

10.2 PARKING PROGRESS REPORT AND NEXT STEPS IN CHANGE

RESOLVED C 26/03-040

Moved: Cr Barker

Seconded: Cr Wang

1. That the report 'Parking Progress Report and Next Steps in Change' be received.

CARRIED

Jean-Paul Gaston and Kurt Williams overviewed the report.

RESOLVED C 26/03-041

Moved: Cr Brown

Seconded: Cr Paterson

2. That Council:
 - a. Notes the refined parking layout (detailed in Attachment 1) reflecting elected member, Parking Policy, guidelines and Traffic Bylaw feedback.
 - b. Notes that, based on public feedback on the policy, guidelines and bylaw, coin-enabled meters will be included in traditional high visit areas of the inner city and with the balance being card only or virtual machines. Permits will also be introduced for long stay parking areas.
 - c. Endorses a desktop review of P15 spaces and other minor changes to, where appropriate, increase the number of metered spaces. In addition, seek input from the Access Steering Group on the location and provision of mobility parking spaces.
 - d. Approves unbudgeted expenditure of up to \$150k to remove the last section of the Green Corridor on Haupapa Street and restore previously removed median parking spaces.
 - e. Confirms the proposed free P180 parking in Kuirau Park and the Lakefront, and the removal of freedom camping to now be permit parking in the existing Hinemoa Street/Government Gardens (as detailed in Attachment 1).
3. That Council note efforts to improve usage of the carparking building (repairs and free trial promotion) and final decisions on its pricing and focus will be presented at a future Council meeting.
4. That Council supports limited final engagement with key stakeholders prior to the final decisions on pricing and parking zones (draft tariffs in Attachment 2).
5. That this report be made publicly available after 1 July 2026.
6. That the minutes relating to this item be made publicly available after 1 July 2026.

CARRIED

11.3 PARKING PROGRESS REPORT AND NEXT STEPS IN CHANGE

Doc ID: 22606727

Prepared by: Kurt Williams, Principal Advisor - Community Safety & Regulatory Services

Approved by: Jean-Paul Gaston, Group Manager, Destination Development

Attachments:

1. Refined parking layout
2. Draft tariffs

Section under the Act	The grounds on which part of the Council or Committee may be closed to the public are listed in s48(1)(a)(i) of the <i>Local Government Official Information and Meetings Act 1987</i> .
Sub-clause and Reason:	s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).

**1. TE PŪTAKE
PURPOSE**

This report seeks Council's approval for the next steps in finalising the new contract with Orian for parking infrastructure, software and app services, and to detail the proposed parking layout and next steps.

In addition, this report seeks Council's approval for unbudgeted expenditure to remove the last section of the Green Corridor on Haupapa Street and return approximately 25 median parking spaces to this area.

This report is confidential as it contains confidential financial information that remains the subject of final contract negotiations.

2. TE TUHINGA WHAKARĀPOPOTOTANGA EXECUTIVE SUMMARY

Initial feedback from key stakeholder groups allowed Council to develop a preliminary new parking layout and this has guided the tender requirements for parking technology.

Bylaw and policy consultation has supported the original stakeholder feedback and affirmed the general direction of proposed changes. All feedback has been considered as we seek to finalise the parking layout, parking services delivery and pricing.

All decisions seek to balance competing needs to ensure parking management services:

- Are reliable, usable and properly enforced;
- Lay a foundation to support vibrancy of the inner city and business success; and
- As much as possible enable inner city visitors and workers to find the right amount of parking for a range of prices.

It is important to note that changing the service provider, technology and charges is a sizeable change and will significantly affect all users, workers and visitors to the inner city.

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25 MARCH 2026

To mitigate or manage these impacts on users it is proposed to:

- ensure an extensive promotion/information campaign to different users (by type and area) in advance of change
- maintain most of the existing (well understood) layout and where possible simplify zones
- increase payment options and choice
- as closely as possible maintain existing parking tariffs, recognising long-stay worker parking will attract new fees and incentives for purchasing longer term parking

Council financial modelling is intended to provide a budget that recognises the potential for behaviour change. The new parking services framework will be introduced as a new approach, and change or confirmation could be made at 12 months following data and feedback-led reviews of initial parking information.

