertaken to set out the methodology, costs, the benefits and the impact on PT patronage.

Feedback from consultation

- General public opposition, particularly where there is no PT alternatives
- Only charge when feeder services are frequent i.e. there are alternatives
- Some key stakeholder support, especially if pricing offers a premium product e.g. Orakei Local Board
- Support linking AT HOP
- Outline policy framework for pricing

- Develop a pricing policy to complement the Parking Strategy using criteria in proposal
- Link the pricing policy with AT HOP card
- Trial pricing at an appropriate location. E.g. Orakei, working closely with AT Communications team

Managing parking on arterial roads

Proposal in discussion document

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

Feedback from consultation

- Overall support for the principle however localised issues in town centres and affected local businesses
- What are the priority routes
- Opposition to removal of on-street parking in centres
- Emphasis on the importance of place making in centres
- Case-by-case approach required to take into consideration local characteristics alternative parking, complete removal of parking or clearways.
- Need to outline consultation and public engagement process

- Identify proposed routes for removal of parking on arterials to support PT transformation including the RTN and FTN rollout QW
- Develop assessment criteria on how site by site assessment will be undertaken to determine the right approach to phasing out car parking
- Site by site approach to take into consideration occupancy of car parking, levels of service of the FTN network, alternative off street parking availability including side streets
- Outline the process for consultation associated with the roll out of car parking removal.

Managing off-street parking facilities in the city centre

Proposal in discussion document

- AT to prioritise short-term casual parking over all day commuter parking.
- AT to continue to manage parking buildings following the AT Price Adjustment Policy

 Parking Buildings.
- Commuter parking products will be used to fill additional capacity but as demand for short-term increases commuter parking will be phased out.
- Introduce a "congestion buster" product that offers a discount to vehicles that do not enter or exit the car park during the peak congestion times.

Feedback from consultation

- Support from key majority of stakeholders for prioritising short-term over commuter parking
- Majority support for reducing early bird allocation
- Some submissions oppose price increases
- Support for congestion buster product

- Support PT transformation by increasing early bird and lease prices to achieve parity with private operators QW
- Monitor car park occupancy and apply price adjustment policy to support short-term parking
- Investigate how to introduce the congestion buster project QW

Allocation of parking permits

Proposal in discussion document

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

Feedback from consultation

- General support for a clear and consistent approach to issuing permits
- Should retain permits for elected members
- Affected interest groups support retaining parking permits
- · Need to ensure tradespeople can access parking
- Should investigate legislation changes to allow charging of market rates for parking permits
- Apply new technologies that can replace parking permits

- Retain the proposed parking permit categories QW
- Coordinate the timing of parking permit changes with the rollout of improved parking technology to give tradespeople and contractors better parking options
- Give a sunset time period for all existing permits to enable the holders to organise alternative parking arrangements QW
- Develop a comprehensive communications programme to inform people of changes and alternatives QW

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- Outline the process for consultation associated with the roll out of car parking removal.



Attachment 3

Auckland Transport

Price Adjustment Policy

On-Street Parking



1 Introduction

Auckland Transport (AT) is committed to delivering convenient affordable parking when and where it is needed. Achieving this will require changes in the way that on-street parking is managed, most notably a shift away from relatively rigid parking restrictions towards a more flexible "demandbased" approach. The new approach will manage parking demand through the use of adjustments to on-street parking prices. The purpose of this document is to describe how AT will manage these price adjustments in the Auckland Region.

2 Scope

The scope of this policy is all paid on-street public parking in the Auckland region. This policy does not cover how off-street parking prices will be set. Nor does it cover how prices will be set for parking permits that may be used in paid parking areas such as special event parking permits or residential parking permits.

3 Principles

Internationally there has been a major shift in the way that on-street parking is managed. As cities around the world become larger and more congested, the limitations of traditional on-street parking management practises are becoming more apparent. Rigid approaches to setting time-limits and hourly prices do not reflect the dynamic urban environments. Consequently current approaches do not ensure that parking is available when and where it is needed.

Instead, strict time limits and fixed hourly prices are being abandoned in favour of more flexible approaches that set prices in response to parking demand. AT proposes to adopt a similar approach for Auckland, where the prices for on-street parking would be set according to the following general principles:

- AT should set prices for on-street parking at levels that ensure people can find a car-park most of the time within a short walking distance of their destination.
- In general, if the demand for parking in an area is found to decrease, then prices should also decrease and vice versa. Parking will be regularly monitored to ensure prices are resulting in an appropriate level of occupancy.
- On-street parking in town centres will be prioritised to support customers and other shortterm visitors ahead of long-stay commuters and residents. Prices are more effective than timelimits at prioritising users in this way.
- The way parking prices are set in different parts of Auckland should be transparent and based on up to date empirical evidence of parking demand patterns in that area and observed trends in these patterns over time.





4 Demand Responsive Pricing

Traditionally time-limits have been used in conjunction with paid parking to encourage parking space turnover. Time limits are effective for encouraging turnover in areas where there is low to medium levels of parking demand but are not effective in busy areas.

