

Your feedback on Queen Street parking and loading changes



Total submissions = 395

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Summary










On 16 June 2021, Auckland Council announced it would be removing the COVID-19 emergency works from Queen Street, between Shortland Street and Mayoral Drive, prior to further changes being proposed on Queen Street.

As part of that decision, and as a result of feedback from our earlier consultation around network changes, we proposed some interim changes to be made to parking and loading in the section of Queen Street from which the COVID works were to be removed.

We proposed to remove all general parking from Queen Street and replace it with a mix of loading zones and good loading zones, ensuring that deliveries, servicing and drop-offs/pick-ups could continue to be made.

We consulted on this proposal for two weeks from 24 June 2021 to 8 July 2021 and received 395 submissions.

Top feedback themes

Feedback theme	No. of mentions	
	Do not support increased parking, loading, and/or traffic on Queen Street	143
	Ban or reduce general / private vehicle access to Queen Street	125
	Improve bus access along Queen Street	45
	Improve access along Queen Street for people on bikes/wheels	33
	Concerns with the integrity and/or foresight of AT and Auckland Council for proposing these changes	29
	Ensure loading zones and/or parking is properly enforced	20
	Support the inclusion / provision of loading zones on Queen Street	19
	Support the inclusion / provision of mobility parking on Queen Street	13
	General changes suggested to the proposal	11

Project decisions

After listening to all the feedback, and taking into account the feedback received as part of the network consultation around the concern about a lack of loading spaces on Queen Street for businesses, we will be leaving the interim loading and servicing spaces in place until such time as Auckland Council is ready to consult on each stage of Queen Street between Shortland Street and Mayoral Drive. Your feedback will be used to input into the design proposed and consulted on by Auckland Council.

In the meantime, we will monitor the loading spaces after the changes are made to make sure they are working as intended and review.

Once again, thank you for helping us make better decisions for your neighbourhood, informed by your knowledge.

Next steps

Auckland Transport is supporting Auckland Council to deliver changes in the city centre, the proposed interim parking and loading changes will be used to help design changes for Queen Street as the project moves south along Queen Street towards Mayoral Drive.



Background

Project overview

Background

Guided by the City Centre Masterplan (CCMP) – Auckland Council's 20-year vision – the city centre and waterfront will continue to undergo exciting changes over the next few years.

The completion of the City Rail Link (CRL) will be accompanied by new public spaces and better transport connections within the city centre, including the Downtown waterfront, Wai Horotiu Valley, Aotea Quarter and Karangahape Road.

At the heart of the CCMP is the Access for Everyone (A4E) concept. A4E proposes to transform how people and freight movement in the city centre. By enabling a decisive mode-shift away from private vehicles, it aims to make better use of finite city centre space by prioritising space for pedestrians while ensuring access is maintained for emergency and service vehicles.

Aucklanders were overwhelmingly supportive of Access for Everyone, with 82 per cent of submitters endorsing the concept through the City Centre Masterplan consultation.

The Wai Horotiu Queen Street Valley Pilot

In March 2020, COVID-19 emergency works were put in place in Queen Street to provide additional space for people during the pandemic.

Over the second half of 2020, Auckland Council gathered feedback from a wide range of community members on what they would like to see for Queen Street. The feedback has informed the improvements that are being trialled on the street this year.

The Wai Horotiu Queen Street Valley Pilot is one piece of the puzzle that will transform our city centre. It was set up now to align with the next phase of the City Rail Link construction, which happened at the end of June 2021. This will temporarily mean more buses using Queen Street.

At the end of April 2021, AT consulted on a number of network changes along the length of Queen Street between Customs Street and Mayoral Drive, to support the direction of the City Centre Masterplan.

On 16 June, Auckland Council announced it will be removing the COVID emergency works on Queen Street, between Shortland Street and Mayoral Drive.

The parking and loading changes

We consulted on network changes to Queen Street at the end of April 2021. The feedback we received during that consultation strongly indicated that businesses feel there are insufficient spaces available for loading and servicing vehicles on Queen Street.

In addition, accessibility was identified as a key issue, especially in the arts sector of Queen Street, including the opportunity for increased mobility parking.

As the focus of the Queen Street pilot is changing with the emergency works being removed, and to respond to the loading, servicing and mobility access feedback we have received, we proposed the following interim changes to kerbside parking to better support business and the activities in the different areas.

The interim changes focus on prioritising loading, servicing and mobility parking over the provision of general parking. The changes also recognise that there are other options for general parking around the Queen Street Valley.



The provision of loading zones not only supports commercial vehicles but also public drop off and pick up along the street. These loading zones are time-limited to enable greater use of the kerbside space.

Project details

The proposal changed general parking in parking bays reintroduced between Shortland Street and Mayoral Drive, as a result of the COVID-19 emergency works removal, to a combination of loading zones and goods loading zones.

A single additional mobility parking space was added outside Smith and Caughey's on Queen Street, additional mobility parking was also added outside the Town Hall.

The zones are all time restricted – P15 or P5 – to encourage turnover of the spaces and to make the most of valuable kerbside parking.

We only sought feedback on the interim changes we proposed to make to parking on Queen Street. We had already collected feedback on other changes we proposed to make as the Queen Street pilot moves south towards Mayoral Drive.

We indicated that a report on this already completed network consultation would be available shortly.



Consultation

We consulted on the proposed parking and loading changes on Queen Street from 24 June 2021 to 8 July 2021.

What we asked you

We asked:

Please note, we are only seeking feedback on the interim changes we are making to parking on Queen Street. We have already collected feedback on other changes we are proposing to make as the Queen Street pilot moves south towards Mayoral Drive. A report on this already completed consultation will be available shortly.

Please check the box next to the option that best reflects your thoughts on these interim parking changes (see the project webpage for each change being made):

- I support the proposed interim changes
- I do not support the proposed interim changes
- I support the proposed interim changes with the following amendments:

Free text box.

Activities to raise awareness

To let you know about our consultation, we:

- Updated our project page with information about the consultation and made an online feedback form available through this page
- Engaged with the Waitemata Local Board
- Engaged with Heart of the City and used their feedback to improve our communications
- Email to National Road Carriers Association
- Sent an email to those who emailed feedback to us on our network consultation, including:
 - the City Centre Residents Group
 - Save Queen Street Society
 - Arts precinct tenants
 - Auckland Live
 - Hotels in the project area
- Hand delivered a letter to all shop front businesses on Queen Street and worked with property managers and building managers to distribute the letter into office towers

How people provided feedback

People could provide feedback using an online submission form (on our Have Your Say page).

