

# Public feedback report

## Lower Queen Street pedestrian mall



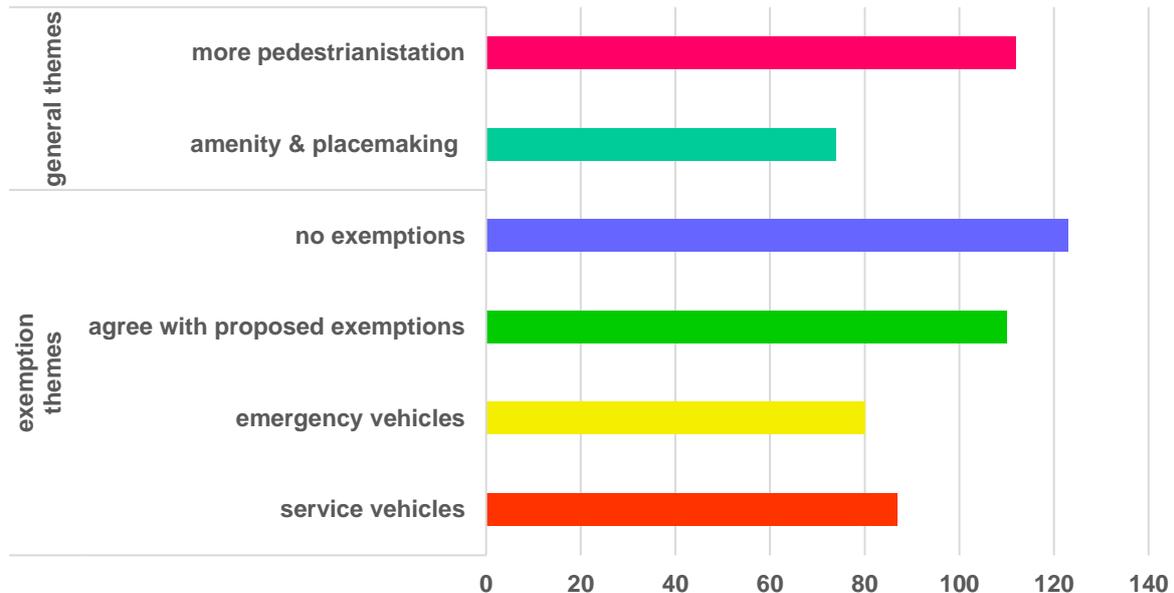
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# Summary

We are proposing to extend the lower Queen Street ‘pedestrian mall’ onto part of Tyler Street and Galway Street and remove the exemption for buses and thoroughfare vehicles. We consulted on this proposal from 18 June to 20 July 2020 and received submissions from 676 people.

## Key themes in feedback



Submissions may be counted in more than one theme

### General themes

- **More pedestrianisation:** These people felt that more of Auckland should be converted to people focused spaces. Many suggested other areas of the CBD that they would like to see become pedestrian malls or prioritise pedestrians
- **Amenity & placemaking:** These people made suggestions making the proposed pedestrian mall a nicer or more useful public asset.

### Exemption themes

- **No exemptions:** These people felt that there should be no exemptions to the pedestrian mall. Though some people advocated for absolutely no exemptions other felt that an exception was justified for emergency vehicles responding to an emergency.
- **Agree with proposed exemptions:** These people supported the exemptions proposed in the consultation. These people tended to think that the proposed exemptions struck the right balance prioritising pedestrians while still allowing some vehicle access where necessary.

- **Emergency vehicles:** These people specified that they thought emergency vehicles should be allowed to access the pedestrian mall during an emergency.
- **Service vehicles:** These people felt that service vehicles such as street cleaners, maintenance vehicles and delivery vehicles should be granted access to the square, although clear majority felt that this should only be the case at specific times well outside of peak hours.

## Consultation outcome

After listening to all the feedback, we **are proceeding with the amendment to the pedestrian mall as proposed.**

- We have made minor wording changes to the vehicle exemptions to better clarify who can and can't use the pedestrian mall
- We have added conditions around how bikes and scooters will be allowed to operate in the mall whereby they will need to adhere to a speed limit and give priority to pedestrians

## Next steps

We anticipate the pedestrian mall will be in place in December 2020.

The lower Queen Street pedestrian mall management plan will be made available on our website in December.

# Background

## What are we seeking feedback on?

Lower Queen Street is home to Britomart train station and Commercial Bay where thousands of people will transit through each day. The area will only get busier when the City Rail Link is complete with an estimated 17,000 people using Britomart train station daily.

We are proposing to extend the lower Queen Street 'pedestrian mall' onto part of Tyler Street and Galway Street and remove the exemption for buses and thoroughfare vehicles.

A 'pedestrian mall' is a legal designation of a road to a pedestrian-only zone.

The space largely operates as a pedestrian zone currently, however up until recently vehicles could still transit through the area which would no longer be an option under this proposal.

Having a pedestrian-only zone on lower Queen Street will better cater to the many people walking to and from the train station, surrounding bus stops, shops, and around the waterfront and Ferry Terminal.

This is in line with the City Centre Masterplan which envisages lower Queen Street as the gateway to Auckland for thousands of international cruise ship tourists, daily commuters and casual visitors. Together with Quay Street and other developments in the area, it will transform downtown into a people-focused space that enables Aucklanders to re-engage with the water's edge in the city centre.



Artist impression of the new Britomart Plaza.

## Benefits

- Downtown will transform into a people-focused space
- Safer for people walking and cycling

- New public space where city events and celebrations can be held.

## Project details

Once CRL works are complete, the downtown area will be transformed into a vibrant plaza with new street furniture and trees for people to relax and enjoy.

The plaza will be a welcoming space connecting the waterfront to Auckland's cultural, commercial and retail heart. The plaza will also open up event space possibilities where city events and celebrations can be held.

