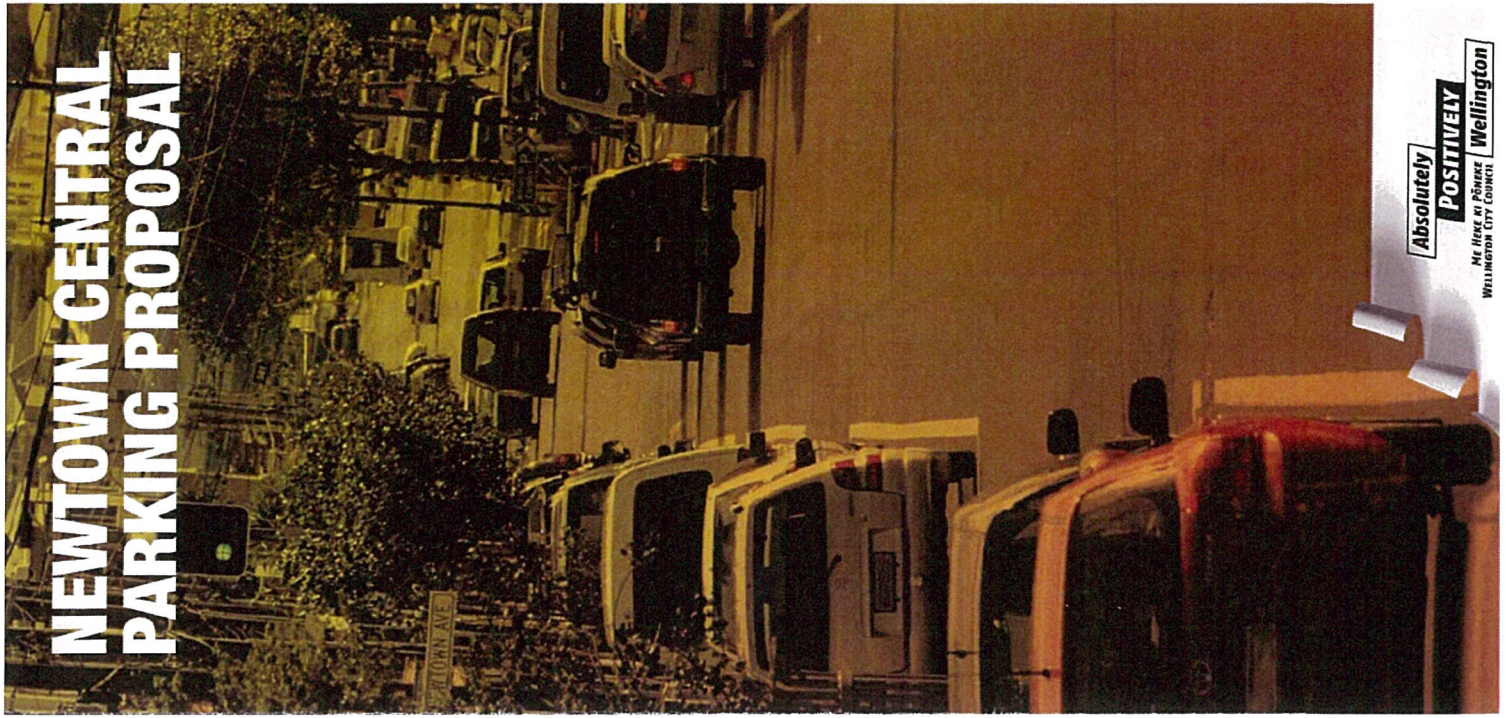


# NEWTOWN CENTRAL PARKING PROPOSAL



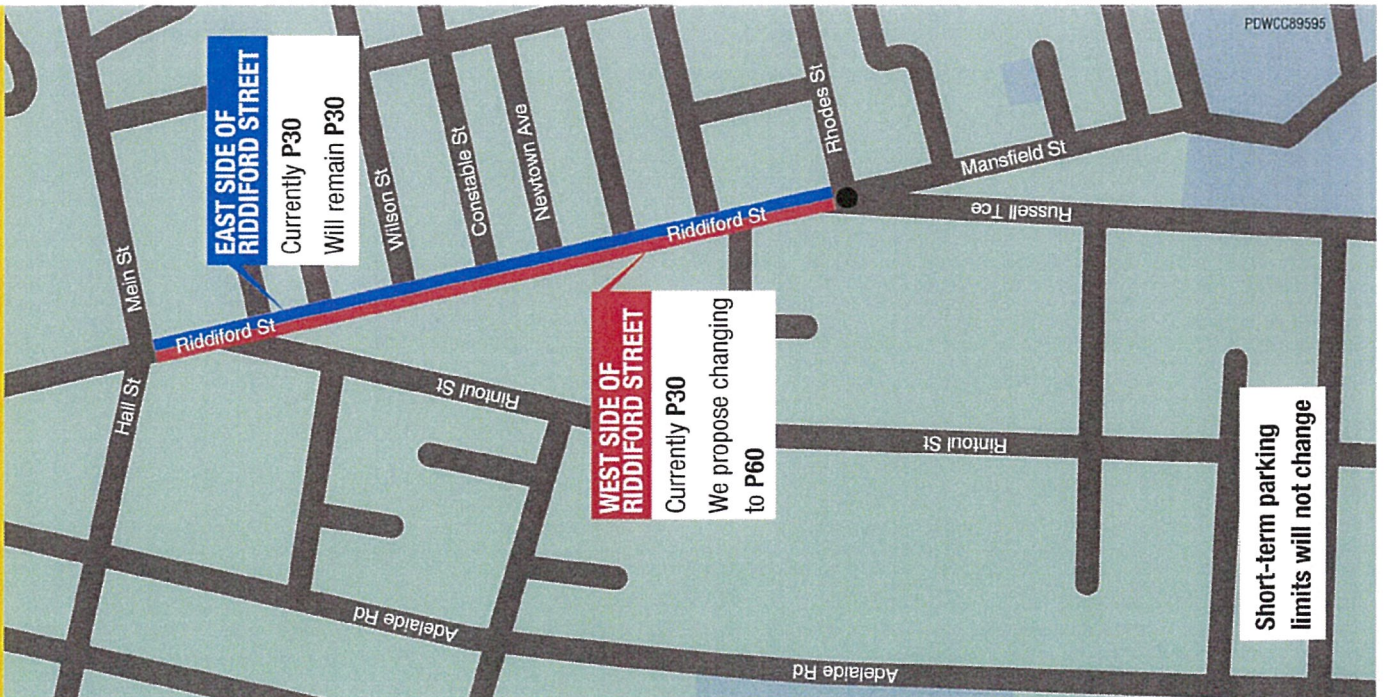
Absolutely **POSITIVELY**  
ME HEKE KI PŌHĀKE Wellington  
WELLINGTON CITY COUNCIL

Safer Roads 2012 (KCIF02) CAB2  
FreePost 2199  
Wellington City Council  
PO Box 2199  
Wellington 6140

FreePost Authority Number 2199  
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WELLINGTON CITY COUNCIL  
PO BOX 2199, WELLINGTON, NEW ZEALAND



## AREA OF PROPOSED CHANGE



## WHY THE CHANGE

Some Newtown businesses have indicated that the current P30 parking times in the shopping area on Riddiford Street, from the intersection of Mein and Hall streets to Russell Terrace, are too short.

We are keen to hear your views on this, and on our proposed solution to provide some longer parking times along this section of Riddiford Street.

## THE PROPOSAL

We are seeking feedback on our proposal to change the P30 parking spaces on the west side (McDonald's side) of Riddiford Street, from Hall Street to Russell Terrace, to P60 (a one-hour limit).

We propose to leave the east side (New World side) of Riddiford Street at P30 (please see map).

Providing a mix of P30 and P60 parking will give people more time to make use of the various shops, cafés and amenities.

