

# Your feedback on Nelson Street cycleway - phase 3 Market Place



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# 1. Summary

## Overview

From 13 February– 8 March 2020 the public were invited to provide feedback on a proposed two-way physically separated cycleway along the western side of Market Place between Pakenham Street East and Custom Street West in the city centre. In total **554 submissions** were received.

The feedback received has been grouped into 31 Themes. The themes have then been clustered together under 7 Topics. For example, one topic is ‘Cycling related design suggestions’, and all the feedback themes that involved suggested design changes to the cycleway are clustered under that topic.

The feedback results, topics, themes and Auckland Transport’s (AT’s) response to the feedback themes are outlined in the [Feedback received](#) section of this report.

## Top 10 feedback themes

Feedback theme	No. of mentions
 Generally, support the proposal or support with amendments	442
 Request a proper cycleway connection to Quay St	333
 Measures required to prevent cars parking or backing over cycleway	280
 Specifically supports Bike Auckland’s ‘un-gap the map’ route suggestion	275
 Don't support right angled turns	260
 Concerns about tree removal	231
 Specifically opposed proposal to send people on bicycles around viaduct	93
 Concerns with proposed one-way system	49
 Concerns for, suggestions to improve, cyclist safety	28
 Don't support cycleways or proposal	25

## Project decisions

After considering the public feedback **we have decided to progress the project** through to implementation once funding becomes available, subject to the following changes:

- We are investigating options for a temporary cycleway on Market Place, Customs Street West and Lower Hobson Street to provide a full cycleway connection to the Quay Street cycleway before a permanent connection is investigated. This will be subject to funding and we will work closely with stakeholders to design the best outcome.
- We will use higher separators to separate the cycleway from the road which will better prevent parking on or near the cycleway
- We have updated the seat locations and type in order not to encourage mid-night gatherings near residential properties.
- We have updated the number and location of rubbish bins.
- We are shifting the pedestrian crossing at Market Place/Pakenham Street intersection further north which will mean we can retain the existing two trees.
- There will be a loss of one additional carpark at the southern end of Market Place due to retaining the two existing trees at entrance to street.
- There are two other trees on the cycleway side of Market Place that are leaning. These two trees will need to be removed so they don't cause a safety hazard to cyclists however they will be replaced with three trees in the same area.
- We will provide additional pedestrian and bike crossings at Custom Street West/Market Place intersection.

## Next steps

COVID-19 has had a significant impact on AT and the wider Auckland Council whānau. As a result, Auckland Council is implementing an Emergency Budget which will reduce AT's capital and operating budgets.

This will mean this project is delayed and will no longer be constructed this year as initially planned. We will be in touch with residents and local businesses once we know more about how this project will be impacted by the current budget constraints and when we have clarity around construction timelines. We thank you for your patience and understanding during this time.

## 2. Background

### What did we seek feedback on?

The proposal released for public feedback included the following changes:

- A two-way cycle path on one side of Market Place which will be raised and separated by a kerb.
- Widening the footpath by the new cycleway to 4.3 metres (from 3.5 metres).
- Changing Market Place to be a one-way configuration for vehicles (northbound towards the viaduct only).
- Removing the car parks on one side of Market Place but replacing them on the other side by creating angled car parking.
- Adding new bike racks and seating areas.
- Adding a new pedestrian and bike crossing upon entry to Market Place (near its intersection with Pakenham Street East). This crossing will require the removal of two trees.
- Adding a new raised intersection at Market Place/ Customs Street West to encourage safer vehicle speeds.
- Removing a total of 5 car parks to enable the improvements. This includes 2 on Pakenham Street East, 2 on Market Place, and 1 on Customs Street West.

For more detailed information on the proposal, please refer to [Attachment 1](#) or visit [at.govt.nz/projects-roadworks/nelson-street-cycleway/#phase3](http://at.govt.nz/projects-roadworks/nelson-street-cycleway/#phase3).

### Why are we extending the Nelson Street cycleway?

The aim of the project is to give people more safe transport options in and around the city centre.

As Auckland's population increases and more cars join the road network, we are working on finding ways to make it easier and safer for people to walk and use other active modes of travel like riding bikes and e-scooters. The cycle facilities proposed will connect with the wider cycle network and encourage more children and adults to get on bikes – getting cars off the road.

This cycleway will improve access into and around the city centre by connecting people on bikes with the Nelson Street cycleway and to the shared path along the viaduct. This completes the city centre cycling loop where people of all ages and abilities can bike around the city centre, separated from traffic.

## 3. Feedback activities

From 13 February – 8 March 2020 the public were invited to provide feedback on a proposed two-way physically separated cycleway along the western side of Market Place between Pakenham Street East and Custom Street West in the city centre. In total **554 submissions** were received.

### What we asked you

We asked if you had any comments or suggestions on the proposal.

### Activities to raise awareness

To let you know about the opportunity to provide feedback on the project, we:

- mailed 567 letters with freepost feedback forms to property owners and occupiers in the area
- spoke to local businesses on Market Place in person
- Met with Waitemata Local Board, Viaduct Harbour Holdings, and Heart of the City Business Association
- emailed information to key interest groups and previous submitters
- set up a project webpage and an online feedback form on our website
- posted about the proposal on our social media channels
- held 2 public drop-in sessions on the 3<sup>rd</sup> and 7<sup>th</sup> of March

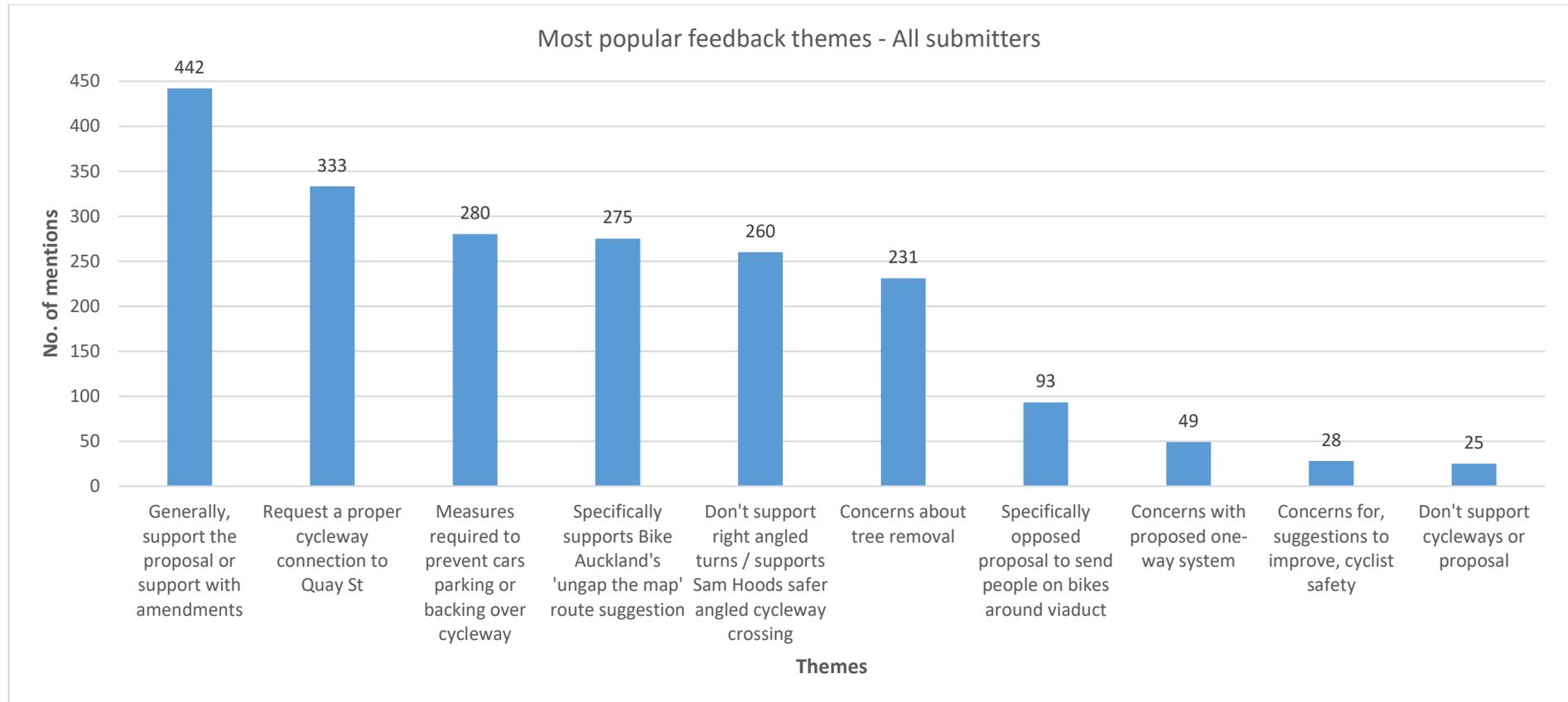
### How people provided feedback

You could provide feedback using an online submission form on the project webpage or a freepost form included in the project letter. See [Attachment 2](#) for a copy of the feedback form.

## 4. Feedback received

### Feedback overview

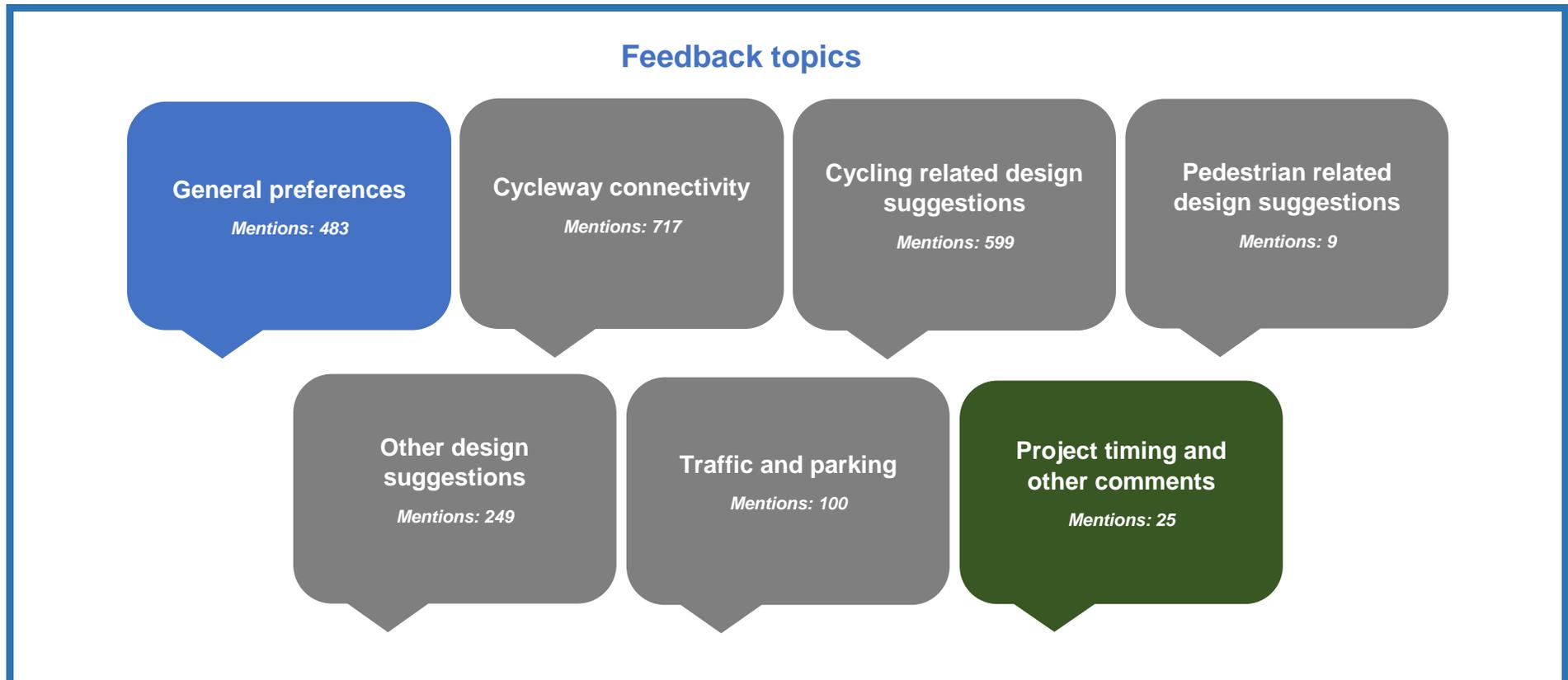
We received public feedback on the proposal from 554 submitters, the 10 most mentioned feedback themes<sup>1</sup> were:



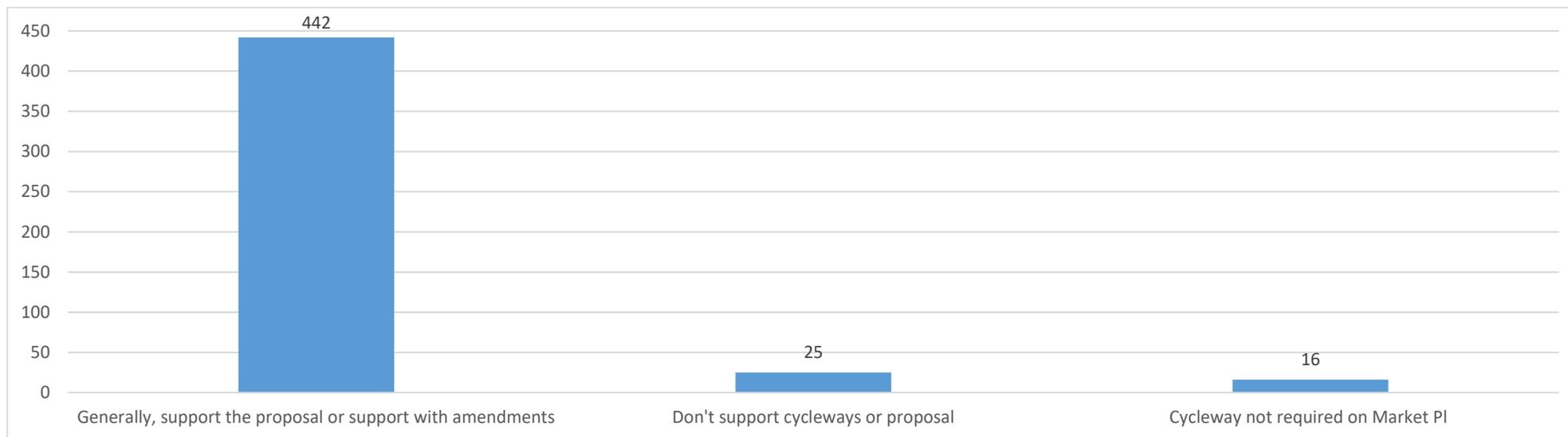
<sup>1</sup> One person's or organisation's submission can count towards multiple themes and topics.

