

# Transforming Downtown Auckland Feedback Report



**Total number of submissions received: 192**

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# Feedback analysis

## Background

Over the next 10 years, Auckland Council has a vision to transform the waterfront into an attractive, people-friendly environment.

The Downtown Programme will create a generous and welcoming destination along the water's edge that is recognisably Tāmaki Makaurau. It will become a space that strengthens people's connection with the Waitematā Harbour – a vibrant, transformed environment for all to enjoy.

Subject to resource consents, key projects within the programme are being accelerated to be in place for the 36th America's Cup, Asia-Pacific Economic Forum (APEC), and Te Matatini in 2021.

Auckland Transport (AT) will be delivering the first part of this vision from 2018 to 2021. In just three years, Auckland's waterfront will look dramatically different.

## Feedback sought

The public engagement ran from 21 November to 23 December 2018.

We sought feedback on the following elements:

- What the biggest concerns were regarding construction effects
- Whether people had suggestions about how we could manage these effects
- How people currently use the area
- Whether people thought anything was missing from the designs or how they could be improved
- Whether the completed Downtown Programme would change the way people use or access this area

## Activities to raise awareness

To let people know about the opportunity to engage, we

- posted 2,898 letters and brochures to property owners, hand delivered 2,000 brochures to businesses and residents within the Downtown area, distributed 1,500 brochures and feedback forms during stakeholder briefings and public events as part of the engagement period
- set up a project webpage and an online feedback form on our website
- posted information on our social media channels, including Facebook, Twitter and Neighbourly
- published articles in *Our Auckland*

- Held 12 public pop-up sessions at 12 different locations, which included interactive ‘sensory’ boxes to encourage greater participation.
  - At the open days, people had the opportunity to provide feedback on Post-it Notes. These are some of the comments we received:
 

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>- <i>Drinking fountains in public space and shade</i></li> <li>- <i>Underground the interchange and release a lot of surface space – a la Brisbane</i></li> <li>- <i>Looks great!</i></li> <li>- <i>How will bus interchange traffic lane way out look?</i></li> <li>- <i>Bike parking. Rinse facilities at ferry terminal. End-of-ride services</i></li> <li>- <i>E-bike charging. Big street bikers</i></li> <li>- <i>Drivers’ view leaving parking?</i></li> <li>- <i>Future growth for more ferries as population grows</i></li> <li>- <i>Without gate lines, how are you going to keep the homeless out of the ferry area?</i></li> </ul> | <ul style="list-style-type: none"> <li>- <i>Long walk to the ferries is a concern for people with disabilities – what amenities will there be?</i></li> <li>- <i>Mooring dolphin needs to be re-designed – it looks AWFUL</i></li> <li>- <i>Creating a beautiful space around the Cloud only to ruin it by creating a dumbbell at mooring dolphin. What happened to vision?</i></li> <li>- <i>Playground for kids and family – concrete is boring – don’t allow cars, taxis, coaches to be the first priority in this space (placed on wharf). Kids live near and could use this space to kick a ball around, run, play tag, throw a ball or frisbee. Too uninviting as it currently is.</i></li> </ul> |
|---|---|

*We have summarised and responded to all feedback received in our [suggestions table](#) at the back of this report.*

## Number of submissions

We received 192 submissions, of which 186 were completed using the online feedback form and six were emailed to us.

We received submissions from the following key stakeholders. These submissions were included in the analysis and are [summarised at the back of this report](#).

- Bike Auckland
- Heart of the City
- Auckland Councillor Mike Lee
- Parnell Business Association

## 1.0 Feedback

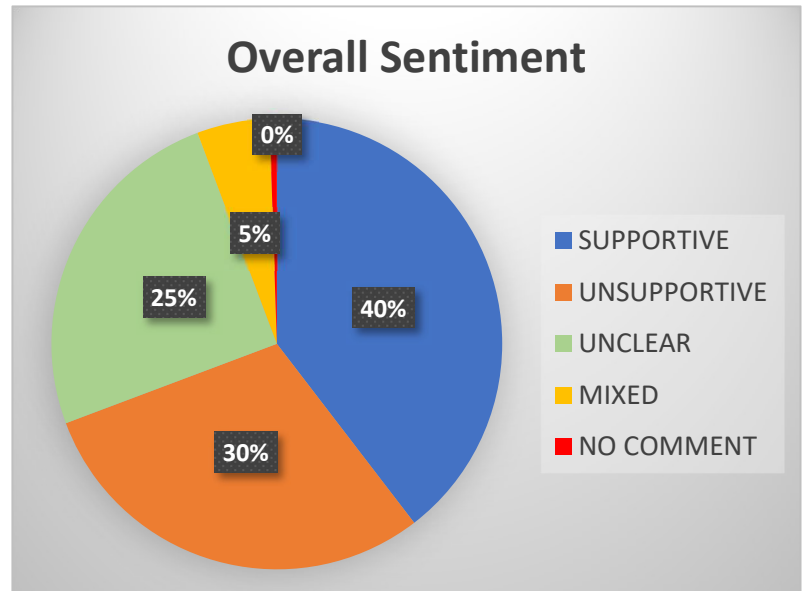
*Respondents could provide multiple answers to many of the questions, so the total number of responses and comments may exceed the number of submissions. Similarly, percentages should not*

be summed where multiple responses have been given to a question and expressed as a proportion of submitter numbers.

## 1.1 Overall sentiment of support for proposed changes

Of all the comments we received, 40% (76 people) voiced their support for the proposal. Where people provided a reason for their support, this was because they liked

- the proposal [they thought the design/plans 'look good'] (23 people)
- that the area will be more attractive, quieter and enjoyable (13 people)
- the increased green space and trees (9 people)
- that the general area and public transport will be more accessible (7 people)
- that the area would be more people friendly or 'people focused', and that would make them more likely to spend more time in the area (6 people)
- that it will be safer for all users (6 people)
- the reduced vehicle access (3 people)



*"I love it! Especially the reduced car access, bike lanes, focus on making it nice and spacious for people over vehicles, the pōhutukawa and all the water quality/ecological stuff. The style of the fences around the 'waterfront public space' also looks pretty cool. The sooner this happens, the better!"*

*"This is a fantastic initiative, and I applaud AT for being so forward thinking. The waterfront has for too long been just seen as a through route for cars. This will change it back into an area for cyclists and pedestrians, as it should be. It will be a massive boost for commerce in the area."*

57 people (30% of all submitters) voiced concerns or objected to the proposal.

- The key area of concern was that the proposal to permanently reduce Quay Street to two lanes (one in each direction) will create congestion (33 people).
- Fifteen people objected to the Mooring Dolphin.

*"Queens Wharf was bought for three reasons, one of which was for an exceptional public space. This cannot be realised if ferries dominate one side and the cruise industry dominates the other and potentially the northern wharf end also with 'dolphins'."*

*“Making Quay Street only one lane each way is just sheer stupidity. Already Quay Street, Beach Road and Customs Street are slow, and they will become impossible. We live in the area, and the plan in this traffic aspect is just wrong.”*

People also felt that

- the project was too focused on non-vehicular users (9 people)
- the area is already people friendly/people enjoy it as it is (2 people)
- it will be difficult for the area to be people friendly with all the buses planned to use Quay Street (2 people)
- too much focus was placed on vehicles and not enough on pedestrians, cyclists and users of public transport (1 person)

Ten respondents had mixed feedback; they liked some aspects of the proposal but not others, and 48 respondents (25%) made comments and/or suggestions but did not expressly state whether they supported the project.

*“No issue with the following projects: Quay Street strengthening, utilities, Quay Street enhancement, Downtown bus interchanges. I object to the Mooring Dolphins.”*

*“While most of the design is good, I have one major concern when it comes to the bus interchanges in this design.”*

*We have summarised and responded to all feedback received in our [suggestions table](#) at the back of this report.*

## 2.0 Concerns about construction

We asked people what their biggest concerns were about the construction effects, and whether they had suggestions about how we could manage these effects. Their main concerns were

- congestion (29%)
- disruption (13%)
- access (13%)

The following sections summarise these themes in more detail.

### 2.1 Congestion

55 (29%) people were concerned about congestion in the area:

- 39 people commented on congestion resulting from reduced lanes; of those, 33 people (17% of all submitters) objected to the lane removal as part of the permanent solution. People are concerned about delays to their daily commute, general travel in the area and delays travelling to and from their place of residence, as well as a variety of impacts that may result from congestion, including
  - economic impacts as a result of congestion (6 people)

- exhaust fumes from cars/buses sitting in traffic (4 people)
- Conversely, six people felt we should pedestrianise Quay Street.
- 16 people commented about congestion in general around the CBD area; around Britomart, getting to/from Fanshawe St from the east, Albert Street and around The Strand were the key locations mentioned.
- 18 people raised concerns about re-routed traffic and the downstream effects on other roads. The most commonly mentioned roads were The Strand (7 people), Customs Street (11 people) and SH16 (8 people).

***People made the following suggestions to ease congestion***

- Provide an adequate alternative route for reduced Quay Street lanes (25 people)
- Limit vehicle access to Quay Street, i.e. to delivery vehicles; ban trucks and/or through traffic (5 people)
- Re-phase traffic lights for efficient flow at peak times (4 people)
- Remove the motorway on-ramp signals to speed up traffic exiting the city (4 people)

## **2.2 Disruption**

13% of respondents (25 people) raised concerns about disruption during the work. People who travel through or to the area are concerned about disruptions to public transport and vehicular traffic, and people who live in the area are concerned about noise, dust, pollution and vibration effects. People mentioned the following specific concerns.

