

Your feedback on:

Project WAVE

**Connecting the Nelson Street and
Quay Street cycleways**



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1. Summary

What did we seek feedback on?

From Monday 17 May to Sunday 13 June 2021, the public was invited to provide feedback on Project WAVE, which is a cycleway trial along Market Place, Customs Street West, and Lower Hobson Street that connects the Nelson Street and Quay Street cycleways.

The project is also trialling a one-way system for general vehicles along sections of Market Place and Customs Street West, along with changes to parking, loading zones, and taxi drop-off zones.

For more information on the project please visit at.govt.nz/projectwave.

Why did we trial these changes?

Improving the walking and cycling network right across the region, is a key priority for Auckland Council, delivered by Auckland Transport in its statement of intent.

This route is the missing link in the city centre cycle loop and connects two of our busiest cycleways Nelson St (around 800 cyclists a day) and Quay St (around 1500 a day).

AT consulted with the community on a cycleway along Market Place in 2017 and 2020, both with strong support.

Many of those supporting it wanted the cycleway extended to connect with Quay Street. Feedback also showed that providing space for deliveries and taxi/rideshare drop off was a priority.

Responding to budget constraints in 2020, AT refreshed its approach to how the link could be delivered and decided to trial an option using Waka Kotahi NZ Transport Agency's Innovating Streets for People fund which aims to create more people-friendly spaces in New Zealand towns and cities.

About this report

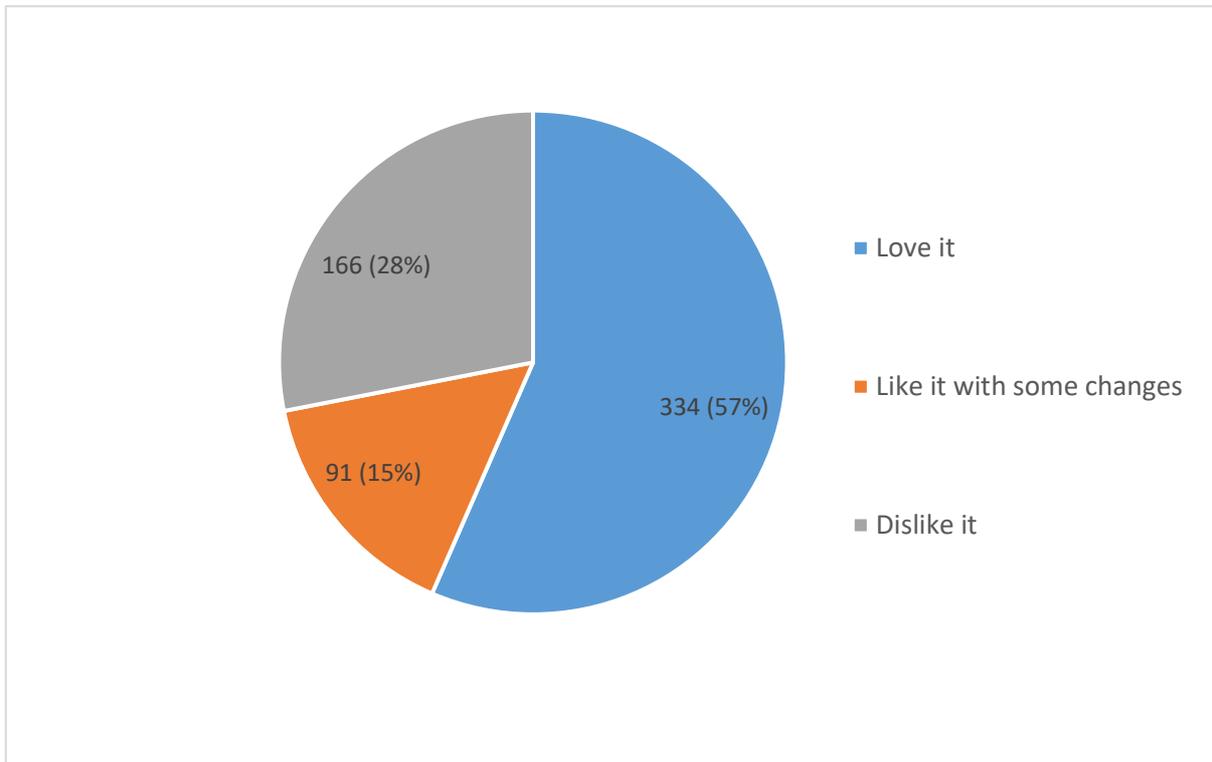
This report outlines the public feedback received so far on Project WAVE. This report and the feedback analysis that informed it were completed independently by Viewpoints NZ.

The public provided feedback via a survey comprising a mix of 'tick-box' and open-ended questions. In total, **583 submissions** were received.

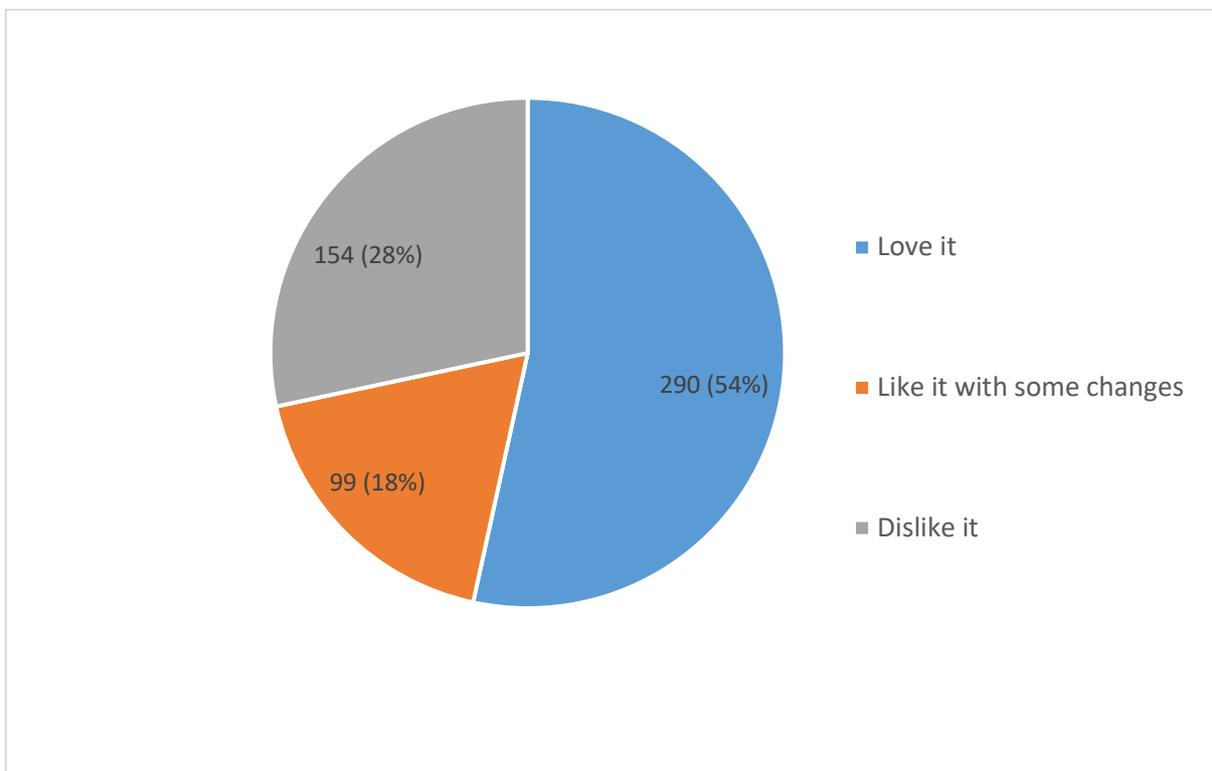
- Tick-box feedback is outlined below in the section [Overview of public feedback](#).
- Open-ended feedback received is outlined in the [Feedback received](#) section of this report. Feedback has been grouped into 85 themes. Themes have then been clustered together under 14 topics, e.g. "Cycleway/people on bikes – Safety". Feedback themes related to "Cycleway/people on bikes – Safety" are grouped under that topic. Responses are further analysed in the section [Feedback based on respondent reasons for visiting the Viaduct](#).

Overview of public feedback

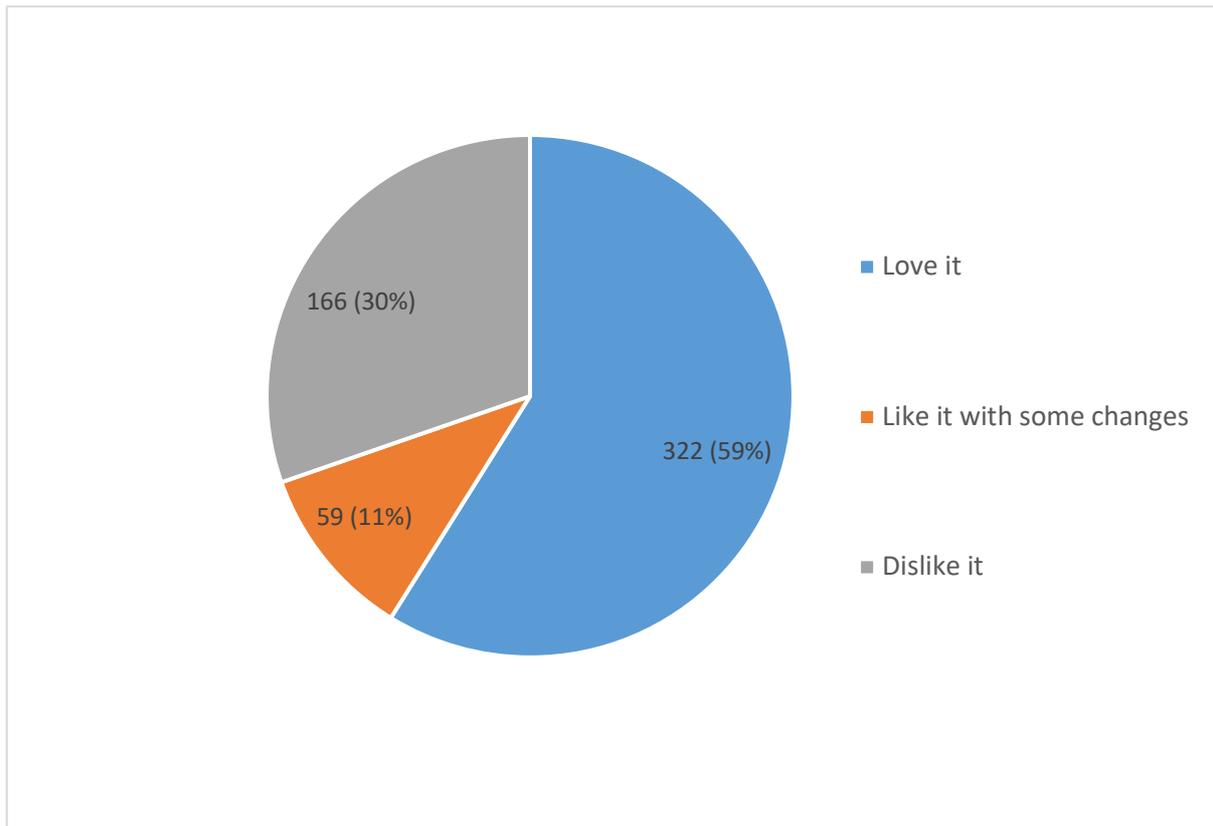
What do you think of the two-way cycleway? *(Results from all respondents)*



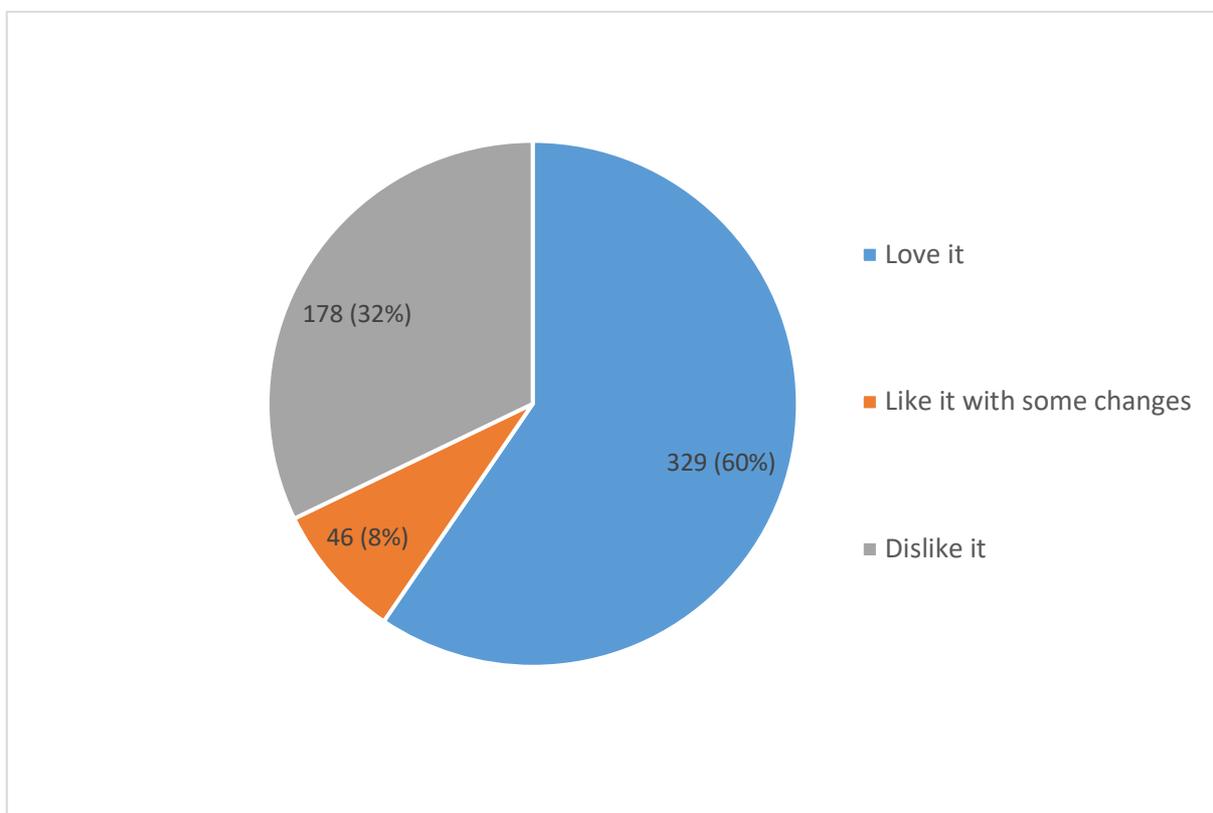
What do you think of the loading/drop-off zones? *(Results from all respondents)*



What do you think of the one-way system? (Results from all respondents)



What do you think of the changes to parking? (Results from all respondents)



Top 10 feedback themes *(Results from all respondents)*

Feedback theme	No. of mentions
 Happy with AT and/or with WAVE project ¹	170
 Cycleway makes cycling safer (and other active modes of transport)	145
 Glad WAVE links existing cycleways and/or improves access to cycleways	100
 Safety issues with cycleway - vehicles obstructing cycleway	99
 Like that parking removal benefits other users and/or discourages car use	98
 Other safety issues associated with cycleway/people cycling	95
 Unhappy with AT and/or with WAVE project ¹	89
 Need more parking and/or reinstate parking	87
 General and safety concerns with taxi/delivery driver behaviour	67
 Other concerns with cycleway/cycle improvements	66

¹ This theme was created from respondents' answers to the final survey question "Do you have any other feedback for the project WAVE team?".

