



Queen Street network changes

Public feedback report



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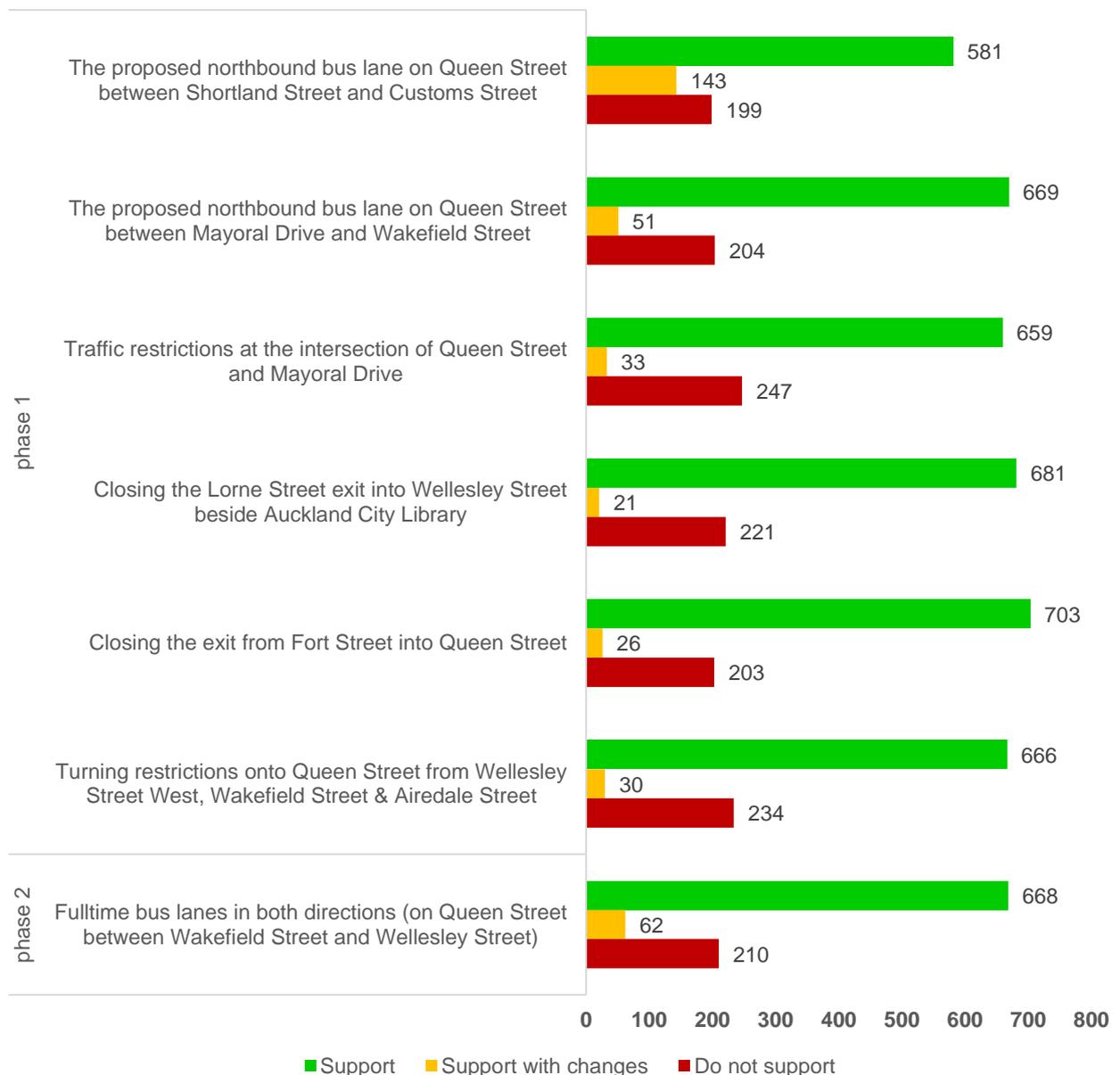
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Summary

We consulted on some proposed network changes that will change the way vehicles use Queen Street. We consulted on this proposal from 23 April 2021 to 7 May 2021 and received feedback from 982 people.

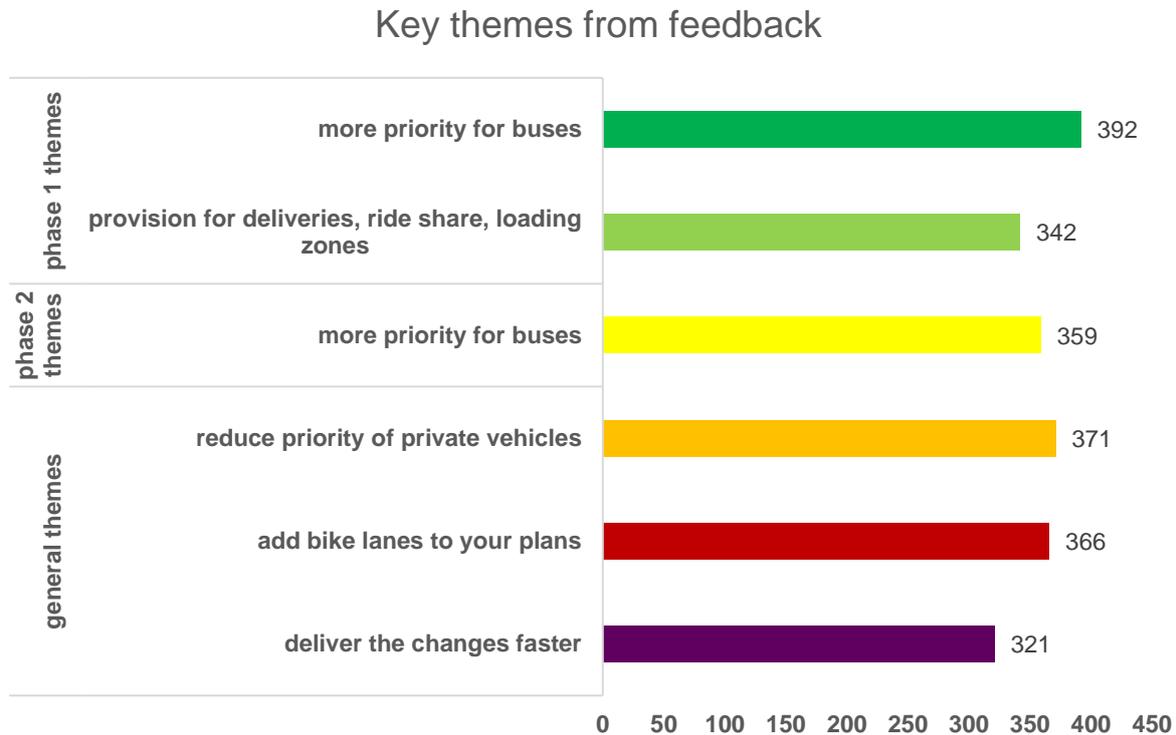
There was a second short period of consultation which ran for five days, from Monday, 31 May to Friday, 4 June. This was to ensure that everyone who wanted to provide feedback had the chance to do so.

Support for elements in phase 1 & 2



Submissions counted in one category only

Key themes in feedback



Submissions may be counted in more than one theme

The graph above shows the most popular themes from all of the feedback we received. It is worth noting that these themes are significantly larger than the other themes from the feedback as we received over 300 almost identical submissions via a pre-filled feedback form from Generation Zero. However, even without the Generation Zero submissions the above themes (except for 'deliver changes faster') would have still been the top themes from the feedback.

Phase 1 themes

- **More priority for buses:** These people suggested changes to the proposal which would improve priority on and around Queen Street. There were two major suggestions for improving bus priority. The first was operating proposed bus lanes 24/7 rather than at peak times. The second was extending the bus lanes part or whole way up Queen Street.
- **Provision for deliveries, ride share, loading zones:** These people advocated a need for provision for deliveries, ride share and loading zones and set delivery and loading zone hours

Phase 2 themes

- **More priority for buses:** These people suggested changes to the proposal which would improve priority on and around Queen Street. Most felt phase 2 should include 24/7 bus lanes the length of Queen Street, rather than just between Wakefield Street and Wellesley Street.

General themes

- **Reduce the priority of private vehicles:** These people felt that parts of or all of Queen Street should be closed to private vehicles and the space should be used for improved bus priority, bike lanes, wider footpaths or other amenities.
- **Add bike lanes to your plans:** These people advocated for bike friendly infrastructure to be included in the proposed changes. Most wanted bike lanes to be included to protect people on bikes and scooters from vehicle traffic, and to avoid conflict between people walking and people on bikes. A lot of these people felt that bike lanes should be included by removing private vehicles from queen street and using the space for bike lanes and wider footpaths.
- **Deliver the changes faster:** These people wanted the proposed changes in phase 2 to be delivered faster than planned time of June 2021.

Next steps

In mid-June 2021, Auckland Council made the decision to remove the COVID-19 emergency works on Queen Street between Shortland Street and Mayoral Drive.

As a result of this change in focus, the feedback received as part of this network consultation will be used to inform the design of Queen Street as Auckland Council consults in stages, towards Mayoral Drive, as per Auckland Council's consultation programme.

Background

What are we seeking feedback on?

We are consulting on some proposed network changes that will change the way vehicles use Queen Street.

These network changes are required because in mid-2021, some city centre bus routes will change as a result of the up-coming closure of the Victoria and Albert Street intersection for the CRL construction.

As part of these route changes, some buses will be returning to lower Albert Street following the completion of the CRL construction and streetscape improvements in that area. In the short-term, this will mean more buses will be using Queen Street.

We are proposing to implement special vehicle lanes to some sections of Queen Street. At the same time, we will introduce some turning restrictions to maintain bus reliability for the thousands of bus passengers travelling around the city centre every day.

Wai Horotiu Queen Street Valley Project

Auckland Council are making changes in Wai Horotiu Queen Street Valley as part of an Innovating Streets pilot, to make it a place to come to, not through. The changes will be designed to provide more and better-quality space for people and to prioritise Aucklanders who walk, cycle, and use public transport in the area.

In March 2020, Auckland Council's Planning Committee instructed the beginning of Queen Street pilot by March 2021.

A wider project team is working to design quality streetscape improvements for Queen Street. The type of improvements will reflect the feedback we received through the co-design process with stakeholders last year, and through ongoing discussions with Queen Street users.

The detailed streetscape design will be communicated at a later date and Auckland Council will be inviting and encouraging Aucklanders to come and experience these improvements and share their views on the changes.

Proposed network changes

Different zones exist along Queen Street, they work together as follows:

Phase 1: late May 2021

CRL construction in Lower Albert Street has now been completed which means buses servicing West Auckland can now return to that area. While upper Albert Street remains closed for CRL construction, these buses will need to use Queen Street, increasing the overall volume of buses using the street.

Proposed changes include:

A bus lane in the northbound direction on Queen Street between Shortland Street and Customs Street. This would operate at peak times (7am to 10am and 4pm to 7pm).

There would be no traffic restrictions in the southbound lane, to ensure loading and delivery services can still occur in the area, such as guests being able to access to the two hotels on this section of Queen Street.

Other proposed changes are:

- A full-time northbound bus lane between Mayoral Drive and Wakefield Street.
- Traffic restrictions at the intersection of Queen Street and Mayoral Drive.
- Closing the Lorne Street exit into Wellesley Street beside Auckland City Library.
- Closing the exit from Fort Street into Queen Street (in place since the COVID-19 installations).

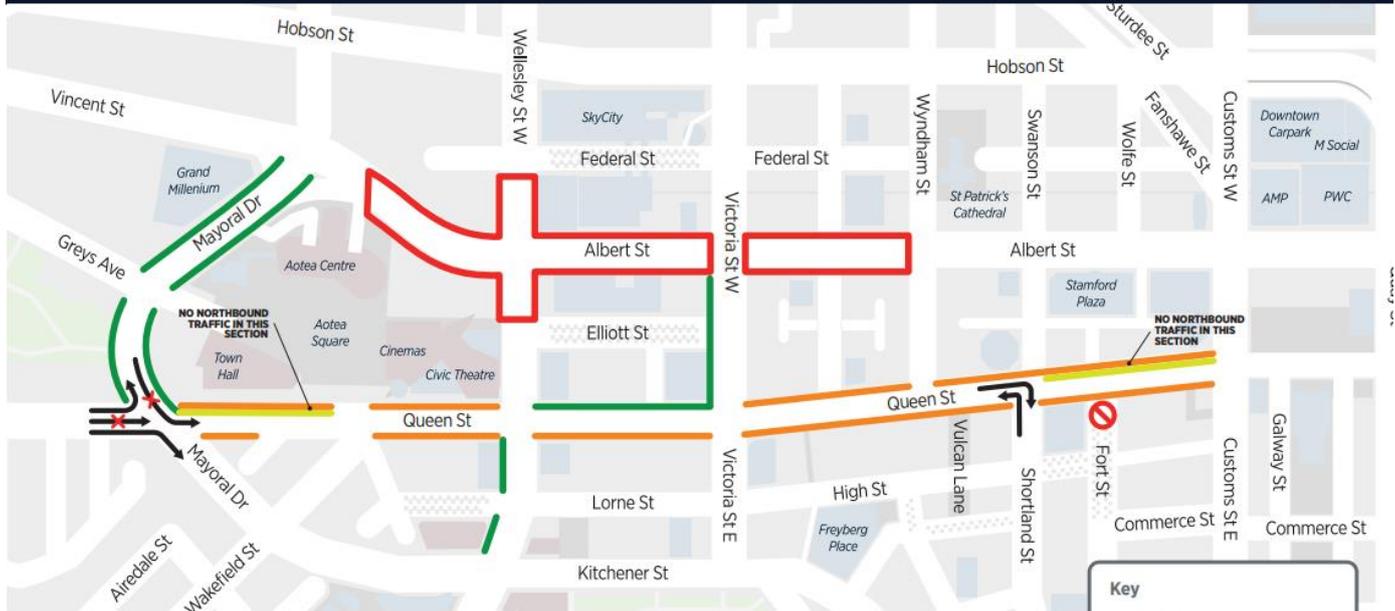
To reliably provide for the increase in the volume of northbound buses, a new bus lane is proposed north of Mayoral Drive. Private vehicles would not be able to drive northbound from this point forward and would have to use Mayoral Drive to travel further into the city. For access to this section of Queen Street, vehicles would travel along Mayoral Drive East to Wakefield Street, and then turn left into Queen Street.

Although the bus lane will prevent access to loading bays on the western side of Queen Street the loading bays and mobility parking on the eastern side will remain.

At the same time as these proposals would be made, a fully electric bus fleet will be introduced to the CityLink service - the first step in creating the Zero Emissions Area (ZEA) for the city centre.



Queen Street Network changes



Phase 1

For more info visit [AT.govt.nz](https://www.at.govt.nz)



Phase 2: June 2021

Following the reopening of the Wellesley and Albert Street intersection in mid-2021, the Victoria and Albert Street intersection will close to allow for further CRL construction. This requires diversions to the 35 bus routes which currently use Victoria Street, concentrating more buses in the Wellesley Street area. We are responding to this significant network change in a way that prioritises this section of Queen Street as a people and public transport priority area.