- Noise (9 people)
- Business impact, downturn in business (5 people)
- Disruption to public transport (4 people)
- Traffic delays (4 people)
- Dust (3 people)
- Unappealing environment (2 people)
- Vibration (2 people)
- One person requested that temporary bus stops not be located near residential buildings because of the exhaust fumes

***People made the following suggestions to alleviate disruption***

- Restrict noise hours (5 people)
- Minimise area closures; just areas being worked on at the time (4 people)
- Limit work hours to off-peak only (2 people)
- Communicate about changes to bus services and routes well in advance (3 people)
- Dust dampening (2 people)

- Restrict work that requires road closures or reduced access to ferries and buses to night-time (2 people)
- Use sound shield padding (1 person)

## 2.3 Access

13% of people were concerned about access to the area during construction. This was largely around how people are going to access the various modes of public transport, cycleways and footpaths during construction.

### ***People made the following suggestions to maintain access while work is underway***

- Provide clear signage about diversions/re-routes for all modes of use of the area (9 people)
- Ensure good communication about changes to public transport and access ways before they occur (4 people)
- Maintain foot and cycle access on both sides of the road (3 people)
- Retain a protected two-way cycleway for the duration of the work (3 people)
- Prioritise pedestrians, cyclists and public transport (3 people)

*We have summarised and responded to all feedback received in our [suggestions table](#) at the back of this report.*



## 3.0 Design suggestions

We asked people whether they thought anything was missing from the designs and whether they could be improved.

### 3.1 Provision for cyclists

23 people commented on provision for people on bikes. Eight people asked us to ensure clear separation of spaces, so the variety of users stay in the spaces provided for them, and three people want us to retain the protected cycleway as part of our plans (including provision during construction). Other suggestions included widening the cycleway (2 people).

Two people indicated a preference for shared space rather than separate spaces, as they felt this would moderate the speed of cyclists and other active modes

Two people suggested removing the cycleway altogether to make more road space

### 3.2 Mooring Dolphin

20 people (10% of submitters) commented on the mooring dolphin: 15 opposed the mooring dolphin and two voiced support, agreeing that something like this is needed. The remaining people had suggestions regarding the location, design and use.

The main reason people objected to the mooring dolphin were as follows

- It will encroach on the harbour (8 people)
- It will restrict wharf access (3 people)
- It's not a dolphin, it's an extension to the wharf (3 people)
- The need for the dolphin should be justified (1 person)

### 3.3 Ferry Basin Redevelopment

The main concerns raised about this development were the loss of open space on Queens Wharf (3 people) and the extra walking distance to get to ferries (5 people). Three people commented about provision for drop-off and collection of passengers, luggage and provisions.

Three people felt the plans for the ferry basin were not detailed enough to enable them to provide proper feedback.

### 3.4 Lower Albert Street and Britomart East bus interchanges

Seven people suggested we relocate the bus interchanges so they are closer together/more integrated (including with the ferry/train).

Four people said Quay Street was not an appropriate location for the interchanges because they would detract from the quality of the area (i.e. maritime environment, bars, restaurants and

shops, and so close to the public space) and will be visually unappealing and/or will block views. Six people thought the extra buses would add to congestion and exhaust emissions, detracting from the area and making it less pleasant. One person suggested the public transport hub should be on lower Queen Street, not Quay Street.

### 3.5 Public space

Nine people provided design suggestions for the public space:

- That areas sheltered from the weather be provided (4 people)
- That a fun/play space be included (2 people)
- That street furniture be protected from BMX bikers and scooters so they are not damaged (3 people)
- That good lighting be provided so the area is safe and accessible at night (1 person)

Four people do not support the Quay Street public place, opposing any further reclamation, extension or any form of encroachment on the Waitemata Harbour. One person suggested the public space should be at the end of Queens Wharf.

A further six people suggested we fully pedestrianise Quay Street.

### 3.6 Other general suggestions

Some people provided suggestions for 'the area' (location not specified), including

- a variety of seating for different uses, including benches, picnic tables, seats with backs and arm rests (6 people)
- public toilets (3 people)
- bike parking (3 people)
- rubbish bins, including recycling and compost bins (4 people)
- drinking water stations (2 people)
- charging areas for E-bikes and scooters (1 person)
- Wi-Fi zone (1 person)

Fifteen people commented on planting:

- include grass areas (2 people)
- increase the amount of planting (5 people)
- more trees (several requesting them for shade) (8 people)
- naturally filtering gardens like the rain gardens in Wynyard Quarter (1 person).

*We received a wide range of suggestions about amenities, and we have summarised these and responded to them in our [suggestions table](#) at the back of this report.*

## 4.0 Other matters

### 4.1 Engagement process

17% of respondents (32 people) commented about the engagement process. The most common concerns were that:

- the plans should have provided more detailed information about the bus interchanges and ferry terminal to inform their decisions (8 people)
- the plans were not supported by accurate data such as accident numbers to justify the speed reduction and the need for a cycleway and a traffic impact analysis to justify reducing Quay Street to one lane in each direction (5 people)
- Some submitters thought the timing and length of the engagement period were not ideal and felt that:
  - we are engaging on pre-ordained outcomes (6 people)
  - public notice/advertising was lacking (3 people)
  - They were disappointed in/lacked confidence in AT/council (3 people)
  - That we engage with not just key stakeholders but all those who will be directly impacted (2 people)
  - the pictures gave a false sense of space and scale (2 people)
  - the process was disingenuous because work is about to commence anyway (2 people)