We do not recommend having a mix of different parking limits on one side of the street as this creates confusion for motorists and too many signs.

Short-term parking limits outside businesses such as dairies will not change.

To find out more about the proposal please contact Stuart Bullen by email at [safarroads@wcc.govt.nz](mailto:safarroads@wcc.govt.nz) or phone 803 8242.

To let us know your views, please complete the feedback form or visit our website at Wellington.govt.nz and go to the 'Have your say' section and then 'Public input'.

## FEEDBACK FORM

### We want to hear your views

1. Is the current P30 limit enough for your needs? **Y / N**
2. Do you support the proposed change from P30 to P60 on the west side of Riddiford Street, from Mein and Hall streets to Russell Terrace? **Y / N**
3. Please explain your answer:

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4. Are there any other parking limit issues on the central part of Riddiford Street? **Y / N**

5. Please explain your answer:

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6. Where on Riddiford Street do these issues occur?

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7. When do they usually occur?

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8. Do you run a business in this part of Riddiford Street?  
**Y / N**

### Please provide your contact details (optional):

Name

Email

Daytime phone number

Address

Would you like to be kept informed of the proposed parking limit changes in Riddiford Street? **Y / N**

### Privacy statement

Personal information will be used for the administration of the consultation process. All information collected will be held by the Wellington City Council, 101 Wakefield Street, Wellington, with submitters having the right to access and correct personal information.

**Newtown Central Parking Proposal  
Feedback Form Analysis  
June 2012**

1000 feedback forms were distributed by hand by members of the consultation & engagement and transport & planning teams to:

- All Newtown businesses from Mein/Hall Streets to Russell Tce
- Newtown Residents Association Group
- Newtown Business Group
- Newtown Peoples Parking Movement
- shoppers
- windscreens of cars on affected part of Riddiford Street
- Newtown residents on affected part of Riddiford Street
- Island Bay, Kilbirnie and Newtown libraries
- Newtown Community Centre

Most flyers were hand delivered by council staff. Staff used this as an opportunity to engage with businesses on the proposal and on parking issues specific to Riddiford Street. Some flyers were left with businesses and in cafes or other public places so customers could help themselves.

52 submission were received, 10 by email and 42 by main on the feedback form.

17 people identified themselves as Newtown businesses, 29 identified themselves as individuals while 6 did not identify themselves as either.

24 people asked to be kept informed on the decision making process. Stuart Bullen will advise participants with help from consultation & engagement team of the decision and the process ahead.

The spreadsheet outlining these figures and contact details can be found in EDRMS:

*Windows Explorer DM Extension\Favorite Workspaces\Consultation and engagement (10499542)\Newtown Parking*

The following questions were in the feedback forms:

- *Is the current P30 limit enough for your needs? Y/N*
- *Do you support the proposed change from P30 to P60 on the west side of Riddiford Street from Mein and Hall Streets to Russell Terrace? YN*
- *Where on Riddiford Street do these issues occur?*
- *When do they usually occur?*

Below are headings identifying the key areas that came out of the feedback with a short summary of what participants said. More detailed comments made by participants are in Appendix 1.

## **1 Support for proposed change**

There was strong support for the proposal to change the P30 parking spaces on the west side of Riddiford Street, from Hall St to Russell Terrace to P60. 41

people did not feel that 30 minutes was long enough for their needs while 8 People felt that 30 minutes was enough for their needs. 3 did not comment.

A large number of people agreed it was a good idea to make the proposed change and commented on issues around not having enough time to attend appointments and do their shopping within the current 30 minutes. There appeared to be concern from people having to rush their visits to Newtown because of the current parking restraints. Increasing parking times was seen as a way to encourage the use of cafes and local businesses.

## **2 Alternative suggestions**

It has been commented that Newtown is a lot busier than it has ever been. Some have suggested that the layout of parking was problematic in some parts of Riddiford Street and it needed reviewing.