We propose to:

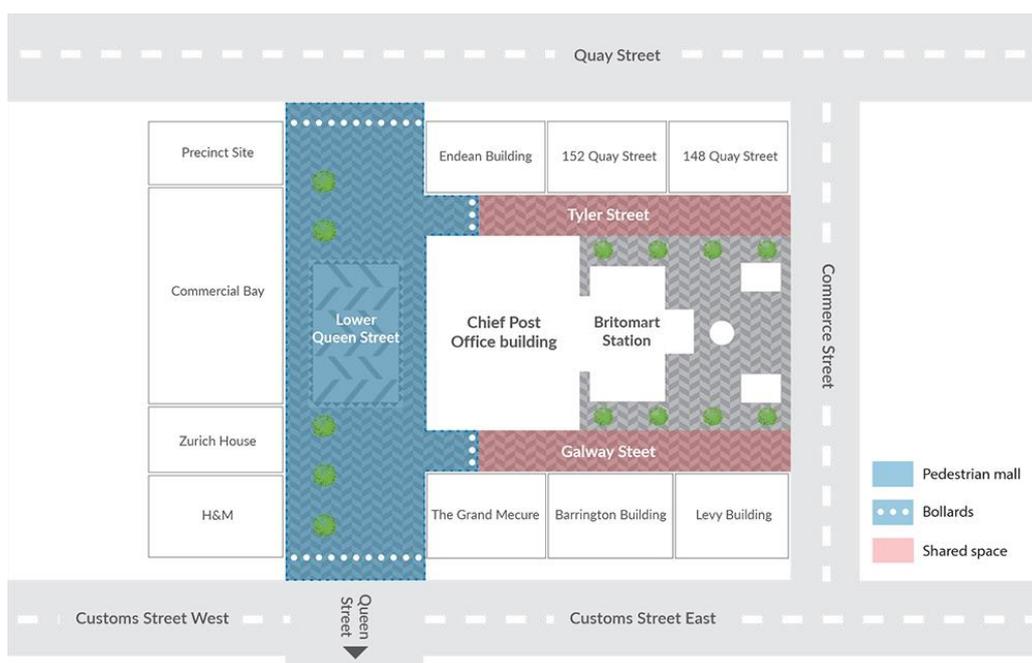
- amend the lower Queen Street 'pedestrian mall' to no longer allow any vehicles such as buses or private motor vehicles to transit through the area\*
- extend the pedestrian mall onto parts of Galway and Tyler Streets
- erect bollards on Galway Street, Tyler Street, and at the intersections of lower Queen Street / Quay Street and lower Queen Street / Customs Street.

\*Exemptions to this will include bicycles, e-scooters, emergency service vehicles, and authorised vehicles with prior permission from AT to undertake maintenance, make essential deliveries and collections, or to support events.

## Statement of proposal

We have issued a Statement of Proposal, which outlines the details of our proposal to change the lower Queen Street pedestrian mall and summarises options that were deemed unsuitable for the space.

This includes details on how to provide feedback on the proposal in person if you would like a formal hearing.



# Consultation

We consulted on the proposal from 18 June to 20 July 2020 and received 676 responses.

## What we asked you

We asked:

- Do you have any feedback on the proposal to make Lower Queen Street a people focused space?
- Do you have any feedback on the proposed vehicle exemptions?

## Activities to raise awareness

To let you know about our consultation, we:

- mailed letters and feedback forms to 4325 addresses within and surrounding the area
- Sent an email to our stakeholder database
- Engaged with Waitemata Local Board, Auckland City Centre Advisory Board, Cooper and Co, Heart of the City Business Association, City Centre Residents Group, and Bike Auckland prior to consultation
- set up a project webpage and an online feedback form on our website
- posted information on our social media channels
- placed 2 advertisements in NZ Herald
- put up posters in and around the area
- held two public drop-in sessions

## How people provided feedback

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a freepost form included in the brochure.

# Your feedback

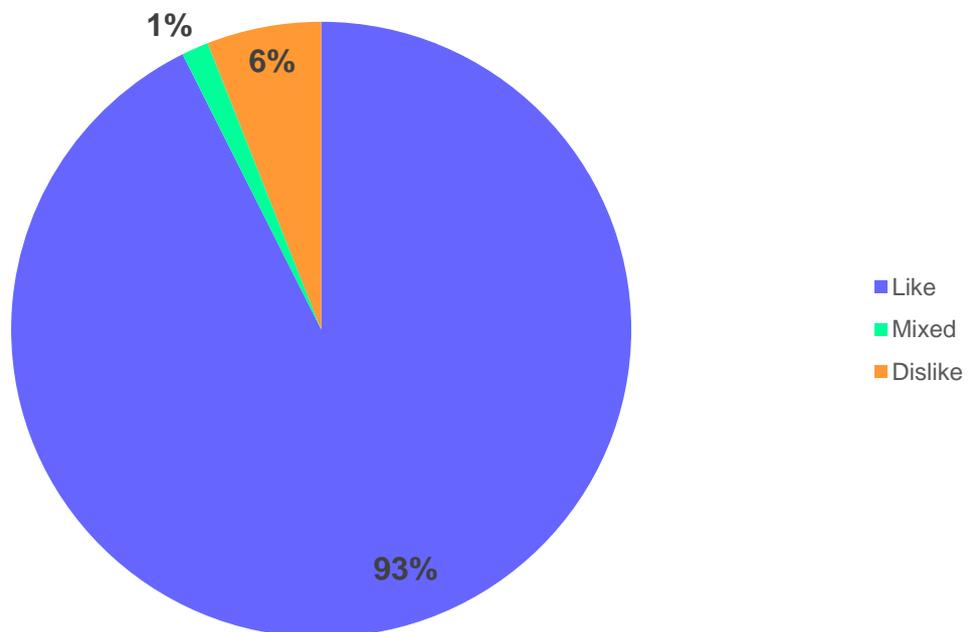
## Overview

We received public feedback on the proposal from 676 people. 617 people submitted online, and 59 people submitted using the freepost feedback form.

We received submissions from two key stakeholders:

- Bike Auckland
- Cooper and Company
- Endeans Building Body Corporate
- Fire and Emergency
- Generation Zero
- Heart of the City
- Precinct Properties NZ Limited

## Sentiment towards the proposed pedestrian mall



Submissions only counted in one category

The feedback we received was overwhelmingly supportive with 93% of responses supporting the pedestrian mall because it created a safe and attractive space near Auckland's largest transport hub.