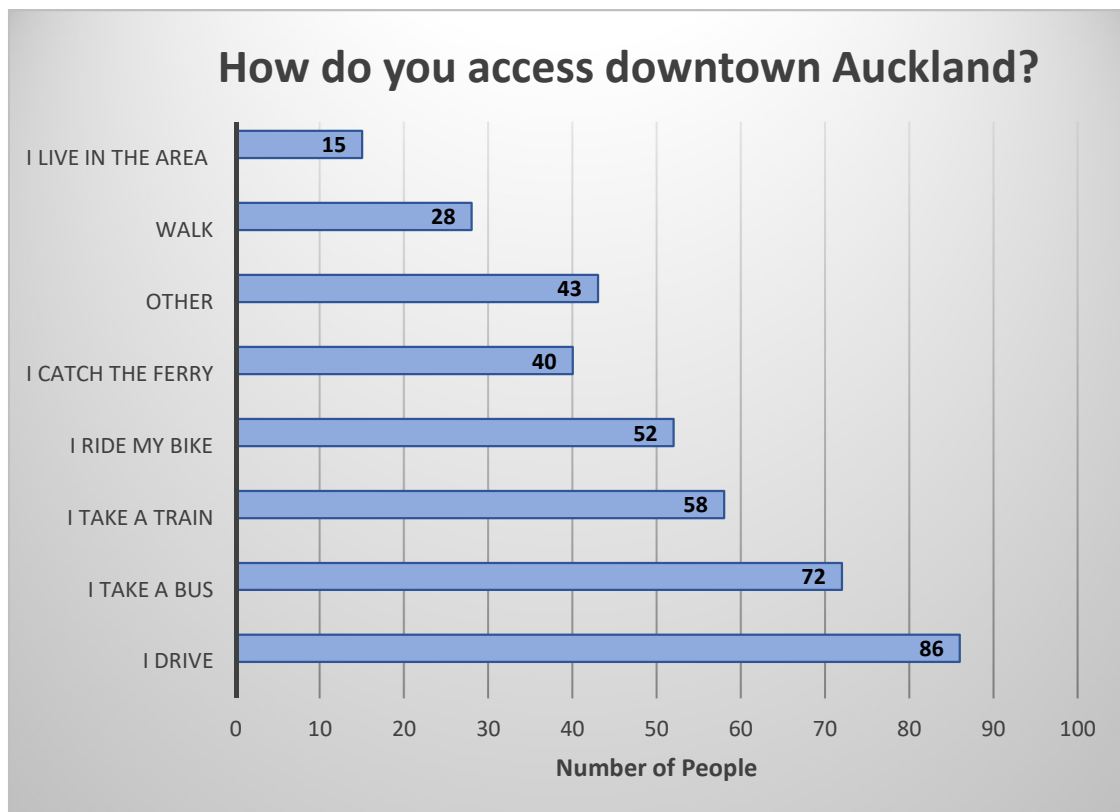
### 4.2 Project timeline

We received 19 comments about the timing of projects, including requests that we

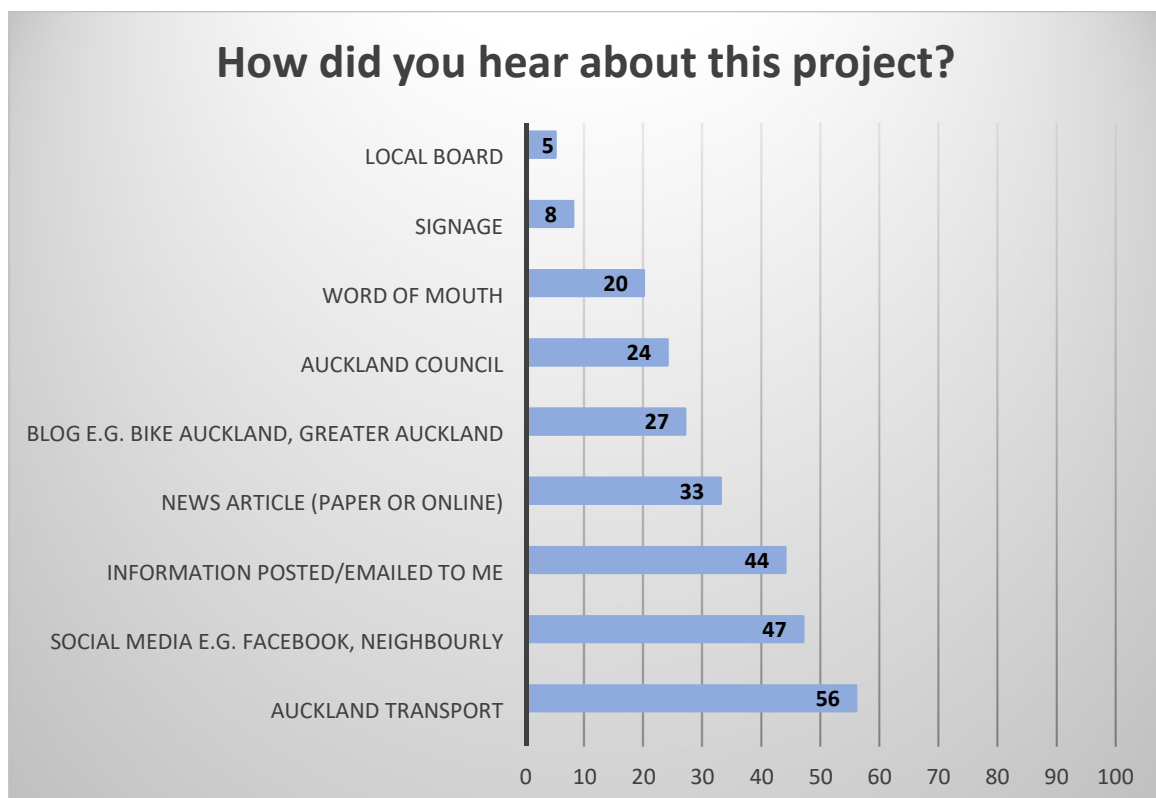
- Reduce timeline/do it sooner (8 people)
- Delay until alternative traffic route provided (4 people)
- There appears to be a lack of cohesion between the projects/ lack of overall plan (2 people)
- Do the work when light rail is being built (2 people)
- Complete before the Americas Cup (2 people)

*We have summarised and responded to all feedback received in our [suggestions table](#) at the back of this report.*

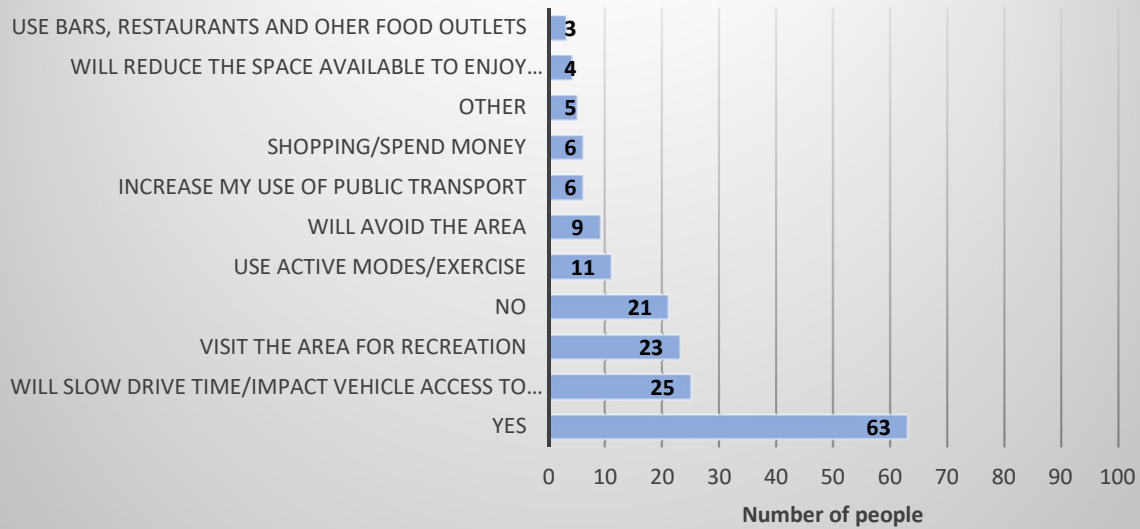
## 5.0 About the submitters



*Please note: not all submitters gave feedback on this area/ submitters could provide multiple responses. Submissions may be counted in more than one theme.*



### When the Downtown Programme is completed, do you think it will change the way you use the area? If so, How?



*Please note: not all submitters gave feedback on this area/ submitters could provide multiple responses. Submissions may be counted in more than one theme.*

# Design and construction suggestions and our responses

This table summarizes all the construction concerns, suggestions and design suggestions provided by respondents. We have also responded to the key questions and issues you raised in this phase of feedback.

| Feedback  | AT response  |
|---|--|
| <b>Construction effects</b>   |  |
| <b>1. Congestion</b>  |  |
| <b>Concerns</b> <ul style="list-style-type: none"> <li>• Oppose permanent lane reduction on Quay Street</li> <li>• Congestion in the area and flow-on effects to other parts of the road network, particularly The Strand, Customs Street, Fanshawe Street, Albert Street and SH16</li> <li>• Congestion will cause air degradation from cars sitting in traffic</li> <li>• Economic impacts as a result of congestion</li> </ul> | <p>The proposal to turn Quay Street into a waterfront boulevard with increased pedestrian amenity and reduced vehicle space was supported during consultation on the City Centre Master Plan in 2012 and the Downtown Framework in 2014. By shifting Quay Street's function from a through road to a destination, the Downtown programme will create a welcoming destination along the water's edge that strengthens people's connection with the Waitematā Harbour.</p> <p>We are monitoring the impacts on congestion and making changes to traffic management in response to issues reported. These issues will be communicated to the design teams, so they are fed into the long-term design solution</p> |
| <b>1.1 Suggestions to alleviate congestion</b>  |  |
| <b>Lane reduction</b> <ul style="list-style-type: none"> <li>• Provide alternative route/s to accommodate the reduced Quay Street lanes</li> <li>• Trial two lanes to test whether it will work first</li> <li>• Remove parking in the CBD area to make more road space for vehicles</li> </ul>   | <p><b>Alternative route:</b> Once completed, Quay Street will comprise two lanes for general traffic between Tangihua Street and Lower Hobson Street, with Customs Street becoming the dominant downtown through route. This is a big change, but it is not being made without consideration of the city's wider transportation network.</p> <p><b>Trial two lanes:</b> Since construction began in December 2018, traffic has been reduced to one lane in each direction. We are monitoring the impacts on congestion and making changes to traffic management in response to issues reported. These issues will be communicated to the design teams, so they are fed into the long-term design solution.</p> |

| Feedback   | AT response   |
|--|---|
|  | <b>Parking:</b> The amount of road space used for paid parking, servicing and loading, bus lanes and movement of general traffic is regularly reviewed by AT.   |
| <b>Access</b> <ul style="list-style-type: none"> <li>Limit vehicle access to Quay Street, i.e. ban trucks from going through the city; limit to delivery vehicles only; no independent vehicles</li> <li>Have a dedicated T2 lane from end to end of the lower city "motorway to motorway" port ramp to Victoria Park</li> </ul> | <p>Engagement is ongoing with organisations that operate trucks in the Quay Street to ensure they are aware of the works and alternative routes.</p> <p>We have not sought to limit or ban heavy vehicle access, however the street design will make it much less attractive for heavy vehicles.</p> <p>During construction we are looking to maintain, as much as practicable, the vehicle throughput on Quay Street, and minimising delay through the works sites. This is because Customs Street is constrained as an alternative through route, due to City Rail Link construction.</p> <p>The implementation of a T2 lane is not a suitable mitigation measure for the Temporary Traffic Management associated with the Downtown works on Quay Street. Within the city centre, bus lanes are prioritised as a more efficient way to move people.</p> |
| <b>Traffic flow</b> <ul style="list-style-type: none"> <li>Re-phase traffic lights for efficient flow at peak times</li> <li>Remove the motorway on-ramp signals to speed up traffic exiting the city</li> </ul>   | <p>Auckland Transport Operations team monitor the road network. The traffic signals along Quay Street and Customs Street are continuously monitored and optimised for all modes of transport.</p> <p>The Downtown Programme will not remove motorway on ramp signals. The signals are located on entry to the SH network and are controlled by NZTA. They maximise and balance the traffic volumes entering the motorway network, with traffic performance data collected across the entire network.</p>  |
| <b>Encourage alternative/active modes of transport</b> <ul style="list-style-type: none"> <li>Re-introduce carless days or road tolls to encourage use of public transport</li> <li>Encourage carpooling</li> <li>Give priority movement to public transport to encourage more people to use it</li> </ul>                       | <p>AT has a Travel Demand Team that works with businesses to encourage greater uptake of public transport, active modes such as walking and cycling, and rideshare options.</p>   |
| <b>Traffic management</b> <ul style="list-style-type: none"> <li>Have efficient traffic management plans</li> </ul>  | <p>Traffic is being monitored and traffic management plans are being adapted to make traffic movement as efficient as possible.</p>   |
| <b>Other</b> <ul style="list-style-type: none"> <li>Reconfigure SH16 to allow for multiple lanes</li> <li>Ports of Auckland to use rail tracks on their site and shift freight off the roads</li> </ul>  | <p>SH16 is operated by NZTA.</p>  |
| <b>2. Disruption</b>   |   |