## Key feedback topics and themes

This section outlines the feedback topics and related themes from all submitters, as well as AT's responses to the feedback themes. One person's or organisation's submission can count towards multiple topics and themes.



**General preferences**

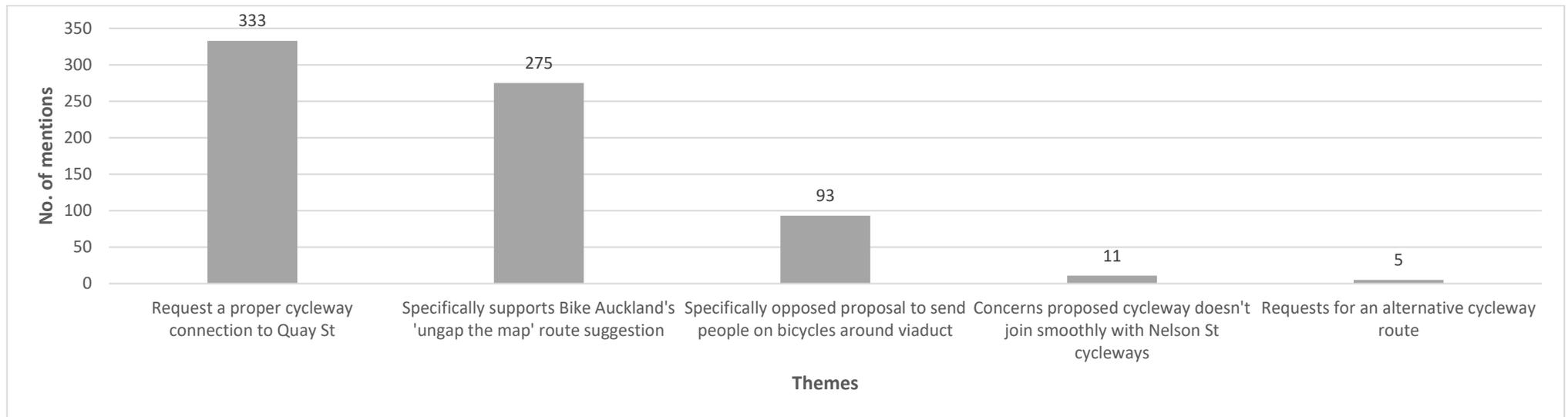


Feedback Theme	Main Points	Auckland Transport's Responses
<p>Generally, support the proposal or support with amendments</p> <p><i>Mentions: 442</i></p>	<ul style="list-style-type: none"> <li>• Supportive of changes.</li> <li>• Separated dedicated cycleways are welcome Auckland wide and in the CBD.</li> <li>• Happy that cyclists are being considered.</li> <li>• Wonder why it has taken so long to action.</li> <li>• Implement Bike Auckland's suggested changes.</li> <li>• Also include cycleway along Custom Street West and Lower Hobson Street</li> <li>• Supportive of proposal if changes are made, such as:               <ul style="list-style-type: none"> <li>○ The street remains a two-way traffic flow.</li> <li>○ Seating is removed.</li> </ul> </li> </ul>	<p>Thanks for supporting the proposed cycleway on Market Place. After public consultation in late 2017, a design review was carried out based on the feedback received. That was followed by an overall project and budget review.</p> <p>Cycleways on Custom Street West and Lower Hobson Street will be investigated at a later stage due to time, disruption to traffic, and budget constraints. We are however, investigating a temporary cycling connection for these streets in the meantime.</p> <p>Market Place between the Pakenham Street East intersection and Fanshawe Street will remain two way. This means motorists wanting to head south/west from Customs Street West will travel along Customs Street onto Pakenham Street East and then right on to Market Place.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		<p>Traffic modelling has shown the impacts of the one-way system from the Pakenham Street East to Customs Street intersections to be minor. The results show that, whilst the average delay and maximum queue lengths are expected to increase slightly, the intersection will continue to operate with an acceptable level of service. The maximum queue length for Pakenham Street East during the PM peak corresponds to around 7 vehicles. As these queues are only experienced for short durations (i.e. during the peak hours), this level of queuing is considered to be manageable. Seating locations and types will be further reviewed at detailed design stage.</p>
<p>Don't support cycleways or proposal <i>Mentions: 25</i></p>	<ul style="list-style-type: none"> <li>Existing cycleways are underused.</li> <li>Cycleways are making driving more difficult.</li> <li>AT has their priorities wrong (should be cars).</li> <li>Waste of money.</li> </ul>	<p>Thank you for your feedback. As Auckland's population increases and more cars join the road network, we are working on finding ways to make it easier and safer for people to walk and use other active modes of travel like riding bikes. The cycle facilities proposed will connect with the wider cycle network and encourage more children and adults to get on bikes – getting cars off the road which benefits all road users.</p>
<p>Cycleway not required on Market Pl <i>Mentions: 16</i></p>	<ul style="list-style-type: none"> <li>Market Place doesn't have much traffic and is safe - doesn't need a cycleway.</li> <li>Market Place is not a popular route for cyclists.</li> <li>Sturdee Street and Lower Hobson Street is a better route.</li> </ul>	<p>The proposed cycleway on Market Place along with Custom St W and Lower Hobson St will link Nelson Street Cycleway and Quay Street Cycleway together and will complete the city centre cycling loop where people of all ages and abilities can bike around the city centre, separated from traffic. Providing a dedicated cycleway on Market Place will maintain the consistency along the cycling ring route and will also achieve the project objective of providing a high-quality cycle facility catering for cyclists with different levels of experience.</p> <p>Sturdee Street was considered but discounted because:</p> <ul style="list-style-type: none"> <li>It is too narrow at the bend near the Tepid Baths to accommodate a cycleway.</li> </ul>

Feedback Theme	Main Points	Auckland Transport's Responses
		<ul style="list-style-type: none"> <li>• Cyclists consider Sturdee Street to have a 'low level passive surveillance' (low levels of people activity means people do not feel safe walking or cycling here).</li> <li>• Cyclists also told us they preferred using Market Place because it was more direct and avoids traffic signals.</li> </ul>