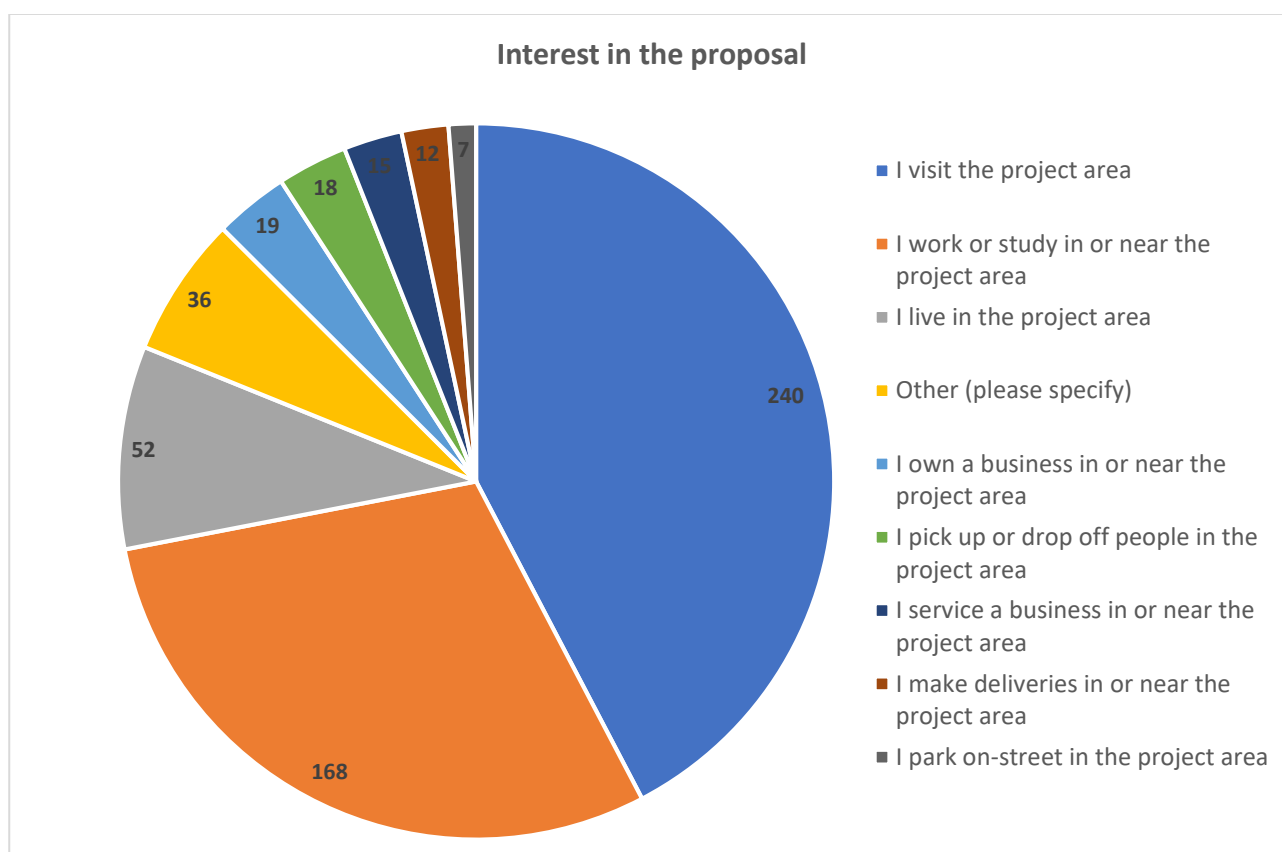
Your feedback

Overview

We received public feedback on the proposal from 395 submitters, all via our online feedback form. Some submitters followed up their online submission with additional information via the ATengagement@AT.govt.nz email address.

Key stakeholders, including The Auckland City Centre Residents Group, Greater Auckland, Heart of the City, Auckland Live, the arts sector, a representative of the hotel sector, and the Association of Blind Citizens of New Zealand, provided feedback. Their feedback is summarised in the section Other submissions, below.

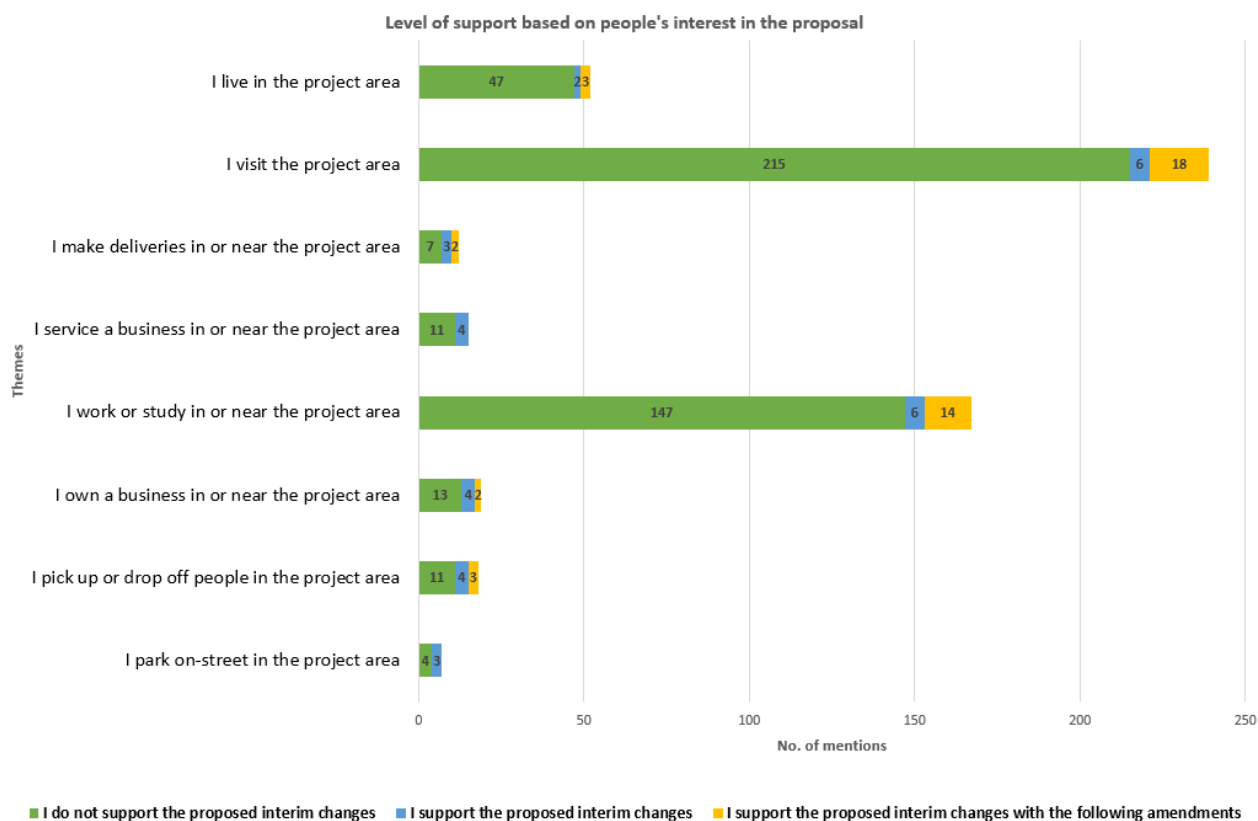
What best describes your interest in this proposal?



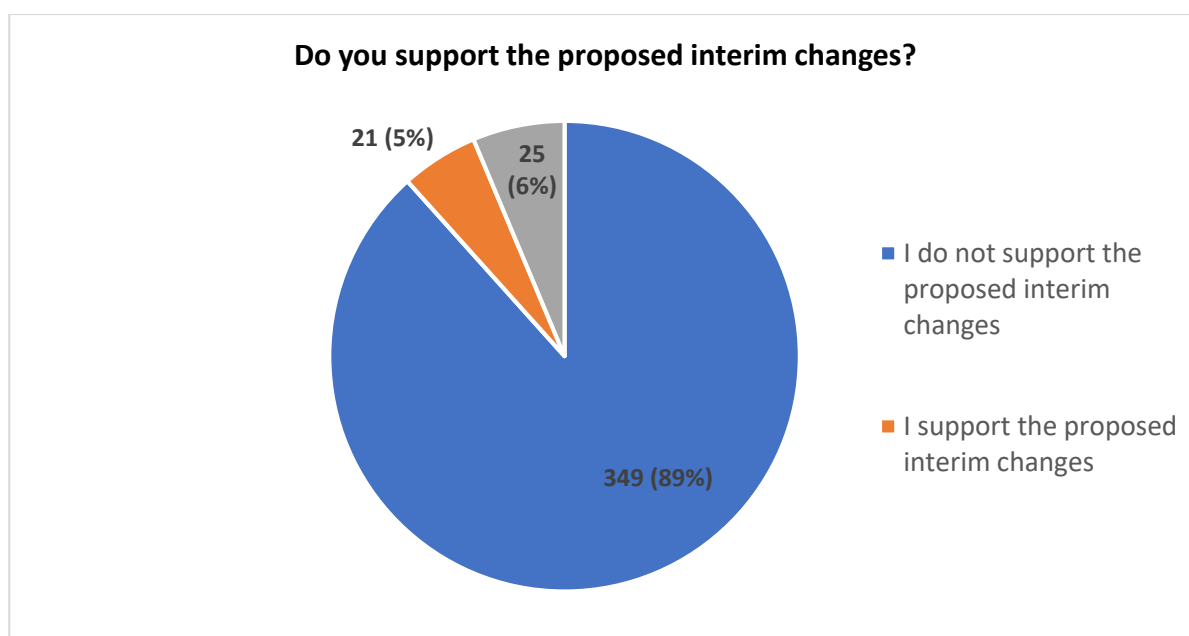
Respondents could select more than one reason for being interested in the proposal. For example, someone may have selected 'I visit the project area' and 'I park on-street in the project area'.