6% of people didn't like the proposal because they were concerned it could increase congestion in the CBD or thought that reducing the number of vehicles in the city centre would harm businesses. 1% of responses weren't clear either way.

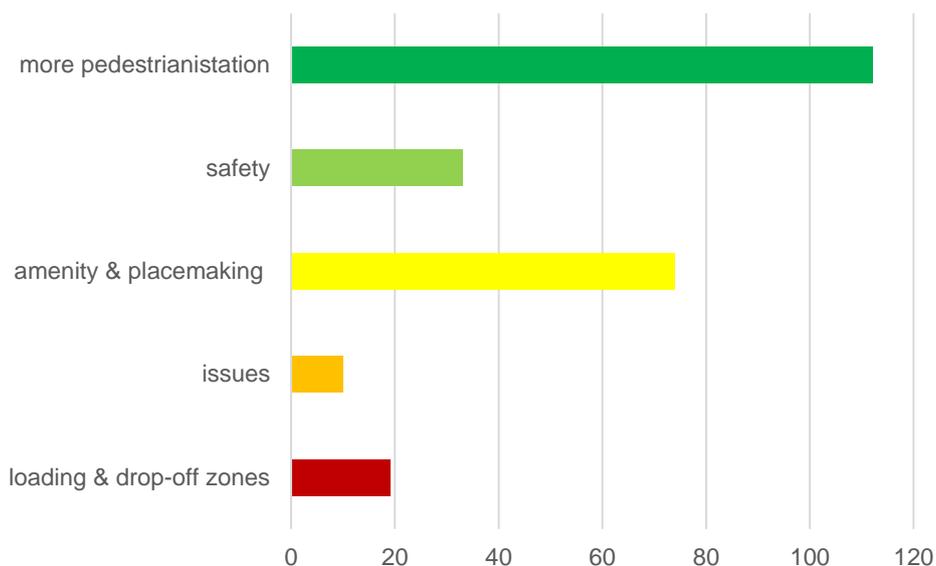
## Themes in feedback

We have analysed the public feedback to identify key themes and grouped them into two groups:

- **General themes:** relate to the design of the square or are beyond the scope of the current proposal
- **Exemption themes:** relate to who is allowed access to the square and conditions for access

## General themes

These themes relate to the design of the square



Submissions may be counted in more than one theme

## More pedestrianisation

These people felt that more of Auckland should be converted to people focused spaces. Many suggested other areas of the CBD that they would like to see become pedestrian malls or prioritise pedestrians such as the remainder of Queen Street, High Street, Lorne Street, Fort Lane and O'Connell Street.

*"I am 100% in support of this proposal. I think all of Queen Street should be closed to private vehicles along with it."*

Some people wanted the proposed pedestrian mall to be extended to include more of Queen street, all of Tyler and Galway Street or the entire Britomart precinct.

Some people simply suggested that more of the CBD should be pedestrianised.

*“Fully support the proposal. Auckland desperately needs more people focused spaces.”*

## Safety

These people felt that the proposed pedestrian mall would make the area safer as people would not have to contend with cars to move through the space.

*“Would be great to see it vehicle free. So much safer and more enjoyable to use.”*

## Amenity & placemaking

These people made suggestions making the proposed pedestrian mall a nicer or more useful public asset. People suggested:

- More trees and green areas
- Comfortable seating with backs
- A water feature and big art pieces
- plenty of cycle parking
- Rain cover between commercial bay and Britomart for those needing to transfer
- good signage to all public transport
- rubbish, recycling & compost bins - clearly marked with what can go in there
- toilets
- allowance for cafes to operate in the sun
- the stream that flows underneath Queen St into the design of the square somehow
- installations into the pedestrian mall that connected the area to its environment, for example, to the Waihorotiu Stream and the recent historical uses of the land by mana whenua, Ngāti Whātua Ōrākei.
- Regular cleaning and maintenance

Mostly these people felt the design of the pedestrian mall was good but could be improved on.

*“More grass areas please. Lots of seating & much more greenery. More trees. A water feature and big art pieces.”*

## Issues

These people pointed out current or potential issues with the proposed pedestrian mall. Mostly they were concerned with excessive noise and poor parking behavior in the square and felt that monitoring and enforcement would be important in avoiding these issues.

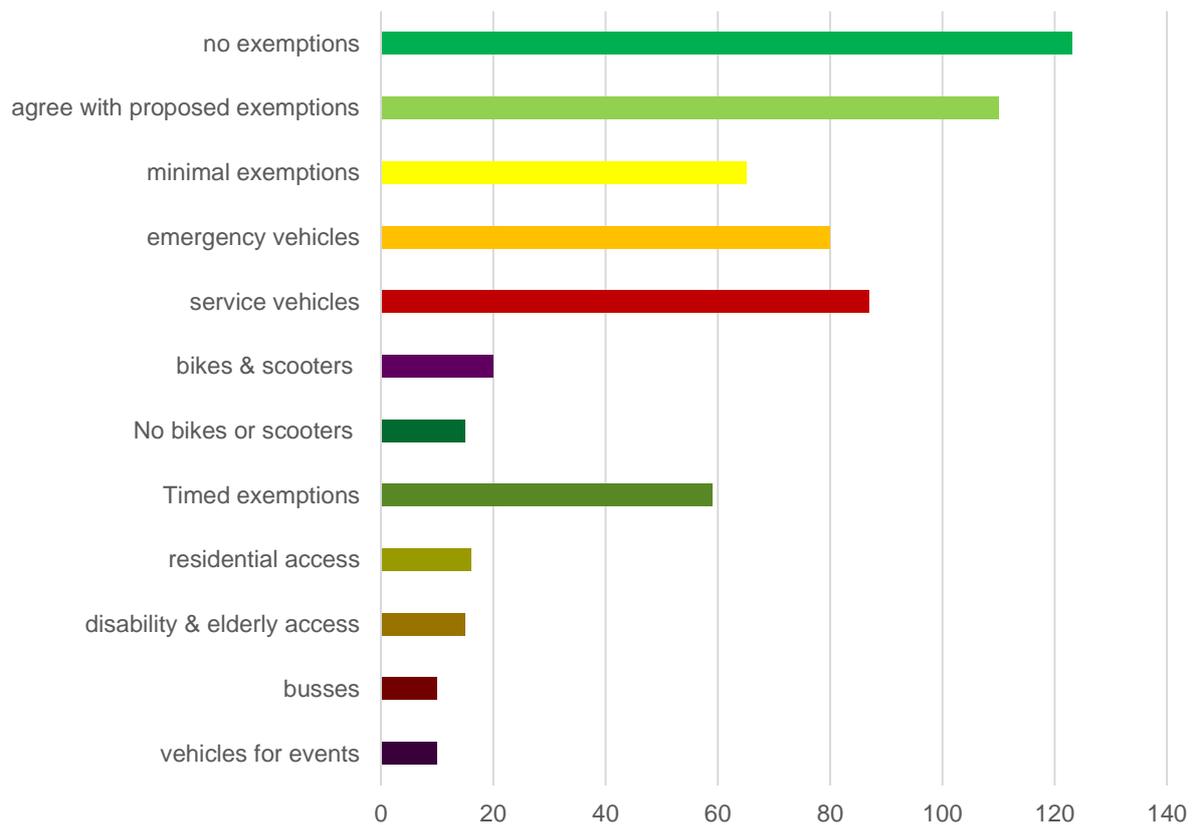
*“Be strict about the terms of use for exempt vehicles. Delivery and trade vehicles servicing Mercure and McDonald's routinely treat the footpath like private parking there as it is.”*