**Cycleway connectivity**

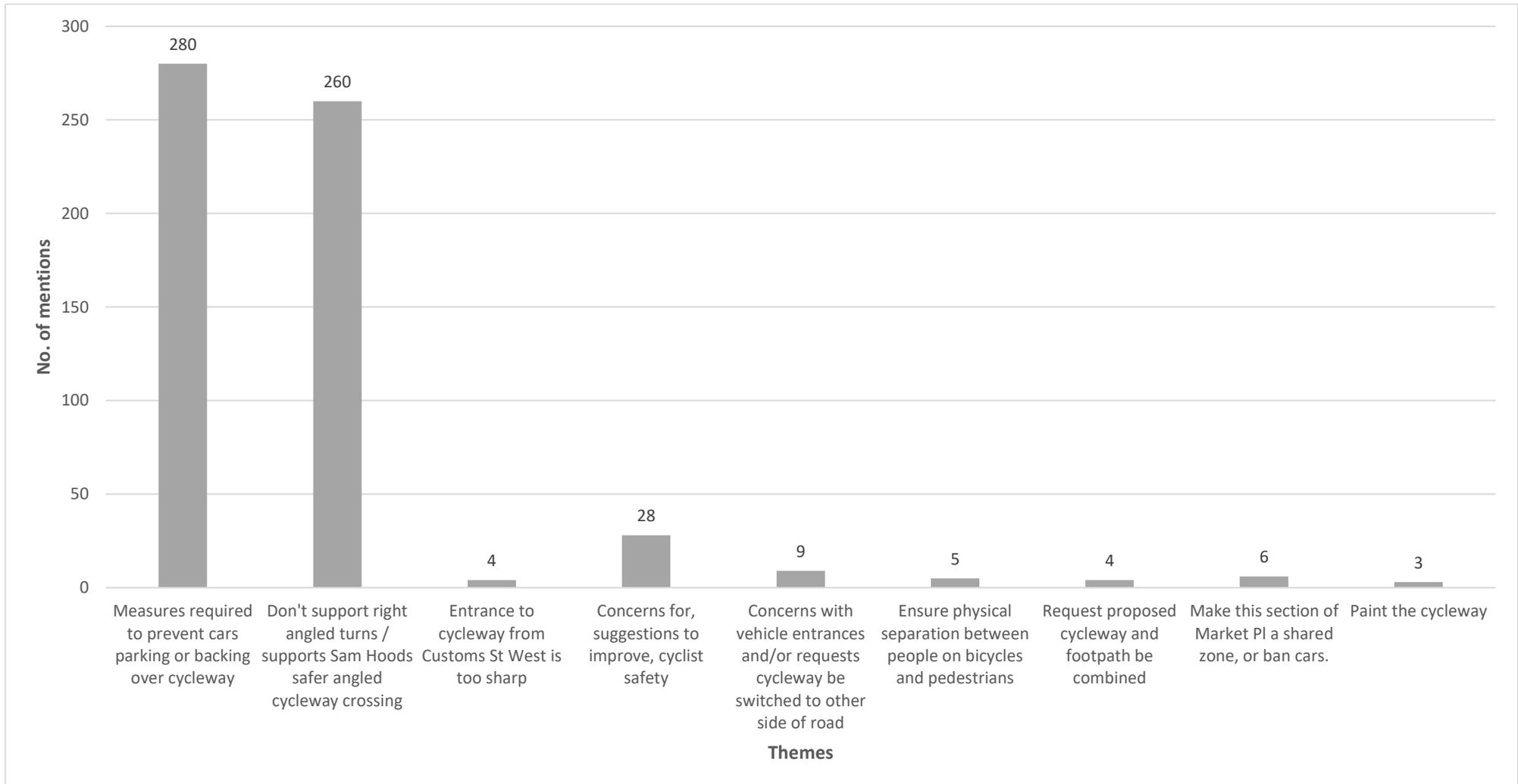


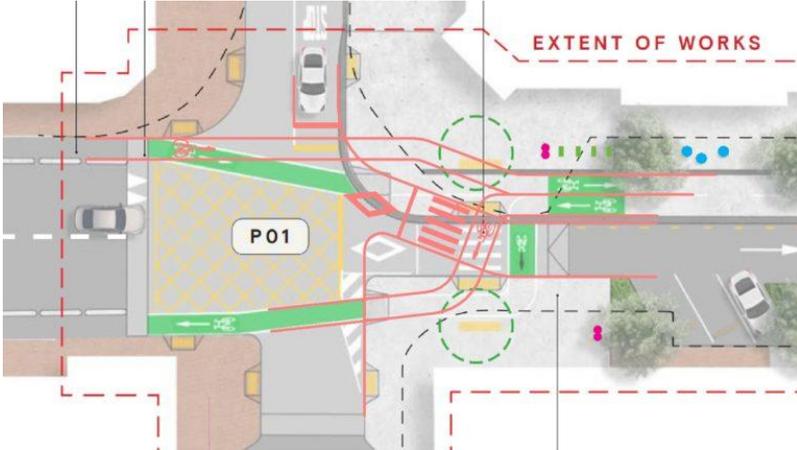
Feedback Theme	Main Points	Auckland Transport's Responses
Request a proper cycleway connection to Quay Street <i>Mentions: 333</i>	<ul style="list-style-type: none"> <li>• Most popular suggestion was to create cycleway along Customs St West and Lower Hobson St (as per the blue line on AT's cycleway map).</li> <li>• Use tactical measures (planters, paint) now to implement Customs Street West and Lower Hobson Street link.</li> <li>• Do temporarily then make permanent after Americas Cup.</li> <li>• This is more, or as, important as the proposed Market Place cycleway.</li> <li>• General requests to connect the two cycleways without specifying route.</li> <li>• Proposed connection to Quay St through viaduct is not suitable as it is a busy pedestrian and dining area. Conflicts will occur.</li> </ul>	<p>A permanent cycleway on Custom Street West and Lower Hobson Street will be investigated at a later stage due to time, disruption to traffic, and budget constraints.</p> <p>We have heard how important the full cycleway connection to Quay Street is however, and we are investigating tactical urbanism measures on Custom Street West and Lower Hobson Street to be implemented as an interim solution before the permanent cycleway facilities are in place.</p> <p>We encourage all road users in the Viaduct to share with care and it is expected that cyclists will respond accordingly in a slow speed shared path environment. We will also be looking at what we can do to make the path through the viaduct better for riders.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
<p>Specifically support Bike Auckland's 'un-gap the map' route suggestion <i>Mentions: 275</i></p>	<ul style="list-style-type: none"> <li>• Supports Bike Auckland's "Un-gap the Map" route via Customs St West and Lower Hobson St.</li> <li>• Proposed connection to Quay St through viaduct is not suitable as it is a busy pedestrian and dining area. Conflicts will occur.</li> </ul>	<p>Cycleways on Custom Street West and Lower Hobson Street will be investigated at later stage due to time, disruption to traffic, and budget constraints.</p> <p>We encourage all road users in the Viaduct to share with care and it is expected that cyclists will respond accordingly in a slow speed shared path environment. We will also be looking at what we can do to make the path through the viaduct better for riders.</p>
	<ul style="list-style-type: none"> <li>• This route can be made in a tactical way if necessary (planters, paint, kerbs).</li> <li>• Do temporarily then make permanent after Americas Cup.</li> </ul>	<p>The tactical urbanism measures on Custom Street West and Lower Hobson Street are under investigation and to be implemented as an interim solution before the permanent cycleway facilities are in place.</p>
<p>Specifically oppose proposal to send people on bicycles around the viaduct <i>Mentions: 93</i></p>	<ul style="list-style-type: none"> <li>• Ridiculous idea.</li> <li>• Unsafe to mix large numbers of pedestrians with people on bicycles. Area is too busy for people on bicycles. Almost impossible to cycle through there during the busiest times (which will include Americas Cup).the</li> <li>• Creates unnecessary tension towards people on bicycles.</li> <li>• Area should be reserved for people sightseeing, walking and dining.</li> <li>• Bricks are slippery.</li> </ul>	<p>We encourage all road users in the Viaduct to share with care and it is expected that cyclists will respond accordingly in a slow speed shared path environment. We will also be looking at what we can do to make the path through the viaduct better for riders.</p> <p>Permanent cycleway facilities will be investigated on Custom Street West and Lower Hobson Street at later stage to achieve better connection to Quay Street Cycleway.</p>
<p>Concerns proposed cycleway doesn't join smoothly with Nelson St cycleways <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> <li>• Would rather cycleways that link seamlessly by both being one-directional or two-directional.</li> <li>• Proposal and Nelson Street cycleway require too many road crossings.</li> </ul>	<p>We have chosen a two-way cycleway on one side of Market Place because it occupies less space and allows us to retain more parking spaces and save most of the trees on the road.</p> <p>As Nelson Street cycleway is a uni-directional cycleway (one direction on each side of the road) whilst Quay Street cycleway is bi-directional (two-way cycleway on one side of the road). The connection between the two cycleways has to have at least one change-over.</p>
<p>Requests for an alternative cycleway route <i>Mentions: 5</i></p>	<ul style="list-style-type: none"> <li>• Use lane from Wilson Carpark for a cycleway.</li> </ul>	<p>Fanshawe Street was considered as a direct route, however it was discounted early in the project due to high bus and general traffic volumes and lack of space in the existing corridor to provide a separate facility to accommodate cyclists safety in an arterial road environment.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> <li>Put cycleway on north side of Fanshawe Street or Sturdee Street to connect straight to Quay St.</li> </ul>	<p>Fanshawe Street was considered as a direct route, however it was discounted early in the project due to high bus and general traffic volumes and lack of space in the existing corridor to provide a separate facility to accommodate cyclists safety in an arterial road environment.</p> <p>Sturdee Street was considered but discounted because:</p> <ul style="list-style-type: none"> <li>It is too narrow at the bend near the Tepid Baths to accommodate a cycleway.</li> <li>Cyclists consider Sturdee Street to have a 'low level passive surveillance' (low levels of people activity means people do not feel safe walking or cycling here).</li> <li>Cyclists also told us they preferred using Market Place because it was more direct and avoids traffic signals.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide a cycleway along Lower Hobson Street.</li> </ul>	<p>Cycleways on Custom Street West and Lower Hobson Street will be investigated at later stage to fill the cycle ring route gap in CBD.</p>

**Cycling related design suggestions**

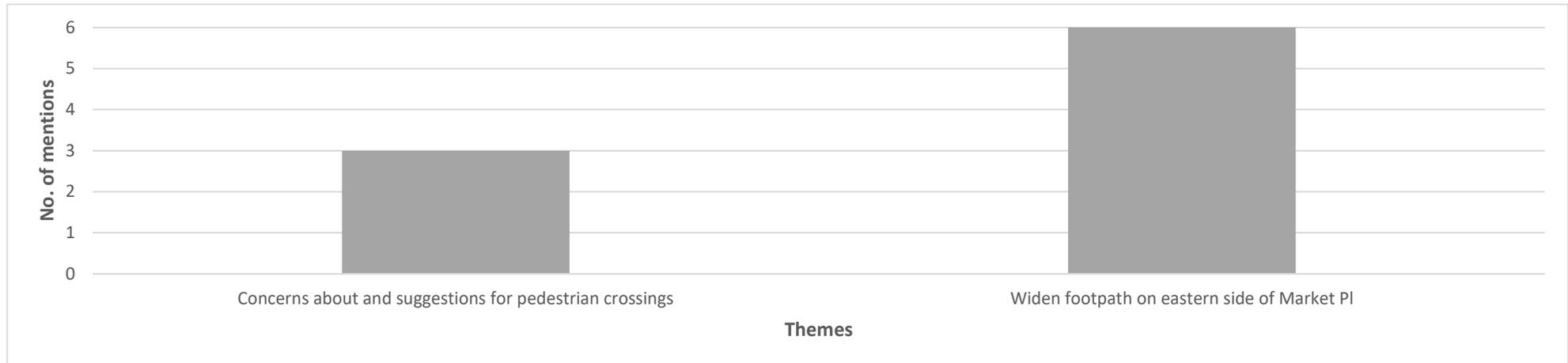


Feedback Theme	Main Points	Auckland Transport's Responses
<p>Measures required to prevent cars parking or backing over cycleway <i>Mentions: 280</i></p>	<ul style="list-style-type: none"> <li>Request barrier on side of cycleway to stop cars parking on it or using it as manoeuvring space.</li> </ul>	<p>Thank you for your feedback, we have increased the barrier height in the design to provide 150mm height kerb and a 500mm wide buffer zone to separate the cycle lane from the carriageway.</p>
<p>Don't support right angled turns / supports Sam Hoods safer angled cycleway crossing <i>Mentions: 260</i></p>	<ul style="list-style-type: none"> <li>Please use Sam Hoods proposed reshape of cycleway crossing at south end.</li> <li>Design ensures no 90-degree angle and tree can stay.</li> </ul> 	<p>Thank you for your feedback. We have incorporated this suggestion to revise the intersection which enables us to retain the two trees on entrance to Market Place.</p> <p>This kerb line creates a hazard to northbound through traffic and it is not workable for trucks manoeuvring across the intersection.</p> <p>The proposed kerb arrangements and delineation types will still ensure safe sightlines and protection for cyclists and pedestrians from vehicles.</p>
<p>Entrance to cycleway from Customs St West is too sharp <i>Mentions: 4</i></p>	<ul style="list-style-type: none"> <li>Left turn into cycleway from Customs Street West is sharper than right angles.</li> <li>Generally, don't like sharp corners at this intersection.</li> </ul>	<p>Thank you for your feedback. The kerb line at Custom St W intersection will be reviewed based on AT Traffic Design Manual.</p>
<p>Concerns for, suggestions to improve, cyclist safety <i>Mentions: 28</i></p>	<ul style="list-style-type: none"> <li>Many people are concerned that northbound cars turning left from Market Place into Pakenham Street don't see cyclists and cut across the cycleway. Suggestions to prevent this include installing: <ul style="list-style-type: none"> <li>a give way/stop sign for northbound cars turning left from Market Place.</li> <li>warning lights.</li> </ul> </li> </ul>	<p>Thank you for your feedback. Signage and safety measures here will be refined during the detailed design stage.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> <li>○ a raised table parallel with the northbound cycleway.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Raised table at Pakenham Street intersection needs to be steep enough to slow traffic entering the intersection, and also have an exit that prevents vehicles accelerating through the intersection (once on top of the raised table).</li> </ul>	<p>Each raised vehicle table is to feature a materiality change which differs from carriageway in conjunction with strategic warning road markings to further control vehicle speeds and vigilance.</p>
	<ul style="list-style-type: none"> <li>● Improve Customs Street West intersection for people on bicycles e.g. continue cycleway across Customs St West to get cyclist safely across intersection. Otherwise they have to dismount and use pedestrian crossings.</li> <li>● Install roundabout or lights at this intersection.</li> </ul>	<p>Thank you for your feedback. The design has been revised to include dedicated cycle crossing facilities at each intersection.</p> <p>A roundabout is not conducive to required safety and legibility standards here due to the site constraints</p>
	<ul style="list-style-type: none"> <li>● Concerns that extra traffic being diverted to Customs Street West will create collision hazards with and/or between pedestrians, people on bicycles and e-scooters.</li> </ul>	<p>Based on the site observation earlier this year, the volumes of cyclists, e-scooter and vehicles on Customs St West (West of Market Pl) are low even in peak periods. Assuming all the diverted traffic from Market Place will be using Custom St W, it will be still under its capacity to handle the additional traffic. In reality, the traffic from Quay St heading to Fanshawe St will choose to use Hobson St flyover instead of diving into the Viaduct Harbour area. Therefore, it is expected that the post-implementation performance of Customs St West (West of Market Pl) will be acceptable.</p>
	<ul style="list-style-type: none"> <li>● Angled parking (reversing out of car parks) on Market Place is a risk for cyclists in cycleway or heading north using the general traffic lane.</li> <li>● Please don't do a half-baked job for once, previous half-baked projects create confusing situations and safety risks.</li> </ul>	<p>Full height kerb and cyclist buffer zones are proposed to ensure safe levels of separation and protection from vehicles reversing out of parking bays.</p> <p>The project team's intention is to deliver the best outcome for the street based on time, disruption to traffic, and budget constraints.</p>
<p>Concerns with vehicle entrances and/or requests cycleway be switched to other side of road</p> <p><i>Mentions: 9</i></p>	<ul style="list-style-type: none"> <li>● Cycleway should be on other side of road as there are less vehicle entrances.</li> <li>● Vehicle entrances (some of which are very busy) are unsafe as cars drive out onto cycleway.</li> <li>● Other side of road would align with cycleway on Nelson St better.</li> </ul>	<p>Providing cycleway on the eastern side will result in more parking loss compared with our current proposal.</p> <p>The safety risk at the two vehicle entrances on the western side is low due to the low speed environment and the proposed appropriate signage, kerb and road marking measures.</p> <p>Nelson Street cycleway is a uni-directional cycleway with one way on each side of the road. But the proposed cycleway on Market Place will</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		be a two-way cycleway on one side of the road. The new two-way cycleway installed on either side of Market Place would require cyclists on one direction to cross the road.
Ensure physical separation between people on bicycles and pedestrians <i>Mentions: 5</i>	<ul style="list-style-type: none"> <li>Need physical separation from footpath along length of cycleway.</li> </ul>	<b>300mm wide mountable kerb will be installed between the cycleway and footpath.</b>
	<ul style="list-style-type: none"> <li>Don't like mixing of pedestrians and people on bicycles at southern end of Market Place/proposal.</li> </ul>	<b>Delineation between cyclists and pedestrians will be investigated during Detailed Design.</b>
Request proposed cycleway and footpath be combined <i>Mentions: 4</i>	<ul style="list-style-type: none"> <li>A shared pedestrian and cycle path would allow both traffic lanes to be kept.</li> </ul>	Width requirements for a 2-way carriageway + 2-way cycle lane are not achievable given the tight road corridor width and presence of well-established street trees. A shared pedestrian and cycle path also reduces the level of service for both road users.
Make this section of Market Pl a shared zone or ban cars. <i>Mentions: 6</i>	<ul style="list-style-type: none"> <li>Create a shared zone (cars, pedestrians and people on bicycles share one space).</li> <li>Want a shared zone so two-way traffic flow can be maintained.</li> <li>Shared space or no cars creates a nicer space and more space for everyone.</li> </ul>	Given the streets restrictive width allowances in between established street trees, a shared surface strategy does not offer users a safe experience.
	<ul style="list-style-type: none"> <li>Ban cars completely but install bollards to allow only residents to access carparks.</li> </ul>	Market Place is a key local road in a wider city vehicular circulation. Market Place also services commercial addresses in the Turners + Growers building.
Paint the cycleway <i>Mentions: 3</i>	<ul style="list-style-type: none"> <li>Paint cycleway the entire length so it stands out.</li> </ul>	The cycleway will feature a visually contrasting concrete surface to that of the vehicle carriageway and adjoining pedestrian footpath which will enable it to stand out clearly as a cycleway. The addition of a 150mm high kerb will further delineate the cycle lane from the vehicle carriageway. Cycle lane markings will adhere to Auckland Transport standards.