Feedback on parking and loading changes

The graph above shows the level of support for the proposal based on respondents interest.

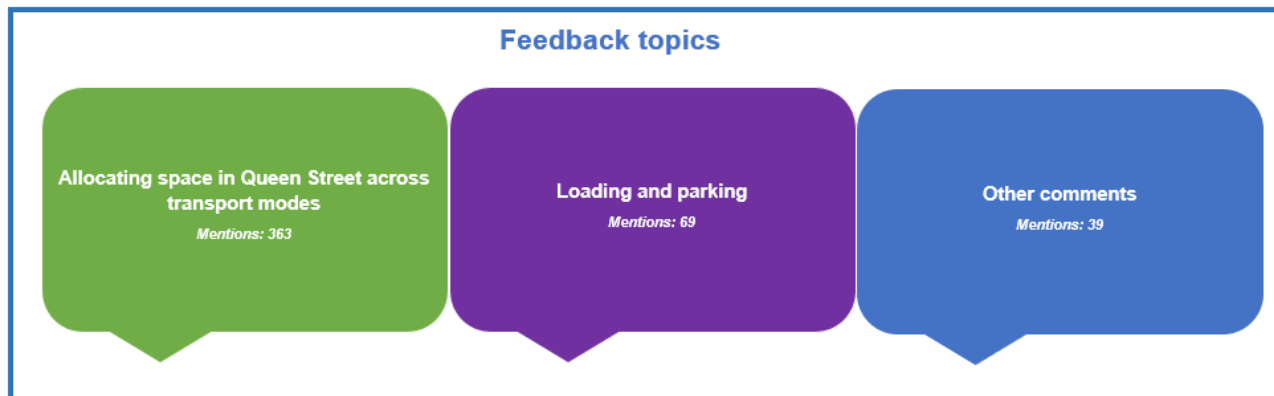


As per the graph below, 89 per cent of people were not supportive of the changes, 6 per cent were supportive but suggested changes to the proposal, and 5 per cent were supportive of the proposal.

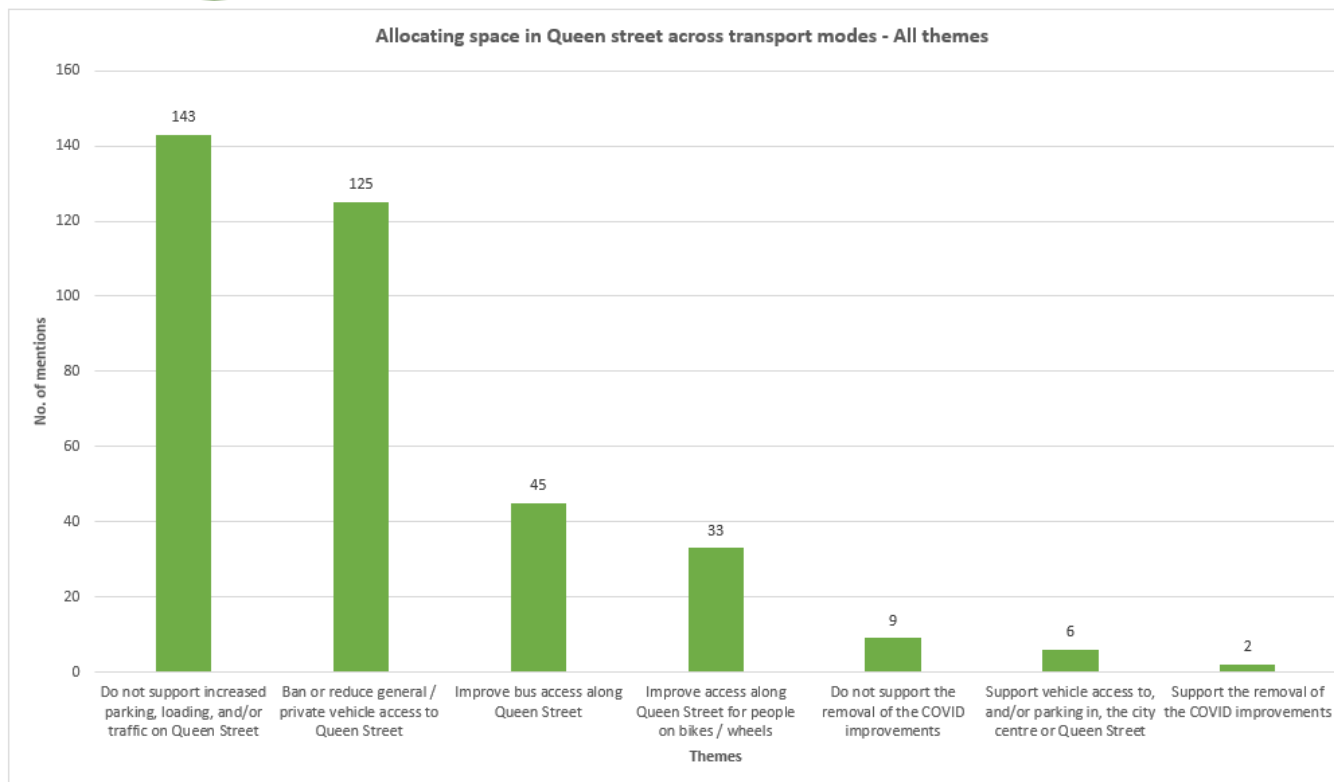


Main themes from respondents

The main themes that came through from the feedback received were:

