Parking in Albany

Engagement Summary Report

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Project overview

Auckland is growing and changing, and this impacts our transport system. We know that more cars on our roads leads to more congestion and longer travel times. This also means there is greater demand for places to park our cars.

Albany is a fast-growing centre with significant residential development, a strong retail and commercial core, and a major transport hub serving over 12,000 people daily. The region is a destination in its own right, with facilities like North Harbour Stadium and the Albany Mega Centre drawing visitors for events, shopping, and recreation.

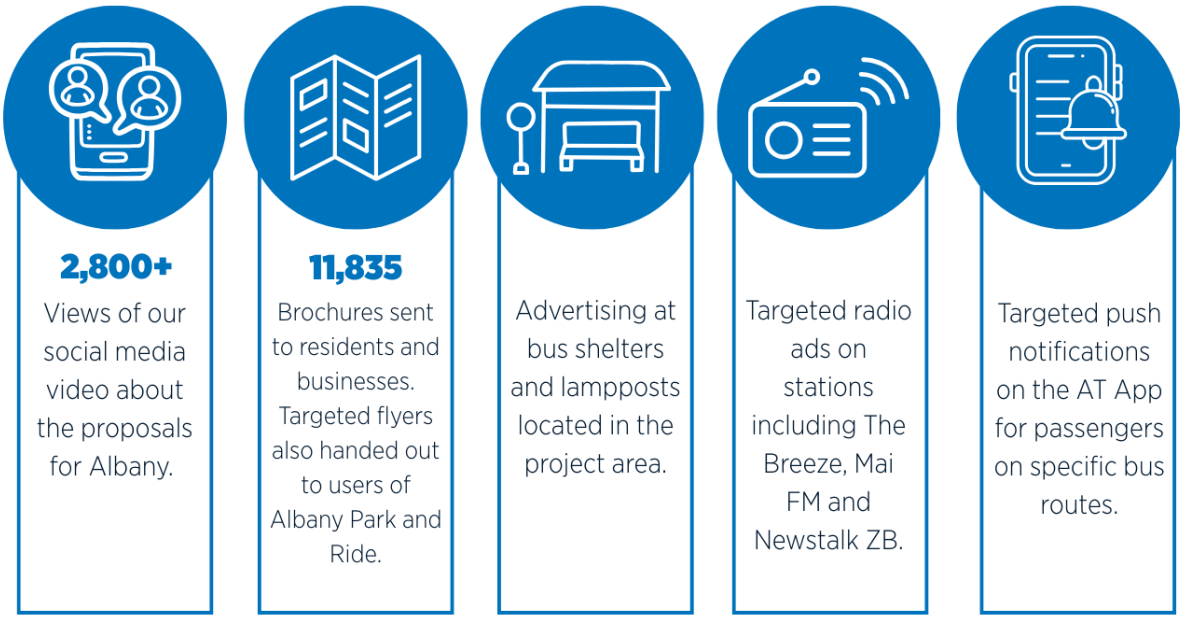
With more land being developed all the time, activity in Albany will increase, as will the demand for parking. Albany must balance growth, sustainable travel, and access to services for everyone.

As part of the proposals for Albany, we looked at:

- Changes to help manage high parking demand and reduce the overflow from the Albany Park and Ride into nearby residential and business areas. This included the proposed introduction of 2-hour parking limits on certain streets.

- Changes to parking at Albany Park and Ride, including more bookable parking spaces and better parking facilities.

How people heard about our proposals



Pre-engagement with elected members and key stakeholders

We committed to early engagement with elected members, impacted businesses, and affected groups to ensure their insights help shape the direction of the project and proposals from the outset. Groups and organisations we engaged with before the consultation period in November 2025 included:

- Upper Harbour Local Board
- Councillors John Watson and Wayne Walker (Albany Ward Councillors)
- Manawhenua
- Accessibility groups (PTAG - The Public Transport Accessibility Group and CTAG - Capital Projects Accessibility Group)
- Freight Working Group
- North Harbour Business Association
- AA

In addition to the above stakeholders, we contacted the following organisations, but did not receive feedback or requests for a meeting or briefing:

- Westfield Albany
- Schools and other education institutions
- North Harbour Stadium
- Fire and Emergency NZ (FENZ)
- Small Passenger Service Association (SPSA)