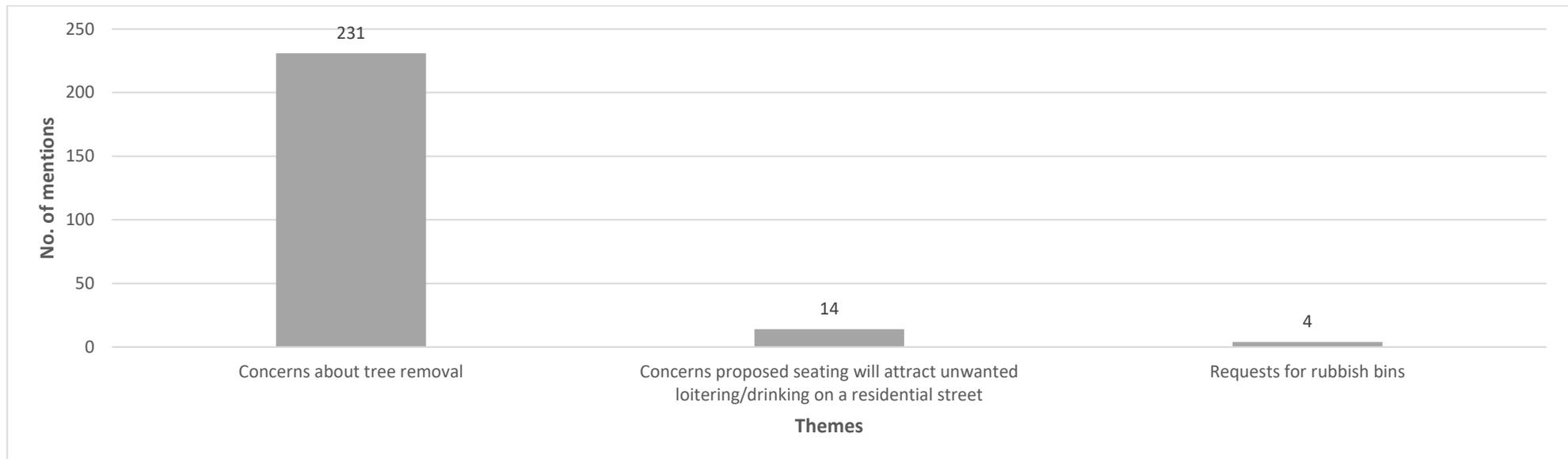
## Pedestrian related design suggestions



Feedback Theme	Main Points	Auckland Transport's Responses
Concerns about and suggestions for pedestrian crossings <i>Mentions: 3</i>	<ul style="list-style-type: none"> <li>Provide zebra crossings on all legs of the Pakenham Street intersection. Movements across the south-east area are particularly busy for people walking to catch bus.</li> </ul>	It is observed that major pedestrian movement is in east-west direction walking to/from bus stop located on Sturdee Street (to the north of Pakenham Street East), thus a zebra crossing across northern Market Place will serve this major pedestrian movement. The pedestrian volumes across Pakenham Street East and southern Market Place are relatively lower while vehicle volumes are greater, thus zebra crossings were not proposed across the other three legs.
	<ul style="list-style-type: none"> <li>Provide a zebra crossing on the third leg of the Customs Street West intersection.</li> </ul>	A zebra crossing will be provided on each leg of Custom St W intersection.
	<ul style="list-style-type: none"> <li>The zebra crossing across Market Place at the Customs Street West intersection should not be offset from pedestrian desire lines. Pedestrians should be priority in city centre, not stacking space for cars at intersections. The proposed alignment may</li> </ul>	Shifting the pedestrian crossing closer to the intersection would force vehicles to stop on top of the zebra crossing as they need to check the traffic gap before making the turn. Pedestrians then have to cross the road between vehicles which is not safe for pedestrians.

Feedback Theme	Main Points	Auckland Transport's Responses
	<p>also mean that the trees shown on the plan obstruct drivers views of pedestrians approaching the crossing.</p>	
<p>Widen footpath on eastern side of Market PI  <i>Mentions: 6</i></p>	<ul style="list-style-type: none"> <li>• Footpath on east side has stairs and is not wheelchair accessible. The road level footpath is too narrow.</li> <li>• Widen the road level footpath, particularly for people with disabilities.</li> </ul>	<p>An accessible footpath is provided on the West side of the street. It is not possible to increase the Eastern footpath width due to established tree alignments and limited road corridor width.</p>

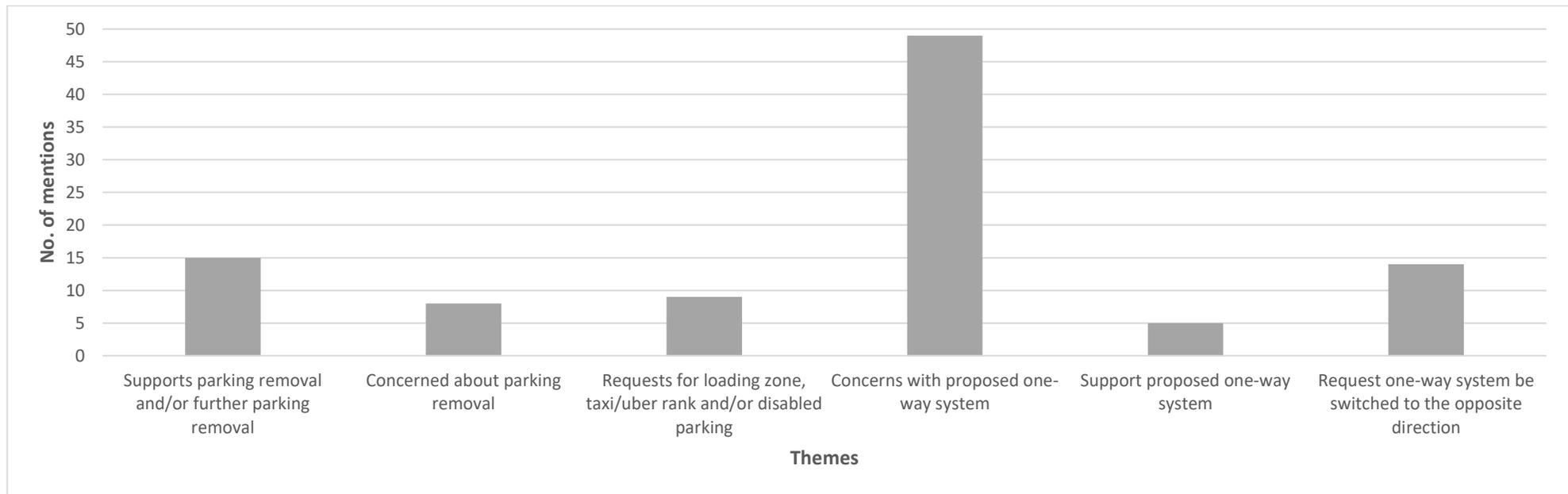
## Other design suggestions



Feedback Theme	Main Points	Auckland Transport's Responses
Concerns about tree removal <i>Mentions: 231</i>	<ul style="list-style-type: none"> <li>• Please try to retain all trees.</li> <li>• Particularly do not remove the tree to make cycleway crossing at south end.</li> </ul>	Thank you for your feedback. After considering all feedback and reviewing the design, we will retain all healthy trees on the street.
Concerns proposed seating will attract unwanted loitering/drinking on a residential street <i>Mentions: 14</i>	<ul style="list-style-type: none"> <li>• Market Place is a target for night time loitering, alcohol consumption and noise. Seats will encourage more of this behaviour.</li> <li>• Seats will encourage homeless to take up residence in Market Pl.</li> <li>• These issues are particularly troublesome for residents/apartments along Market Place.</li> </ul>	We understand this is a concern and have updated the design to put seating at intersection areas only and not outside residences.

Feedback Theme	Main Points	Auckland Transport's Responses
<p>Concerns proposed seating will attract unwanted loitering/drinking on a residential street</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> <li>• Please provide rubbish bins in design.</li> <li>• Many people pass through this area after leaving nightclubs and leave rubbish.</li> <li>• Recycling bins are required.</li> <li>• Sierra café needs a rubbish bin outside.</li> </ul>	<p>Auckland Council standard twin bins are incorporated into the design. These are single structure bins which offer separated recycling and general waste capacity.</p>

**Traffic and parking**

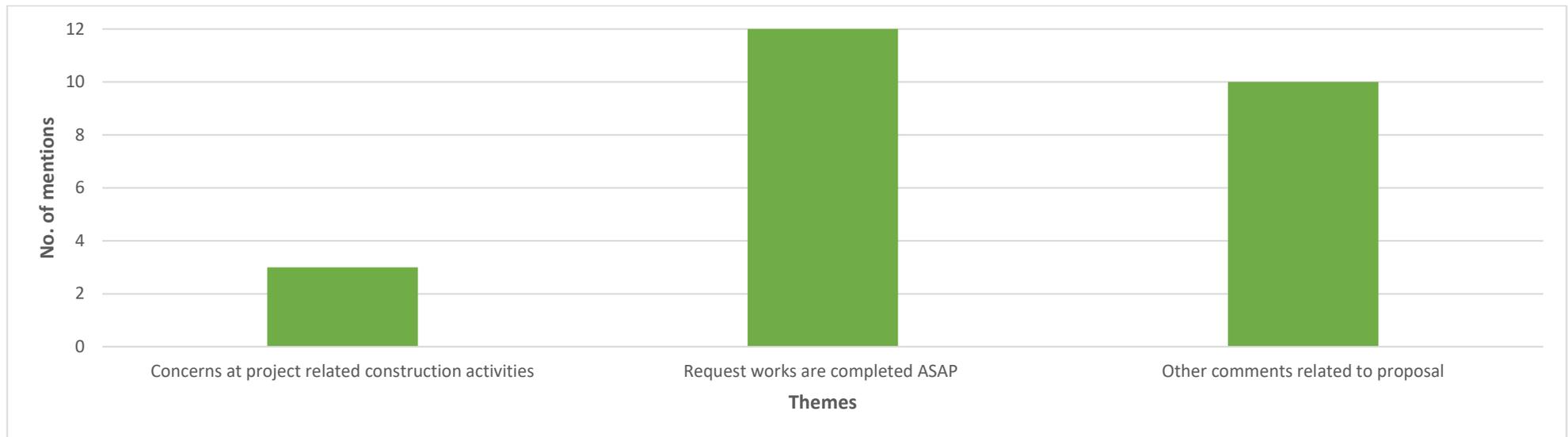


Feedback Theme	Main Points	Auckland Transport's Responses
Supports parking removal and/or further parking removal <i>Mentions: 15</i>	<ul style="list-style-type: none"> <li>Remove all the carparking so both traffic lanes can be kept.</li> <li>There are two major car parking buildings very close by, on-street parking isn't required.</li> <li>Shouldn't be providing additional car parking in a climate emergency.</li> </ul>	Thank you for your feedback. The road side car parking on Market Place is always full, which means that there is a need to retain carparking to serve nearby properties including local businesses.
Concerned about parking removal <i>Mentions: 8</i>	<ul style="list-style-type: none"> <li>Please do not remove parks.</li> <li>Car parks are needed.</li> </ul>	Most of the car parks on Market Place will be retained.