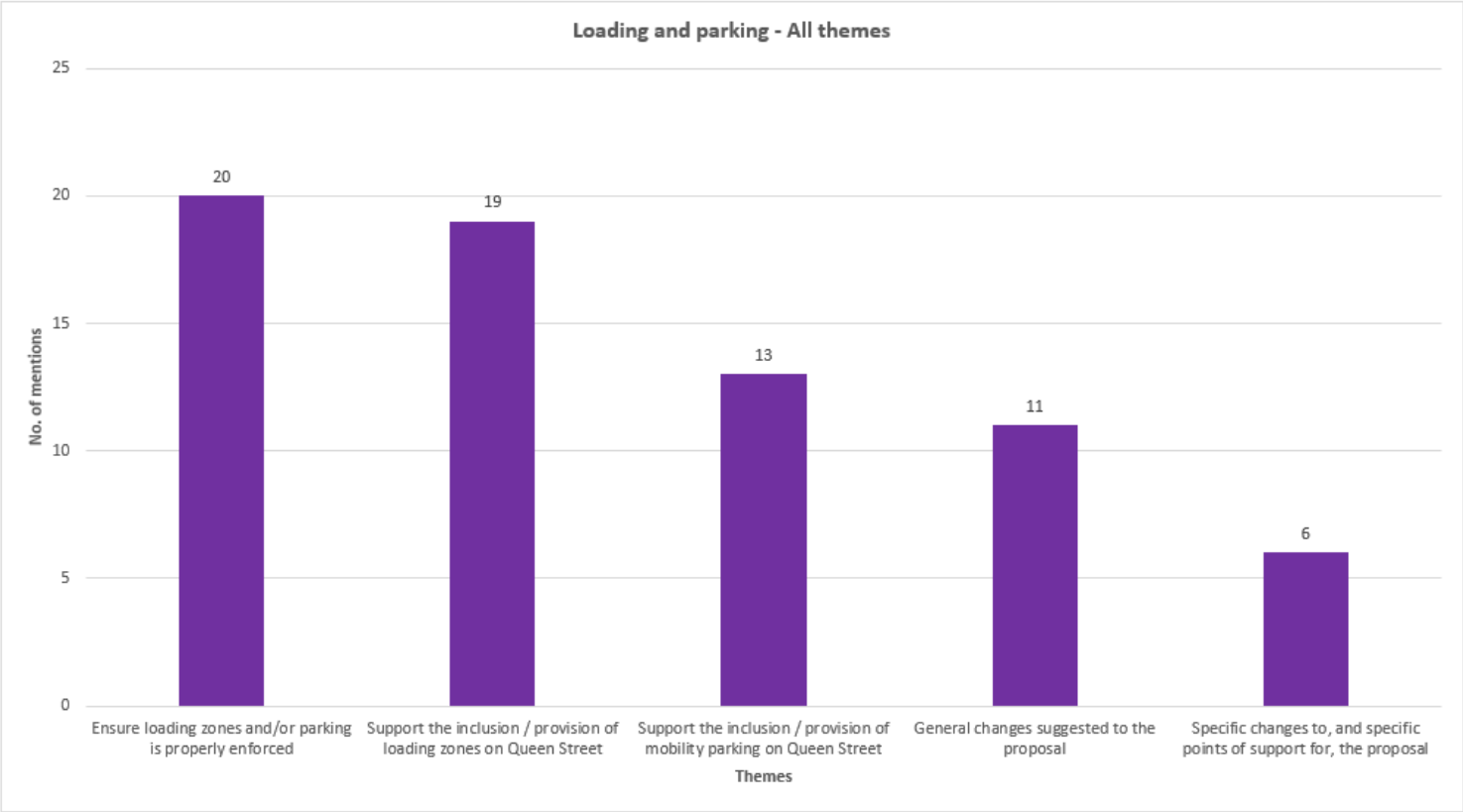


Allocating space in Queen Street across transport modes

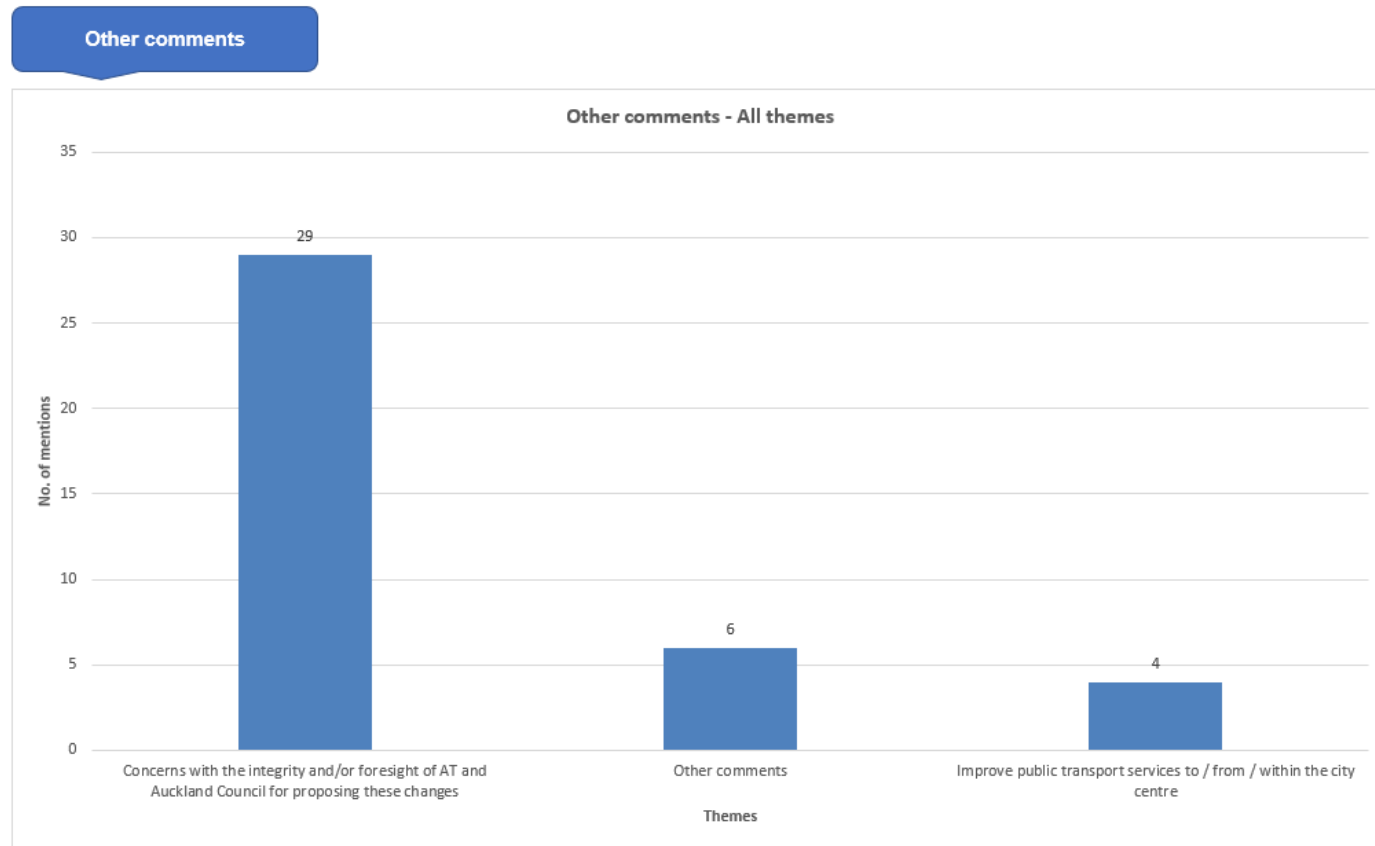


The majority of people who provided feedback do not support parking, loading and/or traffic on Queen Street. The main reason for this was that they felt it did not align with the goals of the City Centre Masterplan. Instead, they support banning or reducing general traffic and/or private vehicles and improving bus priority on Queen Street. Comparatively, only a few people supported the removal of the COVID-19 emergency works and improved access for vehicles, and parking, on Queen Street.

Loading and parking



When thinking about loading and parking on Queen Street, people were concerned that any loading and/or servicing spaces would be properly enforced. Where people supported the inclusion of loading zones, they thought they should be goods loading only. People were also generally supportive of providing parking spaces for mobility card holders, especially but not exclusively around the arts precinct. A range of suggestions were made for the length of time people should be allowed to stay in loading/goods loading zones and mobility parking spaces. Many specific suggestions were made for changes to individual spaces/zones.



There were a number of people who were concerned that Auckland Transport's proposal appeared to be out of alignment with the City Centre Masterplan, which appeared to make people feel that they were not being listened to. A few respondents felt that public transport in Auckland was disjointed and difficult for new users to understand and use. People also felt that a strategic approach to loading and servicing on Queen Street was missing.

Other submissions

In addition to public feedback, we also received submissions from The Auckland City Centre Residents Group, Greater Auckland, Heart of the City, Auckland Live, the arts sector, and the Association of Blind Citizens of New Zealand provided feedback. Their feedback is summarised below and their concerns and suggestions have been included in the list of design suggestions.

Heart of the City

Heart of the City supported the proposed changes. They acknowledge that the CCMP aspires to create a people-friendly space in the city centre but feel that practicality is required to ensure that all users and modes are considered alongside city centre transport planning.

Heart of the City wants to ensure that the city centre remains accessible and affordable for Aucklanders. By 2031, only 45% of Aucklanders will have access to the city centre within 45-minutes by public transport (interpeak), which, they say, indicates we need to accommodate private vehicles for the foreseeable future.

Furthermore, they maintain that in this is a critical phase of the city centre's recovery, how transport planning is managed while we still have significant construction is critical.

