

# Summary of your feedback on Bus Priority Measures to support CRL works



**Total number of submissions received = 69**

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## Summary

- Overall sentiment for this proposal is positive - 80% of respondents gave feedback to endorse or to improve the proposal (with 64% stating their explicit support and 16% suggesting ways to increase bus priority or improve active transport in the city centre). Two people (3%) said they did not support this project; the remaining 17% gave feedback outside the scope of this proposal.
- Nearly a fifth of you (18%) suggested seamless 24/7 bus lanes to match the re-routing map to improve the proposal; all those who expressed mixed support suggested this to give buses even greater priority.
- Almost a tenth of you (9%) suggested extending the 24/7 bus lanes along at specific sections of the re-routing map to give buses priority through heavy congestion points.
- A number of you said the bus lanes need to be enforced using cameras to be effective; to deter non-compliance and fine vehicles using the bus lanes (7%).
- A small proportion of respondents want the proposed bus priority measures retained after the City Rail Link (CRL) works are completed (6%).
- An equal proportion of people want more city centre cycling lanes as well as the bus priority measures, to improve both active and public transport options (6%).
- A significant proportion of respondents (17%) provided feedback on other projects or issues unrelated to the bus priority measures proposed to support the CRL works.

## Next steps

Based on the feedback received we have decided to proceed with the proposed design. All of the bus priority measures outlined in the consultation materials will be implemented between now and March.

Bus services that operate via the City Centre will be re-routed on 23 February, ahead of the Wellesley Street/Albert Street/Mayoral Drive intersection closure for CRL works.

In addition to these changes, service delivery vehicles will be able to use the Wellesley Street bus stops that will no longer be in use during the CRL works to support local businesses through the disruption.

## Background

Auckland's city centre is being transformed through the development of the City Rail Link (CRL), more public and pedestrian spaces, and better connections between key points in the city centre and waterfront. This programme is on a scale never seen before in our city, with \$6 billion of public sector investment over five years and an estimated \$10 billion of private investment.

The CRL alone will unlock Auckland's rail network and allow faster, more frequent movement of passengers around the network. When it is completed in 2024, CRL will double the number of people able to reach the city centre by rail in under 30 minutes and make Auckland's regions more accessible via the city centre.

To support the CRL construction and improve public transport reliability during this period of disruption, Auckland Transport (AT) will need to introduce a range of bus priority measures to re-route its city centre bus operations around the CRL works.

From March, the CRL project will close the intersection of Wellesley Street, Albert Street and Mayoral Drive for at least a year. As works progress, the Victoria Street/Albert Street intersection will then close for at least a year from the first quarter of 2021.

Works on the Karangahape Station started this month. Lane closures on Pitt Street between Poynton Terrace and Karangahape Road will be in place for up to three years.

Wellesley Street is a major bus corridor. Given the volume of buses that will need to be re-routed and general traffic re-directed away from Wellesley Street, bus priority measures are essential to keep the city centre moving for more than 50,000 people who call it home and over 100,000 people who travel in and out every day.

## Activities to raise awareness

To let you know about this consultation, we:

- Delivered letters and information packs to 3,500 residents, property owners and businesses along the city centre streets in the project area.
- Set up a project webpage and online feedback form on our AT website
- Communicated the proposed changes to key stakeholders and interest groups
- Promoted posts on Facebook and organic posts on Twitter, LinkedIn and Neighbourly
- Media release in Our Auckland and in the Central Leader
- Briefed the Waitemata Local Board on the proposal.

# Your feedback

## About you

We received feedback on the Bus Priority Measures proposal from 69 submitters.

- 68 submissions were completed online; one submission was received by email.
- Of our 69 submitters:
  - 48 (71%) use public transport to get to/from the city centre
  - 37 (54%) work in or near the project area
  - 17 (25%) live in or near the project area; eight (12%) own property in the area
  - Three own a business in or near the project area.