HE TŪTOHUNGA RECOMMENDATION

- 1. That the report 'Parking Progress Report and Next Steps in Change' be received.**

2. That Council:
 - a. Notes the refined parking layout (detailed in Attachment 1) reflecting elected member, Parking Policy, guidelines and Traffic Bylaw feedback.
 - b. Notes that, based on public feedback on the policy, guidelines and bylaw, coin-enabled meters will be included in traditional high visit areas of the inner city and with the balance being card only or virtual machines. Permits will also be introduced for long stay parking areas.
 - c. Endorses a desktop review of P15 spaces and other minor changes to, where appropriate, increase the number of metered spaces. In addition, seek input from the Access Steering Group on the location and provision of mobility parking spaces.
 - d. Approves unbudgeted expenditure of up to \$150k to remove the last section of the Green Corridor on Haupapa Street and restore previously removed median parking spaces.
 - e. Confirms the proposed free P180 parking in Kuirau Park and the Lakefront, and the removal of freedom camping to now be permit parking in the existing Hinemoa Street/Government Gardens (as detailed in Attachment 1).
3. That Council note efforts to improve usage of the carparking building (repairs and free trial promotion) and final decisions on its pricing and focus will be presented at a future Council meeting.
4. That Council supports limited final engagement with key stakeholders prior to the final decisions on pricing and parking zones (draft tariffs in Attachment 2).

KŌRERO MUNA**PUBLIC EXCLUDED**

5. That this report be made publicly available after 1 July 2026.

AND

6. That the minutes relating to this item be made publicly available after 1 July 2026.

**3. TE TĀHUHU
BACKGROUND**

Council's 8-year contract with i-Park concludes on 30 June 2026. Council resolved in May 2025 to not extend the current contract but to undertake an open tender process for parking technology services (meters, software and apps) with Council recommencing the customer service and enforcement operations of the parking service.

The contract for the technology services has been awarded to Orikan who are currently operating to various degrees in a number of cities, including New Plymouth, Auckland, Tauranga and Hamilton.

In parallel to the tender process, Council has consulted on a number of updates/changes to the Parking Policy, guidelines and Traffic Bylaw, which was open to public feedback between 15 December 2025 and 12 February 2026.

The dominant sentiment of feedback across written responses to this consultation was frustration and dissatisfaction with the current parking system. Three key narratives emerged:

- The current system is broken
- The current system is unfair
- The current system is harming the inner city

Outside of technical changes in the services provision there were deeper concerns about equity, accessibility, economic impact, and the fundamental purpose of the parking system.

The most commonly requested changes were:

1. Free parking for first 1-2 hours citywide
2. Affordable worker permits or designated all-day worker parking
3. Reliable payment technology (working machines and apps)
4. Removal or reduction of card payment surcharges
5. Retention of coin payment options
6. Simplified zone structure with consistent rules
7. More mobility parking spaces
8. Better safety in parking buildings
9. Lower overall fees
10. Fair enforcement that accounts for system failures.

4. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

The requested changes identified in this latest round of consultation were reflective of issues and requests raised last year with stakeholder groups representing older people and inner city businesses. These requests have been carefully considered to balance overall policy objectives and different user needs in finalising the new service and proposed tariffs to begin operating from 1 July 2026.

It is important to recognise that ALL (for users and Council) decisions represent a trade-off between competing requirements, user preferences, affordability and inner city needs. In particular we are seeking to ensure parking management services:

- Are reliable, usable and properly enforced;
- Lay a foundation to support vibrancy of the inner city and business success; and
- As much as possible enable inner city visitors and workers to find the right amount of parking for a range of prices.