Feedback Theme	Main Points	Auckland Transport's Responses
<p>Requests for loading zone, taxi/uber rank and/or disabled parking <i>Mentions: 9</i></p>	<ul style="list-style-type: none"> <li>• Need loading zones to prevent cycleway being used as a loading zone or delivery vehicles/couriers blocking road and causing traffic tail backs/congestion.</li> <li>• Need a taxi/uber rank and/or 5-15minute time limited parking.</li> <li>• Provide 2 disability parks at northern end of Market Place.</li> </ul>	<p>Thank you for your feedback. There are loading zones on Customs Street West which can service Market Place. The cycleway will have clear delineation with heightened separators to prevent parking or loading on the cycleway.</p> <p>A slight reduction in carparks is proposed, the number of mobility car parking will be retained the same in order to strike a balance.</p>
<p>Concerns with proposed one-way system <i>Mentions: 49</i></p>	<ul style="list-style-type: none"> <li>• Generally, unsupportive of one-way system through Market Place.</li> <li>• Will create/worsen traffic congestion. Has AT assessed the impact on surrounding streets and intersections?</li> <li>• One-way system will push additional traffic into surrounding streets posing risk to all road users.</li> </ul>	<p>A traffic impact assessment was conducted and concluded that 1-way northbound Market Place will not impose adverse impact to the operation of nearby road network.</p> <p>Part of Market Place (Between Pakenham Street East and Fanshawe Street) will still operate two-way as is happening now which will enable people to get onto Fanshawe Street by going onto Customs Street West and turning onto Market Place at Pakenham Street East.</p>
	<ul style="list-style-type: none"> <li>• Creates an inconvenient route for vehicles e.g. residents, workers, tourists.</li> <li>• Will vehicles be able to turn right into the south end of Market Place from Pakenham Street East and access Fanshawe Street etc. that way?</li> <li>• Will increase right turning traffic from Pakenham Street East into Market Place which may cause safety or congestion issues.</li> </ul>	<p>The existing right-turn from Pakenham Street East to Market Place southbound will be maintained. As there will no longer be traffic coming from Market Place southbound, it will be easier for Pakenham Street East traffic to turn right to Market Place. The raised table at the intersection would reduce the speed and enhance safety. A traffic impact assessment has concluded that the intersection will operate satisfactorily.</p>
	<ul style="list-style-type: none"> <li>• Make two-way traffic flow just to the entrance of The Parc basement, will only require the removal of two car parks.</li> </ul>	<p>If the Market Place northern section is changed to 2-way and southbound is leading to The Parc only, other motorists on Customs Street West would be confused if they turn into the 2-way road which may cause a safety issue. Width requirements for a 2-way carriageway + 2-way cycle lane are not achievable given the tight road corridor width and presence of well-established street trees.</p>
	<ul style="list-style-type: none"> <li>• Cars entering the proposed one-way system on Market Place will do so at speed and risk hitting pedestrians and cyclists.</li> </ul>	<p>The proposed raised table at the intersection with Pakenham Street East would reduce the speed before entering Market Place.</p>
<p>Support proposed one-way system</p>	<ul style="list-style-type: none"> <li>• Generally supportive of one-way system on Market Place.</li> </ul>	<p>Thank you for your feedback.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
<i>Mentions: 5</i>		
Request one-way system be switched to the opposite direction <i>Mentions: 14</i>	<ul style="list-style-type: none"> <li>• Want the proposed one-way direction on Market Place to be changed to the opposite direction (south).</li> <li>• There are several alternative routes for bringing traffic into the Viaduct precinct. Would be a better function if Market Place moved the traffic out of the area towards Nelson Street, the Harbour Bridge, motorway etc.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Changing the direction to southbound would give cyclists the right of way onto Sturdee Street making it safer for cyclists.</li> </ul>	<p>Keeping the one-way northbound as proposed would reduce the conflicting movements at the intersection with Pakenham Street East, the intersection will have 2 entries only instead of existing 3 entries. Safety will be enhanced with fewer conflicting movements, but it would not be the case if we change the one-way to the opposite direction (southbound).</p> <p>In the morning peak, if Market Place (northern section) is changed to southbound, then the majority of traffic from Market Place (southern section) have to turn left to Pakenham Street East and at the same time need to give way to cyclists across Pakenham Street East, the chance of vehicles tailing back to Fanshawe Street intersection would be increased, which is not preferred.</p>

## Project timing and other comments



Feedback Theme	Main Points	Auckland Transport's Responses
<p>Concerns at project related construction activities</p> <p><i>Mentions: 3</i></p>	<ul style="list-style-type: none"> <li>• There is enough roadworks on in the CBD at present.</li> <li>• Complete Victoria St and Quay St works before starting more.</li> <li>• Area should be free from roadworks in lead up to America's Cup.</li> </ul>	<p>Market Place is the entrance to the Viaduct Harbour. The proposed cycleway on Market Place forms a key link in the Auckland city centre cycling network. Completion of this cycleway will provide commuters and visitors an environmentally friendly travel mode.</p> <p>Auckland Transport have assessed the roadworks impact on the wider network's operation, it is considered to be acceptable given the low traffic volume on Market Place and the distance from the other construction sites.</p>
<p>Request works are completed ASAP</p> <p><i>Mentions: 12</i></p>	<ul style="list-style-type: none"> <li>• An alternative to cyclists using the shared path in the Viaduct precinct needs to be completed prior to America's Cup. This will encourage people to cycle to the Viaduct instead of driving, reducing congestion.</li> </ul>	<p>Tactical urbanism measures on Custom Street West and Lower Hobson Street are under investigation. Those measures will be an interim solution before the permanent cycleways are in place on both streets to connect to Quay Street Cycleway.</p>

Feedback Theme	Main Points	Auckland Transport's Responses
	<ul style="list-style-type: none"> <li>Area already has ongoing construction, may as well do it all at once and complete cycleway link.</li> </ul>	
Other comments related to proposal <i>Mentions: 10</i>	<ul style="list-style-type: none"> <li>Close eastern end of Pakenham Street and create a public open space.</li> </ul>	Closing Pakenham Street eastern end is not feasible. The out of service buses will turnaround using Pakenham St E eastern side to Sturdee Street.
	<ul style="list-style-type: none"> <li>Put lights along the cycleway.</li> </ul>	Proper lighting design will be carried out during detailed design stage.
	<ul style="list-style-type: none"> <li>Provide the cycleway on road and narrow traffic lane width to 2.75m which is suitable for a low speed environment like this. Narrow lanes will further reduce traffic speeds.</li> </ul>	The proposed carriageway width will accommodate large vehicles (such as buses) travelling along the road, as well as allowing parking vehicles in/out of the parking spaces without traversing on the cycleway.  A separated cycleway will provide higher level of service for the cyclists and safer facility for all road users.
	<ul style="list-style-type: none"> <li>Reduce speed limits in the area.</li> </ul>	Thank you for your feedback. The proposed speed table on each end of Market Place will ensure a low speed environment on the road.
	<ul style="list-style-type: none"> <li>Provide bike racks, secure parking for e-scooters and/or motor bike parking.</li> <li>Having bike racks will only lead to more e-scooters left on the pavement and blocking it. As users are heading towards the waterfront, suggest bike racks and scooter stands are placed at that end on the viaduct side of Customs Street West.</li> </ul>	Bike rack's are proposed at strategic points along Market Place which provide capacity at key entry and exit points.  Existing no. of bike racks within project scope = 4 Proposed no. of bike racks within project scope = 16
	<ul style="list-style-type: none"> <li>Consider using reverse-angle parking on Market Place, as this has many safety benefits over standard angle parking.</li> </ul>	Reverse-angle parking is not a conventional parking arrangement, which may lead to confusion to vehicle drivers and congestion on road. Provided the low traffic volume on Market Place, the front-in parking is considered safe.
<ul style="list-style-type: none"> <li>Include some art works in the design (that people <u>can't</u> sit on).</li> </ul>	Art works are outside the project scope and budget unfortunately. We will provide new street furniture to provide streetscape enhancement.	

## Key interest groups

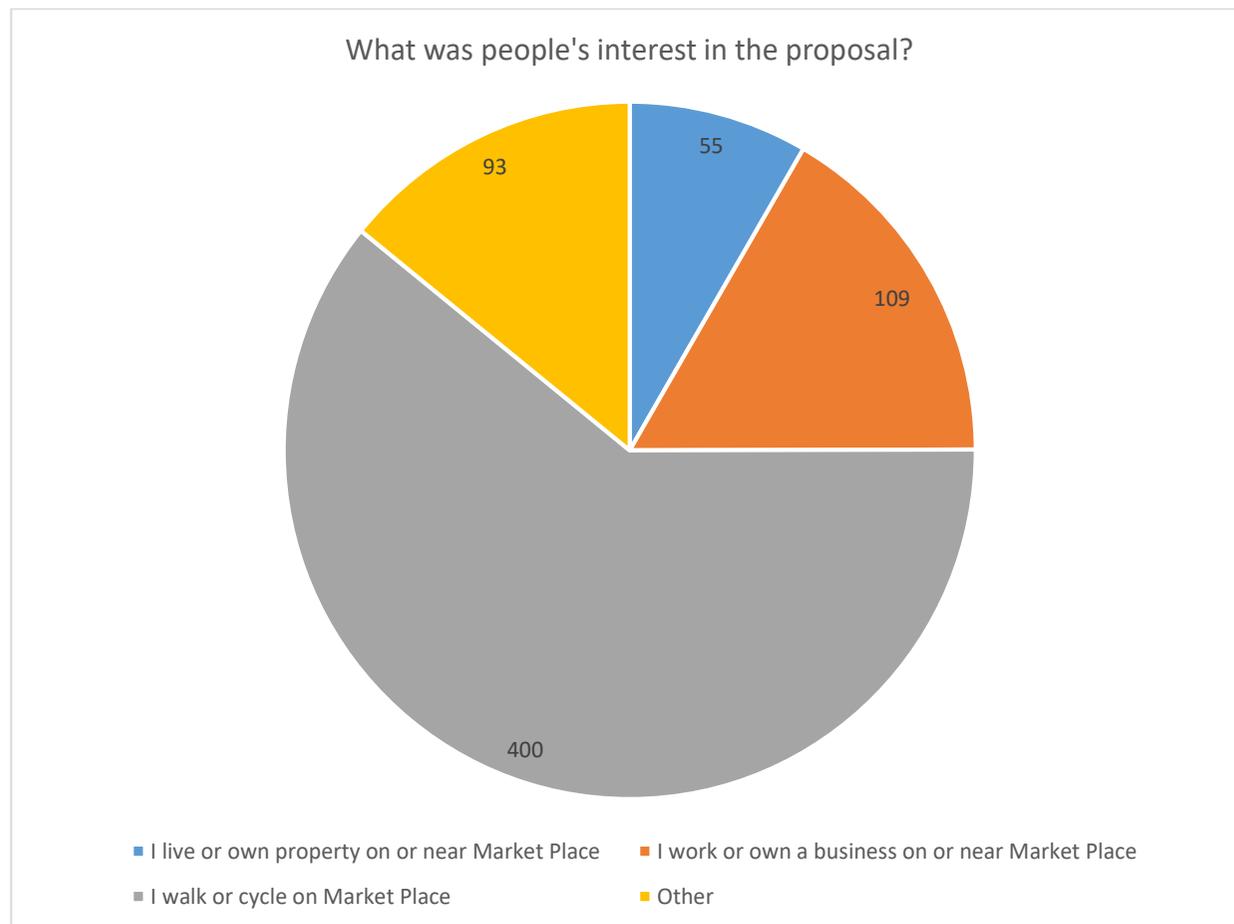
The following key interest groups/organisations provided feedback on the proposal. For a copy of their submission please refer to [Attachment 3](#). For more information on the public's interest in the proposal please refer to the section below.

- Bike Auckland
- Heart of the City
- City Centre Residents' Group
- Generation Zero
- MET Branch Green Party
- Walk Auckland
- Viaduct Holdings Limited
- Chairperson Lumina The Parc
- Body Corporate 321390
- Body Corporate 336460

## Peoples interest in the proposal and feedback by interest group

We received public feedback on the proposal from 554 people and organisations.

- The graph below shows peoples/submitters interest in the proposal\*.
- The graphs on the following pages show the themes that were most mentioned for each interest group\*.