| Feedback   | AT response   |
|--|---|
| <p><b>Concerns</b></p> <ul style="list-style-type: none"> <li>• Disruption to public transport and traffic</li> <li>• Will be an unappealing environment to travel through</li> <li>• Noise, pollution (including from relocated bus stops), dust and vibration</li> </ul>   | <p>Prior to work starting, we communicated that Quay Street will reduce to two lanes between Lower Albert Street and Commerce Street, with dedicated bus lanes between Tangihua Street and Commerce Street and between Lower Albert Street and Lower Hobson Street.</p> <p>Our intention is to minimise the impact of our works where possible. Stakeholder managers provide front line liaison to keep people informed and ensure we respond quickly to any concerns. Access for customers and deliveries is maintained and signage is in place to ensure people know businesses are open and how to get to them.</p> <p>We have worked with tourist bus operators around alternative drop off and pick up areas. Traffic management controllers are placed at all intersections to enable and balance pedestrians and queues. Traffic specialists are monitoring traffic lights, balancing the demands for each peak period.</p> <p>Noise panels are used on temporary fences when loud works are underway, and noise and vibration monitoring is carried out to ensure works comply to consent conditions. Dust from construction is being contained through regular sweeping and dampening.</p> <p>We have a small team focused on keeping Quay Street vibrant and active during construction. The team will ensure fences and hoardings are clean, tidy and straight, that worksites are tidy and that up to date information about the programme is available. Pop-up public spaces will keep Quay Street attractive.</p> |
| <p><b>2.1 Suggestions to alleviate disruption</b></p>  |   |
| <p><b>Work timing and staging</b></p> <ul style="list-style-type: none"> <li>• Complete as quickly as possible</li> <li>• Carry out road closures and other disruptive activities overnight</li> <li>• Restrict noisy work hours – not late at night or early morning</li> <li>• Stage works (close one area at a time); limit construction near the residential precinct to a single event</li> </ul> | <p><b>Timing:</b> we are working to an ambitious timeframe to complete the programme by 2021. As such, we need to maximise our working hours within the parameters of our resource consent which sets working times.</p> <p><b>Stage works:</b> The works are staged to enable completion of the programme by 2021. Having a consistent road layout through this period will allow predictable journey planning.</p>  |
| <p><b>Public transport</b></p> <ul style="list-style-type: none"> <li>• Good bus route planning and advance communication of route changes/bus stop relocations</li> </ul>   | <p>Any bus shifts associated with the Downtown Programme will be advertised beforehand. Buses may be relocated outside residential buildings, but bus drivers will be required to turn engines off when parked for extended periods.</p>  |



| Feedback   | AT response  |
|--|--|
| <ul style="list-style-type: none"> <li>Do not locate temporary bus stops outside residential buildings because of diesel fumes</li> <li>Prioritise bus movements</li> </ul>  | Existing bus movements through Quay Street are prioritised during construction. Improved bus services are an outcome the Downtown Programme will deliver.  |
| <b>Cyclists and pedestrians</b> <ul style="list-style-type: none"> <li>Maintain pedestrian and cycleway routes during construction</li> <li>Cone off road for cyclists as a temporary cycleway</li> </ul>  | Pedestrian access and the cycleway will be maintained throughout construction. The location of the temporary cycleway will vary from the road to the footpath during different stages of construction and as works progress.   |
| <b>Environment</b> <ul style="list-style-type: none"> <li>Dust dampening</li> <li>Use sound shield padding</li> </ul>  | Noise fences and dust dampening are part of the construction management plan.  |
| <b>Other</b> <ul style="list-style-type: none"> <li>Ensure leisure space available so people can still enjoy the area while work is underway</li> </ul>  | We will continue to create temporary pop-up public spaces where space is available.  |
| <b>3. Access</b>   |  |
| <b>Concerns</b> <ul style="list-style-type: none"> <li>Lack of access for goods deliveries to businesses; drop-off /pick-up for cruise ship and ferry passengers and freight</li> <li>Access for customers to businesses and events</li> <li>Access problems for local residents</li> <li>Reduced safety for pedestrians and cyclists in area</li> </ul>   | <ul style="list-style-type: none"> <li>Loading zones are incorporated in the design for Quay Street Enhancement. No change is proposed for drop-off / pick-up for cruise ship and ferry passengers and freight.</li> <li>Access to events, business and residential properties will be maintained throughout works. With Quay Street reduced to one lane each way, commuters are encouraged to plan their journeys accordingly and allow for possible delays.</li> <li>Safety is paramount. Working sites will be well fenced and pedestrian area's overseen by Traffic Controllers. A separated cycleway will be maintained.</li> </ul> |
| <b>3.1 Suggestions to maintain access</b>  |  |
| <ul style="list-style-type: none"> <li>Clear signage about re-routes for all users and for important locations or retailers blocked by walls</li> <li>Retain footpath and protected cycleways on both sides of the road</li> <li>Ensure footpaths and cycleways are safe, clear and obvious</li> <li>Ensure loading zones are available for deliveries to businesses in the area</li> <li>Create clear signage and provide advance notification of access changes</li> </ul> | <ul style="list-style-type: none"> <li>Clear signage will be in place throughout construction advising of detours and to assist wayfinding and ensure people know businesses are open. Electronic signage will be used to advise of traffic management changes.</li> <li>A two-way cycleway will be on the sea side of Quay Street.</li> <li>Footpaths will be retained on both sides whenever possible. For some stages of construction sections of footpath may be temporarily closed.</li> </ul>  |

| Feedback   | AT response   |
|--|---|
| Design elements  |   |
| 1. Mooring Dolphin   |   |
| <b>Concerns/objections</b> <ul style="list-style-type: none"> <li>• Encroaches harbour, will be a significant impediment to marine passage and navigation</li> <li>• Will reduce the level of public access, positive experience and enjoyment of the wharf</li> <li>• Will block the view of the harbour from Queens Wharf</li> <li>• Will increase the number of vehicles needing to access the wharf and add to congestion in the harbour and on land</li> <li>• There is no justification for it</li> <li>• It is poorly designed, unsightly, not user friendly</li> </ul> | <ul style="list-style-type: none"> <li>• Safety and operational reviews have confirmed there are no navigation impediments created by the mooring dolphin.</li> <li>• The first part of the gangway will be available for public access – no change to current public access on Queens Wharf when there is a ship moored.</li> <li>• The dolphins will sit 0.5m below the level of the wharf, minimising their impact on views from the end of the wharf.</li> <li>• A traffic management plan will be required for construction and for operation once built.</li> <li>• The cruise industry contributes significantly to the Auckland economy and provides jobs.</li> <li>• The design is for a marine asset that is fit for purpose for berthing extra-large ships.</li> </ul> |
| Suggestions for the Mooring Dolphin  |   |
| <b>Public access</b> <ul style="list-style-type: none"> <li>• Design to give maximum pedestrian access</li> <li>• Open eastern Queens Wharf edge when cruise ships are not in</li> </ul>   | <ul style="list-style-type: none"> <li>• Public access will be available on the first section of gangway.</li> <li>• When a cruise ship is not berthed the eastern edge of Queens Wharf will be accessible to the public.</li> </ul>  |
| <b>Location</b> <ul style="list-style-type: none"> <li>• Locate elsewhere so the view of the harbour is not blocked from Queens Wharf</li> <li>• Should be closer to right-side wharf so large ships can partially enter close to the wharf with their stern out in the harbour next to the dolphin</li> </ul>   | <ul style="list-style-type: none"> <li>• A range of potential locations were evaluated and Queens Wharf is the best location for the mooring dolphin as it makes best use of existing infrastructure.</li> <li>• A number of factors were considered in determining the Dolphins placement.</li> </ul>  |
| <b>Alternatives</b> <ul style="list-style-type: none"> <li>• Anchor ships off-shore and ferry passengers to the shore instead</li> <li>• Follow the Waterfront Plan 2012 programme to develop Captain Cook Wharf as the main cruise ship-berthing facility</li> </ul>  | <ul style="list-style-type: none"> <li>• Anchoring in the harbour results in a sub-optimal customer experience and does not allow for the exchange of passengers.</li> <li>• The Waterfront Plan 2012 anticipated the need for additional infrastructure for larger cruise ships on the end of Queens Wharf. The proposal to develop Captain Cook Wharf for cruise was part of the refresh of the Waterfront Plan agreed by Council in September 2017, but it is a longer-term plan, not planned for delivery within the next 10 years.</li> </ul>  |