## What you told us

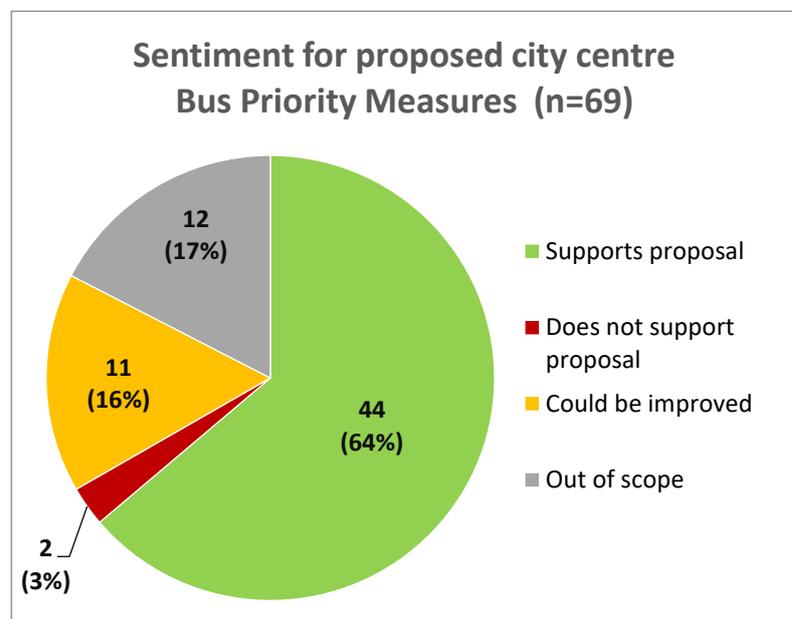
*Note: respondents could make multiple suggestions or comments in their feedback, therefore the total number of suggestions and comments may exceed the total number of submissions made. Consequently, percentages expressing the proportion of submitters who gave similar feedback may exceed 100% when added together.*

## Sentiment for this project

Your overall sentiment for this project was positive, with 80% of all respondents providing feedback to endorse or improve the proposal.

Two thirds of you (64%) stated your explicit support for the proposal along with your suggestions; 16% simply gave feedback to improve the proposal, including more bus priority measures, more cycling and walking amenities, or

provisions to support local businesses. Two submitters (3%) stated they did not support this proposal; the remaining 17% gave feedback outside the scope of this proposal and therefore their sentiment is unknown i.e. referenced other projects or raised other bus-related matters.



- The most common reasons people supported the proposal were:
  - General support for any measures that prioritise public transport over private vehicles, particularly in the city centre
  - Bus priority is essential to ensure thousands of daily commuters, visitors, and local residents can readily access and exit the city centre during CRL works
  - It will improve the reliability of bus services operating via the city centre.

*“I am in full support of the extended bus lanes...Please implement these bus lanes ASAP and don't take them out again!”*

*“Expanding bus lanes is essential for public transport to be functional.”*

*“I am overwhelmingly in favour of this proposal to promote bus travel reliability and demote the perceived convenience of the private car.”*

- Those who do not support the proposal felt that:
  - The proposed priority measures exceed current bus timetable requirements
  - All transport modes should have equal priority in the city centre.

*“24/7 bus lanes are only needed if buses are running 24/7!”*

*“AT need to focus on ALL modes of transport movement throughout the CBD...The public expect AT look at transport holistically...”*

- Where an explicit statement of support/non-support for this proposal was not given, your feedback:
  - Agreed that bus priority measures are needed to safeguard public transport operations in and out of the city centre, particularly during CRL construction
  - Said the proposed priority measures did not go far enough to free buses from general traffic congestion for more reliable journey times
  - Suggested seamless, continuous 24/7 bus lanes for all city centre routes
  - Cited specific concerns about impacts on private vehicles entering the bus lanes to access private car parking, or on-street parking and loading changes
  - Was outside the scope of this proposal or that overlooked the closure of Wellesley Street during CRL construction.

