

**To:** Tony Reidy, Plans & Places

**From:** Elise Copeland, Principal Specialist Universal Design,  
Tāmaki Makaurau Design Ope, Plans and Places

**Date:** 30 June 2022

**Subject:** **NPS UD removal of parking minimums: Consequential effects on accessible parking**

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## 1. Introduction

The purpose of this memo is to identify and analyse the consequential effects of the removal of car parking minimums as required by the National Policy Statement on Urban Development (NPS UD) with respect to the ongoing provision of accessible parking. Recommendations are proposed.

## 2. Executive Summary

The NPS UD requires Auckland Council to remove car parking minimums throughout the Auckland Unitary Plan, with the exception of accessible parking. However, the Standard referred to by the NPS UD, New Zealand Standard 4121 (Design for Access and Mobility), only requires accessible parking when general parking is provided. Therefore, if a new non-residential development chooses not to provide any car parking, the requirement for accessible car parking is not triggered.

Although accessible parking has not been a requirement for residential developments previously in the Auckland Unitary Plan, for many disabled people, they relied on the existing parking that was available onsite in the typical development pattern of detached single dwellings. As Auckland is moving towards more intense development patterns there is a loss of space available onsite for accessible parking needs and insufficient space for parking for individual dwellings.

The intent of the NPS UD is to encourage density and active modes – walking and cycling, and public transport use over private vehicle use. However, this does not work well for all members of Auckland’s population, particularly people living with mobility impairment, which affects one in ten Aucklanders. Mobility is a key enabler of life in Auckland, it is a vital component in ensuring well-being and full participation in society. Transport disadvantage disproportionately impacts on those living with disability.

Public transport is not a full substitute for private vehicle use. Disabled people may not be able to get to and from the nearest public transport stop due to distance or terrain. They may not be able to ride securely and safely or take larger mobility devices onto public transport. The public transport network in Auckland is still very CBD peak hour

centric and does not cater as well for areas with greater socio-economic deprivation, where disabled people may be over-represented<sup>1</sup>.

For many disabled people and older adults, private vehicles are their primary means of transport, requiring accessible parking. The percentage of Aucklanders requiring accessible car parking is expected to substantially increase as older adults will soon comprise nearly one in five of Auckland's population.

Some disabled people have friends or whanau to take them around or rely on Total Mobility taxis, which require accessible parking or suitably accessible pick up/drop off spaces. The Total Mobility scheme, part of Auckland's public transport system and funded in partnership by local and central government, assists eligible people with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation<sup>2</sup>.

To enable disabled people and older adults to participate in society, it is important that developments enabled by the NPS UD have some accessible parking and suitable areas for short term pick up and drop off. Loading zones, when appropriately designed and operated, could provide an accessible pick up/drop off location for visitors to a building.

The provision of accessible parking in residential developments is in line with New Zealand's obligations under Article 19 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)<sup>3</sup>. Providing accessible means of transport and participation is in line with Auckland Council's stated objectives in the: Auckland Plan (2050), Age Friendly Auckland (2022-2027), and the Disability Operational Action Plan (2015). Auckland Council "aims to create a city where everyone can access, enjoy and fully participate in all areas of community and civic life"<sup>4</sup>.

The recent Government announcement of the formation of a new Ministry for Disabled People<sup>5</sup> suggests that disability issues will be a much greater focus for Government in the future. It is therefore prudent to ensure that the current amount of accessible parking is not reduced, and that policies and procedures are developed to ensure that disabled people and older adults are able to participate in work, education and leisure.

With respect to the provision of accessible parking in Auckland, Council has several options to consider: Do nothing, provide non-statutory guidance, or amend the provisions in the Auckland Unitary Plan (the Unitary Plan) through a plan change. In line with Council's policies and plans, upholding New Zealand's UNCRPD obligations and the intent of the NPS UD to provide accessible car parking even when other car parking is not provided, amending the provisions in the AUP through a Plan change is recommended.

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<sup>1</sup> Statistics New Zealand. (2020)

<sup>2</sup> Ministry of Transport. (2020)

<sup>3</sup> UNCRPD. (2006)

<sup>4</sup> Auckland Council. (2015)

<sup>5</sup> Ministry of Social Development. (2021)

### 3. Recommendation

Based upon the issues identified in this memo, New Zealand and international best practices, Auckland Council's policies and plans, and risks confirmed by stakeholders, it is recommended that a plan change to the Unitary Plan is pursued.

The recommended approach is as follows:

1. Introduction of a new standard in Chapter E27 of the Unitary Plan that requires that accessible parking is provided and calculated and designed in accordance with the previous Auckland Unitary Plan activity table and the requirements of NZS4121:2001<sup>6</sup>. This is irrespective of whether a non-residential proposal provides regular car parking.
2. Introduction of a new standard in Chapter E27 of the Unitary Plan that requires that where a residential proposal provides onsite parking, one accessible parking space per 10 units must be provided and must meet the minimum accessible design requirements of the NZS:4121. Where a residential proposal, with the exclusion of business zones, does not provide onsite parking, one accessible car parking space per 10 units must be provided and must meet the minimum accessible design requirements of the NZS 4121. Where accessible parking is required in a residential development and a developer chooses not to provide it they must demonstrate: that accessible parking is available in a nearby parking building with accessible route links to the residences, or appropriately designed and adequate number of accessible parking is provided within the road reserve with accessible route links to the residences, or that accessible and frequent public transport is available within an accessible distance and topography from the site.
3. Introduction of a new standard in Chapter E27 of the Unitary Plan that requires where loading zones are provided that they are at a minimum: 3.5m in width, 5m in length for perpendicular parking, 7m in length for parallel parking and a maximum slope of 1:50 in all directions.

### 4. Background

Mobility is a key enabler of life in Auckland, it is a vital component in ensuring well-being and full participation in society. Transport disadvantage disproportionately impacts on those living with disability<sup>7</sup>. In Auckland and across Aotearoa there is a need for the provision of well designed, well maintained, and adequate numbers of accessible parking in all contexts including, but not limited to educational, medical, commercial, retail and residential activities<sup>8</sup>.

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<sup>6</sup> Standards New Zealand. (2001)

<sup>7</sup> Human Rights Commission. (2005); Auckland Transport. (2018)

<sup>8</sup> Ministry of Business, Innovation and Employment. (n.d.)

Whilst it is anticipated that there will be continuation of increases in the accessibility and availability of public transport in Auckland, there are a range of reasons why the need for accessible parking will not subsequently decrease.

“For many people with access needs, or who have family/whanau with access needs, [private] vehicular transportation is the only feasible means to travel outside of their home. Therefore, accessible car parking both close to their home and at their destination is of utmost importance”<sup>9</sup>. Seventy per cent of disabled adults are motor vehicle drivers<sup>10</sup>. Currently there are 42,948 active Mobility Parking permit holders in Auckland<sup>11</sup>.

Recent research also suggests that lack of provision of accessible parking will likely impact some vulnerable groups, including Māori and Pasifika disabled populations to a greater degree than other ethnicities. This is because Māori experience much higher rates of disability and long term illness as compared to NZ Europeans, at a younger age<sup>12</sup>. This is reflected in long-standing Ministry of Health policy<sup>13</sup> which uses the term ‘kaumātua’ to refer to all Māori aged 55 years and over, which enables access to essential health services such as home health care.

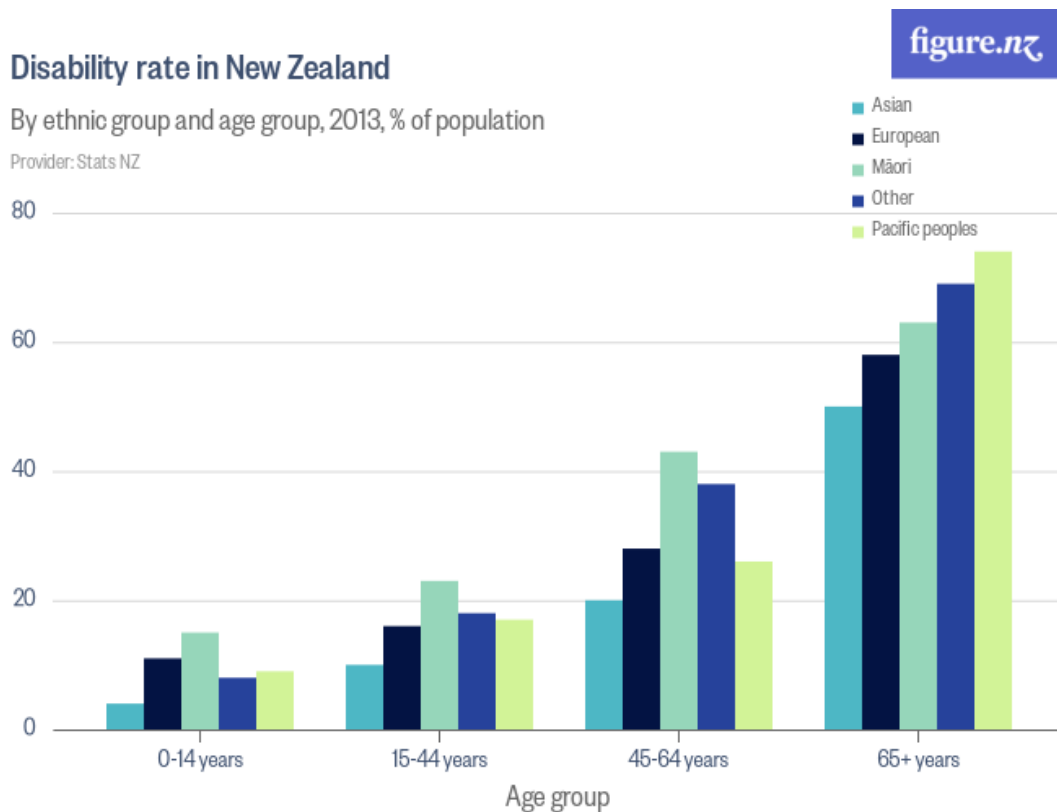


Figure 1 Disability rate in New Zealand. Māori are noted to have much higher rates of disability as compared to other ethnicities, particularly under the age of 65. Retrieved from <https://figure.nz/chart/IWUAUjav3Ww88tIW>

<sup>9</sup> Be Lab. (2022). p.14

<sup>10</sup> Ministry of Health. (2005)

<sup>11</sup> R. Rajeswaran, CCS Disability Action, personal communication, July 28, 2021

<sup>12</sup> Ministry of Health (1997); Statistics New Zealand. (2013)

<sup>13</sup> Ministry of Health. (1997). p.4

Laird in a recent report, 'The need for a universal design approach and accessible housing regulation in New Zealand'<sup>14</sup>, indicated the need for extending cultural appropriateness, one of the eight goals of universal design, to Māori housing solutions in order to acknowledge different cultural needs. Laird reported that “much of New Zealand’s housing stock does not cater to the needs of Pasifika families, especially the spatial and cultural needs of multi-generational families”<sup>15</sup>(p.11).

With multi-generational families living within a single household, there are higher percentages of disability within Māori and Pasifika households. Lack of accessible housing and accessible parking negatively impacts work and education opportunities, relationships, and community participation<sup>16</sup>. With the ageing population and high levels of chronic health conditions (including diabetes, heart disease and stroke), further marginalisation of Māori and Pasifika families could occur if accessible parking close to their home is not available.

Many people are also affected by temporary injury in Tamaki Makaurau with 1,859 active temporary mobility parking permits currently issued as of June 2021<sup>17</sup>. Population ageing<sup>18</sup> and the effects of long Covid<sup>19</sup> are anticipated to increase the need for accessible parking permits in both the short and long term. Fifty per cent of adults over the age of 75 reported they need to park close to their destination<sup>20</sup>.

Long Covid is currently undergoing research in New Zealand, with international reports suggesting that it affects approximately 30 per cent of Covid cases, with symptoms exceeding 3 months in duration<sup>21</sup>. For people who were hospitalised with Covid, 50 per cent were still experiencing symptoms after 6 months<sup>22</sup>. Symptoms of long Covid include breathlessness, fatigue, mobility impairment, joint pain, muscle pain, and dizziness,<sup>23</sup> all of which could impact on people’s ability to independently mobilise over longer distances and therefore increase their reliance on close parking to their destination and are able to obtain a temporary or long-term mobility parking permit.

