Auckland Council
Te Kaunihera o Tāmaki Makaurau

Easy Read

Tell us what you think about time of use charging



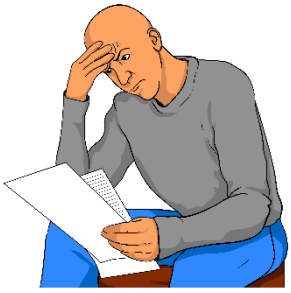
Feedback form

Published: November 2026

Before you start



This is a long document.



It can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



What you will find in here

Page number:



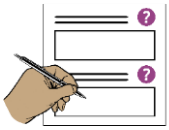
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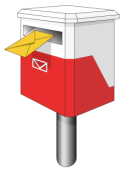
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About this Easy Read



This Easy Read form is from **Auckland Council**.



Auckland Council is the group of people who make choices about how to run Auckland.



Auckland Council
Te Kaunihera o Tāmaki Makaurau

When you see the words **we** / **our** / **us** in this Easy Read they mean Auckland Council.



Use this Easy Read form to tell us what you think about **time of use charging**.





Time of use charging means people pay money to drive:

- on some roads

or

- into some areas at the times when the roads are busiest.



You can find more information about time of use charging at:

https://akhaveyoursay.nz/TimeOfUseCharging



This website is **not** in Easy Read.

Why are we asking you?



Lots of roads in Auckland have **traffic congestion**.



Traffic congestion means there are too many vehicles on the road.



This makes traffic move slowly.



Traffic congestion means:

- trips take longer



- it is hard to know how long a trip will take



- vehicles that carry goods get held up.



We are thinking about time of use charging to:

- make traffic congestion less



- make trips faster
- make it easier to know how long a trip will take.



Other cities have made traffic congestion less with time of use charging like:



- London in England
- Singapore



- Stockholm in Sweden
- New York in United States of America.



Roads are busiest at peak times which are:





- usually Monday to Friday
- from 7am to 10am





- from 3pm to 6pm.



It can be different for different roads.



If people have to pay to drive at peak times some people might:

- travel at a different time



- travel on different roads
- travel a different way like by bus.



This means fewer vehicles on the busy roads.

These are not final plans



The options in this form are **not** final plans.



They are examples to help you think about time of use charging.



Your **feedback** will help us choose the option we think is best.



Feedback means telling someone what you think about something.

NZ TRANSPORT AGENCY
WAKA KOTAHI

We would work with the **New Zealand Transport Agency** to make a detailed plan if we make changes.



The **New Zealand Transport Agency** is part of the government that looks after big roads like motorways.



The detailed plan would say:

- where people would pay
- how much people would pay
- when people would pay.





We would ask everyone what they think about the detailed plan before deciding.



We would decide with the government if time of use charging will go ahead.

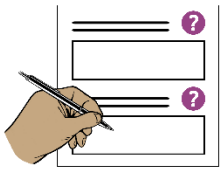


Time of use charging could start by 2031 if it goes ahead.

The feedback form



You need to send us this form by Friday 11 December 2026.



You can write your answers on this form.



You can ask someone to support you to write your answers like a:

- whānau / family member
- friend
- support worker.





You can answer as many questions as you want to.



Other people will be able to see your:

- name
- feedback.



Other people will **not** be able to see any other information about you like your:

- email
- address
- age.

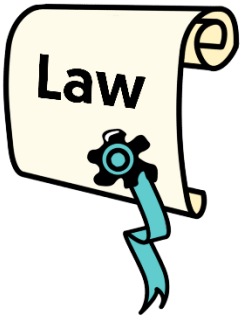


We will keep your information safe by following:

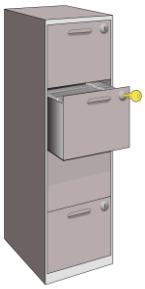
- our **privacy policy**

  and

- the law.









Here our **privacy policy** says how we:

- keep information
- use information
- share information.

It also says how you can:

- see your information
- fix your information if it is wrong.