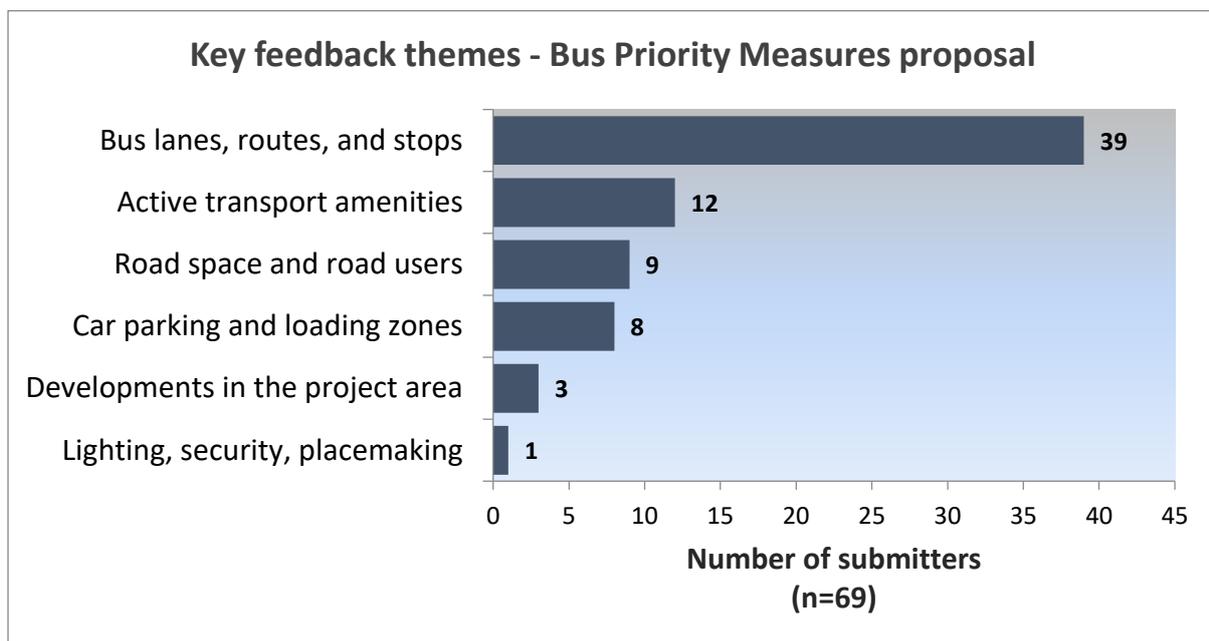
*“There is a huge opportunity...to shake up the central city with 24/7 continuous bus lanes on these routes to provide timetable certainty...”*

*“All bus routes in the CBD should get dedicated lanes regardless of CRL... This proposal does not go far enough to re-allocate road space to public transport.”*

*“Make these bus lanes seamless. I am over sitting on a bus waiting for it to re-merge into general traffic.”*

## Feedback themes

The overarching themes of the feedback we received are shown below and discussed in more detail in the sections that follow. We have responded to all of your comments, suggestions, questions and issues raised in the feedback within the [Design suggestions table](#) at the back of this report.



Please note submissions may be counted in more than one theme.

### 1. Bus lane suggestions

The vast majority of all feedback related to the proposed 24/7 bus lanes, and all were generally supportive of them in principle.

You made 33 comments with the largest proportion calling for seamless, continuous bus lanes for the city centre re-routing. Some people wanted the 24/7 bus lanes extended on particular sections of the city centre re-routing; one person suggested 7am – 7pm clearways to bridge all of the ‘gaps’ between the proposed 24/7 bus lanes.

Strict enforcement of the bus lanes was seen by some respondents as vital to ensure reliable bus journey times, free from general traffic. Others were keen for the proposed bus lanes to remain in place after CRL works are completed.

- Install seamless, continuous 24/7 city centre bus lanes - 18% (12 submitters)
- Extend 24/7 bus lanes along more of the new route - 9% (6 submitters)
- Enforce proposed bus lanes with cameras - 7% (5 submitters)
- Retain proposed 24/7 bus lanes post-CRL works - 6% (4 submitters)
- Extend 24/7 bus lanes (general) - 3% (2 submitters)
- Add 24/7 bus lanes to other city centre roads - 3% (2 submitters)
- Put 7am - 7pm clearways between the proposed 24/7 bus lanes – 1.5% (1 submitter)
- Allow motorcycles to use the proposed 24/7 bus lanes – 1.5% (1 submitter)

*“All city centre bus routes should have 24 hour, 2 way bus lanes for their whole length...That would make buses much quicker, more reliable and more competitive with other modes.”*

*“...the lanes need to be enforced. Car drivers routinely drive in the bus lanes...and there should be cameras operating to penalise those drivers.”*

## Bus re-routing

Four people suggested changes to the bus re-routing that they felt would support more bus services or to minimise the walk for those accessing these bus services from the waterfront or downtown.

- Re-route straight ahead up Queen Street at Mayoral St intersection (2 respondents)
- Prioritise bus re-routing via Queen Street (1 respondent)
- Re-route eastbound buses along Victoria Street (1 respondent)

*“What I would suggest is to extend the Queen Street bus lane up to [Karangahape] Road since there will be many services going that way.”*

*“The buses are now routed further from the bottom of town...Suggest using Victoria Street for eastbound buses instead of Wellesley then Mayoral Drive.”*

## Bus stops

Three suggestions were about bus stops or layovers along the routes outlined, as follows:

- Allow the City Link bus to stop at 380 Queen Street (1 respondent)
- Retain the bus stop at 280 Queen Street (1 respondent)

- Ensure bus stops/layovers support coach entry/exit and size (1 respondent).