The following is proposed:

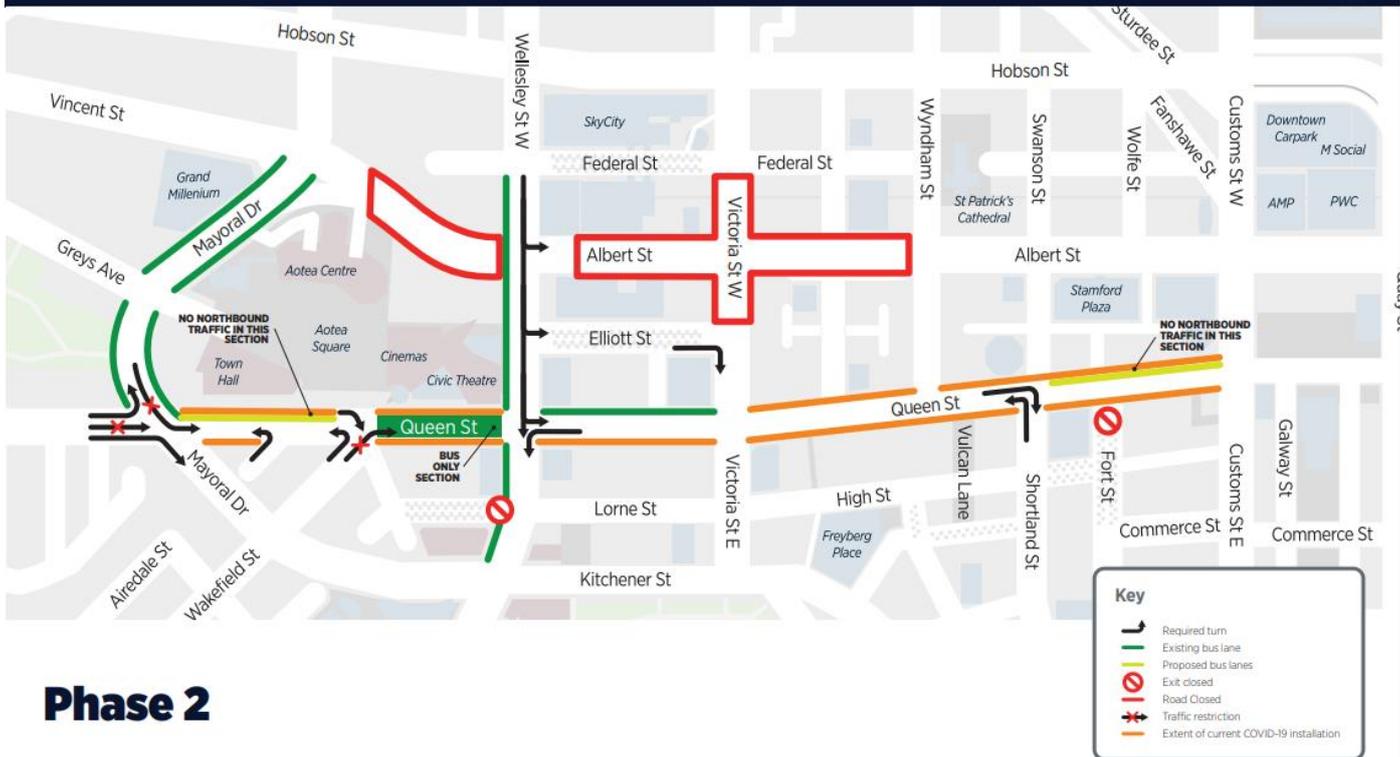
- Fulltime bus lanes in both directions (effectively creating a bus-only section) on Queen Street between Wakefield Street and Wellesley Street

There are no loading bays or property accesses in this section, which is primarily used for serving bus passengers.

From July, with these network changes and the newly electrified CityLink service, more than 50% of bus trips on Queen Street will have zero emissions.

This people and public transport priority approach is consistent with the long-term outcomes of the City Centre Masterplan and the Wai Horotiu Queen Street Valley Pilot, which seeks to reduce through-traffic and make Queen Street a place to go to, not through.

Queen Street Network changes



For more info visit [AT.govt.nz](https://at.govt.nz)



Consultation

We consulted on the proposed changes to Queen Street from 19 April until 7 May 2021 with an additional period of feedback open for five days over 31 May to 4 June 2021.

What we asked you

1. Do you support the proposed changes to in Phase 1 – (May 2021)?
2. Please provide your feedback on the elements in the proposed Phase 1 changes
3. Would you like to provide any additional feedback on the Phase 1 changes?
4. Do you support the proposed change to in Phase 2 – (June 2021)?
5. Please provide your feedback on the elements in the proposed Phase 2 change
6. Would you like to provide any additional feedback on the Phase 2 change?
7. Is there any other site-specific feedback you would like to provide regarding the network changes proposed for Queen Street?
8. Is your feedback on behalf of an organisation or business?
9. If you answered yes, please state the business/organisation name
10. How did you hear about this project?
11. What best describes your interest in this proposal?

Activities to raise awareness

To let you know about our consultation, we:

- Briefed all major stakeholders, such as Elected Members, City Centre Residents Group and Heart of the City before the consultation launch
- Letters were delivered to 8,291 addresses in the city centre. This includes property owners, tenants and car park owners
- A reminder letter for the consultation was hand delivered to the 200 street-level address on Queen Street (predominantly businesses)
- Set up webpage and online feedback form on our website
- Held multiple face-to face sessions with businesses and organisations at their request
- Posted on social media promoting the consultation, on Facebook, Twitter and LinkedIn. Collectively this reached a total of 312,000 people online
- Published a story in OurAuckland, promoting the consultation to readers
- Held one public information session, along with Auckland Council, on 20 April

How people provided feedback

You could provide feedback using an online submission form (on our [Have Your Say website](#)). See attachment 1 at the end of this report for a copy of the feedback form.

Your feedback

Overview

We received public feedback on the proposal from 982 people.

- 653 of these people gave their feedback online, 306 people gave feedback via a pre-filled form from Generation Zero and 23 people submitted via email.
- Feedback from Heart of the City
- Feedback from Generation Zero
- Feedback from the City Centre Residents Group
- Feedback from St John Ambulance New Zealand
- Feedback from the arts sector and venue operators
- Feedback from National Road Carriers Inc

We also received feedback from a variety of businesses in the project area. Suggestions from this feedback have been included in the list of design suggestions.

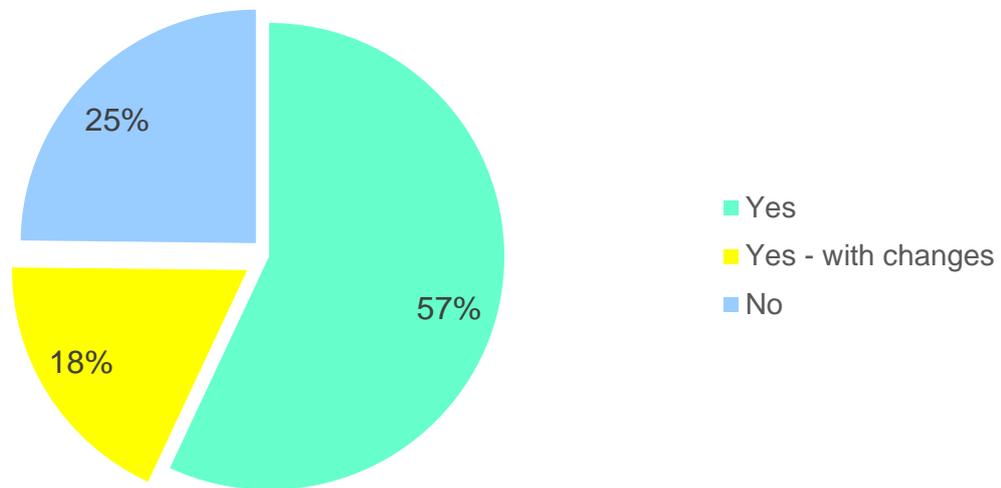
Themes in feedback / comments

We have analysed the public feedback to identify key themes, which have been grouped together under the phases for which they were proposed, as follows:

- Phase 1 feedback
- Phase 2 feedback
- General feedback themes

Feedback on phase 1 changes

1. Do you support the proposed changes to in Phase 1?

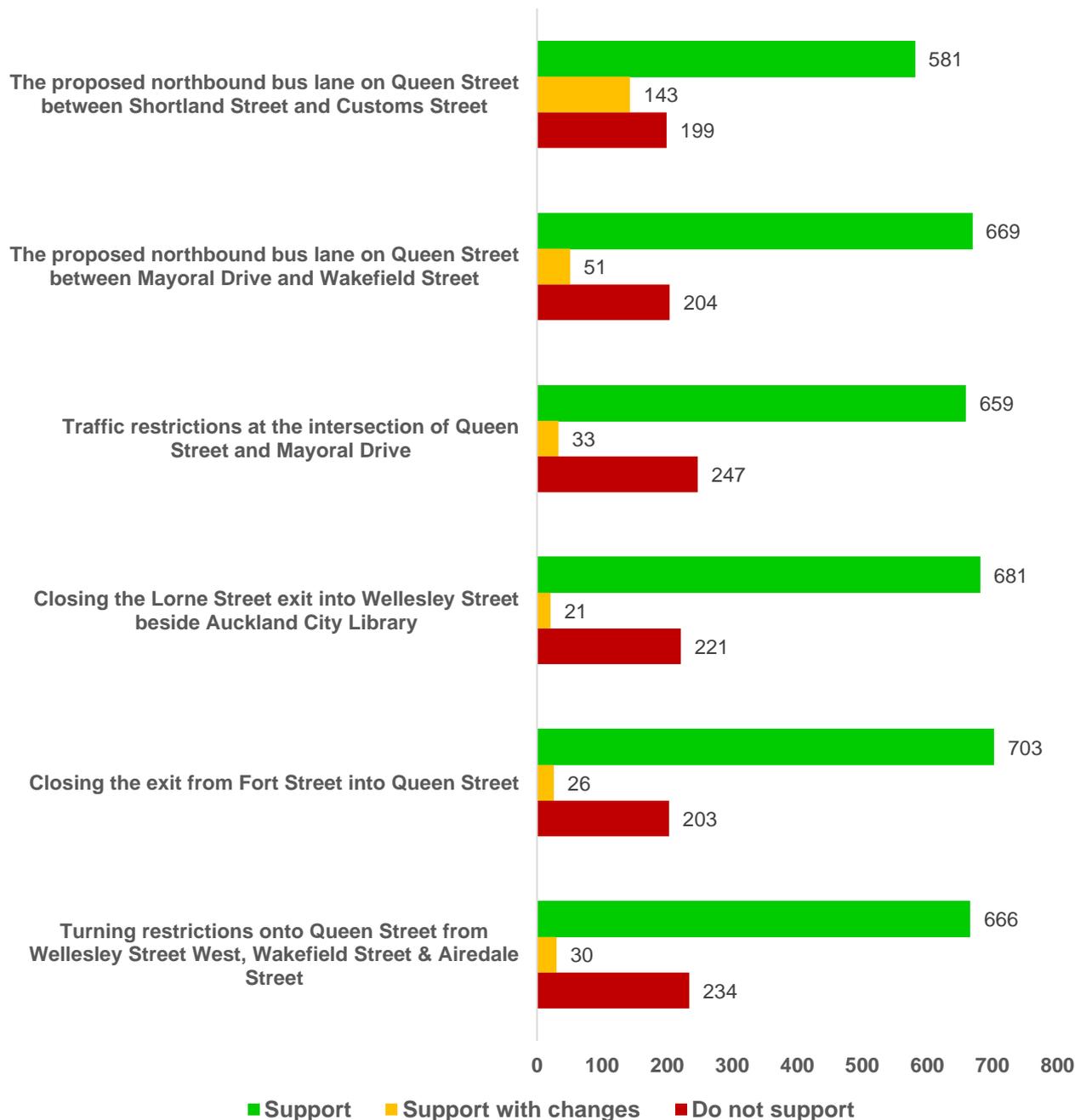


Submissions counted in one category only.

The majority of people supported the proposed changes in phase 1. About one in five people supported the phase 1 changes but typically wanted more changes usually more priority for busses, less space for private vehicles and adding cycling facilities to the proposal.

A quarter of people did not support the proposed phase 1 changes. Most people who did not support the proposal felt that the proposed changes would have negative results for businesses or wanted Queen Street open to more private vehicles.

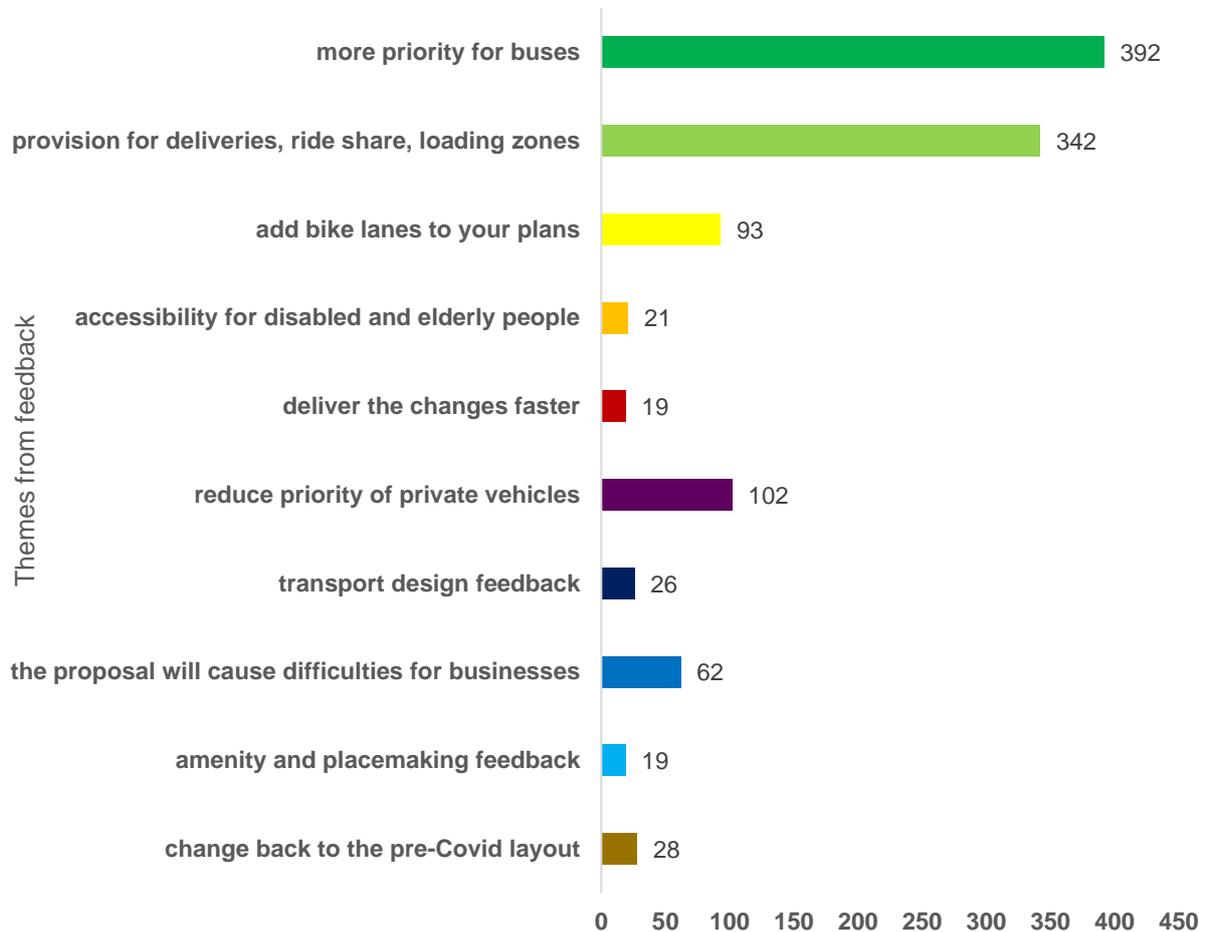
2. Please provide your feedback on the elements in the proposed Phase 1 changes



Submissions counted in one category only.

The graph above shows that all of the elements in phase 1 were popular with people who gave feedback. For most of the elements most people either fully did or did not support the elements. The exception to this is the first element (the proposed northbound bus lane on Queen Street between Shortland Street and Customs Street), where people chose the 'Support with changes' option at 3 – 5 times the rate of the other elements. This is likely because many people submitted that they wanted more priority for busses on Queen Street usually by having bus lanes the length or by making bus lanes 24/7.

3. Would you like to provide any additional feedback on the Phase 1 changes?



Submissions may be counted in more than one theme

The above graph shows the themes in the feedback we received for the question ‘Would you like to provide any additional feedback on the Phase 1 changes?’

Keep in mind that each person’s feedback may have contained more than one theme, so in the above chart one person may be represented in more than one bar.