## Loading & drop-off zones

These people felt that more provision should be made around the proposed pedestrian mall for loading zones and drop-off zones. Some people suggested that loading zones would be important for deliveries to local businesses. Others suggested that a designated taxi stand might reduce the number of taxi and rideshare drivers circling the area.

*“It could be good to have a taxi stand on Tyler or Galway Streets - but the taxi stand could equally be on Queens Wharf and people directed there to find a taxi.”*

## Exemptions



Submissions may be counted in more than one theme

## No exemptions

These people felt that there should be no exemptions to the pedestrian mall. Though some people advocated for absolutely no exemptions other felt that an exception was justified for emergency vehicles responding to an emergency. These people felt that the presence of any vehicles was a danger and an inconvenience to people using the square.

*“There should be no exemption for any vehicle. A square has people in it, not vehicles.”*

## Agree with the proposal

These people supported the exemptions proposed in the consultation. These people tended to think that the proposed exemptions struck the right balance as they mean the square will not be used as a thoroughfare but can be accessed by certain vehicles when needed.

*“I think this strikes the right balance”*

*“No. The exemptions described in the proposal are more than sufficient.”*

## Minimal exemptions

These people wanted the minimal number of exemptions for the proposed pedestrian mall. They felt that allowing too many exemptions would undermine the purpose of the square, with many wanting to avoid a situation in which vehicles were regularly in or moving through the square.

There was a lot of overlap with the previous two themes as people would often say something like ‘I agree with the proposed exemptions, any other exemptions should be kept to a minimum,’ or ‘There should be no exemptions in the square, if there must be exemptions they should be kept to a minimum’

*“OK with the proposed exemptions. Noting that the less exemptions the better allowing for the pedestrian mall to fully achieve its stated purpose.”*

## Emergency vehicles

These people specified that they thought emergency vehicles should be allowed to access the pedestrian mall during an emergency. Many felt that retractable bollards would be the most effective way to grant access to emergency vehicles, given they allow access relatively quickly compared to bollards with a conventional lock.

*“Emergency vehicles need access obviously. As for people in normal cars. Yeah nah”*

## Service vehicles

These people felt that service vehicles such as street cleaners, maintenance vehicles and delivery vehicles should be granted access to the square, although clear majority felt that this should only be the case at specific times well outside of peak hours. Some people felt that allowing service vehicles into the proposed pedestrian mall would be needed to support local businesses.

*“I would support an exemption for delivery vehicles before 7am - so that commercial businesses are less impacted.”*

## Bikes & scooters

These people made submissions about bikes scooters and other small, wheeled vehicles being allowed in the proposed pedestrian mall. All these people agreed that bikes and

scooters should be allowed however many felt that they could be dangerous if mixing with pedestrians and suggested speed limits or specific routes through the square should be considered to ensure the safety of everyone using the square.

*“I think bicycles and e-scooters should be able to have access to the area but there should be safety measures in place such as designated parking areas for e-scooters so they don't become a trip hazard”*

## **No bikes or scooters**

These people felt that there should be no exemptions for bike, scooters and other small, wheeled vehicles. These people argued that bikes and scooters are too dangerous to be allowed in the proposed pedestrian mall and should have to be wheeled through the square.

*“Cycling and e-scooting at speed should be discouraged or even banned otherwise this will not be a pedestrian friendly area.”*

## **Timed exemptions**

These people felt that some exemptions could be made at certain times of the day, outside of peak commuting times. There was a great deal of crossover with the service vehicle theme meaning that most people who thought service vehicles should have access to the square only at certain times of the day.

*“Delivery vehicles should be allowed in the area only at times - between 9pm to 7am.”*

## **Disability & elderly access**

These advocated for adding an exemption for disabled or elderly people who might have difficulty walking across the square. They felt that in some circumstances mobility vehicles should be given an exemption to access the square.

*“The only vehicles that should be exempt are emergency services vehicles and those people who need access due to disability”*

## **Busses**

These people suggested that busses should be given an exemption to access the proposed pedestrian mall. These people suggested that busses should be allowed access to make Britomart more of a public transport hub.

*“Busses and taxis MUST return to lower Queen Street as a central hub. Britomart is supposed to be that hub for busses, trains and ferries and taxis.”*

## **Vehicles for events**

These people suggested granting exemptions to vehicles might who need to access the proposed pedestrian mall as part of special events. These people felt that these vehicles should be as small as feasible to reduce the impact on the square and that vehicles events should only be given access on a case by case basis.