One respondent requested improved lighting at bus stops all along the proposed bus routes for the public's safety.

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 2. Road and road user suggestions

You made nine suggestions relating to the road space and management of road users along the proposed bus routes. Most suggestions were concerned with providing sufficient space and time for buses and other roads users to move safely and efficiently around the project area. A congestion charge to deter private vehicles from driving in the city centre and reduce congestion and carbon emissions was also suggested.

- Longer traffic light phasing along the bus routes - 3% (2 submitters)
- Provide sufficient road width for all road users – 3% (2 submitters)
- Consider a city centre congestion charge for private cars - 3% (2 submitters)
- Clear signage permitting turning traffic to move into the bus lane - (1 submitter)
- Consider emergency services vehicle movements - (1 submitter)
- Increase merging space for left-turning traffic (Mayoral Dr to Queen St) - (1 submitter)

*“Advance edge lane markings should be considered, and lane widths should be...sufficient for a kerbside rider and an overtaking car...”*

*“I implore you to argue for congestion charging as a bus priority measure... the idea being that fewer cars (due to the charge) will reduce congestion for buses.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 3. Car parking and loading zone suggestions

Eight suggestions or comments were made about the proposed removal of paid on-street car parking and the loading zone relocation (from 380 Queen Street to 2 Airedale Street) to enable the 24/7 bus lanes or generally improve bus priority in the project area.

Most suggested further on-street car parking removals to support bus priority in the city centre. All other responses expressed concerns about ease and safety of car parking or loading zone access to support local businesses and residents.

- Remove more car park / loading zone spaces along the route (4 respondents)
- Concerns about private parking access via the bus lanes (1 respondent)
- Concerns about loss of on-street parking (1 respondent)
- Instate more loading zones on Wellesley St during CRL works (1 respondent)
- Concerns loading zone shift may negatively impact local business/safety (1 person)

*“Need to remove all parking and loading from Wellesley Street West. Currently there is a choke point near Halsey Street (eastbound).”*

*“We would like AT to put loading zones on Wellesley Street while the current bus stops are no longer in use due to re-routing.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 4. Active transport suggestions

12 respondents offered suggestions to introduce more cycling and walking amenity in line with AT’s bus priority measures and to make all active transport modes safer through this busy period of city centre construction and development. Some shared specific locations where they felt cyclist and pedestrian safety may be compromised.

- More city centre cycling amenity in line with bus priority measures (4 respondents)
- Concerns for cyclists' safety along new city centre bus route (2 respondents)
- Concerns for cyclists' safety (eastbound Cook St to Mayoral Dr)
- Improve pedestrian amenity along the bus route
- Provide safe spacing between cyclists and proposed hit sticks
- Provide safe cycling/walking around city centre construction

*“There needs to be a cycle lane...to facilitate movements of cyclists from Nelson Street to midtown...an additional good safety outcome that should be included.”*

*“Please prioritise walking and cycling routes to give people safe options to move around the city while construction happens.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 5. City centre developments

Three respondents put forward the following current and future city centre developments in or nearby the bus priority project area.

- Victoria Street Linear Park
- Current construction project at 380 Queen Street (corner of Queen and Airedale) until approximately May 2020
- Current construction of the Grand Chancellor Hotel on Wellesley Street West.

These projects were considered to finalise our bus priority project plans. We have summarised and responded to all suggestions, comments, questions and issues raised in the feedback in the [Design suggestions table](#).

## Design suggestions and our responses

Below is a summary of all design suggestions and concerns put forward in your feedback. We have also responded to key questions and issues you have raised about this proposal.