More priority for busses

These people suggested changes to the proposal which would improve priority on and around Queen Street. There were two major suggestions for improving bus priority. The first was operating proposed bus lanes 24/7 rather than at peak times. The Generation Zero pre-filled feedback form advocated for this.

“In Phase 1 I ask for the proposed bus lane on Queen St between Shortland St and Customs St to be a 24/7 bus lane rather than just at peak times.”

The second was extending the bus lanes part or whole way up Queen Street.

“Make the bus lane continuous all the way to custom street and have it operate 24/7”

Provision for deliveries, ride share, loading zones

These people advocated a need for provision for deliveries, ride share and loading zones (329 submissions) and set delivery and loading zone hours (13 submissions).

Add bike lanes to your plans

These people advocated for bike friendly infrastructure to be included in the proposed changes. Most wanted bike lanes to be included to protect people on bikes and scooters from vehicle traffic, and to avoid conflict between people walking and people on bikes. A lot of these people felt that bike lanes should be included by removing private vehicles from Queen Street and using the space for bike lanes and wider footpaths.

“I'd like to see cars kept off Queen Street completely and space allocated instead to separate lanes for scooters and bikes.”

Accessibility for disabled and elderly people

These people wanted Queen Street to be accessible to disabled and elderly people. They worried that the proposed changes would make it harder for people with mobility challenges to reach their destinations, especially to the Town Hall, Aotea Centre and Civic Theatre. These people mostly advocated for drop off zones and mobility parks to help retain accessibility.

“Generally support this proposal but there needs to provision for people with disabilities being able to be dropped off in-front of venues like Civic Theatre & Town Hall by taxi or private vehicle. Many can't or can't safely catch buses & being dropped off by a taxi on the opposite side of the road can present risks.”

Deliver the changes faster

These people asked AT to deliver the proposed changes faster. Generally, these people wanted improved PT and better pedestrian priority and were frustrated with the proposed timeframes.

“Make it permanent and just get on with it please!!”

Reduce priority of private vehicles

These people felt that parts of or all of Queen Street should be closed to private vehicles and the space should be used for improved bus priority, bike lanes, wider footpaths or other amenities.

“Private vehicles should not be permitted on Queen Street. The end focus should be pedestrians and cyclists, with buses permitted in Phase 1. All car parks should be removed. Loading should only be permitted by exception.”

Some of this group wanted private vehicles removed from some of the streets around Queen Street. In particular, Jean Batten Place because of an issue with people driving the wrong

way down the street, and High Street, where people felt pedestrian access should be further prioritised.

“Please prohibit car traffic on Jean Batten. There is a huge safety issue in that cars will travel in the wrong lane down Shortland St to pass the queue and turn into Jean Batten. There is also insufficient space to cycle SB on Jean Batten safely when cars are coming Northbound.”

Transport design feedback

These people gave feedback about specific improvements or issues around how people move through Queen Street and the surrounding areas. In particular, these people were often concerned with the effects of forced turns and closed exits, and of conflicts between vehicle traffic and pedestrians.

“Don’t understand why forced turns are required into Queen Street from Customs St East Southbound and Victoria Street Northbound. Surely forcing traffic into Queen St would be against the intention of the plan and increase traffic on Queen.”

The proposal will cause difficulties for businesses

These people felt that the proposed changes would have detrimental effects on businesses on and around Queen Street. There were two common concerns from people in this group.

The first was that the changes would make it hard for businesses to receive deliveries and stock. Businesses which require heavy deliveries, such as pubs who need regular keg deliveries, or businesses which sell heavy goods, such as appliance stores, were especially concerned with proposed changes, with some suggesting that the closest loading zone would be over 100 meters away.

“We are two Irish bars and on days like St. Patrick’s Day etc are we expected to carry 100 - 200 kegs from a loading zone approximately 100-200 meters away from the premises.”

The second common concern was that changes would drive people away from Queen Street to places with more parking and better access for private vehicles.

“People already feel that travelling to Auckland city is too confusing with all of the 1-way lanes and intersection closures. Making these changes will restrict people even further.”

Amenity and placemaking feedback

These people suggested changes to the proposal that would make Queen Street and the surrounding area a nicer place to be or things that would be useful. Popular suggestions included kinds of vegetation, bike racks and new uses for space like pocket parks, food truck areas or green spaces.

“Please please please make this a pedestrian friendly space with lots of trees and family spaces.”

Change back to the Pre-COVID-19 layout

These people wanted Queen Street to be returned to its layout before the Covid-19 emergency measures were installed, with two lanes, one for general traffic and one for busses in both directions. These people were unhappy with the Covid-19 measures and felt the that proposed changes would not address the problems these measures created.

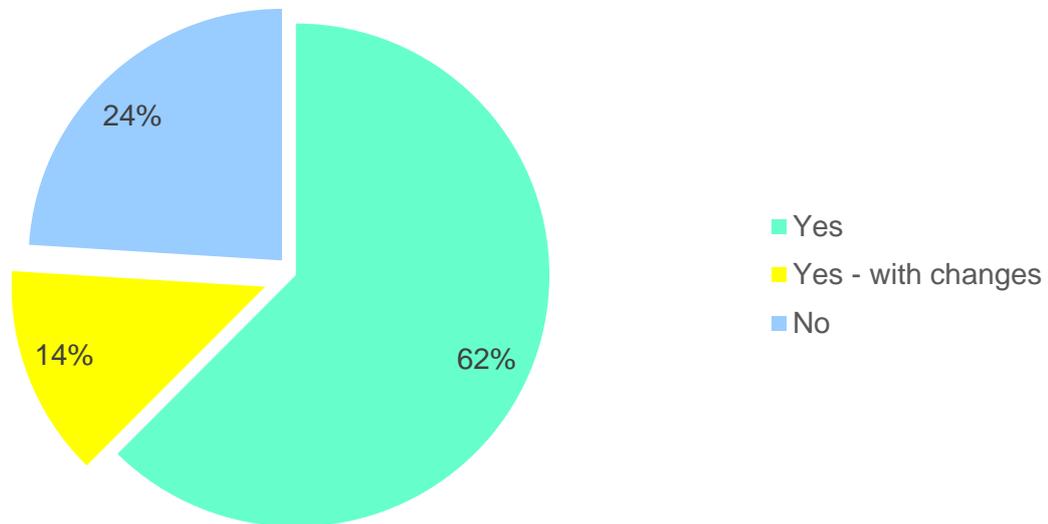
“Restore Queen St to its pre-Covid layout and stop wasting any more ratepayer’s money. The council is broke, it should not be spending yet more money on vanity projects like this.”

Some of these people also pointed out that reducing Queen Street to one lane in each direction has meant busses and private vehicles travel much more slowly down Queen Street.

“I am a frequent user on queen street on the red bus and ever since it was cut to one lane each way traffic conditions have been horrible. There have been occasions where it took 20mins to go from the Britomart side of queen street to the civic center during evening peak. This has shown that the current changes are not working and any new proposals would only make the situation worse.”

Feedback on phase 2 changes

4. Do you support the proposed change to in Phase 2?

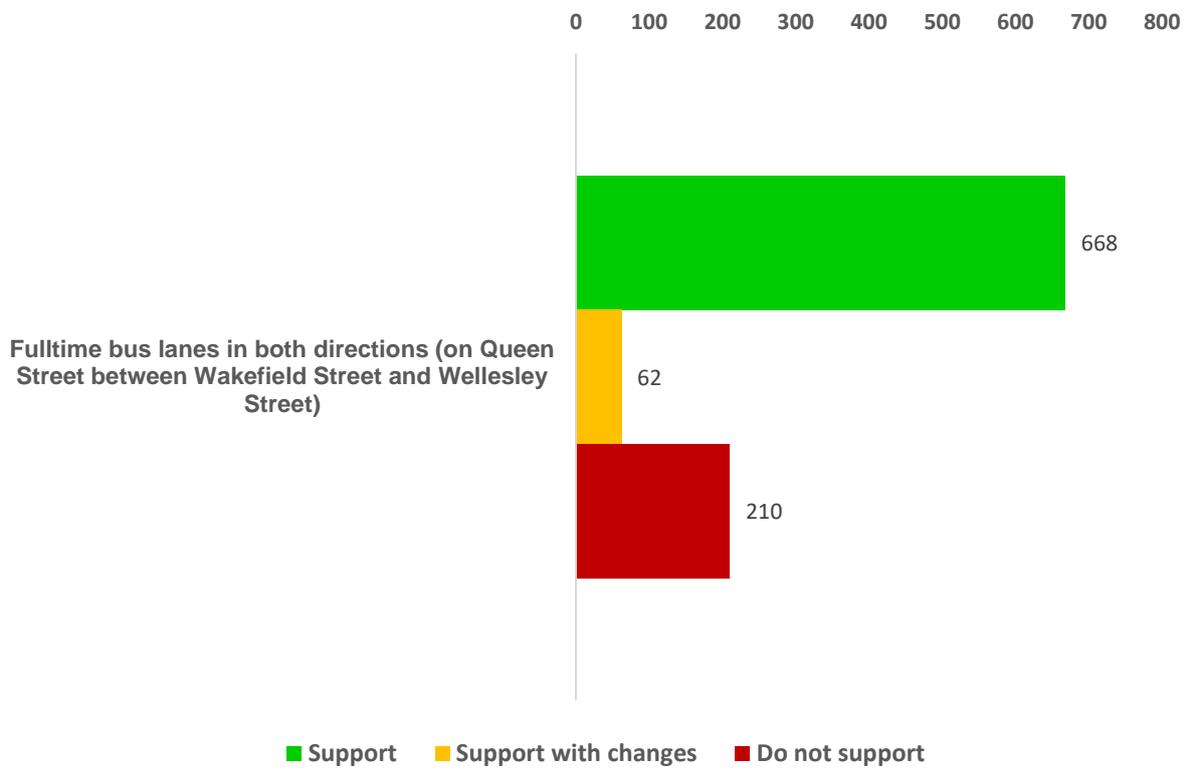


Submissions counted in one category only.

The majority of people supported the proposed changes in phase 2. About one in five people supported the phase 2 changes but typically wanted more changes. For most people this was more priority for buses.

A quarter of people did not support the proposed phase 2 changes. Most people who did not support the proposal felt that the proposed changes would have negative results for businesses or wanted Queen Street open to more private vehicles.

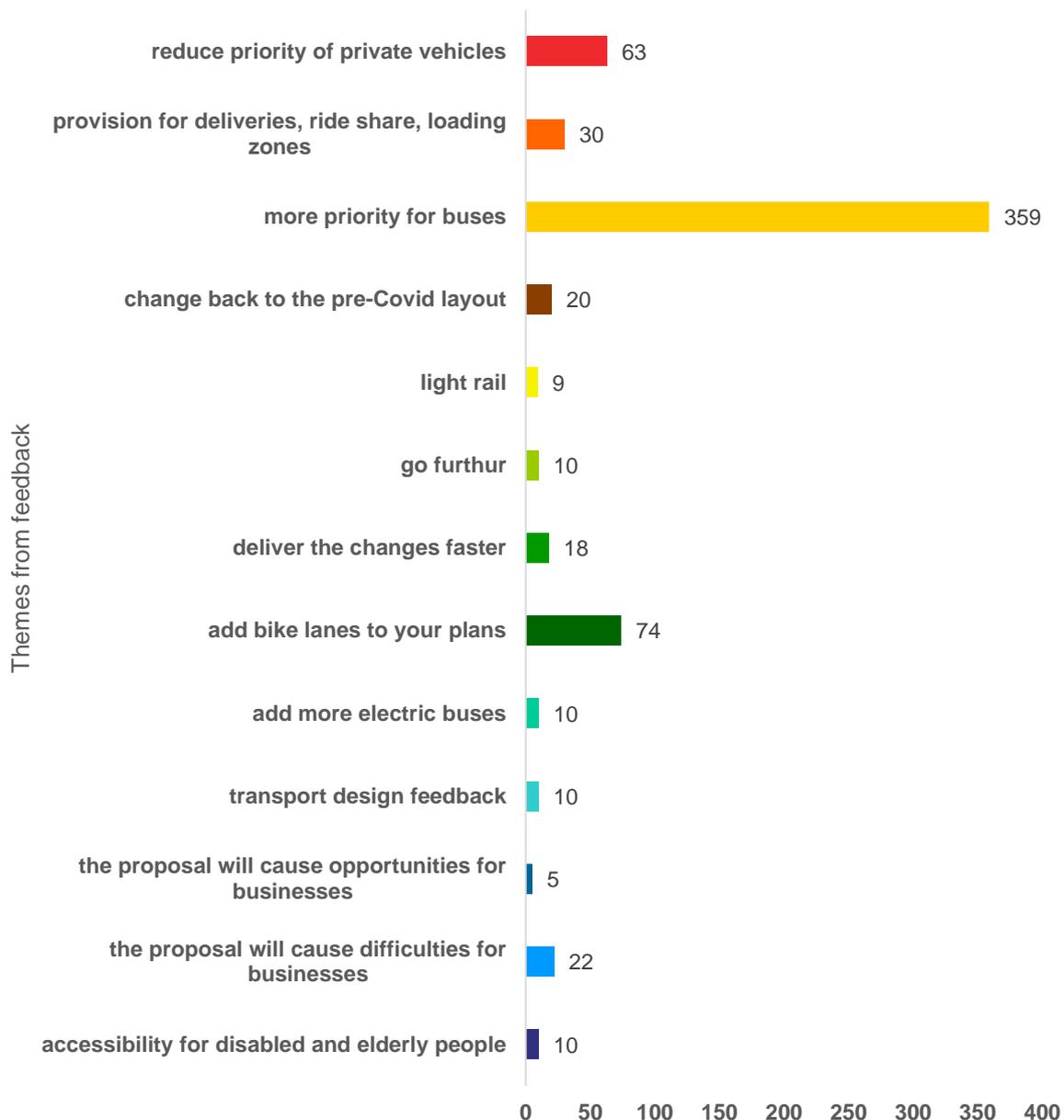
5. Please provide your feedback on the elements in the proposed Phase 2 change



Submissions counted in one category only.

The graph above shows that the element in phase 2 was popular with people who gave feedback in similar proportions to the elements in phase 1.

6. Would you like to provide any additional feedback on the Phase 2 change?



Submissions may be counted in more than one theme

The above graph shows the themes in the feedback we received for the question ‘Would you like to provide any additional feedback on the Phase 2 change?’

Keep in mind that each person’s feedback may have contained more than one theme, so in the above chart one person may be represented in more than one bar.

Reduce priority of private vehicles

These people felt that parts of or all of Queen Street should be closed to private vehicles and the space should be used for improved bus priority, bike lanes, wider footpaths or other amenities.

“All of queen street should be made bus only. This road has such good potential to connect Te Komititanga to Aotea, but the proposals are very lacking. Private vehicles should be totally removed.”

Most of the people felt that private vehicles, other than delivery and service vehicles, were not necessary on Queen Street. They wanted other more efficient modes of transport to be prioritised and felt that the phase 2 changes should reflect this.

“Please be bolder! It’s time to make Queen St the beautiful transit mall it should be.”

Provide facilities for deliveries, ridesharing and loading zones

These people wanted facilities for deliveries, loading zones and ridesharing to be added to the proposed changes where they felt that they had been missed. Many of these people were especially concerned that loading zones were still available to support business on and around Queen Street, even if private vehicle access was removed from Queen Street.

“Commercial goods vehicles must be able to service businesses and taxis must be able to drop off and pick up travelers this section of Queens St from Mayoral Dr to Wellesley St.”

Some people felt that these facilities should be provided but only outside of peak times, to avoid inconveniencing other modes of transport, mainly busses and people walking.

“Delivery/service vehicle access should be restricted to certain times of the day or night and be restricted to zero emissions vehicles that have been designed for safe operation in urban environments.”

More priority for busses

These people suggested changes to the proposal which would improve priority on and around Queen Street. Most felt phase 2 should include 24/7 bus lanes the length of Queen Street, rather than just between Wakefield Street and Wellesley Street.

“Bus lanes for the entire length of Queen St would significantly improve travel times for bus passengers. More extensive bus lanes should be considered.”

The pre-filled Generation Zero form also specifically asked for bus lanes the length of Queen Street.