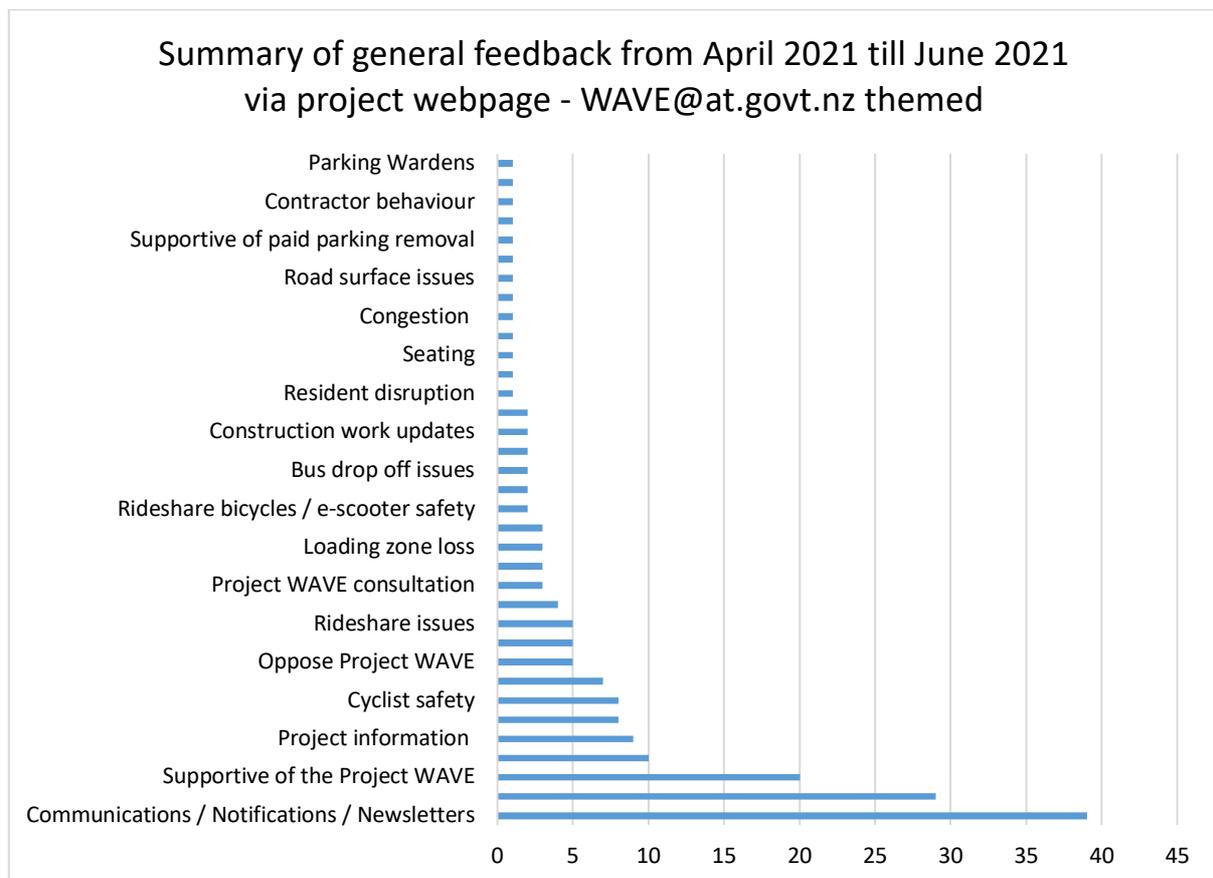
2. Other data collected on the trial

Overview of the other data collected

We have collected other data to help evaluate the success of the trial and identify any changes required if the project were to proceed to permanent implementation. The data we have collected is outlined below.

Emailed feedback

The public provided feedback via email (WAVE@at.govt.nz). The graph below outlines the key themes raised through this feedback channel from April 2021 till June 2021.



Cycle counts

Cycle / e-scooter tube counts were taken over 13 weeks between 18 May 2021 and 12 August 2021. The cycle tube counts account for the cycleway and exclude riders on other parts of the street.

Counts were taken at two locations, one on Market Place and one on Customs Street West.

Market Place counter

- Five-day average – 328
- Seven-day average – 303

Customs Street West counter

- Five-day average – 502
- Seven-day average – 435

Highest usage is during weekdays in the morning and evening peak. Usage drops completely in late evening till early morning.

Aleph report

Refer to [Attachment 2](#) - Aleph Project WAVE Preliminary Assessment Report for pre-Project WAVE and post-Project WAVE implementation data:

- Loading zone parking - occupancy, parking counts and duration of stay on Lower Hobson Street.
- Lower Hobson Street, Market Place and Custom Street West - the number of people on bicycles and e-scooters using the trial cycleway.
- Lower Hobson Street, Market Place and Custom Street West - the number of vehicles, by type (i.e. motorcycles, cars, delivery vehicles, taxi's, rideshares and buses), using the trial one-way system.
- Lower Hobson Street, Market Place and Custom Street West - the number of pedestrians using these streets.

3. Next steps for project WAVE

The next steps for Project WAVE are:

- **Late-July/early-August:** update this report with the [other data collected](#), which will be used to help evaluate how the trial went.
- **Mid-August/late-August:** update this report with the project recommendations that will be presented to the Project Control Group (PCG).
- **Late-August:** present project findings (including public feedback) and project recommendations to the PCG. They will decide one of the following options:
 - a) Implement the trial on a permanent basis.
 - b) Make significant changes to the trial and extend the period of evaluation.
 - c) Make minor changes to the trial and extend the period of evaluation.
 - d) Cancel the trial and reinstate the original road layout.
- AT will update submitters, the local community, and wider stakeholders:
 - a) In late July once all feedback and data is collated and analysed.
 - b) In late August once the PCG has made a decision on the trial.

4. Feedback activities

From Monday 17 May to Sunday 13 June 2021 the public were invited to provide feedback on project WAVE via an online or printed survey.

What we asked you

- What do you think of the two-way cycleway? *Tick-box answer – select one answer*
- What do you like about the two-way cycleway OR what could we change to improve it?
- What do you think of the loading/drop-off zones? *Tick-box answer – select one answer*
- What do you like about the loading/drop off zones OR what could we change to improve them?
- What do you think of the one-way traffic system? *Tick-box answer – select one answer*
- What do you like about the one-way traffic system OR what could we change to improve it?
- What do you think of the changes to parking? *Tick-box answer – select one answer*
- What do you like about the parking OR what could we change to improve it?
- Have you any other feedback for the Project WAVE team?
- What usually brings you to the city centre/Viaduct? *Tick-box answer – select all that apply*

Activities to raise awareness

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

- Regular email updates to our project mailing list of businesses, residents, and interested stakeholders.
- Several mailouts to residents and businesses in the project area.
- Set up a project webpage and an online feedback form on our website.
- Door knocked businesses in the project area.
- Placed corflute information boards around the project site with a QR code link to the feedback survey.
- Shared a story on [OurAuckland](#)
- Numerous social media posts on Facebook, LinkedIn, Twitter, and Instagram.
- Held a public drop-in session at Sierra Café on June 8 from 3pm – 7pm.

How people provided feedback

People could provide feedback using an online submission form on the project webpage. See [Attachment 1](#) for a copy of the feedback form.

5. Feedback received

Feedback overview

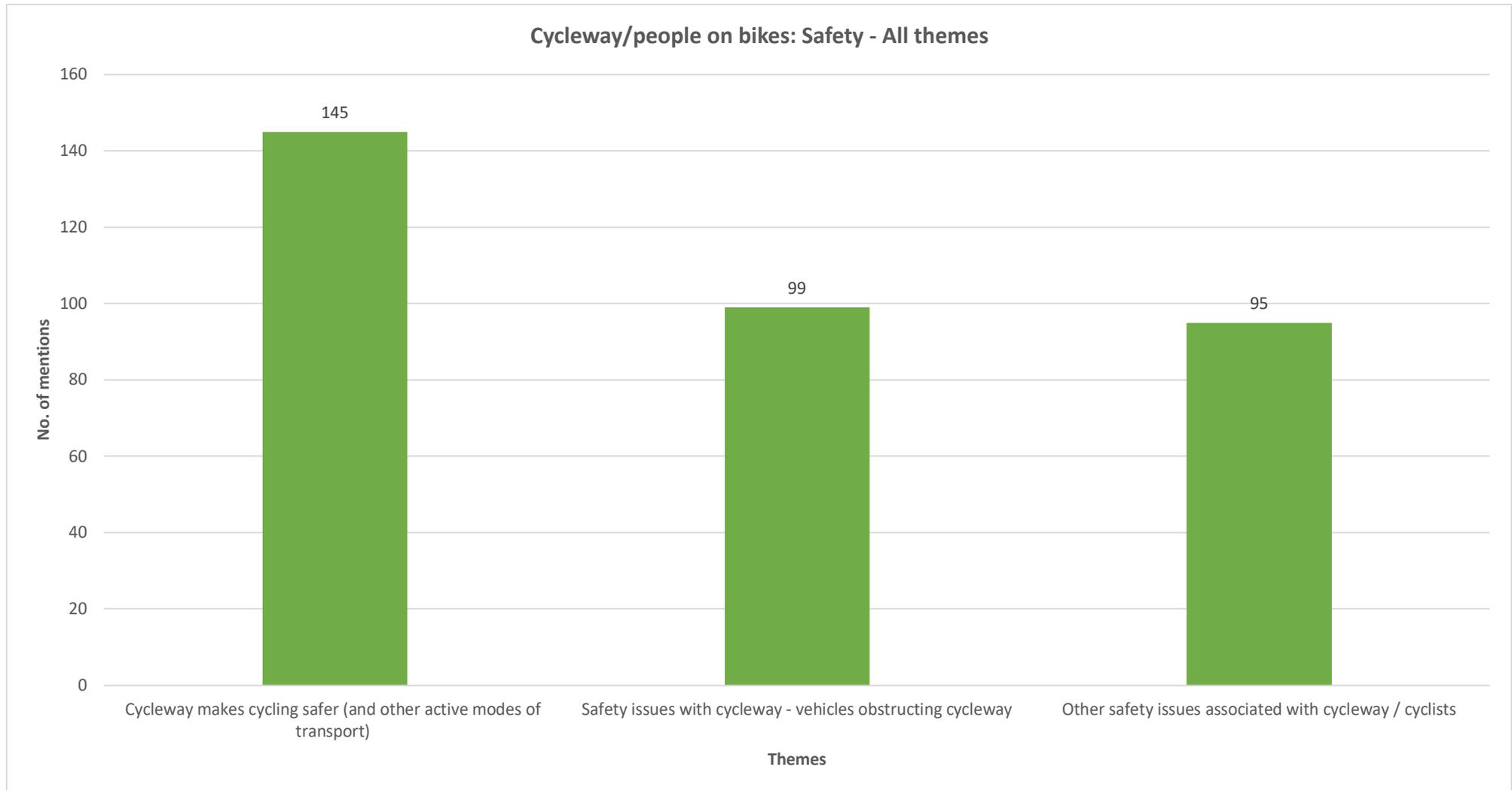
- In total **583 submissions** were received.
- The tick-box feedback is outlined above in the section [Overview of public feedback](#).
- In the section below [Key feedback topics and themes](#) the open-ended feedback has been grouped into **85 Themes**. The themes have then been clustered together under **14 Topics**. For example, one topic is “Cycleway/people on bikes – Safety”, and feedback themes related to “Cycleway/people on bikes – Safety” have been grouped under that topic.
- There is also further analysis of the tick-box and open-ended feedback in the section [Feedback based on respondent reason\(s\) for visiting the Viaduct](#).

Key feedback topics and themes

This section outlines the feedback topics and related themes from all submitters, AT will respond to the feedback themes below in future versions of this report. One person's or organisation's submission can count towards multiple topics and themes.