Feedback suggestions	AT response
<b>Bus priority measures to support CRL works</b>	
<b>Bus lanes, bus routes, and bus stops</b>	
<p><b>Connectivity of proposed 24/7 bus lanes</b></p> <ul style="list-style-type: none"> <li>• Make the 24/7 bus lanes continuous and seamless               <ul style="list-style-type: none"> <li>- To match the proposed eastbound and westbound city centre bus re-routing</li> <li>- For all city centre bus routes; both sides of the road.</li> </ul> </li> </ul>	<p>The new 24/7 bus lanes cannot exactly match the re-routed bus paths for the following reasons:</p> <ul style="list-style-type: none"> <li>• Some sections of road are where bus routes terminate and layover before commencing the next trip i.e. Mayoral Drive.</li> <li>• Other projects starting in 2020 overlap with this project, and it was not possible to implement bus lanes along Wellesley St West and Victoria St West between Halsey St and Nelson St.</li> <li>• Interactions with the State Highway network i.e. Hobson St and Nelson St.</li> </ul>
<ul style="list-style-type: none"> <li>• Bridge all 'gaps' between the proposed 24/7 bus lanes with 7am – 7pm clearways.</li> </ul>	<p>Clearways are not necessary to 'bridge' sections of road between the new bus lanes as they already have no parking, or the parking and loading is not in the traffic lanes.</p>
<ul style="list-style-type: none"> <li>• Extend the proposed 24/7 bus lanes along more of the proposed re-routing map               <ul style="list-style-type: none"> <li>- Along Nelson Street and Wellesley Street</li> <li>- Wellesley Street West all the way to the junction with Victoria Street</li> <li>- Wellesley Street between Nelson and Hobson Streets</li> <li>- Heading west between Mayoral Drive, Cook St and Nelson Street to Wellesley Street West</li> <li>- Up Queen Street (from the intersection with Mayoral Drive) to Karangahape Rd.</li> </ul> </li> <li>• Extend 24/7 bus lanes all the way along Queen Street, permanently.</li> </ul>	<p>Bus lanes were not proposed on the section on Queen Street between Karangahape Road and Mayoral Drive for this project because the majority of the re-routed buses will be turning on to Mayoral Drive.</p>

Feedback suggestions	AT response
<ul style="list-style-type: none"> <li>Use cameras enforce 24/7 bus lanes more strictly; fines for all vehicles caught in the bus lanes to deter drivers from congesting these lanes.</li> </ul>	<p>A combination of fixed CCTV cameras and parking enforcement officers with cameras will be rolled out to enforce the new bus lanes.</p>
<p><b>Additional bus lanes in the city centre</b></p> <ul style="list-style-type: none"> <li>Consider adding bus lanes along more city centre roads in general as well as those proposed             <ul style="list-style-type: none"> <li>99 Customs St East to 22 Customs St West (between 4pm and 6.30pm, Mon-Fri).</li> </ul> </li> </ul>	<p>Due to the dynamic and complex nature of the projects in the City Centre over the next year, including the Quay Street and Karangahape Road projects, there are no plans to add additional bus lanes on Customs Street. As various projects progress and the CRL road closures move from Wellesley Street to Victoria Street, further options for bus priority will be investigated.</p>
<p><b>Bus lane users</b></p> <ul style="list-style-type: none"> <li>Allow motorcycles and scooter to use the proposed 24/7 bus lanes.</li> </ul>	<p>As with most Auckland bus lanes these new facilities will allow buses, bikes, motorbikes and mopeds in the restriction times; in this case, 24/7.</p>
<p><b>Bus re-routing for city centre</b></p> <ul style="list-style-type: none"> <li>Re-route buses further up Queen Street to Karangahape Road instead of Mayoral Drive             <ul style="list-style-type: none"> <li>Prioritise Queen Street as the main city centre bus route.</li> </ul> </li> <li>Use Victoria Street for eastbound buses instead of Wellesley St then Mayoral Drive.</li> </ul>	<p>The ongoing Karangahape Enhancement project works make it unsuitable to add bus routes to this section of the City Centre. These works will continue through until late 2020,</p> <p>Some buses are being re-routed eastbound on Victoria Street. However, there was not sufficient capacity to re-route all the buses through that section, prompting the development of an alternative route.</p>
<p><b>Bus stops and layovers</b></p> <ul style="list-style-type: none"> <li>Retain the bus stop at 280 Queen Street.</li> <li>Allow the City Link bus to stop at the bus stop relocating to 380 Queen Street.</li> </ul>	<p>The bus stop at 280 Queen Street is not affected by this proposal and will continue to operate as it currently does.</p> <p>The City Link will continue to stop on Mayoral Drive at Stop 1078. While the new lane arrangement provides more capacity for right turning vehicles, adding City Link to this stop would make it more difficult for buses to then pull across to turn right into Mayoral Drive.</p>
<ul style="list-style-type: none"> <li>Ensure the new bus facilities will safely accommodate coaches both in size and entry/exit movements to/from bus stops and layovers.</li> </ul>	<p>All of the new bus priority measures replace existing City Centre traffic lanes currently used by both buses and coaches. Furthermore, bus tracking was checked for both 12.6m and 13.5m buses and the routes cleared to accommodate double decker buses. Consequently, they should be suitable for large coaches.</p>

