

26 August 2025

Paid Parking Consultation
Department of Conservation
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WELLINGTON 6140

By email: paidcarparking@doc.govt.nz

Kia ora

Feedback on Piloting Paid Parking at Dolomite Point and Franz Josef

Tourism Industry Aotearoa welcomes the opportunity to submit on the Department of Conservation's pilot for paid parking at Dolomite Point and Franz Josef.

TIA submitted on the earlier consultation process, and we are generally comfortable with DOC having modest charges for services provided.

In this latest consultation, we welcome the treatment of concessionaires and the recognition that the system needs to better reflect the interests of residents, particularly at Dolomite Point where the location of the carpark doubles as a community hub.

We have considered what we see as the key outstanding points from the consultation material provided (refer Attachment 1). The key points are:

- **Processes.** The process for conducting the pilot is not sufficiently set out, other than bare bones of how it will work. Will it be all digital, how will people apply for the locals or regulars passes, has the provider been selected, etc.?
- **Enforcement.** How enforcement will be undertaken is not set out in detail. How will this work? When will fines be applied, what levels of fines, who will collect and what incentives are there on the provider?

We also are interested in the level of expected revenue that will be collected from the pilots and the plans for utilising this at site.

A wider interest we have lies in the concerns within communities around the paid parking pilots. For us, this is a social licence issue in that any community push-back may lessen support for tourism. As such, we are interested in DOC's ongoing response to the feedback it is receiving from communities.

Overall, we support the progress of the pilots, but many questions remain around how they will be conducted, and the implications for tourism operators and the host communities. Member feedback indicates overall support, but concern for sentiment of locals.

We would be very happy to engage with you on the points we raise in this submission. If so, please contact Bruce Bassett on 021 609 674 or bruce.bassett@tia.org.nz.

Ngā mihi,

A handwritten signature in blue ink, appearing to read 'Rebecca Ingram', with a stylized flourish at the end.

Rebecca Ingram
Chief Executive

Attachment 1: TIA Responses to Consultation Material

TIA Responses to Matters Raised	
Topic	TIA Response
Free period for 20 minutes	<p>At Dolomite Point, the site's role as a community hub is important.</p> <p>In this, our concern is less about the classic tourists stopping to view Pancake Rocks, but more about the impost on users of the community hub aspects of the place.</p> <p>It may well be that the 20-minute free period will not be sufficient for locals and may reduce business for the café operator. For this reason 30 minutes would be better.</p> <p>We are aware of the high level of concern by locals to the paid parking pilot and every effort must be made to allay this social concern.</p>
Fee structure has hourly rates and daily rates	These levels are reasonable for the purpose of the pilot and we pleased that a high level has not been set.
Local annual fee of \$10. Annual pass of \$60.	<p>A low annual fee for locals and regular visitors is welcomed for these pilots.</p> <p>The bigger impost lies with the process for being granted an annual pass and renewal of this.</p> <p>Questions we have:</p> <ul style="list-style-type: none"> • What does the application process involve? • With the parking provider likely using a digital platform for all aspects of the pilot, how will it cater for non-digital users? • Will there be a prompt for renewal? • What is the population of locals are involved? <p>How these processes work will likely be a factor in how the pilot operates with locals.</p> <p>It could be that waiving any fee for locals would be best, given that they will still need to register the avoid being fined each time that stay longer that 20 minutes.</p>
All vehicles charged the same amounts	Agreed.
Rate of \$5 per hour.	Generally agreed for the pilot programme. However, we consider that the setting of rate should be determined by the demand at place and the investment needs at that place. As such, the ate may vary by location.
Year-round fee	Generally agreed. Noting that some places in off-season there will be very few visitors making paid parking seen as an over-reach.
TIA Responses to other Matters	
Social licence	<p>TIA has been monitoring some of the community response to the paid parking pilots.</p> <p>For us, this reflects a social license concern for the industry. Our view is that tourism works best when visitors are seen to be</p>

	<p>positively contributing in the quality of life of locals, whether that is jobs, better amenities and community vibrancy.</p> <p>As such, we feel that DOC needs to be careful in taking this forward with respect to the local community. We note the steps around low rates for local and regular users, and this is welcomed. But this still requires them to engage in processes to get the passes, and we don't know the processes that may be involved and the 'faff' involved for them.</p> <p>We also don't know the quantum of potential users of the car parks - are they mostly visitors, or mostly locals?</p>
Parking pilot service provider	<p>We assume this process is to be run by a private carpark operator that is contracted by DOC to operate all aspects of the parking pilot (equipment used, database for tracking licence plates, timing of duration of park, infringements, etc.)</p> <p>Questions we have:</p> <ul style="list-style-type: none"> • Will the private carpark operator be providing the full service? • What role will DOC and DOC staff have? • What is the nature of the commercial arrangement • How the provider is paid (set fee, % of parking fees, % of infringements, etc.)? • What incentives are in place for the parking providers?
Enforcement	<p>The paper says '... the company providing the paid parking hardware will issue breach notices for vehicles for non-payment'.</p> <p>Questions we have:</p> <ul style="list-style-type: none"> • What is the actual method used – we understand it will be camera-based, but will infringements be manually issued? • What will the policies be around enforcement of infringements? • Level of fines imposed • Thresholds when they apply (e.g. will a fine be issued for staying one minute over the 15 minute free period)? • What is the issuing process – is it issued on the spot, or is it posted out to the registered owner of the vehicle? • Is there a notification process so people can know they have infringed, e.g. text message. • Subsequent actions for non-payment • Proportion of the fine retained by the parking provider.
Concessionaires	<p>TIA welcomes the recognition that concessionaires have already paid for parking through their concessions.</p> <p>TIA is interested in the process that concessionaires will need to go through to get this permit.</p> <p>Will this involve one application covering both pilots, or is a separate one required for each site?</p>