“By Phase 2, I would like the fulltime bus lanes between Wakefield St and Wellesley St to be extended with bus lanes that span the length of Queen St in both directions.”

General lanes

These people wanted Queen Street to be returned to its layout before the Covid-19 emergency measures were installed, with two lanes, one for general traffic and one for busses in both directions. These people were unhappy with the Covid-19 measures and felt the that proposed changes would not address the problems these measures created.

“The street needs to be reinstated to allow cars to park on the street and two lanes of traffic in either direction. This will encourage people to visit. They are unlikely to visit Queen Street on bicycle or walk there! Buses are needed but there has to be alternatives.”

Some of these people also pointed out that reducing Queen Street to one lanes in each direction has meant busses and private vehicles travel much more slowly down Queen street.

“Literally NO ONE uses the extended footpath, its an absolutely ugly looking joke of an idea. Take it away and the previous dedicated bus lane will be able to be reinstated.”

Light rail

These people gave feedback that mentioned that they were looking forward to light rail being introduced on Queen Street or asked for the proposed changes to be future proofed for light rail.

“Can we get LRT along Queen St ASAP please.”

Go further

These people felt that the proposed changes do not go far enough in making Queen Street the premier street in Auckland. Mostly these people wanted the Access for Everyone (A4E) plans to be delivered more quickly than is currently proposed.

“The changes are all a bit weak. Just get on with it and close Queen Street to cars.”

Deliver the changes faster

These people wanted the proposed changes in phase 2 to be delivered faster than planned time of June 2021.

“Just do Phase 2 already, stop wasting time.”

Add bike lanes to your plans

These people advocated for bike friendly infrastructure to be included in the proposed changes. Most wanted bike lanes to be included to protect people on bikes and scooters from vehicle traffic, and to avoid conflict between people walking and people on bikes. A lot of these people felt that bike lanes should be included by removing private vehicles from queen street and using the space for bike lanes and wider footpaths.

“Bikes, bikes, bikes - get the bike lanes added to Queen's Street - if other international cities around the world can do this, why can't Auckland? I am a heavy car user and would love to get on my bike from Grey Lynn and ride to Queen's Street. We're almost there with K'Road and the future plans for GNR looks great - so continue this bike focus on Queen's Street.”

Add more electric buses

These people wanted more of the AT bus fleet to be electric, particularly busses that operate in the CBD.

“Only electric buses on lower Queen Street please. Return the airport bus to Queen Street - once they are electric.”

Transport design feedback

These people gave feedback about specific improvements or issues around how people move through Queen Street and the surrounding areas. In particular, these people were often concerned with the effects of forced turns and closed exits, and of conflicts between vehicle traffic and pedestrians.

“Close access to Durham St West from Queen Street. Access to Durham W should only be from Albert Street.”

The proposal will cause opportunities for businesses

These people felt that the proposed changes would be beneficial to businesses on and around Queen Street. Mostly these people suggested that making Queen Street more pedestrian friendly and improving bus services more people would be encouraged to visit Queen Street and the businesses there.

“Auckland has an opportunity to learn from equivalent progress being made in Sydney - and likewise Melbourne. Two directly comparable, albeit larger cities. Removing cars from the strip, improving transport nodes and encouraging pedestrianisation will bring retail spending back to central Auckland and return the area to its former potential.”

The proposal will cause difficulties for businesses

These people felt that the proposed changes would have detrimental effects on businesses on and around Queen Street. The most common concern was that changes would drive people away from Queen Street to places with more parking and better access for private vehicles.

“Yes - the changes contribute to a loss of business in the area and less people in the city and is a waste of taxpayer/ratepayer monies as they will have to be reversed in the future.”

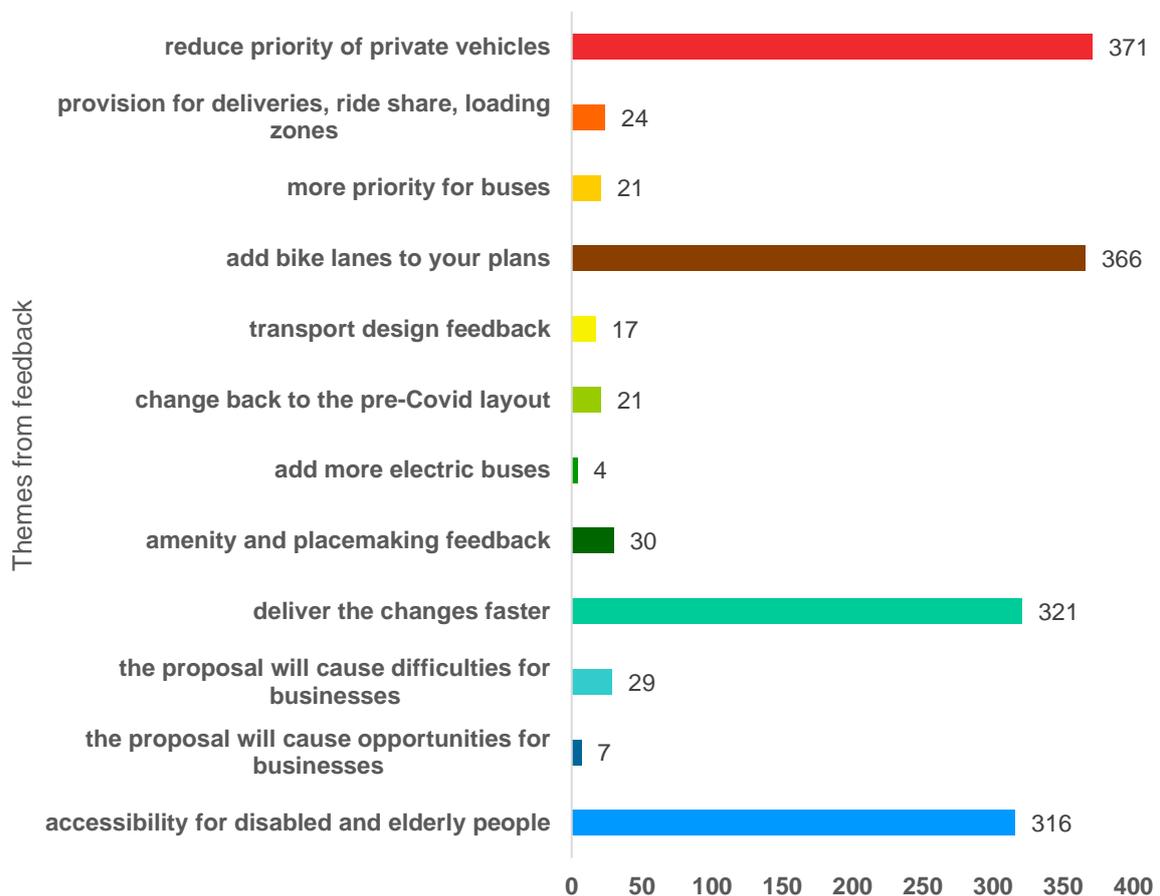
Accessibility for disabled and elderly people

These people wanted Queen Street to be accessible to disabled and elderly people. They worried that the proposed changes would make it harder for people with mobility challenges to reach their destinations, especially to the Town Hall, Aotea Centre and Civic Theatre. These people mostly advocated for drop off zones and mobility parks to help retain accessibility.

“This will severely reduce access and accessibility to the town hall for disabled and older people who cannot use the bus in the evening to attend concerts at the town hall.”

General feedback themes

7. Is there any other site-specific feedback you would like to provide regarding the network changes proposed for Queen Street?



Submissions may be counted in more than one theme

The above graph shows the themes in the feedback we received for the question ‘Is there any other site-specific feedback you would like to provide regarding the network changes proposed for Queen Street?’

Keep in mind that each person's feedback may have contained more than one theme, so in the above chart one person may be represented in more than one bar.

Reduce the priority of private vehicles

These people felt that parts of or all of Queen Street should be closed to private vehicles and the space should be used for improved bus priority, bike lanes, wider footpaths or other amenities.

"Eventually pedestrianising Queen St entirely would be great."

The pre-filled Generation Zero form also specifically asked for general vehicle lanes and parking to be replaced with bike lanes on Queen Street.

"I ask AT for separated cycling/micro-mobility infrastructure on Queen St so that users are not competing for space with increased bus numbers. The space required for this should be taken from that used for general vehicle lanes and parking."

Provide facilities for deliveries, ridesharing and loading zones

These people wanted facilities for deliveries, loading zones and ridesharing to be added to the proposed changes where they felt that they had been missed. Many of these people were especially concerned that loading zones were still available to support business on and around Queen Street, even if private vehicle access was removed from Queen street.

"These changes affect many delivering companies in the area including myself which will make our job twice as hard with the limited access through streets and very limited loading zone spaces on Queen street and most of the off streets due to workers and shoppers."

More priority for buses

These people suggested changes to the proposal which would improve priority on and around Queen Street. Most felt AT should include 24/7 bus lanes the length of Queen Street.

"There need to be dedicated bus lanes the length of Queen Street to allow for connections through to K Road and the NorthWest Cycleway."

Add bike lanes to your plans

These people advocated for bike friendly infrastructure to be included in the proposed changes. Most wanted bike lanes to be included to protect people on bikes and scooters from vehicle traffic, and to avoid conflict between people walking and people on bikes. A lot of these people felt that bike lanes should be included by removing private vehicles from queen street and using the space for bike lanes and wider footpaths.

"There really should be provision for micromobility (as in the existing COVID works). Where will people bike and scooter once you build out the kerbs?"

The pre-filled Generation Zero form also specifically asked for general vehicle lanes and parking to be replaced with bike lanes on Queen Street.

“I ask AT for separated cycling/micro-mobility infrastructure on Queen St so that users are not competing for space with increased bus numbers. The space required for this should be taken from that used for general vehicle lanes and parking.”

Transport design feedback

These people gave feedback about specific improvements or issues around how people move through Queen Street and the surrounding areas. In particular, these people were often concerned with the effects of forced turns and closed exits, and of conflicts between vehicle traffic and pedestrians.

“Shortland St - concerned that too many vehicles are going to funnel up from the valley.”

General traffic lanes

These people wanted Queen Street to be returned to its layout before the Covid-19 emergency measures were installed, with two lanes, one for general traffic and one for busses in both directions. These people were unhappy with the Covid-19 measures and felt the that proposed changes would not address the problems these measures created.

“They are ridiculous. Stop trying to fix what wasn't broken. Put it back to the way it was pre-Covid.”

Add more electric buses

These people wanted more of the AT bus fleet to be electric, particularly busses that operate in the CBD.

“Free electric bus up and down Queen street.”

Amenity and placemaking feedback

These people suggested changes to the proposal that would make Queen Street and the surrounding area a nicer place to be or things that would be useful. Popular suggestions included kinds of vegetation, bike racks and new uses for space like pocket parks, food truck areas or green spaces.

“More visual connection across Customs st for Queen St and the new Te Komititanga space. Please consider everything with the pedestrian in mind first.”

Deliver the changes faster

These people wanted the proposed changes in phase 2 to be delivered faster than planned time of June 2021.

“Please complete current construction with haste”

We also received feedback from over 300 people via a pre-filled Generation Zero form which asked said:

“I ask that AT be more ambitious in how quickly it implements the City Centre Masterplan and Access for Everyone, and take us one step closer to having light rail down Queen St. As part of this I ask for transparency on how Phase 1 and Phase 2 fit within this wider vision.”

The proposal will cause difficulties for businesses

These people felt that the proposed changes would have detrimental effects on businesses on and around Queen Street. The most common concern was that changes would drive people away from Queen Street to places with more parking and better access for private vehicles.

“As tourism is gone and likely not to return for a couple years, AT should be making efforts to make Queen St accessible to car drivers and bus passengers as much as possible to keep it active else people will just choose easier destinations to spend their leisure.”

The proposal will cause opportunities for businesses

These people felt that the proposed changes would be beneficial to businesses on and around Queen Street. Mostly these people suggested that making Queen Street more pedestrian friendly and improving bus services more people would be encouraged to visit Queen Street and the businesses there.

“Looking forward to these changes as they will make Queen St a more pleasant place to shop. When was the last time a car bought anything?”

Accessibility for disabled and elderly people

These people wanted Queen Street to be accessible to disabled and elderly people. They worried that the proposed changes would make it harder for people with mobility challenges to reach their destinations, especially to the Town Hall, Aotea Centre and Civic Theatre. These people mostly advocated for drop off zones and mobility parks to help retain accessibility.

“Ensure vehicle access to the City library and parking is available for disabled and elderly citizens.”

We also received feedback from over 300 people via a pre-filled Generation Zero form which asked said:

“I ask AT to engage with people with disabilities to design access solutions that suit their needs - particularly on matters such as retaining mobility parks on Queen St south of Wakefield and side streets, and the design of pedestrian and cycling environments.”

Other submissions

In addition to public feedback, we also received submissions from 2 key interest groups. 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 (HOTC) is the business association for Auckland's city centre and represent the interests of businesses and property owners.

HOTC feels that Auckland Transport's proposals for Queen Street lack an understanding of needs and empathy for many city centre users. As proposed, the plans will have a detrimental impact for business and will not support the economic success of the area.

The potential impacts of AT's proposals are significant and would have serious ramifications for the vitality of Queen Street and the wider city centre if implemented as proposed.

HOTC thinks the proposed changes are not good enough and that they fundamentally ignore key users and have failed on many levels. Overall, there is blatant disregard for the needs of businesses and their customers. The current proposals will mean:

- accessibility restrictions for people and goods into the Queen Street area, including those most vulnerable such as people with mobility disabilities.
- loading and servicing will become significantly more difficult, and in some places prevented, and will result in Health and Safety risks and cost/time inefficiencies.
- people on buses won't get a reliable journey time along the whole street, as there are no plans to create dedicated bus lanes along the full length of the street. This is contrary to AT's own strategy.
- there won't be safe cycling on the street, with the requirement for cyclists to be sharing lanes along the length of Queen Street with buses.

HOTC goes on to describe some specific issues that they have with the proposed restrictions and suggests ways that these issues could be fixed or mitigated.

Generation Zero

We received 306 submissions via a pre-filled feedback form created by Generation Zero. Their feedback has been incorporated into the analysis above.

Kia ora Auckland Transport.

Thank you for the opportunity to have my say on the future of Queen St. My name is _____ and my email is _____. My postcode is _____.

I interact with Queen St Valley in the following ways:

- Live
- Work
- Study
- Shop

- Socialise
- Walk
- Cycle/Micro-mobility
- Bus

Here are my views on the following statements:

I support Auckland Transport (AT) making Queen St a people friendly environment rather than a car queue. As part of this, I support removing on-street parking and vehicle lanes. Access should be retained for essential vehicles (delivery vehicles, emergency vehicles and buses).

Shifting away from a car-dominated streetspace will reduce emissions, improve air quality (particularly as we introduce emissions-free buses) and create a safer and more welcoming environment for a wider range of users. (yes/no)

I ask that AT be more ambitious in how quickly it implements the City Centre Masterplan and Access for Everyone, and take us one step closer to having light rail down Queen St. As part of this I ask for transparency on how Phase 1 and Phase 2 fit within this wider vision. (yes/no)

I ask AT to engage with people with disabilities to design access solutions that suit their needs - particularly on matters such as retaining mobility parks on Queen St south of Wakefield and side streets, and the design of pedestrian and cycling environments. (yes/no)

In terms of feedback on Phase 1 and Phase 2: The proposed measures are a good start of a much larger car-free transformation of Queen St. I support all the measures of Phase 1 and Phase 2 but ask for the following refinements:

- I ask AT for separated cycling/micro-mobility infrastructure on Queen St so that users are not competing for space with increased bus numbers. The space required for this should be taken from that used for general vehicle lanes and parking.
- In Phase 1 I ask for the proposed bus lane on Queen St between Shortland St and Customs St to be a 24/7 bus lane rather than just at peak times.
- By Phase 2, I would like the fulltime bus lanes between Wakefield St and Wellesley St to be extended with bus lanes that span the length of Queen St in both directions.

Thank you once again for the opportunity to submit.