Feedback statistics



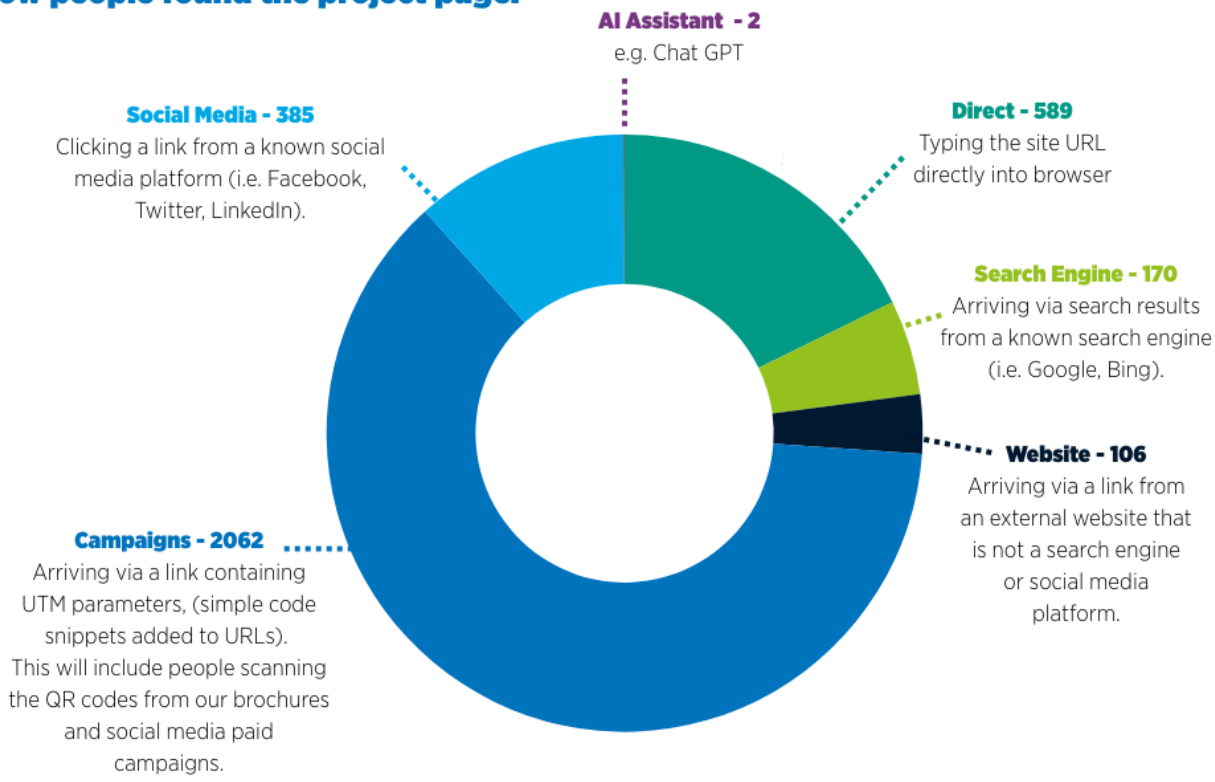
Between Monday 3 November and Monday 1 December 2025 we asked people what they thought of the proposed changes for parking in Albany.

We received a high volume of feedback through multiple channels, including via our online survey, at two drop-in events (one business event and one community event) and email submissions. At the drop-in events, we had supporting collateral including large display boards showing all the proposals on a map, hardcopy feedback forms and brochures.

We used the online platform Social Pinpoint to share information and collect online feedback during the public engagement period. Submitters could complete the online survey and explore an interactive map, to see what was being proposed for specific streets and areas.

4,326 Views of the Albany project page on Social Pinpoint

How people found the project page:



Albany Park and Ride user survey

An additional survey for users of the Albany Park and Ride was also created on the Social Pinpoint platform. Our ambassadors at the Park and Ride station captured customer feedback using tablets, and the results were automatically stored on the Social Pinpoint platform.

The results of the Park and Ride user survey are detailed in full at the end of this feedback summary.

High-level feedback summaries

Response numbers were high for a community consultation, including three petitions about the proposed parking changes on residential streets.

General comments about car parking capacity

- 46% of all respondents (223 people) commented about car parking capacity generally in the area. People told us the proposal did not address the underlying issue of insufficient carparks in the area and/or requested the number of available car parks was increased:
    - People told us to make the Albany Park and Ride multi-storey, make Hooten Reserve car park available, and convert the undeveloped space near the park and ride to parking.

- People also suggested building park and ride facilities at Hobsonville Point and increasing the size of the Silverdale Park and Ride.

Bookable spaces at the park and ride

- Of the people we heard from who use the Park and Ride (312), nearly one third (30%, 93 people) told us they would be likely or very likely to use bookable spaces if more were added.
- People told us that parking certainty was the most desirable aspect of bookable spaces (81 people, 63% of people who answered this question).
- Some people told us about the cost of their commute increasing with more bookable spaces (74 people, 24%) and/or new paid parking on Corinthian Drive (10 comments).

Time restricted parking in residential streets

- There were a mix of responses to the proposed P120 on Fernhill Way, Hooten Place, Medallion Drive, McClymonds Road, Kerekin Drive and Spencer Road.
- Over half of the people who gave feedback on these changes told us they use the streets to access Albany Station (133 people, 56%). Nearly three quarters felt P120 isn't long enough to park (73%, 145 people).
    - Some residents who live on these streets (31 people via our survey) told us they do not support this change because they and/or their visitors will not be able to park for the day. Some people noted they struggle to find parking as it is and told us about the cost and availability of permits (as many residents have multiple cars).
    - We also received petitions. Nine residents on Hooten Place told us they provisionally support the changes provided they are implemented across all streets in the proposal.

Who we heard from

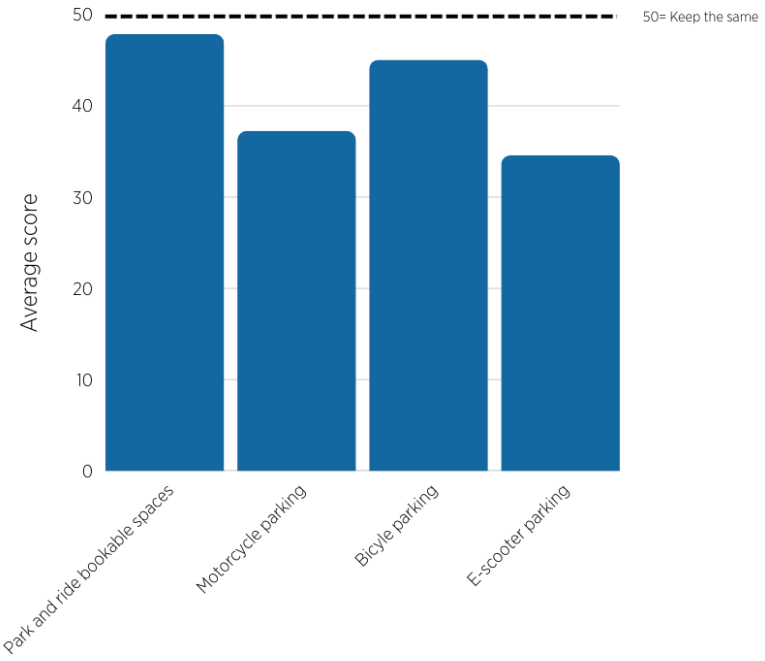
Most people who gave feedback told us they are residents (330 people, from a total of 484 respondents), as well as 17 businesses. 144 people choose 'other'.