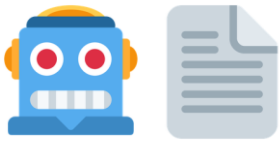


You can read our privacy policy at our **website**:

https://aucklandcouncil.govt.nz/privacy



This website is **not** in Easy Read.



We might use **Artificial Intelligence / AI** tools to help us read all the feedback.



Artificial Intelligence / AI tools are computer programs that can go through lots of information quickly.



Our staff will check what the Artificial Intelligence / AI tools find to make sure it is right.

Feedback – about you



Write your full name in the box below:

Use the box below to write your:



- email address

or



- home address.



Use the box below to write:

- your **local board**

  or

- the suburb where you live.



Local boards are groups of people who make choices about how to run things in their part of Auckland.

Write your **post code** in the box below.

My Address
123 Smith Street
Auckland
1023

A **post code** is the number at the end of your address.



Put a tick in the box that is right for you.



I am answering these questions:

☐ for myself



☐ as someone who is allowed to speak for an organisation.



Write the name of the organisation in the box below if you are answering for them:



You can choose if you want to answer these next questions.



Put a tick in the box that is right for you.

My **gender** is:



☐ male

☐ female

☐ another gender like nonbinary.



Put a tick in the box that is right for you.

My age is:



☐ Under 15

☐ 15 to 17



☐ 18 to 24

☐ 25 to 34



☐ 35 to 44

☐ 45 to 54



☐ 55 to 64

☐ 65 to 74



☐ 75 or older.



Put a tick in all the boxes that are right for you.

My ethnicity is:



☐ Pākehā / New Zealand European

☐ Māori



☐ Samoan

☐ Tongan

☐ Indian



☐ Chinese

☐ Filipino

☐ something else – write this in the box below.

Feedback – your travel



You can choose the questions you want to in this section.

Question 1 – Traffic congestion



How much of a problem do you think traffic congestion is in Auckland?



Put a tick in the box that is closest to what you think.



☐ It is not a problem

☐ It is a small problem

☐ It is a medium problem



☐ It is a big problem.

Question 2 – Travelling at peak times



How often do you travel at peak times?

This means any kind of travel like by:



- car



- bus
- train
- ferry



- bike
- walking.



Put a tick in the box that is closest to what you do.



☐ I often travel at peak times

☐ I sometimes travel at peak times

☐ I hardly ever travel at peak times



☐ I never travel at peak times.

Question 3 – How you travel



How do you usually travel at peak times?



Put a tick in the box that is most like you.

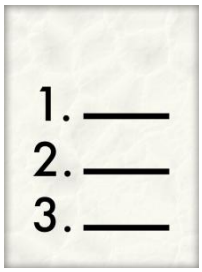






- ☐ I do not usually travel at peak times
- ☐ I travel in vehicle like a car
- ☐ I use public transport like the bus
- ☐ I use a bike
- ☐ I use a scooter
- ☐ I walk
- ☐ something else – write this in the box below.

Feedback – what is important to you



Question 4 – What is most important to you?

What is most important to you about time of use charging?



You can put a tick in up to **3** boxes.



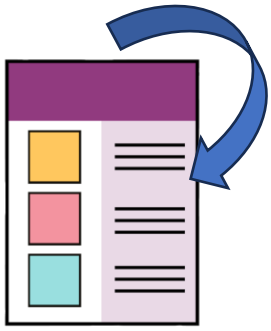
☐ Making trips faster with less traffic congestion less



☐ Making it easier to know how long a trip will take at peak times



☐ Keeping the charge as low as possible



There are more choices on the next page.

What other things are most important to you about time of use charging?



☐ Making sure the charge does not make things hard for people who do not have other ways to travel



☐ Making public transport better like it comes on time



☐ Spending money on transport for the future like better roads



☐ Making it easy to understand



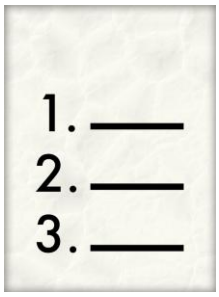
☐ Making things better for the environment like less air pollution

☐ I do not know



☐ Something else – write this in the box below.

3 options



We have chosen 3 options of time of use charging to look at more closely.



All the options include central Auckland.