Cycleway/people on bikes: Safety



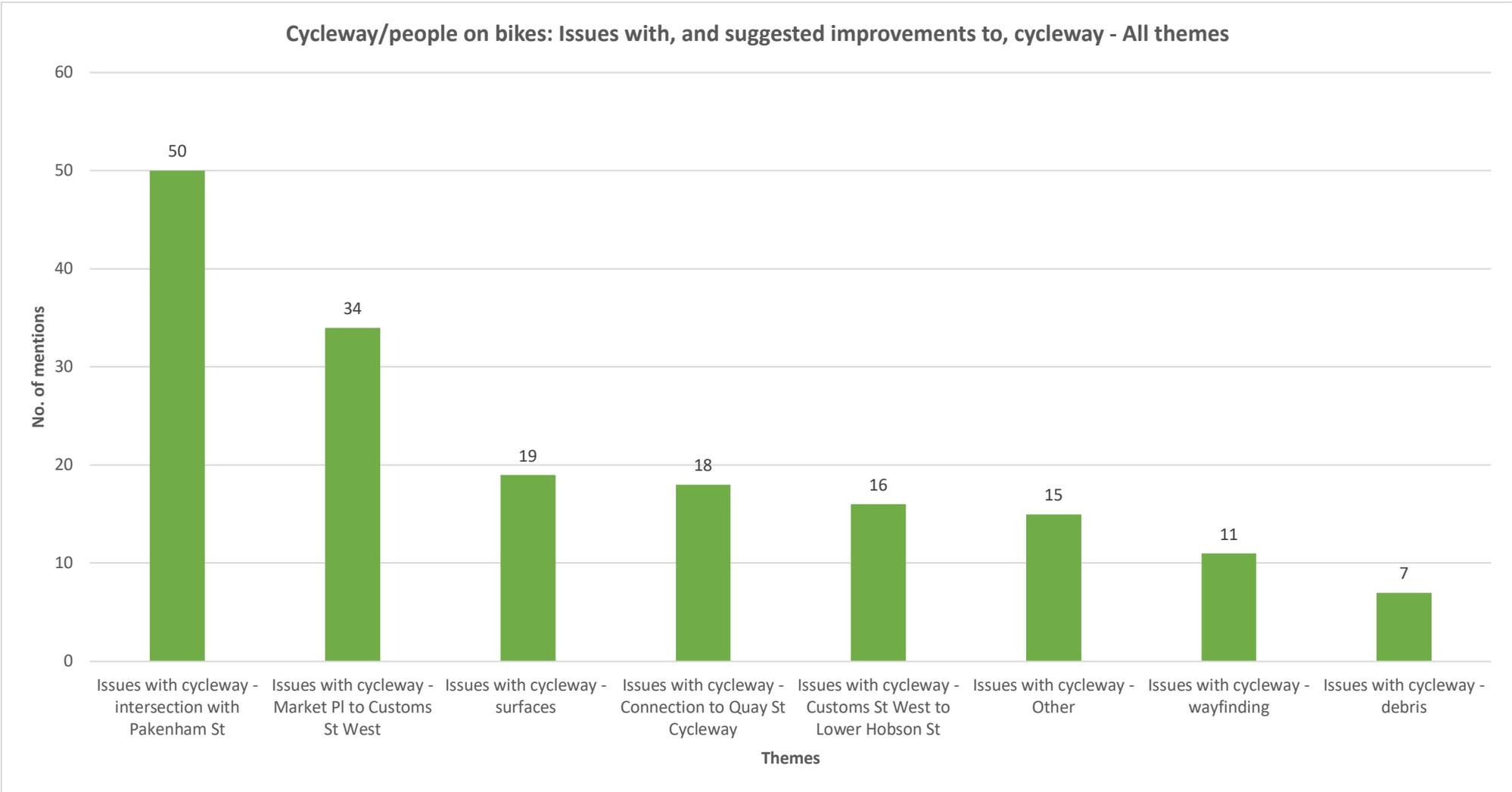
Feedback Theme	Main points
<p>Cycleway makes cycling safer (and other active modes of transport) <i>Mentions: 145</i></p>	<ul style="list-style-type: none"> • Feels safer riding a bike through here than before. (Most heavily mentioned point). • Like that cycleway is protected/separated from traffic. (Heavily mentioned point). • Two-way cycleway feels safer. • Cycleway allows for safe overtaking. • Improvements deter through traffic from these streets making them safer for all active modes of transport. • Slower vehicle speeds make route safer, and if there is an accident it's unlikely to be life threatening. • Changes also make it safer for pedestrians • Previous cycling accidents I have had all would have been avoided if I was on a cycleway like this • Can now bring family on bike rides through here. • Improved safety will mean more people start riding bikes. • Improved safety means I am likely to ride my bike more. • Avoids conflicts with vehicles. • Avoids conflicts with pedestrians (particularly by avoiding Viaduct route). • Good to avoid Lower Hobson Street, which was dangerous/biggest improvement in safety is along Lower Hobson Street). • Before project WAVE the intersection outside Danny Doolans was super confusing and dangerous. • Like two-way cycleway as keeps people on bikes in one space and it is easier to look out for them. • Don't have to ride over cobbles any more.
<p>Safety issues with cycleway - vehicles obstructing cycleway <i>Mentions: 99</i></p>	<ul style="list-style-type: none"> • Vehicles crossing cycleway to access the old car parks is dangerous (physically block them off/fill up parks with planter boxes). (Most heavily mentioned point). • Vehicles are parking in the cycleway (this is dangerous). • Ubers/taxis are using/blocking cycleway. (Heavily mentioned point). • Delivery vehicles/trucks are using/blocking the cycleway. (Heavily mentioned point). • Vehicles are waiting in the cycleway. • Vehicles are driving in the cycleway. (Heavily mentioned point). • Uber drivers reversing down the cycle lanes to access the Sebel. • Vehicles crossing cycleway to/from hotel and apartments is dangerous. • Trucks are driving through the loading zone and parking in the cycle lane on Customs Street West. • Rubbish truck regularly blocks entire cycleway between 7.20am and 7.40am. • Parked cars on Market Place open their doors directly into the cycleway. • Use bollards to prevent vehicles accessing cycleway.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • Bollard off western end of cycleway along Customs St West. Stops drivers from turning the one-way system back into a two-way system. • Use hit sticks to prevent vehicles accessing cycleway. • Provide more loading bays to prevent delivery vehicle conflicts with cycleway. • Remove planters to increase the amount of parking bays. • Better enforcement of offending vehicles is required. • Construct a boardwalk over the car parks on Market Place for the cycleway (to prevent vehicles parking in cycleway). • Would be better to put the cycleway closest to the footpath and car parking outside it - prevents cars crossing the cycle path.
<p>Other safety issues associated with cycleway/people cycling <i>Mentions: 95</i></p>	<ul style="list-style-type: none"> • Area is less safe for all modes of transport. • Area is less safe for people on bikes. • Area is less safe for pedestrians. • It has become dangerous to use the streets (mode of transport NOT specified). • Cycleway makes cycling through this area more complex. • There's now too much going on, which will cause crashes. • Parking in middle of the street is more dangerous for pedestrians and people on bikes. • When using the cycleway and heading towards oncoming traffic, it feels scary, need a better/wider divider between the cycleway and the traffic lane. • There are some utility covers in the street that have big potholes around them that are quite dangerous, and some covers are slippery. • Car doors are being opened into the cycleway. • Pedestrians and delivery vehicle drivers are wandering across the cycleway. • Crossing two-way cycle lane to get into my car park is dangerous I believe a cyclist or scooter rider will be seriously injured or killed. • Broken planter boxes are sticking out into the road and are hard to see on dark evenings. • I almost got hit by a cyclist at the traffic light. Many scooterists/cyclists do not stop at the traffic light. It's very dangerous for pedestrians trying to cross the street or even walk at the traffic light. • I witnessed a near miss where a pedestrian walked out from behind a truck parked on the road, nearly into the path of an oncoming cyclist. • The transition from Nelson Street cycleway to Market Place cycleway is dangerous. • Improve intersections for people on bikes/improve protection for people on bikes at intersections. • Travelling north on Market Place across the Pakenham Street East intersection is terrifying and I think cyclists will get knocked off their bikes regularly here. There are a lot of cars turning left here and most of them are oblivious of the bikes (one submitter was nearly hit 4 out of 5 days they travelled through this intersection on a bike). (Very heavily mention point). • The right angle crossing to access the two-way cycleway on Market Place (on the northern side of the Pakenham Street East intersection) is difficult/dangerous to navigate. (Most heavily mentioned point in this theme).

Feedback Theme	Main points
	<ul style="list-style-type: none"> • The signage and bollards indicate Market Place is one-way, so no one (including motorists) is looking out for cyclists heading down Market Place towards Nelson on the two-way cycleway. • Using Pakenham Street East towards Sturdee Street and crossing Market Place is a death-trap in waiting. • Need improved signage at Pakenham Street East/Market Place intersection, and/or a raised intersection, and/or speed tables, and/or a four-way pedestrian crossing, and/or reduce width of road to slow vehicles down and warn them of people on bikes using this intersection. • In the section of Customs Street West after Market Place approaching the Pakenham Street roundabout cyclists are forced to swerve onto the other side of the road if they are travelling towards the viaduct in order to get round the barriers blocking the other side of the road. If this is a one-way road only it needs to be clear to bikers as well. • The concrete mounds in the middle of Customs Street West are extremely difficult to see (particularly with sunstrike and on a wet night) and are a significant safety hazard to all road users. • Now it is unsafe to cross the road for coffee (Pakenham Street East). • Cyclists heading west on Customs St West and wanting to turn left into Market Place are blind to traffic coming from behind travelling in a westerly direction. • Provide a mirror for cyclists to check over their shoulder when turning left from Customs Street West into Market Place. • Vehicles heading west down Customs Street West can negotiate the speed tables at speed, making the cycleway transition between Market Place and Customer Street West (and vice versa) even more dangerous. Add another speed table, or narrow road width. • Paint transition from Customs Street West to Market Place green (or red) so cars know they must give way to potential cycles crossing the carriageway. • Transition from Market Place to Customs Street West cycleway is dangerous (and slippery when wet). • Add speed bump to slow cars turning out from Market Place to Pakenham Street East. • Fix the puddling issues on the bike lane at the intersection of Market Place and Customs Street West. Bikes turn there or should stop but the puddles make both difficult. • Dangerous around the hotel and restaurant loading zones. Accident waiting to happened. • Danger point where cars turn into the Sebel Hotel garage cutting across cycle lane. • I have already had an incident coming out of my building car park at 99 Customs St West where I nearly hit a cyclist. Exiting now you have to look in the convex mirror, hope that pedestrians are paying attention, look left at what traffic is coming, there are usually trucks and other service vehicles compromising visibility and on top of that there are now cyclists coming from different directions. It is very complex, and drivers have to be alert. I think if cyclists don't pay attention as well I think it is only a matter of time before one is hit by a car exiting the car park. • Coming from Quay St along Hobson St when you get to the intersection with Customs St West, the corner is too tight, and if someone were to take it a little too fast they'd end up crashing into one of the concrete barriers. • Coming from Quay St along Hobson St when you get to the intersection with Customs St West there is just one small sign saying to watch for pedestrians, I am certain at some point there will be a collision between cyclist and pedestrian due to one or both not knowing to look for the other. • How do people on bikes safely and legally get from the west side of the Lower Hobson St junction onto the Downtown Carpark side of Customs Street West.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • The most northern bit in Lower Hobson Street has a ramp on the western side which is far too steep. It's dangerous and needs to be reduced in steepness. • When heading north to the Lower Hobson Street/Quay Street footpath area, add signage warning BOTH pedestrians and bikes that it is a major mix point. • When getting on to the cycleway (coming from Quay Street) you have to look where you need to go, because also the bus lane is green. So people might end up on the bus lane which causes dangerous situations. Why not make the bike lane red, like they do in the Netherlands to prevent confusion.