City Centre Residents Group (CCRG)

The CCRG represents the interests of residents in the city centre. The following is a summary of their feedback.

They feel that they could not make constructive comments on the proposals as they were not discussed at the three co-design workshops and do not deliver on the principles agreed for the Wai Horotiu Queen Street Valley Pilot.

They also feel that they do not deliver on the Government's Policy Statement on Land Transport., which is to improve people's wellbeing, and the liveability of places, through the five key outcomes, identified in the Ministry of Transport's Transport Outcome Framework:

Neither do they feel that the proposal delivers on the City Centre Master Plan, which sees the Wai Horotiu Queen Street Valley as:

- It increases the number of diesel buses in the Valley and blocks off one section for bus stops/parks/layovers
- It does not deliver on Transformational Move 3, which sees Queen Street as a vibrant pedestrian priority shopping street at the heart of Waihorotiu / Queen Street Valley, supporting centre-running transit (starting with buses) and becoming the centrepiece of a greatly expanded pedestrian priority and low emissions zone.

Lastly, they also feel that the proposals do not deliver on the vision for Access for Everyone:

- Waihorotiu / Queen Street Valley - Setting out the central role of a pedestrian-priority Waihorotiu / Queen Street Valley - the people-focused heart of the city centre unlocked by Access for Everyone and the creation of a Zero Emissions Area.

The arts sector and venue operators

We received individual submissions from some members of the arts sector as well as a combined submission from the Auckland Philharmonia Orchestra, Auckland Writers Festival, Auckland Arts Festival, New Zealand Symphony Orchestra, Royal New Zealand Ballet, New Zealand Opera and the NZ International Comedy Festival. We also received feedback from Auckland Live, venue operator.

The following is a combined summary of feedback received from the arts sector, including the venue operator.

The main concern was focused around access to events, particularly for those with limited mobility. They felt that closing Queen Street would especially impact older and less mobile audience members being dropped off by car outside the Town Hall venue.

They were also concerned about access to their venues by coaches, which bring large numbers of people, including school groups and groups of people from aged care facilities, into the city centre.

Existing accessible options are not considered sufficient or in appropriate locations. Parking for coaches and buses dropping off large groups has been compromised by other works going on in the city centre.

Alternative accesses, such as Greys Avenue, are unsafe or inappropriate as the footpath surfaces are uneven and lighting can be poor. Post event congestion can prevent taxis and ride share vehicles from accessing the back of the venues.

The Civic car park was viewed as having limited accessible parking and the lift is seen as unreliable. Alternative car parks with accessible parking need to be open at the same time as events on at the Town Hall, which is not always the case.

Q Theatre's outdoor dining area is impacted by the extended bus stop and the Auckland Philharmonia are concerned that they will not be able to use this stop for accessible drop-offs and pick-ups for their concerts. Small loading requirements for members of the orchestra was also a concern.

Other areas around the arts precinct have been impacted by other changes in the city centre, such as:

- Accessibility drop offs for The Civic at corner of Queen and Wellesley Street
- Accessibility drops offs for Aotea Centre currently Myers Lane near Bledisloe House.
- School attendance and bus stop arrangements are considerable for the Aotea Arts Quarter annually, due to recent construction, we have facilitated bus TMPS for Wellesley street (near the Civic) for all venues located at the precinct. A regular and more permanent solution.

National Road Carriers (INC)

Introduction

1. **National Road Carriers (NRC)** appreciates the opportunity to make a submission to Auckland Council and Auckland Transport on proposed roading layout changes to Queen Street.

2. **National Road Carriers would welcome any opportunity to present to Auckland Council and Auckland Transport.**

3. NRC is a progressive New Zealand road transport organisation providing services, advice and advocacy for and on behalf to those who choose to earn a living in transport and logistics. Some 85% of NRC's membership comprises single vehicle operators and 95% employ 10 or fewer, including many who service customers in the Queen Street precinct, and expect their views to be strongly highlighted in this Submission.

4. The NRC is dedicated to working for and with members to achieve continual improvement in all aspects of the industry especially safety, recruitment and retention of staff, compliance, profitability and professionalism.

5. Queen Street is acknowledged as the heart of Auckland's commercial 'capital' and site of many retail outlets, restaurants, entertainment and accommodation businesses, and is served by NRC members, who make hundreds of freight and courier deliveries along the street every day. The value of the freight services to Auckland's economy and quality of life is huge.

6. NRC supports a shift away from private cars from Queen Street to free up the limited road space for buses and delivery vehicles.

7. We note and support Council's aim to transform Auckland's city centre to become a world-class place that is thoughtfully designed and reflects the changing way we use the city.

8. Melbourne CBD is a bench-mark world-class city-centre that Auckland could model itself on, where bus/tram, delivery and maintenance vehicles share the space with people which appears to work well.

9. We submit that our feedback will help identify network improvements to refine what has been proposed. Central to this transformation is creating an improved access for both public transport and freight delivery – the safe delivery of people and goods being the critical transport tasks required to ensure the well-being of central Auckland workers and visitors.

10. Delivery and maintenance vehicles currently have difficulty finding suitable parking. As the volume of business along the street grows, so the difficulties will increase for delivery services.

11. However, the proposed changes won't help, and will add time, expense and risk to drivers and ultimately be counter-productive to the aim of creating a dynamic world-class city centre.

12. Our submission follows the request to identify site-specific issues for each of the two phases of work proposed, and which NRC believes will improve the proposed network changes.

13. Our preferred solution is that Council starts again with a design that removes cars from Queen Street and shapes a shared bus and freight corridor, separate from pedestrians.

14. NRC is encouraging delivery services to shift to night-time, 6pm – to – 6am, but this needs the support of businesses, and some, especially food-related, couriers and maintenance will continue to require freight and courier services during day-time.

15. NRC's primary concerns in this submission are safety of people, and ensuring delivery and maintenance vehicles can operate safely and services perform efficiently.

SUBMISSION

16. **Phase 1:** The proposed northbound bus lane between Shortland Street and Customs Street between 7am – 10am and 4pm – 7pm means delivery vehicles must park on the southbound lanes or elsewhere at these times.

17. This will create a safety risk for drivers and other traffic. Drivers will have to cross Queen Street with their deliveries, sometimes with multiple trolley loads.

18. Also, with just one loading zone available at the peak delivery time of 7am-10am serving two shopping plazas, a hotel and other businesses, this will inevitably create delivery vehicle congestion – frustrated drivers will seek the nearest alternative, double-park or the footpath.

19. As well as an increased safety risk, it takes little imagination that some deliveries will stop entirely with down-stream consequences to the performance of the business or customers.

20. Similarly, the proposed full-time northbound bus lane between Mayoral Drive and Wakefield Street removes loading bays, meaning businesses on the western side of Queen Street will be served by couriers and freight having to cross Queen Street to deliver their goods.

21. **Phase 2:** Creates full-time bus lanes in both directions on Queen Street between Wakefield Street and Wellesley Street.

22. While there are no loading bays in this section, freight vehicles use the spaces currently available for delivery.

23. NRC notes that the re-design of the ends of the loading bays along Queen Street are to be angled, so the current bays that fit three vans will in future only fit two vans. This design fault needs to be fixed.

24. If Council truly wants to make Queen Street a place to go to, not through, it must realise that for businesses to be able to attract customers they must be able to operate efficiently, and this requires a business-friendly courier and freight delivery service.

25. We strongly suggest Council street planners take on board a key message in the Auckland Freight Plan 2020, that *freight is a key enabler of economic activity and fundamental to the liveability of a city, and this needs to be a core area of focus for Auckland Transport.*

26. NRC strongly agrees that a key freight strategy **outcome** of the proposed roading layout changes to Queen Street needs to be an *acceptance that the needs of freight are considered in the planning system.*

CONCLUDING COMMENTS AND RECOMMENDATIONS

27. NRC notes the freight industry, a key stakeholder in Auckland's economic performance, was not fully consulted on these changes before they were proposed, even though the proposals are allegedly part of Auckland Transport's "Access for Everyone," and key inputs of its own freight plan have been ignored.

28. The result is a 'plan' that significantly *reduces* access for freight and, as other stakeholder groups have noted, the liveability of the city.

29. NRC *strongly recommends* a re-consideration of the provision of parking for freight, courier and maintenance services along the whole of Queen Street, with a design that maximises available space.

30. NRC also suggests consideration be given to opening the bus only sections to night time delivery vehicles when buses are not running or are less frequent. We suggest a shared bus and freight lane plan might help.

31. Our suggestions and recommendations to the proposed roading layout changes to Queen Street are put forward in the positive spirit of continuous improvement to Auckland's freight transport infrastructure and services.

Design suggestion in feedback	AT response
More priority for buses – phase 1	
<p>The bus lanes in phase 1 should be 24/7</p> <ul style="list-style-type: none"> • This would reflect AT policy in the city centre. • To ensure bus priority throughout the day. • This will make it clearer to all users and will prevent accidental and purposeful misuse of the road. • Making it only time-based will continue to encourage more private vehicles to use the space when we should be transitioning to towards a Queen Street free of private vehicles. • The city centre has too many events that mean the transport needs depart from a usual workday pattern to rely on vehicle traffic only peaking at expected times. • Pedestrians need to be prioritised in Queen Street at all times, not just during the morning and evening peaks. • The cars don't need to be down there, and in the CCMP they shouldn't be. • To avoid confusion about what vehicles are allowed at what times. • To set the standard for reducing private vehicle usage. • To minimise through traffic. • The public consultation on A4E strongly supports a car-free Queen Street. This is an excellent opportunity to action this basic requirement now. 	<p>Auckland Council's City Centre Master Plan prioritises Queen Street as a place for pedestrian and public transport. Auckland Council's current work on Queen Street focuses on creating pedestrian priority through its changes to the public realm. Auckland Transport's work prioritises bus movements.</p> <p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. In the immediate term, this means the only bus lane to be implemented will be a peak hour bus lane (7am-10am and 4pm-7pm), northbound, between Shortland Street and Customs Street, which will work to protect bus travel times in this section.</p> <p>Outside the lane's operating hours, it is available for all vehicles, including loading and servicing vehicles, which is an ongoing challenge for businesses on Queen Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>The bus lanes in phase 1 should be at least 7am – 7pm</p>	<p>Auckland Council's City Centre Master Plan prioritises Queen Street as a place for pedestrian and public transport. Auckland Council's current work on Queen Street focuses on creating pedestrian priority through its changes to the public realm. Auckland Transport's work prioritises bus movements.</p> <p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. In the immediate term, this means the only bus lane to be implemented will be a peak hour bus lane (7am-10am and 4pm-7pm), northbound, between Shortland Street and Customs</p>

Design suggestion in feedback	AT response
	<p>Street, which will work to protect bus travel times in this section.</p> <p>Outside the lane's operating hours, it is available for all vehicles, including loading and servicing vehicles, which is an ongoing challenge for businesses on Queen Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>The proposed northbound bus lane on Queen Street between Shortland Street and Customs Street should be both ways</p> <ul style="list-style-type: none"> • This would make bus travel the best and fastest way to get uptown and downtown. • To prevent cars from heading south along Queen St. • The public consultation on A4E strongly supports a car-free Queen Street. This is an excellent opportunity to action this basic requirement now. 	<p>As a peak hour bus lane (7am-10am and 4pm-7pm), bus travel times are protected in the direction and during times of the most bus movements in this location.</p> <p>Outside the lane's operating hours, the lane is available for all vehicles, including loading and servicing vehicles, which is an ongoing challenge for businesses on Queen Street.</p> <p>A lower volume of buses uses Queen Street to travel south, than uses to it to travel north.</p> <p>Bus lanes on both sides of Queen Street between Shortland Street and Customs Street would severely impact deliveries to and the servicing of businesses.</p>
<p>Bus lanes should be extended to more of Queen Street</p> <ul style="list-style-type: none"> • At present I can walk much faster than buses going up Queen Street. • So that they can eventually be replaced by Light Rail. • Bus only lanes should run Customs to Mayoral. • Given the volume of busses, Queen St should be entirely bus only. • Hotels can be accessed via taxi or bus. Loading zones could be accessed at certain times of day for truck deliveries, using the bus lanes and 5-minute parking zones. 	<p>Auckland Council's City Centre Master Plan prioritises Queen Street as a place for pedestrian and public transport. Auckland Council's current work on Queen Street focuses on creating pedestrian priority through its changes to the public realm. Auckland Transport's work prioritises bus movements.</p> <p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. In the immediate term, this means the only bus lane to be implemented will be a peak hour bus lane (7am-10am and 4pm-7pm), northbound, between Shortland Street and Customs</p>

Design suggestion in feedback	AT response
	<p>Street, which will work to protect bus travel times in this section.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert it its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>The proposed northbound bus lane on Queen Street between Shortland Street and Customs Street should be extended to be between Wyndham Street and Customs Street</p> <ul style="list-style-type: none"> • While this would result in the removal of one extra loading zone, there are two loading zones directly opposite plus two at the bottom of Wyndham Street. • The extension of the bus lane would improve bus schedule reliability greatly. • There is very little reasonable requirement for private vehicles to have access to Shortland Street directly from Queen rather than via Kitchener and Princes. 	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works as an interim measure, between Shortland Street and Mayoral Drive. This means that the only bus lane being implemented in the immediate term will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert it its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>Phase 1 should include more crosstown bus priority</p> <ul style="list-style-type: none"> • To allow cross town busses to proceed quickly. • Eastbound bus-only lanes on Wellesley St to create the long-planned bus-only section on that corridor. 	<p>Cross town bus priority on Wellesley Street was consulted on as part of the Wellesley Street bus corridor changes. These changes are now in place as the intersection of Wellesley Street and Albert Street has reopened as a result of the next stage of the City Rail Link project.</p> <p>Mayoral Drive bus lanes are retained.</p>

Design suggestion in feedback	AT response
<p>Phase 1 should include signal priority for buses</p> <ul style="list-style-type: none"> • Currently northbound buses hit virtually every red light, every single time. 	<p>The signal priority on Queen Street is designed to support high pedestrian volumes on Queen Street. We have been and will continue to work with AT Metro to determine their preference for bus priority as Queen Street continues to develop and be enhanced for pedestrians through to the end of 2022.</p> <p>We are currently monitoring the impacts of more buses being routed onto Queen Street as a result of the City Rail Link work, as this compromises our operational, i.e. pedestrian focus, for Queen Street.</p>
<p>More priority for busses – phase 2</p>	
<p>Make Queen Street, between Customs Street and Shortland Street bus only 24/7</p>	<p>Auckland Council’s City Centre Master Plan prioritises Queen Street as a place for pedestrian and public transport priority. Auckland Council’s current work on Queen Street focuses on creating pedestrian priority through its changes to the public realm. Auckland Transport’s work prioritises bus movements.</p> <p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. In the immediate term, this means the phase two changes will not proceed.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>Phase 2 should include 24/7 bus lanes the length of Queen Street</p> <ul style="list-style-type: none"> • It’s time to make Queen St the beautiful transit mall it should be. • Private cars don’t belong on Queen Street. • This road has such good potential to connect Te Komititanga to Aotea. • As per city centre master plan, and access for everyone. 	<p>The City Centre Master Plan prioritises Queen Street as a place for pedestrian and public transport priority. Auckland Council’s work focuses on creating pedestrian priority through its changes to the public realm. Auckland Transport’s work prioritises buses.</p> <p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. This means that the</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> Applying different bus/car rules at different sections of Queen Street will be difficult for the driving public to comprehend and will cause undue frustration. 	<p>only bus lane being implemented in the immediate term will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert it its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council moves, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>Phase 2 should include more crosstown bus priority</p> <ul style="list-style-type: none"> Eastbound bus lanes on Wellesley St will be needed. 	<p>Cross town bus priority on Wellesley Street was consulted on as part of the Wellesley Street bus corridor changes.</p> <p>Mayoral Drive bus lanes are retained.</p>
<p>Phase 2 should include bus lanes between Mayoral Drive and Karangahape Road</p> <ul style="list-style-type: none"> 	<p>This suggestion falls outside the scope of this project, which was agreed between Auckland Council and Auckland Transport.</p> <p>We can say that this section of Queen Street, i.e. between Mayoral Drive and Karangahape Road, does not experience the same level of congestion as the section between Mayoral Drive and Customs Street.</p> <p>We will, however, pass this suggestion onto our Metro team who will investigate further.</p>
<p>Phase 2 should include signal priority for buses</p> <ul style="list-style-type: none"> To accommodate the number of buses in Queen Street at this second stage. 	<p>The signal priority on Queen Street is designed to support high pedestrian volumes on Queen Street.</p> <p>We have been and will continue to work with AT Metro to determine their preference as Queen Street continues to develop and be enhanced for pedestrians through to the end of 2022.</p> <p>We are currently monitoring the impacts of more buses being routed onto Queen Street as a result of the City</p>