1 option also includes motorways coming into central Auckland from the:

- north
- west
- south.



We chose central Auckland because:

- there is good public transport there
- it would not affect people with less money as much.



We think about 2 out of every 3 drivers would not be affected by the **charged area** in the busy morning time.



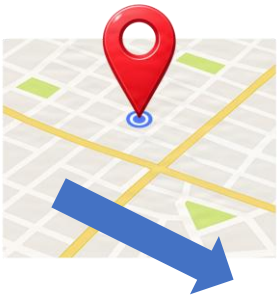
The **charged area** is the area where people would have to pay to drive at peak times.



We think about up to 1 out of every 3 drivers would have trips that are a little faster.



This is because these drivers would drive:



- near the charged area

but

- not into it.



We think up to 8 out of every 100 drivers would pay the charge.



This would make their trips faster.



A small number of drivers near the charged area might have slower trips.



This is because some traffic might go a different way.

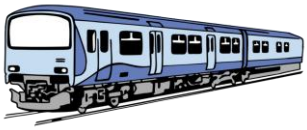


People who use public transport should have faster trips.



This is because there would be more:

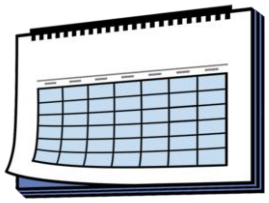
- buses



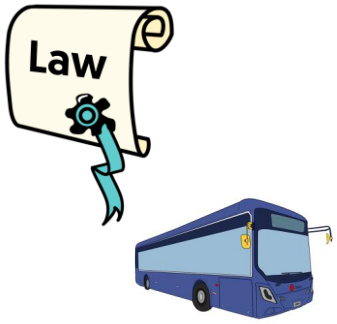
- trains.



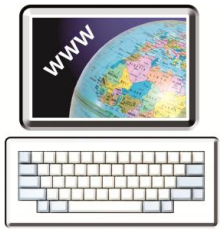
We have not decided how much people would pay.



This will be decided later.



The law says the money we get from these charges must be used first to make public transport better around the charged area.



You can see examples of better public transport for each option at:

https://akhaveyoursay.nz/TimeOfUseCharging



This **website** is not in Easy Read.



For each option we want to know:

- what you think will work well
- what worries you.

Option A – City centre



The green part of the map shows what would be the charged area.



You would pay when you drive:

- into the city centre area in the morning peak time.



- out of the city centre in the afternoon peak time.

You would **not** pay for:



- trips inside the area
- trips on the motorways.

What we think would happen with Option A

We think option A is the:



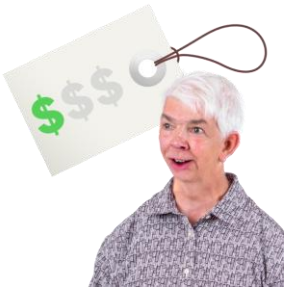
- smallest option
- option that is most simple to do.



We think up to 4 out of every 100 drivers would pay in the morning peak time.



We think drivers who pay would save about 2 and a half minutes on each trip.



We think the charge would probably be low.



We think 28 out of every 100 drivers who do not pay would still have faster trips.



We think Option A would make enough money to add a small number of new public transport services.

Question 5 – What would Option A mean for your travel at peak times?



Put a tick in the box that is most like what you do.



☐ I drive into or through the charged area



☐ I would not pay because I go into or through the charged area by:

- public transport
- bike
- walking





☐ I would not pay because I travel near the charged area

☐ I do not know



☐ something else.

Question 6 – Would Option A make traffic congestion better enough to be a good idea?



Put a tick in the box that is closest to what you think.



☐ It would **definitely** be a good idea



☐ It would **probably** be a good idea



☐ It would **probably not** be a good idea



☐ It would **definitely not** be a good idea



☐ I do not know

☐ something else.



Use the box below to write:

- why you chose your answer
- what might make Option A work better for you.

Option B – City fringe



The green part of the map shows what would be the charged area.

The orange parts show places we might add later.



Option B covers some:

- business areas
- neighbourhoods close to the city centre like:
    - Parnell
    - Ponsonby.