Confusion over the meaning of some signs and whether they covered parking 24/7 was raised as an issue and it was identified that the council should review signage to give clarity to people parking their vehicles. The use of the middle of the road as temporary was also problematic. A couple of people suggested that they didn't come to dine in Newtown at night because of the parking limits which shows the confusion over 24/7 parking.

Some alternative suggestions included:

- Giving parks around health services longer parking times (up to 90 minutes) for the elderly and disabled
- Add more 60 minutes parks in Green St because of counsellors, health providers, dentists in this area and over at the Lychgate.
- Add in short term drop off parking near health services
- Put in mobility car parks particularly on the west side
- Add in loading zones to give delivery trucks a safer alternative to parking in the middle of the road
- Signs at the clearway near (Mr Bun) bus stop should be clear
- Marking out parks to allow for extra cars to park
- The direction of signs are inconsistent and cause confusion for drivers looking for parks – particularly near the Mr Bun bus stop
- Put up signs to clarify what times parking restrictions apply

## **3 Parking limit issues**

### **• Parking for appointments**

There was strong support for longer parking because most appointments with banks, counsellors, health care workers, WINZ, accountants and dentists lasted longer than 30 minutes.

Many commented that one hour did not allow for someone to get to and from their car and go to a shop or an appointment. This was of particular concern for older and disabled people with walkers and wheelchairs or for the waiting time prior to an appointment. Because of this some health providers and also shoppers suggested an increase to 90 minutes.

Parking limits were seen as a major barrier to going to appointments.

It was noted by some businesses that often people cut their appointments short to move their cars to avoid parking tickets.

- **Shopping & dining in Newtown**

Many submitters perceived that short parking times had a negative impact upon local businesses. Businesses welcomed more time for customers to shop and dine during the day and they saw the proposed change as a way to support Newtown businesses.

Some people welcomed the change as a way to allow them to have more opportunity to visit shops and cafes. At 30 minutes it is not easy to get to and from a car in a leisurely fashion. 60 minutes allowed for opportunities to visit more than one shop some commented on the long queues at the Post Shop and how lunch can take more than 30 minutes at a time.

A few submitters thought that parking restrictions covered night times as well and they did not use the restaurants and cafes at night because parking restrictions did not allow enough time for dining.

- **Parking infringement**

Submitters saw the threat of receiving a parking ticket as the main reason why people were mindful of time limits during visits to shops, cafes and appointments.

Some commented that the wardens were doing a very thorough job and others felt that they were particularly vigilante in some areas such as the 4-6pm clearway outside the National Bank. Some submitted that parking wardens took advantage of the unclear signage in this area and they often waited for each person to turn up and make an error of judgement.

Some businesses believed that the number of parking tickets people received impacted upon the amount of money people spent in shops.

- **Trucks**

Submitters saw many issues with delivery trucks that parked in the middle of the road to unload goods. They understood that this was happening because there were no adequate loading zones for goods vehicles and they also saw it as a hazard creating safety issues. It was common for trucks to circle the block to find parking to drop off goods.

People unloading vehicles had to cross the road through traffic to deliver goods to businesses. There were many cafes and restaurants between Hall St and Normanby Streets which created a constant flow of trucks unloading each day. One submitter had been hit by a vehicle while unloading a truck and had to take time off work to recover

#### **4 Where are issues?**

The area identified with the most parking issues was between New World and the intersection of Rintoul/Riddiford Streets. The west side was targeted as problematic because there were many cafes with regular deliveries. Other hotspots identified include the clear way outside the National Bank, bus stops and

McDonalds/New World high traffic area, surrounded by many streets, congestion around lights and high parking turn over.

## **5 When are issues?**

During business hours was identified as the time with the most parking issues. Between 3 and 5pm was a particularly busy time in Newtown with many buses and vehicles driving through at these times.

## **6 General comments**

Some general comments were made in relation to parking in Newtown.

**Appendix 1: Newtown Central Parking Proposal, Feedback form comments,**

**Newtown Central Parking Proposal  
Feedback form comments**

Outlined below are the key areas identified from the questions on the feedback forms or emails. Under each key areas there are bullet points outlining the feedback comments from each participant.