*“If the space will be used for event, i.e. farmer market or concert, then the event associated vehicles should be exempt.”*

## Other submissions

In addition to public feedback, we also received submissions from two key stakeholders. Their feedback is summarised below, and their concerns and suggestions have been included in the list of [design suggestions](#).

### Bike Auckland

Bike Auckland supports the proposal. Bike Auckland is pleased with the proposed exemptions, including permitting bicycles to still access the space.

### Cooper and Company

Cooper and Company is the key landowner, developer, manager, and Council's development partner for the Britomart Precinct. Cooper and Company manages the precinct's public spaces - which include public areas, footpaths, and shared spaces (such as Tyler and Galway Streets) as well as footpaths adjoining the precinct on Quay and Customs Streets.

Cooper and Company advocated for the installation of retractable bollards that would allow access to some vehicles that are exempt from the restrictions stopping busses and private vehicles transiting through the square.

Cooper and Company would like exemptions made for 'authorised vehicles' which they define as any vehicle involved in:

- (a) maintenance, construction, delivery, collection, servicing, or event management activities within the Lower Queen Street pedestrian mall
- (b) maintenance, construction, alteration, refurbishment or upgrade of buildings, structures, or public areas in or directly adjacent to Tyler and Galway Streets west of Commerce Street
- (c) delivery, collection, and/or servicing of businesses located in buildings or public areas in or directly adjacent to Tyler and Galway Streets west of Commerce Street

Cooper and Company also suggest developing a protocol for managing 'authorised vehicles' in consultation with them and other key stakeholders.

### Endeans building body corporate

The Endeans Building at 2 Queen Street, sits at the corner of the proposed pedestrian mall.

The body corporate of the Endeans Building has requested:

- A restricted entrance from Endeans Building to Tyler Street.
- Installation of retractable bollards – to allow for emergency vehicle access and daily pick-ups and drop-offs of disabled or physically impaired residents within Endeans.
- One disabled car park and two loading zone spaces designated on the right side of Tyler Street immediately after the bollards for use (with appropriate permit displayed) by service vehicles and businesses and residents within Endeans building.

## Fire and Emergency

Fire and Emergency requires immediate access to the pedestrian area should an emergency arise. The proposed locking arrangement of the bollards has potential implications on Fire and Emergency's ability to tend to an emergency in the area in a timely and efficient manner.

- Fire and Emergency is not opposed to the implementation of the bollards but seeks further engagement with AT to agree operational arrangements that are satisfactory to all parties and reduce any potential delays in emergency response times.

### **Pavement grade**

Fire and Emergency appliances are larger and heavier than other emergency service vehicles due to their equipment and operational requirements when tending a fire. A large aerial appliance (which are regularly used in the central city due to the scale of buildings) can be up to 25 tonnes.

- It is recommended that the surface grade of the pedestrian mall area has capacity for the weight of an aerial appliance

### **No parking zones**

There is potential for delivery vehicles, taxis or other vehicles to use the western end of Galway Street and Tyler Street - adjacent to the bollards - as loading zones. These dead-end zones have potential implications on Fire and Emergency's ability to gain access to the area in an event of an emergency that may lead to delays in their response time. Delays getting to and dealing with an emergency may risk the safety of people and their property.

## Generation Zero

Generation Zero (GZ) is excited to see the latest developments of Lower Queen Street's pedestrian plaza. This is a key first step in achieving Access For Everyone under the City Centre Masterplan - a proposal which GZ has long supported. GZ appreciate how AT has structured this pedestrian mall's mode hierarchy to prioritise active transit. Below are some further suggestions that will improve safety and placemaking, and help Aucklanders get the most out of this new pedestrian mall.

GZ emphasise the importance of placemaking for the shared spaces at Galway and Tyler Streets. Lining the streets with colourful planter boxes, artwork, native trees, bike parking, and plentiful seating makes them both visually and functionally appealing to people walking and cycling, and especially to disability users. These measures also make nearby restaurants more attractive by giving customers space to socialise and enjoy their food.

Beyond this, effective placemaking improves wider accessibility. Other shared spaces such as Fort Street lack the above features and are largely barren. Because of this, vehicles regularly (and illegally) use the space as free parking, strongly disadvantaging people of all abilities who are on foot or on bike. When placemaking is done well, it prevents this behaviour and prioritises people, all while maintaining necessary vehicle access.

Accessibility also means keeping vehicle speeds at safe levels. At the intersection of Commerce Street and Tyler Street, the current painted pedestrian crossing should be

upgraded to raised-table crossing to match Galway and Commerce. Raised-table crossings are a visual and physical reminder to drivers that pedestrians have priority of movement. Plastic speed bumps should also be installed at the driveways of relevant properties to slow exiting and entering drivers down to safe speeds at points where their line of sight may be obstructed.

From a larger vehicle-accessibility perspective, GZ agree that cyclists and other micromobility users should retain access to the mall yet yield to foot traffic. Additionally, GZ support Auckland Transport's decision to strictly control and minimise access to the mall by delivery, maintenance, and other service vehicles.

Finally, GZ are glad that all vehicle traffic, including buses, has been relocated. This, as well as the removal of kerbs, greatly improves access for disabled people.

If not being done already, GZ strongly advise AT to directly consult with disability groups in designing this mall, as historically they have been excluded from this process.

GZ commends the choice to include Mana Whenua and cultural heritage values when designing the plaza. It is also encouraging to see that new native plants will be planted.

## Heart of the City

Heart of the City is supportive of the proposal, particularly to remove the exemption for buses or thoroughfare for vehicles.

Vehicle access and movement through the pedestrian mall should be minimised. Consideration should be given to specifying times for access for vehicles (or specifying time when access should not be able to be granted), particularly for the purpose for deliveries and collections to service adjacent Galway and Tyler Streets to ensure there is no clash with peak pedestrian use. However, supporting businesses needs for this function is also important. This needs to be identified and discussed as part of a management plan for the space. In order to deliver a great outcome for this important new public space a management plan must be developed and put in place, with agreement from relevant parties. The management plan needs to give clarity on what events are appropriate for the new space and how these should function; how adjacent businesses should be able to use the space, including for activity such as outdoor dining, and how access should be managed and timing for this. A dedicated place manager also needs to be allocated to ensure this is an actively managed and successful space. Auckland Transport could also consider the use of retractable bollards, rather than lockable bollards at the entry points from Quay Street and Customs Street. Experience in other public spaces such as Khartoum Place and Aotea Square suggests that lockable bollards are likely to be permanently removed or lost, raising the risk of unauthorised vehicles accessing the space illegally. Retractable bollards tend to operate more effectively.