HOTC supports development of the A4E concept, ensuring efficient access for essential vehicles and clarity on how non-essential vehicles access the city centre. They want to see a strategic approach to servicing and loading, kerbside planning, taxi/rideshare and mobility access. Until they see tangible progress in this respect, they think the proposed changes represent a sensible transition from the former parking zones, to loading zones that have provision for drop off and pick up.

HOTC supports the interim changes, conditional on specific changes below, and on the condition that any changes are:

- Monitored for occupancy and use to inform any future changes in the street, including feedback from businesses, National Road Carriers and other key users
- Enforced, particularly to ensure that much needed goods and service loading, and mobility access is enabled and supported, and that people can still access and be dropped off to key destinations in Queen Street.
- Reviewed with feedback from key users and appropriate analysis, as part of any further Queen Street works.

That changes can be made, with appropriate involvement from impacted user groups, if required, in advance of any proposed longer-term changes to Queen Street if it is identified that these proposed changes are problematic in particular areas.

Auckland City Centre Residents Group

The City Centre Residents Group (CCRG) did not support the proposed interim changes.

The group fully supports most aspects of the pedestrian-friendly Central City Masterplan. However, they are very concerned about the proposed "Queen Street changes", the practical results of which will:



- be contrary to the CCMP
- prioritise the movement of traffic over delivering the place we all want.

They believe this will be a retrograde step for Queen Street, especially, but not only for, residents living on the street.

They believe the numerous proposed loading zones will become de facto car parks, as they currently are, given the lack of enforcement, and encourage circulating traffic. They also stated that indented bus stops and loading zones will become car parking after hours. They would also like to see evidence from Auckland Transport of a workable, 24/7 enforced plan for any interim LZ/mobility/service vehicle parking in Queen Street.

In addition, providing P15 for loading zones while legitimate goods vehicles have a limit of five minutes promotes and provides free car parking on Queen Street, especially after hours when there is little or no enforcement. In turn, they believe that this encourages ride share vehicles and other cars to circulate looking for car parking.

They suggest that any proposed spaces must only be sufficient for legitimate services and goods vehicles, and mobility parking. This, they say, can only be achieved with enforcement to stop congestion, cars and ride share vehicles circulating endlessly looking for parks, worse air quality outcomes, noise and much reduced safety for those on foot, bikes, scooters etc.

The repurposed, proposed 15-minute car parks could then be used for other interim purposes, such as scooter/bike parks, tables chairs, planters.

They submitted that the proposal undermines every council strategy and plan which calls for the city to be more people-focused and to get people out of their cars in order to reduce congestion and emissions.

In addition, the proposal would achieve the opposite to the stated aim of "The interim changes focus on prioritising loading, servicing and mobility parking over the provision of general parking", as, afterhours, most of the street would revert to four lanes of traffic.

Air quality, amenity, safety and noise will all certainly deteriorate and, as representatives of people living in the city centre, it is unacceptable to regress in this way and to sacrifice residents' health and wellbeing.

In light of all this, CCRG believes the proposed 'Queen Street changes' need to be fully reconsidered, to come up with plans that fulfil the intent and vision of the city centre masterplan and our climate emergency agreements, protect the interests of Queen Street residents, their health and wellbeing, as well as everyone else visiting and using the street. They cannot and do not support these proposals.

Auckland Live

Auckland Live supported the proposed interim changes with amendments. They made a number of specific suggestions relating to specific loading and servicing spaces. These will not be summarised here.



In addition, Auckland Live made the following suggestions to the proposed interim parking and loading changes:

1. The closest mobility parks or Loading Zones (drop off points) to the Arts Precinct will be the most utilised so it is critical that these zones all have Accessible ramps from road to footpath to reduce the risk of mobility patrons who are currently transiting up and down the road in moving traffic from being injured by any moving vehicles. No ramp is a Health and Safety risk and could be a mechanism to drive a positive change.
2. AT are proposing the loading zone outside Q Theatre be a permanent bus stop so we would like to recommend UNESCO City of Music branding (similar to that of Adelaide) at the Loading Zone at the Northern end of the Town Hall. This supports the industry within the Aotea Arts Quarter and is a positive positioning for change whilst acknowledging the mahi of those in this area.
3. Increase Loading Zones from P15 to P30 at key Loading Zones to allow more time for accessibility visitors and patrons to transit safely.
4. If AT do not agree to bus stop outside Q Theatre to be used as an on-going coach drop off-pick up location the arts industry will need to explore with TMP provider, Parking Evolution as to if a TMP accommodates new changes associated with volumes of busses attending shows or if a new location needs to be found.
5. Should AT not allow the bus stop outside the Civic Theatre on Wellesley ST West to be used as a coach drop off-pick up location we would need to discuss with AT, our regular clients and our TMP provider, Parking Evolution, as to if the TMP accommodates this or a new location needs to be found such as Elliot St outside the Elliot St Stables etc.
6. The Auckland Philharmonia (APO), as a regular user of the Auckland Town Hall require front door drop off for key patrons (Friends of APO) and schools. Based on key point 4, we would need to review with all our regular hirers engaging with school activities what the traffic management plans (TMP) options would be for school sessions, however we believe it would be beneficial to discuss with APO their requirements for 'Friends'.

The arts sector

The Auckland Philharmonia Orchestra (APO), NZ Opera and Q Theatre all provided a submission on the proposal. Only the APO provided comments on the proposal, as follows:

1. Access for our audience members is an absolute priority for us, particularly as many of our patrons are elderly, infirm or have mobility issues. There MUST be a provision for buses and coaches to drop-off and pick-up outside the Town Hall main entrance. A huge number of our older audience use the APO run bus service to get to concerts, allowing them to be picked up close to home and dropped off right outside the doors. This means they don't have to worry about driving in the dark and parking in town. For those with mobility issues or problems with their vision, it is an invaluable service. It is unacceptable to us that they be dropped off elsewhere and have to walk. The same goes for the coach loads of school children from all across Auckland who arrive to enjoy our educational events. We would lose audiences if we were not able to offer this service as would all of the other organizations that use the Town Hall.
2. We would like to request that the bus drop-off space outside the Town Hall be reinstated OR we are given the opportunity to draw up a Traffic Management Plan that allows coach drop-offs outside of peak hours on our performance days. We have a TMP in place currently and there are no issues as drop-offs never happen in peak hours. We are also able to plan very well in advance of when coaches may be arriving so provisions can be made.



3. We would also like to request that all proposed P15 loading zones between Mayoral Drive and Victoria Street be extended to 30 minutes to allow audience members to be assisted to the Town Hall and the Civic, and the proposed loading zone at 291 Queen Street to be operational from 6pm for those heading to a show.
4. In the interests of accessibility, ALL mobility spaces and loading zones should have a ramp rather than a step up. We also believe the proposed mobility space and the two proposed loading zones outside the Town Hall be swapped over so that the mobility space is closest to the Town Hall entrance.

Hotels

The Airedale Boutique Suites provided feedback on the proposal. They did not support the proposal.

They made a number of specific suggestions, which will not be summarised here. Other suggestions they made were:

1. They were surprised that the COVID-19 emergency works and the reinstatement of a loading zone outside the hotel had occurred prior to the consultation closing.
1. Despite this, they supported the improvement although they felt that the loading zone was inadequate for the purposes of appropriate access for guests and visitors to the hotel and they, as per previous submissions, they urge AT to reinstate a fully sized loading zone to Queen Street outside the hotel. They feel this loading zone needed to be of a sufficient size to allow a tour coach to unload and load guest from the hotel.
2. We support a P15 Loading Zone at all times. They do not support the P5, as proposed. They also feel that the signage should state "HOTEL USE ONLY". They believe the current signage is confusing and should be improved.
3. In the current configuration installed on site, the Airedale Boutique Suites believe a tour coach will have to either block Airedale Street or use the bus build out bay, which is likely to significantly disrupt the free flow of bus transport or reduce access to Airedale Street. The installed design is not fit for purpose.
4. They would also like a Goods Loading Zone installed on Airedale Street over our loading dock sufficiently sized to take a Medium Rigid Truck as defined by Waka Kotahi.
 - a. This loading zone should state "NO PARKING HOTEL USE ONLY".
 - b. They believe this is broadly reinstating what was present prior to a long-term construction project at the site.
 - c. They believe this would alleviate pressure on Queen Street by removing the majority of goods vehicle loading from Queen St.
 - d. They believe this would improve the pedestrian environment on Queen Street as loading activities would not need to cross the footpath from the Queen Street loading zone, rather could be direct from the delivery vehicle straight into our loading dock.