| Feedback  | AT response  |
|---|--|
| <b>Other</b> <ul style="list-style-type: none"> <li>Mooring dolphin should have a lifting gangplank rather than clunky permanent bridge</li> </ul>  | <ul style="list-style-type: none"> <li>The span of the gangway is too long for a lifting or retractable bridge.</li> </ul>   |
| <b>2. Ferry Basin Redevelopment</b>   |  |
| <b>Concerns/objections</b> <ul style="list-style-type: none"> <li>Results in loss of public open space on Queens Wharf</li> <li>Extends the walking distance to get to ferries</li> <li>Lack of cover from elements</li> <li>Plans not detailed enough to give constructive feedback</li> <li>Jetties will not be able to cope with demand</li> </ul> | <p>The new infrastructure will be constructed over the water not on Queens Wharf itself, so there is minimal impact on public space.</p> <p>Pedestrian movements along the western edge of Queens Wharf will be maintained as they are now.</p> <p>There will be an increased walking distance for some ferry services.</p> <p>The gangways provide high quality shelter for waiting passengers.</p> <p>Developed and detailed designs are progressing and the public will be given an opportunity to view these drawings.</p> <p>The new pontoons (jetties) will have more than adequate capacity for increasing demand. The gangways are three aisles wide.</p>  |
| <b>Suggestions</b>  |  |
| <b>Drop-off/pick-up zone</b> <ul style="list-style-type: none"> <li>Provide extra provision for drop-off and pick-up</li> <li>Keep all but essential traffic off the northern half of the wharf</li> <li>Open the area currently closed off for drop-off/pick-up</li> <li>Trolleys should be provided to assist those with luggage/goods</li> </ul>   | <p>Limited space for drop off and pick up will be provided on Queens Wharf in much the same location as is currently provided. As a public ferry interchange, the emphasis is on walking and cycling connections rather than people arriving by private vehicle. The redesign of Quay Street will provide more space for pedestrians and a 30km/hr road environment, enabling easier, safer connections by foot.</p> <p>Queens Wharf is managed by Panuku Development Auckland, with a view to keeping Queens Wharf as a people-focussed, pedestrian friendly place. When a cruise ship is berthed, there will be times that vehicles require access to the northern half of the wharf.</p> <p>During construction, space requirements mean there will not be a drop off and pick up area on Quay Street.</p> <p>The ferry service is short haul and providing trolleys can result in increased clutter. Limited trolleys will be available.</p> |
| <b>Other location</b> <ul style="list-style-type: none"> <li>Locate new ferry terminal elsewhere so it does not obstruct the views</li> </ul>   | <p>An options analysis concluded that relocating ferries to the western edge of Queens Wharf is the best option.</p>   |

| Feedback  | AT response  |
|---|--|
| <b>Reconfigure existing berthing arrangements</b> <ul style="list-style-type: none"> <li>To keep ferries as close to Quay Street as possible, reduce the extent to which ferries berth alongside Queens Wharf</li> <li>Retain Piers 1–4 in their current location but revamp/incorporate piers 3 &amp; 4</li> <li>Consider returning the ferry building to its original use</li> <li>Use part of the west edge of Queens Wharf for increased ferries</li> </ul> | <p>Piers 1 to 4 are nearing the ends of their lives and phase one of the redevelopment of the ferry basin is the first step taken in achieving a new and efficient future ferry service that can grow to meet Auckland's needs.</p> <p>The ferry building is privately leased.</p> <p>The redevelopment will provide the opportunity to increase ferry services in the future.</p>   |
| <b>Access</b> <ul style="list-style-type: none"> <li>Travellator to assist mobility-impaired users and reduce time to ferries</li> <li>Ensure a clear route from train to ferry terminal</li> <li>Don't run buses down the wharf (as solution to long walking distance)</li> <li>Provide cover from the elements up the wharf</li> </ul>  | <p>There are no plans to install a travellator on Queens Wharf or provide buses to transport passengers to their ferry services. The ferry terminal and covered gangways provide shelter for waiting passengers.</p> <p>New and improved wayfinding is proposed. This wayfinding will help commuters access ferry services and other modes of transport.</p>   |
| <b>Amenities</b> <ul style="list-style-type: none"> <li>Provide adequate bike parking on ferries</li> <li>Should be gates to restrict access to ferries not posts</li> <li>Provide closed-in shelter with seating</li> <li>Reinstate the information centre at the ferry terminal</li> <li>Provide bike parking at the terminal</li> </ul>  | <p>This project focuses on the infrastructure to support the ferry services rather than the vessels themselves. We will pass on to the ferry operator's feedback regarding bike parking on ferries.</p> <p>The current proposal is for gates to be installed, with ferry payment devices as an interim measure.</p> <p>The canopies covering the gangways will be closed in, however the aisles need to be free flowing and providing seating in this area may create obstructions for passengers. As such, no seating on the gangways is proposed.</p> <p>We anticipate areas will be available for bike parking and are working through the details of where these will be situated.</p> |
| <b>Future proofing</b> <ul style="list-style-type: none"> <li>Ensure the terminal is 'future proofed'</li> </ul>  | <p>Noted.</p>  |
| <b>3. Lower Albert Street and Britomart East bus interchanges</b>   |  |
| <b>Concerns</b> <ul style="list-style-type: none"> <li>Are too far apart, distanced from ferry terminal</li> <li>Not appropriate for Quay Street/Britomart area – blocks views, adds congestion, adds exhaust emissions, detracts from the quality of the area (i.e. maritime, bars, restaurants and shops, and future public space)</li> </ul>   | <p>The Lower Albert Street interchange is an upgrade of an existing facility and will remain in its current location.</p> <p>Britomart East Bus Interchange is being reconsidered and will not be situated on Quay Street. The distance from the ferry and other factors are included as part of the option assessment.</p>  |

| Feedback   | AT response  |
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| <b>Suggestions</b>   |  |
| <ul style="list-style-type: none"> <li>Keep as close as possible to the ferry terminal to ensure better integration</li> <li>Relocate to Lower Queens Street/Customs Street/further up Albert Street (Quay Street shouldn't be used as a major bus route/to release space for traffic lanes)</li> <li>Underground the interchanges to release the surface space</li> <li>Provide bike parking at the bus stations</li> </ul>   | <p>Undergrounding was considered during option development.</p> <p>Bike parking is included in the design.</p>   |
| <b>4. Downtown Public Space</b>  |  |
| <b>Concerns</b> <ul style="list-style-type: none"> <li>Placement compromises the use of the water space for ferry berthing and could limit the size of vessels using the Princes Wharf cruise ship secondary berthing</li> <li>Unpleasant with so many buses idling along it</li> </ul>  | <ul style="list-style-type: none"> <li>The design of Downtown Public Space allows for the largest ships to continue berthing on the eastern side of Princes Wharf. It also allows for the continued use of the ferry infrastructure that is remaining in place.</li> <li>The enhancement of Quay Street will reduce traffic and make it a more pleasant area in which to spend time.</li> </ul>  |
| <b>Suggestions</b>   |  |
| <b>Other location</b> <ul style="list-style-type: none"> <li>Designate a public space at the north and western side of Queens Wharf</li> </ul>   | <ul style="list-style-type: none"> <li>The location proposed for Downtown Public Space is the result of Council planning and is embedded into the Auckland Plan, City Centre Master Plan and Waterfront Plan that have guided Auckland's development since 2012.</li> </ul>  |
| <b>Furniture and amenities</b> <ul style="list-style-type: none"> <li>Provide areas sheltered from wind, rain and sun</li> <li>Have fun/play spaces for young and old</li> <li>Designed so BMX bikers and scooters do not damage it</li> <li>Ensure plenty of rubbish bins, including recycle and compost</li> <li>Have drinking water stations</li> <li>Variety of seating – park benches, picnic tables and seats with backs and armrests</li> <li>Public toilets</li> <li>Bike parking, e-charge facility for E-bikes, scooters and phones</li> <li>Wi-Fi zone/s</li> </ul> | <ul style="list-style-type: none"> <li>Downtown Public Space is designed to provide comfortable places to enjoy the waterfront. Shelter will be provided in the area by trees.</li> <li>There are a variety of public amenities provided such as seating, water fountains and rubbish bins. However, no toilets are planned due to space restrictions and nearby facilities on Queens Wharf.</li> <li>The Downtown Public Space is designed to allow future Wi-Fi spots to be easily installed, but they will not be included in the initial build.</li> </ul> |
| <b>Space/separation</b> <ul style="list-style-type: none"> <li>Ensure clear separation of spaces, so the variety of users stay in the spaces provided for them</li> </ul>  | <ul style="list-style-type: none"> <li>The design of the Downtown Public Space allows for movement from Queens Wharf to Quay Street but does not interfere with the meandering space in which you can pause and enjoy the area.</li> </ul>   |

| Feedback   | AT response  |
|--|--|
| <ul style="list-style-type: none"> <li>Have a walking-only area, no skating, scootering, drones to make it more peaceful</li> </ul>  |  |
| <b>Health and safety</b> <ul style="list-style-type: none"> <li>Have no-smoking areas</li> </ul>   | <ul style="list-style-type: none"> <li>The area will be smoke free, consistent with Auckland Council's Smokefree Policy 2017-2025.</li> </ul>  |
| <b>Planting</b> <ul style="list-style-type: none"> <li>Increase green space with more gardens, trees and grass; less concrete</li> <li>Environmentally friendly gardens like Wynyard Quarter that naturally filter water before discharge into the harbour</li> </ul>  | <ul style="list-style-type: none"> <li>The Downtown Public Space includes areas of planting to improve the ecology of the area and make it a more enjoyable space in which to spend time.</li> <li>As part of the wider Downtown Programme, the Quay Street enhancement includes rain gardens which filter the rain before it enters the stormwater network and the Public Space will drain into these.</li> </ul>   |
| <b>Safety</b> <ul style="list-style-type: none"> <li>Good lighting, security</li> <li>Careful placement of trees for sight lines/night use</li> <li>More pedestrian space needed, Viaduct/Quay Street already choked with people</li> <li>Make e-bikes use cycleway</li> </ul>   | <ul style="list-style-type: none"> <li>The design of Downtown Public Space undergoes Crime Prevention Through Environmental Design (CPTED) reviews to ensure it is safe for public use.</li> <li>Downtown Public space merges with Quay Street Enhancement. Both projects provide significantly increased pedestrian space.</li> <li>A separated cycleway provides bike users with a high quality facility. Riders are permitted to use the cycleway or road.</li> </ul> |
| <b>Relocate</b> <ul style="list-style-type: none"> <li>To the northern and western end of the wharf</li> </ul>   | <ul style="list-style-type: none"> <li>The location proposed for Downtown Public Space is the result of Council planning and is embedded into the Auckland Plan, City Centre Master Plan and Waterfront Plan that have guided Auckland's development since 2012.</li> </ul>  |
| <b>Other</b> <ul style="list-style-type: none"> <li>Do not allow commercial activity in the public space</li> <li>Separate areas for buskers, equipped with power plugs and seating areas for public, covered areas, small but many so a few performers can perform at once</li> <li>Provide alternative places to fish for free and near the CBD if banned on Queens Wharf</li> </ul> | <ul style="list-style-type: none"> <li>Other than commercial activity related to ferries, no commercial activities are planned for the area.</li> <li>Downtown Public Space is intended as an area to relax and enjoy the environment. There are no amenities planned to facilitate buskers.</li> </ul>  |
| <b>5. Quay Street</b>  |  |
| <b>Concerns</b>  |  |
| <ul style="list-style-type: none"> <li>Congestion, traffic delays, resulting economic effects and air degradation</li> <li>Impact on surrounding road network, including The Strand, SH16, Customs Street, Fanshawe Street, ship</li> </ul>  | Please see response under disruption Page 16   |