You would pay when you drive:

- into the city centre area in the morning peak time.
- out of the city centre in the afternoon peak time.





You would **not** pay for:

- trips inside the area
- trips on the motorways.

What we think would happen with Option B



We think up to 6 out of every 100 drivers in the morning peak time would pay.



We think drivers who pay would save about 4 minutes on each trip.

$$

We think the charge would be a medium price.



We think about 33 out of every 100 drivers who do not pay would still have faster trips.



We think Option B would make a medium amount of money for more public transport services.

Question 7 – What would Option B mean for your travel at peak times?



Put a tick in the box that is most like what you do.



☐ I drive into or through the charged

☐ I would not pay because I go into or through the charged area by:



- public transport
- bike



- walking



☐ I would **not** pay because I travel near the charged area

☐ I do not know



☐ something else.

Question 8 – Would Option B make traffic congestion better enough to be a good idea?



Put a tick in the box that is closest to what you think.



☐ It would **definitely** be a good idea



☐ It would **probably** be a good idea



☐ It would **probably not** be a good idea



☐ It would **definitely not** be a good idea



☐ I do not know

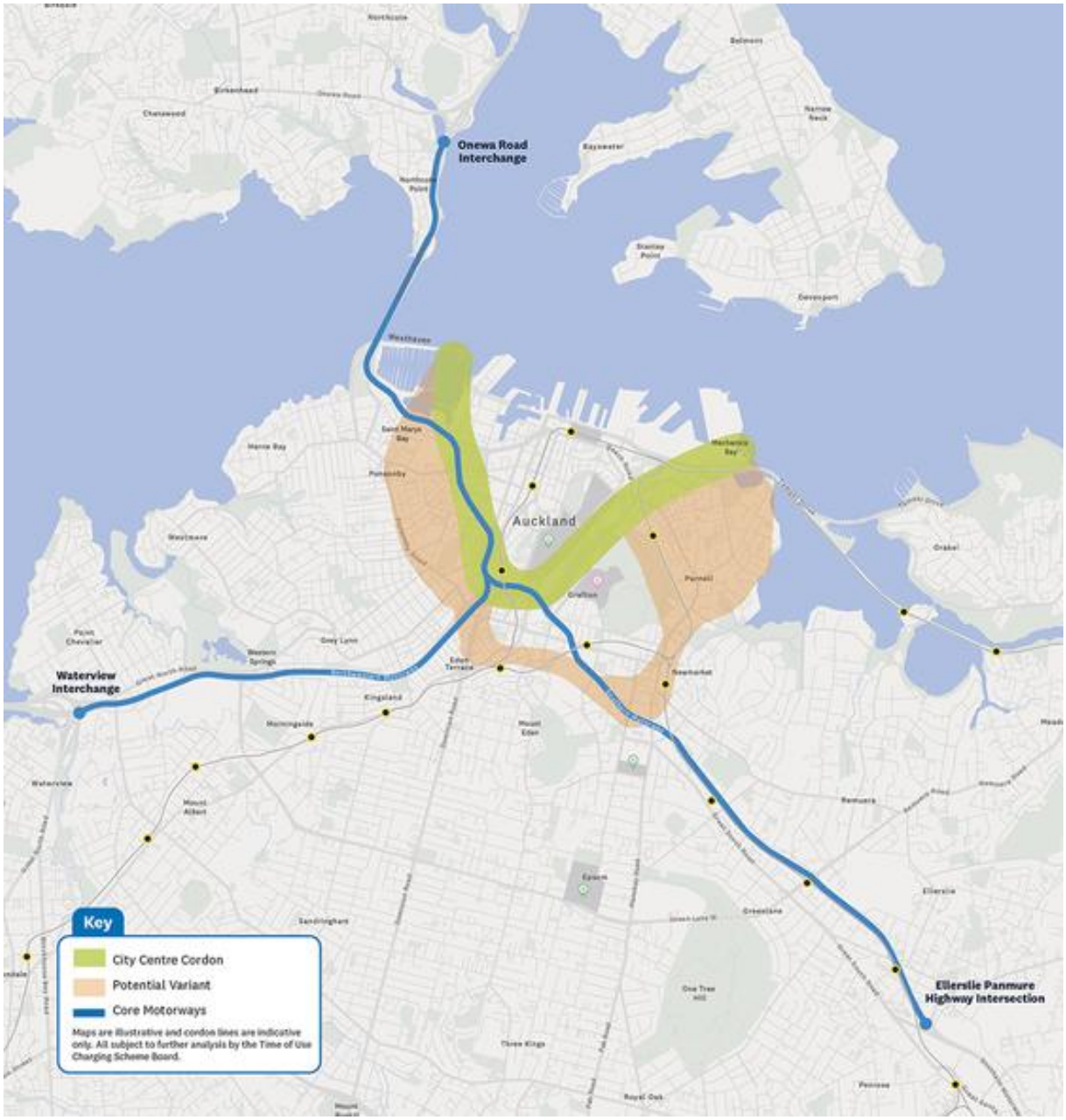
☐ something else.