Cycleway/people on bikes: Issues with, and suggested improvements to, cycleway



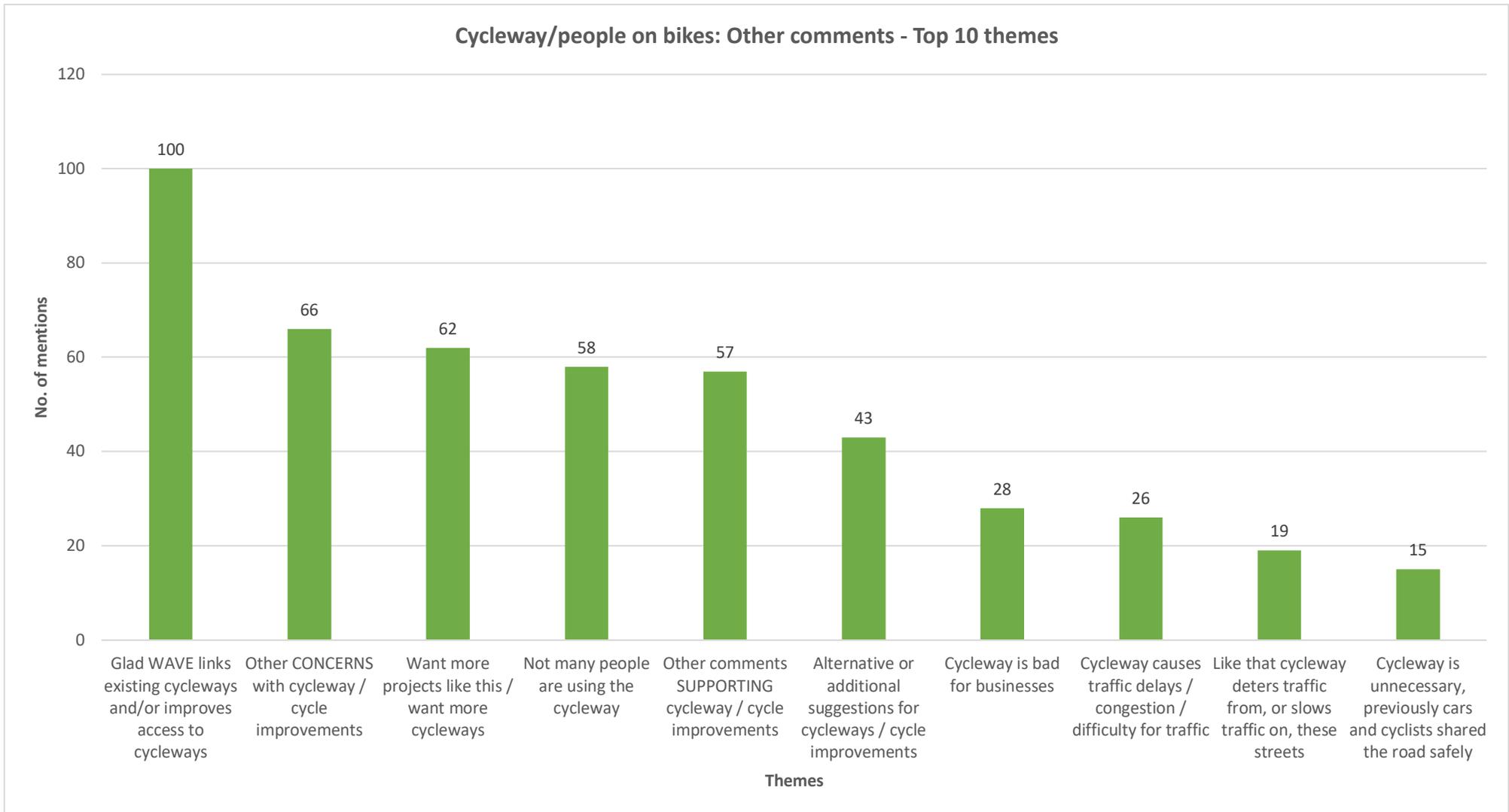
Feedback Theme	Main points
<p>Issues with cycleway - intersection with Pakenham St <i>Mentions: 50</i></p>	<ul style="list-style-type: none"> • Not a good design to have to cross over to the other side of the road to continue heading straight. • The right angle crossing to access the two-way cycleway on Market Place (on the northern side of the Pakenham Street East intersection) is difficult/dangerous to navigate. (Most heavily mentioned point in this theme). • Make crossing diagonal, not right angle (right angle is too sharp). • Travelling north on Market Place across the Pakenham Street East intersection is terrifying and I think cyclists will get knocked off their bikes regularly here. There are a lot of cars turning left here and most of them are oblivious of the bikes (one submitter was nearly hit 4 out of 5 days they travelled through this intersection on a bike). (Heavily mention point). • The signage and bollards indicate Market Place is one-way, so no one (including motorists) is looking out for cyclists heading down Market Place towards Nelson on the two-way cycleway. • Turning right from the cycleway southbound onto Pakenham is dodgy because you have to merge into the southbound traffic lane, but cars turning right out of Pakenham do not expect anyone to be coming southbound in the car lane and do not give way, so you can become trapped in the cycleway. • Using Pakenham Street East towards Sturdee Street and crossing Market Place is a death-trap in waiting. • Turning left from Pakenham St to Market Place is unnecessarily complicated and requires checking for traffic twice. Easier to just cut straight across at the existing stop sign. • Need improved signage at Pakenham Street East/Market Place intersection, and/or a raised intersection, and/or speed tables, and/or a four-way pedestrian crossing, and/or reduce width of road to slow vehicles down and warn them of people on bikes using this intersection. • Provide a four-way pedestrian crossing with bikes aloud to traverse across the lane to the two cycleway. • To avoid crossing Market Place provide 2 one-way cycleways on the northern end of Market Place, instead of the two-way cycleway. • To avoid crossing Market Place move the two-way cycleway to the east side of Market Place. • Cars on Market Place should have to give way to crossing cyclists at Pakenham Street East. • Perhaps long-term turning the street into shared space with 10km/h limits would work better than designating a particular crossing point for the cycleway. • Need a right turn into Pakenham Street East for southbound riders.
<p>Issues with cycleway - Market Pl to Customs St West <i>Mentions: 34</i></p>	<ul style="list-style-type: none"> • Improve sharp turn from cycleway on Market Place to cycleway on Customs Street West (turn is too tight, difficult to navigate, even harder to navigate in the wet). • Don't like having to cross the road to stay on cycleway. • Crossing the one-way traffic is dangerous. • Cyclists heading west on Customs Street West and wanting to turn left into Market Place are blind to traffic coming from behind travelling in a westerly direction. • Need better signposting so people (new users) know that cycleway crosses road. • Through the Customs Street West/Market Place intersection, paint the whole cycleway green (or red) so cars know they must give way to cyclists crossing the carriageway.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • Traffic on Customs Street West at Market Place should have to give way to cyclists. Ideally this would be a raised pedestrian zebra/bike crossing. • It is not clear that cyclist can go straight through the intersection of Customs St West and Market Place. • 4wds are going over speed tables at full speed making it more dangerous to go between Market Place and Customs Street West Cycleways. • Please add speed bump to slow cars turning out from Market Place to Pakenham Street East. • Fix the puddling issues on the bike lane at the intersection of Market Place and Customs Street West. Bikes turn there or should stop but the puddles make both difficult. • Provide bollards at beginning of cycle lane on Customs St West. • The concrete blocks in the middle of Customs Street West are obstructive to navigating your way out of Market Lane. Particularly with sun strike or in the rain, it's difficult to ensure you don't make contact with one of the blocks. Can these be narrowed? • Like issues/pinch point in this location as it slows people on bikes at a pedestrian conflict point.
<p>Issues with cycleway - Customs St West to Lower Hobson St <i>Mentions: 16</i></p>	<ul style="list-style-type: none"> • At the Lower Hobson/Customs Street West intersection, when going towards Market Place, as a cyclist you do not know if pedestrians are supposed to cross or not as you cannot see their traffic light so it causes confusion. • Around the corner of Customs Street West and Lower Hobson Street; the road surface quality is pretty bad and there are loads of manholes at the corners, so some tidy up there would be good. • Corner is too tight and/or cycleway is too narrow around the corner. • When turning left into Customs Street West from Hobson Street, its easier to merge into cycleway than enter it at the tight corner. • Concerns about collisions between people on bikes and pedestrians at this point. • Perhaps there needs to be a cycle path green/red light in order to make it clearer to cyclists when the pedestrians crossing Hobson St have their green pedestrian phase. Or improve signage. • If cycleway was on the other side of Customs Street West it would avoid the tight corner and issues with pedestrians and people on bikes mixing at this location. • Like issues/pinch point in this location as it slows people on bikes at a pedestrian conflict point. • How do people on bikes safely and legally get from the west side of the Lower Hobson St junction onto the Downtown Carpark side of Customs St West. • Cycleway needs to be a bit wider on the Lower Hobson Street section.
<p>Issues with cycleway - Connection to Quay St Cycleway <i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Connection to Quay Street Cycleway needs improving. • It is a bit awkward to connect into the two-way cycle path when approaching from the east side of the intersection of Quay Street/Lower Hobson Street. • Marking on the tarmac is unclear to show cyclists how to best cross and arrive at the corner of Lower Hobson Street and Quay Street (if they are arriving from Quay Street, going to the Viaduct). • The ramp onto the viaduct end is too steep, is bumpy, is hard to see until you are about to go over it. • Improve ramp.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • The bike traffic lights/timing is conflicting with pedestrians crossing when bikers are trying to cut across to get to the corner of Lower Hobson (by back entrance of Dr Rudi). • When heading from Hobson to the Quay/Hobson footpath area, add signage or some warning for BOTH pedestrians and bikes that it is a major mix point. • Need better signposting so people (new users) know that cycleway starts here (even a regular cyclist through this area reported not being aware the cycleway existed until someone told them). • Like issues/pinch point in this location as it slows people on bikes at a pedestrian conflict point.
<p>Issues with cycleway - surfaces <i>Mentions: 19</i></p>	<ul style="list-style-type: none"> • Surface is dangerous for people on bikes. • Smooth the surface as there are a few uneven bits and cracks. • There are some utility covers in the street that have big potholes around them that are quite dangerous. • Man hole covers etc are slippery. • Surfaces are too slippery around the tight corners in the cycleway. • Surface on Market Place is in bad condition, needs improving. • Surface is bumpy and slippery at the corner of Market Place and Custom Street West. • There is a pretty big crack/pothole in the pavement heading south along Market Place. On the green section at the Fanshawe Street end. One submitter nearly came flying off when their front wheel hit it.
<p>Issues with cycleway - debris <i>Mentions: 7</i></p>	<ul style="list-style-type: none"> • Broken glass out the back of the pubs means people on bikes need to ride in the middle of the road to avoid it. • There is often broken glass on Lower Hobson Street from the loading zones or the nearby bars. • Glass, debris, and leaves are now building up in the cycleway, and don't appear to be getting cleaned away.
<p>Issues with cycleway - wayfinding <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • Generally need wayfinding signage for riders unfamiliar with the cycleway and/or area. • Put up some signage so people know the cycleway is there. • Need better sign posting of turns/corners in the cycleway. • It isn't clear how to get to the two-way cycleway from Custom Street West. • It isn't clear how to continue heading west once you've got past Market Place. • Need better signage of the route from Quay Street. • Please create a coloured network map that cyclists can easily follow. Paper maps meh, digital maps with audio and easy maps with loads of good signage would be great. Even better would be showing all road users the cool motivating things going on - 2,000 cyclists so far today, 5,000 muffins earned.
<p>Issues with cycleway - Other <i>Mentions: 15</i></p>	<ul style="list-style-type: none"> • Three-month trial during colder/wetter months is not adequate/extend through summer to get better gauge of use. • Cycling from Viaduct Harbour Ave to Customs Street West. There is a planter box designed to stop cars, but it also makes it really difficult for bikes to get through.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • The junction at Pakenham St East and Customs St West, for cyclists, is confusing and somewhat dangerous with fluorescent yellow marker posts to be negotiated. • Cycleway (and connections to other cycleways) is too choppy change i.e. doesn't flow. • Some of the Tim Tams on corners should be angled out as they currently cut into the cycleway space. • Plastic posts are ugly. • Less plastic posts or remove plastic posts. • Plastic posts are getting knocked over and are lying on the road. • Remove concrete plinths instead use planters, not unattractive green grasses. • Maintain areas around cycleway better. • Use stainless steel cycle racks not the ugly yellow ones.

Cycleway/people on bikes: Other comments



Feedback Theme	Main points
<p>Glad WAVE links existing cycleways and/or improves access to cycleways <i>Mentions: 100</i></p>	<ul style="list-style-type: none"> • Linking cycleways was needed (fills up a gap in cycle network). • Linking the cycleways was an improvement that was obviously required. • Project improves access to Nelson Street Cycleway. • Project improves access to Quay Street Cycleway. • Means cyclists can avoid the shared path along the viaduct. • Helps to get people on bikes through town. • Connected cycleways will mean more people start riding bikes. • Connected cycleways means I am likely to ride my bike more.
<p>Not many people are using the cycleway <i>Mentions: 58</i></p>	<ul style="list-style-type: none"> • Generally don't think people use the cycleway. • Not many people cycle through this area. • The amount of space dedicated to cyclists is disproportional (too much) to how many people actually use it and how many cars use the space. • Watched from 7.45am to 8.15am and only two bikes that used it. • Only see people using it before 8am. • Watch it regularly and have not seen a massive increase in number of people in bikes using it. • People on bikes are using the road or the pavement. Large cycle groups are particularly likely to use the road. • People are still using the viaduct route. • Not many people visiting the Viaduct for dining/entertainment purposes would actually be biking anyway. • Leisure riders are using it not commuters. • Are you monitoring cycle numbers? Want to see proof people are using cycleway. Want to see if cycleway has increase cycle numbers.
<p>Cycleway causes traffic delays/congestion/difficulty for traffic <i>Mentions: 26</i></p>	<ul style="list-style-type: none"> • Cycleway has increased delays for commuters throughout this area. • Cycleway makes it difficult for vehicles to access/get around the area. • Cycleway makes it difficult for families to access the viaduct. • Makes it difficult for residents to access/move around area by car. • The congestion is massive for the very small amount of people using cycleway. • Cycleway creates confusion for motorists. • Cycleway makes road too narrow. • Reducing traffic to one lane on Lower Hobson Street has created traffic congestion. • Light phase at Lower Hobson Street is too short. • Market Place section of cycleway is creating traffic congestion.

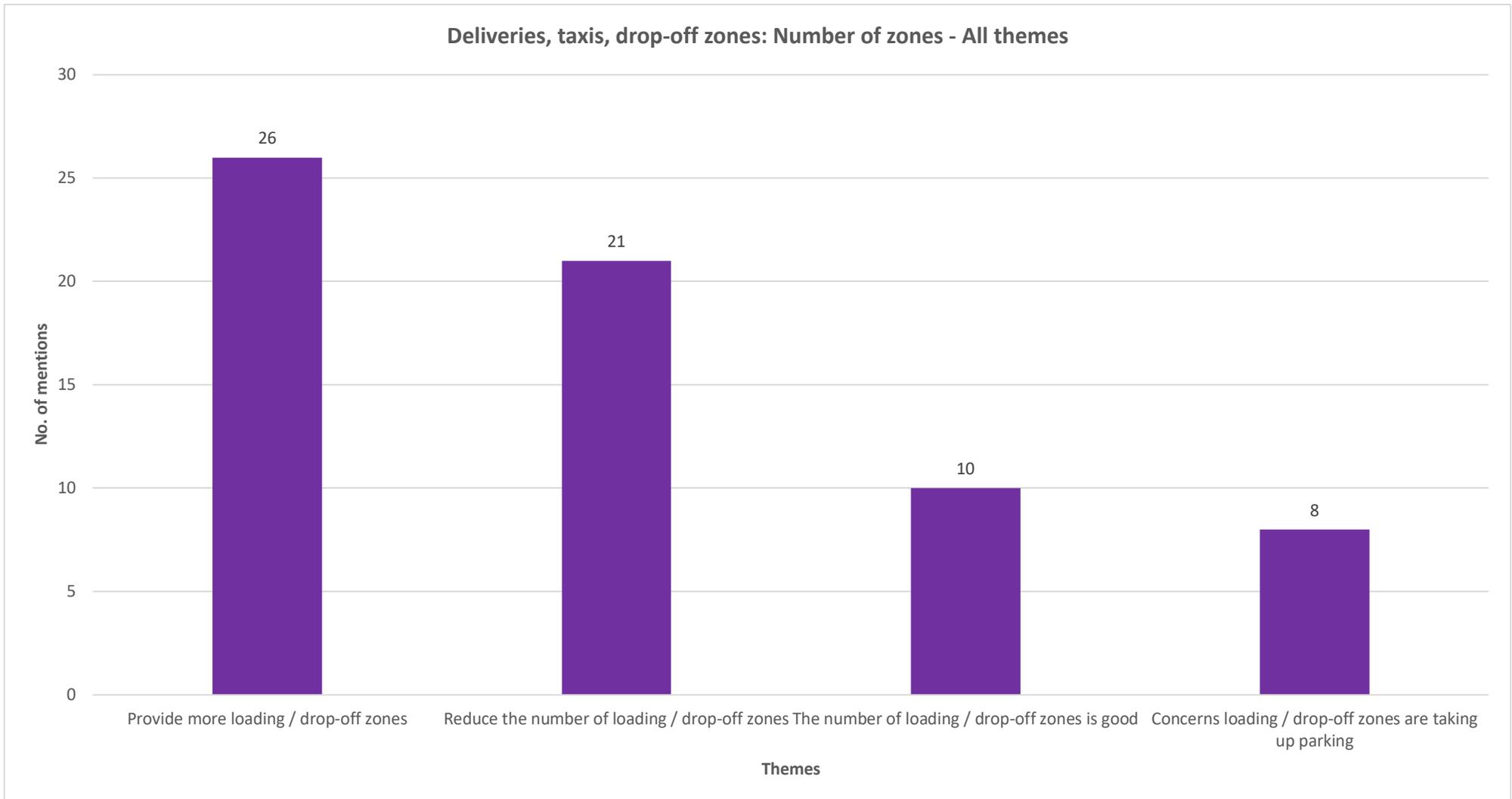
Feedback Theme	Main points
<p>Like that cycleway deters traffic from, or slows traffic on, these streets <i>Mentions: 19</i></p>	<ul style="list-style-type: none"> • Cycleway deters through traffic from using these streets, which makes them safer for active modes of transport. • Slower traffic speeds means that if there is an accident it is unlikely to be life threatening. • Previously too many cars travelled fast through these streets. • Cycleway creates a better balance of space between transport modes. • Cycleway narrows road making it easier to cross. • There are now less taxis circling around the viaduct. • Makes area a more pleasant destination and place to spend time.
<p>Cycleway is bad for businesses <i>Mentions: 28</i></p>	<ul style="list-style-type: none"> • Generally cycleway is making it harder to access businesses. • Congestion and/or difficulty to get around by car (caused by cycleway) is bad for businesses • People on bikes tend to be passing through the area, not stopping at businesses • The changes have resulted in some people now avoiding the viaduct. • Lack of parking will discourage people from using the Tepid Baths.
<p>Cycleway is unnecessary, previously cars and cyclists shared the road safely <i>Mentions: 15</i></p>	<ul style="list-style-type: none"> • It was perfectly safe/fine when cars and bikes shared the road. • Streets were already low speed and safe for people on bicycles, project is unnecessary. • Protected cycleways are for main arterial roads, not low speed streets like these. • The work on Tamaki Drive was brilliant as that is a fast, busy, and dangerous main road. The streets occupied by project Wave were slow moving, wide, nice streets for all road users. Project WAVE has ruined these streets.
<p>Other CONCERNS with cycleway/cycle improvements <i>Mentions: 66</i></p>	<ul style="list-style-type: none"> • Remove the cycleway. (Heavily mentioned theme). • Area is a mess now. • Cycleway looks cheap/budget/messy. • There are more pedestrians than cyclists in area, so AT should focus on them. • Cyclists do not pay registration so should not be catered for. • Changes are unnecessary (most people use the viaduct route). • Waste of money. (Heavily mentioned point). • Cost/benefits of cycleway don't stack up. • What evidence is there of an existing safety issue in this location? • Cycleway design is poor and not up to overseas standards. • Changes are worse for all other users of the spaces, except people on bikes. • Cycleway is unsafe for everyone, including people on bikes. • Cycleway makes cycling through this area more complicated for cyclists (Market Place and Custom Street West).