Over half identified themselves as Pākehā/NZ European, about 15% Chinese and the rest belonging to different ethnic groups including Māori. Most people live in the Hibiscus and Bays Local Board (44%), Upper Harbour Local Board (37%) and Rodney Local Board (12%) areas.

What is important to the Albany community

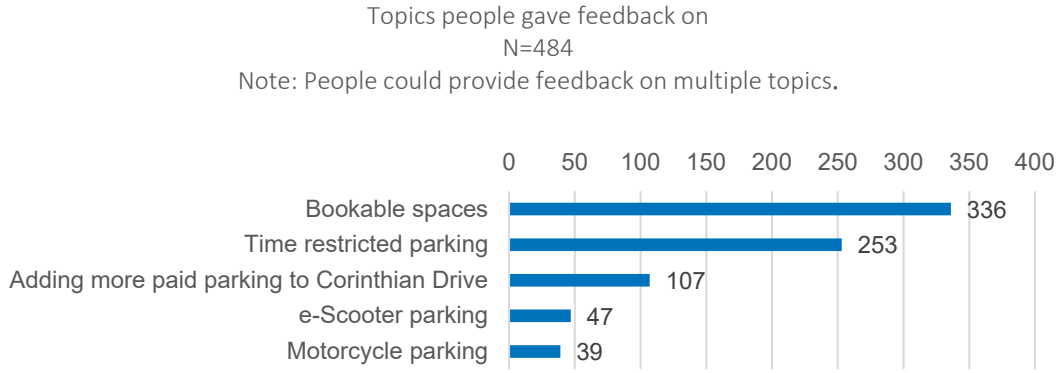
We asked survey respondents when thinking about parking in Albany now, to share what they would like to see less or more of, with regards to park and ride bookable spaces, motorcycle parking, bike parking and e-scooter parking.

People were asked to use a slider to rank their choices on a scale between 1-100, with over 50 meaning they wanted to see more, 50 to keep the same and under 50 to see less. An average score for each option was then generated.



People then had the opportunity to choose which proposals they wanted to give feedback on.

Respondents could select as many proposals as they wished. Once they had made their selections, the survey would only show questions related to these proposals.



The next section covers the survey feedback in detail. Wherever applicable, emailed feedback and feedback from drop-in sessions has been incorporated into the key themes.

Please note: Sometimes the total number of responses isn't the same as numbers shown in the graphs. This is because people skipped questions and/or commented in the wrong place or only at the end of the survey.

We have accurately reflected people's views and ideas in the relevant topic area rather than based on how well they used the online survey form.

Albany Park and Ride

Albany Park and Ride has 1,235 spaces across two sites, with nearly all spaces full before 8am. The northern site has 1,100 general vehicle parking spaces with additional mobility, cycle and motorcycle parking options. The southern site has 135 parking spaces, including a pilot of 58 bookable spaces

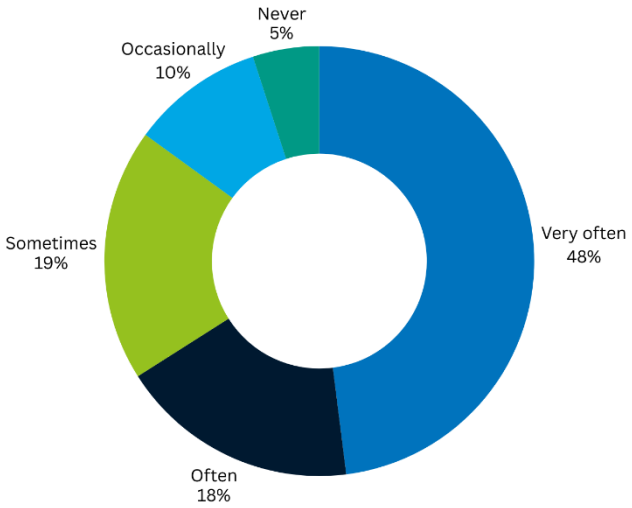
We know that people rely on several modes of transport to reach Albany Station, including cars, connector buses, motorcycles, scooters and cycles to catch services on the Northern Busway. For people who need to drive, we want to make sure there is enough parking available at the Albany Park and Ride at a time that's convenient for them.

More bookable parking spaces

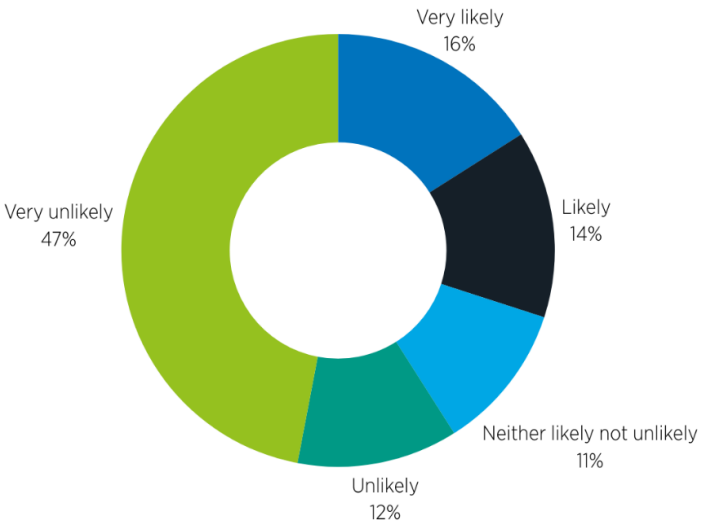
336 responses

With our bookable spaces trial at the Albany Park and Ride proving successful, we looked to expand the number of bookable spaces to give people more flexibility and certainty when planning their trip and the confidence of knowing a park will be waiting when they need it.

