Time of Use Charging

Feedback must be received by **11 December 2026.**

Traffic congestion means longer travel times and makes journeys unpredictable and frustrating for people, businesses and freight. We (Auckland Council) are considering time of use charging to help reduce congestion, make trips faster and improve the flow and reliability of Auckland's roads. Where it has been implemented overseas - in cities like London, Singapore, Stockholm and New York - time of use charging has succeeded in reducing congestion.

Time of use charging can be considered in different ways, with different benefits, impacts and trade-offs. We want to understand how time of use charging options would affect you and what you think we should prioritise.

The options presented in this form are not final proposals. They are illustrative examples which we hope will inform your feedback. Your feedback will help to shape Auckland Council's preferred approach, which could then be taken to the next stage of development.

Moving to the next stage would see a detailed final proposal developed by Council and the New Zealand Transport Agency, including the size of the charge and when it would be applied. Any detailed proposal will go through a formal public consultation before Council and government make a decision on final approval. If it proceeds, time of use charging could be in place by 2031.

We strongly encourage you to read the proposed approach and accompanying information before answering the following questions.

We encourage you to give feedback online at akhaveyoursay.nz, or you can:

Scan and email your completed form to:
timeofusecharging@aucklandcouncil.govt.nz

Or post your completed form to:
FAO: Time of Use Charging consultation
Freepost Number 190198
Auckland Council
Private Bag 92300, Victoria Street West
Auckland, 1142

Your details

Your name and feedback will be included in public documents. No other personal details will be made available to the public.

First name: Last name:

Email or postal address:

Your local board or suburb: Post code:

Are you providing:

- ☐ Your **personal** feedback
- ☐ Feedback as the official representative of an **organisation**

  Organisation name:

Important privacy information

The personal information that you provide in this form will be held and protected by Auckland Council in accordance with our privacy policy (available at **aucklandcouncil.govt.nz/privacy** and at our libraries and service centres) and with the Privacy Act 2020. The privacy policy explains how we can use and share your personal information in relation to any interaction you have with the council, and how you can access and correct that information. You should familiarise yourself with this policy before submitting this form.

These optional questions help us understand who is engaging with us.

What gender are you?

☐ Male ☐ Female ☐ Another gender:

What age group are you?

☐ Under 15 ☐ 15-17 ☐ 18-24 ☐ 25-34 ☐ 35-44

☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75+

Which ethnic group(s) do you feel you belong to? (Please select as many as apply)

☐ Pākehā/NZ European ☐ Māori ☐ Cook Islands Māori

☐ Samoan ☐ Tongan ☐ Indian

☐ Chinese ☐ Filipino ☐ Korean

☐ Other (please specify):

Would you like to subscribe to any of the following? (tick all that apply)

- ☐ People's Panel – to take part in council surveys
- ☐ OurAuckland – your weekly guide to what's happening in Auckland
- ☐ Auckland Conversations - free public events offering ideas, inspiration and action for world-class cities

You can also visit akhaveyoursay.nz to find out about, or register to receive regular updates on, consultation activities happening across Auckland

Your feedback (all questions are optional)

Please note:

- Your feedback will be included in public documents. Please do not include any specific personal information in your feedback.
- To ensure a fair process we only consider one submission per person. If you submit more than once, we will consider your latest submission as your full and final feedback.
- We may use AI-assisted tools to support analysis of feedback, with staff reviewing results for accuracy before finalising findings.

YOUR TRAVEL

Peak travel hours are when Auckland's roads are the busiest – it varies by road but is usually on weekdays between 7am-10am and from 3pm-6pm.

A time of use charge aims to reduce traffic congestion and improve traffic flow, leading to faster and more reliable trips during these times. Applying a charge when key roads are congested encourages some drivers to travel at a different time, use a different route, or choose another way to travel.