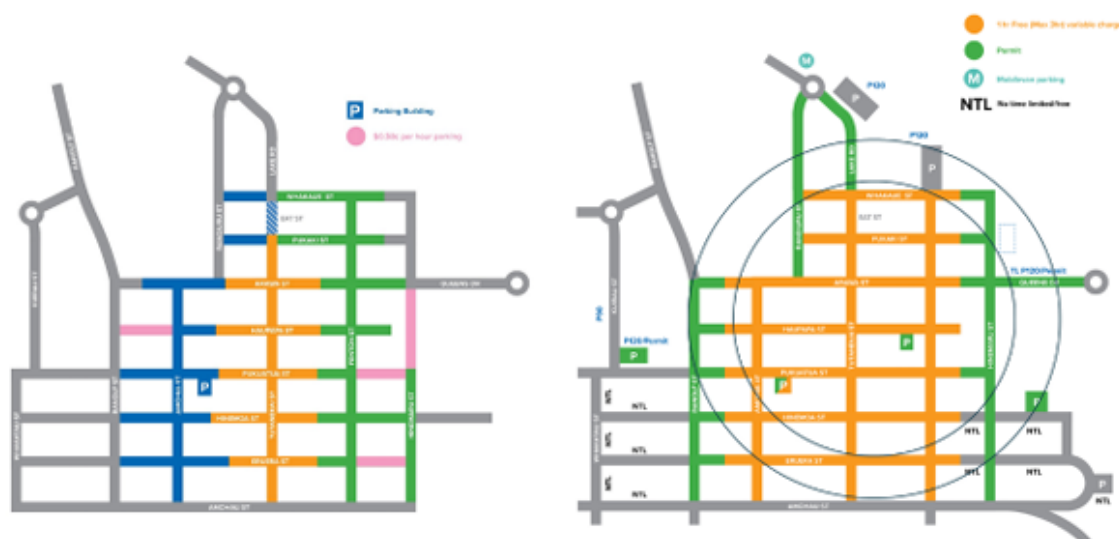
Tight timeframes of this project have meant different workstreams have progressed concurrently. It was a concern of many submitters that a final lay-out and pricing was not available as part of the consultation. This report and a final report to the April Council meeting are intended to seek decisions on the remaining elements of the parking services change (see diagram below) and to facilitate limited engagement on the final layout, pricing and service options e.g. long-stay permit timeframes.

The proposed lay-out maps and technology requirements have been financially modelled, but the final pricing remains under consideration.

The following sections detail the issues and decisions sought on each topic.

'In principle' street layouts to complete limited engagement

The following diagrams show the current parking layout (left) and the proposed simplified framework used for initial engagement (right).



The information detailed below on each proposed zone is included in area specific maps in Attachment 1.



Orange (retail focused zone):

- Maintain the well understood and supported 1 hour free (within 24 hours) on meters supporting shopping on Tutanekai Street and 'ribs' on either side in the new larger orange zone. Note: we are slightly reducing the ribs and number of spaces included for clarity of use.
- Absorb transaction fees within hourly pricing. Pricing also to allow parking beyond 3 hours but at elevated prices if desired. Note: the app runs a wallet in registered user function which will attract a 7.5% fee for whatever amount of parking/\$ purchased.
- Parking usability further supported by meters (coin and card, app [account and guest] and virtual meter technology).
- Parking tariffs will apply Monday-Friday 9am-5pm and Saturday 9am-12 noon. Note: for long stay permit zones – see below.

Green (long-stay) paid parking using app or web (ePermits):

- This zone will predominantly be focused on daily workers who are prepared to pay for proximity to workplaces. Long-stay permits will be obtained on-line for periods of 1 day, 2 weeks, 1 month or 3 months with savings built into fees the longer the customer commits to. All permits are non-refundable. Permits are linked to a specific permit parking area e.g. north, east or west side only, and to a specific registration number.
- All day parking will be possible for casual users at a day rate and this will be paid for through the web. This will be significantly cheaper for casual all day use than the hourly meter rate in the orange zone.

- Late afternoon/evening/night workers will be supported in having a number of parking choices with this zone being free after 3pm Monday-Friday. Charges and permits will apply Monday-Friday 9am-3pm. Outside of these times parking in this zone will be free.