We asked people how often they use the Albany Park and Ride:
N=330



We then asked people if we were to add more bookable spaces to the Albany Park and Ride, how likely would they be to use this service?
N=330



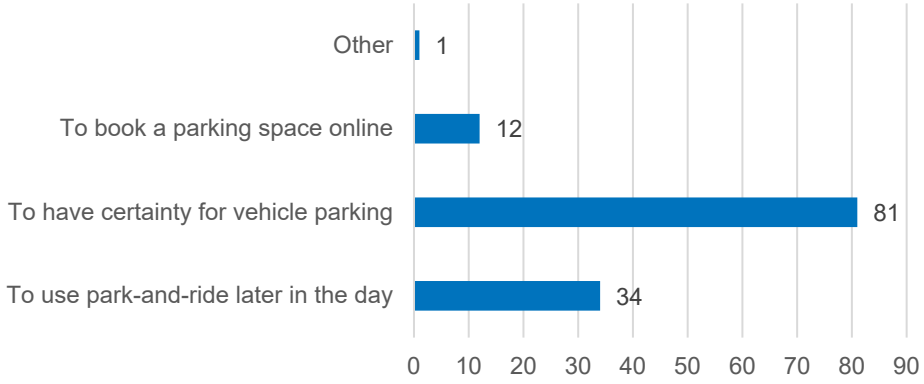
If people told us they would be very likely, likely or neither likely or unlikely to use the bookable service if more spaces were added, we wanted to find out what they would use the spaces for.

What would be the main reasons for using the bookable spaces service?
N=132
Note: People could select multiple answers or add further comments by selecting the 'other option'.



We also asked people who told us they would be very likely, likely or neither likey or unlikely to use the bookable service if more spaces were added how the spaces would be helpful for them.

How would the bookable spaces be helpful for you?
N=128
Note: People could select multiple answers or add further comments by selecting the 'other option'.



Other insights about bookable parking and the park and ride facility

People also shared a range of feedback and suggestions around bookable spaces and parking at the Park and Ride in general:

Capacity at the Albany Park and Ride

- Mentioned by 105 people (31% of people who submitted about bookable spaces).
- People told us that additional bookable spaces doesn't solve the problem, which is lack of parking capacity (39 comments) and would reduce capacity even further (19 comments).

- 76 people (23% of people who submitted about bookable spaces) told us increasing total carpark capacity is crucial, with many suggesting a multi-storey carpark or adding levels to the current carpark or purchasing the parking lot next to the station.

Affordability

- Affordability of both public transport and parking was raised by 74 people (22% of people who submitted about bookable spaces).
- People told us their commute is too expensive, with the cost of parking plus public transport being the same as driving and parking in the city.
- With costs of living rising, people told us they don't have the ability to wear extra costs, particularly low-income earners and students. As people are already paying for public transport they also felt they shouldn't have to pay more for parking.
- Rather than adding new costs for bookable spaces, some people told us the free capacity of the park and ride should be extended, or that people should be able to book parking without charges.
- Some people also told us the current bookable spaces charge is higher than other private options in the area.

Charging for parking disincentivises public transport use

- Raised by 50 submitters (15% of people who submitted about bookable spaces).
- Some people shared frustrations about feeder bus routes, bus capacity and frequency/or that bus connectors to Albany Station were impractical for them, and the only option for them is to drive to the station. They felt it is unfair to have to pay for parking on this basis.

Support having additional bookable spaces

- 17 people (5%) of people told us they supported the proposal. Some of these people also suggested the idea of tagging on and off the bus at the car park.

It's a revenue grab

- Mentioned by 16 submitters (5%).

People also shared ideas for improvements with us:

Concessions and price

- Offset car park charge against your bus ticket.
- Make it free to catch the bus to the park and ride.
- Reduce the price.
- Concessions for frequent/low wage/gold card users.
- Free on weekends/Fridays (quietest day).

Hours of operation

- Ensure some spaces available for booking after 9am.
- Consider an option for extending the hours (even overnight).
- Have varied length of stay options such as P240 as not everyone needs to park for 12 hours.

App enhancements

- Add the ability to cancel a space/booking if needed.
- Ability to switch the booking to another registered car.
- Add the ability to choose a space (just like Parkable)
- Add the ability to book parking a week ahead and enable waitlisting.
- Prioritise the plan to display how many parks are available (on the app and at the station)
- Have the ability to "end your parking day" in the app (some people mentioned the app countdown and receiving notifications at midnight)
- Ensure the booking fee is upfront and clear as part of the overall cost/charge.

Car park enhancements:

- Improve wayfinding and signage at the car park, particularly for the drop-off and pick-up zone.
- Add more drop-off and pick-up spaces and extend their time to P30.
- Add secure bike parking.
- Barrier arms or entering with an AT HOP card could make access slow and unpractical and could increase congestion. It was suggested that license plate cameras are used instead. One person questioned how license plate cameras will ensure the carpark is used by people taking public transport rather than parking for the day.
- There isn't enough space to turn around in the carpark, which can cause congestion as people are trying to find available spaces.

> Add more parking spaces. Don't acknowledge the fact that the Park and Ride is always full and surrounding streets get full and then the only solution to be to add parking restrictions to the overflow. This is gonna make it harder for everyone in the local area.

> I currently use the paid parking at the PNR and it's made a huge difference. Certainty of a space, regardless of when I arrive, proper parking in a secure area. More please.

Motorcycle parking

39 responses

Motorcycles are a common sight on the eastern side of the Northern Park and Ride with the designated parking well utilised on weekdays.

We proposed new designated motorcycle parking on the western side of the Northern Park and Ride to give riders more spaces to park.