Another valid reason favouring the need for accessible parking provisions is the inability for some people to catch public transport. This could be due to their personal mobility equipment – it may be too large (width or length such as mobility scooters) or too heavy (such as large electric wheelchairs) to be able to be accommodated on public transport<sup>24</sup>. Older buses within the Auckland Transport fleet are unable to accommodate larger electric wheelchairs due to the tight manoeuvring spaces<sup>25</sup>.

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<sup>14</sup> Laird, E. (2021)

<sup>15</sup> Laird, E. (2021). p.11

<sup>16</sup> Saville-Smith, K., et al. (2007)

<sup>17</sup> R. Rajeswaran, CCS Disability Action, personal communication, July 28, 2021

<sup>18</sup> Statistics New Zealand. (2018)

<sup>19</sup> Ministry of Health. (2022)

<sup>20</sup> Ministry of Health. (2005)

<sup>21</sup> Ministry of Health. (2022)

<sup>22</sup> NIHR, 2021

<sup>23</sup> Ministry of Health. (2022)

<sup>24</sup> Public Transport Accessibility Group. (2021)

<sup>25</sup> V. Naylor, personal communication, June 21, 2022

Similarly, for some, personal safety is a factor. They may feel unsafe waiting at public transport nodes for periods of time, particularly in the evening, or when transport services are infrequent<sup>26</sup>. This is particularly challenging when there are unexpected interruptions to public transport services, for example unplanned rail replacement buses, which may not be fully accessible.

In addition, some people are unable to mobilise the distances required (for example to a bus stop) at the start and end of the journey, due to depleted energy or fatigue, for example people with multiple sclerosis<sup>27</sup> or respiratory conditions<sup>28</sup>. Forty nine percent of adults and 63% of children with a disability reported difficulty finding close enough carparks to their destination<sup>29</sup>.

Steep footpath gradients mean that some people with mobility impairments, such as wheelchair users, may be unable to access public transport stops even within relatively short distances<sup>30</sup>. Some people, such as people who are blind or have low vision, require a door-to-door service due to an environment that is not easy to negotiate or wayfind<sup>31</sup>.

The Total Mobility scheme, funded in partnership by local and central government, assists eligible people with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation<sup>32</sup>. This assistance is provided in the form of subsidised door to door transport services wherever scheme transport providers operate<sup>33</sup>. There are currently 23,853 registered Total Mobility customers who in 2020/2021 took a total of 410,464 trips<sup>34</sup>. The number of TM customers is expected to increase significantly over the next ten years<sup>35</sup> with the ageing population, as TM customers are predominantly over the age of 65.

Both Auckland Transport, which administers the Total Mobility scheme in Auckland, and CCS Disability Action, which administers the mobility parking permit scheme, have seen an increasing trend of need over the last 5 years. With a rapidly ageing population across Aotearoa and an anticipated 1.2 million people aged over 65 by 2034<sup>36</sup>, it is anticipated that this trend of increased use of Total Mobility and Mobility Parking Permits will continue over the next decade. In Auckland, it is anticipated that there will be over 300,000 older adults by 2033<sup>37</sup>. From the most recent disability survey, 49 per cent of people over the age of 65 have a mobility impairment<sup>38</sup>.

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<sup>26</sup> B. Robinson, Universal Design Forum, August 9, 2021

<sup>27</sup> Disability Advisory Panel. (2021)

<sup>28</sup> V. Naylor, CCS Disability Action, Universal Design Forum, 2021

<sup>29</sup> Ministry of Health. (2005)

<sup>30</sup> Tseng, C. (2019)

<sup>31</sup> C. Orr, Blind Low Vision NZ, Universal Design Forum, 2021

<sup>32</sup> Ministry of Transport. (2020)

<sup>33</sup> Waka Kotahi NZTA. (2021)

<sup>34</sup> A. Roche, Auckland Transport, personal communication, July 28, 2021

<sup>35</sup> A. Roche, personal communication, May 12, 2022

<sup>36</sup> Office for Seniors. (2021)

<sup>37</sup> Statistics New Zealand. (2018)

<sup>38</sup> Statistics New Zealand. (2013)

Finally, for some people, a car is much more than just a car: it is the ability to transport children to and from school as a disabled parent, it contains a change of clothes and potentially a place to change, it is a mobile and lockable medical cabinet that holds essential medical supplies and devices, and it is a place to rest<sup>39</sup>.

Research in New Zealand states that cars are a place for disabled people to be independent and to achieve milestones at the same time as their peers. Automobiles play a vital role in improving social participation and inclusion for people with mobility impairments<sup>40</sup>.

The removal of accessible parking provision, where no general car parking is proposed, with 'less than adequate plans' in place within public transport systems that may otherwise be the next best alternative means of travel, is likely to not only compound existing challenges in mobility but cause further significant distress and discomfort to disabled people, older adults and members of public with dependants in their care while travelling in and around the city.

Due to similar concerns, in 2003 the Human Rights Commission held an inquiry into the accessibility of public land transport prompted by the experiences of disabled people who came to the Commission seeking enforcement of their right not to be discriminated against in the provision of public transport.

Subsequently, the report, "The Accessibility Journey: Report of the Inquiry into Accessible Public Land Transport Accessible Public Land Transport" released in 2005 (HRC,2005), offered some recommendations to mitigate the effects of inequity faced by the disabled community in different areas while utilising public transport with the hope of witnessing successful changes by 2010.

Whereas definite improvements have been made in the public transport amenities since the release of the report, significant additional improvements are required to fully claim that the discrimination experienced by the disabled community while commuting via public transport has been addressed.

HRC (2005) included a thorough research into best practice; consultation with overseas experts and a wide variety of stakeholders; publication of a Consultation Report; a submissions process; public hearings and several rounds of consultation on the draft final report and the recommendations.

As per the findings of HRC (2005), a significant number of disabled people in New Zealand have acute and on-going difficulties with using public land transport services: buses, trains, taxis and the related services and infrastructure.

The report investigated four criteria – accessibility, availability, affordability and acceptability to examine the problem and consider improvements. Disabled people and their advocates highlighted major issues in all four selected criteria in relation to

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<sup>39</sup> R. Peterson, Disability Advisory Panel, August 9, 2021

<sup>40</sup> Woodbury, E. (2012)

conveyances, service information, premises and infrastructure. It concluded that the barriers to the accessible journey for disabled people cover information about services, arranging a service, getting from home to the pickup point, and using the service to go to a destination and returning home.

One of the key findings of the report suggested, “disabled people feel disempowered in terms of participation in public land transport planning, funding and implementation as their needs are not considered to be a core requirement of the current statutory processes”<sup>41</sup>. Thus, due to the lack of representation of disabled people in decision making processes of the legislative, policy and operational framework for public land transport, the transport needs of the disabled community were seldom considered as a core requirement of public land transport planning, funding or operations. The report also clearly suggests that even with goodwill, non-disabled planners, designers, and operators cannot deliver fully accessible journeys alone as the consequences are not immediately obvious to non-disabled people.

Thus, one of the major recommendations of the inquiry was a “mandatory provision for the participation of disabled people in all public land transport planning, funding and implementation processes at central, regional and local government levels”<sup>42</sup>.

The above warrants a similar approach for community consultation prior to any significant changes in accessible car parking provisions in the Auckland Unitary Plan. It is imperative to fully ascertain the repercussions of the accessible car parking requirements from the perspective of the disabled community and to understand any additional issues of inequity that may arise from these changes. Especially if the proposed changes are likely to increase their dependence on the public transport system and if public transport connections remain inadequate at any level.

The Universal Design team and Plans and Places Department at Auckland Council completed consultation in June 2021 with a range of stakeholders to request initial feedback on the removal of car parking provisions in the Auckland Unitary Plan and follow up sessions in May and June 2022 to obtain feedback on the proposed accessible parking standards.

## **5. Description of the Issues**

The NPS UD seeks to enable well-functioning urban environments and as part of this considers the efficient use of urban land. Policy 11 of the NPS UD states that councils can no longer have provisions that require a minimum amount of parking for any use or development, with the exception of accessible parking. Under Part 4.1 of the NPS UD, the minimum parking provisions in the Auckland Unitary Plan were removed in February 2022.

A mixed methodology was employed to understand the issues with accessible parking, both currently and following the removal of car parking provisions as required by the NPS UD. This included a series of early stakeholder engagement sessions including meetings

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<sup>41</sup> HRC. (2005). p.12

<sup>42</sup> HRC. (2005). p.14



with Auckland Council's Universal Design Forum, Disability Advisory Panel and Seniors Advisory Panel; a review of complaints received by Auckland Council and Auckland Transport; and a review of the Unitary Plan and Building Code.

To follow is a summary of the issues that were identified.

### **Current issues with accessible parking**

#### Human Rights complaint (see Appendix A)

In 2018 Auckland Council was the subject of a Human Rights complaint in relation to accessible car parking. The complainant maintained that Auckland Council did not require the use of NZS 4121:2001<sup>43</sup> in terms of design and number of car parks - both Council owned and private, and did not ensure ongoing compliance with this standard. See Appendix A. Note: the details in relation to this complaint are to be kept strictly confidential and are subject to legal privilege and the requirements of s 85 of the Human Rights Act 1993.

#### Auckland Council complaints and requests for information (see Appendix B)

Auckland Council received eight complaints and requests for information in 2020/2021. Complaints included unlawful use of mobility car parks, requests for mobility parking signage and ground markings, a request for additional mobility parking at residential locations, and requests for general information in relation to mobility parking.

#### Unlawful use of Auckland Transport accessible carparks (See Appendix C)

Auckland Transport received 247 complaints and requests in relation to mobility parking from January 2020 to June 2022. The most frequent complaint was that people without a Mobility Parking Permit were illegally parking in a Mobility Parking space. This issue accounted for nearly half of all complaints received.

Additional themes of complaints and requests received are reported in Appendix C. CCS Disability Action reports that through the Access Aware App<sup>44</sup>, Auckland receives 100 complaints per month on average, with approximately 1200 complaints received on mobility parking over the last year (see Appendix I).

CCS Disability Action reports that none of the reports received resulted in the enforcement officer issuing a parking ticket. "If you challenge someone that's in a mobility park that doesn't have a placard, most of the reactions are aggressive and negative. At best I get a dirty look. At worst I get shoved"<sup>45</sup>.

In areas where parking is at a premium, either due to overall limited number of spaces or due to cost of parking, there is reported to be high levels of unlawful use of accessible car

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<sup>43</sup> Standards New Zealand. (2001)

<sup>44</sup> CCS Disability Action. (2022)

<sup>45</sup> Horrell, J. (2022)

parks, with nine people being fined for parking illegally in disabled spots every day between 2015-2017.<sup>46</sup>

Renata Kotua, who has congenital cerebral palsy, says she can't do her grocery shopping when disability car spots are full. "For me, it is a struggle to walk further than a few metres, especially holding my one-year-old baby - I need a disabled car park because they are closer to the supermarket entrance," Kotua said<sup>47</sup>. More often than not, the people filling the spots did not have a permit, she said. "I have tried to report offenders a few times but it is a long and complicated process, so I gave up - it needs to be made easier for us," she said<sup>48</sup>. This is supported by research in Aotearoa<sup>49</sup>, see Appendix E.

People who need accessible car parking may be unable to continue their journey/appointment/arrive to work on time. Lee Warn, an Auckland resident who has T12 paraplegia and uses a wheelchair, said mobility parking was about giving freedom to people who needed the accessible car parks. "If you can't get in the car park, you go home instead; you can't go out and do what you want to do"<sup>50</sup>.

People who need accessible car parking may also experience complaint fatigue or difficulties with the complaints process, meaning that the number of complaints received regarding this issue is likely an under-representation of the true extent of the unlawful use of accessible car parking, as is evidenced by the six-fold difference in number of complaints received by Auckland Transport as compared to CCS Disability Action (Appendices C and H).