Use the box below to write:

- why you chose your answer
- what might make Option B work better for you.

Option C – Core motorways and city centre



The green part shows the city centre.

The orange parts show the city fringe.

The blue line shows the motorways where people would pay.



You would pay when you drive:

- into the city centre in the morning peak time
- out of the city centre in the afternoon peak time



- on the busiest parts of the main motorways in peak times.

The busiest parts of the motorways are the parts that connect the city centre to:



- the Harbour Bridge
- Point Chevalier



- Mount Wellington.



There might be a smaller charge in the middle of the day on the Southern Motorway between:



- the city centre

  and

- Mount Wellington.



If you drive from the motorway into the city centre you would only pay 1 time.



We could use the city fringe area from Option B instead of the city centre.

This is the orange area on the map.

What we think would happen with Option C





We think Option C is the best option for making much less traffic congestion.



We think up to 9 out of every 100 drivers would pay.



We think traffic would be better than in the school holidays on the motorways where drivers pay.



We think drivers who pay on the motorways would save up to 10 minutes.

$$

We think the charge would probably be medium.



We think the charge on the motorways could be higher.



We think about 29 out of every 100 drivers who do not pay would have faster trips.



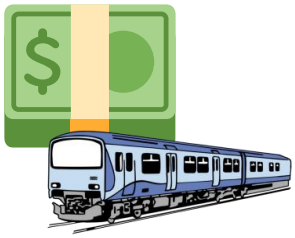
We think about 14 out of every 100 drivers who do not pay would have slower trips.



This would be because some traffic would go a different way.



We think some motorway trips might not have good public transport.



We think Option C would make enough money to make public transport a lot better.



We think Option C might help build other transport projects sooner.

Question 9 – What would Option C mean for your travel at peak times?



Put a tick in the box that is most like what you do.



☐ I drive into or through the charged

☐ I would not pay because I go into or through the charged area by:



- public transport



- bike
- walking



☐ I would **not** pay because I travel near the charged area

☐ I do not know



☐ something else.

Question 10 – Would Option C make traffic congestion better enough to be a good idea?



Put a tick in the box that is closest to what you think.



☐ It would **definitely** be a good idea



☐ It would **probably** be a good idea



☐ It would **probably not** be a good idea



☐ It would **definitely not** be a good idea

☐ I do not know



☐ something else.



Use the box below to write:

- why you chose your answer
- what might make Option C work better for you.

Which option do you like best?

Question 11 – Which option do you like best?

Which option should we choose if we do more work on time of use charging?



Tick the box that is most like what you think.



☐ Option A – City centre

☐ Option B – City fringe



☐ Option C – Core motorways and city centre

☐ I do not know



☐ Something else.



Write in the box below why you chose your answer.

How time of use charging might affect you and others

Question 12 – What would you do?

What would you most likely do if you have to pay to drive a vehicle at peak times?



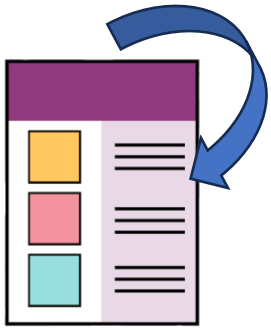
You can put a tick in up to 3 boxes.