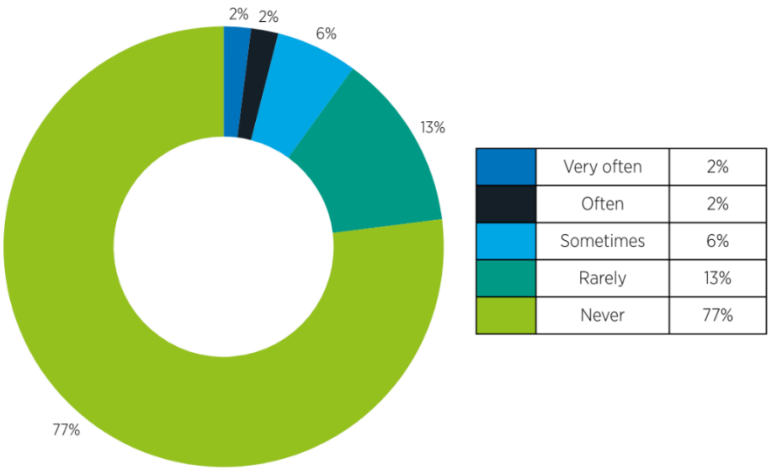
- Two people (5% of people who responded to this question) told us they use motorcycle parking.
- One motorcycle parking user told us the proposed location is appropriate and also suggested providing additional motorcycle parking in the southern car park, under the stairs in the cross-hatched area.
- The other motorcycle parking user suggested options for securing motorcycles such as anchor slots, and dual motorcycle car parking spaces.
- Out of the people who don't use motorcycle parking (95% of people who responded to this question) some told us there should be less motorcycle parking as it reduces overall carpark capacity.

E-scooter parking

47 responses

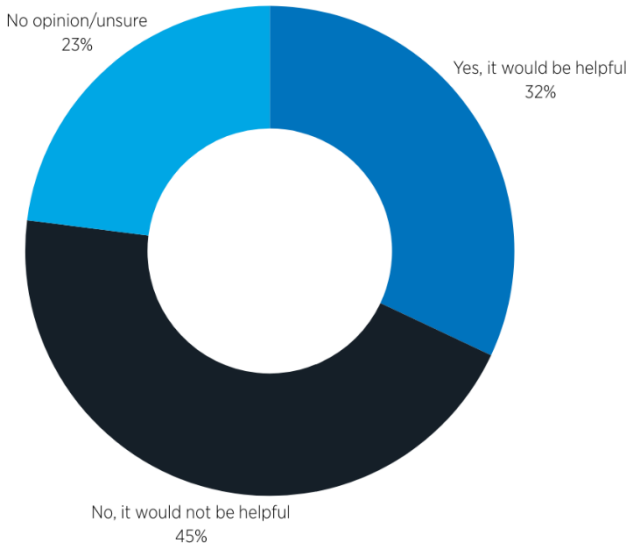
We proposed introducing e-scooter parking at the western end of the Northern Albany Park and Ride to provide people multi modal options to travel to and from the park and ride.

We asked people how often they use e-scooters to get to Albany bus station:
N=47



- 11 people told us they use e-scooters to get to Albany.

We also asked if people would find e-scooter parking helpful for accessing Albany:
N=47



- Nearly one third (15 people) told us that having designated parking spaces would be helpful to them.
- People told us that e-scooter security is important, with some people telling us they would not use designated parking out of concern their scooter would get stolen. Other people told us others it is crucial for the proposed e-scooter parking to be secure.
- Some people told us this proposal should be extended to e-bike parking as well.
- One person suggested adding dedicated e-scooter parking to the southern end as well, and one person suggested allowing space in buses to help them carry their e-scooter around.
- Some people voiced support for proposed e-scooter parking because it encourages multi-mode transport use, they take up less space, and it could mean there would be less cars trying to use park at the park and ride.
- 21 people (45% of people who responded to this question) told us that additional e-scooter parking would not be helpful. Four of these people commented there isn't enough demand for a designated area, and four people told us the carpark should only be for cars.
- Six people made general comments about e-scooters (e.g. they need to be regulated, they are dangerous)

> E-scooter parking should be very secure, ideally ID card enabled, and easy to use and lock.

> As an e-scooter owner, I expect that use of parking will be low due to security concerns.

Public Parking

We know many people rely on their cars to get to work, appointments and for shopping in Albany. We want to make sure there's reliable access to parking when it's needed the most, easing congestion and keeping parking turning over in the right places to support businesses.

We proposed several changes to help manage high parking demand and reduce overflow from the park and ride into nearby residential and business areas.

Time restrictions in residential streets

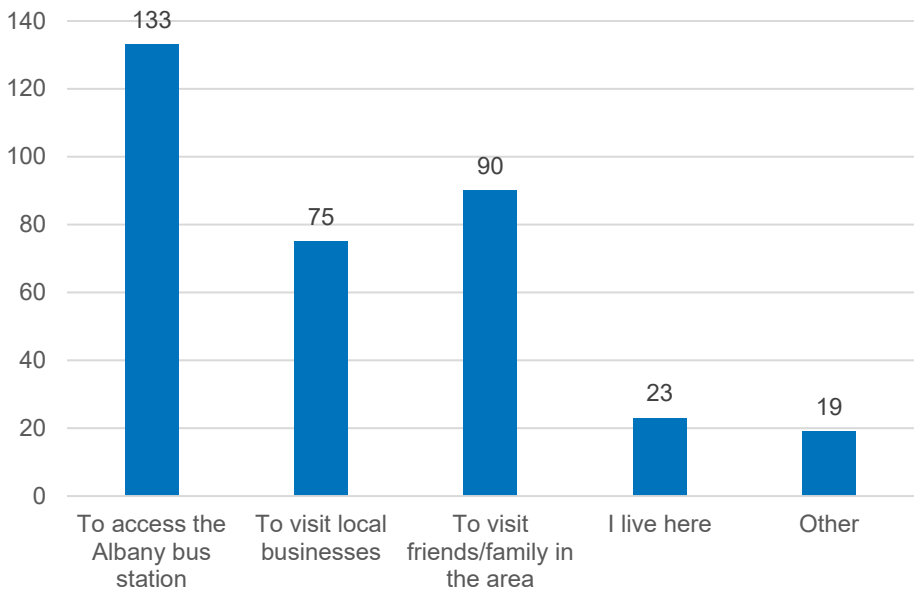
239 responses and three petitions

We've noticed that Fernhill Way, Hooten Place, Medallion Drive, McClymonds Road, Kerekin Drive, and Spencer Road are often full, making it hard for residents and visitors to find a parking space.