Auckland Transport notes that the demand for mobility parking around Auckland has increased over the last five years and that they have received a considerable and increasing number of petitions to increase the number of mobility carparks. Unfortunately, the volume of requests Auckland Transport receives on this subject is such that it is impossible to respond to them all immediately. Instead, they have a work programme which allows prioritisation of resources, especially in the financial year [2020] where the budget was very constricted.

There is currently a petition, lodged 25th August 2021, before the New Zealand Parliament "that the House of Representatives change the law to substantially increase fines nationally for misusing any mobility parking spaces, including on privately owned land that is used publicly; and urge the Government to run an education campaign to desist able-bodied people from misusing mobility parking spaces for public use"<sup>51</sup>. Claire Dale, originator of the petition, contends that mobility parking spaces make life substantially easier for disabled people and that there are currently very high levels of misuse.

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<sup>46</sup> Williams, S. (2018)

<sup>47</sup> Williams, S. (2018)

<sup>48</sup> Williams, S. (2018)

<sup>49</sup> Research New Zealand. (2016)

<sup>50</sup> Stuff. (2022)

<sup>51</sup> Dale, C. (2022), first paragraph

## Auckland Unitary Plan and Building Code requirements

One of the significant areas of contention are the discrepancies between the Auckland Unitary Plan and Building Code in relation to accessible parking. The crossfall required by the Auckland Unitary Plan is at a steeper gradient than is required by the Building Code. This discrepancy requires rectification<sup>52</sup>.

Moreover, some high sided mobility vehicles are unable to park in carparks that are within a building due to unavailability of vertical clearances. Whilst NZS 4121:2001<sup>53</sup> recommends a minimum vertical clearance of 2.5m, the minimum vertical clearance of car parks is 2.2m according to the Building Code. Wheelchair accessible vans funded by the Accident Compensation Corporation (ACC) are reported to have difficulty negotiating even 2.5m of vertical clearance<sup>54</sup>. Many hotels in central Auckland are reported to not have 2.5m vertical clearance of their car parking, requiring visitors with high sided mobility vehicles to try to find and pay for on street accessible car parking when staying in the city centre<sup>55</sup>. Wheelchair accessible vans also require greater length for parallel parking than the current 5m requirement in the Building Code. When a wheelchair ramp deploys at the rear of a vehicle an additional 2m of parking space is required for both the ramp and for the wheelchair user to transfer on and off of the ramp, requiring 7m in total length<sup>56</sup>.

Furthermore, there are no requirements in the Auckland Unitary Plan for developers of multi-unit residential developments to provide for accessible car parking. As aforementioned, private vehicles sometimes act as a necessity for a disabled person providing them with independence, confidence and flexibility (See Appendix G).

Therefore, it is of utmost importance that in residential developments, accessible parking is provided. The failure to do so means for many disabled people, where in Auckland 1 in 10 Aucklanders has a mobility impairment<sup>57</sup>, they will not have the right to decide where to live and whether they can visit friends and family at their homes. This fundamentally goes against Article 19 of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), in which New Zealand has ratified. This states that:

- (a) Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement.<sup>58</sup>

By providing accessible parking in residential developments, it provides more opportunities for both the elderly and mobility impaired/disabled people to be able to participate and socialize within the community. This is important as the disabled community experience higher levels of social isolation<sup>59</sup>. Within the elderly community, approximately 10 per cent of older people feel lonely all or most of the time, which rises to

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<sup>52</sup> J. Fahrensohn, Building Control, personal communication, April 30, 2021

<sup>53</sup> Standards New Zealand. (2001)

<sup>54</sup> CCS Disability Action, personal communication, November 11, 2021

<sup>55</sup> CCS Disability Action, personal communication, November 11, 2021

<sup>56</sup> Auckland Council. (2021c)

<sup>57</sup> Statistics New Zealand. (2013)

<sup>58</sup> United Nations. (2006)

<sup>59</sup> Helen Clark Foundation. (2021)

over 50 per cent in people aged over 80 per cent<sup>60</sup>. This also affects people's ability to age in place<sup>61</sup>.

Greater social inclusion helps to reduce depression, and other mental health issues<sup>62</sup>; and transportation plays a significant role in aiding social inclusion<sup>63</sup>. This satisfies the Auckland Plan's directions of fostering an inclusive Auckland (Direction 1 of Outcome: Belonging and Participation) and improving health and wellbeing for all Aucklanders (Direction 2 of Outcome: Belonging and Participation)<sup>64</sup>.

Finally, the provision of accessible parking is in line with Auckland Council's Disability Operational Action Plan (2015). The first theme of which is to create accessible buildings, places and spaces with the aim to "make it easy for everyone to move around the city and to participate fully in community and civic life" (p.4<sup>65</sup>).

Due to the above stated reasons, it is recommended for a minimum threshold of 10 dwellings to require 1 accessible parking space in residential developments. This aligns with the number of people in Auckland with a mobility impairment<sup>66</sup> and goes to future proofing for the ageing community.

Auckland's ageing population (over 65 years old) is rising with a projection of 19 per cent by 2043 – a 7 per cent increase from 2018. Hence, to respond to the needs of our growing, and increasingly diverse older Aucklanders, Auckland has aimed to become an age-friendly city with the recent (2022) joining in the Global Network of Age-Friendly Cities and Communities. An action-plan with ten domains was set up to improve older Aucklanders' quality of life, to future-proof our region so that everyone is supported to age well, and to identify and guide action to support those met in need.

The community had voiced their opinion on more accessible parking options under the 'Transport' domain, however, no specific action was taken to improve this. By requiring accessible parking on residential developments, it can work towards this domain and the action plan's objectives/purpose.

#### Loss of accessible parking

There is reported to be continued erosion of on street accessible car parking, particularly in town centres due to development and transport mode change<sup>67</sup>. For example, new buildings in town centres can be constructed with no car parking and no drop off/pick up provision. "There are buildings in the CBD like the AIG building and more, that has no accessible parking nearby as if no disabled staff are working for them at present, when I get to work, my taxi has to stop illegally in a motorcycle parking to drop me off to work, that's not dignified at all. All business buildings should have at least one accessible car

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<sup>60</sup> Auckland Council. (2022)

<sup>61</sup> Auckland Council. (2021b)

<sup>62</sup> Euro Health Net. (n.d.)

<sup>63</sup> Lucas, K. (2012); Milakis, D., & Wee, B. (2020)

<sup>64</sup> Auckland Council. (2018)

<sup>65</sup> Auckland Council (2015).

<sup>66</sup> Statistics New Zealand. (2013)

<sup>67</sup> Auckland Transport, Capital Projects Accessibility Group, September 16, 2021

park whether disabled staff work there or not. My taxi gets tooted at by courier drivers and motor cyclists when he drops me off; that's not on!"<sup>68</sup>.

Change of use, for example from commercial to private residential currently results in the removal of the requirement for accessible parking. The addition of bus lanes and cycle lanes, whilst supported in principle, could lead to the erosion of accessible car parking if not carefully managed. Auckland Transport's Draft Parking Strategy<sup>69</sup> proposes the removal of 12,000km of kerbside parking, equating to approximately 84,000 kerbside car parks over the next 10 years. It is anticipated that Auckland Transport's Final Parking Strategy will be submitted to Auckland Council's Planning Committee by September 2022.

#### Insufficient amount of accessible parking

In some locations/facility types, the amount of accessible parking currently is deemed to be insufficient, see Appendix C and Appendix D. Locations where accessible car parking is deemed insufficient includes, but is not limited to public facilities, places of residence and town centres.

Lack of accessible pick up/drop off locations further exacerbates the need for accessible parking, see Appendix D.

#### **Future issues with accessible parking**

In considering the consequences of the removal of car parking minimums, Council has identified that there is a gap in the Auckland Unitary Plan (AUP), in that if a development chooses to provide no car parking, there is no requirement to provide accessible car parking in non-residential developments in accordance with NZS 4121:2001<sup>70</sup>.

Additionally, stakeholders state that as well as exacerbating all the current issues identified above, new issues that are likely to arise as a result include:

- Lack of choice for disabled people who drive their own vehicles to be able to park at their place of residence. Accessible car parks have different requirements to standard car parks, including minimal gradient and crossfall, wider widths and longer lengths which are often not possible to achieve with the topography and road reserve widths for on-street car parking<sup>71</sup>. This also means that existing accessible parking may not be easily relocated<sup>72</sup>.
- The inability to age in place due to poor access arrangements. The inability of older adults to mobilize the increased distances required to access public transport or private transport providers<sup>73</sup>.

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<sup>68</sup> M. Able-Williamson, Disability Advisory Panel, August 9, 2021

<sup>69</sup> Auckland Transport. (2022)

<sup>70</sup> Standards New Zealand. (2001)

<sup>71</sup> D. Martin, Personal communication, 22 June 2022

<sup>72</sup> Universal Design Forum. (2021)

<sup>73</sup> Universal Design Forum. (2021)

- Inability for disabled people to access door to door Total Mobility transport due to lack of available car parking at their place of residence<sup>74</sup>.
- Impacts on at home care by carers, nurses and allied health professional who visit people in their homes<sup>75</sup>. Visiting health professions have tight limits on the time available to spend with their clients, every minute spent looking for parking will reduce patient contact times. Reduced accessibility could mean occupants have a reduced level of care<sup>76</sup>.
- Disabled people would face greater levels of social isolation and lack of participation. This has been exacerbated by Covid 19, and research completed indicates that barriers in the built environment put disabled people at much higher risk of loneliness and isolation<sup>77</sup>. For some disabled people, an adapted vehicle is their only choice of mobility, and without accessible car parking, they are denied access to education, work and social connections<sup>78</sup>.

## 6. Analysis and recommendations

### 6.1 Issues analysis

Analysis of the issues as evidenced by complaints and stakeholder engagement was completed following a review of available literature both in New Zealand and internationally. A review of recent media articles (Appendix F) was also undertaken to ascertain whether similar themes were evident. The analysis identified issues related to the Auckland Unitary Plan, to operations of accessible parking by both Auckland Council and Auckland Transport, and of the design of accessible parking in Tāmaki Makaurau.

#### Auckland Unitary Plan related issues

- There is a gap in the Auckland Unitary Plan (AUP), in that if a development chooses to provide no car parking, there is no requirement to provide accessible car parking in accordance with NZS 4121:2001<sup>79</sup>.
- There are discrepancies between the Auckland Unitary Plan and Building Code in relation to accessible parking. The crossfall required by the Auckland Unitary Plan is at a steeper gradient (1:25) than is required by the Building Code. This discrepancy requires rectification (Building Control, 2021)<sup>80</sup>.
- There is a lack of requirements in the Auckland Unitary Plan for residential developments to provide for accessible car parking. The majority of residential dwellings are excluded from the NZS 4121:2001<sup>81</sup>. A number of requests from the

<sup>74</sup> Universal Design Forum. (2021)

<sup>75</sup> Seniors Advisory Panel. (2021)

<sup>76</sup> Universal Design Forum. (2021)

<sup>77</sup> Helen Clark Foundation. (2021)

<sup>78</sup> Disability Advisory Panel. (2021)

<sup>79</sup> Standards New Zealand. (2001)

<sup>80</sup> J. Fahrensohn, personal communication, April 30, 2021

<sup>81</sup> Standards New Zealand. (2001)

public have been received in 2020-2022 for the provision of, or addition to accessible car parking for residential units. This is also recommended by the Disability Advisory Panel and Seniors Advisory Panel. This is reported to impact on people's ability to age in place, to be at home whilst recovering from temporary injury, and to visit friends and family members at their place of residence.