The following areas were identified as creating parking limit issues:

- **Parking for appointments**
- **Shopping & dining in Newtown**
- **Parking infringement**
- **Trucks**

The most significant issues were around:

- not having enough time to park during appointments or for dining and shopping
- short time limits and pressure of getting a parking ticket
- hazard of delivery trucks parking in the middle of the road.

| <b>Support for proposed change</b>   |
|--|
| <ul style="list-style-type: none"><li>• I am a builder 30 minutes is stupid</li><li>• 30 minutes too short.</li><li>• By the time you visit one shop you have to move on.</li><li>• Either option is OK</li><li>• I always find it hard to get a park in Newtown</li><li>• Its good to keep traffic moving but a reasonable parking time for shopping is 60 minutes</li><li>• I think the idea is basically a good idea. I suggest that if those parking areas are designated for P60 should have signs prominently displayed there showing that its a parking 60 minute area and all P60 signs should be colour co-ordinated e.g. all P60 would have signs that are painting in green and all P30 are all blue. Obvious markings would clear up confusion around how long they could legally park there</li><li>• Those proposed parking changes to P.60 on west side of Riddiford St. to Russell Tce</li></ul> |

from Hall St are a very good idea to implement in Newtown. Support to encourage people to shop there is much needed

- I think it's really good.

### **Alternative suggestions**

- I would like it to be 2 hours so when my friends and I go out for lunch we can have a leisurely lunch
- 90 minutes please. We like to spend time shopping in Newtown
- 30 or 60 are not long enough. Increase parking availability by having car parks marked out. We estimate an increase of over 20% in extra car parking in Riddiford St. (prevents lazy parking)
- Ideally people would park on side streets so that there were fewer parking-related traffic problems on this stretch of road. Less parking on the main street would also allow for cycle lanes
- The council should actually look at reducing the time limit so they can issue more parking infringement notices in so doing fulfil the policy of revenue gathering
- In my opinion the east side should be P60 and the west P30. This would enable people visiting post office, McDonalds Café to park for short time. P60 on east side would allow longer term parking outside school, shopping centre etc.
- P30 on the east side of Riddiford St from Mein & Hall Streets to Russell Terrace should be a standard P60 every other part of Newtown should vary
- As a retailer on the east side of Riddiford St I need a P60 designation in front of my business
- The bus stop and P15 signs outside National Bank (east side) signs are not in a straight line. One sign runs north south the other runs east west ( so they may not see the east west sign)
- Both sides should be changed to P60
- Yes we do support the parking time change but up to 90 minutes. Many of our clients are over 70 years old or have disabilities that don't allow them to move or walk at a normal pace. This time will allow them to have enough time to go and return to their car
- Needs to be 90 minutes as NGO, health services are based along this road and consumers cannot complete appointments for 60 minutes. Needs to be 90 minutes please
- Not enough disabled parks and none on the side of the road with the proposed changes
- That we have a mix of time restriction parking on the eastern and western side of Riddiford St rather than one side being P60 and the other P30
- We support the proposal to increase on one side but would like the period to be more than 60 minutes. We provide counselling for people 55 and over (our oldest client being 96) We have one hour counselling sessions. Parking is a major concern and obstacle for clients wanting to receive counselling at Riddiford House