To improve turnover and access, we proposed a 2-hour parking limit from Monday to Friday, 8am–6pm, on both sides of these streets.

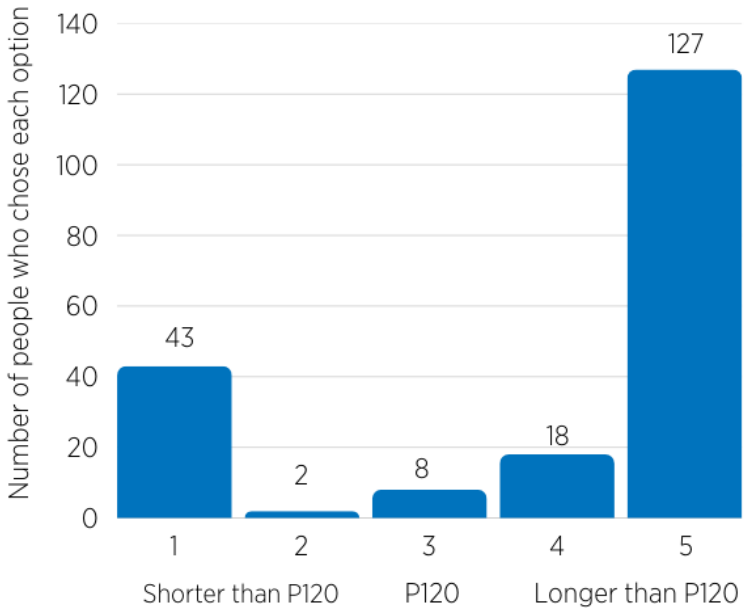
- Over half of the people who responded to this question told us they would park on these streets to use the Albany Bus Station (56%, 133 question respondents).

What would you use this parking for?
N=239
Note: People could select multiple answers or add further comments by selecting the 'other option'.



We then asked about the proposed P120 time limit for these streets and if people felt it was appropriate. Most people told us that P120 wasn't long enough.

Is the proposed P120 time limit appropriate for parking in the area?
N=198



84 people shared additional comments about adding time limited parking to these streets, and residents shared feedback via three petitions.

Inconvenient for residents and visitors

- 31 people (12% of people who responded to this question) who live in these streets told us they did not support the proposal. They told us changing to timed parking would be inconvenient and unfairly penalises residents and visitors.

- Some of these residents told us there isn't enough parking on the street as it is, and/or parking should remain as it is currently.

The petitions we received from the residents of Fernhill Way and Hooten Place reiterated the above positions about the proposal, in particular around the cost of and access/availability of on-street parking permit, especially where there are multiple cars per household.

- The Hooten Place petition from 19 residents also mentioned that while there are 26 properties on the street (23 occupied, 3 undeveloped) there are only 14 relevant parking spaces that fall within the control zone, making an equal allocation of permits impossible.

- A second petition from Hooten Place from nine residents noted conditional support on the proviso that if Hooten Place changes to P120, then the changes must also be applied to Fernhill Way and Medallion Drive.

  The residents who signed this petition told us that co-ordinated parking management can bring long-term benefits and shared the following reasons for supporting the change:

  - There will be minimum impact on residents with daytime operating hours only.

  - Most residents have sufficient off-street parking.

- Visitors during evening and weekends remain unaffected.
- It will reduce safety risks and improve the neighbourhood overall.
- It's fairer as some households own many vehicles.
- Parking permits are reasonably priced and accessible.
- Consistency across the area will prevent overflow from neighbouring streets.

Park and Ride/Albany overflow

- Seven people also told us that making these streets P120 will leave them with nowhere to park, noting that the Park and Ride is often full by 9am.
- Five people also told us it may push the problem into other streets including Masons Road, Lilac Lane and Peony Mews as people search for free and unrestricted places to park for the day.

> I would not support the proposed changes in Albany, because on street parking is usually for local residents who have multiple vehicles or their families/friends to visit, or contractors to fix /maintain houses.

> The new P120 proposed is needed because of excessive parking of residents that are supposed to be parked inside the houses.

More parking on Corinthian Drive

107 responses

As part of a medium-term plan (3-5 years) we proposed adding more on-street parking to Corinthian Drive, a total of 22 spaces, increasing the parking supply for the local businesses and restaurants around Corinthian Drive.

We asked people to tell us what they thought about the proposal to create additional paid parking on Corinthian Drive:

More free, unrestricted parking

- 39 People (36% of people who responded to this question) told us that 22 additional spaces isn't enough, and there should be more parking (including paid parking) made available across the board, including at the Park and Ride to support people who need to travel into the city, and for people who need to attend the courthouse close by.

Affordability

- 10 people (9% of people who responded to this question) told us about affordability/cost of living with paid parking
- 7 people (7% of people who responded to this question) requested that the pricing for this parking remain reasonable and/or affordable.
- One person suggested having a low day rate for commuters.

Support for the proposal

- Nine people shared their support for the proposal, mentioning the area is full during peak hours, that paid parking will be fairer for everyone, it will dissuade people from using the area as a Park and Ride, and it will result in fewer cars in the area overall.

Deters public transport use

- Seven people told us that adding more paid parking in the area would deter people from traveling to the station to use public transport, as it increases the overall cost of the commute.