### Operational issues

- The unlawful use of existing accessible car parking resulting in a high volume of complaints to Auckland Transport, some of which are reported to occur in the same location with high frequency.
- Disabled people report that without good enforcement of accessible parking, it is left to the disabled person or their whanau to speak to the person that is parked illegally.
- Across a variety of buildings and facilities, it is reported that accessible car parking can be occupied either short term or long term by contractors, building equipment, or commercial rubbish bins.
- Vehicles are reported to be blocking footpaths, which further compromises people's ability to move from accessible car parking to their final destination. The scenario is particularly problematic for disabled people, who may be unable to easily or safely circumvent these vehicles. It may also compromise disabled people's ability to safely access public transport.
- Technology related improvements have been requested by the public, including adding mobility parking permit information to the AT Parking App, additional easy to find information on the location of accessible car parking in Auckland (real time availability), and the ability to book accessible car parking at AT facilities in advance (for example to attend major events).
- Auckland Council facilities and parks have not previously been required to upgrade their accessible car parks (both overall number and design) in accordance with NZS 4121: 2001<sup>82</sup>. As a result, members of public are requesting additional car parks at a number of Council locations, to enable them to participate in daily occupations such as visits to the library, pool, beach, or a Council Service Centre.
- There are reports suggesting removal of existing accessible car parking without the appropriate re-location of the car parking in an alternative location<sup>83</sup>. This trend is particularly noted within the city centre and town centres. Whilst public transport options are improving, these are not accessible to all disabled people, as outlined in the Background section above.

### Design related issues

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<sup>82</sup> Standards New Zealand. (2001)

<sup>83</sup> Auckland Transport, Public Transport Accessibility Group, 18 June, 2021

- Whilst design guidance has existed for accessible parking for over 20 years, and additional guidance has been available since 2019, it does not yet appear to be widely used.
- Some car parking buildings/underground the car parks provide inadequate vertical clearance for high sided mobility vehicles. The current minimum requirement is 2.2m<sup>84</sup>, however, required vertical clearance to enable access for all is 2.5m<sup>85</sup>. As 2.5m is reported to be challenging for some accessible vans funded by ACC in New Zealand, 2.6m minimum is recommended in universal design guidance.<sup>86</sup>
- Vehicles and vehicle modifications have changed over the last 20 years, resulting in models in which disabled people may be the driver, front seat passenger, or rear seat passenger. People may load the vehicle from the driver side, passenger side or rear of the vehicle.<sup>87</sup> Accessible parking spaces need to be designed to accommodate the various scenarios.
- In addition to accessible car parking, the Universal Design Forum has advocated for the provision of priority parking with larger bays (for example for carers with young children), bicycle parking (that accommodates a range of sizes of bikes), and accessible drop off/pick up provision.<sup>88</sup>

## 7. Options analysis

### 7.1 Do nothing

A 'no intervention' option allows development to proceed with no accessible car parking or vehicle access and reliance on 'private pedestrian only' access. Where zero car parking is provided, there is no trigger to provide any accessible car parking for any developments.

Under this option, accessibility (for all users including emergency service providers) will be impacted and could result in unsafe and inaccessible developments with increased risk to human life and a reduction in accessibility for a range of users.

It is considered that the do nothing option would not achieve a high level of amenity and safety for disabled people, including people with temporary mobility impairment; nor would it provide for the functional and operational needs of the intended use and would be contrary to the Regional Policy Statement 4.3.3 which states "To develop a transport network which provides an acceptable level of accessibility for all sections of the community within and across the region, by encouraging transport choices that are efficient, convenient or practical"<sup>89</sup>. Provision of accessible car parking may be the only

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<sup>84</sup> Ministry of Business Innovation & Employment. (2017)

<sup>85</sup> Standards New Zealand. (2001)

<sup>86</sup> Auckland Council. (2021c)

<sup>87</sup> O'Leary, K. (2019)

<sup>88</sup> Auckland Council. (2021c)

<sup>89</sup> Auckland Council. (1999)



option for disabled people that is efficient, convenient, and practical. Additionally, without accessible car parking, carers would have difficulty accessing and providing care for older adults and disabled people, resulting in their inability to age in place. As such the do nothing option is not recommended.

## **7.2 Non-statutory guidance**

Non statutory guidance on accessible parking in the form of design guides have been in place in New Zealand for 20 years<sup>90, 91</sup>, with the newest guidance being released in 2019.<sup>92,93</sup>

Though clear and specific guidance is available, there continues to be high numbers of complaints received annually. These include: inadequate provision of accessible car parking, inappropriate design of accessible car parks and mis-use of available accessible car parks. Reference to non-statutory guidance is recommended, but this is not considered the full recommendation. Compliance with the guidance cannot be required through a resource consent process and instead relies on negotiation with an applicant. This has associated costs including extending the length of time to process the resource consent. The design and amount of accessible parking being provided across Auckland also becomes inconsistent. For the above stated reasons, sole reliance on non-statutory guidance is not recommended.

## **7.3 A plan change to the Unitary Plan**

A plan change to the Unitary Plan would maintain accessible parking provision in relation to the building typologies and activities that are in the Unitary Plan. As stated above, with the removal of general car parking, the requirement for accessible car parking is not triggered if no car parking is required.

A plan change is also recommended to introduce minimum accessible car parking for multi-unit residential developments. This plan change would ensure that accessible car parking is provided, is safe, is appropriately designed to accommodate all users, and of a minimum design quality.

A plan change to the Unitary Plan would ensure a consistent approach across Auckland. A plan change to ensure provision of accessible parking is in line with Auckland Council policy and objectives as well as national obligations. For these reasons, a plan change is the recommended approach.

## **8. Recommendations**

Based upon the issues identified above, New Zealand and international best practices, and risks confirmed by stakeholders, the recommendation is a pursual of plan change to the Auckland Unitary Plan based on the following approach.

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<sup>90</sup> BRANZ. (2001)

<sup>91</sup> Standards New Zealand. (2001)

<sup>92</sup> MBIE. (2019)

<sup>93</sup> Auckland Council. (2021c)

The recommended approach is as follows:

Introduction of a new standard in Chapter E27 of the Unitary Plan that requires that accessible parking is provided as calculated and designed in accordance with the previous Auckland Unitary Plan activity table and the requirements of NZS4121:2001<sup>94</sup>. This is irrespective of whether a non-residential proposal provides regular car parking.

2. Introduction of a new standard in Chapter E27 of the Unitary Plan that requires that where a residential proposal provides onsite parking, one accessible parking space per 10 units must be provided and must meet the minimum accessible design requirements of the NZS:4121. Where a residential proposal, with the exclusion of business zones, does not provide onsite parking, one accessible car parking space per 10 units must be provided and must meet the minimum accessible design requirements of the NZS 4121. Where accessible parking is required in a residential development and a developer chooses not to provide it they must demonstrate: that accessible parking is available in a nearby parking building with accessible route links to the residences, or appropriately designed and adequate number of accessible parking is provided within the road reserve with accessible route links to the residences, or that accessible and frequent public transport is available within an accessible distance and topography from the site.

3. Introduction of a new standard in Chapter E27 of the Unitary Plan that requires where loading zones are provided that the loading zones are a minimum: 3.5m in width, 5m in length for perpendicular parking, 7m in length for parallel parking and a maximum slope of 1:50 in all directions.

The standard would be subject to the following performance standards:

- Number of car parks<sup>95</sup> (requirement NZS 4121) for non-residential developments; 1:10 ratio for residential developments
- Types of car parks<sup>96</sup> (guidance Universal Design Parking Checklist, Buildings for Everyone);
- Building types<sup>97</sup> (requirement NZS 4121, guidance Be Lab – Appendix H)
- Design of car parks – minimum width, minimum length, maximum crossfall, access aisles, lighting, etc<sup>98</sup> (Requirement NZS 4121; guidance Universal Design parking checklist, Buildings for Everyone);

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<sup>94</sup> Standards New Zealand. (2001)

<sup>95</sup> Standards New Zealand. (2001)

<sup>96</sup> Auckland Council. (2021c); Building Performance. (n.d.)

<sup>97</sup> Standards New Zealand. (2001); Be Lab. (2022)

<sup>98</sup> Standards New Zealand. (2001); Auckland Council. (2021c); Building Performance. (n.d.)

- Access to buildings (footpath width, gradient, crossfall)<sup>99</sup> (requirement NZS 4121, guidance Buildings for Everyone, Universal Design Tool);
- Accessible drop off/pick up provision<sup>100</sup> (guidance Universal design parking checklist, Buildings for Everyone).

Additional recommendations are as follows:

- To share information and work collaboratively with Auckland Transport to improve disabled people's experience with accessing and using Mobility Parking Spaces. This includes inputting into the Parking Transport Strategy; advocacy for additional enforcement/compliance of accessible parking places; and improvements to technology to enable easier parking within AT facilities.
- To input into AT's Accessibility Action Plan, with AT's Public Transport Accessibility Group/Capital Projects Accessibility Group support, consider accessible parking and accessible pick up/drop off provision to be prioritized in upcoming plans.
- To upgrade Auckland Council parking facilities to a minimum of the NZS 4121:2001<sup>101</sup> in terms of number of car parking spaces and their design. To work with Auckland Council Customer Services and Community Facilities teams to plan for upgrade and renewal works as part of LTP processes.  
  
To implement the Buildings for Everyone (MBIE, 2019) and Universal Design Checklist (Auckland Council, 2021) in the development of new public car parking developed by Auckland Council.
- To work with Auckland Council Customer Services to ensure that disability related complaints are prioritized through the complaints process and that the feedback loop is closed in all cases. To work with Auckland Council Customer Services and Community Facilities teams to ensure appropriate enforcement of accessible parking provisions.

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<sup>99</sup> Standards New Zealand. (2001); Building Performance. (n.d.); Auckland Council. (n.d.)

<sup>100</sup> Auckland Council. (2021c); Building Performance. (n.d.)

<sup>101</sup> Standards New Zealand. (2001)

## 9. Appendices

### Appendix A: Human Rights Complaint

**The paragraphs below are to be kept strictly confidential and are subject to legal privilege and the requirements of s 85 of the Human Rights Act 1993.**

#### Background

From 2012, a disabled member of the public (**the complainant**) raised numerous concerns with Council about the compliance with NZS 4121 of carparks owned by both Council and third parties.

The complaint was largely based on a misunderstanding of the regulatory regime (in particular, around (a) the role of NZS 4121 within the Building Code framework, and (b) the scope of Council's powers as a Building Consent Authority in relation to carparks owned by third parties).

Despite this, Council took the complainant's concerns very seriously, and took significant action in good faith, investigating every complaint raised. Council committed and undertook work to upgrade (and in some instances, create) relevant Council-owned carparks to ensure they meet NZS 4121. Council also committed to work with relevant building owners in good faith to seek that they voluntarily upgrade their carparks to make them compliant with this standard.

#### Proceedings

In August 2018, the complainant complained to the Human Rights Commission about the issue, arguing that Council's conduct amounted to unlawful discrimination on the basis of disability under the Human Rights Act 1993 and seeking financial compensation. This led to mediation at the Commission held in November 2018. The complainant was not satisfied with the outcome of the mediation.

On 19 April 2020, the complainant filed a statement of claim against the Council in the Human Rights Review Tribunal. Council filed a statement of reply on 29 June 2020. The parties then agreed to return to mediation to try to resolve the issue, and the Tribunal put an interim stay on the proceedings to enable this.

A second mediation took place on November 2020. The complainant was again not satisfied with the outcome.

The Council then proceeded with a settlement offer to the complainant. The complainant accepted the offer, and the matter was settled on 5 May 2021.

## **Appendix B: Auckland Council Accessible Parking Complaints Summary**

From 1<sup>st</sup> January 2020 – 11<sup>th</sup> November 2021

Auckland Council received:

8 Complaints and Requests in relation to Mobility Parking

Details have been provided by Auckland Council Customer Services as below. Please note that case numbers are to be kept confidential.

**Request for information – 8702300650** is about a requirement for an apartment building with 7 visitor carparks to have a mobility carpark

**Formal complaint 8590025895 (8500038666)** – complainant suggested council should have a specialized disability advisor or liaison, he questioned whether landowners can alter mobility parks without consent and why mobility parks are not part of a Building Warrant of Fitness

**Formal complaint 8590025815** (8500038666 – complaint regarding vehicle blocking access to designated mobility park at a reserve.