Feedback Theme	Main points
	<ul style="list-style-type: none"> • Why have you painted a cycle sign on the car side? • Concrete buffers have been hit numerous times. • Can no longer get our large vehicle out of Market Lane onto Custom Street West without hitting concrete curbs in the middle of the road. Same problem with towing a trailer. • The cycleway kerbs are too low, and some drivers don't see them, which means they will get hit and some cars will stray into cycleway (need poles/hit sticks). • Cars are finding it hard to park in/access the remaining car parks. • Why is AT making driving a car around the city so hard? Some of us have to drive, we don't have a choice. • Stop being anti-car, most people use cars. • Cycleway along Market Place is too wide. • Not sure why they need to reduce traffic speeds AND provide a protected cycleway. • Blocking of the street by the Tepid baths is disgraceful. • Streets should primarily serve the people that live, work, and have businesses on them. The people passing through should be the secondary consideration.
<p>Other comments SUPPORTING cycleway/cycle improvements <i>Mentions: 57</i></p>	<ul style="list-style-type: none"> • Make it permanent. (Heavily mentioned point). • Should have been permanent from day one. (Heavily mentioned point). • Happy to see proper cycling infrastructure installed. (Heavily mentioned point). • Like that it is easily identified as a cycleway. • Makes riding a bike more pleasurable. • The improvements are much needed. • Totally changed experience of cycling through this area (for the better). • Use it every day and/or regularly. • Makes me cycle more. • Cycleway improves commute. • Cycleway improves cycle access to bars and/or shops. • Cycleway is logical to follow. • Like that cycleway is clearly painted green. • Much better than riding around the viaduct. • Lower Hobson Street is the biggest improvement. • Makes it easier to cycle to Wynyard Quarter. • Like that cycleway is narrow and doesn't interfere to much with traffic.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • Like that cycleway is a decent width. • Like that it is bi-directional (generally and efficient use of space compared to two one-way cycleways). • Great for e-scooters. • Cycle infrastructure helps reduce carbon emissions and/or pollution.
<p>Other comments related to cycleways or cyclists <i>Mentions: 9</i></p>	<ul style="list-style-type: none"> • Don't want any more cycleways installed anywhere. • Concrete blocks look ugly. • When in a car, Google Maps directed them into cycleway on Customs Street West - confusing. • Provide bike hire (including cargo bikes) in the area. • Provide more plants for this and all cycling projects to make them look nice.
<p>Alternative or additional suggestions for cycleways/cycle improvements <i>Mentions: 43</i></p>	<ul style="list-style-type: none"> • Put cycleway along Sturdee Street (instead). (Heavily mentioned point). • Want an alternative route investigated. • (Also) provide a better cycling connection from Market Place onto Pakenham Street East. A two-way cycleway along Pakenham Street East would be great. • Put cycleway on the west side (residential side) of Market Place to provide a buffer between the traffic lanes and residential buildings (including residents' bedroom windows). This was the original promised plan, unhappy AT lied to residents and changed proposal. • Spend the money doing a good job of the Lower Hobson Street 2-way cycleway to get bikes safely onto Custom St West, then just stick with what was there before i.e. 30km slow traffic zone with bike priority in the lanes. • Bring cyclists through the Viaduct rather than around it/therefore maintain good taxi (patronage) and goods (operations) access to the Viaduct. • Please continue this along Fanshaw Street so that there is a flatter grade to continue to Franklin Road rather than having to go up and down Nelson and Victoria Street. • Extend cycleway all the way along Custom Street West, effectively using up the empty lane which is now with filled with plants. • Allow people on bikes to go against the one-way system on the western section of Custom Street West. • Provide a shared path instead. • Convert one footpath to cycleway (and reinstate traffic lane). • Make Viaduct Harbour Ave one-way only and add a two-way protected cycleway through to Wynyard Quarter. • Extend to Wynyard Quarter and make that a one-way area too. • Too hard to cross Lower Hobson Street. • The Quay Street cycleway along the new commercial bay area should not be pavers/bricks it should be a smooth surface which is better for scooters and bikes. • The southern block of the Nelson Street cycleway needs improving (the top section of the southbound lane has been closed for over a year now with no decent alternative provided). Also the northbound downhill section is pretty scary as its narrow and pedestrians often cross oblivious to bikes and

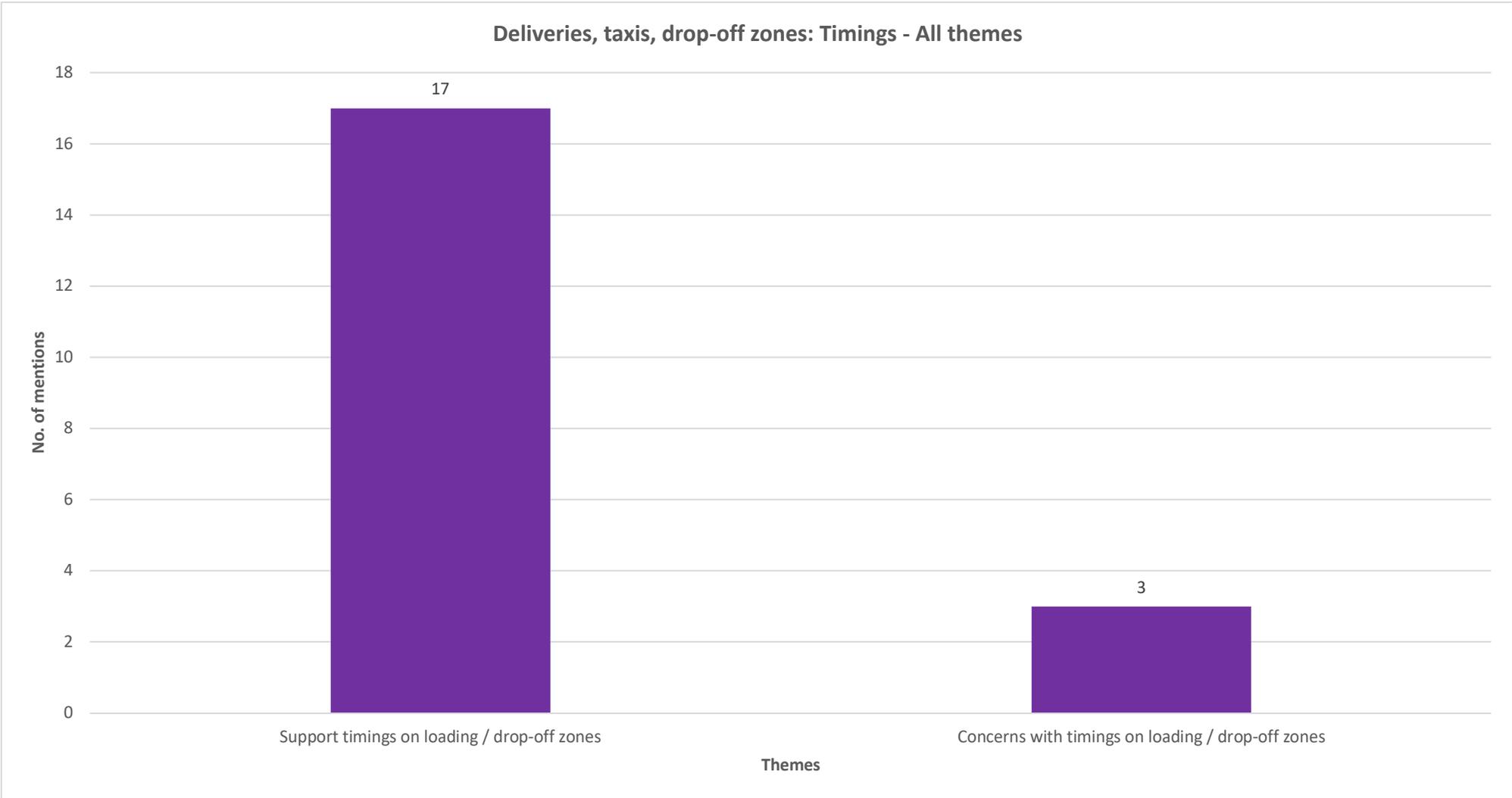
Feedback Theme	Main points
	<p>there is nowhere to move and no way to stop fast. If you come off here it's also high consequence as you will land on either the kerb or the separating blocks.</p> <ul style="list-style-type: none"> • Don't like having to cross the road from Nelson Street cycleway to Market Place cycleways (needs improving). • A small missing connection that could be completed easily is Park Rd. • Connect Karangahape Rd/Grafton Bridge with Carlton Gore Road. • Make a city centre cycleway loop. • Can you make a CBD cycle Loop in PINK? Do Pink Path, Nelson St, Queen St, Beach Rd, and Grafton Gully. One loop for easy understanding. All other paths branch out from that. • Would love some WAVE projects out west in Glen Eden and Swanson. • Quay Street cycleway - the planting of fairly large trees right by the intersection at the bottom of Albert St has reduced visibility and made crossing even more risky.
<p>Want more projects like this/want more cycleways <i>Mentions: 62</i></p>	<ul style="list-style-type: none"> • Want to see more trial projects like this implemented across the city. • Want more cycleways, want them constructed quicker. • Need cycleways in industrial areas too, that's where people work. • AT are nowhere near the 10km of cycleway a year they promised. • Cycleways help reduce carbon emissions. • Want a more people focused city centre.
<p>Stop installing cycleways anywhere <i>Mentions: 5</i></p>	<ul style="list-style-type: none"> • Stop installing cycleways. • Cycleways don't get used. • Cycleways create congestion.
<p>Provide more bike parking <i>Mentions: 7</i></p>	<ul style="list-style-type: none"> • Put in more bike parking. • Double stack bike parking is needed. • Provide scooter parking. • Provide more cycle parking near the Tepid Baths. • Remove planters and use space for bicycle, scooter, and motorbike parking.

Deliveries, taxis, drop-off zones: Number of zones



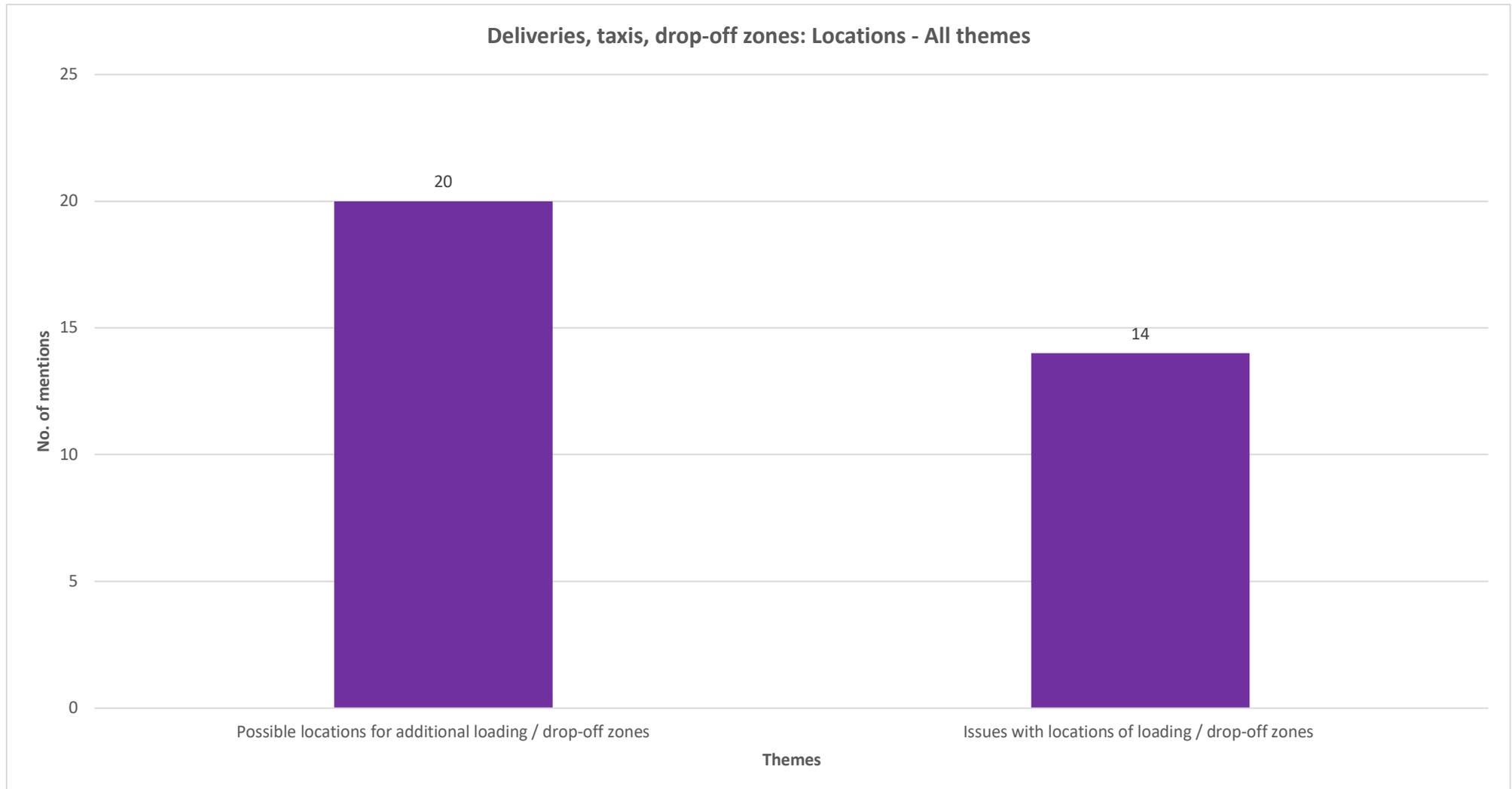
Feedback Theme	Main points
Concerns loading/drop-off zones are taking up parking <i>Mentions: 8</i>	<ul style="list-style-type: none"> • Want some, or all, loading zones changed to general car parking. • There is a whole section of street on Sturdee Street that could easily be used for this use loading/drop-off zones without the need to take away parking from Custom St West.
Reduce the number of loading/drop-off zones <i>Mentions: 21</i>	<ul style="list-style-type: none"> • There are too many loading and/or drop-off zones. • Remove all loading zones. • Replace some/all loading and drop-off zones with trees. • Want some, or all, loading zones were changed to general car parking. • Convert the taxi drop-off zones to loading zones and parking (better for businesses). • Want less loading zones and/or drop-off areas to reduce traffic on these streets. • Remove drop-off areas as there are too many taxis in the area. • Previously had space for 3 taxis and 2 loading bays, which worked well. • There are so many times during the day where they are not being used - waste of space. • It's not a busy thoroughfare for cars you don't need a taxi zone they can just stop in the road; it happens everywhere else in the city, and no one gets upset. • Revert to how many there used to be (less). • They are causing issues for pedestrians and cyclists.
Provide more loading/drop-off zones <i>Mentions: 26</i>	<ul style="list-style-type: none"> • Provide more loading zones and/or drop-off zones. • There are fewer loading zones than before, need more. • Lack of loading zones is creating traffic congestion in the area. • Lack of loading zones is creating safety issues. • See theme for "Locations suggested for additional loading zones and/or drop-off zones" for specific locations that have been suggested.
The number of loading/drop-off zones is good <i>Mentions: 10</i>	<ul style="list-style-type: none"> • There is a good number of loading zones. • The drop-off zones have improved drop-offs and pickups by taxis. • Layout provides a good balance between the needs of delivery vehicles and other street users.