Feedback suggestions	AT response
<ul style="list-style-type: none"> <li>• Improve lighting at all bus stops along the proposed routes for public safety/security.</li> </ul>	<p>The re-routed buses will use existing bus stops. There are two new bus stops proposed outside 27-35 Victoria St West and 9 Victoria St East which will be well-lit. The majority of City Centre bus stops meet CPTED requirements and are well-lit. All the changes will be monitored during the CRL works and any safety issues managed accordingly.</p>
<b>Road and road user suggestions</b>	
<p><b>Carriageway widths</b></p> <ul style="list-style-type: none"> <li>• Ensure sufficient road widths are maintained in the final designs for all road users to share the space safely along the proposed bus routes             <ul style="list-style-type: none"> <li>- Allow sufficient widths along the route for a kerbside rider to be overtaking safely by a car</li> <li>- Wellesley Street West, eastbound: consider reconfiguring the uphill lane widths to 4.2m or more so cars can overtake cyclists safely on this uphill section.</li> <li>- Consider the space needed for safe emergency services vehicle movements.</li> </ul> </li> </ul>	<p>AT is undertaking a separate project to mitigate the impacts of the construction works on walking and cycling in the City Centre. We recognise that the bus lanes are not suitable for less confident cyclists, and that separated facilities are needed. AT will be consulting on these aspects in early 2020.</p> <p>AT is working to improve the appeal of cycle routes that travel around worksites, as a first measure. Cycling through worksites will be considered in the review and approval of traffic management plans.</p> <p>Emergency Services are being consulted on an ongoing basis to ensure City Centre access is maintained throughout the construction works.</p>
<p><b>Signage and road markings</b></p> <ul style="list-style-type: none"> <li>• Provide clear signage indicating where drivers are safe to enter the bus lane to make turns.</li> </ul>	<p>These bus lanes will have the same signage and road markings and will operate the same way as all bus lanes in the Auckland region. Vehicles are permitted to travel for up to 50m in a bus lane to make a turn into or out of a driveway or road. A video explaining how to use bus lanes and more information can be found at <a href="https://at.govt.nz/driving-parking/ways-to-get-around-auckland/carpooling-ridesharing/bus-transit-priority-lanes/how-to-use-bus-and-transit-lanes/">https://at.govt.nz/driving-parking/ways-to-get-around-auckland/carpooling-ridesharing/bus-transit-priority-lanes/how-to-use-bus-and-transit-lanes/</a></p>
<ul style="list-style-type: none"> <li>• Safety concern for left-turning traffic from Mayoral Dr merging on to Queen St; ensure there is sufficient space provided with road markings.</li> </ul>	<p>The length of the left turn lane from Mayoral Street to Queen Street has not changed as a result of this proposal. Vehicles have 50m to pull across the bus lane to access the left turn lane. While vehicles may have to wait for buses to pass before making this manoeuvre, this is a slow speed environment and is therefore not considered a safety issue.</p>
<p><b>Road users</b></p> <ul style="list-style-type: none"> <li>• Consider a city centre Congestion Charge for cars to deter private vehicles from entering the city centre and reduce emissions; will also increase bus priority.</li> </ul>	<p>Provision of a Congestion Charge is outside the scope of this project. Auckland Council is looking into this option; Mayor Phil Goff identified it as one potential way to manage the city responsibly. More information can be found on at <a href="https://www.aucklandcouncil.govt.nz/mayor-of-auckland/mayor-priorities/Pages/managing-our-city-responsibly.aspx">https://www.aucklandcouncil.govt.nz/mayor-of-auckland/mayor-priorities/Pages/managing-our-city-responsibly.aspx</a></p>