**Request 8702248939** - mobility parking signs or marking be installed at bowling club

**Formal complaint – 8590023196 (8500034822)** contractor parked in mobility space

The remaining 3 cases were requests for general information in relation to mobility parking.

## **Appendix C: Auckland Transport Accessible Parking Complaints Summary**

From 6<sup>th</sup> January 2020 – 22<sup>nd</sup> June 2022

Auckland Transport (AT) received:  
247 Complaints and Requests in relation to Mobility Parking

The most frequent complaint received was that people without a Mobility Parking Permit were illegally parked in a Mobility Parking space accounting for nearly half of all complaints received including complaints about taxi/uber drivers waiting in the mobility parking spaces (4). The second most frequent complaint was of illegally parked cars blocking footpaths, often on a regular basis (18).

The most frequent request from the public and healthcare practitioners was that additional accessible parking was provided in certain locations (92), with additional parking near to residential homes/apartments (19) and near to schools (5) being the most frequent requests. The second most frequent request from the public was that there was additional/regular patrols of areas where frequent abuse was reported in relation to accessible car parking (9).

Other complaints include:

- illegally parked cars blocking footpaths, particularly impacting people with mobility impairments, visual impairments and caregivers with prams (18);
- the AT Parking App does not have the option to add mobility parking permits requiring customers to mobilise to a pay machine (7);
- removal of existing mobility parking without appropriate relocation (7)
- lack of mobility parking signage which meant enforcement could not take place (even when road markings indicated mobility parking) (5) or that customers had difficulty finding the accessible parking (3);
- query of the time limits on accessible parks (5)
- inability to pre-book an accessible car park (2)
- mis-use of mobility parking permit by reportedly able bodied driver
- illegal parking in the access aisle of a mobility parking space
- lack of easy to access information on where accessible car parks are located

Suggestions/requests from the public include:

- request for additional mobility car parking in certain locations (e.g. medical centres (3); Women's Refuge transitional housing; pharmacy, dental clinic, NZ Post; residential apartments/dwellings (19); near public toilets, near school (5), law offices (2), cafes/restaurants (3), public library, community centre, pool, Ministry of Social Development office, Auckland Council Service Centre, near to beach, near to park;
- that regular patrols occur in areas of frequent abuse of mobility parking (9);

- re-location of existing mobility parking spot to be closer to location of frequent use (Lab Tests, GP Practice, train station) (3);
- improved design of the accessible car park/link to the footpath (3)
- maintenance needed of footpaths near to mobility parking spaces (3);
- maintenance needed of mobility parking spaces (e.g. faded lines) (2)

## Appendix D: STAKEHOLDER CONSULTATION SUMMARY

### Removal of Minimum Parking / Accessible Parking Requirements – Universal Design Forum (30.06.21) and follow up questionnaire emailed to attendees

**Attendees:** Vivian Naylor, CCS Disability Action; Chris Orr, Blind Low Vision NZ; Jeff Fahrensohn, Auckland Council; Antonia Butler, Fire and Emergency NZ; Brett Campbell-Howard, NZ Police; Emma McInnes, Women in Urbanism; Amir Kayal, Auckland Transport; Geoff Purcell, Fire and Emergency NZ; Simon Davis, Fire and Emergency NZ; Claire Dale, Seniors Advisory Panel; Andy Roche, Auckland Transport; Jason Boberg, Disability Advisory Panel; Dory Reeves, University of Auckland; Xin Tian, Kainga Ora; Gayle Marshall, Seniors Advisory Panel; Brittany Kithulagoda, Be Lab; Glenn Menzies, Fire and Emergency NZ; Glenn Metcalfe, St John Ambulance NZ

ACCESSIBLE PARKING	
Question	Response
1. What are the impacts of the current accessible parking provision for the communities and organisations that you represent?	<ul style="list-style-type: none"> <li>• Accessible parking not just disabled people and people with impairments, but for prams and emergency requirements is absolutely necessary.</li> <li>• No accessible parking makes it impossible to visit friends or family or attend events. Very simple really. It is often the case that some premises are only accessible by car, this is particularly relevant in Auckland where steep topography adds challenges. It is completely unthinkable that publicly accessible venues/premises do not provide accessible parking.</li> <li>• The current requirement for car parking spaces is low already. Accessible parking spaces are only required where parking is provided. Accessible car parking is being lost, particularly in the city centre and town centres. Some facilities may require additional accessible parking. Accessible car parking at hospitals is at a premium.</li> <li>• Need to consider not only accessible parking but also provision for drop off parking which allows for a wide range of users to be dropped off adjacent housing by family, ambulance, uber drivers etc as well as delivery of goods, furniture delivery, rubbish collection fire trucks, maintenance vehicles etc - this could be a minimum standard/requirement as part of AUP</li> <li>• Accessible parking is necessary for safe pick-up and drop-off for those with mobility impairments, for caregivers with children, and emergency services.</li> <li>• We support removing parking minimums, but would like to see provision for mobility parking, and parking for parents with prams (like in the Victoria Street Parking building Auckland CBD).</li> </ul>



	<ul style="list-style-type: none"> <li>• Accessible parking is necessary for our growing ageing population – many of whom rely on mobility aids and require parking close to the facilities they are visiting. People with chronic health conditions such as respiratory or heart disease may be unable to take public transport due to decreased mobility/energy levels.</li> <li>• Some car parking buildings, even though they have accessible parking spaces, have low ceiling that high disability vans cannot access.</li> <li>• One of the difficulties I have experienced with accessible parking on private sites, be that housing, business, government - is that while technically it exists, it is not available because they use them for other things, such as putting the skip on, or luggage trollies, or bikes etc. So it is not just about how many accessible parks there are but also responsibility of building owners to maintain them as accessible.</li> <li>• Currently no accessible car parking is required for private residential developments.</li> </ul>
<p>2. What could be the impacts if there were no specific accessible parking provisions for the communities and organisations that you represent?</p>	<ul style="list-style-type: none"> <li>• No access creates numerous problems as above and it also allows for street parking to become hazardous especially for emergency vehicles.</li> <li>• Given increased densification, the push for more housing at the expense of amenities, space for accessible parking may be squeezed out.</li> <li>• Would not be able to use the facilities without accessible parking.</li> <li>• Limiting the delivery of support services to support older people to age in place would be contrary to the objectives of the Unitary plan. Making home help service provision harder to access would result in increased isolation. If community health workers cannot meet their daily patient contact numbers because of the lack of parking this would impact on the overheads of the DHB's etc.</li> <li>• A large proportion of society are dependent on door-to-door pick-ups on a temporary or permanent basis due to issues such as a broken limb, breathlessness, etc. Access must be universal and account for changing needs to ensure people are not stranded in their homes.</li> <li>• Lack of accessible parking makes the dwelling unsafe for those with mobility impairments, and for caregivers with children. It also compromises access for emergency services and repair or maintenance services.</li> <li>• Removing/reducing accessible parking spaces is contradictory to the NPS UD claim to be improving how our cities respond to growth by disabling the disability/ageing sector – both of whom are growing.</li> </ul>
<p>3. What are the compounding effects of reduced on-street parking for the</p>	<ul style="list-style-type: none"> <li>• This causes a large number of streets to be limited to allow vehicles to pass each other, promotes berm parking/parking across footpaths and does not create a safe atmosphere for community.</li> </ul>

<p>organisations and communities that you represent?</p>	<ul style="list-style-type: none"> <li>• Recent intensified development with lack of/insufficient parking on site (e.g. only 1-2 parking spaces for a big household or flatting situation) has resulted in people parking on berms/footpaths. This affects the ability of people with mobility impairments to navigate the environment.</li> <li>• Would not be able to use the facilities without accessible parking.</li> <li>• Support services for the elderly or less mobile would be much harder to arrange and more time consuming for the delivery agency. OTs/Dieticians for example, carry heavy equipment into people's home and require parking/loading spaces.</li> <li>• Loneliness and social isolation, reduced independence and isolation, increased dependence on government funded caregivers, increased CPTED risks.</li> <li>• Lack of parking, including accessible parking, reduces accessibility to facilities and increases dependency on on-street parking. This could become too far and too difficult for some people to leave their homes, affects people's independency, dignity, amplify social isolation and increases the toll on mental health.</li> <li>• Reduced on-street parking decreases pedestrian safety, and safe walking is a vital form of exercise to maintain health.</li> <li>• We would like to see a reduction of on-street parking to better support places for people. We need to make our roads and streets safer, so that people may freely cross streets, and children may play and roam without fear of traffic.</li> <li>• Women walk more than men in Aotearoa, and men drive more than women. We need to prioritise the movements of women, as men's travel has been prioritised for far too long, creating unequal built environments.</li> <li>• Reduction of on-street parking = reduction of independence.</li> </ul>
<p>4. Are the accessible parking standards in NZS4121 sufficient. Is there any other guidance that would be preferred by your communities or organisation?</p>	<ul style="list-style-type: none"> <li>• Many of the new apartment buildings etc do not provide parking and 5.4 states 'where car parking is provided'. This is not practicable.</li> <li>• NZS 4121 does not allow for rear entry vehicles (esp. if parallel parks). Would be good to consider 'drop off standard's which would include drop off for a wider range of vehicles, rear access to vans, safe (and possibly covered) waiting areas/seats, direct access from car to footpath for child safety CPTED, etc.</li> <li>• No, because 5.4 states: "where car parking is provided...." And many of these terrace complexes and multi-story dwellings do not provide any car parking.</li> <li>• If the provision for parking by developers is removed, and the number of accessible parking spaces is based on a % of those spaces there will be no parking provided! X as a percentage of 0 = 0!!</li> </ul>

<b>PREFERRED OPTIONS</b>	
<b>Question</b>	<b>Response</b>
<p>5. Can you please confirm your organisation's preferred approach:</p> <p>(1) Do nothing – this means removal of parking minimums with no other actions from Auckland Council</p> <p>(2) Introduce/further development guidance</p> <p>(3) Introduce a plan change to the Auckland Unitary Plan to manage privately owned pedestrian access and to ensure that the accessible parking continues to be provided</p>	<ul style="list-style-type: none"> <li>• (3) Introduce a plan change to the Auckland Unitary Plan to manage privately owned pedestrian access so accessible parking continues to be provided (6 responses)</li> <li>• (3) At a minimum drop off parking as noted and also requirement for detailed demonstration of how activities noted above will occur: <ul style="list-style-type: none"> <li>○ Drop off zones</li> <li>○ CPTED, safety and lighting</li> <li>○ Maintenance</li> <li>○ Rubbish and Recycling</li> <li>○ Delivery of furniture and essential goods</li> <li>○ Access for prams pushchairs mobility scooters, bicycles (including secure storage)</li> <li>○ Garbage recycling</li> </ul> </li> <li>• Parking minimums cannot be removed for the wellbeing of the people who rely on them.</li> </ul>
<p>6. Is there any other information you would like to share with us?</p>	<ul style="list-style-type: none"> <li>• There are concerns that without new legislation due to so many new types of accommodation are being built that maintenance produces future problems. There needs to be management or likewise as this can be detrimental to the safety of communities and if maintained correctly this can be avoided.</li> <li>• A checklist which requires the designer to demonstrate how key activities will be achieved as part of approval process - could wrap these up these with accessible housing requirements/bonuses.</li> <li>• Legislation needs to catch up with the types of dwellings being approved to ensure the long-term safety and wellbeing of occupants. Over time, all buildings and their associated services and accessways require maintenance. Without some form of communal management such as a housing committee or body corporate, buildings and their associated services and accessways (including lighting and fences) not be maintained, and there is no assurance of adequate insurance. Without maintenance, properties deteriorate. This is a huge risk that can be avoided.</li> <li>• Parking is not a privilege – it is a necessity for many.</li> </ul>