1. How much of an issue do you think traffic congestion is in Auckland?

- ☐ Not an issue
- ☐ Minor issue
- ☐ Moderate issue
- ☐ Major issue

2. How often do you travel by any form of transport during peak travel hours?

Note – peak congestion periods are Monday to Friday between 7-10am and 3-6pm

- ☐ I regularly travel during peak hours
- ☐ I sometimes travel during peak hours
- ☐ I rarely or never need to travel during peak hours

3. How do you usually travel during peak travel hours? (select the option that most applies to you)

- ☐ I do not usually travel during peak traffic hours
- ☐ Driver or passenger in a private or work vehicle
- ☐ Public transport (bus, train, ferry)
- ☐ Cycle, scooter or walking
- ☐ Motorcycle
- ☐ Other, please specify:

YOUR PRIORITIES

How well time of use charging can improve travel time depends mostly on the location of the charge, the number of people charged and the size of the charge. Smaller options with a lower charge will achieve much less than larger options with a slightly higher charge.

We want to understand the things you think are important for time of use charging options.

4. Which factors are most important to you when considering time of use charging? (Select up to 3)

- ☐ Improve travel times / reducing traffic congestion
- ☐ More reliable travel times during the peak periods
- ☐ Keeping charges as low as possible
- ☐ Minimising impacts on people who have limited alternatives
- ☐ Improving public transport services (e.g. more frequent and reliable buses and trains)
- ☐ Investing in future transport infrastructure (e.g. bus lanes or roading improvements)
- ☐ Simplicity and ease of use/understanding
- ☐ Environmental benefits (e.g. reduce carbon emissions/air pollution)
- ☐ I don't know
- ☐ Other, please specify: _____

POTENTIAL CHARGING OPTIONS

We have considered a range of approaches to time of use charging. The options we are considering focus on central Auckland to ensure the best possible public transport alternatives and reduce impacts on lower income households.

During typical peak morning travel hours, the expected impacts of a time of use charging option on different travellers are:

- Around two thirds of drivers (those who don't travel near the charged area) will not be affected
- Up to a third of drivers (those who travel near, but not into, the charged areas) will experience small improvements in travel times and reliability
- Between three and eight percent of drivers will pay the charge and benefit from faster and more reliable trips
- A small number of drivers near the charged areas may experience increases in travel times due to changes in traffic patterns
- Public transport users will generally benefit from increased services and faster, more reliable journeys.

The three potential options below have been selected for further review.

These options have been modelled based on example charges that range between $2 and $7, but final charges would be determined in the next step. Expected impacts, based on the modelling, are set out for each option below.

By law, any money remaining after the costs of operating the system will be prioritised for improving public transport services and infrastructure around the charging area. Examples of improved public transport services for each option can be viewed at akhaveyoursay.nz/TimeOfUseCharging.

We want to understand what you think will work well with each approach, and any concerns you might have.

OPTION A – CITY CENTRE

Trips are charged when crossing the charge cordon in peak morning travel time and leaving in peak afternoon travel time. Trips within the cordon or on the main motorways are not charged.



Key points:

- Smallest and simplest option (charges around 3.5 percent of morning peak vehicle trips)
- Reduces morning congestion across the isthmus and lower North Shore by around 4 percent and provides an average time saving of around 2.5 minutes for those paying)
- Charge likely in the lower range
- Around 28 percent of those drivers who don't pay the charge will still experience faster more reliable travel
- Estimated economic benefits of $3.40 for every dollar invested
- Good existing public transport alternatives
- Generates enough revenue to add a small number of new public transport services.

Visit akhaveyoursay.nz/TimeOfUseCharging for more information.

5. How would this option affect your usual peak time travel?

- ☐ I travel into or through the charged area in a private/work vehicle
- ☐ I travel into or through the charged area using public transport, bike or walk, so would not be charged
- ☐ I travel near the charged area but would not be charged
- ☐ I do not usually travel in or near the charged area at peak times
- ☐ I don't know
- ☐ Other

6. Do you think the expected improvements in traffic congestion from this option would be worthwhile?

- ☐ Definitely worthwhile
- ☐ Probably worthwhile
- ☐ Probably not worthwhile
- ☐ Definitely not worthwhile
- ☐ I don't know
- ☐ Other

Tell us why you selected that option and, if anything, what might make this option work better for you:

OPTION B – CITY FRINGE

Trips are charged when crossing the charge cordon in peak morning travel time and leaving in peak afternoon travel time.

