

Confidential Minutes and Report from Council meeting (Public Excluded Session) held 20 May 2026 now released as per Confidential Items to be Released Report for the period June 2026 - August 2026

10.5 PARKING SERVICES TRANSITION PLANNING UPDATE

RESOLVED C 26/05-075

Moved: Cr Paterson

Seconded: Cr Lee

- 1. That the report 'Parking services transition planning update' be received.**

CARRIED

Mihikore Owen, Kurt Williams and Michelle Overbeek overviewed the report.

Attendance: Cr Maxwell left the meeting at 12.02pm (via Zoom).

RESOLVED C 26/05-076

Moved: Cr Wang

Seconded: Cr Paterson

- 2. That this report be made publicly available on completion of a signed contract between Rotorua Lakes Council and Orikan regarding a leased parking hardware and software solution.**
- 3. That the minutes relating to this item be made publicly available on completion of a signed contract between Rotorua Lakes Council and Orikan regarding a leased parking hardware and software solution.**

CARRIED

11.5 PARKING SERVICES TRANSITION PLANNING UPDATE

Doc ID: 22715718
Prepared by: Kurt Williams, Principal Advisor - Community Safety & Regulatory Services
Approved by: Stephanie Kelly, Housing, Growth and Partnerships Manager
Attachments: Nil

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 provides an operational update to Council on the transition of parking services back to Council delivery on 1 July 2026, including key implementation steps, customer experience considerations, organisational readiness, and contextual information supporting the development of the parking tariff/fee structure.

**HE TŪTOHUNGA
RECOMMENDATION**

1. That the report 'Parking services transition planning update' be received.

KŌRERO MUNA

Public Excluded

2. That this report be made publicly available on completion of a signed contract between Rotorua Lakes Council and Orikan regarding a leased parking hardware and software solution.
3. That the minutes relating to this item be made publicly available on completion of a signed contract between Rotorua Lakes Council and Orikan regarding a leased parking hardware and software solution.

2. TE TĀHUHU BACKGROUND

Council previously resolved not to extend the current parking services contract with i-Park beyond 30 June 2026, and to bring customer-service functions back in-house while procuring a new lease-based parking technology solution. Orikan has been selected as Council's new parking technology provider.

While a letter of intent to enter into contract has been issued by Rotorua Lakes Council, contractual negotiations on a small number of outstanding matters are ongoing. These matters are not impacting the transition plan for either party.

With the revised parking model scheduled to go-live on 1 July 2026, this report outlines key operational transition steps to ensure Elected Members are well informed ahead of public communications.

The transition is not only a technical change, but represents a broader shift toward Council-led, customer-focused parking service delivery, supported by modern digital systems and improved service responsiveness.

The project team has carefully considered how to ensure parking fees and tariffs remain reasonable in the current economic climate.

3. TE MATAPAKI ME NGĀ KŌWHIRINGA DISCUSSION AND OPTIONS

A. Customer Experience and Community Transition

A key priority throughout the transition is ensuring a seamless and low-disruption experience for customers, recognising that parking is a highly visible and frequently used Council service.

Key elements include:

Clear customer pathways during transition

- Infringements issued prior to 30 June will continue through i-Park systems
- Infringements issued from 1 July will be managed through Council systems

This provides clarity and avoids confusion during the transition period.

Improved access and self-service

- Introduction of RLC-branded portals for payments, permits, and appeals
- Expanded use of PayStay mobile applications for contactless payment
- Greater ability for customers to self-manage parking

Enhanced on-street guidance

- Meter signage and wraps will:
 - Clearly explain payment options
 - Direct users to digital services
 - Support visitors and occasional users
 - Reduce reliance on staff assistance

Go-live support

- On-street presence of staff and contractors immediately following go-live to assist customers

Overall, the transition is expected to improve accessibility, clarity, and convenience, while modernising how customers interact with parking services.

B. Bringing Services In-House – Organisational Readiness

Returning parking services to Council delivery represents a significant uplift in organisational capability.

Key readiness activities include:

- **Staff training and capability**
 - Training programmes across enforcement, customer service and adjudication functions
- **Facility readiness – Inner City Community Safety Hub**
 - The Inner-City Community Safety Hub has been refurbished and reconfigured to support the transition
 - The facility will accommodate eight new staff dedicated to parking services, including enforcement and customer-facing roles
 - This provides a centralised, visible and accessible base for delivering parking and community safety services in the city centre
 - Members of the public will be able to make in-person payments for parking infringements at the Hub, providing an accessible option for customers who prefer face-to-face service or require additional support
- **Deployment of new tools and systems**
 - Mobile enforcement devices and printers
 - Licence plate recognition (LPR) capability
 - Integrated enforcement and permit systems
- **Direct service control - Council will manage:**
 - Infringement issuing and processing
 - Permit administration
 - Customer enquiries and payments
- **Improved responsiveness - Bringing services in-house enables:**
 - Faster response to issues
 - Greater alignment with Council objectives
 - Continuous service improvement

This transition strengthens Council's ability to actively manage parking as a core community service.