	<ul style="list-style-type: none"><li>• Support proposal to require accessible parking at the rate of 20% of 4 units or more – It appears a reasonable basis on which to allocate accessible parking.</li><li>• There are buildings in the CBD like the AIG building and more, that has no accessible parking nearby as if no disabled staff are working for them at present, when I get to work, my taxi has to stop illegally in a motorcycle parking to drop me off to work, that's not dignified at all. All business buildings should have at least one accessible car park whether disabled staff work there or not. My taxi gets tooted at by courier drivers and motor cyclists when he drops me off; that's not on!</li><li>• I am working with a couple of PSA reps at MBIE to help determine its accessible parking policy. It doesn't have one currently, which ironically, has made it awkward to access two accessible parks MBIE has in the Spark building where I work in Victoria St.</li><li>• I'd like to see us keep current levels in terms of requirements.</li><li>• With some residential buildings rather than an accessible carpark - which can only cater for 1 person - I'd like to see accessible drop-off- pick up spots required, so that we can easily and safely be dropped off. Some places are hazardous if you are slow to get out of a vehicle.</li><li>• Agree as to the current proposal of 20%. Building types. Medical centres, Theatres, Museum, Ferry building terminal parking, hospitals. Rail stations.</li><li>• The only building types that do not have accessible parking are the libraries where there is a 1 hour limit on parking, this causes problems for people attending classes there as the classes often run over this time.</li><li>• The issue of lack of parking at Retirement villages has come up as a major barrier in retirement villages to agree that people living in the wider community can attend village run strength and balance classes, or to establish new ones as well! Comment "They may have 3 or 4 visitor parks, but these are taken up by delivery drivers, CMDHB, aged care and so on".</li><li>• Auckland's public transport and active mode of transport haven't reached the state where people can be car free yet.</li></ul>
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## Appendix E: NZ & INTERNATIONAL RESEARCH

### Preliminary conclusions on NZ and international research on accessible parking:

1. Research mostly focusses on the need for accessible parking, using technology to enable accessible parking, and the illegal use of accessible parking.
2. International research proposes: signage (including empathy messaging), technology (including real time availability, booking of accessible parking spaces and verification of user's mobility parking permit).
3. New Zealand research proposes similar strategies including: using technology to map mobility parks and to report mobility parking abuse in real time to any participating enforcement officer, with a key strategy that the information is crowd sourced. Access Aware is now being widely used in Christchurch, Hutt City, New Plymouth, Palmerston North, Porirua, Rotorua, Tauranga, Upper Hutt, and Wellington with the help of those city councils. Auckland Council is anticipated to become a partner.

### Comparison of Accessible Parking requirements between New Zealand and Australia

	NZ (NZS-4121-2001)	Australia (Australian Disability (Access to Premises — Buildings) Standards 2010)			
		Class 1b (Example with 5%)	Class 3, 5, 7, 8, 9c	Class 6	Class 9
<b>1 – 9 total parking</b>	1 mobility parking	0	0	0	0
<b>10 – 20 total parking</b>		1	1 (2 for 20)	0	0
<b>21 – 29 total parking</b>	2 mobility parking	1	2	0	0
<b>30 – 40 total parking</b>		2	3	0	0
<b>41 – 50 total parking</b>		2 (3 for 50)	4 (5 for 50)	0	0
<b>More than 50</b>	1 additional per every 50 beyond the original 50	(% of accessible rooms) x total number of parks, round up to the closest integer	1 space for every 10 spaces	1 space for every 50 parks when <1000 total, then 1 extra for every 100 spaces over 1000 total	Non-outpatient = 1 per 100.  Outpatient = 1 per 50 when <1000 total, then 1 extra for every 100 spaces over 1000 total

Class 1b:

- (i) *a boarding house, guest house, hostel or the like:*
  - (A) *with a total area of all floors not exceeding 300 m<sup>2</sup> measured over the enclosing wall of the Class 1b; and*
  - (B) *in which not more than 12 persons would ordinarily be resident; or*
- (ii) *4 or more single dwellings located on one allotment and used for short-term holiday accommodation;*

Class 3:

*a residential building, other than a building of Class 1 or 2, which is a common place of long term or transient living for a number of unrelated persons, including:*

- (a) *a boarding-house, guest house, hostel, lodging-house or backpackers accommodation; or*
- (b) *a residential part of an hotel or motel; or*
- (c) *a residential part of a school; or*
- (d) *accommodation for the aged, children or people with a disability; or*
- (e) *a residential part of a health-care building which accommodates members of staff; or*
- (f) *a residential part of a detention centre.*

Class 5:

*an office building used for professional or commercial purposes, excluding buildings of Class 6, 7, 8 or 9.*

Class 6:

*a shop or other building for the sale of goods by retail or the supply of services direct to the public, including:*

- (a) *an eating room, cafe, restaurant, milk or soft-drink bar; or*
- (b) *a dining room, bar area that is not an assembly building, shop or kiosk part of a hotel or motel; or*
- (c) *a hairdresser's or barber's shop, public laundry, or undertaker's establishment; or*
- (d) *market or sale room, showroom, or service station.*

Class 7:

*a building which is:*

- (a) **Class 7a** — *a carpark; or*
- (b) **Class 7b** — *for storage, or display of goods or produce for sale by wholesale.*

Class 8:

*a laboratory, or a building in which a handicraft or process for the production, assembling, altering, repairing, packing, finishing, or cleaning of goods or produce is carried on for trade, sale, or gain.*

Class 9:

*a building of a public nature:*

- (a) **Class 9a** — *a health-care building; including those parts of the building set aside as a laboratory; or*
- (b) **Class 9b** — *an assembly building, including a trade workshop, laboratory or the like in a primary or secondary school, but excluding any other parts of the building that are of another Class; or*
- (c) **Class 9c** — *an aged care building.*

## Appendix F New Zealand Media

NZ Herald 8 Jun 2022 <https://www.nzherald.co.nz/travel/auckland-airport-launches-mobility-valet-to-smooth-access-during-building-disruption/2M3GK44DDWGT5IJN2Q3VRERWUM/>

Stuff 17 Mar 2022 <https://www.stuff.co.nz/national/health/128037855/the-six-types-of-people-youll-find-illegally-parked-in-mobility-spaces>

Stuff 9 Mar 2022 <https://www.stuff.co.nz/pou-tiaki/127975748/mobility-parking-complaint-reaches-settlement-six-years-later>

SCOOP 23 Feb 2022 <https://www.scoop.co.nz/stories/AK2202/S00461/accessible-parking-at-auckland-hospital-finally-a-priority.htm>

1 News 17 Feb 2022 <https://www.1news.co.nz/2022/02/17/protesters-accused-of-trampling-disabled-kiwis-parking-rights/>

Sun Live 5 Feb 2022 <https://www.sunlive.co.nz/news/286807-supporting-claires-mobility-parking-petition.html>

SCOOP 16 Sept 2021 <https://www.scoop.co.nz/stories/AK2109/S00343/aucklands-parking-about-to-get-a-whole-lot-worse.htm>

Radio NZ 27 Aug 2021 <https://www.rnz.co.nz/news/national/450174/petition-calls-for-better-mobility-parking-enforcement>

Stuff 22 Apr 2021 <https://www.stuff.co.nz/national/crime/124890747/man-who-fatally-headbutted-victim-over-parking-space-to-serve-less-than-half-his-sentence-in-prison>

Stuff 18 Feb 2021 <https://www.stuff.co.nz/bay-of-plenty/124283052/is-this-mobility-car-park-sign-offensive-or-bang-on>

Stuff 24 Dec 2020 <https://www.stuff.co.nz/national/300192248/auckland-veteran-furious-as-skip-bin-blocks-disability-parking-at-plaza>

Stuff 21 Oct 2020 <https://www.stuff.co.nz/national/123143566/another-parking-warrior-leaves-abusive-note-on-disabled-persons-car-in-rangiora>

Bay of Plenty Times 1 Feb 2020 <https://www.nzherald.co.nz/bay-of-plenty-times/news/disability-advocate-allegedly-abused-by-driver-taking-up-three-mobility-parks/IRNINJH5WJZFAKSU57DSG2FHJE/>

Radio NZ 14 Oct 2018 <https://www.rnz.co.nz/news/national/368626/frustration-over-disabled-parking-abuse-design-and-quantity>

Stuff 09 Sept 2018 <https://www.stuff.co.nz/national/106593582/elderly-man-among-many-robbed-of-mobility-parking-permits>

NZ Herald 21 Mar 2018 <https://www.nzherald.co.nz/whanganui-chronicle/news/new-app-lets-you-dob-in-drivers-pinching-disability-parks/ODIGOFNMAARNAOXMNLVZYNBPI/>

Stuff 24 Jan 2018 <https://www.stuff.co.nz/auckland/local-news/central-leader/100768264/thousands-of-aucklanders-fined-every-year-for-parking-in-disabled-parking-spaces>

## **Appendix G: AUCKLAND REGIONAL PUBLIC HEALTH SERVICE (ARPHS)**

Advocates for an increased emphasis on walking and cycling within the Plan.

Increase provisions for bicycle parking and reducing provisions for carparking in workplaces and other facilities as a means of promoting active transportation. Greater provision of 'end of trip' facilities such as a showering spaces to encourage the use of active transport options.

Removing the use of MPRs with the exception of disabled and emergency parking.

Removing the use of the GFA tool to create an oversupply of car parking as part of minimum parking requirement.

Puts great emphasis on promoting active transport and walking. Promotes smart growth design principles – such as TOD, and mixed use. Emphasizes the physical benefit of these modes of transport – reduces obesity, prevents death and injury from vehicle accidents, cardiorespiratory diseases from air pollution, noise pollution and many more – also can be depended can also indirectly exclude some members of society from this mode of transport, the elderly, some disabled people, the young for instance.

Parking for disabled is important and needs to be informed by up to date and ongoing data as well as supported by other design features that enable disabled access. “We understand the harmful nature of vehicular transport, and the positive impacts of active and public transport, therefore, phased approach is necessary whilst maintaining



provisions for essential services such as emergency access and access for disabled people”.

ARPHS’s proposed phased approach to reduce vehicle dependency:

- Enable quality urban growth
- Sustainably managing natural resources
- Sustainably managing coastal environments
- Responding to climate change
- We also suggest adding this to the ninth issue of regional significance that we have suggested to be added on the regional policy statement – enable health and wellbeing for all Aucklanders.

Provision of facilities for active transport is at a considerably lower level than the provision of car parking facilities. This can provide an indirect disincentive to the use of active transport.

Emphasizes the danger of MPRs (Minimum parking requirements) – they encourage free parking, and hence distorted land use and transport decisions. Encourage urban sprawl increasing development footprint, impact housing density by driving up the cost of medium density development relative to low density forms, and they induce vehicle travel by reducing the marginal cost of driving.

Supports universal access provisions included in the Auckland design manual – as well as some part of the PAUP itself but unsatisfied with the inconsistency of the coverage of universal design in plans. Strongly recommend that mandatory assessment criteria be included throughout the plan to extent to which they comply with NZS 4121:2001.

## Appendix H: Be Lab Provision of Accessible Car Parks in Auckland



### Provision of Accessible Car Parks in Auckland

#### Background

This report has been compiled by Be. Lab (formerly Be. Accessible) Accessibility Advisor, Peter Rawlings and provides recommendations for the proposed Accessible Parking Provision for the Auckland Unitary Plan. The scope of the guidance provided is:

1. If current minimum accessible parking ratios outlined in Accessible Parking Provision brief Appendix A are sufficient.
2. Accessible car parking provision for multi-unit residential developments, which includes an appropriate number of dwellings for triggering this requirement and, what the ratio of accessible parking to general parking should be.

The recommendations are based on Be. Lab's experience working with commercial Built-to-rent projects over the last 11 years as well as research into other New Zealand residential developments.

#### Introduction

The National Policy Statement on Urban Development (NPS-UD) car parking policies that came into effect on 20<sup>th</sup> February 2022, required the removal of requirements for a minimum number of car parks, excluding accessible car parks from all district plans.