## Precinct Properties NZ Limited

Precinct Properties NZ Limited (PPNZL) support the proposed pedestrian mall overlay and its extension into part of Tyler and Galway Streets. This proposal enhances the civic benefit of the area and compliments Commercial Bay development and Britomart.

## Design suggestions in feedback and AT responses

Submitters suggested a wide range of changes to the proposal. We have collated and responded to all design suggestions identified in the feedback, organised by theme:

- **General themes:** themes that relate to the design of the square or are beyond the scope of the current proposal
- **Exemption themes:** themes that relate to who is allowed access to the square and conditions for access

Design suggestion in feedback	AT response
<b>General themes</b>	
<b>More pedestrian areas</b>	
<p><b>These areas should be included in the proposed pedestrian mall</b></p> <ul style="list-style-type: none"> <li>• All of Lower Queen Street.</li> <li>• All of Queen Street</li> <li>• All of Tyler Street and Galway Street</li> <li>• Commerce Street between Customs Street and Quay Street</li> <li>• the whole of Britomart</li> </ul>	<p>The possibility for other areas of the Auckland down town CBD to become more pedestrian focused (including the construction of other pedestrian malls and shared spaces) will need to be considered in relation to the City Centre Master Plan. Obviously, all such decisions are now affected to at least some degree by budgetary changes resulting from the impact of Covid19.</p> <p>This work will not be undertaken as part of the current proposals relating to this pedestrian mall consultation</p>
<p><b>Generally more areas in Auckland CBD should prioritise pedestrians or be pedestrian only</b></p>	
<p><b>These areas in Auckland CBD should become pedestrian only areas</b></p> <ul style="list-style-type: none"> <li>• High Street</li> <li>• Lorne Street</li> <li>• Fort Lane</li> <li>• O'Connell Street</li> </ul>	
<p><b>Other areas in Auckland that should be pedestrian only</b></p> <ul style="list-style-type: none"> <li>• Cornwall park</li> <li>• The Domain</li> </ul>	