The area is expanded from Option A to include commercial areas and some neighbourhoods near the city centre. Options for expanding the cordon to include Parnell and Ponsonby would be investigated in the next phase.

Trips on the northern, southern and northwestern motorways are not charged.



Key points:

- Slightly larger than Option A (charges around 5.5 percent of morning peak vehicle trips)
- Reduces congestion across the isthmus and lower North Shore by 6 percent and provides an average time saving of around 4 minutes for those paying
- Charge likely in the moderate range
- Around 33 percent of those drivers who don't pay the charge will still experience faster, more reliable travel
- Estimated economic benefits of $3.70 for every dollar invested
- Good existing public transport alternatives
- Generates moderate revenue for additional public transport services.

Visit akhaveyoursay.nz/TimeOfUseCharging for more information.

7. How would this option affect your usual peak time travel?

- ☐ I travel into or through the charged area in a private/work vehicle
- ☐ I travel into or through the charged area using public transport, bike or walk, so would not be charged
- ☐ I travel near the charged area but would not be charged
- ☐ I do not usually travel in or near the charged area at peak times
- ☐ I don't know
- ☐ Other

8. Do you think the expected improvements in traffic congestion from this option would be worthwhile?

- ☐ Definitely worthwhile
- ☐ Probably worthwhile
- ☐ Probably not worthwhile
- ☐ Definitely not worthwhile
- ☐ I don’t know
- ☐ Other

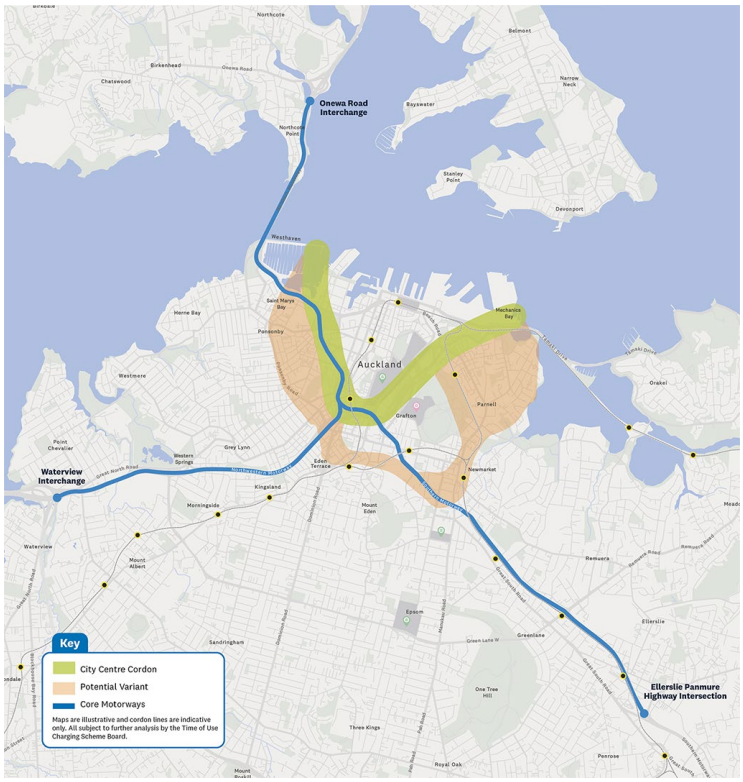
Tell us why you selected that option and, if anything, what might make this option work better for you:

OPTION C – CORE MOTORWAYS + CITY CENTRE

Trips crossing into the city centre or travelling on congested core motorway sections (between the Harbour Bridge, Point Chevalier or Mount Wellington) will be charged during peak morning and afternoon travel times (although a smaller charge may also be necessary to address congestion on the Southern Motorway between the city centre and Mount Wellington during the middle of the day).