Deliveries, taxis, drop-off zones: Timings



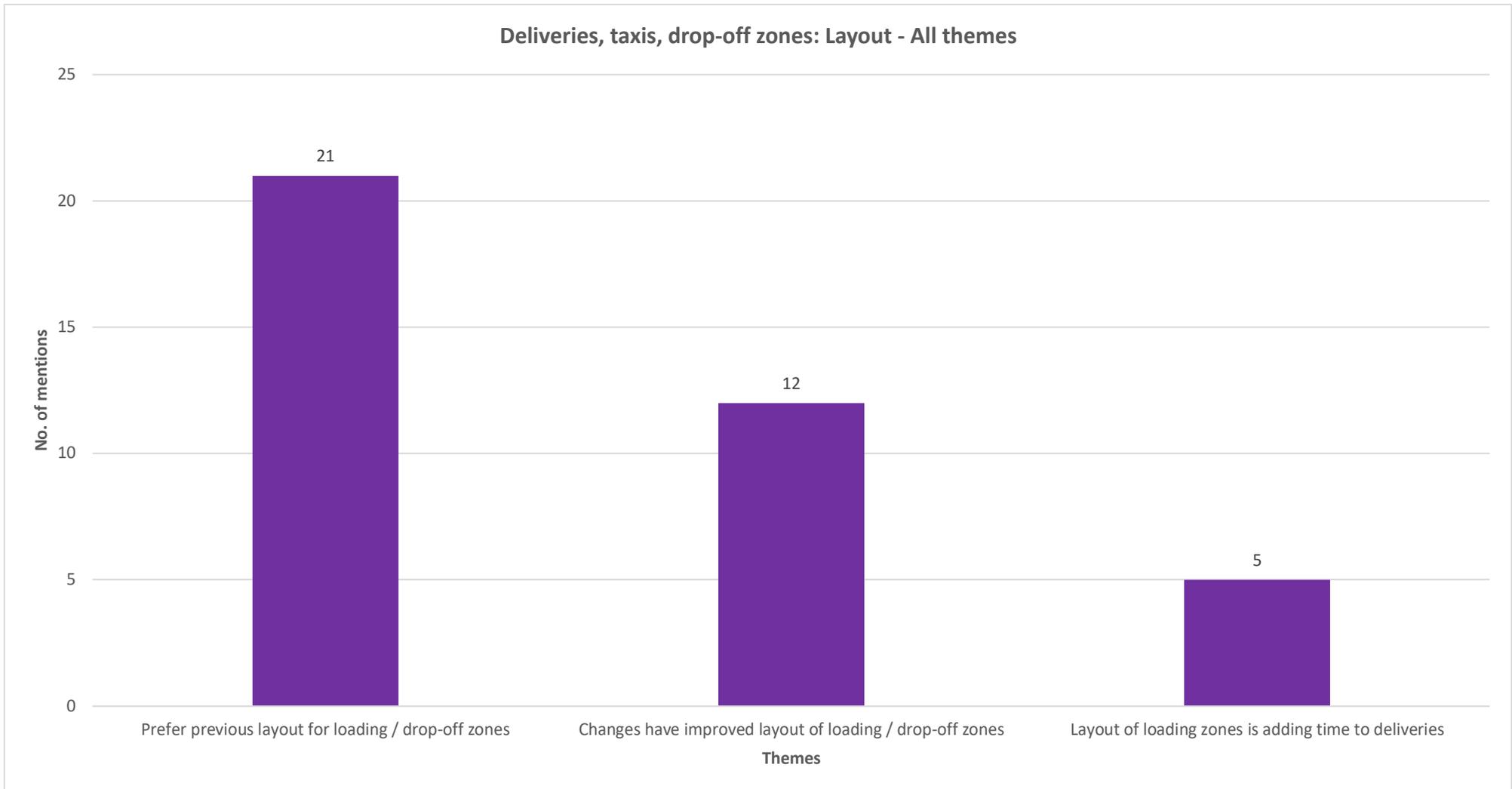
Feedback Theme	Main points
Support timings on loading/drop-off zones <i>Mentions: 3</i>	<ul style="list-style-type: none"> • Timing split between taxis/loading seems fair. • Good/wide availability times. • Timings are generous.
Concerns with timings on loading/drop-off zones <i>Mentions: 17</i>	<ul style="list-style-type: none"> • 7pm - 6am is not a suitable time for loading zones as doesn't coincide with business hours for many businesses (e.g. Gilmour's). • 6am - 9am is a critical delivery window for hospitality businesses along Lower Hobson St and is an opportunity for delivery vehicles to enter the CBD pre-peak to alleviate congestion and increase their delivery effectiveness. • Outside of loading hours delivery vehicles just unload in the traffic lane, blocking traffic. • One delivery that was too high to access the parking building had to park at Victoria Park and walk the delivery to our business. • Extend loading zone hours. • Make Lower Hobson Street loading zone 24hrs a day. • Loading zones operating 7pm to 6am is no good as there is lots of traffic in the area even at 11pm at night (i.e. potential conflicts with loading activities). • Reduce loading zone hours. • Lunchtime taxi/rideshare needs to be catered for as well. • People still catch taxis outside of these times, where are the drop-off zones from 6am-6pm? • Have a 24hr drop-off zone for taxis.

Deliveries, taxis, drop-off zones: Locations



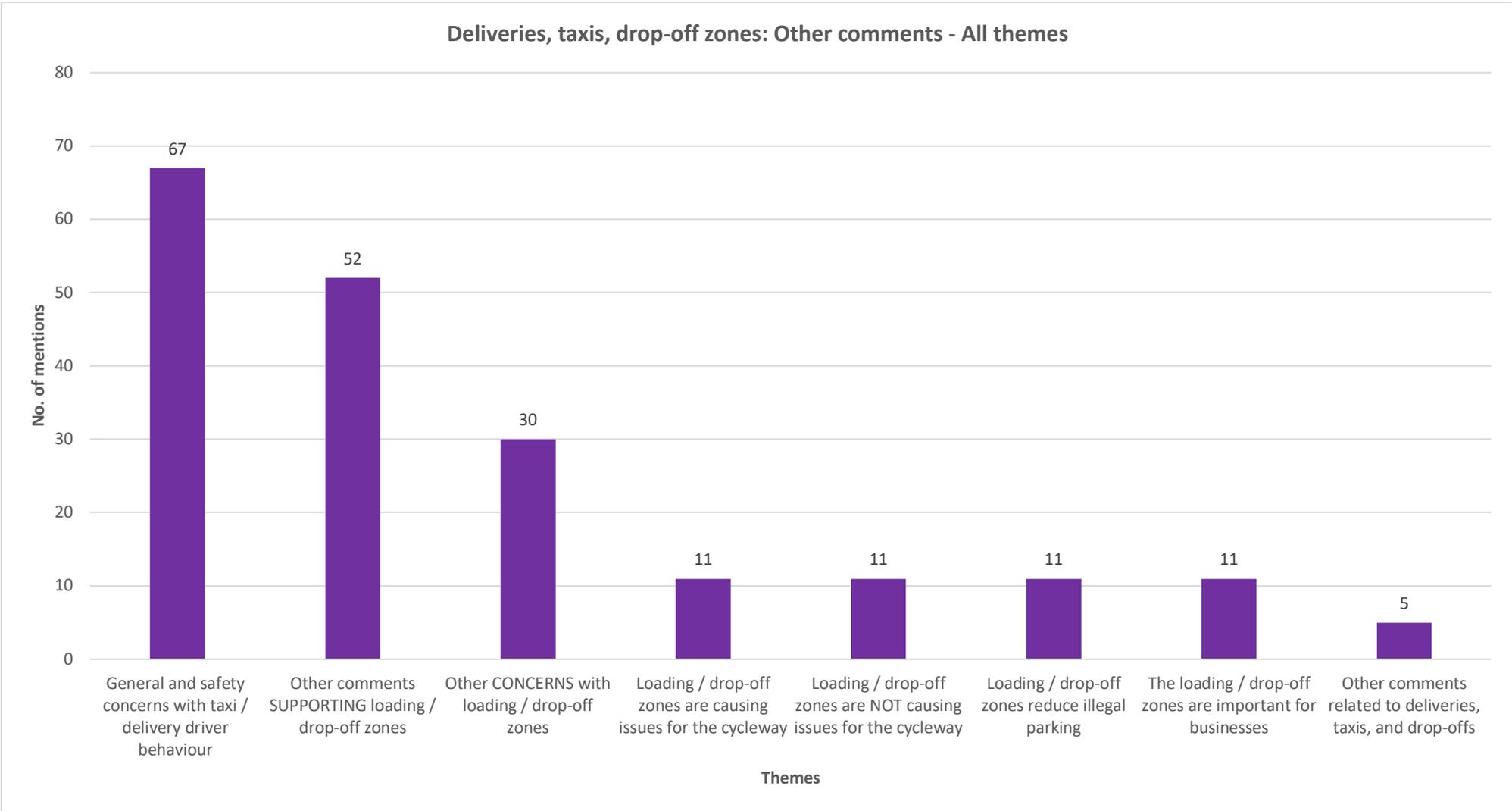
Feedback Theme	Main points
<p>Issues with locations of loading/drop-off zones <i>Mentions: 14</i></p>	<ul style="list-style-type: none"> • Concerns with loading zones/drop-off areas in middle of the road. <ul style="list-style-type: none"> - Narrows lanes and blocks traffic. - Means deliveries have to cross the road and sometimes the cycle lane. - Trucks are unloading where cars have to go. If someone unloading steps out too far - they could get hit by cars trying to get through. • Loading bays are not close enough to the businesses they serve. • Delivery vehicles don't pull over enough meaning it is difficult for traffic to get passed. • Drop-off zones are not necessarily located where the demand is. • Loading zones and/or drop-off areas are taking up too much space (creating congestion and/or clutter). • The new loading zone in Lower Hobson Street is dangerous (submitter has experienced two close calls/near crashes). • The clearway on Lower Hobson St needs to be reduced at the Northern end. It impinges on the number of cars that can queue to go straight ahead onto Princes Wharf.
<p>Possible locations for additional loading/drop-off zones <i>Mentions: 20</i></p>	<ul style="list-style-type: none"> • Need more loading bays closer to the businesses they serve/where demand is. • Provide loading zones against kerbs, not in the middle of the road. • Make more spaces for drop-offs by vehicles other than Ubers/taxis. • Put the taxi areas somewhere else that doesn't interfere with the cycleway. • Add more night time drops off zones by reallocating space currently used for parking. • Remove planter boxes to create more loading zone. • Turn more metered parks into loading zones. • Turn all car parks into loading and drop-off zones. • Need more loading and drop-off zones on Market Place. • A loading zone is required about half way along Market Place to allow deliveries to businesses. This would be easy to do, just designate one of the parking areas on the eastern side of Market Place as a loading zone. At present delivery vehicles have no option but to pull into the cycleway while they make deliveries. • Need taxi or ride share spaces close to Danny Doolans. • Turn some parking spaces opposite O'Hagan's into Loading bays. Viaduct businesses need them. • Remove planter boxes and provide loading zone outside Sierra. • Switch the Custom Street West drop-off zone to the other side of the road (closest to restaurants as taxis are already parking on this side, facing the wrong way/towards traffic). • Customs St West is a massive taxi hub and needs more taxi drop-off zones. • Re-open the parts of the drop-off areas that have been closed in Custom Street West. • Reinstate the taxi rank in Lower Hobson Street as there is strong demand for taxi pick-ups here on Thursday, Friday, Saturday, and Sunday mornings.

Deliveries, taxis, drop-off zones: Layout



Feedback Theme	Main points
Layout of loading zones is adding time to deliveries <i>Mentions: 5</i>	<ul style="list-style-type: none"> • New layout has increased time taken to make deliveries (example of 45mins given). • The bike lanes are blocking the loading zones. There is not enough space to manoeuvre safely and close enough to the delivery entrances. It's made heavy loading incredibly time consuming and inconvenient.
Prefer previous layout for loading/drop-off zones <i>Mentions: 21</i>	<ul style="list-style-type: none"> • Generally prefer old layout. • Previously had space for 3 taxis and 2 loading bays, which worked well. • New layout has increased time taken to make deliveries (example of 45mins given). • New layout has added time/money to ride shares. • New layout is causing congestion. • Didn't need to add more loading zones and/or drop-off zones. • There are fewer loading zones than before, need more.
Changes have improved layout of loading/drop-off zones <i>Mentions: 12</i>	<ul style="list-style-type: none"> • Layout works better than previous layout. • Helps reduce the amount of random taxi parking/pickups/drop offs that was happening. • Like that there are now less vehicles double parked. • It's great to have them and not have unloading going on in random spots or on the footpath. • More drop-off space is important. Feels safer than being dropped off at random locations. • I like that loading zones make it safer for vulnerable road users, pedestrians, and cyclists as it gives delivery vehicles a place to park that isn't parking in the cycle lane or footpath. • Previous layout had large numbers of uber drivers double parking near headquarters in the evening and which made it really difficult for people on bikes. • Like that trucks are no longer parked along the length of Lower Hobson St and no longer present a threat of dooring people riding past them. • Rideshare no longer has to keep circulating.