- Although there are 5 minute parking spots outside the chemist and these allow for clients to be dropped off the spots are always occupied. For clients using walkers, it would be wonderful if there were a mobility drop off point at the back of the bus bay. I have on several occasions given lifts to clients attending groups at Riddiford House and have had to draw into the bus stop to enable them to get out of the car safely
- I appreciate our needs are specific but wonder if they may also apply to a number of WINZ clients? Perhaps it would be possible to creatively assist our clients without extending the time past 60 minutes on the east of Riddiford. Could there be a parking spot (mobility? Residents?) where WellElder provides the client with a sign to put on their dashboard and they could park for up to 80 minutes?
- Yes, the recommendation of not to mix different parking limits on one side of the road is a good idea. You will have to make the signage very clear just where the allowed hourly parking is however, as some may automatically think it applies on the other side of the road, too. It would be nice to have a few more legitimate parks in Normandy St. around the corner from New World, in addition, for those shoppers who need to be nearer this supermarket to do their shopping.
- Car parking could be better laid out so you don't have to jostle for parks
- Parking in the area from Newtown Ave to Donald McLean St should be "at all times" parking is taken up daily from approx 5pm – 11pm daily
- Unclear signage at bus stop (east side near Constable St) Please improve signage on 4-6pm limitation
- All of the parks are P30, P15 and only one P60 which always stays full
- Would like to see the P30 in Green St to change to P60 would be ideal to have both sides at the entrance of Green St to be the same (P60)
- Bad design of road/pavement – wasted space.

### **Parking for appointments**

- Appointments in local businesses are restricted to 30 minutes, not realistic expectation
- We have many visitors and clients that can take more than 30 minutes when coming to our organisation (Skylight on Green St)
- As we are a bank and our customers come in for appointments most of the time they end up here more than 30 minutes and then they have to go back and forth to move cars
- Business people especially those attending meetings i.e. bank or accountants can be fairly long winded. The extra time can keep the focus on the job at hand
- The majority of my clients attending my clinic are for 30 minutes a 60 minute limit will give them time to walk to and from their cars and allow for any minor delays in the clinic
- There are a lot of places in Newtown where people go for appointments – meetings

and the P30 parking is very restrictive

- The 30 minute parking is not helpful on Green St, there is a counselling office & dentist there and clients find it hard enough to go and find a park and then get a ticket
- Most of our customers get tickets when they need more time to discuss their computer problems and due to that people do ask particularly for parking time
- Appointments around the nearby businesses are between 15-60 minutes it is frustrating to get to an appointment to tell them 20 minutes later that you need to move your vehicle or be ticketed for parking too long. If you look at the space it could probably take four or five buses. I have rarely ever seen more than two buses there. I am suggesting the very end of the bus stop could be for cars
- Needs to be 90 minutes as NGO, health services are based along this road and consumers cannot complete appointments for 60 minutes needs to be 90 minutes please
- Many people have doctors, optometrist, midwives visits that may be longer than
- 30 minutes is not long enough for a dentist visit
- We support the proposal to increase on one side but would like the period to be more than 60 minutes. We provide counselling for people 55 and over (our oldest client being 96) We have one hour counselling sessions. Parking is a major concern and obstacle for clients wanting to receive counselling at Riddiford House
- People who go to Newtown often have an appointment like with a Dentist or hairdresser to keep so making the parking an hour on one side of Riddiford St. will be very helpful for this reason alone.

### **Shopping & dining in Newtown**

- Overall, it is good news for Newtown businesses, as long as drivers do not abuse this privilege and park indefinitely, say workers who work near that end, and who can run out and move their car every hour or so to a different P60 car park!
- 90 minutes please. We like to spend time shopping in Newtown
- We would like to dine out at the cafes at night – Newtown is great – a bit longer stoppage time would be better and at the weekends
- 30 minutes ridiculous – not enough time to shop
- One hour will give me more time to spend shopping which would be great
- My nephew runs a business in Newtown I need to be able to park when I go to see him and 30 minutes is not enough time
- 30 minutes too short. By the time you visit one shop you have to move on
- We live in a residential block so 60 minutes makes sense. Also further away from shops and need time to walk there and back. However, video store could do with a 10 minutes drop off section
- Longer gives the public time to eat, shop and queue for post office