Note - only one charge would apply if travelling from the motorway into the city centre.

A variation of this option might be to apply the cordon around the city fringe instead of the city centre, but this would be considered in the next phase.



Key points:

- The best option for congestion reduction
- Charges around 8.5 percent of vehicle trips
- On the charged parts of core motorways, this option creates better travel conditions than the school holidays.
- Reduces congestion across the isthmus and lower North Shore by 28 percent. Provides an average saving of 7 minutes for those paying the charge, but up to 10 minutes for motorway trips.
- Likely moderate charge to ensure affordability, but has the option of a higher charge on the motorways to deliver proportionally greater time savings and congestion reduction
- Around 29 percent of those drivers who don't pay the charge will experience an improvement in travel time and reliability, although around 14 percent will experience some delays due to traffic diversion
- Estimated economic benefits of $4.10 for every dollar invested
- Good existing public transport alternatives for travel to the city centre
- Motorway trips to places outside the city centre and fringe may not have effective public transport alternatives
- Generates enough revenue to significantly improve public transport alternatives and potentially deliver other projects sooner.

Visit akhaveyoursay.nz/TimeOfUseCharging for more information.

9. How would this option affect your usual peak time travel?

- ☐ I travel in or through the charged area in a private/work vehicle
- ☐ I travel in or through the charged area using public transport, bike or walk, so would not be charged
- ☐ I travel near the charged area but would not be charged
- ☐ I do not usually travel in or near the charged area at peak times
- ☐ I don't know
- ☐ Other

10. Do you think the expected improvements in traffic congestion from this option would be worthwhile?

- ☐ Definitely worthwhile
- ☐ Probably worthwhile
- ☐ Probably not worthwhile
- ☐ Definitely not worthwhile
- ☐ I don't know
- ☐ Other

Tell us why you selected that option and, if anything, what might make this option work better for you:

PREFERRED APPROACH

11. If we move to the next stage of development on time of use charging, which option do you think we should recommend as Auckland Council's preferred approach?

- ☐ Option A – City centre
- ☐ Option B – City fringe
- ☐ Option C – Core motorways + city centre
- ☐ I don't know
- ☐ Other

Tell us why

_____

_____

_____

_____

_____

HOW TIME OF USE CHARGING MIGHT AFFECT YOU OR OTHERS

12. If you were to be charged for travelling by private or work vehicle during peak periods, what would you most likely do? (select up to 3)

Note – peak congestion periods are Monday to Friday between 7-10am and 3-6pm

- ☐ I do not usually travel by private or work vehicle during peak periods
- ☐ Pay the charge and keep my travel route and time the same
- ☐ Travel at a different time (before or after the peak charging time)
- ☐ Travel a different route to avoid the charging zone
- ☐ Travel to a different destination
- ☐ Carpool or rideshare (sharing travel costs)
- ☐ Use public transport more often (bus, train or ferry)
- ☐ Walk, cycle or use a scooter (including e-bikes and e-scooters)
- ☐ Do the trip less often (including working remotely or from home more often)
- ☐ I don't know
- ☐ Other, please specify: _____

13. What would make it difficult for you to change when or how you travel? (select as many that apply to you)

- ☐ It would not be too difficult to change when or how I travel
- ☐ My work hours are fixed and require me to travel at specific times
- ☐ My work requires a vehicle (e.g. to deliver a service, transport people or equipment)
- ☐ There is no public transport service near the start or end of my journey
- ☐ Public transport would not be practical for my journey
- ☐ Disability or accessibility requirements
- ☐ School or childcare commitments (e.g. drop-off, pick-up and caring for children)
- ☐ Caring responsibilities (e.g. elderly relatives, disabled family members)
- ☐ Safety concerns
- ☐ Other, please specify: _____

14. Is there anything else that you think is important for us to know about how time of use charging would affect you or others?

15. Is there anything else you would like to tell us about time of use charging?

Need more room? You can attach extra pages.