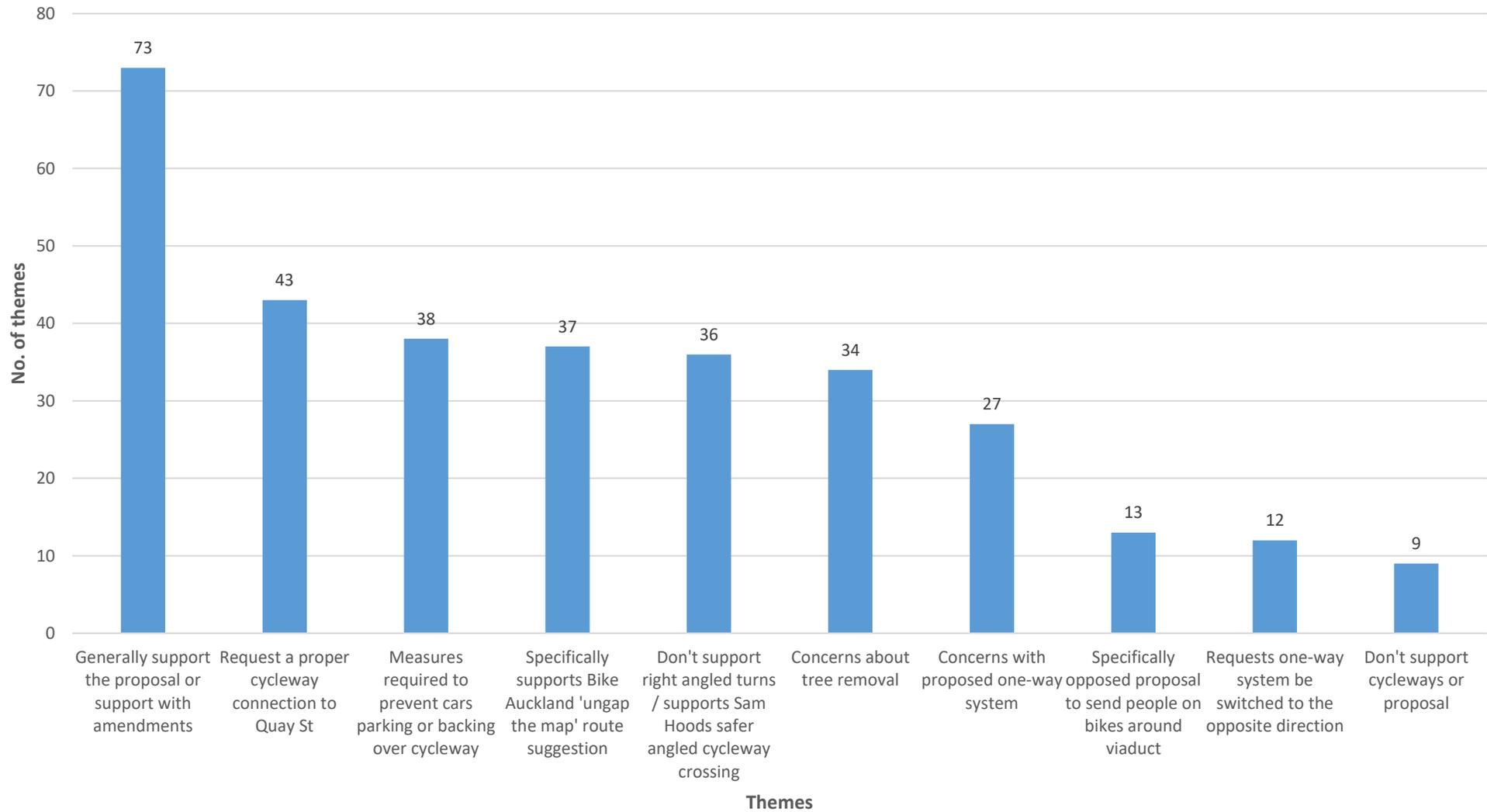


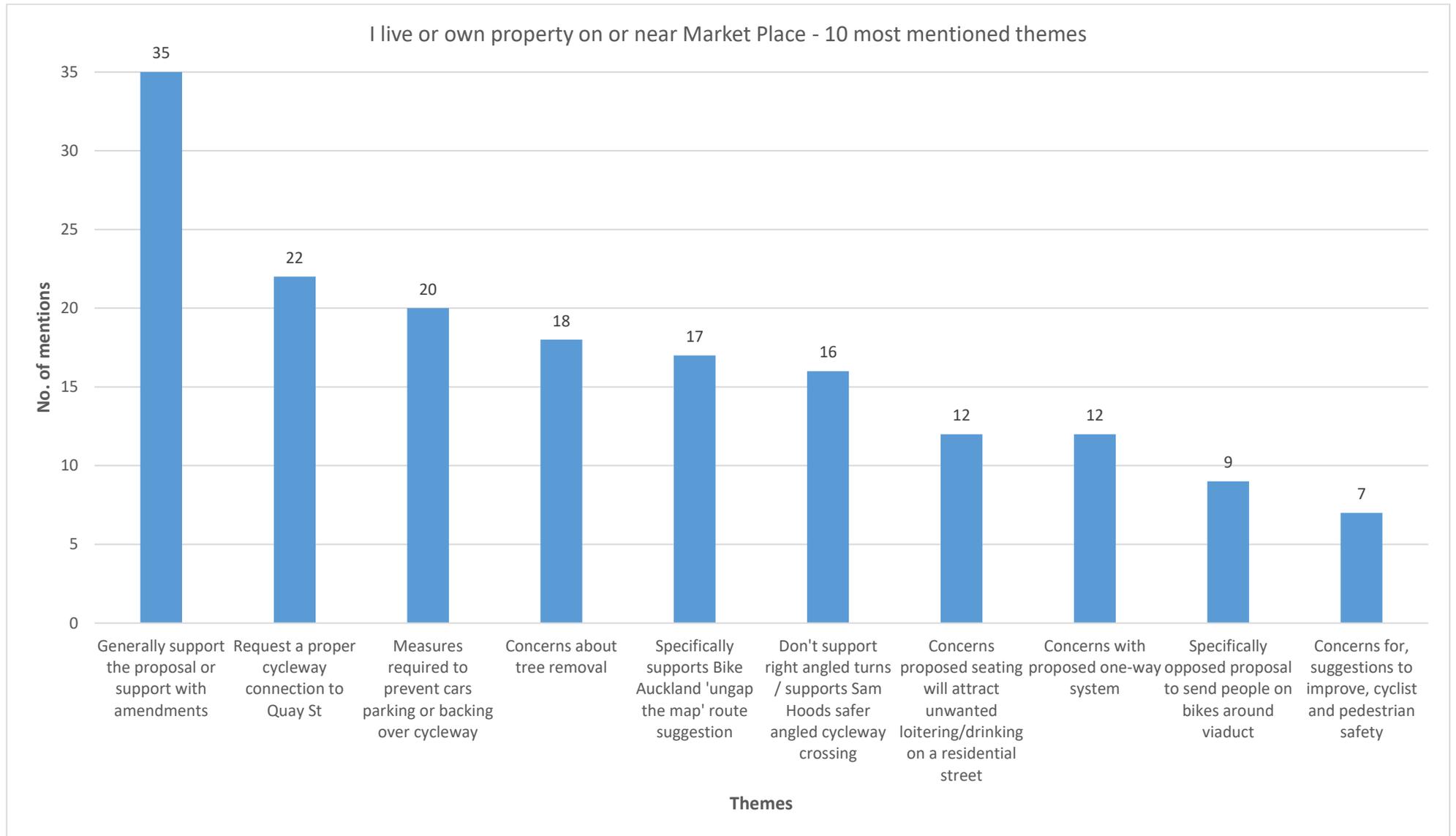
### \*Multiple Counts

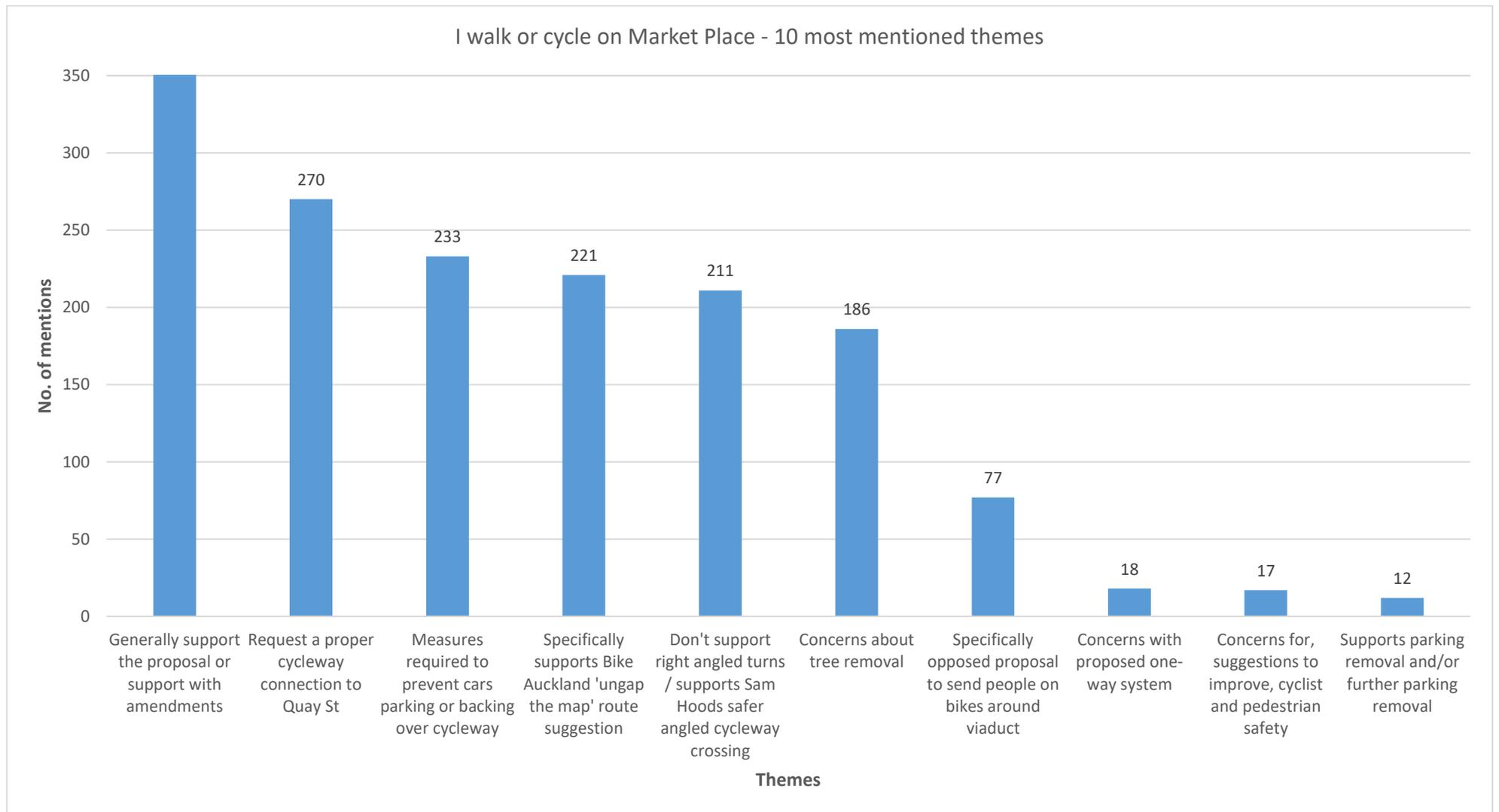
Respondents could select more than one interest in the proposal. For example, someone may have selected 'I live or own property on or near Market Place' and 'I walk or cycle on Market Place'. This means:

- The total number for people's interest in the proposal (graph to the left) adds to more than 554.
- With regard to the graphs on the pages that follow, which show the themes that were most mentioned for each interest group. If someone selected their interest in the proposal as 'I live or own property on or near Market Place' and 'I walk or cycle on Market Place' then any theme this person contributed to would be counted as a mention on the graph for 'I live or own property on or near Market Place' and the graph for and 'I walk or cycle on Market Place'.
- The multiple counts described in the bullets above only apply to this section of the report i.e. multiple counts related to interest groups do not affect the previous sections of this report.

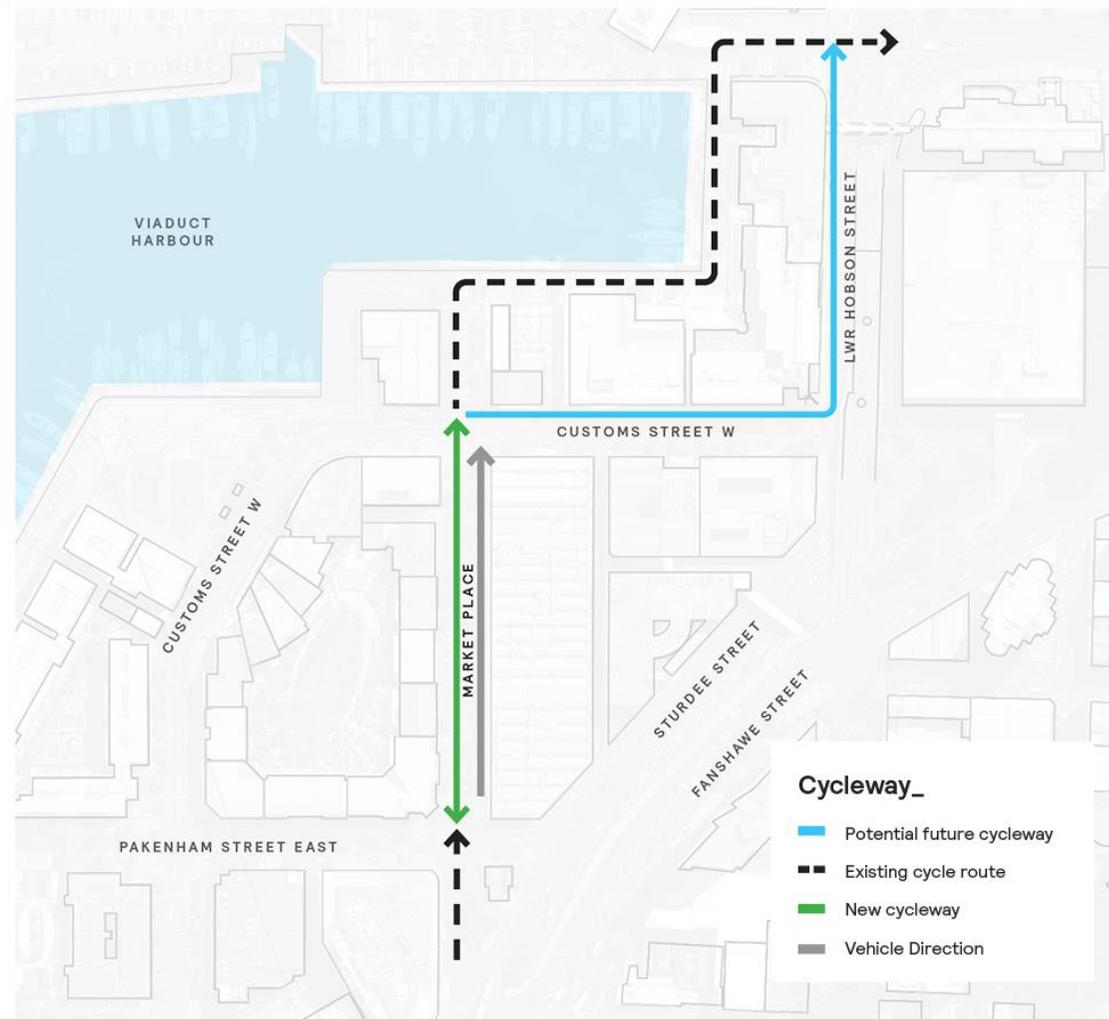
I work or own a business on or near Market Place - 10 most mentioned themes