- Increasing parking is a simple solution to promote use of cafes and local businesses
- Café dining, meetings with friends and multiple errands and shopping require 60 minutes
- Increase for the many businesses in Newtown, just need longer period
- The new time limit of 60 minutes would give me more breathing space when shopping
- In my opinion the east side should be P60 and the west P30. This would enable people visiting post office, McDonalds Café to park for short time. P60 on east side would allow longer term parking outside school, shopping centre etc
- Increasing time limit gives parkers a chance to do their shopping and not worrying about the wardens
- 30 minute parking does not allow you to have lunch with a friend. Half an hour parking is nowhere enough time for me to complete errands. I can be as long as that in a bank queue. Consequently I often go to Kilbirnie. There are a few 60 minute parks. Its an excellent idea and have discussed it often
- I often shop and use the bank and post office in Newtown and find with 3 children, including a baby that 30 minutes is not long enough as we do move slowly. We need time to stop for a coffee or lunch
- Sometimes shoppers rush out the door due to time shortage
- Many people use this tight area and many of them use the parking in a selfish manner i.e. 1 hour coffee!!
- Because we operate a shop on Riddiford St it will be helpful to our customers to have more time to shop. Typically a customer can spend up to 45 minutes shopping
- Half an hour is not enough time for our customers to spend a decent amount of time running errands e.g. post office, banking and enjoying Newtown and support local business
- It is not possible to get parked and visit a few shops in the current time limit. The post shop queue alone can take 45 minutes and the warden never comes in to ask if it is someone who is stuck there before ticketing
- Time limits are mostly 24/7 meaning a meal out in Newtown is not possible. I have to go into town to be able to park for free and enjoy a meal out – crazy!
- More time to go to cafes and library
- Difficult for visitors to cafes etc. – 30 minutes is not long enough for a meal.

### **Parking infringement**

- Customers are not spending enough money because parking tickets cost too much
- Parking wardens are a problem
- Biggest customer complaint parking tickets – parking Nazi's

- Parking wardens should give you a warning first
- The lack of parking wardens during the mornings. No complaint about our wardens they are great in my eyes, but with extra parking time the public will take full advantage
- Increasing time limit gives parkers a chance to do their shopping and not worrying about the wardens
- Outside the National Bank it's ridiculous the way the signs are 9-4pm P15 Mon-Fri. People assume that outside these hours they can park – there are arguments all the time. The wardens target it almost every day. Some wait on the bank steps until 4pm to tick over. One warden hides around the corner peeking to see when a victim comes. It's a terrible add for the WCC.

### **Trucks**

- Near accidents from trucks on Riddiford St not parking right unloading boxes
- Vans and trucks stopped in the middle of the road offloading goods into various businesses
- Double parking – vans, trucks and those parking in the middle of the road blocking it and slowing traffic down. Would a horse & cart be quicker?
- Danger in street when van comes to unload I try to dodge cars to get stock, I have been hit in accident – boss happy he doesn't have to pay me
- Vans and trucks parked down the middle of the road. Most of them seem to be unloading into the cafes on the western side
- There is a problem with delivery trucks in the middle of the road or on the eastern side where they park
- Drop – offs – vans trucks they have to use the centre lane for parking. We have seen some close calls especially when guys are carrying large loads into cafes etc.
- Off street parking for trucks, vans unloading produce, food stuffs instead of parking in the middle of the road
- Congestion – particularly those businesses that have to double park to unload
- It's very hard when trucks have to park down the centre of Riddiford St to unload their goods. I try to avoid going there then
- Trucks parking in the road unloading - dangerous
- No loading zone or 10 minute parking between Constable to New World. Delivery trucks going round the circle until they find parking
- A loading zone would be good there are many deliveries dropping off and picking up goods going on in Newtown amongst every business
- Due to the hazard and safety issue of drivers parking in the medium strip to unload goods, I request a loading zone on the western side to mirror the loading zone on the eastern side of Riddiford St.