Subpart 8 – Car parking

3.38 Car parking

1. If the district plan of a tier 1, 2, or 3 territorial authority contains objectives, policies, rules, or assessment criteria that have the effect of requiring a minimum number of car parks to be provided for a particular development, land use, or activity, the territorial authority must change its district plan to remove that effect, other than in respect of accessible car parks.

p 09 309 8966 e info@belab.co.nz w belab.co.nz

P.O. Box 874, Shortland Street, Auckland 1140, New Zealand



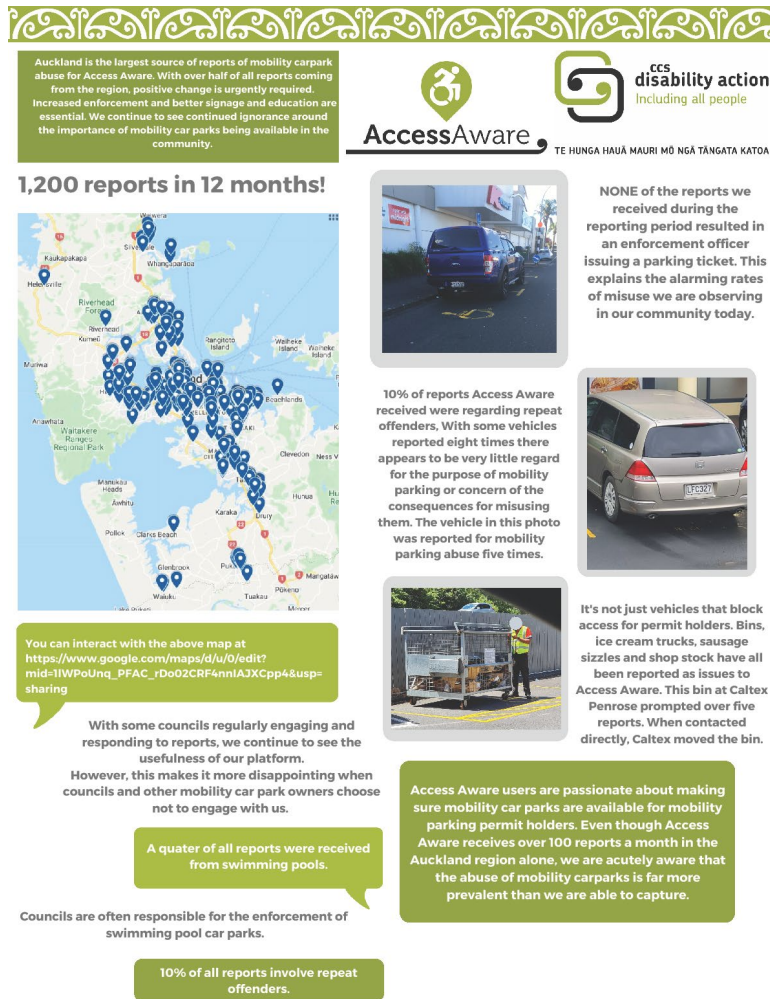
*Figure 2 Please double click on image for the full PDF*

This report has been compiled by Be. Lab (formerly Be. Accessible) Accessibility Advisor, Peter Rawlings and provides recommendations for the proposed Accessible Parking Provision for the Auckland Unitary Plan. The scope of the guidance provided is:

1. If current minimum accessible parking ratios outlined in Accessible Parking Provision brief Appendix A are sufficient.
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The recommendations are based on Be. Lab's experience working with commercial Built-to-rent projects over the last 11 years as well as research into other New Zealand residential developments.

## Appendix I: CCS Disability Action Accessible Car Parks in Auckland



**A lack of enforcement leads to a continuation of abuse.**

Figure 3 Please double-click on the image for the full PDF

## Appendix J: NZ and International Best Practice

Below is a list of the relevant New Zealand and Australian standards and guidance in relation to accessible car parking.

Auckland Council (2021). *Universal design checklist: Parking*. [http://www.aucklanddesignmanual.co.nz/design-subjects/universal\\_design/checklists/guidance/parking/checklist](http://www.aucklanddesignmanual.co.nz/design-subjects/universal_design/checklists/guidance/parking/checklist)

Australia / New Zealand Standard 2890.6 (2009). *Parking facilities - Off-street parking for people with disabilities*. <https://www.standards.govt.nz/shop/asnz-2890-62009>

Design for Dignity Australia <https://designfordignity.com.au/retail-guidelines/dfd-06-05-car-parking.html>

Ministry of Business Innovation and Employment (2019). *Buildings for Everyone*. (2019) <https://www.building.govt.nz/building-code-compliance/d-access/accessible-buildings/>

Standards New Zealand NZS 4121 (2001). *Design for access and mobility: Buildings and associated facilities*. <https://www.standards.govt.nz/shop/nzs-41212001/>

Summary of NZ District Plans Council	Reference to Building Code and NZS 4121	Embeds the same requirement as in the BC but as part of the plan itself (doesn't refer to the BC)	Sets out a different requirement	Current (2022)/Proposed requirement	Plan Change document
<a href="#">Christchurch</a>		X (Table 7.5.1.2)	Additional to the table:  Rule 7.4.3.1 requires all buildings with a GFA greater than 2,500 m2 to provide mobility parking spaces, even if no other parking spaces are provided. If no other car parking spaces are provided, the amount of mobility parking spaces required shall be calculated by determining how many mobility parking spaces would be required if one standard parking space per 100 m2 GFA were provided.	Could not locate - District Plan not yet amended  Four Draft Plan Changes being considered (25th Mar 2022): Housing Choice Plan Change Heritage Plan Change Coastal Hazard Plan Change Radio Communication Pathways Plan Change	
<a href="#">Hamilton</a>		X (Table 15-1d)	Additional to the table:	Table 15-1a amended to add an accessible car park spaces column. Depending on activities, number of accessible car park spaces to be added according to criteria. Criteria includes, GFA, no. of units, no. of staff members, site area, no. of car parks to be added, etc. Table 15-1a takes precedence over Table 15-1d if it requires higher no. of accessible car park spaces	<a href="#">Plan Change</a>

<a href="#">Wellington</a>	X TR-S7 Note (Under Draft District Plan Oct 2021)		no requirement for accessible car park in previous District Plan	Proposed District Plan leaves accessible parking to Building Code. Where parking is provided, NZS 4121 sets out requirement for the number and design of parking spaces for people with disabilities and for accessible routes from the parking spaces to associated activity or road.	<a href="#">Wellington' s draft District Plan</a>
<a href="#">Lower Hutt</a>		X (Standard 4 (b)) - NZS 4121:2004		No change in accessible parking requirements	
Dunedin			Unable to locate		
<a href="#">Tauranga</a>	X (p.6, it's a note on table 4B.2.4)			No change in accessible parking requirements	
<a href="#">Napier</a>			61.14A Vehicle Parking Spaces: Any land use that is required by other legislation (particularly the Disabled Persons Community Welfare Act 1974) to provide specific vehicle parking spaces must provide the parking spaces required by that legislation, in addition to the other parking requirements of this Plan.	Do not think that District Plan has been amended as minimum parking requirements still exist  61.14A still exists	

<a href="#">Palmerston North</a>		X  (Standard R20.4.2. (b)(i)(a)(I – iii))	Additional to the table:  The requirement to provide parking spaces for the disabled does not apply to residential dwellings or factories and industrial activities with fewer than 10 employees. Where there are multiple tenants on a site, each tenant shall provide the number of mobility spaces required by their activities.  Additionally, they have included the design into the same standards	could not locate plan change, hence assuming no change to district plan	
<a href="#">Porirua</a>	X (Standard TR-S5)			no change in accessible parking requirements	
<a href="#">Rotorua</a>			APPENDIX 4 A4.1.1.2 The following table applies to all zones except the city centre zones. There are no on-site parking requirements for the city centre zones. In all other zones on-site parking spaces shall be provided for persons with disabilities in addition to the requirements for parking spaces as stipulated in A4.1.1.1. Parking spaces for disabled persons must be provided in accordance with the following: 1-10 car parking spaces = 1 disabled person car parking space 11-99 car parking spaces = 2 disabled person car parking space For every additional 50 parking spaces, plus and additional 1 disabled car parking space	APP1 1. DISABLED PARKING STANDARDS The following table applies to all zones except the city centre zones. There are no on-site parking requirements for the city centre zones. In all other zones on-site parking spaces shall be provided for persons with disabilities. Parking spaces for disabled persons must be provided in accordance the activity and parking performance standard which are net floor area, no. of staff, at minimum parking spaces etc.	<a href="#">Updated District Plan rules</a>

<a href="#">New Plymouth</a>		X TRAN-S9 Table 7		no change in accessible parking requirements	
<a href="#">Whangarei</a>	X (p.22, Appendix 1)			no change in accessible parking requirements	<a href="#">Appealed version of district plan</a>
<a href="#">Nelson</a>	X (Appendix 10, AP10.4)			Whakamahere Whakatū Nelson Plan pause for release	<a href="#">Nelson Plan Timeline</a>
Invercargill			Could not locate		
<a href="#">Hastings</a>		X APPENDIX 71 Notes		No change in accessible parking requirements	
<a href="#">Gisborne</a>	X (Standard J6, p.64)			No change in accessible parking requirements	<a href="#">Chief Executive Memo</a>
<a href="#">Queenstown</a>			Could not locate previous district plan	Section 14 Transport (updated Dec 2021) 14.2.4.1 (viii) (a) Car parking areas shall include spaces for people with disabilities provided at the rate of: 1 - 10 spaces: no requirement 11 - 50 spaces: 1 disabled person's space up to 100 spaces: 2 disabled persons' spaces  plus 1 more for every additional 50 spaces  14.2.4.1 (viii) (b) Car parking for people with disabilities shall be	<a href="#">Queenstown section 32 report</a>



				located as close as practicable to the building entrance. The spaces should be on a level surface and be clearly signed.	
<a href="#">Kapiti Coast</a>			<p>TR-PARK-R18 Standard</p> <p>Any activity requiring more than 2 carparks</p> <p>1. Disabled persons carparks and bicycle parking must be required at a rate of:</p> <p>a. 1 where 10 or less carpark spaces are provided;</p> <p>b. 2 where between 11 and 100 carpark spaces are provided, plus 1 additional park for every additional 50 carparks, or part thereof, where more than 100 carpark spaces are provided.</p>	<p>Amendment to TR-PARK-R18 Standard</p> <p>1. Accessible carparks must be provided at the rate shown in Table TR-Table 6A (includes temporary accommodation, industrial activities, retailing, hospitality, commercial activities, recreation activities, educational facilities, supported living accommodation, etc):</p> <p><b>Medium Density Housing</b></p> <p>1 space at 4-5 units</p> <p>2 spaces at 6-25 units</p> <p>Plus additional space for every additional 25 units, or part thereof</p>	<a href="#">Kapiti proposed plan change 1a</a>

Summary of International examples			Requirement
Council			
<a href="#">Sydney</a>  <a href="#">Located in Schedule 7</a>			<p>7.8.5 Accessible car parking spaces</p> <p>(1) One accessible car parking space is to be provided for every adaptable residential unit.</p> <p>(2) One space for every 20 car parking spaces or part thereof is to be allocated as accessible visitor parking.</p> <p>(3) Accessible parking is not required in a car parking areas where a parking service is provided and direct access to any of the car parking spaces is not available to the general public or occupants.</p> <p>(4) For residential development, accessible car parking spaces are to be allocated to adaptable units, or as visitor parking. Accessible car parking spaces allocated to adaptable dwelling units are to be a part lot to an adaptable unit in the strata plans.</p> <p>(5) Accessible parking is to be designed in accordance with the requirements of relevant Australian Standards.</p>
<a href="#">NSW</a>  <a href="#">Apartment Design Guidelines</a>			<p>In regional NSW, the Apartment Design Guide applies a minimum requirement that is the lesser of either the relevant rate set out in the Guide to Traffic Generating Developments (GTTGD) or the council car parking requirement for residential apartment development.</p>

<p>Guide to Traffic Generating Developments (GTTGD)</p>			<p>5.4.4 Housing for aged and disabled persons For resident Funded development: 2 spaces per 3 units (residents) plus; 1 space per 5 units (residents).</p> <p>Subsidised development: Self-contained units: 1 space per 10 units (residents) plus. 1 space per 10 units (visitors). Hostels, nursing and convalescent homes: 1 space per 10 beds (visitors) plus. 1 space per 2 employees plus. 1 space per ambulance</p>
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## Articles

### General Articles

#### [Let's Make Accessible Parking More Accessible](#)

##### **Accessible Parking Coalition, 2019**

A practical guide to addressing disabled placard abuse and other parking issues for people with disabilities.