Greater Auckland

Greater Auckland submitted that the COVID works should be retained until the Queen St Pilot programme is ready to start construction on replacing them. All parking and loading zones should be removed from Queen St with the street made bus only. Loading and servicing should be required to be done from side streets.



Association of Blind Citizens New Zealand

The Committee identified the need for better accessibility around the Q theatre, Town Hall and Civic. They made a number of specific suggestions for changes to specific loading and parking spaces. These will not be summarised here. Some other suggestions were:

1. Loading Zones need to be located so that their use is not prevented by street furniture.
2. The hours of operation of the spaces need to take into account the timing of events in the Aotea Precinct – drop of and pick up.
3. Signage needs to be improved in some locations to ensure that taxi and ride share vehicles are aware of their location.
4. More awareness amongst user groups was needed and the Committee felt that AT could help with this.

Design suggestions in feedback and AT's 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 themes.

Allocating space in Queen Street across transport modes

Feedback Theme	Main points	Auckland Transport's Responses
<p>Do not support increased parking, loading, and/or traffic on Queen Street</p> <p><i>Mentions: 143</i></p>	<ul style="list-style-type: none"> • Don't want cars on Queen Street. <i>(Heavily mentioned theme)</i> • Don't want parking and/or loading on Queen Street. <i>(Heavily mentioned theme)</i> • Increasing loading and parking on Queen Street will encourage more traffic. • 1. The proposal is contrary to the City Centre Master Plan which requires the pedestrianisation of Queen Street. The public has strongly supported the City Centre Master Plan. <i>(Heavily mentioned theme)</i> • 2.The proposal is contrary to Auckland Council's Climate Change Plan. <i>(Heavily mentioned theme)</i> • 2.Encouraging cars is contrary to climate change and private vehicle reduction goals. <i>(Heavily mentioned theme)</i> • Stop wasting time and/or money on these interim changes. • Vehicles, in general and entering/exiting parking/loading zones, make Queen Street less safe for people on bikes and pedestrians. • 3. Don't support the road reverting to 4-lanes of traffic outside peak hours. • 2.Vehicles make this a less pleasant environment for pedestrians. • 2.Cars/vehicles create excessive noise, air pollution, and congestion on Queen Street. <i>(Heavily mentioned point)</i> • Vehicles slow bus travel times. • 4.Put loading bays on side streets (like they do overseas). <i>(Heavily mentioned point)</i> • 5.Loading bays will be used for general parking and/or taxis (they will encourage these vehicles to circle Queen Street looking for parking). <i>(Heavily mentioned point)</i> • 5.The Loading Zones marked to be 8am-6pm will all become free parking after hours. 	<ol style="list-style-type: none"> 1. The City Centre Masterplan envisages Queen Street as a vibrant, pedestrian-priority, shopping precinct and quality transit corridor at the heart of Waihorotiu/Queen Street Valley, the planning and design for which is underway. 2. In relation to climate change, AT is working with AC to enable changes that support the vision for Queen Street. These interim changes acknowledge feedback received on our previous network changes. 3. With the removal of the COVID-19 emergency works, 24/7 bus lanes have been reintroduced to Queen Street. Consultation on network changes, including bus lane implementation, occurred in May 2021. The feedback we received as part of this consultation will be used to feed into the design of coming sections of Queen Street, as the project moves south towards Mayoral Drive. 4. AT is currently undertaking a city centre-wide study of loading and servicing to help inform future changes to Queen Street. 5. Auckland Transport monitors the use of parking on Queen Street between 9am and 6pm, Monday to Friday on daily basis. Weekends are also covered by our normal patrols and we have a night shift team that works until 3am. Outside of these hours, we can respond to customer complaints. 6. The COVID-19 emergency works have already been removed, please see the following media release:

Feedback Theme	Main points	Auckland Transport's Responses
	<ul style="list-style-type: none"> 7. Prioritising P15 loading/ unloading for cars where legitimate goods vehicles have a limit of five minutes is promoting and providing free car parking on Queen Street. 2. Use this space for pedestrians and/or people on wheels. 2. Repurpose the proposed 15-minute carparks to other interim purposes – scooter/bike parks, tables chairs, planters. 6. Do not support this project replacing the changes made after COVID. 	<p>https://ourauckland.aucklandcouncil.govt.nz/news/2021/06/next-three-stages-of-queen-street-improvements-gather-pace/?page=1&search=COVID-19%20emergency%20works</p> <p>7. Goods vehicles can use loading zones as well as goods vehicle only loading zones.</p>
<p>Ban or reduce general / private vehicle access to Queen Street</p> <p><i>Mentions: 125</i></p>	<ul style="list-style-type: none"> 1. Fully pedestrianize Queen Street as per the City Centre Master Plan (which the public has strongly supported). <i>(Heavily mentioned point)</i> 2. <u>Only</u> allow pedestrians, people on bikes, and/or buses to use Queen Street. <i>(Heavily mentioned point)</i> 2. Close off Queen Street to traffic now (don't wait until light rail is built). <i>(Heavily mentioned point)</i> Stop wasting time and/or money on these interim changes, which are not holistic solutions. 1. Lower Queen Street should be pedestrian only. 1. <u>Reduce</u> general/private vehicle access and prioritise pedestrians and people on wheels. <i>(Heavily mentioned point)</i> 4. Cars/vehicles create excessive noise, air pollution, and congestion on Queen Street. <i>(Heavily mentioned point)</i> 1. People / shoppers don't want to go to a place that is traffic heavy, they want to go to nice locations like Britomart and Wynyard Quarter. 1. Cars/vehicles make Queen Street less safe for other users. 2. Stop bowing to loud organised lobby groups, which don't represent the majority of people living and working in the area. 2. Only allow deliveries outside of busy pedestrian hours. 3. Keep the COVID changes in place until the final design for Queen Street is implemented. 	<ol style="list-style-type: none"> 1. The City Centre Masterplan envisages Queen Street as a vibrant, pedestrian-priority walking and shopping street and quality transit corridor at the heart of Waihorotiu/Queen Street Valley, the planning and design for which is underway. 2. During our network changes consultation, which occurred in late April/May 2021, people told us that they were concerned about a lack of loading and servicing on Queen Street. Businesses and residents still need access to loading and servicing on the Street. We also heard from the arts sector and accessibility groups that they would like to see current mobility parking levels maintained or increased. Some parts of Queen Street also have mobility parking requirements. These interim changes respond to those concerns. The network changes consultation included proposals to redirect discretionary traffic away from Queen Street. This feedback, along with the feedback received as part of the loading and servicing consultation, will be used to feed into design changes for Queen Street, as the project moves in stages south towards Mayoral Drive. 3. The COVID-19 emergency works have already been removed, please see the following media release: https://ourauckland.aucklandcouncil.govt.nz/news/2021/06/next-three-stages-of-queen-street-improvements-gather-pace/?page=1&search=COVID-19%20emergency%20works 4. In relation to climate change, Auckland Transport is working with Auckland Council to enable changes that