Feedback suggestions	AT response
<b>Car parking and loading zone suggestions</b>	
<p><b>On-street car parking</b></p> <ul style="list-style-type: none"> <li>• Remove more on-street car parking to improve bus priority along/nearby the proposed bus routes               <ul style="list-style-type: none"> <li>- At the bottom of Wellesley Street near the Halsey St intersection</li> <li>- Along all of Wellesley Street West</li> <li>- On the section of Hobson Street proposed for 24/7bus lane extension</li> </ul> </li> </ul>	<p>A separate project will make changes to Wellesley St West as part of the Sales St intersection upgrade; this includes the removal of some parking. More information about this project can be found at <a href="https://at.govt.nz/projects-roadworks/sale-street-wellesley-street-intersection-improvements/">https://at.govt.nz/projects-roadworks/sale-street-wellesley-street-intersection-improvements/</a>.</p> <p>The remaining sections of Wellesley St West either already have no on-street parking or will be subject to the Traffic Management Plans associated with the Wellesley St closure as part of the CRL works.</p>
<ul style="list-style-type: none"> <li>• Review taxi stand on Mayoral Drive between Cook Street and Greys Ave; may potentially block the westbound bus lane.</li> </ul>	<p>We apologise that the taxi stand appeared to potentially block the bus lane in our detailed plan. This was a drafting error. This has been re-checked and can confirm there is adequate space for the taxi stand, the westbound bus lane and the general traffic lane.</p>
<ul style="list-style-type: none"> <li>• Concerns the loss of paid car parking spaces may negatively impact local residents with cars.</li> </ul>	<p>Auckland Transport acknowledges this proposal will result in a loss of paid on-street parking. To support the significant growth in public transport and people visiting the City Centre there is a need to reallocate parking space for bus lanes and pedestrian improvements. In line with AT's Parking Strategy the provision of public transport infrastructure is considered a priority within this road reserve. There are a number of parking buildings in the City Centre available to residents. Bus priority infrastructure provides a greater level of access for a greater number of people to the area than individual parking spaces. Consequently, the installation of these changes is considered a larger benefit to the City Centre than retaining car parking.</p>
<p><b>Loading zones</b></p> <ul style="list-style-type: none"> <li>• Concerns the proposed relocation of the LZ outside 380 Queen Street to 2 Airedale Street will               <ul style="list-style-type: none"> <li>- Impact the safety of hotel guests who will now need to cross a road, possibly with luggage, and in a less well-lit environment.</li> <li>- Make manoeuvring in and out of Airedale St to access the LZ hazardous for both vehicles and pedestrians due to the narrow width and dead-end nature of this street.</li> </ul> </li> </ul>	<p>With further review, AT believes the LZ relocation to Airedale Street will provide a safer space for loading activities than the current location. Airedale Street is a quiet cul-de-sac; an easier environment for vehicles to manoeuvre into and out of the LZ and to turn around. Queen Street is a busy arterial road; the volume of buses travelling along this section will increase significantly as a result of the re-routing. The new LZ location will be safer for people to unload luggage and to get in and out of vehicles. There are good pedestrian facilities (raised table and traffic</p>

Feedback suggestions	AT response
	island) for people to cross Airedale Street to access the Hotel. It is also a well-lit area at night. Once the construction works associated with the Hotel have been completed, the LZ can be relocated to the hotel side of Airedale Street.
<ul style="list-style-type: none"> <li>• Instate more loading zones on Wellesley Street during CRL works while buses are diverted away from using the existing stops; to support service delivery to local businesses.</li> </ul>	We can confirm that some of the bus stops that will be closed during the works on Wellesley St West will be used as loading zones to support local businesses. This is being managed by the Link Alliance (a consortium of seven companies, including City Rail Link Ltd).
<b>Active transport suggestions</b>	
<b>Cycle lanes and cycling amenity</b>	
<ul style="list-style-type: none"> <li>• Install cycle lane/s at the same time to provide safe active transport options to access the city centre <ul style="list-style-type: none"> <li>- On Queen Street and Victoria Street</li> <li>- From Nelson Street to midtown</li> <li>- To prioritise active modes over private vehicles</li> <li>- To mitigate general concerns about cyclists' safety on and around city centre roads; particularly when riding eastbound from Cook St to Mayoral Dr with the proposed reallocation of the left lane for 24/7 bus priority.</li> <li>- To help cyclists navigate their way safely passed/around construction sites.</li> </ul> </li> </ul>	AT is undertaking a separate project to mitigate the impacts of the construction works on walking and cycling in the City Centre. We recognise that the bus lanes are not suitable for less confident cyclists, and that separated facilities are needed. AT will be consulting on these aspects in early 2020.
<ul style="list-style-type: none"> <li>• Provide sufficient space between the kerb and proposed hit stick locations for cyclists' safety.</li> </ul>	Hit sticks are used to indicate a conflict to bus drivers where they may not be able to see the conflict otherwise. Hit sticks need to be installed as close to the conflict as possible to be effective.
<b>Pedestrian amenity</b>	
<ul style="list-style-type: none"> <li>• Improve footpaths and spaces for people moving on foot passed city centre construction and development sites.</li> </ul>	AT is working closely with the Link Alliance (a consortium of seven companies, including City Rail Link Ltd) to ensure pedestrian amenity is maintained through the construction sites.
<ul style="list-style-type: none"> <li>• Aim to pedestrianise Queen Street in the near future.</li> </ul>	Pedestrianising Queen Street is outside the scope of this project. Auckland Council is driving this process through the City Centre Masterplan (CCMP), which will change the layout of roads like Queen Street in the future. AT is working with Council to enact the CCMP.