- So we can stop and drop off and pick up products without having to worry short term about parking wardens
- The shops on the western side could do with a loading zone
- There are no loading zones

### **Where do issues happen?**

- By shops and cafes
- In the main drag – everywhere else is well served but not on western side between Constable and Rintoul St
- Wherever I want to shop – usually past McDonalds down to the Lychgate Centre
- All over the show, council needs to see it for themselves
- Outside on street
- Middle of the road
- Between Westpac and Constable
- On the main part from Greasy Spoon to St Anne's
- Between Constable & Rintoul St usually western side

- From Beijing to Simply Paris
- From the post office to the police station on Riddiford
- Where all the restaurants are
- By the cafes
- Lots of cars parked for extended periods around Caltex to Assyrian Club on Riddiford
- From Newtown Ave to Donald McLean St
- Between 4-6pm east side near Constable St
- Not just Riddiford St but all over Newtown
- On Wilson St and on Riddiford St
- Green St
- In front of NZ Post Newtown
- Central Riddiford, Newtown Ave – Rintoul St
- For me from Riddiford/Rintoul St to Constable St
- Nearby to banks
- From the Basin Reserve to the Fire Station with the worst spots being opposite McDonalds
- From Russell Terrace to Mein & Hall Streets
- Outside the National Bank it's ridiculous the way the signs are 9-4pm P15 Mon-Fri. People assume that outside these hours they can park – there are arguments all the time
- From BNZ to New World.
- Near the bookshop/computer shop to the lights at Constable street
- Mein St to Rhodes Street
- Between Constable & Rintoul
- All areas close to shops
- All of west side

### **When do issues happen?**

- Afternoon, evenings, weekends
- In the morning after the rush hour still busy too busy
- All times of the day
- Anytime

- Lunchtime
- Different times
- Morning
- Mainly in the morning I think sometimes in the afternoons too
- All times of the day
- Afternoons, early evening
- Daily when the members of the Assyrian Centre arrive
- Between 4-6pm east side near Constable St
- Mon-Fri 9am – 5pm. Even earlier at times
- During day time mostly between 11-3pm
- Between 8.30 – 5pm
- Anytime of day
- Mid morning onwards
- Just about all day everyday
- During business hours
- Between 3-5pm usually when lots of people are driving through Newtown (I am not convinced that many stop to shop)
- Between hours 7am – 5pm Monday to Sunday
- 12-4pm and including school times
- From 10-5pm
- 8.30pm – 4pm
- Business hours
- Always

### **General comments**

- A couple of years ago P60 was changed to P30 no reason given other than perhaps to generate larger funds?
- If it ain't broke why fix it?

- If I want to park longer I park on the side streets
- I tend to walk everywhere. Parking is only a problem for visitors then I have to think about it and plan where to meet
- Not enough turn over – too many hospital workers parking in business district parks
- Its great parking is free.
- However, I would be also happier to see help for those businesses at the other end of Newtown. They are really suffering from all the changes which have been made to the previous allowable parking sites around the Hospital area and John St etc. When the Countdown supermarket comes in to being maybe there can be a suitable arrangement for those needing to shop in that North vicinity to share a part of the new parking building underneath the supermarket?



## CONCLUSIONS AND RECCOMENDATIONS

1. The feedback received showed 79% support for longer time parking restrictions
2. The feedback received showed 81% support for one side of Riddiford Street to have P60 (one hour) time restrictions during business hours.
3. The majority of retailer's feedback suggests that a P60 limit will provide greater opportunity for people to spend more time shopping in Newtown.
4. The current P30 parking restriction adjacent to some businesses such as a post office is perhaps too short a time limit for the type of business now available within post offices.
5. A lack of understanding with the current signage.
6. Confusion as to what time restrictions apply at night and weekends.
7. The demand for parking in Riddiford Street exceeds the available supply. To maximise parking spaces by marking out individual parking spaces.

## RECOMENDATIONS

1. To acknowledge the support received and take into account the additional functions businesses carry out it is proposed to amend the P30 restrictions to a P60 restriction on the western side of Riddiford Street.
2. To provide more clarity with the parking signs especially over night time and weekend parking non restrictions .
3. To maximise parking spaces, look at installing roadmarkings that better define where vehicle are parking.
4. To retain a level of compliance with the parking restrictions, as turnover of spaces is required for businesses.
5. Parking changes are implemented through Councils traffic resolution process in December 2012.