Design suggestion in feedback	AT response
<b>Safety</b>	
<p><b>Tyler and Galway street should be closed to vehicles</b></p> <ul style="list-style-type: none"> <li>The vehicles are dangerous to the many pedestrians in this area</li> </ul>	<p>It is not considered feasible to remove all vehicles from Tyler and Galway Streets as there are buildings on these streets that rely on those streets for the vehicles to enter parking places within those buildings and for the delivery and collection of goods and passengers. These streets however have been legally declared to be shared zones which means that pedestrians have the right of way over vehicles.</p>
<p><b>Bicycle infrastructure</b></p> <ul style="list-style-type: none"> <li>include a way for cyclists to get from Queen Street directly into lower Queen Street (i.e. go straight ahead at the lights without having to wait for a pedestrian green)</li> <li>Cyclists should have their own lane or speed limit to keep pedestrians safe</li> <li>the cyclist desire line should be separated from the main pedestrian areas</li> <li>bicycles and e-scooters mixing with pedestrians make it difficult for disabled and elderly persons, who cannot get out of the way to avoid collisions.</li> </ul>	<p>To travelling from Queen street onto the pedestrian mall would need to comply with the national laws applying to traffic lights. Cyclists would need to have a green disc or a green right turn arrow in order to move from Queen street onto the pedestrian mall. It would not be lawful for a cyclist to make this move during a pedestrian phase of the lights unless they dismounted and pushed their cycle across the road.</p>
<p><b>Other safety issues</b></p> <ul style="list-style-type: none"> <li>current uneven cobbles around Britomart are a tripping hazard and the large gaps trap shoe heels.</li> <li>Please do not use cobbles or other uneven paving which is difficult for the mobility impaired</li> <li>Ensure there are clearly defined routes to PT and landmarks so blind and vision impaired can negotiate the space safely</li> <li>remove scooters and bicycles that come up behind pedestrians silently and mow people down</li> <li>Scooters MUST be banned from this area. Too crowded and they operate too fast. Speed calming devices for scooters needed</li> <li>security cameras and security officers are needed to reduce pickpockets and problems as seen in other countries</li> </ul>	<p>The detailed design of the infrastructure, road surface and street furniture is separate from this consultation which is focused solely on the legal status of these roads as a pedestrian mall. However:</p> <ul style="list-style-type: none"> <li>The design calls for the use of flat pavers not rounded cobbles.</li> <li>The design includes wayfinding signage to other public transport.</li> <li>The area will be covered by CCTV cameras.</li> </ul> <p>It is not proposed to prohibit cycles and scooters from being ridden in the pedestrian mall, but they will have to give way to pedestrians, be ridden with care and consideration and not exceed 15km/h. Allowing for active modes like cycles and scooters to pass through the pedestrian mall is seen as being in line with the overall approach to supporting cycling and is not considered to pose an undue risk to safety.</p>
<b>Amenity</b>	
<p><b>The pedestrian mall should include</b></p> <ul style="list-style-type: none"> <li>More trees and green areas</li> <li>Comfortable seating with backs</li> </ul>	<p>The detailed design of the infrastructure, road surface and street furniture is separate from this consultation which is focused solely on the legal status of these roads as a pedestrian mall. However:</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> <li>• A water feature and big art pieces</li> <li>• plenty of cycle parking</li> <li>• Rain cover between commercial bay and Britomart for those needing to transfer</li> <li>• good signage to all public transport</li> <li>• rubbish, recycling &amp; compost bins - clearly marked with what can go in there</li> <li>• toilets</li> <li>• allowance for cafes to operate in the sun</li> <li>• the stream that flows underneath Queen St into the design of the square somehow</li> <li>• installations into the pedestrian mall that connected the area to its environment, for example, to the Horotiu stream and the recent historical uses of the land by mana whenua, Ngati Whatua Orakei.</li> <li>• Regular cleaning and maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• There will be bicycle parking in the area</li> <li>• There will be public transport signage</li> <li>• There will be rubbish bins</li> <li>• There will be public toilets in the train station</li> <li>• Cafes would be able to have outdoor seating</li> <li>• The stream is reflected in the design of the paving at the southern end (the northern end paving design reflects waves on a shore line)</li> <li>• in front of the train station entrance the paving depicts a whāriki, (a welcome mat) which was collaboratively designed by mana whenua weavers to depict a traditional woven harakeke (flax) mat</li> </ul>
<p><b>The square could be used as a venue for markets or street performances</b></p> <ul style="list-style-type: none"> <li>• The management plan needs to give clarity on what events are appropriate for the new space and how these should function; how adjacent businesses should be able to use the space, including for activity such as outdoor dining, and how access should be managed and timing for this</li> </ul>	<p>Yes, this is the intent. An operational plan is being developed to give direction on how events and activations will be managed in the pedestrian mall.</p>
<b>Monitoring &amp; enforcement</b>	
<p><b>The following issues will need monitoring and enforcement</b></p> <ul style="list-style-type: none"> <li>• Noise, especially in the evening and early morning</li> <li>• Drunken behaviour at night</li> <li>• Unauthorised vehicles using the shared space</li> <li>• Loading zones</li> </ul>	<p>Noise and drunken behaviour are not matters that AT is responsible for but we presume the police and council will continue to monitor these matters as they do in the rest of the area.</p> <p>Bollards surrounding the pedestrian mall should prevent unauthorised vehicles from entering the space and AT continues to monitor and assess the optimisation of loading zone space and times in the area.</p>
<b>Loading zones &amp; drop off zones</b>	
<p><b>Loading zones are needed close to the square</b></p> <ul style="list-style-type: none"> <li>• For tradespeople and service providers to use to cater to local businesses and apartment buildings</li> </ul>	<p>There will be permanent loading zones in surrounding streets and as shared spaces Galway and Tyler Streets will be available for use as loading zones – but limited to times when the area will be less busy with commuters or other pedestrians.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> <li>• Tradespeople should be able to access the square via the retractable bollards</li> </ul>	
<p><b>Drop off zones should be available;</b></p> <ul style="list-style-type: none"> <li>• For mobility impaired people</li> <li>• On a temporary basis close to the Grande Mercure Hotel</li> </ul>	<p>There will be permanent loading zones in surrounding streets and as shared spaces Galway and Tyler Streets will be available for use as loading zones – which will allow for dropping off mobility impaired people. Additionally there are planned to be mobility spaces on Tyler St.</p>
<p><b>Limited access to Tyler St from Quay St</b></p>	
<p><b>A route should be persevered for authorised vehicles to access Tyler St from Quay St</b></p> <ul style="list-style-type: none"> <li>• Suggested removing two bollards from Quay street edge and creating a route separated from the pedestrian mall with bollards to allow authorised vehicles to approach the retractable bollards on Tyler St.</li> <li>• The Tyler St bollards would generally remain up but authorised vehicles (such as those owned by residents of the Endeans Building) would be able to have them lowered.</li> </ul>	<p>This suggestion is not in alignment with the proposed design and use of this area a pedestrian mall for the benefit of the public. This may be of direct benefit to occupants of buildings in Tyler St but that benefit would not outweigh the disbenefit caused to all other users of the pedestrian mall in terms of the operational, visual and amenity issues it would cause. It is also not considered necessary if other options for loading zones are pro</p>
<p><b>Resident's issues</b></p>	
<p><b>The proposal creates issues for the residents of the surrounding apartment buildings</b></p> <ul style="list-style-type: none"> <li>• The placement of bollards down Tyler St as this will mean both accesses to Endeans Building will be blocked to vehicles. With more than 30 apartments and several commercial operators - (most of whom don't have carparks in the vicinity) - we need to have DAILY access for trade vehicles and occupiers to move gear in and out.</li> <li>• AT gave the Endeans building 6 parking permits for Tyler St (These were part of a resource consent to change Britomart from the Post Office to the Train Station) - these will need to be re-instated.</li> <li>• after demanding at short notice that we (Endeans Building) remove our Veranda/Canopy before the Rugby World Cup, then insisting that we replace it (despite none of our neighbouring buildings having one), Auckland Council now wish to deny residents and owners the ability to use the shelter it provides to access their front door from a vehicle.</li> <li>• Residents around the square were not told of plans to remove traffic from Lower Queen Street during previous engagements from Auckland Council and CCOs</li> </ul>	<p>The proposed bollards on Tyler St are spaced widely enough that they will not impose any obstruction for pedestrians or people loading or unloading goods from vehicles.</p> <p>Residents and occupiers of the Endeans building will have access to loading zones in the area on Quay St, commerce St as well as the times that Tyler St is a loading zone. At times when deliveries need to be made to the Endeans building using a vehicle that is too large to turn around or reverse from Tyler St it will be possible to apply for authorisation for the bollards to be lowered to allow the vehicle to drive through and if necessary, stop on the pedestrian mall</p>