#### [Accessible Parking: are users voices heard within the Built Environment sphere?](#)

##### **Living and Learning: Research for a Better Built Environment: 49th International Conference of the Architectural Science Association, 2015**

People with disabilities are frequently excluded from public space, including public transport, due to accessibility issues. Those who are ambulant often cannot walk far nor carry routine weekly shopping purchases. The resultant reliance on private vehicles has historically been accommodated through the provision of Disabled Parking along with permits issued by local government authorities. However, such schemes have evolved organically with little, if any, input from people with disabilities.

Additionally, urban design and infrastructure architecture with current emphases on pedestrianisation, public transport facility enhancement, 'bicyclecture' and 'shared space' provision, rarely considers accessible parking, relegating it instead to the domain of traffic engineers. Often though, accessible parking is a poorly understood concern in traffic engineering, with little guidance readily available. What do permit holders have to say about accessible parking? Are the voices of the users of these bays being heard in current inner-city urban design dialogues that favour 'street activation' and 'active transport'?

By exploring the disconnect between users' voices, urban design and traffic engineering this paper attempts to answer these questions. The findings of a research project investigating accessible parking in an inner-Melbourne local government area is presented as a Case Study.

#### [You Take My Space, I Take Your Air: An Empirical Study of Disabled Parking and Motor Vehicle Laws for Persons with Disabilities](#)

##### **Ohio Northern University Law Review, 2007**

Reserved parking and specialized treatment are necessary to permit individuals with disabilities access to goods, services, and employment opportunities on an equal basis with the general public. Why are disabled drivers entitled to disabled parking spots? What is the procedure for an individual with a disability to receive special disability registration license plates? What is the role of the Medical Advisory Board in reviewing the ability of

disabled drivers to get behind the wheel? What, if any, obligation or responsibility does a physician treating a disabled driver have to notify the Department of Motor Vehicles of the patient's condition or to third parties injured by a disabled driver?

Australian Network on Disability research has found accessible parking is critical or very critical for 80% of survey respondents with physical disability.<sup>102</sup>

## Use of Technology for Accessible Parking

### Proposed Design of Disabled Parking Management System using RFID Sensor Technology

#### **Progress in Engineering Application and Technology, 2021**

Violation of the rights of the disabled has become one of the much-debated issues in the local community today. Today, the community is less aware of the abuse that is taking place around them. In the context of disabled-parking spaces, abuse of the reserved spaces without guilty has become normal. Having this situation is a total catastrophe as parking at the disabled-parking spaces is now becoming a norm for the non-disabled. The purpose of this project is to design and develop alarm systems to secure parking spaces for the disabled using current sensor technology. The project also aims to determine the capabilities of the prototype design so that the disabled parking system is veritable. Next, to obtain data in this study, there are two important things that need to be there such as the study of appropriate sensors based on the situation and needs and make the prototype of the system. The modules that are used are Arduino Uno, RFID and the buzzer. Arduino IDE software are used to connect all the module and gain data from the test. The results obtained has shown that, the system function as desired and manage to detect only the right car for the disabled parking. This product system provides an understanding of how parking spaces with disabilities can be protected. This study can also add some improvements such as more use of sensors to make the process smoother.

### DisAssist: An internet of things and mobile communications platform for disabled parking space management

#### **IEEE Global Communications Conference, 2013**

People with disabilities face many issues when it comes to parking in urban areas which include the limited availability of spaces allocated for their use and the unauthorised usage of such spaces. This paper presents DisAssist which is a system designed and developed based on the principles brought forward by the Internet of Things and Smart Cities initiatives; it integrates sensors and smart phones along with wireless and mobile communications to provide for better utilisation and management of parking spaces

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<sup>102</sup> Design For Dignity Australia (n.d.)

allocated for use by people with disabilities. Through the use of DisAssist, people with disabilities may obtain real-time availability of parking slots in an area of interest, reserve a slot and authenticate themselves when parking assisting the authorities with usage monitoring for law enforcement as well as capacity planning purposes. Entitlement verification is possible through a multitude of ways enabling users to embrace technology at the level and format they wish.

## **Illegal Use of Accessible Parking**

### **[Can Induced Empathy Cause Behavioral Change? A Pilot Study of Alternative Signage to Reduce Accessible Parking Space Violations](#)**

**2018**

A pilot study that tested the effectiveness of an empathy targeting sign on decreasing the number of parking violations in accessible parking spaces for people with disabilities was conducted in Fairfax County. Observational data was collected during a six-week A-B-A design. During the treatment period the empathy targeting sign was placed below the traditional signs at four accessible parking spaces. We hypothesized that would-be violators who saw the sign would have a change of heart and avoid parking illegally in the accessible space to leave it open for those who needed it. Although no statistically significant differences were observed in parking behaviours, notable trends in the desired direction were seen during the treatment period (a reduction in the number of violations and an increase in the number of potential violations where drivers seemingly changed their minds about parking in the accessible spaces). Given the low cost and simplicity of this intervention, our results support the implementation of a large scale investigation into the effectiveness of signs that use empathy to try and decrease illegal parking behaviours.

### **[Abuse of disabled parking: Reforming public's attitude through persuasive multimedia strategy](#)**

**IOP Conference Series: Earth and Environmental Science, Volume 18, 8th International Symposium of the Digital Earth (ISDE8), 2013**

Attitude is one of the factors that contribute to the abuse of disabled parking. The attitude's components are affective, cognitive and behavioural and may be formed in various ways including learning and persuasion. Using learning and persuasion approach, this study has produced a persuasive multimedia aiming to form a positive attitude toward disabled persons in order to minimize the rate of disabled parking abuse. In order to measure the effectiveness of the persuasive multimedia, 93 respondents were selected in a 2 × 2 quasi experimental research design for experiment. Attitude components of affective, cognitive and behavioural were measured using adapted instrument from the Multi Dimensional Attitudes Scale toward Persons With Disabilities (MAS). Result of the study shows that the persuasive multimedia which designed based

on Social Learning Theory at macro persuasion level is capable of forming positive attitude toward disabled person. The cognitive component of the attitude found to be the most responsive component.

### [Ending the Abuse of Disabled Parking Placards](#)

#### **Access Magazine, 2011**

Almost everyone can tell an anecdote about disabled placard abuse. One of mine stems from a visit to the Capitol building in Sacramento. After noticing that cars with disabled placards occupied almost all the metered curb spaces surrounding the Capitol, I talked to one of the state troopers guarding a driveway entrance. He watched all the arrivals and departures at the nearby metered spaces every day. When I asked the trooper to estimate how many of the placards he thought were being used illegally, he responded, "All of them."

### [Community Intervention To Deter Illegal Parking In Spaces Reserved For The Physically Disabled](#)

#### **Journal of Applied Behaviour Analysis, 1991**

Illegal use of reserved parking spaces represents a major obstacle to the independence and mobility of people with physical disabilities. Using an ABACACA reversal design, the daily rates of illegal parking in four reserved spaces were examined across three types of sign displays: (a) a vertical sign alone or in combination with (b) a message sign that announced the possibility of public surveillance or (c) a message dispenser device that announced community involvement and dispensed politely worded reminder notes. The average rate of illegal parking dropped from 51.3% during the initial vertical sign phase to 37.3% under the message sign condition, followed by an increase to 50.4% when the message was removed. Illegal parking decreased to 24.5% when the message dispensers were first used (followed by an increase to 57.0% when they were removed) and to 23.7% when the message dispenser condition was repeated. Illegal parking in the final vertical sign condition failed to return to previous levels ( $M = 37.3\%$ ).

## **New Zealand Research**

### [Research on the general public's opinions and misuse of mobility parks](#)

#### **Research New Zealand, 2016**

The results of the Omnibus Survey complement the results of the Mobility Parking Observational Study. The main conclusions are as follows:

1. **The abuse of mobility parking spaces is relatively high.**

Seventeen per cent of respondents interviewed for the omnibus survey, and

who had no mobility impairment, reported using a mobility space in the last 12 months. The statistic does not take into account the frequency of misuse.

An indication of the frequency of misuse is obtained from the observational study, with almost one-third (31 per cent) of mobility space users **not** having a current mobility permit to legally park in the space. The majority of these had **no** mobility impairment.

**2. Abuse appears to be an issue more in regard to private mobility spaces at supermarkets because of the time involved.**

The observational study recorded that, while almost one-half (47 per cent) of drivers who did not have a mobility permit remain parked for less than five minutes in the mobility space they were occupying, longer periods are observed especially in private mobility spaces at supermarkets, where the average length of time parked was 11 minutes.

The results of the omnibus survey indicate that people misusing mobility spaces justify this on the basis that it is OK “in an emergency”, it is “only for a short period of time”, and it is at a specific time of the day “when it is quiet”.

**3. Abuse of mobility spaces may be being encouraged as a result of the following:**

- ◆ Lack of and/or ineffective monitoring.  
Just three per cent of people in the observational study, who were occupying a mobility parking space without a current parking permit, had been ticketed.
- ◆ The relative lack of identification of mobility parking spaces.  
While three-quarters (73 per cent) of mobility spaces monitored in the observational study had the international access symbol visible on signage, only 39 per cent actually had instructions on who can use the park. Additionally, only one-half (52 per cent) of mobility spaces were painted with more than just the symbol.
- ◆ Poor knowledge of the law and/or a lack of moral code.  
While the majority of respondents in the omnibus survey correctly stated it was never OK to park in a mobility space, one-in-five described a situation in which it was ‘permissible’ (20 per cent).

**[Auto-mobile: Disabled Drivers in New Zealand](#)**

**Esther Woodbury Doctor of Philosophy Thesis University of Otago, 2012**

The main barriers and enablers of car use identified were funding, the physical environment, and appropriate vehicle modifications. When unable to drive, participants



relied on family or friends, as taxis were too expensive, and the alternative was being housebound. While some participants could and did use public transport, most could not, or would not due to their own or others' bad experiences.

The participants saw cars as enabling them to perform tasks and social roles that they would not otherwise have been able to, due to the lack of other viable transport alternatives. Cars were also used as social and life markers, as driving could influence peoples' identity and sense of self, including their perception of disability and 'normality'. As modern societies are based around a system of 'automobility', disabled drivers found driving particularly meaningful because they were able to move around environments that are built for cars, in the same manner as non-disabled people, which made the world a less disabling place.

Overall, this thesis finds that cars play a vital role in improving social participation and inclusion for people with mobility impairments. This speaks to Amartya Sen's capability approach whereby emphasis is placed on the ability to live a life 'one has reason to value'. In order to achieve this life, people need to be able to access appropriate transport. On this view, present funding models in New Zealand, which create inequalities of access to appropriate transport on the basis of whether a person's impairment(s) arose from illness or accident, need to be addressed. This study has shown that the voices of people with impairments provide rich insights into meanings of mobility, participation and disability.

### **[THE ACCESSIBLE JOURNEY: Report of the Inquiry into Accessible Public Land Transport](#)**

#### **Human Rights Commission, September 2005**

The accessible journey is critical because it dictates whether disabled people are able to access other fundamental rights, such as the ability to work, obtain an education, participate in the community and socialise. Without a transport system that is not only accessible, but also available, affordable and acceptable to them, disabled people are prevented from living a full and inclusive life, in contravention of their human rights.

As per the findings of HRC (2005), a significant number of disabled people in New Zealand have acute and on-going difficulties with using public land transport services: buses, trains, taxis and the related services and infrastructure. Added to that is the fact is the fact that the need for accessible public land transport services will only increase with an ageing population in New Zealand.

The report investigated four criteria – accessibility, availability, affordability and acceptability to examine the problem and consider improvements. Disabled people and their advocates highlighted major issues in all four selected criteria in relation to conveyances, service information, premises and infrastructure. It concluded that the barriers to the accessible journey for disabled people cover information about services, arranging a service, getting from home to the pickup point, using the service to go to a destination and returning home.

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