| Feedback  | AT response  |
|---|--|
| <ul style="list-style-type: none"> <li>No alternative route for traffic identified</li> </ul>   |  |
| <b>Suggestions</b>  |  |
| <b>Ban cars/trucks</b> <ul style="list-style-type: none"> <li>Fully pedestrianise Quay Street</li> <li>Have a curfew on heavy vehicles so they can only operate at night to reduce noise and pollution during the day</li> </ul>  | <p>Changes to Quay Street will enable it to be more easily closed for events, particularly the section between Commerce Street and Lower Albert Street.</p> <p>The design and low speed environment will deter heavy vehicles from using Quay Street. Customs Street will become the dominant downtown through route.</p>  |
| <b>Lane reduction</b> <ul style="list-style-type: none"> <li>Trial lane reduction before implementing</li> <li>Provide ongoing monitoring and reporting of how the permanent reduction of traffic [lanes] impacts the wider city centre (and beyond) road network, and what impact these changes have on the operations and access for businesses in the area, including for loading and servicing</li> <li>Leave Quay Street as it is and reduce bus and cycle lanes to save money and not create further congestion</li> <li>Extend pedestrian space on the quayside as a compromise to lane reduction</li> <li>Remove the cycleway and increase road lanes</li> <li>Retain two westbound lanes to ease access to Customs Street and Victoria and motorways</li> <li>Extend lane reduction and add traffic calming measures on Quay Street to Britomart Place intersection</li> </ul> | <p>Lane reductions have been in place since construction got underway in December 2018. The impact of this has been monitored as people adjust to the changed configuration.</p> <p>AT actively manages the network from the Auckland Transport Operations Centre, monitoring and optimising signal timings in real time. Management of the network responds to the changes caused by projects across the whole city centre and daily variations in traffic patterns.</p> <p>The proposal to turn Quay Street into a waterfront boulevard with increased pedestrian amenity and reduced vehicle space was supported during engagement on the City Centre Master Plan in 2012 and the Downtown Framework in 2014.</p> <p>By shifting Quay Street's function from a through road to a destination, the Downtown programme will create a welcoming destination along the water's edge that strengthens people's connection with the Waitematā Harbour.</p> <p>Since 2012, vehicle movements in and out of the city centre have been static. The significant growth in people accessing the city centre that has been recorded has been enabled through public transport and active modes such as walking and cycling. Projects like CRL and Light Rail will continue that mode-shift, providing more convenient travel options.</p> |
| <b>Footpaths</b> <ul style="list-style-type: none"> <li>The footpaths are too narrow, please widen</li> </ul>   | <p>The Downtown Programme will significantly widen footpaths on Quay Street.</p>   |
| <b>Traffic flow</b> <ul style="list-style-type: none"> <li>Restrict turns onto Quay Street so cars can only turn on to Quay Street via selected intersections, to make it easier to get from one side of CBD to the other</li> <li>Provide alternative exit from Britomart carpark to Quay Street</li> </ul>  | <p>Some turning movements on Quay Street have been restricted. During construction we are maintaining through-traffic capacity using the following tools:</p> <ul style="list-style-type: none"> <li>A consistent road layout is now in place</li> </ul>   |

| Feedback  | AT response  |
|---|--|
|   | <ul style="list-style-type: none"> <li>• Some restrictions on turning movements into/out of side streets.</li> <li>• The closure of some pedestrian crossings</li> <li>• Monitoring of intersections and adjustments to traffic light phasing.</li> <li>• Traffic modelling.</li> </ul> <p>We are working with businesses to improve access from Britomart carpark onto Quay Street.</p>         |
| <b>6. Cycleway</b>  |  |
| <b>Suggestions</b>  |  |
| <b>User separation/shared space</b> <ul style="list-style-type: none"> <li>• Prevent pedestrians walking across cycleways</li> <li>• Swap the footpath and cycle path over because pedestrians will default to the straight-ahead route</li> <li>• Place a low kerb or raise the bikeways above the level of the footpath with small ramps on each side to maintain separation of users</li> <li>• Have a shared space rather than separate to moderate the speed of cyclists and other active modes</li> </ul> | <p>The cycleway will be clearly delineated from the footpath, to maintain separation between pedestrians and riders. This will occur through distinct paving and use of low kerbs in some sections.</p> <p>Quay Street is one of Auckland's busiest cycle routes, a key commuter link into the city. To keep everyone safe, it is appropriate to separate people cycling from those on foot.</p> |
| <b>Future proofing</b> <ul style="list-style-type: none"> <li>• Design for future capacity, considering the increase in cycling</li> <li>• Expand cycleway and walkways</li> </ul>  | <p>Quay Street Cycleway is a high quality facility that is designed to link with a connection to Nelson Street Cycleway and SkyPath. We expect these connections to significantly increase the use of an already busy cycleway.</p>  |
| <b>Safety</b> <ul style="list-style-type: none"> <li>• Make sure the cycleway is protected</li> <li>• Have clear line of sight for cyclists</li> <li>• Provide signal-controlled intersections on the cycle route</li> <li>• Consider vehicles crossing cycle lanes</li> </ul>  | <p>The cycleway is separated from traffic, has clear lines of sight, with signal controlled intersections.</p> <p>We are considering a number of design options around Queens Wharf to ensure people's safety around vehicles entering and exiting the wharf.</p>  |
| <b>General comments</b> <ul style="list-style-type: none"> <li>• Continue to improve Auckland cycleway network</li> <li>• Avoid routes where large numbers of pedestrians are likely to block the cycleway</li> </ul>   | <p>ATs 2018 Active Modes research shows 38% of Aucklanders ride bikes. This is up 3% on 2017.</p>  |



| Feedback  | AT response   |
|---|---|
| <ul style="list-style-type: none"> <li>There is a lack of demand for cycleways</li> </ul>   | <p><a href="https://at.govt.nz/media/1977266/tra_at_activemodes_publicrelease-1.pdf">https://at.govt.nz/media/1977266/tra_at_activemodes_publicrelease-1.pdf</a></p> <p>Cycleway monitoring with the February stats have been published.</p> <p><a href="https://at.govt.nz/cycling-walking/research-monitoring/monthly-cycle-monitoring/">https://at.govt.nz/cycling-walking/research-monitoring/monthly-cycle-monitoring/</a></p> |
| <b>7. General design comments</b>   |   |
| <p><b>Amenity for people travelling between transport hubs and through the area</b></p> <ul style="list-style-type: none"> <li>Fully pedestrianise the main transport hub</li> <li>Provide cover/ shelter</li> <li>Provide direct AT-grade walkway from Britomart to the Albert Street bus stop so that they don't have to take an overbridge, or walk along a detour to cross at lights</li> <li>Install pedestrian underpass from both interchanges to the ferry terminal</li> </ul>                        | <p>A traffic-calmed Quay Street, prioritised for pedestrian access and with improved wayfinding, will provide safe, easy connections between transport hubs. Shelter will be provided at each of the hubs.</p>  |
| <p><b>Design principles</b></p> <ul style="list-style-type: none"> <li>Design for rising sea levels</li> <li>Reuse and recycle materials where possible</li> <li>Follow the Auckland Design Manual</li> </ul>   | <p>The design improves stormwater management and protects against rising sea levels.</p> <p>The Downtown Programme is design-led, with Auckland Council's Auckland Design Office playing a key role in its development.</p>   |
| <p><b>Safety</b></p> <ul style="list-style-type: none"> <li>Ensure pedestrian surfaces suitable for high heels</li> </ul>   | <p>The finish will be designed to accessibility standards, providing safe access for all.</p>   |
| <p><b>Historical references</b></p> <ul style="list-style-type: none"> <li>Install interpretive signage referencing history of area</li> <li>Retaining historical features in area</li> <li>Restore the WWI Memorial Beacon and relocate it to Quay Street, near its original location</li> <li>Context reclaimed harbour that once held several traditional waka taua, waka kopapa. Any plans should showcase waka hourua like "Hounui" and access them? To maintain waka history into the future</li> </ul> | <p>Noted the design team are working closely with Mana Whenua on identifying opportunities. Retaining heritage features in the area scheduled heritage elements are being retained.</p>   |
| <p><b>Active modes</b></p> <ul style="list-style-type: none"> <li>Provide bike and scooter parking</li> </ul>   | <p>The design incorporates bike parking which should also be suitable for scooters.</p>   |
| <p><b>Maintenance</b></p> <ul style="list-style-type: none"> <li>Consider ways of incorporating pest control for rats, etc. to help meet NZ's predator-free goals</li> <li>Keep the area clean</li> </ul>   | <p>Noted.</p>   |