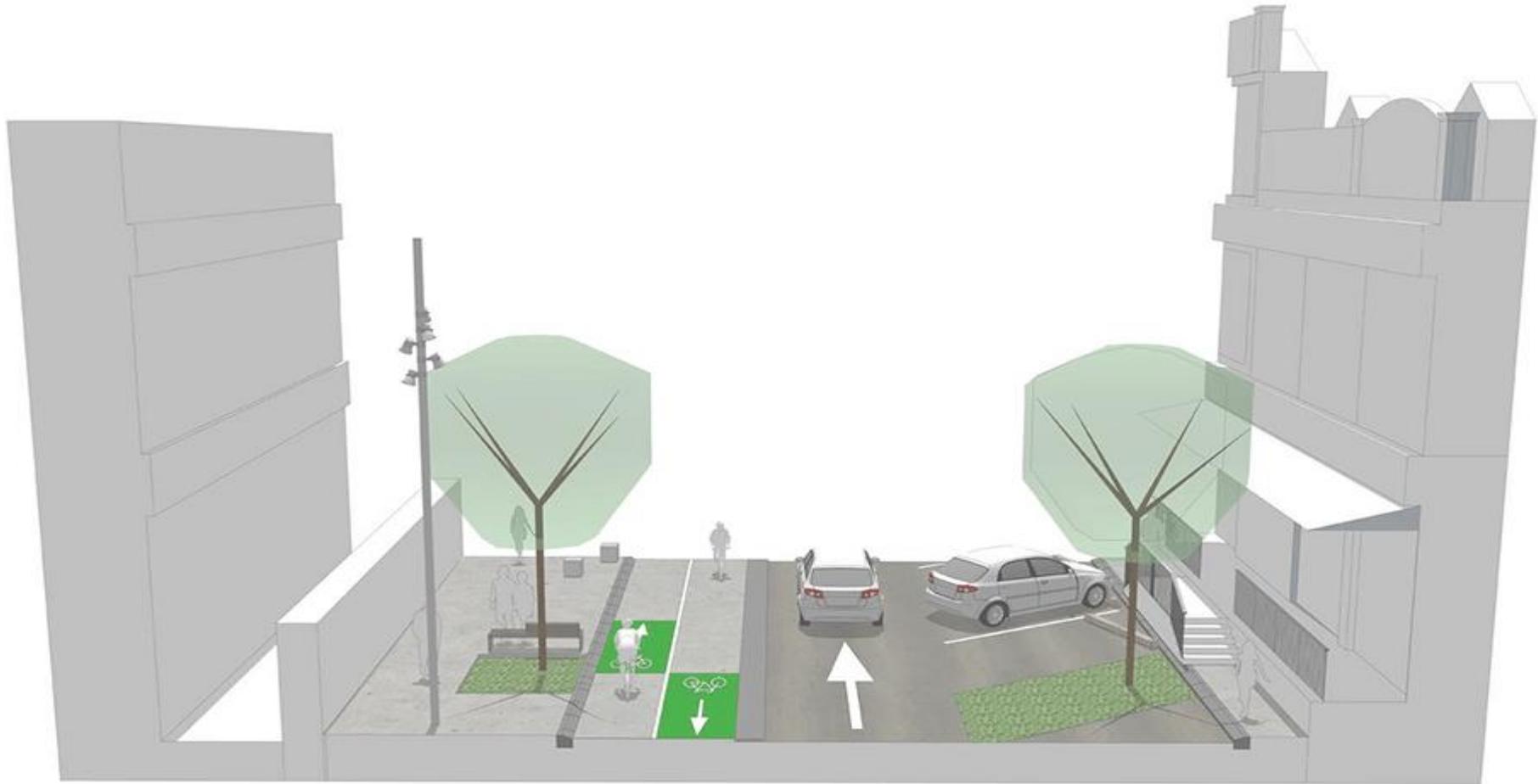




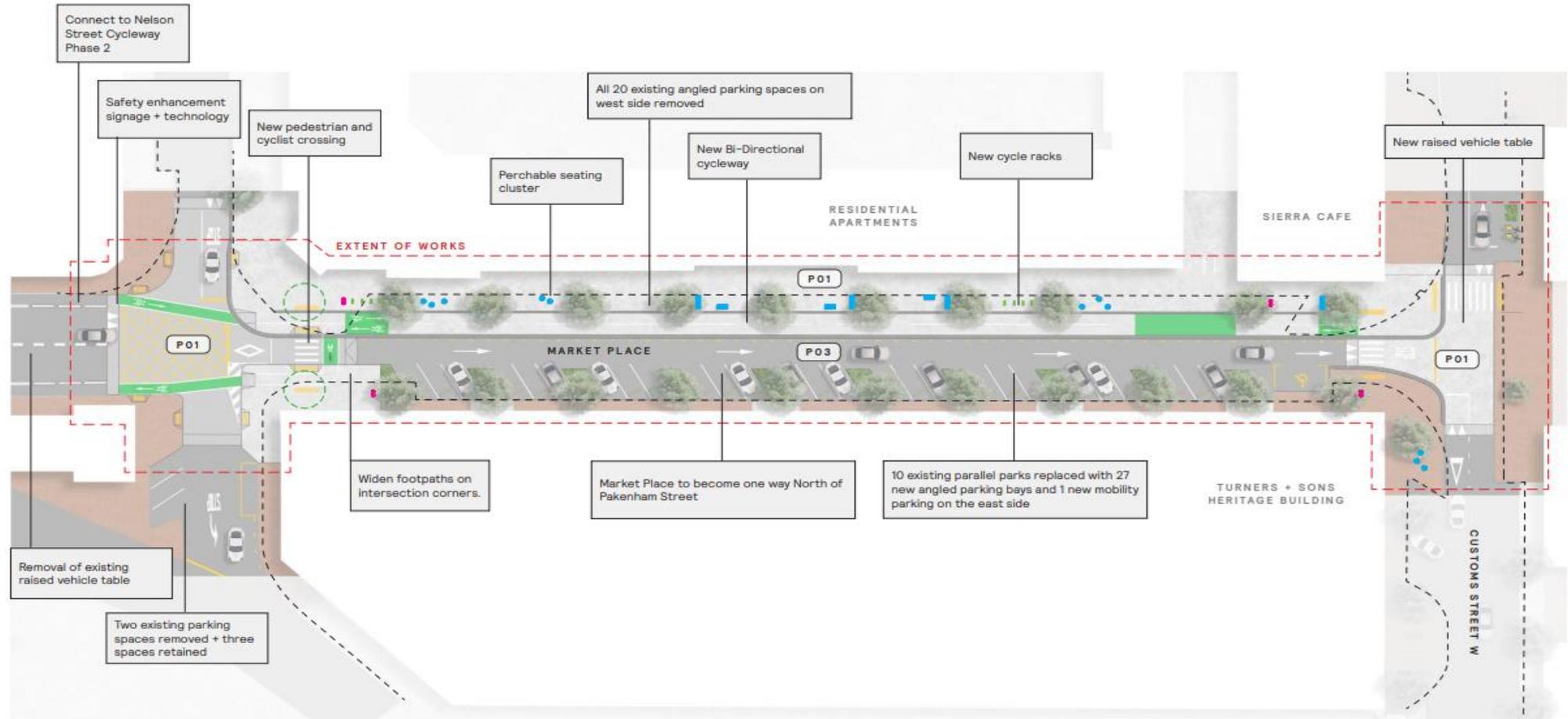
# Appendix 1: Designs for public feedback







**NELSON STREET PHASE 3  
CONCEPT  
ZONE PLAN - MARKET PLACE**



Tree removed

- P01 Exposed Concrete
- P03 Asphalt Carriageway
- K01 Kerb Type A
- K02 Kerb Type B

Existing Kerb

- Sculptural Stools
- Bench Seat
- Cycle Rack
- Twin Bin

1:250 @ A1  
1:500 @ A3

# Appendix 2: Feedback form



Please complete this freepost form and return it to us by **Sunday 8 March 2020**.

Alternatively, you can provide feedback online at [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

If you have difficulty completing the form, you can call us on **(09) 355 3553** and our contact centre staff will fill in the feedback form with you over the phone.

If your comment relates to a specific location, please be sure to state where. You are welcome to attach additional pages (or feedback online) if you need more space to provide feedback.

Do you have any feedback on the proposed changes?

.....  
 .....  
 .....

**PERSONAL INFORMATION**

Name .....

Business/Organisation .....

Street address .....

Suburb .....

City/Town ..... Post code .....

Email address ..... Phone number .....

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project. The following information is for statistics purposes only, and does not affect your feedback.

PRIVACY: AT is committed to protecting our customers' personal information.

**What best describes your interest in this proposal?**  
(please tick all that apply)

I live or own property on or near Market Place

I work or own a business on Market Place

I walk or cycle on Market Place

Other (please specify)

.....  
 .....  
 .....

**How did you first hear about this project?**  
(please tick all that apply)

Information posted/emailed to me

Auckland Transport website

Word of mouth

Other (please state)

.....  
 .....  
 .....



## Appendix 3: Feedback from key interest groups

### Bike Auckland

Bike Auckland supports this project on the condition that it is delivered with a full connection through to Quay St. For ease of access and for the safety of everyone, we cannot support a truncated project that funnels additional people on bikes and scooters into the busy Viaduct Area when it is likely to be most crowded with people on foot.

Please see the link below – this blog post constitutes Bike Auckland's submission, and includes tactical suggestions for

- 1) bridging the gap to Quay St
- 2) an improved design for the crossing near the intersection with Pakenham St East,
- 3) a request for a robust curb treatment on Market Place.

We're confident you can deliver on all three points and look forward to advising on detailed design. Thank you, as always.

<https://www.bikeauckland.org.nz/lightpath-to-the-waterfront-time-to-ungap-the-map-feedback-by-8-march/>

### Heart of the City

Thank you for the opportunity to provide feedback. Heart of the City (HOTC) is the business association for the city centre, which includes more than 4000 commercially rated properties and 12,000+ businesses. We are committed to the growth and success of the city centre as a vibrant, accessible, safe and welcoming urban community.

Overall, HOTC is supportive of creating a connected cycleway network in the city centre, and we recognise that it has been slow to get this completed, however we question whether now is the right time to undertake construction of Market Place for a number of reasons.

**Tactical project:** HOTC is supportive of exploring this concept, however we have concern that without either a complete concept design for the area (Market Place to Quay Street) or even an agreed 'tactical urbanism' plan in place before the Market Place project begins, that the right outcomes may not be delivered for the area – including for business.

#### **Consider the wider precinct area and needs:**

With the detailed design to be progressed for the Market Place project following consultation, we believe it's important to look at the wider scope of the project, including the leg from the Market Place through to Quay Street. Whilst funding is not yet confirmed for this, it would be logical in our minds to work through the design with the key stakeholders in the area so there is a holistic and agreed approach before construction begins on MarketPlace. This is particularly important given the issues that were raised at the time of the earlier project around loading and servicing. This could be factored into the discussions around the 'tactical' urbanism aspect of the project which would also look to test how this important function can be best accommodated whilst also providing for a cycling link.

#### **Parking Spaces and provision of loading in the area**

We understand that the design has been reworked to retain the majority of car parking spaces currently in the street by introducing angle parking on the eastern side.

One of the issues raised during consultation for the Market Place to Quay Street leg of the cycling project was concern about enabling adequate loading and servicing access for businesses in the area. We would like to understand if there has been any consideration and needs analysis for the provision of some loading spaces within the Market Place project to accommodate these needs, which may also offset any possible loss and or rearrangement of loading spaces nearby due to both the temporary cycling connections project or the permanent project long term. Loading provision across the city centre is significantly stretched and should be given priority in all new streetscape projects.

**Mitigating disruption:**

It will remain important to ensure that this is factored into the execution of this project - with a high degree of uncertainty of what the environment will be like in the coming months, and recognising that there has been major impact on businesses as a result of Covid-19 planning to mitigate the impact of construction is vital. This includes accelerated construction times; consideration of hours and days worked to achieve this. Market Place has commercial businesses on one side and hospitably businesses are located nearby. For the period of construction, consideration of their needs must be taken into consideration. The street also provides key sightlines and access into the busy Viaduct area and this must be take into account. Budget must be allocated for development response, and the approach to this confirmed in advance of construction starting.

**City Centre Residents' Group**

The City Centre Residents' Group strongly supports widening and improvement of footpaths and the ongoing creation of safe, separated space for people using bicycles by reallocating space within the road corridor.

The separation of 'momentums' into three categories (slow/light, medium/light, fast/heavy) is essential for the comfort and safety of residents and visitors to the city and this project fundamentally aims to do this.

The lack of the 'final' connection to Quay Street, however, fatally undermines this. Pushing bicycles into the people dense viaduct entertainment district invites conflict, and expecting everyday people, including our families and children, to use the unchanged Customs Street West and absolutely awful Lower Hobson Street is disappointing. As such we support the proposal on the assumption that the remainder of the initial stage 3 proposal (i.e. connectivity along Custom Street West and Lower Hobson to Quay Street), with a range of comments relating to specific concerns based on our daily experiences.

The first concern is that there is a 100% likelihood of the cycle lane being used as a loading zone and short-term parking in the current proposal. The lack of mobility and loading zones on the street will ensure this outcome. We request that Loading zones be provided at both ends of the street (consistent with ATs Loading and Servicing Strategy) and that physical barriers be in place to prevent vehicles from entering the cycle lane and the newly widened footpaths, especially at the corners. These are not hypothetical concerns to residents who are negatively affected by this issue daily.