Other suggestions for improvements:

- Make sure the added car parks aren't smaller in size than the current ones.
- Reduced price for short stays.
- Free for a period of time (30 mins, 2 hours)
- At least one additional mobility space is needed as part of these spaces.

> Yeah, i dont think 22 new car parks is going to make any difference. It's good that you are making some more....but 22...this is not even worth mentioning.

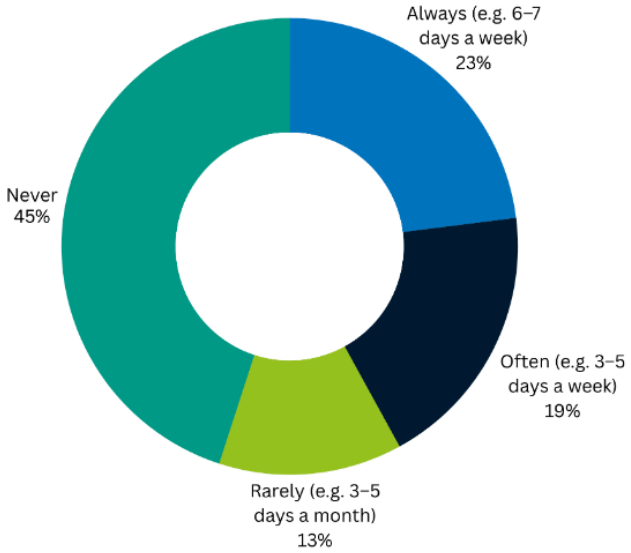
> Seems reasonable. It's hard to visit these businesses and I can't catch the bus there.

Park and Ride User Survey

In addition to seeking feedback on the proposal to increase the number of bookable spaces at Albany Park and Ride, we also conducted a separate survey at the Albany Bus Station to gain insights into users' usage and behaviour.

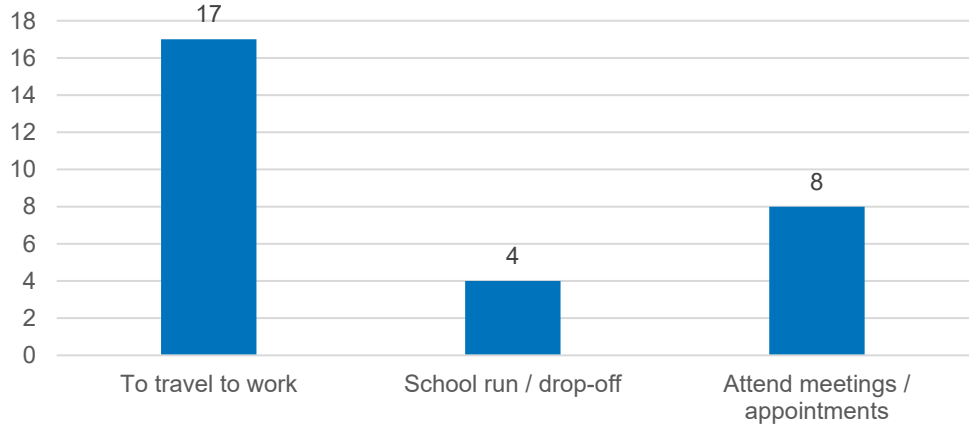
General Park and Ride feedback

We asked people to tell us how often they used the Albany Park and Ride
N=31



For people who confirmed that they used the park and ride (any frequency) we then asked them some general questions.

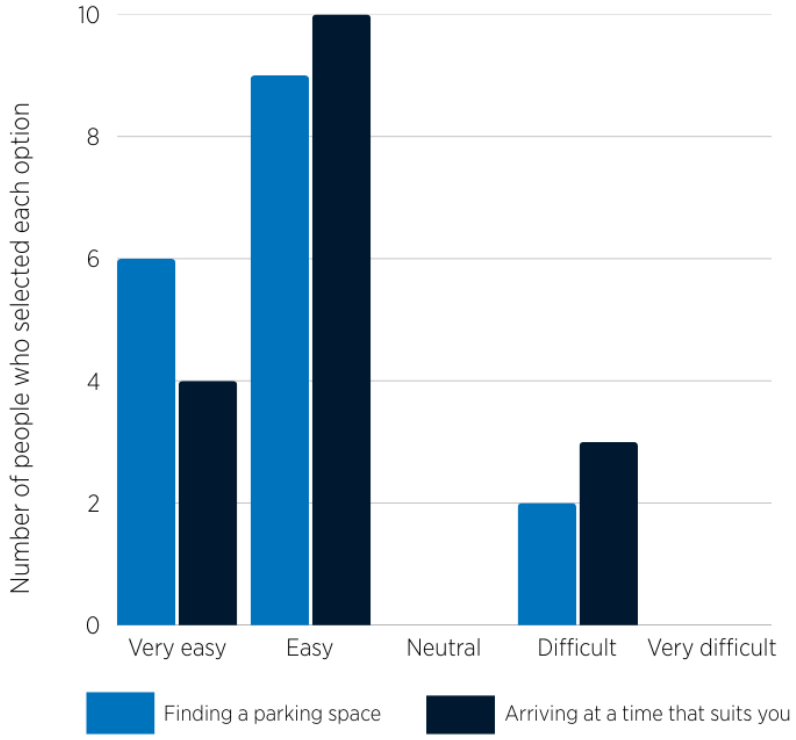
What are your main reasons for using Park and Ride?
N=17 Note – people could select multiple options