| Feedback  | AT response  |
|---|--|
| <b>Pedestrian movement</b> <ul style="list-style-type: none"> <li>Re-phase traffic lights for pedestrians; more and longer phases, including Britomart/Albert Street and Albert/Customs Street intersections</li> <li>Install pedestrian crossing on all legs of intersections on Quay Street</li> <li>Improve lower Hobson Street for pedestrians; there is no clear route to the waterfront walking down Hobson Street because the flyover only goes up and you can't walk on it</li> </ul>   | <p>Quay Street Enhancement will prioritise pedestrian movements on Quay Street. This will be achieved in part through the phasing of traffic lights at crossing points. The design will also provide more points at which to cross, along with informal crossing opportunities.</p> <p>Lower Hobson Street sits outside of the scope of Downtown Programme but will be considered in future in line with the City Centre Master Plan.</p>  |
| <b>Public transport</b> <ul style="list-style-type: none"> <li>Provide well-lit, safe bus stops</li> <li>Provide seating, shelter and protection for waiting transport users</li> <li>Use inline bus stops as per design manual if there is to be dedicated bus lanes, to preserve pedestrian space</li> <li>Use road surface and visual cues to enforce a 10-km/h speed limit around inline bus stops</li> </ul>   | <p>No bus stops are planned for Quay Street, bus stops along Lower Albert will be inline, well-lit, with seating and shelter.</p> <p>The design of Quay Street Enhancement is for a low speed environment pedestrian orientated environment.</p>   |
| <b>Light rail/trams</b> <ul style="list-style-type: none"> <li>Link the tram from Wynyard Quarter to Quay Street and into Queen Street</li> <li>Provide light rail on Quay Street, and also to the North Shore</li> </ul>   | <p>Noted. This sits outside project scope. The Downtown Programme will facilitate good links with public transport hubs, including CRL and light rail.</p>   |
| <b>8. Other concerns/matters</b>  |  |
| <p>Traffic concerns on The Strand/Parnell</p> <ul style="list-style-type: none"> <li>Lane reduction on Quay Street will cause additional congestion in the area</li> <li>Access into/from Gladstone Road and St Georges Bay Road will be further compromised by additional traffic</li> <li>Impose a 40-km speed restriction to make the street safer for all users</li> <li>Please change the timing of the lights at the intersection of The Strand and Parnell Rise to make it easier to avoid the city. It frequently takes 20 mins to go from Tamaki drive through this intersection, so many cars (and trucks) go straight onto Quay Street to avoid it</li> <li>Impose a 'no left turn' rule at the traffic lights on The Strand/Quay Street from the Mission Bay direction, make that next street a left turn only = one way only for traffic coming from Mission Bay into the city to reduce the traffic overflow into The Strand</li> </ul> | <p>We are monitoring the impacts on congestion and making changes to traffic management in response to issues reported. These issues will be communicated to the design teams, so they are fed into the long-term design solution.</p> <p>This year, AT has been consulting on proposed speed limit changes.</p> <p><a href="http://www.at.govt.nz/projects-roadworks/safe-speeds-programme/speed-limit-changes-around-auckland">www.at.govt.nz/projects-roadworks/safe-speeds-programme/speed-limit-changes-around-auckland</a></p> |
| <b>Engagement process</b>   |  |

| Feedback  | AT response  |
|---|--|
| <p><b>Plans/engagement materials</b></p> <ul style="list-style-type: none"> <li>• Should have provided more detailed information about the bus interchanges and ferry terminal to better inform feedback</li> <li>• Britomart East bus interchange was not included in public consultation</li> <li>• The plans are not supported by accurate data: accident numbers to justify speed reduction and need for cycleway, and traffic impact analysis for reducing Quay Street to one lane in each direction)</li> <li>• No disclosure of project budget</li> <li>• Pictures give false sense of space and scale</li> <li>• Displaced traffic not addressed in pamphlet</li> </ul> | <p>At the time of the public engagement we provided the level of project detail that was available. Britomart East Bus Interchange is being reconsidered and will not be situated on Quay Street.</p> <p><b>Traffic data:</b> Between 2013 and 2018 there have been 92 fatal and serious crashes in the city centre. An additional 465 crashes left people with minor injuries. AT is committed to making our roads safer and a proposes a 30km/hr safe speed limit within the City Centre.</p> <p><b>Project budget:</b> The estimated cost of the downtown programme until 2021 is \$321 million.</p> <p>The engagement material was designed to evoke a sense of how the waterfront will become a people friendly environment. It also directed people to the website for more information and more detailed plans. Project details were also provided within the display boards at the 12 public pop-ups that were held.</p> |
| <p><b>Timing</b></p> <ul style="list-style-type: none"> <li>• Process is disingenuous because work is about to/has commenced; pre-ordained outcomes/no choices given</li> <li>• Post-Xmas period is not ideal; engagement period was too short</li> <li>• Inadequate advertising</li> </ul>   | <p>The direction and focus of the Downtown Programme were set in previous consultations:</p> <ul style="list-style-type: none"> <li>• City Centre Master Plan and Waterfront Plan – 2011 / 2012</li> <li>• Future layout of Quay Street – 2014.</li> </ul> <p>The purpose of the public engagement that ran from 21 November to 23 December 2019 was to get feedback on construction effects, possible mitigations, and whether people felt there were any elements missing from the designs.</p> <p>The Downtown Programme is working to an accelerated timeframe to have the waterfront ready for the commencement of the 36<sup>th</sup> America's Cup 2021. With works starting after Christmas it was appropriate to advise the public of what they could expect regarding construction and lane changes.</p>   |
| <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Lack of confidence in AT that they can deliver a great outcome</li> <li>• Consult with all users and affected parties (including those potentially impacted by the wider traffic implications), not just key stakeholders</li> </ul>   | <p>Downtown Programme stakeholder liaison personnel are engaging with the local and wider Auckland community. For regular updates on project developments, email <a href="mailto:downtown@AT.govt.nz">downtown@AT.govt.nz</a>.</p>   |
| <b>Project timing</b>   |  |
| <ul style="list-style-type: none"> <li>• Delay until alternative route is cleared for Quay Street lane reduction</li> <li>• Finish Downtown interchange 2020</li> </ul>   | <p>Subject to resource consents, the timeline for completing this phase of the Downtown Programme is the 36<sup>th</sup> America's Cup, Asia-Pacific Forum and Te</p>  |

| Feedback   | AT response  |
|--|--|
| <ul style="list-style-type: none"> <li>• Integrate with other projects</li> <li>• Do this development when the light rail is to be built</li> <li>• Reduce the timeline of the Downtown Programme project and proceed soon</li> <li>• Include piers 3 and 4 in this project so all development is completed at once</li> <li>• Complete the development before the Americas Cup</li> <li>• Finish other works in the area first</li> </ul> | <p>Matatini in 2021. The programme takes account and is working in alignment with other city centre projects.</p>  |
| <b>9. Issues/questions you raised</b>  |  |
| <p><i>How will the bus interchange traffic lane way out look?</i></p>  | <p>Britomart East Bus Interchange is being reconsidered and will not be situated on Quay Street.</p>   |
| <p><i>Which ferry services run from new berths?</i></p>  | <p>We will update once this is decided.</p>  |
| <p><i>Does the mooring dolphin float?</i></p>  | <p>No, it consists of two small structures on piles which can be demolished and removed at the end of its consent period.</p>  |
| <p><i>Get rid of Shed 10 and the “Cloud”, they’re ugly</i></p>   | <p>Shed 10 is not planned for removal, but the Cloud will be removed in the future. Panuku Development Auckland are developing a master plan for Queens Wharf that will consider these structures.</p>   |
| <p><i>Use fixed-price construction contracts with penalty clauses to discourage delay and budget over run</i></p>  | <p>Early contractor involvement is enabling us to deliver the programme of works more efficiently.</p>   |
| <p><i>How will the Quay Street East plans enhance not detract from the important heritage precinct of Britomart? How would the proposed plan be better than a more disbursed model (aesthetically and functionally)?</i></p>   | <p>Britomart East Bus Interchange is being reconsidered and will not be situated on Quay Street.</p>   |
| <p><i>What is the intent around the Wynyard Quarter terminal development and how does this fit with the planned downtown ferry terminal – what is the role of the Wynyard quarter terminal vis a vis accommodating future ferry capacity needs?</i></p>  | <p>The Wynyard Quarter terminal development is outside the scope of our project, but activity between the two areas is viewed as being complimentary of each other.</p> <p>The current Wynyard Quarter terminal development is for the use of vehicular ferries, as it is at present. Use of the area for passenger ferry services will be considered in the future.</p> |
| <p><i>Don’t move 27 bus stop that currently leaves from Commerce Street: moving the bus stops to Quay Street. The proposed location is exposed, windswept and away from anything useful</i></p>  | <p>Britomart East Bus Interchange is being reconsidered and will not be situated on Quay Street.</p>   |

