



# **Long Term Plan 2018-28 Service Plan for Parking**

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<b>Approvals</b>		
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## What does the overall Group of Activities do and why do we do it?

Christchurch City Council plans, manages and operates the local transport network in Christchurch. Many of the Council's activities in this role are undertaken in close collaboration with the New Zealand Transport Agency and Environment Canterbury.

The streets we manage provide a safe and efficient network that connect communities and facilitate the movement of people and goods around the District and to the adjoining region. These network facilities provide for choice in travel mode, promotion of active travel for healthy lifestyles and attractive, functional streetscapes. Council implements these services for the community in a number of ways, including network planning, day to day operations, asset maintenance, renewal of life expired infrastructure and improvements to the network.

For decision making clarity these elements are categorised into the following Service Plans: Roads and Footpaths, Active Travel, Parking, Public Transport and Traffic Safety & Efficiency. The objective for this group of Activities is to manage the network to ensure that it is safe, connected, integrated, affordable, sustainable and responsive to the needs of customers.

## 1. What does this activity deliver?

The objective of this activity is to ensure that parking is managed at an appropriate level to support business activity and promotes an accessible city.

This is delivered by:

- Operating and maintaining:
  - on-street parking meters and associated signage
  - off-street parking facilities and associated signage
  - Council owned parking buildings
  - parking information signage including wayfinding equipment.
- Enforcement of parking controls.
- Capital programmes for parking including implementation of new asset or renewals and improvements of existing assets.

## 2. Why do we deliver this activity?

The Transport network is an integral part of Council's infrastructure. It links people and places and enables people to undertake the activities that make up their lives. Council's role is to own and operate this infrastructure on behalf of citizens and manage it in such a way that it meets their needs now and into the future.

This Service Plan focuses on the parking related actions that Council undertakes. It is important that an appropriate number of parking spaces are provided to the community to ensure access to the opportunities the city offers which includes business, leisure and tourism. Parking enforcement and compliance assists with an efficient turnover of vehicles in restricted parking areas and this also supports a safe transport network.

There are several key Acts of Parliament that determine Councils legal role in Transport. These include the Local Government Act 2002 and the Land Transport Act 1998. There are also a number of policies such as the Government Policy Statement for Transport and the Regional Land Transport Plan that guide regional priorities.

These are taken account of as part of Council's Community Outcomes process whereby Council identifies and measures what is important to the local community through a process of consultation, planning and reporting.

Under this framework there are four Community Outcomes that relate directly to Transport and this Service Plan:

- A well connected and accessible city.
- Modern and robust city infrastructure and facilities network.
- Vibrant central city.
- Great place for people, business and investment.

Council also has in place a number of strategic priorities, which this Service Plan contribute to:

- Maximising opportunities to develop a vibrant, prosperous and sustainable 21<sup>st</sup> century city.

### 3. Specify Levels of Service

The Levels of Service, Performance Measures and Performance Targets for Parking activity are provided below. Shaded rows are the levels of service and performance measures to be included in the Long Term Plan. Non-shaded rows are non-LTP management level measures.

Performance Standards Levels of Service		Results	Method of Measurement	Current Performance	Benchmarks	Future Performance (targets)			
#	Description					Year 1 2018/19	Year 2 2019/20	Year 3 2020/21	by Year 10 2028/29
<b>Journeys are safe</b>									
10.3.7			10.3.7			10.3.7	10.3.7	10.3.7	10.3.7
10.3.7	Improve customer perception of vehicle and personal security at Council off-street parking facilities		Annual Customer Satisfaction Survey	16/17 51%		≥50%	≥52%	≥53%	≥60%
<b>Journeys are comfortable</b>									
10.3.3			10.3.3			10.3.3	10.3.3	10.3.3	10.3.3
10.3.3	Improve customer perception of the ease of use of Council on-street parking facilities		Annual Customer Satisfaction Survey	16/17 48%		≥50%	≥52%	≥53%	≥60%
<b>Customers have choices</b>									
10.3.1			10.3.1			10.3.1	10.3.1	10.3.1	10.3.1
10.3.1	Provide an appropriate number of parking spaces in the central city, so that occupancy is optimised	Increasing active, public and shared transport opportunities and use	Average occupancy of on and off street car parks within the inner city zone between 9am and 5pm Mon – Fri inclusive	15/16 On-Street 52% Off-Street 64%		60-85%	60-85%	60-85%	60-85%

#### 4. What levels of service do we propose to change from the current LTP and why?

To review changes to levels of service between those adopted for the Amended Long Term Plan 2016-25 (Annual Plan 2017/18) and the draft Long Term Plan 2018-28, refer to [section 4 of the draft Service Plan](#).

#### 5. How will the assets be managed to deliver the services?

The objective for Council is to manage the Transport network to ensure that it is safe, integrated, affordable, and sustainable, as well as being responsive to the needs of customers. Council staff undertake planning work to determine what is required by the Community, what the options are, how the works should be prioritised and what is the best way to deliver them.

The purpose for Council in managing on and off street parking is to support the vitality and growth of the City by ensuring it is available, safe, affordable and effortless to use as well as being responsive to the needs of the community. Council staff identify high demand parking locations and areas where any changes to the road network will have an impact on parking and consider options to improve availability.

Operations and maintenance activities include day to day work, as well as planned maintenance to both on and off street parking. This includes:

- Ensuring that all parking meters and parking facilities are operational.
- That the parking signage infrastructure is in place.
- Monitor parking occupancy levels by undertaking regular surveys.
- Investigations to be initiated to identify land that may be suitable to provide off street parking.
- Provide an efficient response to priority complaints.

Enforcement activities are also day to day and focus on ensuring that the behaviour of users is appropriate. This includes:

- Deliver high priority enforcement that supports the transport network and road safety including the education programme "Chaos at the School Gate" and regular school patrols.
- Conduct enforcement in high priority areas to support business and other community activities.
- Provide technical and administrative support in respect of parking infringements and abandoned vehicles.

Repair or renewal work is identified as part of Council's planning processes. This includes analysing asset data, modelling long term financial implications of planned and reactive maintenance, and preparation of 10 year planned works programmes. Further to this improvements are also identified and incorporated into this process.

## 6. What financial resources are needed?

Refer to the **Activities and Services** section in the most recently adopted [Long Term Plan / Annual Plan](#).

## 7. How much capital expenditure will be spent, on what category of asset, and what are the key capital projects for this activity?

Refer to the **Capital Programme** section in the most recently adopted [Long Term Plan / Annual Plan](#).

## 8. Are there any significant negative effects that this activity will create?

Negative Effect	Mitigation
Visual effects	Design facades and locate parking facilities to integrate the surroundings to address the visual effects.
Positive Effect	Mitigation
Economic development	To ensure an effective recovery, it is essential that people can travel conveniently to key destinations by a range of travel options. This will require parking for all modes to be provided. Short stay parking encourages people to visit and helps to support people accessing the business, retail and hospitality sectors. Effective management of the parking resource, by increasing utilisation, will maximise the use and value from parking assets. Planning for an efficient road network that allows for the movement of freight key hubs and markets, therefore allowing economic growth and prosperity
Safety and personal security	Planning to improve the safety of the transportation network for all modes of travel will lead to improving people's safety and personal security.
Access and mobility	Integrating land use with transport can improve access and mobility. Provision of mobility parking at key destinations.

## 9. Does this Service Plan need to change as a result of a service delivery review?

No change required.