☐ I do not usually drive at peak times



☐ Pay the charge which means I would keep travelling the same way at the same time



There are more choices on the next page.



☐ Travel at a different time outside the peak times



☐ Go a different way so I do not drive in the charged area



☐ Travel to a different place



☐ Share a ride with other people to share the cost



☐ Use public transport more often

☐ I would:



- walk
- bike
- scooter



There are more choices on the next page.



☐ Make the trip less often like working from home more



☐ I do not know



☐ Something else – write what this is in the box below:

Question 13 – What would make it hard to change?



What would make it hard for you to change when or how you travel?

Put a tick in all the boxes that are right for you.



☐ It would not be too hard for me to change when or how I travel

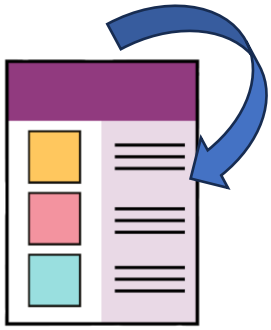


☐ I have to travel at certain times because my work hours are set

☐ I need a vehicle for work like to:



- deliver things
- carry things
- move people around.



There are more choices on the next page.



☐ There is no public transport near where I need it

☐ Public transport would not work for my trip



☐ I have a disability or need help going places

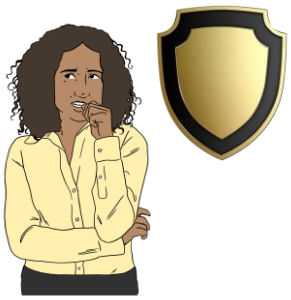


☐ I take children to school

☐ I look after other people like:



- older family members
- disabled family members



☐ I worry about my safety

☐ Something else – write what this is in the box below:



Question 14 – How would it affect you or others

Write in the box below to tell us anything else important about how time of use charging would affect:



- you
- other people

Question 15 – Anything else



Write in the box below anything else you want to tell us about time of use charging.

Where to send this form

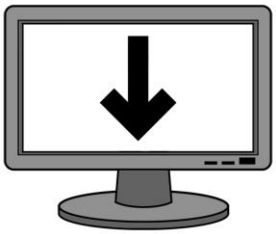


You need to send us this form by Friday 11 December 2026.



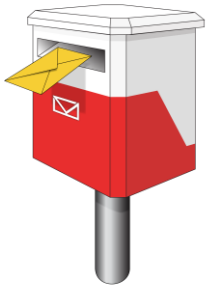
You can send a **scan** of this form by **email** to:

timeofusecharging@aucklandcouncil.govt.nz



To **scan** something means to make a copy of a paper on a computer.

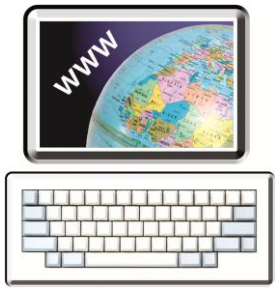
You can **post** this form to:



FAO: Time of Use Charging consultation
Freepost Number 190198
Auckland Council
Private Bag 92300
Victoria Street West
Auckland 1142



You do not need a stamp to post this form.



You can also give your feedback **online** at:

https://akhaveyoursay.nz



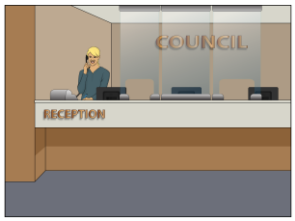
This website is **not** in Easy Read.

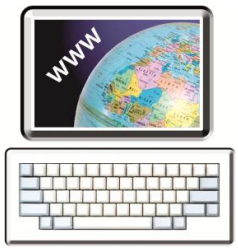
More information



You can get more information at:

- libraries
- council service centres
- local board offices.





You can read more information about time of use charging on our **website**:

https://akhaveyoursay.nz/TimeOfUseCharging



This website is **not** in Easy Read.



You can **phone** us on:

09 301 0101



It might cost money to call this number.

New Zealand RELAY

If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



Deaf



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz

This information has been written by Auckland Council – Te Kaunihera o Tāmaki Makaurau.

This document has been done in consulation with Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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