Design suggestion in feedback	AT response
	Rail Link work, as this compromises our operational, i.e. pedestrian focus, for Queen Street.
More priority for busses – general	
<p>The proposed northbound bus lane on Queen Street between Shortland Street and Customs Street should be extended to be between Wyndham Street and Customs Street</p> <ul style="list-style-type: none"> While this would result in the removal of one extra loading zone, there are two loading zones directly opposite plus two at the bottom of Wyndham Street. The extension of the bus lane would improve bus schedule reliability greatly. There is very little reasonable requirement for private vehicles to have access to Shortland Street directly from Queen rather than via Kitchener and Princes. 	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works as an interim measure, between Shortland Street and Mayoral Drive. This means that the only bus lane being implemented in the immediate term will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert it its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>The proposed northbound bus lane on Queen Street between Shortland Street and Customs Street should operate 24/7</p> <ul style="list-style-type: none"> Private vehicles should not be accessing the Shortland/Fort/Commerce St via Queen St, but rather via Kitchener, Princes, Anzac, Customs E. 	<p>Auckland Council's City Centre Master Plan prioritises Queen Street as a place for pedestrian and public transport priority. Auckland Council's current work on Queen Street focuses on creating pedestrian priority through its changes to the public realm. Auckland Transport's work prioritises bus movements.</p> <p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. In the immediate term, this means the only bus lane being implemented will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>As a peak hour bus lane (7am-10am and 4pm-7pm), bus travel times are protected during times of the most bus movements in this location. Outside of those times, the</p>

Design suggestion in feedback	AT response
	<p>lane is available for loading and servicing vehicles, which is an ongoing challenge for businesses on Queen Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>The proposal should include a bus only lane on Victoria Street when crossing Queen Street</p> <ul style="list-style-type: none"> The buses take wayyyy to long to cross here. 	<p>At the end of June 2021, the intersection of Albert Street and Victoria Street will close as a result of the ongoing City Rail Link work. This closure will remain in place until mid-2023.</p> <p>At the same time, the intersection of Albert Street and Wellesley Street will reopen.</p> <p>In the interim, this means that buses will not turn into Victoria Street from Queen Street but will be re-routed via other intersections, such as Wellesley Street, which will have a range of bus priority measures in place in time for Wellesley Street to reopen.</p>
Transport design feedback	
<p>There should be no buses in Queen Street</p> <ul style="list-style-type: none"> The buses should be in a looped ring around the CBD during the CLR construction. 	<p>Currently, around 3,100 people (the pre-COVID figure was approximately 5,100) access Queen Street by bus every weekday. Removing buses from Queen Street would provide an impediment to many groups and does not align with Auckland Council's Access for Everyone strategy.</p>
<p>The Queen-Fort Intersection should be improved to allow easier filtering of pedestrians/bicycles/scooters</p> <ul style="list-style-type: none"> Currently, the planter boxes and parking of bikes/scooters forces all access on the footpath rather than spread across the width of Fort Street. The use of bollards or boxes with a narrower footprint would improve through flow of active transport. 	<p>These comments have been passed to Auckland Council who are undertaking the design of the Fort St pocket park. You can find out more about the Council's design for this intersection here.</p> <p>https://akhaveyoursay.aucklandcouncil.govt.nz/waihorotiu-queen-street</p>
<p>Forced turns into Queen Street from Customers St East Southbound and Victoria Street Northbound should be removed</p>	<p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Surely forcing traffic into Queen St would be against the intention of the plan and increase traffic on Queen. • It also would mean more congestion on Quay St where there's now only one lane and more pedestrian crossings so more delays in the city for vehicle. 	<p>Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p> <p>It should be noted, however, that the proposal does not include any 'forced' turns onto Queen Street from either Customs Street or Victoria Street. Both have a turning lane and a straight through lane.</p>
<p>Safety issues</p> <ul style="list-style-type: none"> • Please extend the centreline protection on Wellesley St from Lorne St west to Queen St. Cars turning from South bound Lorne St currently travel the wrong way down the Wellesley St East bound lanes to turn right onto Wellesley, around the existing barrier. • Cars currently drive the wrong way on Jean Batten Place when trying to get to Shortland Street, the proposal will make this worse. 	<p>As part of our changes to accommodate additional bus movements on Wellesley Street, we have investigated cars travelling the wrong way on Wellesley Street to get around the centre island to access the Queen Street intersection. This concern has been responded to by the addition of some hit sticks as a temporary measure to prevent people travelling the wrong direction out of Lorne Street in this location.</p> <p>In respect to Jean Batten Place, the current proposal is unlikely to worsen the number of people traveling the wrong way on Jean Batten Place from Fort Street to Shortland Street, as access along Queen Street in a southerly direction is unchanged.</p> <p>We are, however, aware that some people travel the wrong way in this location, and we are currently investigating what might be done to improve wayfinding/signage in this area to help people do the right thing. In addition, we remind people that, if they see people travelling in the wrong direction on Jean Batten Place, they can call *555</p>
<p>The proposed changes will have a negative impact on shared spaces like Fort Street</p> <ul style="list-style-type: none"> • Cars will travel in the wrong lane down Shortland St to pass the queue and turn into Jean Batten. • There is also insufficient space to cycle SB on Jean Batten safely when cars are coming Northbound. • The lack of ability for cars to get north from Shortland Street when combined with other changes. This seems likely to create lots of traffic going onto the shared Jean Batten Place space and then the shared Fort St space in an attempt by cars to get to Customs St West from Shortland Street. • Jean Batten Place also needs to be closed to traffic to prevent rat-running. 	<p>We are aware that this is a concern and will monitor the city centre's shared spaces to determine if any changes are required.</p> <p>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>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • There is a 30Km sign still existent at junction of Fort & Queen with 10km sign at base of Jean Batten Lane. Confusing when there is now no access to Queen from Fort. • If you force cars to turn into Shortland St, Fort Street will turn into a run rat shortcut. 	<p>In respect to the confusion between speeds on Jean Batten Place, Fort Street and Queen Street, we acknowledge this might be an issue and will look to clarify this at the same time as the Fort Street pocket Park takes shape.</p>
<p>Allow left turn from Mayoral onto Queen Street</p> <ul style="list-style-type: none"> • Under the proposal you cannot get to from Wellesley. 	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between Shortland Street and Mayoral Drive. In the immediate term, this means the only bus lane being implemented will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert to its pre-March 2020 layout, which includes 24/7 bus lanes on both sides of Queen Street between Mayoral Drive and Shortland Street. The road layout will also include a single lane of traffic in either direction for general traffic.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>The proposal will funnel large amounts of traffic onto Shortland Street</p> <ul style="list-style-type: none"> • This will make getting through the Princes Street intersection. 	<p>We will monitor and review the operation of Shortland Street and Wyndham Street during peak hours and respond to any safety or operational issues.</p> <p>A portion of the redistributed traffic may choose to use the Jean Batten Place shared space. We will monitor this shared space closely. One suggestion we may consider is reversing the one-way system on Fort Street and Jean Batten.</p>
<p>Why close Lorne St at the Wellesley St End?</p> <ul style="list-style-type: none"> • If you wanted to close it, you'd close it at the Victoria St end as it is one way. • Additionally, if you want people to readily access the motorway from Victoria St Carpark, Lorne St to Wellesley St to the motorway onramps is ideal, and doesn't require people to go across the city to get to the Nelson Street on-ramps. 	<p>The proposal did not include closing the Lorne Street exit onto Wellesley Street in this location. It proposed closing the section of Lorne Street exiting onto Wellesley Street that is a shared space, i.e. the section of Lorne Street that travels past Auckland Library.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> I don't think it would be great if traffic from the private carpark building on Lorne St wasn't able to exit on to Wellesley (as would they have to go back up Lorne St?) 	<p>As a result of Auckland Council removing the COVID emergency works on Queen Street between Sortland Street and Mayoral Drive, we will not be proceeding with the closure of Lorne Street as proposed.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The section from Wellesley Street to Mayoral Drive is expected to be consulted on in March 2022.</p>
<p>Close access to Elliott Street from Wellesley Street and/or Darby Street from Queen Street</p> <ul style="list-style-type: none"> The Elliott Street precinct should be completely pedestrianised. Access to the Wilson Car Park should be entirely from Victoria Street West. 	<p>During the construction of the City Rail Link, it is not possible to further restrict access in this area. Once the CRL work is complete, AT can look at further improvements in line with achieving the A4E objectives.</p> <p>With the recent changes Wellesley Street, there are changes to the road layout to accommodate the 35 bus routes. As a result of this there are some changes to loading zones in the area.</p> <p>CRL contractor Link Alliance, will provide loading and servicing on Victoria Street between Queen St & Elliott Street and between Federal Street & Hobson Street. Elliott Street's loading zone times will be extended to between 6am and 6pm. These new spaces will replace the similar temporary arrangements installed on Wellesley Street in March 2020.</p>
<p>Close access to Durham St West from Queen Street</p> <ul style="list-style-type: none"> Access to Durham W should only be from Albert Street. 	<p>It is not possible to close Durham Street West during the City Rail Link construction as it provides local access to a parking building located in this location.</p> <p>Once the CRL work is complete, AT can look at further improvements in line with achieving the A4E objectives.</p>
<p>No turning into Elliot St and Queen St from Wellesley St</p>	<p>During the construction of the City Rail Link it is not possible to further restrict access in this area. Once the</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • People can use Kitchener Street if wanting to travel northbound. • AT need to remove as much private vehicles driving through the area between Elliot Street, Lorne Street and High Street. • Elliot Street needs to be as pedestrian friendly as possible to make it destination worth travelling to for discretionary purposes. 	<p>CRL work is complete, AT can look at further improvements in line with achieving the A4E objectives.</p>
<p>Concerned that all traffic travelling west along Customs Street will have to make a required left turn into Queen St</p> <ul style="list-style-type: none"> • This will create chaos along the waterfront. 	<p>There was no required turn into Queen Street at the Customs Street intersection as part of this proposal. Customs Street has a turning lane and a straight through lane.</p>
<p>Please ensure there is a route across town for vehicles without needing to enter Queen Street, other than channelling all vehicles through Mayoral Drive or Customs Street</p> <ul style="list-style-type: none"> • Not doing so will add to congestion in those roads and will be inconvenient for those in the centre of town who accessed ride shares to get out of/ return to the CBD. • I suggest considering the temporarily allowing private vehicles to travel westbound between Kitchener Street and Queen Street on Wellesley Street. 	<p>The Access for Everyone concept is based on reallocating street space in favour of people, operations and street functions and reorganising access to prioritise trips needed to support the city centre, such as, such as deliveries, construction and emergency services.</p> <p>Our data tells us that, currently, there is capacity on Mayoral Drive. It is also currently possible to travel east-west along the route Shortland Street-Queen Street-Wyndham Street.</p> <p>Wellesley Street will soon become the major east-west bus route through the city centre.</p>
<p>The proposal should keep buses out of Queen Street altogether</p> <ul style="list-style-type: none"> • Buses should be channelled to Britomart from Symonds, Nelson and Hobson Streets. 	<p>Currently, around 3,100 people (the pre-COVID figure was approximately 5,100) access Queen Street by bus every weekday. Removing buses from Queen Street would provide an impediment to many groups and does not align with Auckland Council's Access for Everyone strategy.</p> <p>Britomart is not the sole destination for people who travel northbound along Queen Street, there are multiple destinations for people along Queen Street.</p> <p>The Symonds Street, Nelson Street and Hobson Street corridors do not necessarily take people to their city centre destination.</p>
<p>Phase two should not include the full closure of this section of Queen Street</p>	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works between</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Vehicles leaving the motorway network at the Wellesley Street bridge have already been forced to drive around the queen street intersection due to the bus only lane on Wellesley St. • Vehicles now need to clog up Kitchener St and Wakefield St to get onto Queen St to then turn back onto Wellesley St to continue their journeys. • If this section is to be closed, then the Wellesley Street bus lane should be reopened to normal traffic. 	<p>Shortland Street and Mayoral Drive. In the immediate term, this means the only bus lane being implemented will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert to its pre-March 2020 layout, which includes 24/7 bus lanes on both sides of Queen Street between Mayoral Drive and Shortland Street. The road layout will also include a single lane of traffic in either direction for general traffic.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south towards Mayoral Drive making changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>Please make the Queen Street/Mayoral Drive intersection a "barnes dance" crossing</p> <ul style="list-style-type: none"> • So people can cross diagonally. 	<p>We have not investigated the need for a “Barnes Dance” pedestrian phase in this location because our observations have not identified a high demand for a diagonal cross walk. Most pedestrians are walking north south on both sides of Queen Street.</p> <p>Operationally, introducing a Barnes Dance at this intersection will create significant congestion due to the length of time required to cross the diagonal leg.</p>
<p>Adjacent streets (like Albert Street) are more appropriate routes for busses than Queen Street</p>	<p>As soon as the City Rail Link work is complete, most buses will use Albert Street to access to and from the city centre. For more on this, please see the Bus Reference Case. https://at.govt.nz/about-us/transport-plans-strategies/city-centre-bus-strategy/</p>
<p>The proposal should include multiple pedestrian crossings</p>	<p>Currently, Queen Street boasts ten locations for pedestrians to cross at traffic lights long a length of 1.1km, which is the distance between Customs Street and Mayoral Drive.</p> <p>The public realm works the council is currently undertaking will create a more pedestrian friendly space</p>

Design suggestion in feedback	AT response
	making it easier for people to move around the Queen Street valley.
<p>The proposal should include improvements to the traffic flow on the Victoria Street/Queen Street intersection</p> <ul style="list-style-type: none"> • The single lane holds up busses and cars especially if a car is waiting to turn. 	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works as an interim measure, between Shortland Street and Mayoral Drive. This means that the only bus lane being implemented in the immediate term will be a peak hour bus lane, northbound, between Shortland Street and Customs Street.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert it its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p> <p>In late June 2021, the intersection of Albert Street and Victoria Street will be temporarily closed as a result of the CRL works. This will remove, until mid-2023, most traffic from turning into Victoria Street West at this intersection.</p>
<p>It would be good for Lorne St residents if we could turn from Wellesley St East right onto Mayoral Drive</p> <ul style="list-style-type: none"> • You could make that turn a T2 instead of bus-only. • Mayoral Drive is meant to be one of the few arterials left after A4E is implemented. • Currently Lorne St residents who want to get to Freemans Bay/Ponsonby are routed up past the hospital, making the journey four times as long as it should be. • This would make a big difference to us as Lorne St residents, without compromising the implementation of A4E. 	<p>When Wellesley Street re-opened to through traffic from Queen Street, the road layout was different, based on the needs of public transport changes. This layout was publicly consulted on by Auckland Transport in February 2021.</p> <p>To find out more about the consultation - https://at.govt.nz/projects-roadworks/bus-infrastructure-changes-to-support-crl-works/</p>
<p>Shortland Street should be closed to Queen Street</p>	<p>Part of this project is about supporting good serving and loading for businesses and residents in the area. To limit</p>