Deliveries, taxi, drop-off zones: Other comments

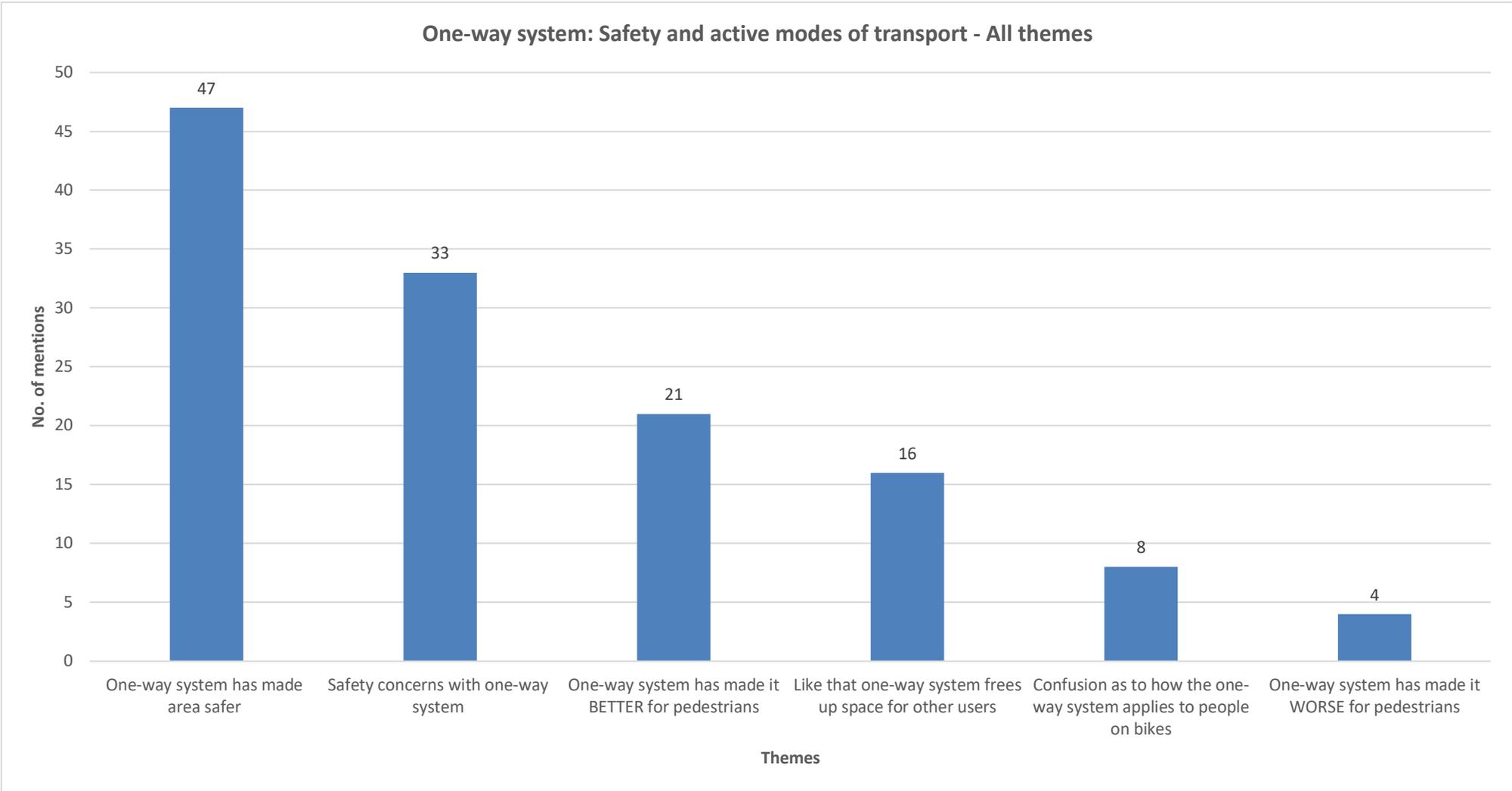


Feedback Theme	Main points
<p>General and safety concerns with taxi/delivery driver behaviour <i>Mentions: 67</i></p>	<ul style="list-style-type: none"> • Taxis/Ubbers not obeying rules (i.e. parking where they shouldn't, parking in the middle of the road, blocking the traffic lanes, doing illegal turns, driving the wrong way along the one-way system) are causing major traffic queues and/or safety concerns. (Most heavily mentioned theme). • Taxis are driving against the flow of traffic so they can parking on the side of the road closest to the restaurants and bars (facing the wrong way). • Ubbers double park on Custom Street directly across from Om's dairy and with the barriers it is impossible for cars stuck behind them to around them. • Taxis just use the loading and/or drop-off zones for parking. • With no taxi zones - all the taxis now park across the lights at the end of Quay Street (and on the sidewalk) effectively blocking it as the only other lane is the bus lane. I've had up to 30min delay there at night heading home due to blockages. • Delivery vehicles/taxis are parking over the footpath. • Delivery vehicles are blocking the cycleway. (Heavily mentioned theme). • Delivery vehicles are constantly blocking the traffic lanes. • Delivery people need to cross the cycle lane to make deliveries (often they don't look for people on bikes). • Delivery vehicles and rubbish trucks are ignoring/not using the loading zones. • Seems dangerous for the dump truck to wheel their bins across the cycle way to get into the Sebel parking/bin area. • Rideshare drivers pulling into rideshare spaces are creating safety issues for cyclists and scooters. • Improve policing of loading zones and/or drop-off points to ensure they are used as intended (including taxis parking in drop-off zones, zones being used outside of allocated hours, vehicles illegally stopping in loading zones).. • Need to educate taxi drivers of the rules. • Ban taxis from these streets (due to their bad behaviour).
<p>Loading/drop-off zones are causing issues for the cycleway <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • The loading areas are impeding the cycle lane. • They are causing issues for pedestrians and cyclists. • Delivery people need to cross the cycle lane to make deliveries (often they don't look for people on bikes). • Seems dangerous for the dump truck to wheel their bins across the cycle way to get into the Sebel parking/bin area. • Put the taxi areas somewhere else that doesn't interfere with the cycleway.
<p>Loading/drop-off zones are NOT causing issues for the cycleway <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • Loading zones and/or drop-off zones do NOT interfere with people on bikes. • Loading zones and/or drop-off zones make it safer for people on bikes.
<p>Other CONCERNS with loading/drop-off zones <i>Mentions: 30</i></p>	<ul style="list-style-type: none"> • Having drop-off zones splattered around means that pedestrians cross the cycleway (and road) at various locations, which is dangerous (i.e. risk of collisions). • The loading zones and/or drop-off zones make the area less accessible.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • Signage and clutter associated with loading zones and drop-off areas makes area more confusing, which creates safety risks for pedestrians, bikes, and cars. • Loading and drop-off arrangements are confusing for couriers and delivery vehicles. • Uber drivers are confused as to where the drop-off zones are. • There isn't enough room for trucks to make deliveries. • Zones don't need to be so big. • Loading zones need to be better marked out. • Signage of zones is poor making it difficult to understand what the zones are. • Taxi/rides share area needs to be bigger. • It's difficult for residents to get Ubers now. • New layout has added time/money to ride shares. • Loading and drop-off zones are causing issues for emergency vehicles. • The vehicle drop-off and turn around area on Customs Street West at the end of Market Place is very confusing. • Struggle to load/unload on Market Place (couriers). • Provision of loading zones encourages use of vehicles for transport and delivery instead of encouraging businesses to investigate more sustainable and zero-polluting, more efficient solutions.
<p>Loading/drop-off zones reduce illegal parking <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • Loading zones/drop-off zones stop/reduce the number of delivery vehicles and taxis parking in the cycleway. • Loading zones/drop-off zones stop/reduce illegal parking. • The dedicated loading and drop-off zones are much better than these vehicles double parking.
<p>The loading/drop-off zones are important for businesses <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • The loading zones and/or drop-off zones are important for businesses.
<p>Other comments SUPPORTING loading/drop-off zones <i>Mentions: 52</i></p>	<ul style="list-style-type: none"> • Happy with provision of loading zones and drop-off areas. (Heavily mentioned theme). • Layout functions well. (Heavily mentioned theme). • Doesn't impact submitter(s) directly but loading/drop-off arrangements appear to be working well. • Good use of space. • Like that a cycleway has been created while also considering the needs of businesses. • Like it, as long as they are not taking away parking spaces. • Providing drop-off zones for taxis is important as they help reduce private car use. • It is easier to get a taxi/uber now.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • Like taxi/pick-up zone (keep even if cycleway is removed). • Like that the loading zones and drop-off zones provide dedicated spaces for delivery vehicles and taxis. • Like that loading and drop-off zones are not creating traffic issues. • Like that loading zones and drop-off zones are clearly marked/defined. • Love loading on Customs Street West (from a courier who submitted).
<p>Other comments related to deliveries, taxis, and drop-offs</p> <p><i>Mentions: 5</i></p>	<ul style="list-style-type: none"> • Give delivery drivers coffee or ice-cream vouchers to get them on side with the changes. • To help reduce congestion and pollution, can AT subsidise a cargo bike delivery supplier in Auckland? Like bike couriers but able to take bigger loads. • AT need to talk to delivery and taxi drivers directly about the best arrangements for deliveries and drop-offs/pick-ups.

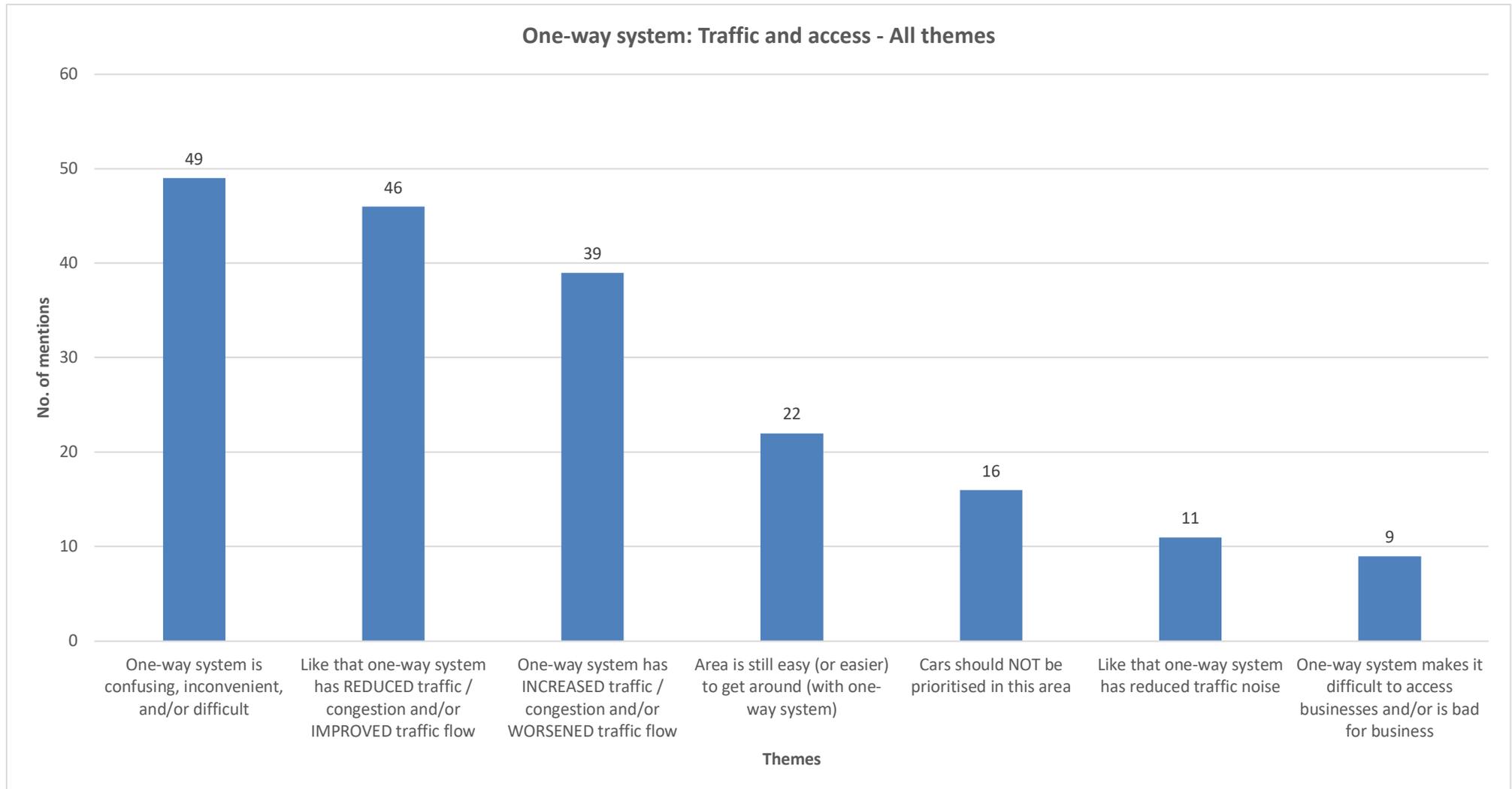
One-way system: Safety and active modes of transport



Feedback Theme	Main points
<p>One-way system has made area safer <i>Mentions: 47</i></p>	<ul style="list-style-type: none"> • One-way system is safer for all users. • One-way system is safer for pedestrians and/or people on bikes. • Slows/calms traffic. • Only have to look one direction for cars. • Is better/safer for cyclists when the cycle lane crosses a street because they only have to check one direction and not look over their shoulder. • Makes it easier to cross the road. • One-way system has reduced cars and taxis speeding through area. • One-way system has reduced the number of taxis/Ubbers doing dangerous manoeuvres in the area. • Feel safer cycling on the ROAD. • This feels much safer at night. • Easier to turn right of Pakenham Street East onto Market Place now as there is no traffic coming up Market Place.
<p>Safety concerns with one-way system <i>Mentions: 33</i></p>	<ul style="list-style-type: none"> • Cars/taxis/trucks are heading the wrong way down the one-way system. (Heavily mentioned point). • More vehicles are speeding since the one-way system was introduced. • One-way system is encouraging vehicles to drive down the cycleway. • Cyclists are heading the wrong way down the one-way system. • More traffic is making it harder to cross the road. • Have personally seen multiple crashes due to one-way system. • Cars trying to find car parks creates safety issues. • It is dangerous walking over Market Lane. • There are some unsafe spots like getting over Market Place that are dangerous for cyclists, cars, and pedestrians. • The system promotes unsafe right turns from beside the NZI building to Market Place over the cycleway. • Need some pinch points or speed tables to slow down traffic. • Need speed tables on Market Place and round Custom Street West to slow the traffic down properly. • Make it a shared space to slow traffic down. • Make it a slow speed zone. • Slow traffic so vehicles don't speed when driving over the painted roundabout at the Pakenham Street East/Custom Street West intersection when heading south.
<p>One-way system has made it WORSE for pedestrians <i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • There is now a constant stream of traffic, so it is difficult for pedestrians to cross the road. • It is dangerous walking over Market Lane.

Feedback Theme	Main points
<p>One-way system has made it BETTER for pedestrians <i>Mentions: 21</i></p>	<ul style="list-style-type: none"> • Like that one-way system frees up space for pedestrians and people on bikes. • One-way system has made it safer for pedestrians. • Slower traffic speeds are better for pedestrians. • Less traffic makes area nicer for pedestrians. • It is easier for pedestrians to cross the road (e.g. only have to look one-way).
<p>Like that one-way system frees up space for other users <i>Mentions: 16</i></p>	<ul style="list-style-type: none"> • Like that one-way system frees up space for the cycleway. • Like that one-way system frees up space for 'people'. • Like that one-way system frees up space for pedestrians and people on bikes. • An area like this should NOT be dominated by motor vehicles.
<p>Confusion as to how the one-way system applies to people on bikes <i>Mentions: 8</i></p>	<ul style="list-style-type: none"> • Is it one-way for cyclists as well? If so, better signage required and cyclist will have to travel along Pakenham Street East to Market Place, cross the traffic to join the cycle lane. • Like that cyclist access is two-way, not one-way like other vehicles.