Feedback suggestions	AT response
<b>Questions</b>	
<p>“If this is for the City Rail link, I'm assuming the bus lanes will be removed once the CRL is complete?”</p>	<p>These bus priority measures are being installed as part of the mitigation response to the CRL works. The CRL works will continue until 2023 with the Victoria Street closure in 2021 and Aotea Station works. Throughout the process the bus priority facilities will be evaluated to determine if they continue to be in the locations needed. Subsequently, all the facilities will be evaluated to determine which are still needed to support the final bus routes in the City Centre and which will no longer be required.</p>
<p>“I have property on Victoria Street West with car park used by tenant. What will happen as he lives there and he needs his car?”</p>	<p>If your tenant has access to an off-street car park, this proposal will not affect them in any way. However if your tenant uses the paid on-street parking proposed for removal, Auckland Transport acknowledges this will no longer be available. There are a number of parking buildings in the City Centre which can be used by residents. To support the significant growth in public transport and people visiting the City Centre there is a need to reallocate parking space for bus lanes and pedestrian improvements. Bus priority infrastructure provides a greater level of access for a greater number of people than individual parking spaces.</p>
<b>Issues</b>	
<p>“Current bus stop over driveway AND parking of 72 Wellesley Street West.”</p>	<p>Many bus stops throughout the city are located across vehicle access ways. This is particularly the case within the central business district where there is not always enough kerb space to accommodate the demand for loading zones, parking areas and driveways. We acknowledge this can be inconvenient at times, however as buses arrive infrequently and should only be stopped briefly to pick up and drop off passengers, this should not impose a significant delay for drivers wanting to enter or exit private property.</p>
<p>“Bus drivers need to be aware not to block the entrance and exit to the parking (132 Hobson Street area) - this is already a problem.”</p>	<p>Please note that neither of the bus stops in question are bus layover areas in which bus drivers can park for extended periods between services. We will pass on your concerns to our public transport team to address with the individual bus companies concerned.</p>

Feedback suggestions	AT response
	If you see a bus or other vehicle parking illegally in the bus stop and obstructing access to your driveway, please contact our call centre on (09) 355 3553 to request the attendance of one of our parking officers.
“Lack of bus priority lanes on Wellesley Street between Nelson and Hobson Street (and the lack of a bus priority turn lane) is a very peculiar decision considering this currently causes constant backups for buses...is the future major bus route post-CRL, and there are multiple links from Victoria Park to Hobson Street already...”	It was determined that, due to the volume of buses that would be making the right turn and the short length of the block, it would be better not to identify a single right turn lane for buses. In this case greater turning capacity for buses is provided by not singling out a specific lane. This will be monitored.
“The bus lanes need to be enforced. Cars routinely drive in the bus lanes in the CBD and the 18 bus is held up because of poor priority measures through Queen Street and Victoria Street.”	The new bus lanes will be enforced through a combination of fixed CCTV cameras and enforcement officers patrolling with cameras.
“Victoria Park changes should also ensure progress made towards Linear Park.”	AT and CRL are working closely with Auckland Council to ensure future designs tie into the future Linear Park on Victoria Street.
“Stop putting roadwork signs in view shaft of real time boards or of buses coming into bus stop - the one opposite Skycity on Victoria St is the worst for both these issues.”	Thank you for bringing this to our attention. Contractors will be reminded through the Traffic Management Plan process to position signage appropriately, and not to block visibility of other signage or the real time boards.
“The lowest car park/loading zone on Wellesley St West near the Halsey St corner should be removed. Vehicles park badly in this space causing safety issues e.g. buses coming from Halsey St have to inch their way around this corner or cross into the oncoming traffic lane to continue toward the city centre.”	There is a separate AT project which will make changes to Wellesley St West as part of the Sales St intersection upgrade. We have passed on your feedback to the project manager.