The second issue is the lack of walking priority at the southern intersection and a safe crossing missing from the northern intersection. We request that the intersection with Pakenham Street have painted zebra crossings provided on the three remaining legs. Movements onto the 'island' at the south east end of the proposed work area are frequent for people getting to the Northbound Northern Express bus stops on Fanshawe Street and the current design persists in prioritising car (and bicycle) movements over people walking.

In addition, the cycle lane should not 'mix' with footpath at the south end – there are potentials for high speed conflicts (with already examples of a resident on a bicycle being badly injured by when another

person stepped out without realising the danger). The painted zebra crossing across Market Place should extend the full width of the 'non walking' space and as such also be painted across the cycle lane to make it completely clear that people walking have right of way.

At the northern end two of the three potential crossing points have painted zebra crossings, but not the third. This is an area always full of people and should have safe, prioritised crossings provided on all three sides.

In addition, the zebra crossing across Market Place breaks the desire line for people walking straight ahead. With the proposal being a one-way street there is no safety benefit from having it away from the intersection, in fact the apparent positioning of a tree on the west side introduces a sight line issue that may create conflict between people on foot and people on bicycles. We understand the desire to provide a 'stopping' space for cars, but this is an inconvenience placed on people on foot to accommodate those in cars and as such is not welcome in the city centre. We also request that the painted zebra crossing extend across the cycle lanes to make clear the prioritisation of the conflict point.

Regarding the cycleway design, there are two areas of concerns – one at the north end and one at the south. At the northern end the cycleway just ends. In the previously consulted on document there was provision for a prioritised crossing for people on bicycles, but that is now missing. This means that people on bike are required to dismount and use the pedestrian phase or enter the road space. We request that the cycleway continue across Customs Street West (with priority over cars) to at least get people safely to the viaduct.

At the southern end there are a handful of concerns related to the visibility of people on bicycles and the awareness/focus of people in cars. The current raised table is inadequate to sufficiently slow vehicles and we ask that the replacement is at a gradient that better achieves the desired speed reductions.

Lowering speeds of vehicles entering the intersection is critical, but a common issue is vehicles entering slowly, but then exiting quickly to take a gap (or just being impatient). A result of this is an increase in risk of accidents between people on bicycles heading south and vehicles exiting Pakenham Street heading east. People in cars will be looking to right (towards Fanshaw) to head straight and potentially miss cyclists on their left as they take a gap. We request that speed bumps be installed parallel with the northbound cycleway (as done for driveways) to force cars to slow down as they cross it.

Regarding existing issues, warning lights should be visible to people in cars to alert them to people on bicycles cyclists approaching over their left shoulder (from Nelson Street).

### Generation Zero

AT is heading in the right direction with this project but its progress has been slower than desired - Here is the chance for a more ambitious cycling route that fully links Market Pl and Quay St without going through the busy marina waterfront

10 old parks should not be replaced with 27 new ones; in our climate emergency, we should be reducing car parks in the CBD; hence, the parks should remain parallel and only on one side of the road.

On Market Place, the footpath on side of road closest to Britomart should be widened; it has stairs and is currently too narrow and hostile to mobility-impaired pedestrians.

The bike lane needs a higher concrete divider between it and the road, plus plastic flexi-sticks, to prevent illegal parking.

Pakenham St East/Market Place intersection is a good start but doesn't go far enough. The one lane entry for private vehicles into the new Market Place route should be rotated slightly to be diagonal, to

force drivers to slow down, and provide a more gentle corner for cyclists exiting the new path and riding up Nelson St away from the harbour (as opposed to the current two 90-degree turns to cycle across the pedestrian crossing).

The current design is missing a crucial leg: a protected cycleway linking Market Place and Quay St that passes through Customs St West and Lower Hobson St. This leg could be easily installed adding planter boxes and removing parking on one side of the road to form protected bike lanes.

Having users exiting Market Place ride along the waterfront to reach Quay St is incompatible with pedestrian safety; the brick walkway in front of the restaurants by the marina is too narrow and crowded for scooters, bikes, and pedestrians to share.

### **MET Branch Green Party**

It will be great having more safe cycleways and less cars.

### **Walk Auckland**

Great to slow traffic, widen footpaths and build a cycleway.

### **Viaduct Holdings Limited**

1. VHHL is the owner of the fee simple interest approx 14 hectares of land located in the southern parts of the Viaduct Harbour and Wynyard Precincts, including the land that lies adjacent on either side of Market PI (The VHHL Land).

2. As a land owner in the Viaduct and Wynyard precincts VHHL has been involved in the master planning of both precincts to create a high amenity mix of commercial office, residential and hospitality uses, supported by high quality public spaces. VHHL supports investment in high quality, well designed public amenities in the Viaduct Harbour precinct.

3. The proposed cycleway works along Market PI involves:

- a) the installation of a 2 way cycle way, reducing vehicular movement along Market PI to a 1 lane northbound road only.
- b) removal of some carparking and replacement of parallel parking
- c) widening the adjacent footpath and installation of bike racks and seating areas

4. Market PI currently operates as a bidirectional road, which is used to connect Customs St West to Fanshawe St from both northbound and southbound directions; and provide 2 points of access to the Parc residences. It has low traffic volume and is categorised as a secondary collector road.

5. VHHL does not support the proposed dedicated bi-directional cycleway for the following reasons:

- \* A dedicated cycleway is not required given the low traffic nature of Market PI
- \* A shared path would achieve the same access outcomes without adverse impacts on the roading environment.
- \* The impact of removing southbound traffic movements on the surrounding environment has not been appropriately considered

6. No need for a dedicated cycle lane- Market PI is a secondary collector road with low level of traffic volumes, in that context a shared path is an appropriate solution to provide cycle connection in the same way as cycles are provided for throughout the Wynyard and Viaduct precincts.

7. One way restriction effects on roading environment. AT proposal to restrict vehicular movement along Market PI to a one-lane northbound only road generates the following issues:

- a) increased vehicle movements and travel along existing congested roads. Vehicles entering the area along Customs St West from the west, past The Point, will be forced to continue to Lower Hobson St and then Quay St (arterial roads) before they have the option to turn right. VHHL considered that there has been an inadequate assessment of effects regarding their vehicle movements and provision of options for vehicles to circulate the Viaduct precinct. As a minimum, detailed consideration needs to be given to provision for these vehicles to turn (i.e. a roundabout at the Market PI/Customs St intersections, together with directional signage.
- b) increased congestions- the northbound one-way operation of Market PI will result in a significant amount of traffic being forced to take alternative route to get to Fanshawe St, along Customs St West around past The Point to Pakenham Street East. This will significantly increase congestion along these streets, particularly during peak times. There is no reporting to indicate that AT has assessed the effects of this additional re-routed traffic

8. Safety risks- the proposed cycleway works would introduce the following key safety risks to the Viaduct harbour precinct:

- a) increased risk of collisions on congested Customs St West- a significant number of cyclists, e-scooter users and pedestrians currently use Customs St West to access and exit the waterfront precinct due to it being perceived as a more open, safer alternative to Market PI and given its enhanced outlook/amenity (which appears unlikely to materially change with a new designated cycleway on Market PI). The substantial increase in vehicles using Customs St West will significantly increase vehicle collisions with cyclists, e-scooter users and pedestrians.
- b) increased risk of collisions on Market PI- vehicles must cross the proposed cycleway to access the various entries to the Parc development complex off Market PI- there is a serious risk of vehicles colliding with cyclists/e-scooters using the proposed cycleway in these locations.

9. VHHL requests that AT replaces the proposed cycleway with a shared path on Market PI. This would be consistent with the wider cycling network through Viaduct harbour (such as Viaduct Harbour Ave) and would provide bike connections without the adverse impact the proposed works will have on the viaduct Harbour precinct and the people who visit it.

### **Lumina The Parc**

There are two faults with your proposed plan. The first being if you were driving down Nelson St and turning left into Pakenham St East or into the Market Place carpark entry it is virtually impossible to see cyclists in your left-hand wing mirror. Currently with a much narrower cycle way it is just possible to see cyclists in the wing mirror due to the angle. By making this lane wider it will make it impossible to see the cyclists.

The second issue is that by placing seating along Market Place you will create a noise disturbance to the residence of Market Place. Currently the Market Place residents are complaining to the Auckland City Council about people drinking and making a noise (mostly sitting in parked cars).

### **Body Corporate 321390**

1. Body Corporate 321390 represents the apartment block situated at 124 Customs St West. The block consists of eight apartments and two retail units, the latter situated at street level. It is part of the larger apartment complex known as The Parc. The block has underground parking, access to which is from Market Place and Pakenham St East.

2. The proposed cycleway construction along Market Place involves:

- (a) the installation of a two-way cycle way on the western side, reducing vehicle movement along Market Place to one lane northbound only.
- (b) removal of some carparking and replacement of parallel parking.
- (c) widening the adjacent footpath and installation of bike racks and seating areas.

3. Market Place currently operates as a two-way road, connecting Customs St West to Fanshawe St. It provides two points of access to Parc residences and service vehicles. The road has a low traffic volume and is categorized as a secondary collector road.

4. BC321390 does not support the proposed cycleway for the following reasons:

- a dedicated cycleway is not required given the low traffic volumes in Market Place.
- a shared path would achieve the same access outcomes without the adverse traffic impacts on the precinct's roading environment.
- the impact of removing southbound traffic movements on surrounding roads has not been appropriately considered.

5. AT's proposal to restrict vehicular movement along Market Place to one-lane northbound only generates the following issues:

- (a) increased vehicle movements and travel along existing congested roads – vehicles entering Customs St West from the west will be forced to continue onto Lower Hobson St and then Quay St (both arterial roads) before they have the option of a right turn.
- (b) Increased congestion – the northbound one-way operation of Market Place will result in a significant amount of traffic being forced to use Customs St West as an alternative route to get to Fanshawe St and Hobson St. The congestion will be significant during peak times
- (c) Safety risks – increased risks of collisions on Customs St west which has a significant number of e-scooter and cyclists, and increased risks of collisions between cyclists and Parc residents vehicles crossing the cycleway to the roadway.

6. BC321390 requests that AT replaces the proposed cycleway works with a shared path on Market Place, consistent with the wider cycle network through Viaduct Harbour

### **Body Corporate 336460**

Body Corporate 336460 represents the apartment block situated at 128 Customs St West. The block consists of five apartments. It is part of the larger apartment complex known as The Parc. The block has underground parking, access to which is from Market Place and Pakenham St East.

We do not support the proposed dedicated bi-directional cycleway (the proposal) in Market Place for the following reasons:

- Cyclists, as well as pedestrian and the more recent e-scooter riders, use Customs Street West much more than Market Place possibly because Customs Street West is sunnier, it links with the western part of the Viaduct and Wynyard Quarter and it offers a more pleasant outlook than Market Place. These factors will not be altered by the proposed changes. Further, AT does not appear to have assessed cyclist use of Customs Street West or Market Place in formulating this proposal. Funding would be better spent in Customs Street West to satisfy existing use and alleviate existing safety issues.

- The proposed changes will exacerbate congestion in both Market Place and Pakenham Street East, which will then overflow into Customs Street West and Harbour View Drive. (AT does not appear to have assessed the impact of the proposed changes on traffic flow in any of these roadways).
- The Customs Street West exit to the east offers no ready access to the CBD. Most drivers that wish to access the CBD will turn west into Customs Street West or head along Viaduct Harbour Avenue to get onto Fanshawe Street. This will lead to a much higher traffic flow in an area already heavily used and very congested at peak times.
- Vehicles entering the Viaduct area via Market Place will have little choice but to exit via Customs Street West to the west, creating more congestion and risks to safety on this section of road. Yet this area is of high public amenity value. Pedestrian (and e-scooter) use will only increase in the coming year with America's Cup-related activities. Increasing traffic congestion in this area by restricting the ability of vehicles to exit via the most direct way is at odds with the enjoyment of an area of public amenity that benefits the whole city.
- The northern section of Customs Street West is a busy spot for Uber and taxi pick-ups because it is the access point for the Viaduct recreational and commercial area. This already creates a risk for pedestrians, cyclists and other vehicles because of the high number of cars double-parking and doing U turns. This issue and associated risks will only be exacerbated by an increase of traffic on Customs Street West if Market Place is made one-way.
- The main entrance to the carpark and only vehicle entrance (for 'moving' and garden maintenance purposes) for all residential and commercial residents in the block between Customs Street West, Pakenham Street East and Market Place will be 'across' the proposed cycleway.

We support the encouragement of bicycle as well as pedestrian and (safe) scooter access to the area but we also strongly believe this proposal does not offer a reasonable or the best solution. We believe a better solution is to maintain two-way vehicular access in and out of Market Place and discourage the use of vehicles on Customs Street West by the creation of a shared space which enhances amenity value for all users including cyclists, pedestrians, scooter users etc.

The Council should also consider creating a safe pick-up/drop off area at the harbour end of Market Place for Ubers and taxis.

The city's cycle network could readily be connected with Customs Street West via Pakenham Street East. This would also connect with existing cyclists (both commuting and for exercise) coming to and from Wynyard Quarter precinct and further afield.

This will also:

- ensure vehicle speeds on Customs Street West are reduced, reducing risk to all road users
- reduce risk to cyclists, e-scooter riders and pedestrians that use Customs Street West
- create a waterfront roadway with high public amenity value that is safer for all users
- enhance the wider Viaduct recreational area
- reflect international trends in the enhancement of waterfront amenity.

We would appreciate the opportunity to speak to this submission.