Design suggestion in feedback	AT response
	<p>access here would adversely affect the ability of both to receive goods and services.</p> <p>In addition, under the current proposal, which adds peak hour bus lanes, north bound, between Shortland Street and Customs Street, banning the right-hand turn into Shortland Street would create a dead end on Queen Street in that location, which is not a desired outcome.</p>
<p>The No.30 bus should depart from outside St James and to go straight up Queen St, rather than the current loop it does</p>	<p>This suggestion falls outside the scope of this project, which was agreed between Auckland Council and Auckland Transport.</p> <p>We will, however, pass this suggestion onto our Metro team who will investigate further.</p>
<p>There needs to be greater bus priority South of the bus only section (phase 2) to minimise through traffic</p>	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works as an interim measure, between Shortland Street and Mayoral Drive.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm.</p> <p>The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
<p>Queen St between Mayoral Drive and Wakefield Street should not become bus only</p> <ul style="list-style-type: none"> • Due to the amount of shows and restaurant on this street needing drop off areas for elderly people and people going out for the night. 	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works as an interim measure, between Shortland Street and Mayoral Drive. This means that the bus only lane proposed as part of this consultation will not be implemented at this time.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert to its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street. The road layout will also include a single lane of traffic in either direction for general traffic.</p> <p>The feedback received as part of this consultation has been considered and we will shortly be proceeding with</p>

Design suggestion in feedback	AT response
	<p>consultation around changing general parking to a mix of loading, servicing and mobility parking.</p> <p>This feedback will also be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
Bicycle facilities	
<p>The proposal should include bike lanes</p> <ul style="list-style-type: none"> • I would like to see the inclusion of separated cycling paths on Queen Street. • Scooters and skateboarders are using the footpath now and that's not safe but a road full of big buses is not safe either. • If you don't add cycle lanes your design will not be vision zero compliant. Vision zero is about doing all you can to reduce the change of an incident occurring. By not providing protected cycle lanes you are allowing people to mix in ways that will lead to incidents. • It would be good to keep cyclists and scooters separated from buses and walkers. • Previously, there were two lanes each way, and it felt safe to cycle, as cars and buses could go around you if needed. Now, it feels very unsafe to cycle, as there is only one lane shared by cycles, cars and buses. • There is no need to take all of the second lane each way for pedestrians, and some of those lanes should be repurposes for cycles and scooters. • More people will want to ride bikes, scooters etc on Queen Street now that Quay St is opening back up, Karangahape Road is nearly complete, Project WAVE is in place, and your great new bike parking is at Aotea Square. • This pilot should be a demonstration of how businesses will adapt to using e-cargo bikes and trikes if there is safe infrastructure to support it. • Without protected cycle lanes you are not providing access to children or disabled people on bikes or trikes. • Choosing not to provide them puts residents at risk of injury and Council at risk of legal action - on both safety and climate grounds. • I would like to see the bike lanes completely on the road i.e. no stepping up onto the footpath at intersections. • Cars should be kept off Queen Street completely and space allocated instead to separate lanes for scooters and bikes. 	<p>Outcomes for the Queen Street pilot were focused on pedestrian and public transport improvements.</p> <p>Queen Street is a low-speed environment, which means it is safer for people on bikes. Alternate routes, such as Nelson Street, Grafton Gully, and Federal Street, for people wishing to travel north-south in and around the central city might be better suited to people travelling by bike.</p> <p>These comments will be considered further as subsequent phases of the Queen Street pilot are progressed to their design phase.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Having bikes and scooters mix with pedestrians is dangerous. I am a city resident and terrified of getting knocked over by a scooter. • The current Covid installations are regularly used as a bike/scooter lane. • There should be cycle lanes continuously along Queen St, separated from bus lanes and from footpaths. Ideally, the extra space taken by removing a traffic lane should be split roughly half and half between cycles (and scooters) and walking. • I have been hit by bus drivers on purpose because they didn't want cyclist on the bus lane, and passed by double deck buses so close I could literally touch the bus. • I ask AT for separated cycling/micro-mobility infrastructure on Queen St so that users are not competing for space with increased bus numbers. The space required for this should be taken from that used for general vehicle lanes. • Even bike head starts at traffic lights would be good - on my bike I often take off right at the end of the pedestrian phases to get a head start on traffic behind me. • Encouraging bikes to use the bus lanes will increase journey times for buses. 	
<p>AT should look at adding bike facilities in the future</p> <ul style="list-style-type: none"> • In the long run, there need to be better facilities for cyclists on Queen St, including separated cycle ways. • The current bus movements crowd out cyclists and scooters, who instead use the footpath. • Separated cycleways would massively improve this and make safer - to the extent the existing COVID changes have allowed this to happen informally they have been great. 	<p>Outcomes for the Queen Street pilot were focused on pedestrian and public transport improvements.</p> <p>Queen Street is a low-speed environment, which means it is safer for people on bikes. Alternate routes, such as Nelson Street, Grafton Gully, and Federal Street, for people wishing to travel north-south in and around the central city might be better suited to people travelling by bike.</p> <p>These comments will be considered further as subsequent phases of the Queen Street pilot are progressed to their design phase.</p>
<p>The proposal should reduce priority for private vehicles</p>	
<p>Private vehicles should be removed from Queen Street</p> <ul style="list-style-type: none"> • Queen Street should be a pedestrian mall. • This is the long-term goal the painful proposed transition does not offer any advantages to any stakeholder. • The end focus should be pedestrians and cyclists, with buses permitted in Phase 1. • If Queen Street will be used as a thoroughfare unless restrictions limit which vehicles can access it 	<p>The vision for Queen Street, as outlined in the City Centre Masterplan, is to create a high-quality street for people that is inviting, accessible, lively and free from traffic driving through.</p> <p>With the completion of City Rail Link, Queen Street will be in a better position to move towards this outcome. Most bus journeys, except for the City Link, which will be</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Private vehicles clog up the road. • Fewer vehicles on Queen street would improve conditions for pedestrians. • It would create more space for walking and cycling • Removing private vehicles and adding light rail will rejuvenate the area. • Residents have been wanting more progressive change for some time • The city's streets need to be redesigned to support active modes and public transport at the expense of cars. • Removing private vehicles (but keeping busses) from Queen Street could be achieved easily by blocking off the bottom of Shortland Street with a pocket park and preventing right turns from Victoria St. • The public consultation on A4E (Access 4 Everyone) strongly supports a car-free Queen Street. • This is an excellent opportunity to action this basic requirement now. • You have said that 82% of respondents supported the city centre master plan. The city centre master plan called to remove all private vehicles permanently. • You're wasting our money and time designing vehicles into a road where you have been repeatedly told that they aren't welcome. • Splitting implementation into stages will also create aggravation, as people will only just have gotten used to the Phase 1 "new normal" when the rug will be pulled from under them again. • Applying different bus/car rules at different sections of Queen Street will be difficult for the driving public to comprehend and will cause undue frustration. • It'll help to create a nicer street environment. • It's been 19 years since the last upgrade. This one doesn't even catch up with what's required today, let alone future proof Queen St for the next 19 years. 	<p>fully electric, will have been moved off Queen Street making it possible to transform Queen Street into a car-free destination.</p> <p>Queen Street's last upgrade was just over 10 years ago.</p>
<p>Jean Batten Place should also be closed from Shortland Street.</p>	<p>We are aware that this is a concern and will monitor Fort Street and Jean Batten Place to see if more people chose it to get around the peak hour bus lanes between Shortland Street and Customs Street, and what changes might be made if this is the case.</p> <p>One suggestion we may consider is reversing the one-way system on Fort Street and Jean Batten.</p>
<p>Private vehicles should be prohibited on Jean Batten Place.</p>	<p>We are aware that this is a concern and will monitor Fort Street and Jean Batten Place to see if more people</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • There is a huge safety issue in that cars will travel in the wrong lane down Shortland St to pass the queue and turn into Jean Batten. • There is also insufficient space to cycle SB on Jean Batten Place safely when cars are coming NB. 	<p>chose it to get around the peak hour bus lanes between Shortland Street and Customs Street, and what changes might be made if this is the case.</p> <p>One suggestion we may consider is reversing the one-way system on Fort Street and Jean Batten.</p>
<p>Private Vehicles should be removed from High Street</p>	<p>The High Street trial was completed in 2018 as part of the Access for Everyone vision (part of Auckland Council's City Centre Masterplan) for managing road use and transport in the city centre. More information on the High Street trial can be expected towards the end of 2021.</p> <p>Closing High Street to all private vehicles would prevent egress from the Victoria Street parking building, which exits into the southern end of High Street, near Wellesley Street.</p>
<p>All vehicles, including busses bikes and scooters should be removed from Queen Street.</p>	<p>A priority of the City Centre Master Plan is reducing discretionary motor vehicles in the central city.</p> <p>Currently, around 3,100 people (the pre-COVID figure was approximately 5,100) access Queen Street by bus every weekday. Removing buses from Queen Street would provide an impediment to many groups and does not align with Auckland Council's Access for Everyone strategy.</p> <p>In addition, removing all vehicles, including buses, from Queen Street unfairly restricts people's access to locations just off Queen Street, including those with mobility concerns.</p> <p>Finally, while the City Rail Link is under construction, Queen Street is the main route for many buses servicing accessing the city centre. Once the CRL is complete the only buses using Queen Street will be the fully electric City Link service.</p>
<p>There should be no private vehicle on Queen Street between Customs and Wellesley.</p>	<p>A priority of the City Centre Master Plan is reducing discretionary motor vehicles in the central city.</p> <p>Currently, around 3,100 people (the pre-COVID figure was approximately 5,100) access Queen Street by bus</p>

Design suggestion in feedback	AT response
	<p>every weekday. Removing buses from Queen Street would provide an impediment to many groups and does not align with Auckland Council's Access for Everyone strategy.</p> <p>In addition, removing all vehicles, including buses, from Queen Street unfairly restricts people's access to locations just off Queen Street, including those with mobility concerns.</p>
<p>There should be no vehicles in the central city</p> <ul style="list-style-type: none"> • This would improve conditions for people walking and using public transport • Why is the bus still needed, polluting Queen Street, when we have rail? The air quality is unacceptable on Queen Street. 	<p>A priority of the City Centre Master Plan is reducing discretionary motor vehicles in the central city.</p> <p>Currently, around 3,100 people (the pre-COVID figure was approximately 5,100) access Queen Street by bus every weekday. Removing buses from Queen Street would provide an impediment to many groups and does not align with Auckland Council's Access for Everyone strategy.</p> <p>In addition, removing all vehicles, including buses, from Queen Street unfairly restricts people's access to locations just off Queen Street, including those with mobility concerns.</p> <p>Finally, while the City Rail Link is under construction, Queen Street is the main route for many buses servicing accessing the city centre. Once the CRL is complete the only buses using Queen Street will be the fully electric City Link service.</p>
<p>The Elliott Street precinct should be completely pedestrianised.</p> <ul style="list-style-type: none"> • Close access to Elliott Street from Wellesley Street and/or Darby Street from Queen Street. • Access to the Wilson Car Park should be entirely from Victoria Street West. 	<p>Currently, Elliot Street operates as a shared space, however, there is a private car park at the northern end of Elliot Street, and we have a legal obligation to provide access to those properties.</p> <p>Businesses located in Elliot Street also need to be able to take deliveries. While the City Rail Link is under construction, extended time has been provided for businesses to undertake loading and servicing of their businesses. Once the CRL is complete these times will revert to 6am to 11am, Monday to Sunday.</p>

Design suggestion in feedback	AT response
<p>Close access to Durham St West from Queen Street.</p> <ul style="list-style-type: none"> • Access to Durham W should only be from Albert Street. 	<p>While the City Rail Link is under construction it is not possible to close access to Durham Street from Queen Street, as businesses located there need to be able to take deliveries. This may change in the future.</p>
<p>Victoria street east needs to be made for people not cars.</p> <ul style="list-style-type: none"> • It is way too wide and a big waste of good space in the CBD. 	<p>Auckland Council is currently investigating transforming Victoria Street as part of the Linear Park project. We will pass your comments to the Council to take forward with their investigations.</p>
<p>Shortland St should close at Queen</p> <ul style="list-style-type: none"> • fantastic plaza there. • should become loading and ride hail hubs focussed on access to and from their respective sides of Queen St. 	<p>Under the current proposal, which adds peak hour bus lanes, north bound, between Shortland Street and Customs Street, closing Shortland Street at Queen Street would create a dead end in that location, which is not a desired outcome.</p> <p>Couriers need access (as per above)</p>
The proposal will cause difficulties for businesses	
<p>Removing parking zones will cause issues for businesses</p> <ul style="list-style-type: none"> • The removal of the loading zones on Wellesley Street West and the proposed 24/7 bus route will be absolutely detrimental to our businesses. We are a two Tavern and rely on getting our deliveries right to our door, these consist of 50, 30 & 25 Litre kegs from the Breweries, not to mention the other stock cases of bottled beer, spirits, food, glassware, cleaning products etc, also all the empty kegs need to be collected from the premises. • If this planned bus lane goes ahead, I firmly believe our bars will go out of business as the stock is extremely heavy and no delivery driver is going to carry it too far. • We also have 3-4 large bottle bins collected everyday how is this going to continue. • We are two Irish bars and on days like St. Patrick's Day etc are we expected to carry 100 - 200 kegs from a loading zone approximately 100-200 metres away from the premises. • They have had a difficult enough time due to Covid-19 impact, but this is really unfair. • The removal of any loading zone in front of our row of shops (Music Planet) will mean customers will be expected to carry boxes weighing up to 50KG at least 100 meters and across Queen Street traffic. Our couriers even have specific rules about the weights they can collect maxing out at 25KG, and these are staff trained to move loads and must abide by OSH standards. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking would not return to the Street but would change to a variety of short-term loading, service vehicle only and mobility parking. Consultation will take place on this shortly.</p> <p>You can find out more about this on the Auckland Transport website.</p>

Design suggestion in feedback	AT response
<p>The proposed changes will hurt local businesses</p> <ul style="list-style-type: none"> • I have a business in Lorne Street where I need deliveries to the door - if you don't allow exit how will I get my heavy food goods delivered? How will Uber drivers collect my pick-ups, for my much-needed revenue? • Foot traffic to the area is already down considerably and the public transport network is not good enough to encourage people from their cars. Businesses in the area are suffering because of these bad planning strategies. • If pedestrianisation worked O'Connell Street would be thronged by people choosing to use it rather than high st for access. High Street has much more foot traffic. • Please consider the business needs, with the closure or bus only lane will severely impact foot traffic. • Private motor vehicles must be allowed to flow through and park as required to undertake business deliveries and customer pick-ups. • the proposed changes will: reduce accessibility, drive away customers, drive away long-term business (such as offices and services), create poorer visual amenity, reduce and isolate connections and increase the amount of unsafe and unattractive land in the CBD. • The street is a ghost town with all your bollards and pedestrian areas. • No one comes into the city as they find it ugly and hard to park. It is not an enjoyable site. • I do not believe local businesses have been consulted sufficiently on their views before this comes into place, even temporarily. This is not only unacceptable in a democracy, but if you want Queen Street to be somewhere people visit, then think why they'd visit, if the businesses suffer and fail. • Obviously, some of the businesses on Queen Street are going to feel a pinch and they have already suffered quite a lot due to Covid. Can you come up with a promotion of some kind to drive customers to return to the Queen Street businesses that is linked to AT's improvements? • Public transport is not good enough yet for Auckland to restrict cars in CBD. • In Auckland everyone has a car, people going to shows and dinner will not want to catch a bus, just because there is a bus lane! Adding a taxi fare to show tickets and/or dinner will make it a very expensive night out and people just won't come into the city. • The changes will further erode the accessibility of the CBD for customers of many businesses, which will lead to reduction in the viability of many of those businesses, that are already struggling. • The changes will undermine the efficiency of the CBD for delivery of goods, and for the servicing of buildings and premises. In some locations, there will be no way for existing businesses to stock their premises. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking would not return to the Street but would change to a variety of short-term loading, service vehicle only and mobility parking. Consultation will take place on this shortly.</p> <p>You can find out more about this on the Auckland Transport website.</p> <p>As a result of the Council decision to remove the COVID emergency works, the change at the Wellesley Street end of Lorne Street will not proceed at this time.</p> <p>We are currently putting in another loading zone on Rutland Street.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Economic recovery requires not only an attractive environment, but also one that functions well to ensure that both Queen Street and the wider city centre is inviting and accessible. The Auckland Transport proposals for Queen Street lack an understanding of needs and empathy for many city centre users. As proposed, the plans will have a detrimental impact for business and will not support the economic success of the area. • Terrible idea, the impacts of low pick up and drop off spots on queen street are already felt by businesses. 	
<p>Construction on and around Queen Street will hurt local businesses</p> <ul style="list-style-type: none"> • Traffic, sidewalk and access issues constantly arise within your plan area via the activities of CRL including construction vehicle parking, blocking traffic, and regular ad-hoc unadvertised road closures. • Construction crews create regular disruption by blocking roads and sidewalks. • A breakdown in communication between CRL, AT and Auckland Council has meant that the parties do not communicate, are unaware of each other's plans and do not take any consideration of the consequential changes of multiple separate road closures, modifications and capacity reduction. • I work in the CBD and need to use a car to visit clients in the suburbs. The proposed changes make CBD travel awkward and time-consuming with no real improvement that I have experienced so far • There is nowhere to park resulting in a loss of business for the many commercial entities on Queen St at a time that they needed every bit of assistance they could get, this has resulted in the closure of many of them. • This will have a huge impact on delivery drivers, especially Uber Eats. Please consider banning private traffic, and having permits for delivery vehicles and ride share/food delivery vehicles • 80 Buses per hour in Queen St is an aberration, people don't take buses during the weekend, they go shopping to Queen St using their own car, these people are our customers (I have 2 shops in lower Queen St) and they need to park easily. Not a single person goes shopping or to the restaurant by bus during the weekend. • People already feel that travelling to Auckland city is too confusing with all of the one-way lanes and intersection closures. Making these changes will restrict people even further. • The current context for Queen Street and the wider city centre is that access has been severely impacted by cumulative and ongoing construction. This is a deterrent for visitation, which has been compounded by the Covid emergency works installed in April 2020. 	<p>Managing construction works in any growing and dynamic city is a challenge.</p> <p>To minimise disruption to businesses, visitors to Queen Street and people working and living in the city centre, Auckland Council will construct in stages, following consultation.</p> <p>The stages are:</p> <ul style="list-style-type: none"> • Shortland St to Victoria St – consultation August 2021; construction late September to late November • Victoria St to Wellesley St – consultation November 2021; construction January to late February 2022 • Wellesley St to Mayoral Drive –consultation March 2022; construction May to end June 2022 <p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking would not return to the Street but would change to a variety of short-term loading, service vehicle only and mobility parking. Consultation will take place on this shortly.</p> <p>You can find out more about this on the Auckland Transport website.</p>