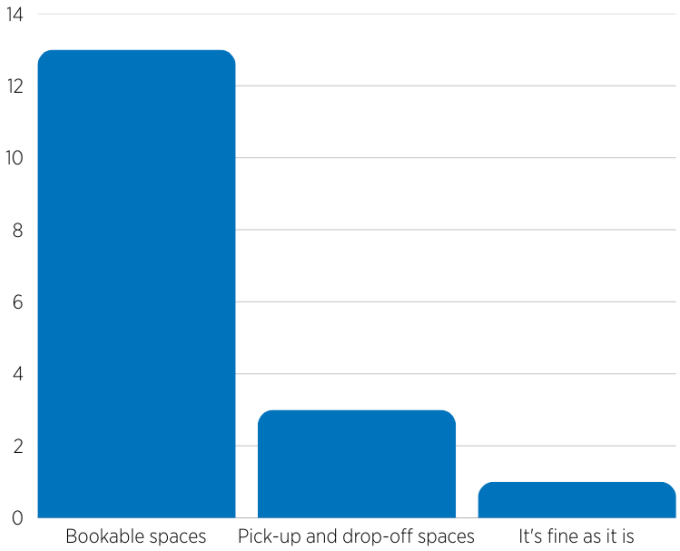
- All 17 respondents told us they get to the park and ride by driving themselves in a car. One person told us they sometimes also get the bus.

- 12 out of 17 people (71%) told us they prefer to get to the park and ride before 7am. Two people told us they prefer to arrive between 7am-8am, and three people told us they prefer to arrive between 8am-10am.

We then asked people how easy or difficult it is for them to find a parking space and arriving at a time that suits them:
N=17



We also asked people what type of parking they would like to see more of at the Park and Ride:
N=14 Note – people could select multiple options



Bookable space feedback

17 responses

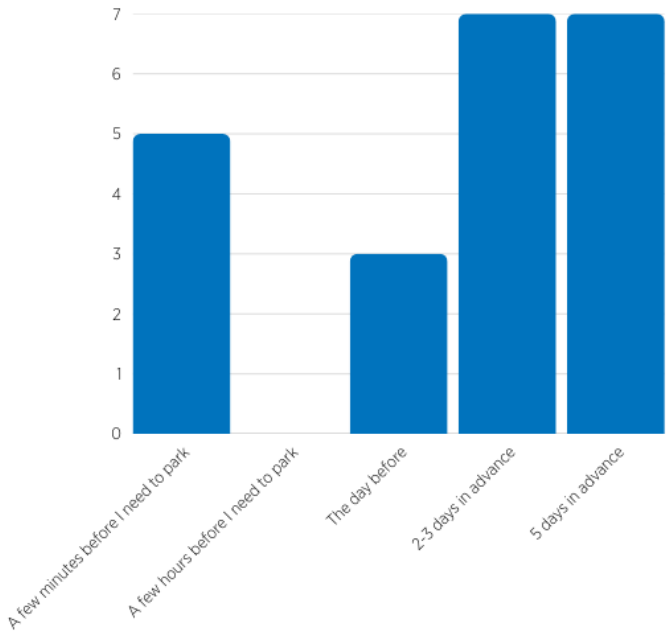
We then asked people to tell us more about their experiences if they have used the bookable spaces at the Albany Park and Ride.

- People who use bookable spaces (17 people) have all used them more than once, with 65% of these people having booked 20 times or more.

- 12 people (71%) told us they arrive at the bookable spaces before 8.30am and the most popular days for using the bookable spaces are Monday and Tuesday. Based on people's responses, Friday is the quietest weekday for bookings.

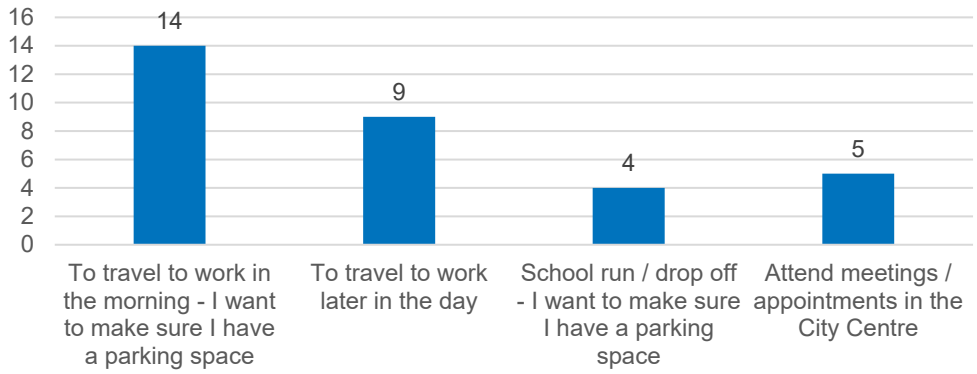
We asked people how far in advance did they usually make a booking:

N=17 Note - people could select multiple options



We also asked people the reasons why they use bookable spaces

N=17 Note – people could select multiple options



- 16 people (94%) told us they were either **satisfied** or **very satisfied** with the bookable spaces

Additional feedback

People completing the Park and Ride survey also provided some additional feedback about the Albany Park and Ride:

- Four people suggested signage showing how many spaces are left are placed throughout the carpark.
- Four people said they would like more pick-up and drop off spaces at the station.
- A number of people also told us they would like more parking spaces in general at the Park and Ride.

Next steps

The project team will meet with the Upper Harbour Local Board to discuss the public feedback in the first half of 2026. Afterwards, the local board will make the final decisions on our design plans.

Confirmation of what changes will be made and when they will take effect will be communicated to all submitters, elected members and other stakeholders.

Appendix: Out of scope feedback

We also received feedback and suggestions about other improvements and changes that were not within the scope of this project. We will keep these suggestions in mind, and where appropriate, they will be passed onto the relevant team to investigate.

We received multiple suggestions on **changes to the public transport network**, particularly for buses that run through Albany Bus Station. These included increased bus frequency, suggested new services and changes to existing routes.

Feedback was also received about **some congestion points in Albany** including the roundabout near the Park and Ride.

Requests were made to **restrict parking in numerous other areas of Albany,** particularly on narrow streets due to too many cars parking, creating traffic flow and access issues.