| Feedback   | AT response   |
|--|---|
| <i>while waiting for a bus, like shops and other people. Also, moving them further east means a longer walk</i>  |   |
| <b>10. Outside the scope of this project</b>   |   |
| <i>Provide better and more affordable public transport to reduce the congestion effect of the Quay Street lane reduction, provide more affordable public transport</i>   | The Downtown Programme will improve customer experience for public transport users in the area. Decisions on price sit outside the scope the Programme.                                 |
| <i>'Future Access for Everyone' programme effect on this project?</i>  | We note that access for everyone has not been approved through public consultation. However, the design for Quay Street does not preclude the access for everyone programme objectives. |
| <i>Businesses with street tables need to clean the pavement</i>  | Council works with businesses regarding use of the street.  |
| <i>Are you going to develop a long-distance coach terminal?</i>  | This is not planned as part of the Downtown Programme.  |
| <i>There once was a plan to have a 'flyover/through traffic only' alternative to the Quay Street route, might this happen?</i>   | No flyover is planned.  |
| <i>Buses are damaging new pavement; their weight is cracking pavers</i>  | Quay Street will be designed with a high-quality finish. there will be no buses between Lower Albert and Commerce Street.   |
| <i>Reroute 132/132x/133/133x/134/110/129 bus services nearer to the downtown area. Currently transferring from the western buses is complicated, as its final stop does not go into the downtown area</i>  | Construction activity is affecting bus routes. Bus routes will be improved post construction.   |
| <i>The sensors are wrong on Tamaki Drive. The time showing from the sign to the bridge going left at The Strand is usually a major underestimate</i>   | This sits outside the Downtown Programme scope.   |
| <b>Port</b> <ul style="list-style-type: none"> <li>• Move the port, levy trucks using port area, CBD</li> <li>• Provide a different truck route from the port, avoiding the CBD</li> <li>• Discount the storage and removal from the port of vehicles</li> <li>• Discount cars using Kiwirail to get the freight out of sight</li> <li>• Stop Ports of Auckland wharf development</li> <li>• Do not allow the proposed hotel to be built on Bledisloe Wharf</li> </ul> | These comments have not been responded to in this forum as they sit outside the scope of the Downtown Programme.  |

| Feedback   | AT response |
|--|-------------|
| <ul style="list-style-type: none"> <li>Lower the proposed Bledisloe Wharf carpark height</li> <li>Do not allow a carpark on Bledisloe Wharf</li> </ul>   |             |
| <b>Stadium</b><br>Do not allow a waterfront stadium<br>An open-top Sports park near the waterfront with views of the water   |             |
| <b>Pedestrianisation requests:</b> <ul style="list-style-type: none"> <li>Queen Street</li> </ul> the Domain & Cornwall Park   |             |
| Damaged roads (The Strand area & CBD); traffic volume and trucks   |             |
| Improve ugly buildings in the area   |             |
| Build a larger multilevel car park at Orakei train station first. This station fills up by 7.15am. You have to offer non-vehicle alternatives if you want to reduce traffic coming into the city |             |
| An option to reduce congestion is raised motorways like the Milwaukee–Marquette interchange or the Los Angeles–Pregerson interchange   |             |
| Get on with the next harbour crossing before there's gridlock perpetually  |             |
| Create an urban beach area open to the public on Captain Cook Wharf  |             |
| Better public transport needed on the North Shore  |             |
| Sky City bus interchange; there is a lack of facility to drop-off/pick-up  |             |
| The Strand retail store off-street parking is dangerous to access, people leave the property blindly into traffic (in talking about increased congestion)  |             |
| Unsafe road layout Shipwright Lane. We and other parties have previously raised this concern on a number of different occasions  |             |

| Feedback  | AT response |
|---|-------------|
| AT and council cars, they should use public transport; you want everyone else to use it                                 |             |
| Please fight against the university when it comes to the bus interchange on Wellesley Street underneath Symonds Street? |             |

# Summary of key stakeholder submissions

## Auckland Councillor – Mike Lee

Councillor Mike Lee is opposed to the Downtown Programme. He raised the following concerns:

- **Quay Street Enhancement** – reducing four lanes of traffic to two will have a major adverse effect, will be enormously disruptive and should be subject to a notified resource consent application.
- The resulting traffic congestion will result in greater vehicle emissions, fuel consumption, degradation of air quality, a great deal of frustration to road users and also adverse economic effects.
- **Downtown Bus Interchange** – a wall of noisy, diesel exhaust-emitting double-decker buses is incompatible with the maritime setting of this area.
- The manoeuvring of double-decker buses will compound the congestion resulting from reduced traffic lanes.
- ‘Uglification’ and blocking off of sight lines over the harbour undermines the drive over recent years to physically open up the waterfront and harbour vistas and view shafts.
- **Mooring Dolphin** – the mooring dolphin is in effect an expensive mooring bollard attached to the end of Queens Wharf – in other words, it is a major extension of the wharf and infringes on public consensus that there be no further encroachments in or onto the harbour.
- **Downtown Ferry Basin Redevelopment** – the proposed configuration of the ferry berths may be more practical for vessel movements but being 200 metres or so down Queens Wharf will be inconvenient for daily public transport users.
- The present ferry tee is fit for purpose and of the size and bulk necessary to cater for the thousands of ferry passengers disembarking every day – the jetties will simply not cope with the crowds.
- **Downtown Public Space** – the proposed extension is simply another unimaginative encroachment.
- The public space will restrict ferries from the ideal location for ferries, make berthing cruise ships on Princes East more challenging and hinder navigation within the ferry basin.
- Leave this area alone and provide more seating and relocate the Harbour Board Great War memorial plinth from Princes West to this locality



## Heart of the City

Heart of the City is broadly supportive of the ongoing transformation and investment in the city centre. The organisation sees the potential for a unique and accessible waterfront and downtown area that connects back to the core city centre, maximising connections and commercial investment in the area. The following concerns were raised:

- Aucklanders are only being asked to provide feedback on the 'up till 2021' plans. It is important to indicate the long-term intention for the whole area and how they are integrated with each other. This is particularly relevant to the Quay Street West and Quay Street East project areas, as well as the long-term intent for Queens Wharf given the significant changes proposed for the wharf through the introduction of the mooring dolphin as well as the newly configured ferry terminal.
- How the wider city centre traffic network will accommodate the rerouted Quay Street traffic as well as what, if any, additional infrastructure changes are required to accommodate any increase in traffic in other areas, including the Customs Street area. We would also like to understand how the plans for Downtown fit within the 'Access for Everyone' environment.
- How we will see 'great streets' delivered in areas where significant bus infrastructure is proposed. Given recent issues on Albert Street in relation to the discussions about the introduction of 'bus bays' in the street, we are not yet confident that AT is able to deliver necessary bus infrastructure as well as a great-quality public realm that befits a growing and world class city centre.

## Parnell Business Association

The Parnell Business Association is supportive in general of the enhancement of the waterfront for the city of Auckland, but believes the priorities are incorrect. In particular, concerns have focused on the following.

- Impact on Parnell of reducing the traffic flow on Quay Street to two lanes.
- That there is no evidence of the proposed mitigation measures, nor evidence that any impact assessments were conducted on the impact of diverting upwards of an additional 10,000 vehicles a day on a corridor that is already at capacity.

- The Strand/SH16 at its inception across the railway bridge already carries over 26,000 vehicles a day of which approx. 2,000 are from Ports of Auckland – without any additional vehicles turning off Tamaki Drive to The Strand.
- Access into and from Gladstone Road is very dangerous, and we have reached out to both AT and NZTA several times to address this.
- Access into St Georges Bay Road for both pedestrians and vehicles will be further compromised with additional traffic.
- Access to several parts of Parnell is already compromised and dangerous and Parnell is already subject to several ‘rat runs’ though the suburb to avoid congestion such as Farnham/Earle Street.
- The suggestion that traffic from the eastern suburbs should use the motorway or be diverted up Tangihua to Customs Street is ludicrous at this stage, as it is completely constricted due to major construction work.
- The Association is of the view that, in the quest to ready the city for the Americas Cup, certain projects are being initiated with questionable governance, inadequate consultation and complete disregard for the impact on adjoining suburbs.

## Bike Auckland

- Would like to see the two-way bikeway protected (even during relocation or temporary relocation). Provide pedestrian paths so pedestrians do not use the bikeway instead.
- Would like to see very clear separation between the permanent bikeway and the road – but also the pedestrian spaces so pedestrians do not casually or accidentally drift into the bike space. Ideally, this would be provided via vertical separation (chamfered kerbs/slight vertical differences). In particular, the design should avoid creating routes where large numbers of pedestrians end up blocking bikeway use.
- Please ensure there is no back-down on the reduction of traffic lanes. If anything, through traffic should be fully banned.

## Waitematā Local Board

Although the Local Board did not provide specific feedback to the public engagement, their workshops resulted in requests for further information on the following:

### **Downtown Ferry Basin Redevelopment**

- Change will double capacity – exact figures?
- How is it planned to be operated? Are we getting rid of Fullers?
- What is being planned in terms of zero emissions? Electric ferries, what infrastructure?
- Quay Street 'Waterfront Park', needs to be a discussion about this name
- What's happening with dredging?

**Quay Street West (Commerce – Hobson)**

- What infrastructure is being put in for events?
- What is being done to remove reduce cost of Traffic Management Plan road closures during events?