Feedback Theme	Main points	Auckland Transport's Responses
		<p>support the vision for Queen Street. These interim changes acknowledge feedback received on our previously proposed network changes.</p>
<p>Support vehicle access to, and/or parking in, the city centre or Queen Street</p> <p><i>Mentions: 6</i></p>	<ul style="list-style-type: none"> • 1.Need to ensure that the city centre is still accessible by private/general vehicle, as not everyone has practical access by public transport. • 1.Need to maintain private/general vehicle access while the city centre is recovering. • 1.Reinstate four lanes of traffic to Queen Street. • 1.Provide even more parking and/or loading on Queen Street and/or the city centre. • 2.Allow taxis and ride shares to use loading zones. • 1.Improved vehicle access and parking will be good for businesses. 	<ol style="list-style-type: none"> 1. This feedback has been noted and has been referred to project design team for consideration as the project moves south, in stages, towards Mayoral Drive. 2. Taxis and rideshare vehicles can use general loading zones. They cannot use goods loading zones.
<p>Improve bus access along Queen Street</p> <p><i>Mentions: 45</i></p>	<ul style="list-style-type: none"> • 1.Provide 24/7 bus lanes. • 2.Close Queen Street to cars and only allow buses to use it. • 2.Generally improve bus access to Queen Street. • 1.Keep bus stop buildouts / provide bus stops in indented bays. 	<ol style="list-style-type: none"> 1. The current street layout has 24/7 bus lanes 2. Until the City Rail Link is complete, providing public transport access to Queen Street is a key requirement.
<p>Improve access along Queen Street for people on bikes / wheels</p> <p><i>Mentions: 33</i></p>	<ul style="list-style-type: none"> • Ban cars from Queen Street but allow access for people on bikes. • Provide cycleways along Queen Street. • The COVID-19 changes have made Queen Street unsafe for riding bikes. • Please restore the bike/scooter space on Queen Street. 	<p>The city centre masterplan envisages Queen Street as a vibrant pedestrian-priority walking and shopping street and quality transit corridor at the heart of Waihorotiu / Queen Street Valley.</p> <p>The full potential of these elements will be unlocked through the creation of the central zone of the Access for Everyone (A4E) concept, which will deliver a pedestrian-friendly, high-amenity, safe and vibrant core to the city within a zero-emissions zone.</p> <p>Cycling and micro-mobility modes supported through reduced traffic, slower speeds, more space and level-surface design.</p> <p>Queen Street is a low-speed environment, which means it is safer for people on bikes. So, cycling will occur along the corridor but without a segregated facility, similar to Bourke St Mall in Melbourne or George St in Sydney.</p>



Feedback Theme	Main points	Auckland Transport's Responses
Do not support the removal of the COVID improvements <i>Mentions: 9</i>	<ul style="list-style-type: none"> Do not support the removal of the changes made after the COVID lockdown. Removing the COVID changes is a step backwards (generally and away from the agreed vision for Queen Street). COVID changes made Queen Street a nicer place to visit, shop, and cycle. COVID changes were good as they discouraged private vehicles from driving down Queen Street. Leave in the COVID changes until the upgrade of Queen Street as outlined in the City Centre Master Plan is installed. The additional space given to pedestrians at intersections (such as the Wellesley St/Queen St intersection) should be retained, rather than being removed to create a turning lane for cars. 	As above.
Support the removal of the COVID improvements <i>Mentions: 2</i>	<ul style="list-style-type: none"> Covid changes made Queen Street less safe for people on bikes. Turn the board walks into cycleways. 	As above.

Loading and parking

Feedback Theme	Main points	Auckland Transport's Responses
Support the inclusion / provision of mobility parking on Queen Street <i>Mentions: 13</i>	<ul style="list-style-type: none"> Support the provision of mobility card holder parking on Queen Street. <u>Only</u> support the provision of mobility card holder parking on Queen Street (i.e. no other types of parking). Mobility spaces are a sensible transition from parking to the future use of Queen Street. Want more mobility spaces on Queen Street. 	This feedback has been noted and has been referred to project design team for consideration as the project moves south, in stages, towards Mayoral Drive.
Support the inclusion / provision of loading zones on Queen Street <i>Mentions: 19</i>	<ul style="list-style-type: none"> Support (or only support) the provision of <u>goods only</u> loading zones. (<i>Heavily mentioned point</i>) General loading zones will just be used by Ubers/taxis, so make them all goods loading zones. Support the provision of both types of loading zones on Queen Street. <u>Only</u> support the provision of loading zones on Queen Street (i.e. no other types of parking). 	The loading requirements are not limited to goods vehicles only and needs to be flexible enough to provide for courier vehicle and mobility pick-up/drop-off, which cannot use goods vehicle loading zones. In addition, there are a number of small businesses on Queen Street that may use private vehicles to make deliveries. Auckland Transport believes the interim proposal has provided a good balance of goods vehicle and general loading zones.



Feedback Theme	Main points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Loading zones should only operate 7pm-8am. • Loading zones are a sensible transition from parking to the future use of Queen Street. • There needs to be a lot more loading zones for service vehicles as each apartment building has at least 3-4 tradies visiting it every day. Most tradies vehicles cannot fit into the car parking buildings/basements. 	<p>Trades vehicles are provided with sufficient time (P15) to drop off their tools and materials before taking their vehicle to an off-street parking facility. Loading zones are not for long-stay parking as this does not result in good outcomes for local businesses.</p>
<p>General changes suggested to the proposal <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • Loading zones should all be P5. • Do not support P5 loading zones, need to be at least P10 to allow people to get to their destination and back. • Prioritising P15 loading/unloading for cars while goods vehicles have a limit of P5 is promoting and providing free car parking on Queen Street. • Allow for longer term parking in some Goods Loading Zones for tradies and loading. Not everything can be done in 15 mins. A shop that needs glass fixing should allow their tradies to park nearby. And not park on the pavement which is what happens because AT have abandoned enforcement in the city centre. • All loading zones should be for all types of loading, not just goods. • Loading zones should only operate at defined times of day. • Loading zones should only operate 7pm-8am. • In the interests of accessibility, <u>all</u> mobility spaces and loading zones should have a ramp rather than a step up. • Need to provide longer time limits for mobility parking (one submitter suggested some P180 mobility spaces along Queen Street). • Want more mobility spaces on Queen Street (improves accessibility to theatres and other attractions). 	<p>Parking provision needs to be flexible enough to provide for pick-up/drop-off of both people and goods, such as from courier vehicles. There are a number of small businesses on Queen Street that may use private vehicles to make deliveries. The loading plan needs to be flexible enough to take account of this. Auckland Transport believes the interim proposal has provided a good balance of goods vehicle and general loading zones.</p> <p>Trades vehicles are provided with sufficient time (P15) to drop off their tools and materials before taking their vehicle to an off-street parking facility. Loading zones are not for long-stay parking as this does not result in good outcomes for local businesses.</p> <p>In terms of longer stays, i.e. P180, for mobility parking, this is not supported by the proposal because it does not encourage turnover of the spaces and prevents fair and equitable access to other mobility card holders. Off-street spaces available for longer stays.</p> <p>Ramps may be considered as part of the design of Queen Street as the project moves south in stages towards Mayoral Drive.</p>
<p>Specific changes to, and specific points of support for, the proposal <i>Mentions: 6</i></p>	<ul style="list-style-type: none"> • All proposed P15 loading zones between Mayoral Drive and Victoria Street should be extended to 30 minutes to allow audience members to be assisted to the Town Hall and the Civic. • 380 Queen Street: <ul style="list-style-type: none"> ○ The new loading zone instated is far too small, it needs to be full sized. ○ Change proposed P5 loading zone to P15. ○ Put signage on loading zone saying, "Hotel use only". 	<p>These suggestions will be considered as the project moves south in stages towards Mayoral Drive.</p> <p>Auckland Transport does not reserve public parking spaces for the exclusive use of any business, organisation or individual.</p>