Design suggestion in feedback	AT response
<b>Impact on businesses</b>	
<p><b>People suggested that the proposal will have the following impacts on businesses</b></p> <ul style="list-style-type: none"> <li>People will be less likely to visit CBD businesses if they cannot easily drive through the area</li> <li>businesses will need goods delivered or perhaps for taxi's or ride sharing pickups</li> <li>Lower Queen Street caters mostly to commuters and limiting the number of busses in the area will reduce the number commuters and therefor the amount of money spent at surrounding businesses</li> <li>It will kill inner city businesses</li> </ul>	<p>AT disagrees with these suggestions that the pedestrian mall amendment will have these negative impacts. There has historically been very limited ability to drive through this area and none at all in recent times during the CRL construction works. The pedestrian mall amendments will therefore not have a significant impact on vehicle movements in a way that affects customers accessing businesses in the area.</p> <p>Allowance is made within the proposals for the pedestrian mall and other roads in the area with regard to deliveries for businesses.</p> <p>The current and future plans for the location of bus stops in the surrounding area is considered to be an improvement of the operation of the bus network compared to returning buses to Lower Queen St.</p>
<b>Exemption themes</b>	
<b>No Exemptions</b>	
<p><b>There should be no exemptions for access to the square</b></p> <ul style="list-style-type: none"> <li>Pedestrian area should be dominated by pedestrian</li> <li>Any exemptions will be abused and ruined for everyone</li> <li>not even for bikes or scooters</li> <li>once there is access drivers will disobey signs</li> <li>Existing shared spaces have seen cars and other vehicles slowly start increasing their speeds and pushing through such spaces</li> <li>business should find other solution which doesn't use vehicle</li> </ul>	<p>It would not be practical to have absolutely no exemptions. There would always need to be the possibly of emergency vehicles needing access and vehicles necessary for undertaking maintenance in the pedestrian mall and the surrounding buildings.</p> <p>It is accepted that there will be some vehicles that are needed to make deliveries/collections or support services on Galway and Tyler Streets that are too large to turn around or reverse out of the shared spaces on those streets. It considered safer to allow for a what is expected to be a fairly low number of vehicles to travel forwards through the pedestrian mall to exit through the other of this pair of streets.</p> <p>The operational plan for the pedestrian mall will discourage the unnecessary use of vehicles that are too large for Tyler and Galway St. It will also place time limits on when such manoeuvres can happen</p>
<b>Minimal Exemptions</b>	
<p><b>Any exemptions should be kept to the bare minimum</b></p> <ul style="list-style-type: none"> <li>Vehicles that are granted exemptions should be appropriately sized for their jobs. Large trucks shouldn't be allowed to be used to deliver small boxes. Unless it needs a tail lift a van or smaller will do.</li> <li>Allowing extra exemptions will undermine the purpose of the pedestrian mall</li> </ul>	<p>Agreed. The wording of the exemption provisions and the operational plan under which exemptions are granted will seek to ensure that the exemptions are kept to a bare minimum.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> <li>Vehicle exemptions should be limited to enable the benefits of full pedestrian access at most times, including busy periods and holidays</li> </ul>	
<b>Bikes &amp; scooters</b>	
<p><b>Bikes and scooters should be allowed in the pedestrian mall on the following conditions</b></p> <ul style="list-style-type: none"> <li>e-scooters etc. should be allowed, but geo-location speed limits should apply</li> <li>safety measures in place such as designated parking areas for e-scooters so they don't become a trip hazard</li> <li>Speed limits for bikes and scooters to keep it a safe space for older and disabled pedestrians too</li> </ul>	<p>The wording of the exemption will impose the conditions recently proposed by Waka Kotahi NZTA when consulting on allowing cycles on footpaths. Making it clear that pedestrians have right of way, cyclists must ride cautiously and at less than 15km/h.</p> <p>There will be cycle parking in the area and specific locations for scooters will be investigated.</p>
<p><b>Bikes and scooters should not be allowed in the pedestrian mall</b></p> <ul style="list-style-type: none"> <li>Without designated lanes for these 'vehicles' (and I don't advocate for these), their presence would both be potentially dangerous and seriously detract from the relaxed, pleasurable calm of a truly pedestrian precinct.</li> </ul>	<p>It is not proposed to prohibit cycles and scooters from being ridden in the pedestrian mall, but they will have to give way to pedestrians, be ridden with care and consideration and not exceed 15km/h. Allowing for active modes like cycles and scooters to pass through the pedestrian mall is seen as being in line with the overall approach to supporting cycling and is not considered to pose an undue risk to safety.</p>
<b>Exemption times for service vehicles</b>	
<p><b>Service vehicles should could be allowed into the square at the following times</b></p> <ul style="list-style-type: none"> <li>Outside of peak times</li> <li>overnight from 9pm to 8/9/10am Sunday to Thursday</li> <li>before 10am &amp; after 9pm</li> <li>after 10pm and before 7 am</li> <li>after 10pm, before 5am</li> <li>between 8:00am and 6:00pm</li> <li>9pm-5am</li> </ul>	<p>The wording of the exemptions and the operational plan for how those exemptions will be applied will seek to avoid having vehicles in the pedestrian mall at the peak times for commuters and during the lunch period when the mall may also be busy with pedestrians</p>

Design suggestion in feedback	AT response
<b>Other exemptions</b>	
<p><b>The following other exemptions should be considered</b></p> <ul style="list-style-type: none"> <li>• Access for people with disabilities</li> <li>• that access to private car parks in Tyler Street Apartments is allowed</li> <li>• Total Mobility taxis should also be exempted</li> <li>• Vehicles needed for special events held in the square</li> </ul>	<p>As there will be alternatives available for the providing access to the area for people with disabilities it is not considered necessary to provide access to the pedestrian mall itself to vehicles that are carrying people with disabilities.</p> <p>The off-street parking for apartments and business on Tyler St can be accessed from the Commerce St end of Tyler St and do not require access to the pedestrian mall.</p> <p>Vehicles needed for events being held in the pedestrian mall are covered by the exemptions and access for these purposes will be covered by the operational plan for the pedestrian mall.</p>

# Attachment 1: Feedback form

## Feedback form

### Lower Queen Street Pedestrian Mall



Please complete this freepost form and return it to us by **Monday 20 July 2020**.

Alternatively, you can provide feedback online at [AT.govt.nz/haveyoursay](https://www.aucklandtransport.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 proposal to make lower Queen Street a people focused space?**

The proposal includes extending the pedestrian mall onto part of Tyler and Galway Streets, and removing the exemption for buses or thoroughfare vehicles.

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 .....  
 .....

**Do you have any feedback on the proposed vehicle exemptions?**

Should there be exemptions for vehicles for other reasons or at specified times?

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 .....  
 .....

**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 Queen Street
- I work or own a business on or near Queen Street
- I walk or cycle on or near Queen Street
- 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)*

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