C. Interim Approach to Enforcement and Infringement Handling

Maintaining consistent parking enforcement during transition is critical.

Council has agreed to the following arrangement:

- i-Park will continue issuing infringements until 30 June 2026
- i-Park's system remains active until 31 August 2026
- A dedicated i-Park adjudicator will manage pre-1 July 2026 infringements
- All new infringements from 1 July are issued and managed by Council

Customers will be directed as follows:

- Pre-1 July infringements → i-Park portal
- Post 1 July infringements → Council portal

This avoids costly system migration and provides a clear customer experience.

D. Transition Progress and Delivery Confidence

The transition programme is well progressed and actively managed.

- The programme includes 94 tracked actions, with the majority complete or in progress
- Core infrastructure, system setup, and procurement are advanced
- Remaining work focuses on:
 - Tariff finalisation
 - Communications rollout
 - Staff readiness and training

Key features of delivery approach:

- Staged implementation
- Built-in contingency (i-Park overlap)
- Clear transition milestones and sequencing

This provides a high level of confidence in successful go-live on 1 July 2026.

E. Meter Technology Changeover

A staged implementation approach will minimise disruption:

Timeline:

- May–June: Meter base installation
- Early June: Select Orikan meters installed (standby mode)
- 26 June: i-Park meter removal
- 27 June: Orikan bulk meter installation
- 29 June: Site remediation
- 30 June: System commissioning

Licence plate recognition camera systems in the carpark building will also be upgraded during this period.

F. Communications and Public Engagement

A comprehensive communications plan is being developed, including:

- Public messaging on:
 - Payment options
 - System changes

- City layout changes
 - Permit structures
- Use of:
 - Updated website information
 - FAQs and digital channels
 - On-street signage
 - Media engagement

The approach aims to:

- Minimise confusion
- Support behaviour change (digital use, permits)
- Maintain public confidence

G. Financial Considerations and Tariff Design

The tariff structure has been designed with sensitivity to current economic conditions.

Key considerations:

- No significant drop in demand (approx. 4% seasonal variation)
- Introduction of permit zones to:
 - Improve fairness and availability
 - Cater for long-stay users
- Affordable permit pricing (approx. \$0.33 per day equivalent at lowest)
- Balanced approach to:
 - Turnover in high-demand areas
 - Accessibility for workers
 - Financial sustainability

A detailed fee schedule will be presented separately on 20 May 2026.

H. Customer-Centric System Design

The transition reflects a shift toward a more customer-focused parking system, including:

- Flexible payment options (meter + virtual meters + mobile app)
- Improved clarity of rules and signage
- Greater consistency and scope in enforcement
- Increased accessibility and ease of use

This aligns with Council's objective to:

- Support city accessibility
- Ensure fair use of parking
- Maintain a simple and intuitive system

4. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

The matters addressed are significant due to high public interest and broad community impact. No decisions are sought; this report is for information and discussion only.

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

Public consultation relating to parking charges is addressed in a separate report scheduled for 20 May 2026. This report focuses on operational delivery.

6. HE WHAIWHAKAARO CONSIDERATIONS

6.1. Mahere Pūtea Financial/Budget Considerations

No new financial considerations beyond those already approved.

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

This approach aligns with Rotorua District Council's:

- Traffic Bylaw 2026
- Parking Management Policy
- Parking Management Guidelines

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

Impacts on Tāngata Whenua were considered in earlier Council reports informing the parking approach. No additional impacts are identified as part of this operational update.

6.4. Tūraru Risks

In addition to the risks previously reported, there is a further risk associated with the potential failure to secure a finalised contract prior to the 1 July 2026 go-live date.

This has the potential to impact both the communications and transition plans; however, at this stage the likelihood of this risk materialising is considered low.

6.5. Te Whaimana Authority

No decisions are required. This report is for information and discussion only.

In conclusion, this transition represents a significant evolution in how parking services are delivered in Rotorua, enabling improved customer experience, greater Council control, and modernised, digitally enabled service delivery.