Feedback Theme	Main points	Auckland Transport's Responses
	<ul style="list-style-type: none"> • Install a Goods Loading Zone on Airedale Street over the hotels loading dock sufficiently sized to take a Medium Rigid Truck as defined by Waka Kotahi. This loading zone should state “No parking hotel use only”. • 321 Queen St - Proposed Loading & Parking Zone: <ul style="list-style-type: none"> ○ Support as offers a drop off location for patrons to access Q Theatre etc. after 6.00pm Mon – Fri. ○ Recommend an accessible ramp from road to footpath to support wheelchair, pram, and goods deliveries with appropriate delineation markings in the zone to ensure the ramp is kept clear. ○ The bus stop in the old car parking area outside Q Theatre should be returned to a P15 Loading & Drop Off zone. • Provide an additional mobility space, perhaps one that operates from 6pm-8am. outside 319-323 Queen Street, as this is on the same side of the road as the theatres. • Proposed bus stop Outside Q Theatre: <ul style="list-style-type: none"> ○ Recommend coaches are also allowed to use this as a drop off & pick up location for the many patrons and school children that attend shows and festivals in the Arts Precinct. • Proposed P5 loading Zone just south of Airedale Street intersection: <ul style="list-style-type: none"> ○ Helpful for businesses on the east side of Queen Street. ○ Not a convenient or safe drop-off location for patrons attending shows at Town Hall, Q Theatre etc. • The loading space proposed adjacent to the Airedale Suites on Queen Street is not an adequate length to support drop-offs from tour coaches. This space should also be changed to P15. • The proposed loading zone at 291 Queen Street should be operational from 6pm for those heading to a show. • Proposed P15 loading zone and mobility parking between Wakefield and Airedale St: <ul style="list-style-type: none"> ○ Change proposed P15 Loading Zone to P30 Loading Zone to allow more time for patrons with limited mobility to be safely dropped off and cross the road to Aotea Square etc. • The Northern end of the Town Hall – Proposed P15 Loading Zone and one P30 Mobility Park 	

Feedback Theme	Main points	Auckland Transport's Responses
	<ul style="list-style-type: none"> ○ Change from P15 to P30 Loading Zone to allow more time for patrons with limited mobility to be safely dropped off and get to Aotea Square etc. ○ The proposed mobility space and the two proposed loading zones outside the Town Hall should be swapped over so that the mobility space is closest to the Town Hall entrance. ○ The mobility space should have a time limit of longer than P30, it needs to be long enough to allow people to watch a show at the theatre (could perhaps lift the time cap after 6pm). ○ Provide two accessible ramps from road to footpath to support wheelchair, pram, and goods deliveries with appropriate delineation markings in the zone to ensure the ramps are kept clear. ● It it's very important to facilitate ease of access to the Auckland Town Hall (and other surrounding venues/attractions) for people with mobility issues and large groups such as school children arriving by bus. There MUST be provision for buses and coaches to drop-off and pick-up outside the Town Hall main entrance. ● 291 – 297 Queen St, Proposed P15 Loading Zone, 7.30pm – 5.00am, Mon – Sun: <ul style="list-style-type: none"> ○ Location needs further clarification as appears to be directly outside the newly installed two-level bike storage rack. ○ Change the proposed P15 Loading Zone to 6.00pm – 5.00am, Mon – Sun to allow patrons to access Aotea Square etc. ○ Recommend an accessible ramp from road to footpath to support wheelchair, pram, and goods deliveries with appropriate delineation markings in the zone to ensure the ramp is kept clear. ○ There is too much street furniture for people with mobility issues (specifically visual impairments) to use this loading zone to access the theatre. ● 261 Queen St – P15 Loading Zone with one P30 mobility parking space (outside Smith & Caughey's): <ul style="list-style-type: none"> ○ This is seen as a good location for people with mobility issues. ○ Recommend this is also a P30 Drop Off zone for patrons to allow more time for patrons with limited mobility to safely cross the intersection to access the Civic Theatre. ○ Recommend an accessible ramp from road to footpath to support wheelchair, pram, and goods deliveries with appropriate delineation markings in the zone to ensure the ramp is kept clear. ● Swap the Proposed P30 mobility parking to the other end of the proposed Loading Zone to enable the mobility park to be closer to the entrance of the Town Hall etc. 	



Feedback Theme	Main points	Auckland Transport's Responses
Ensure loading zones and/or parking is properly enforced <i>Mentions: 20</i>	<ul style="list-style-type: none"> • Loading zones and mobility parking need to be strictly enforced. • With poor enforcement / current levels of enforcement, loading zones will just be used for parking. • Better enforce the parking limits on surrounding streets instead of increasing parking/loading on Queen Street. • Use of loading zones and parking time limits is not well enforced by AT. • Want to see evidence from AT of a workable and 24/7 enforcement plan for the proposed interim loading zones and mobility parking in Queen Street. 	Auckland Transport monitors the use of parking on Queen Street between 9am and 6pm, Monday to Friday on daily basis. Weekends are also covered by our normal patrols and we have a night shift team that works until 3am. Outside of these hours, we can respond to customer complaints.

Other comments

Feedback Theme	Main points	Auckland Transport's Responses
Concerns with the integrity and/or foresight of AT and Auckland Council for proposing these changes <i>Mentions: 29</i>	<ul style="list-style-type: none"> • Why is AT/Auckland Council going against the wishes of the vast majority of the public, that want Queen Street pedestrianised as per the City Centre Master Plan? • Why won't AT/Auckland Council listen to what the public said they want? • Why is AT/Auckland Council proposing a project that is contrary to climate change and private vehicle reduction goals? • Why is AT going back on its words? • Upset that AT has even proposed this project. • AT's decisions are putting vulnerable road users at risk. 	The City Centre Masterplan envisages Queen Street as a vibrant, pedestrian-priority walking and shopping street and quality transit corridor at the heart of Waihorotiu/Queen Street Valley, the planning and design for which is underway. Auckland Transport is supporting Auckland Council to deliver changes in the city centre, the proposed changes will be used to help design changes for Queen Street as the project moves south along Queen Street towards Mayoral Drive.
Improve public transport services to / from / within the city centre <i>Mentions: 4</i>	<ul style="list-style-type: none"> • Improve public transport services to the city centre. • Auckland CBD desperately needs better public transport connections. Services in the CBD are disjointed and require long walks. • Need better way finding within the city centre to help people find public transport services and hubs. • Need better signage so people understand where to catch the bus in each direction. • All/most buses should pass through the same city centre transport hub close to trains and ferries to make it easier for new users to figure out. 	These suggestions may be considered as the project moves south in stages towards Mayoral Drive.
Other comments	<ul style="list-style-type: none"> • Remove indented bus stops. 	These suggestions may be considered as the project moves south in stages towards Mayoral Drive.



Feedback Theme	Main points	Auckland Transport's Responses
<p><i>Mentions: 6</i></p>	<ul style="list-style-type: none"> • Tell businesses now that all loading on Queen Street will be removed soon, so that they can start preparing for deliveries to occur on the side streets. • Want to see a strategic approach to servicing and loading, taxi/ride share, and mobility parking. • Need to monitor the use of the proposed loading and mobility parks to inform future decisions. • Review the changes after a certain amount of time to consider how they are performing; this should include feedback from key users and people affected by them. • Our food store (near 350 Queen Street) needs deliveries every day to run the business, but for some weeks the delivery drivers has stopped coming every day because of the congestion on Queen Street. Auckland transport should look into this matter. • The ban on turning right into Queen Street from Shortland has never been enforced, and those drivers who observed it just fill up High Street and Jean Batten Place. What alternate plans for drivers did you consider when making the ban? • You have blocked the right turns from Victoria Street and Darby Street so there is no exit for people leaving the city in peak hour traffic. • The works on Elliot Street have been over two years, when will this be finished? 	<p>Auckland Transport is currently undertaking a city centre-wide study of loading and servicing to help inform future changes to Queen Street.</p> <p>The project is intended to be flexible enough that learnings from one section can be used to inform the design of another section.</p> <p>In respect to Jean Batten Place, we are conscious that more people might chose Jean Batten Place to avoid the peak hour bus lanes between Shortland Street and Customs Street and will be monitoring this closely. One suggestion we may consider is reversing the one-way system on Fort Street and Jean Batten.</p> <p>Suggestions that fall outside the scope of this project have been forwarded to the appropriate area of Auckland Transport for their investigation.</p>