Blue zone free (not time limited) parking):

- Workers, visitors and local shoppers will have the choice of free (no time limited parking) in the blue zone to the south-east and south-west of the CBD.

Car parking building – Pukuatua Street:

- The building has approximately 240 parking spaces and a survey will be undertaken as part of the current free trial that will enable us to ensure the best balance of casual, long-stay and business parking is identified for the building.

The difference between current and proposed practices are detailed in the table below:

Current	Proposed
437 x P60 spaces	332 + 244 portion of car park building spaces first hour free (only 1 free hour per day)
Added transaction costs, meters and parking app.	Prices inclusive result in overall cost reductions per hour (same cost for cash/card)
3-hour max time in core CBD	No limit – free first hour (limited), higher price at 4+hours (Note: First hour free is claimed by entering vehicle registration when first parking in this zone). It is an offence to fail to do so.
Only permits available in off-street carparks (approx. 200+ and carpark building)	Permits available for approx. north-east 252, west 135, east 446 (833 spaces) Plus car park building (244 spaces – different price) Balance between – retailer visitors and workers
1500+ free all-day parks	Free south-west 331, south east 366 (697 spaces) all-day parks (could add new areas – 150+?)
Reserve limits	Change to P180 time limits including EEC 255 free parks Kuirau Park/Lakefront Include long stay permits in Queens Drive (Government Gardens) and Kuirau Park (except Saturdays to accommodate Markets).
P15, disability and parking gaps	Fix – adding potential 50+ parks (includes Haupapa Street west)

Confirm 50% coin machines

Feedback on coin access remains split but in the interest of ensuring payment choices it is proposed to retain at least 50% of machines as coin enabled. This option was priced in the tender process. Council staff are seeking a resolution on this option as part of this report. For information:

- Removing coin optionality will reduce the cost of the contract marginally
- 50% coin machines are current pricing (recommended)
- 100% coin optionality will add a significant price increase (additional manufacturing and maintenance)

Please note that Council will be seeking to encourage the gradual decrease in coin use by allowing direct payment for parking at the Council offices and Community Safety Hub and with businesses if requested. Usage data from each coin meter will inform any future decisions.

Commence review of P15 and mobility parking spaces

A brief review of the distribution and need of both P15 and mobility parking spaces will be undertaken over the next few weeks to support the final layout decisions at the next Council meeting. Current maps highlight existing locations.

Seek a decision to address gaps – Haupapa Street request (unbudgeted)

A number of minor parking changes are expected on Haupapa Street as development/redevelopment occurs and it may be useful to align the removal of the last section of the Green Corridor with the restoration of the median parking west of Tutanekai Street. Initial estimates of this work are in the order of \$100-\$150k and could be completed prior to 1 July. However, this would be an unbudgeted cost and requires Council approval. As Council is currently tracking behind in the delivery of the capital works programme, the additional (revenue generating expenditure) will not have a material impact on interest costs.

Note carpark building fixes and promote usage

Council staff have completed several steps to make the Pukuatua Street parking facility safer including:

- CCTV in the stairwells at each floor level
- Lighting maintenance throughout the building
- Lighting improvements in stairwells
- Paint refresh in select areas in stairwells
- Additional CCTV coverage on top floor

A free promotion is currently being trialled for two months (March-April) to encourage better use of the building, which has historically failed to achieve 50% occupancy. A survey of users will be used to support recommendations on its future focus eg: casual or long-stay.

Confirm reserve parking time limits

As noted earlier, key reserve car parking areas are in close proximity to the CBD and are at risk of losing their primary function if they continue to be used for worker long-stay free parking. It is proposed that the identified car park areas receive parking enforcement of time limited free parking. It is proposed to set this at P180, which will enable users to enjoy the reserve and/or visit interact with the CBD.

Based on feedback from the Gifted Reserves Protocol Committee it is also proposed to remove the freedom camping parking area on Hinemoa Street (in Government Gardens) and change to a long-stay permit parking area.

5. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

Parking is a service area with high public interest and should be considered significant. The review and development of service outcomes for parking services have been completed in 'parts' reflecting the tight timeframes but have sought to ensure appropriate community engagement and feedback at various stages. For clarity this has involved:

- Stakeholder engagement (older people and select businesses) on 'issue' identification in existing service provision and in shaping a preliminary layout for future service delivery.
- Full special consultative procedure on Parking Policy and Transport Bylaw.
- Direct engagement with Gifted Reserves Protocol Committee on options/recommendations on gifted reserve land.

Further targeted engagement is proposed in this report with large business employers and the disability reference group to refine layout and service provision plans.

It is important to note that service delivery plans and future pricing are not intended to impact on the Long-term Plan approved funding policy or cost recovery approach to the services delivery.

6. NGĀ KŌRERA O TE HAPORI ME TE WHAKATAIRANGA COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

As noted above, engagement to date has focused on:

- Stakeholder engagement (older people and businesses) on 'issue' identification in existing service provision and in shaping a preliminary layout for future service delivery.
- Full special consultative procedure on Parking Policy and Transport Bylaw.
- Direct engagement with Gifted Reserves Protocol Committee on options/recommendations on gifted reserve land.

Further targeted engagement is proposed in this report with large business employers and disability reference group to refine layout and service provision plans.

7. HE WHAIWHAKAARO CONSIDERATIONS

7.1. Mahere Pūtea Financial/Budget Considerations

Service transition costs were not budgeted in the 2025/2026 Annual Plan. These costs are being recorded separately and will be managed across Council's full budgets.

This report seeks unbudgeted capital expenditure of \$150k.

Total budget has conservatively been projected to achieve surplus based on proposed fees/tariffs to fund community safety (\$250k) and reserve budget contribution (circa. \$100k).

At this stage the expansion of meters to a larger area and the separate use of Orikan's Imaas (back-end ticket/data management system) has increased the fixed cost portion of the contract. The software requirement has been necessary because of the limited timeframes involved and will be reviewed across the next 12 months.

Variable costs absorbed across all transactions (both Orikan's contract amounts and third party financial costs) are modelled to be approximately \$240k.

Financial modelling has followed the previous year's actual infringement data. Parking meter revenue and car park building revenue has similarly been modelled (with cost scenarios) using information on the approximately 368,000 transactions recorded through i-Park's app or meters. Additional modelling has been used to evaluate the impacts of more or less 1 hour free on overall revenue.

Further discussion will be required on tariffs if the activity is to achieve the required cost recovery if specific inputs are made. In particular:

- number of spaces where 1 hour free is applied

- application/removal of merchant fees to hourly tariffs
- long-stay worker permit fees.

A final fees structure is intended to be presented to Council at the April Council meeting

7.2. Kaupapa Here Me Ngā Hiraunga Whakariterite Policy and Planning Implications

Decisions of this report align with Council's Long-term Plan funding policy for the parking service and will be directed by the recently completed review of the Parking Policy and Transport Bylaw.

7.3. Te Aromatawai Whakapātanga Ki Te Tāngata Whenua Tāngata Whenua Impact Assessment

Engagement with the Gifted Reserves Protocol Committee has shaped parking recommendations where they directly impact or affect the use of the gifted reserves and the wider purposes of the reserves under the Reserves Act 1977.

Parking service decisions do not give rise to direct impacts on Māori beyond those of all community members.

7.4. Tūraru Risks

A number of risks exist in the parking services project. These include, and are not limited, to the following:

- Contracting risk – tight timeframes and work being undertaken in parallel. Mitigations include replication on processes successfully undertaken by other councils in implementation.
- Reputational risk – as consultation processes and proposals are being developed in parallel. Effective communication and service transition planning is being undertaken with appropriate 'stop/go' point identified.
- Service migration/transition (both systems and personnel) risk – early recruitment and training and Project Steering Groups with strong IS involvement are intended to ensure systems change, data management and IT system deployment are effectively planned and executed.

7.5. Te Whaimana Authority

Council has the authority to endorse the recommendations in this report provided under section 15 of the Local Government Act 2002.