Time-limits are inflexible for users and difficult for AT to enforce. They often force people to cut short their visit, or risk receiving a parking ticket. Time limits (particularly P60 and lower) have several negative unintended impacts, namely:

- They discourage high-value customers from supporting local businesses and thereby may potentially undermine retail spending.
- They encourage people to shift their vehicles as a way of circumventing time-limits, which is inconvenient to them and creates congestion.
- When combined with prices, time-limits create a complex and confusing set of rules for people who are trying to use on-street parking.

The intention of this policy is that where on-street parking is priced it will no longer be subject to time limits. Instead, AT will rely on demand responsive pricing (supported by effective enforcement) to achieve satisfactory levels of occupancy and turnover. International and local experience suggests that prices, rather than time-limits, are more effective at managing the demand for parking. The use of prices without time limits is also simpler and more convenient for users. Because people are able to pay for the time they require there will be a reduced likelihood of infringements.

Demand responsive pricing means that the prices charged for on-street parking will be adjusted based on parking demand. Price rates will be adjusted up or down with the goal of maintaining on average 85% occupancy at peak times. An occupancy range of 70-90% is considered acceptable. The target parking occupancy rate is not set at 100% because some parking spaces should be available at all times. An occupancy rate of approximately 85% ensures that parking resources are well-used and people can find a park in reasonable proximity to their destination. Maintaining some availability reduces the need for people to drive around searching for a parking space, thereby reducing congestion.

5 Price Adjustment Policy

Price Areas

The paid parking in each town centre will be divided into Price Areas. These areas will be a collection of streets with broadly similar parking demand profiles. The areas may change over time in order to better manage demand. The parking price will be uniform across each Price Area.

Occupancy Surveys

The parking demand will be reviewed every 3, 6 or 12 months depending on how variable the demand is in each particular Price Area. For example, in areas where demand is reasonably stable,





occupancy surveys will normally be carried out every 12 months. In areas where demand varies considerably surveys may be carried out at three month intervals. Prices will only be adjusted if warranted by changes in demand and will not be adjusted more than once every three months. Surveys will measure the on-street occupancy for the times of the day that paid parking is in operation across at least three different days. AT may also elect to undertake spot surveys at other times to ensure appropriate occupancy levels are being maintained (or at the request of local stakeholders).

Price Adjustment

Prices may be adjusted either up or down in response to the occupancy surveys undertaken. In each case the goal is to maintain an average of 85% occupancy, as much as practicable. The average occupancy of each Price Area will be determined by the average of the highest four hours each day recorded in the occupancy surveys.

Prices will then be set according to the following formula:

- When average occupancy is less than 50% the price will be lowered by up to \$1 per hour, with no minimum price. 1
- When average occupancy is 50-70%, the price will be lowered by \$0.50 per hour.
- When average occupancy is 70-90%, the price will not change.
- When average occupancy is 90-100%, the price will be raised by \$0.50 per hour.

Times of Operation

The standard hours of parking restrictions in New Zealand are 8am to 6pm. However some areas of Auckland experience high parking demand in the evenings. AT will implement additional paid parking restriction hours where necessary to manage demand.

Peak and Off-peak

Some areas experience significantly different parking demand on different days of the week or different times of the day. Where demands differ significantly AT will use peak and off-peak prices. Peak prices will be higher and will normally coincide with typical weekday working hours. Off-peak price will be lower and will usually apply in the weekends and evenings, but may apply at other times depending on demand.

Notification

Price increases or decreases made by applying this policy will be notified through the Parking page on the AT website. The business association in the affected town centre and Local Board will also be notified. AT will change the price no less than seven calendar days after notification. Although AT will be clear and transparent when price changes occur, there will be no public consultation each time prices are adjusted in response to changes in parking demand.

¹ In the event of a reduction to a zero tariff, AT maintains its right to implement or adjust other parking management tools if this is in the best interests of a town centre, e.g. re-imposing time limits.





6 Customer Benefits

The customer benefits expected from the roll-out of demand responsive pricing are:

- *Convenience* parking on-street will become more convenient, which in turn enables more people to visit town centres to do business, shop, eat, and a range of other activities.
- Fair parking prices will be set at the lowest possible rate that delivers an average 85% occupancy at peak times.
- Less hassle removing time-limits will reduce the hassle often associated with using on-street parking, and reduce the numbers of parking infringements.
- Accessibility because on-street parking will become more readily available, fewer people will be driving around searching for a parking space, thereby reducing congestion.

7 Roles and Responsibilities

This policy requires regular reviews of the on-street parking demand to ensure that customer benefits are being realised. Occupancy surveys will be carried out in each Price Area followed by calculations on whether price adjustments are required. For each on-street parking price change there will be a parking resolution document produced that will be approved by the Manager, Parking and Enforcement and signed off by the AT Traffic Control Committee.

The table below describes the roles and responsibilities for each action.

Action	Responsibility
Carry out occupancy surveys in Price	Parking and Enforcement
Areas	
Produce report with calculations of price adjustments	Parking and Enforcement
Approval of price adjustments	Manager, Parking and Enforcement and Traffic Control Committee
Notification	Parking and Enforcement

8 Related Policies and Strategies

Auckland Transport Parking Strategy

Auckland Transport Price Adjustment Policy Parking Buildings Auckland CBD