Design suggestion in feedback	AT response
	<p>As changes are made to Queen Street, a communications and wayfinding campaign will be undertaken.</p> <p>There are three Auckland Transport-operated car parking buildings (Victoria Street, Downtown and the Civic car parks) in the central city, all of which are conveniently located for visiting Queen Street. There are many other privately-owned car parking facilities.</p> <p>Auckland Council and Auckland Transport are working together to deliver these changes.</p> <p>It should be noted that buses bring more people to the city centre (to do business, amongst other things) than any other mode. The end state will result in better access for buses, more reliable journeys for bus users. This medium-term outcome will assist with business</p>
<p>The proposed changes will be detrimental to hotels</p> <ul style="list-style-type: none"> • The (Four Points) hotel is currently acting as a Managed Isolation Facility for the New Zealand Government. The main coach drop-off is 110 Mayoral Drive, our only port of entry to the hotel. Without this access point for coach drop off and pick-up the hotel cannot provide the necessary services to the New Zealand Government. The hotel stands to lose a contract of significant value. • Increased noise to guest rooms as a result of directing all north bound travel to use Mayoral Drive. The level of disruption to guest rooms will be significant as the majority of the buses using the Mayoral Drive transit lane will be non-electric. • A full-time northbound bus lane between Mayoral Drive and Wakefield Street will significantly impact the main vehicle entry point to the hotel, located at 110 Mayoral Drive. Vehicle access will be significantly compromised and entry and exit from the hotel will be challenging and dangerous. • Our hotel external environment on the corner of Queen and Mayoral will be compromised as Mayoral Drive will see a significant increase in public and private vehicle use. This will impact the guest experience and in turn will affect the value of the hotel • Accessibility from Mayoral Drive to Airedale Street which is the location of our loading dock will be compromised with trucks being required to use Mayoral Drive and Wakefield Street to access Airedale Street 	<p>Auckland Council has asked us to focus on Queen Street as part of this project.</p> <p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking would not return to the Street but would change to a variety of short-term loading, service vehicle only and mobility parking. Consultation will take place on this shortly.</p> <p>You can find out more about this on the Auckland Transport website.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> Queen Street is already clogged from Mayoral Drive with buses needing to stop in the middle of the road to collect and drop passengers as the lanes/bus stops have been filled with pedestrian strips that are not used at all. These changes further add to the congestion across the city and we suggest that Queen Street is returned to its pre Covid-19 state The hotel requires further engagement with Auckland Transport before any changes are made to the Network. Barclay Suites Hotel is located on Albert Street, which is not considered in these changes. The business needs and the guest-needs require a loading zone for suppliers and clients. There is no loading zone proposed for the hotel and for the cafes and businesses around the Upper Albert Street (between Wyndham and Victoria street West). 	
Reverse all recent changes	
<p>Queen street should be returned to its pre Covid layout</p> <ul style="list-style-type: none"> You cannot go ahead with ANY changes until you have removed the unconsented blockages called Covid-19 works. With Albert street closed, Queen street needs two lanes in both directions (one of which can be a dedicated bus lane) until Albert street can start taking double lane traffic again Remove the Covid yellow cones and reinstate the proper bus lanes so the buses are out of traffic, can service the people of Auckland faster and all the turning traffic can flow easier & quicker at the Victoria Street & Shortland Street intersections I am a frequent user on queen street on the red bus and ever since it was cut to one lane each way traffic conditions have been horrible. There have been occasions where it took 20mins to go from the Britomart side of queen street to the civic centre during evening peak. This has shown that the current changes are not working, and any new proposals would only make the situation worse. I understand your vision is to eventually remove cars but now is not the time. Wait until the CRL is complete and buses can travel in proper bus lanes on Queen Street. This discourages people to use buses as it takes too long Stop wasting any more ratepayer's money. The council is broke, it should not be spending yet more money on vanity projects like this. 	<p>On 14 June, Auckland Council announced it would be removing the COVID-19 emergency works as an interim measure, between Shortland Street and Mayoral Drive. This means that the only bus lane being implemented in the immediate term will be a peak hour bus lane, northbound, between Shortland Street and Customs Street. The emergency works are planned to be removed by the end of July 2021.</p> <p>When the emergency works are removed, Queen Street, between Mayoral Drive and Shortland Street will revert it its pre-March 2020 layout, which includes 24/7 bus lanes between Mayoral Drive and Shortland Street. The road layout will also include a single lane of traffic in either direction for general traffic.</p> <p>The feedback received as part of this consultation will be used to feed into proposals for Queen Street as Auckland Council consults, in stages, south along Queen Street towards Mayoral Drive proposing changes to the public realm. The next stage for consultation is Shortland Street to Victoria Street in August 2021.</p>
Amenity and placemaking suggestions	
<p>To make Queen Street a nice place to be the proposal should include:</p> <ul style="list-style-type: none"> Water fountains. Lots more bike parking. 	<p>This feedback will be passed to Auckland Council to feed into the changes they will be making to the public realm.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • More flowers, plants and trees especially natives. • Pocket parks. • Places that people want to sit, relax and unwind. • Boardwalks or other pedestrian-friendly type infrastructure. • Family spaces. • Stalls in middle of mall. • Using pavers rather than road surface. • Seating, tables and umbrellas to sit and have coffee & food. • Higher quality street furniture and planters. • Performance areas. • A busker precinct. • Large planters with flax. • Provisions for live acts - light shows, art walks, family events etc • See if anything can be done about the sewer smell around Queen Street • Maintenance for existing plants and any plants added. The ones on High Street are in terrible condition. • More bus stop shelters • It would be amazing to see the stream daylight • Public toilets • Little micro parks • Areas for restaurants and cafes to have seating outdoors • More visual connection across Customs Street for Queen Street and the new Te Komititanga space. 	
Accessibility for disabled and elderly people	
<p>The proposal should include drop-off and pick-up access and parking for people with mobility issues.</p> <ul style="list-style-type: none"> • Venues on Queen Street like the Comedy club, Q theatre, Civic theatre and Town hall need a space to drop people with mobility issues off. • Even a 15-minute parking space for private vehicles or a drop off space would be helpful. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Many patrons have limited mobility and their ability to attend concerts and events should not be restricted by changes to Queen Street. • Without access to Queen Street and parking on the street people with disabilities and mobility issues will suffer complete denial of access to cultural and public events, to businesses and access for us to go to work which for people with disabilities often unable to work in other locations can be significant. • The proposal gives no thought to the Mobility challenged - over 12% of the population - who can only reach any venue in Queen St via Car direct to the door. • Disabled Parking Permits should be able to always access Queen Street. • If access denied for drop off and pick up access of mobility-impaired patrons of Town Hall, Aotea Centre and Civic Theatre, will AT provide special areas away from Queen St where mobility-impaired persons can be dropped off and picked up with AT taking responsibility for transporting said individuals for drop off and pick up to and from the Venues located between Mayoral Drive and Wellesley Street and liaising with caregiver drivers in order to expedite prompt service? • Ensure disabled persons' access is prioritised and designed in from the beginning. • Ensure vehicle access to the City library and parking is available for disabled and elderly citizens. 	<p>returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking.</p> <p>You can find out more about this on the Auckland Transport website.</p>
Provision for deliveries, ride share, loading zones	
<p>Loading zones should require permits</p> <ul style="list-style-type: none"> • 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking.</p> <p>You can find out more about this on the Auckland Transport website.</p>
<p>Loading zones should only be available at certain hours of the day</p> <ul style="list-style-type: none"> • Loading zones should only be available outside of peak hours. • This will reduce the impact on businesses. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p>

Design suggestion in feedback	AT response
<ul style="list-style-type: none"> • Deliveries should be limited to 2am – 6am. • Deliveries should be limited to 4am – 6am. • Delivery/service vehicle access should be restricted to certain times of the day or night and be restricted to zero emissions vehicles that have been designed for safe operation in urban environments. 	<p>With Auckland Council’s decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking. Consultation of these changes will begin shortly. You can find out more about this on the Auckland Transport website.</p>
<p>Loading and ride hail areas should be restricted to side and back streets rather than on Queen Street itself</p>	<p>Providing access for everyone means making sure that all the people making up our community can enjoy what Queen Street has to offer, including our mobility challenged communities. Ride hail services provide general access to the services and experiences Queen Street has to offer. Restricting their access creates a barrier to the use of Queen Street.</p>
<p>Service and delivery vehicles should be able to use bus lanes to access loading zones.</p> <ul style="list-style-type: none"> • Access should be retained for essential vehicles (delivery vehicles, emergency vehicles and buses). 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council’s decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking. Consultation of these changes will begin shortly. As the Queen Street pilot moves south towards Mayoral Drive, consulting before it moves into each area, feedback from this consultation will be used to inform network changes.</p> <p>We are currently investigating how delivery vehicles might access locations within bus only areas.</p> <p>Emergency vehicles are currently able to use bus lanes when responding to emergencies.</p>

Design suggestion in feedback	AT response
<p>More loading zones are needed</p> <ul style="list-style-type: none"> • I own The Classic at 321 Queen St. Both myself and my delivery / service people have to make considerable / large heavy deliveries to the premises at least 6 times a week. • The only Goods service zone on the new map is over 100 metres away downhill on the opposite side of the road. This is not a healthy safe option for myself or the delivery people and exposes us to risk, injury and damaged deliveries. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking.</p> <p>You can find out more about this on the Auckland Transport website.</p>
<p>The proposal should not prevent access to loading zones of the western side of Queen Street</p> <ul style="list-style-type: none"> • The proposed changes would mean that in the Wakefield-Mayoral section and the Shortland-Customs section, delivery workers would have to cross the street to supply shops on the west side, with heavy goods on trolleys, which would both disrupt the public transport services, but also put their safety at risk • I see every day busses running red lights on Queen Street, and as they pull out from behind other busses, it may create blind spots that are hazardous for delivery workers who are now under more pressure to complete their work and move their vehicles. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking.</p> <p>You can find out more about this on the Auckland Transport website.</p>
<p>Loading zones on Queen Street should have 15-minute restrictions</p> <ul style="list-style-type: none"> • to allow for smooth operations for the surrounding businesses. E.g. Quest on Queen is located at 62 Queen Street and is a serviced apartment hotel. • Having a 15-minute loading zone will allow guests/clients to safely drop off their belongings and check in/out without having to worry about receiving fines from the traffic wardens. • 5 minutes is simply not sufficient for a person to off load bags, check in and go back to the vehicle. 	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking.</p> <p>You can find out more about this on the Auckland Transport website.</p>

Design suggestion in feedback	AT response
<p>The proposal should include drop-off zones for private vehicles</p>	<p>The feedback received as part of this consultation indicated that there is a need for more short-term parking, loading and mobility spaces.</p> <p>With Auckland Council's decision to remove the COVID emergency works, we are proposing to make some changes to parking and loading between Mayoral Drive and Shortland Street. General parking will not be returning to the Street but will be changed to a variety of short-term loading, service vehicle only and mobility parking.</p> <p>You can find out more about this on the Auckland Transport website.</p> <p>Private motor vehicles can use loading zones for the period indicated on the signs. Spaces reserved for service vehicles only are marked "Good Vehicles Only".</p>
<p>Having loading zones on Fort Street and Customs Street would allow Queen Street to be bus only between Customs Street and Shortland Street.</p> <ul style="list-style-type: none"> • Loading zones for the hotels in this block can be from Fort or Customs 	<p>We are making interim loading and servicing improvements on Queen Street which should reduce the need for additional spaces on Fort and Customs.</p>
<p>The removal of the loading zones on Wellesley Street West will be detrimental to local businesses.</p> <ul style="list-style-type: none"> • we are a two Tavern and rely on getting our deliveries right to our door, these consist of 50, 30 & 25 Litre kegs from the Breweries, not to mention the other stock cases of bottled beer, spirits, food, glassware, cleaning products etc, also all the empty kegs need to be collected from the premises. • If this planned bus lane goes ahead, I firmly believe our bars will go out of business as the stock is extremely heavy and no delivery driver is going to carry it too far, we rely on these drivers and have a great repour with them, but this will soon disintegrate. • We also have 3-4 large bottle bins collected everyday how is this going to continue. • We are two Irish bars and on days like St. Patrick's Day etc are we expected to carry 100 - 200 kegs from a loading zone approximately 100-200 metres away from the premises. 	<p>As a result of City Rail Link works, Wellesley Street reopened at the end of June 2021 and Victoria Street closed. This means that Wellesley Street has become the main east-west bus route through the city. Some changes have been made to the Street to accommodate the additional bus movements, such as bus shelters and longer bus stops.</p> <p>These changes were consulted on as part of the Wellesley Street bus improvements in February 2021.</p> <p>https://at.govt.nz/projects-roadworks/bus-infrastructure-changes-to-support-crl-works/</p> <p>We are making interim loading and servicing improvements on Queen Street which should reduce the need for additional spaces on Wellesley Street.</p> <p>In the medium-term, until the end of the City Rail Link works, additional hours for loading are being provided on Elliot Street and a P15 loading space has been added on</p>

Design suggestion in feedback	AT response
	Queen Street at the corner of Queen and Wellesley Streets.
<p>Businesses around the Upper Albert Street (between Wyndham and Victoria Street West) need a loading zone</p> <ul style="list-style-type: none"> • Barclay Suites Hotel is located on Albert Street, which is not considered in these changes. • The business needs and the guest-needs require a loading zone for suppliers and clients. 	<p>Auckland Council has asked us to focus on Queen Street as part of this project. People or businesses with concerns around Albert Street should contact the City Rail Link team.</p> <p>https://www.cityrailink.co.nz/upper-albert-street-city-rail-link-construction</p>