One-way system: Traffic and access

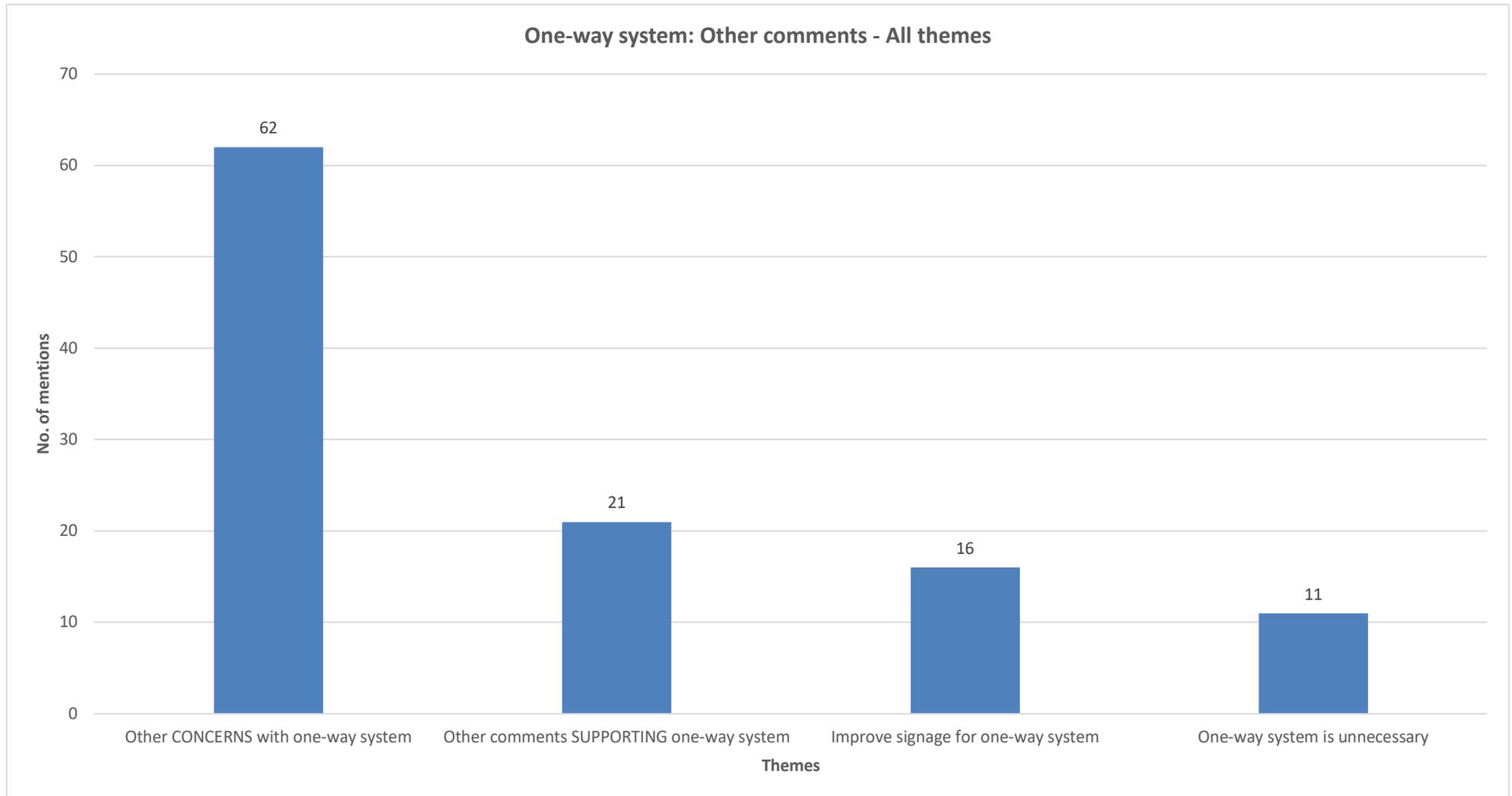


Feedback Theme	Main points
Like that one-way system has reduced traffic noise <i>Mentions: 11</i>	<ul style="list-style-type: none"> • There is now less road noise from traffic. • One-way system has stopped drag racing around streets. • Less traffic noise makes the area more pleasant for residents and pedestrians.
Like that one-way system has REDUCED traffic/congestion and/or IMPROVED traffic flow <i>Mentions: 46</i>	<ul style="list-style-type: none"> • Like the reduction in traffic. • Has reduced rat running. • Has improved traffic flow. • One-way system has reduced the number of Taxis/Ubbers circulating the area. • A dense residential and business area like this should not be traffic heavy (i.e. space should be prioritised for pedestrians and people on bikes). • One-way system has stopped drag racing around streets (specifically mentioned Market Place). • Like the reduction in road noise. • Less traffic makes the area more pleasant for residents and pedestrians. • Reduced pollution.
One-way system has INCREASED traffic/congestion and/or WORSENERD traffic flow <i>Mentions: 39</i>	<ul style="list-style-type: none"> • Traffic does not flow as well. • Traffic congestion has increased during rush hours. • Causes traffic jams on Friday and Saturday nights. • Traffic and taxis circle around the one-way system looking for car parks or passengers (as there's no taxi zones). • Ubbers now take 10 minutes to pick you up, not 1-2 minutes. • Ubbers often cancel rides now (presume to avoid traffic congestion). • Adds significant time to travel from Wynyard Quarter to Eastern Viaduct by car. • Custom Street West is now a continuous traffic jam. • Time taken to access Custom Street West in peak hours has tripled. • Making Market Place one-way has led to a huge snake of traffic around Custom Street West. It was easy to travel along Market Place and make a right turn onto Fanshawe but the phasing of the lights to get onto Fanshawe from further around when you have to go down Custom Street West is terrible (hence the traffic snake). • Traffic congestion has made it really hard getting out of side streets, particularly from Customs Street West into Market Place (the traffic now backs up to out the front of Sofitel). • Taking away three exits has created traffic congestion. • All traffic heading out of the area is now funnelled into Viaduct Harbour Ave and then left onto Halsey Street. The left turn at Halsey Street is very clogged up with cars parked on the side of the road on Viaduct Harbour Avenue, so you can't pull to the left to let cars carry on straight ahead. It's a real pinch point. • The flow of traffic on Market Place should be in the opposite direction to allow for better flow around the area.

Feedback Theme	Main points
<p>One-way system is confusing, inconvenient, and/or difficult <i>Mentions: 49</i></p>	<ul style="list-style-type: none"> • One-way system is confusing. • People are confused at the moment, but I think that people will get used to the one-way flow. • One-way system makes it difficult to access area by car. • One-way system is frustrating. • One-way system is time consuming. • Vehicles are going the wrong way around the one-way system. • Some vehicles (including buses) are going the wrong direction along Custom Street West. • Vehicles are doing illegal turns. • One-way system makes the area harder to navigate for people on bikes (some are choosing to ride against the one-way system). • Have to do such a big loop if you can't find a car park or want to leave area. • Has reduced entry/exit points to/from the area. • Only limited opportunities for taxis to turn around. • One-way system is putting off delivery drivers from coming to area. • Makes it hard to get into Hobson Street. • Cars reversing out of parking spaces often just drive against the traffic. • It is 'carnage' outside Sierra Cafe. • Inconvenient for Parc residents coming from Quay St to access their carpark through the Market Place entrance. • Provide two-way for traffic flow at the northern end of Market Place to allow better access to the basement parking entrance off Market Pl for residents and businesses.
<p>One-way system makes it difficult to access businesses and/or is bad for business <i>Mentions: 9</i></p>	<ul style="list-style-type: none"> • One-way system has negatively affected businesses in the area. • One-way system makes it difficult to access businesses by car. • One-way system reduces potential traffic to the Viaduct and Princess Wharf. • One-way system makes it difficult to access Tepid Baths.
<p>Area is still easy (or easier) to get around (with one-way system) <i>Mentions: 22</i></p>	<ul style="list-style-type: none"> • Even with the one-way system the area is still easy to get around (generally and/or by car). (Heavily mentioned point). • People were initially confused but learned quickly how to use the one-way system. • One-way system is less confusing than two-way system. • One-way system creates a clear circular flow. • Makes it easier to cross the road. • Two-way system is NOT required. • Easier to turn right of Pakenham Street East onto Market Place now as there is no traffic coming up Market Place.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • One-way system makes it easier to get around by bike.
<p>Cars should NOT be prioritised in this area <i>Mentions: 16</i></p>	<ul style="list-style-type: none"> • Remove all traffic from the area and/or city centre. • Cars should not be the dominant force in the central city. If that leads to slightly inconvenient routing for them, that's just how it is. • AT is slowly designing streets in a way that prevents car dependency, which is essential during a climate emergency. • Need to make access difficult for cars if we want people to use other modes of transport. • Area should be local access only. • Block the rat run through Market Lane.

One-way system: Other comments



Feedback Theme	Main points
<p>Improve signage for one-way system <i>Mentions: 16</i></p>	<ul style="list-style-type: none"> • Need to improve signage of one-way system (to raise awareness/understanding of it for drivers). • Need signs warning motorists to watch for cyclists and pedestrians. • Need better signage as to whether cycleway users or traffic lane users have priority. • Need signage to show whether cyclists are allowed to travel against the one-way system. • Make signage clear/larger. • Signage on Customs Street West needs improving. • Work with Satnav companies/Google to improve navigation system instructions.
<p>One-way system is unnecessary <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • One-way system is unnecessary. • Unsure why the one-way system is required. • There are better ways to make the streets safer than a one-way system e.g. speed tables and/or lower speed limit. • No need for a one-way system in this quiet area.
<p>Other CONCERNS with one-way system <i>Mentions: 62</i></p>	<ul style="list-style-type: none"> • Don't like one-way system (Heavily mentioned point). • Remove one-way system, go back to two-way system (Heavily mentioned point). • Make it two-way to improve access from Market Place to Custom Street West. • Prefer two-way but in the same narrow space so that traffic goes very slowly. • Not enough cyclists in area to justify one-way system. • Pros of cycleway do NOT outweigh cons of one-way system. • Hope this doesn't turn into a raceway, which one-way systems often do. • Concerns about the impact the one-way system has on emergency access to the area. • Start the design process again from the beginning. • Vehicle traffic should be on the other side of the road (as previously agreed by AT). • One-way system should head the other direction along Market Place. • The vehicle traffic on Customs Street West between Pakenham Street East and Market Place should be heading eastward (or two-way). • Don't like that cars can't turn right from Market Place, have to drive around. • The existing safe route along Customs Street West (between Pakenham Street East and Market Place) has been blocked by the one-way restrictions, requiring cyclists to interact with traffic at multiple intersections to go around. Providing a formalised counterflow cycle lane would address this.
<p>Other comments SUPPORTING one-way system</p>	<ul style="list-style-type: none"> • Happy/ok/fine with one-way system. • One-way system seems necessary for project. • Two-way system is NOT required.

Feedback Theme	Main points
<i>Mentions: 21</i>	<ul style="list-style-type: none"> • Inconvenience of one-way system is worth it to have the cycleway. • Want more one-way systems throughout the city. • Specifically like one-way system on Market Place. • Specifically like one-way system on Customs Street West between Lower Hobson Street and Market Place.

Parking: Amount of parking

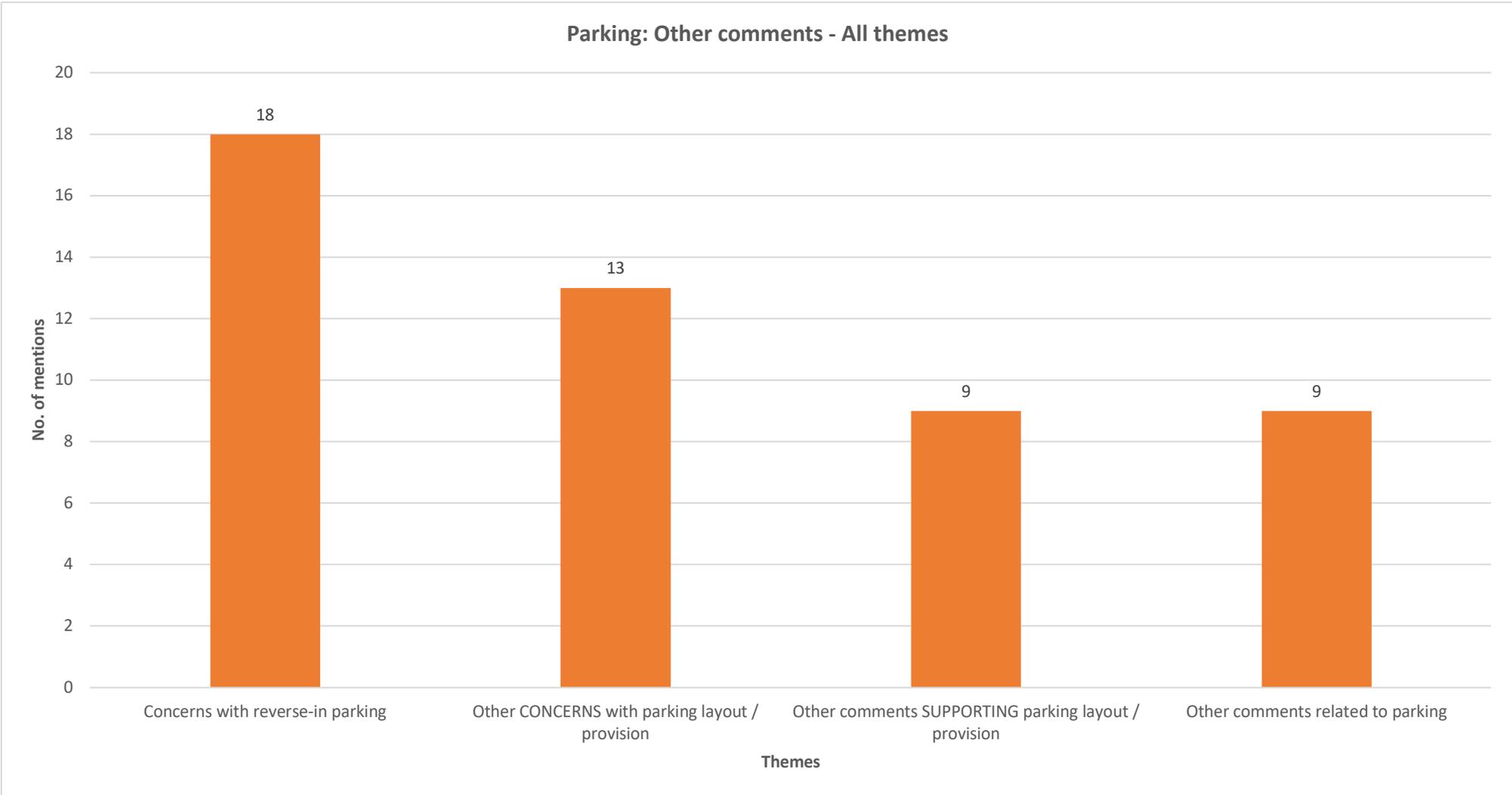


Feedback Theme	Main points
<p>Need more parking and/or reinstate parking <i>Mentions: 87</i></p>	<ul style="list-style-type: none"> • Do not like the parking removal/want it reinstated. (Heavily mentioned theme). • Remove planters to provide more parking (e.g. general parking, or early morning parking for Tepid bath customers). (Heavily mentioned theme) • Cycleway is not worth the parking removal. • Parking benefits more people than cycleway. • Can still have cycleway without removing car parks. • There is no parking available early in the mornings (e.g. for Tepid Baths at 5.40am). • Generally, need more parking for Tepid Baths (and gym). • Removing parking will not encourage people to come to the city centre. • Businesses need parking. • Viaduct needs more parks, not less. • Reinstall parking on Customs Street West. • Parking buildings are not open early in the morning (e.g. 5.30am), so there are no alternative parking options. • Use spare/unused space to provide more parking. • Keep the parking beside the cycle lane except for peak hours... 7am-9am and 4pm-6pm. • Parking buildings feel unsafe, want parking where there is lots of casual surveillance.
<p>Concerns at lack of parking when accessing Tepid Baths <i>Mentions: 21</i></p>	<ul style="list-style-type: none"> • Provide more parking around the Tepid Baths. • Can't find parking when going to Tepid Baths. • Can't find parking when going to Tepid Baths early in the morning. • Public transport does not operate, and parking buildings do not open, early enough in the morning for some activities (such as Tepid Baths Swim Squad, which is at 5.40am). AT need to provide parking for council facilities if no other transport options are available and/or provide earlier public transport services. • Need to access Tepid Baths by car as have kids and a baby. • Private parking is more expensive than the lessons at the Tepid Baths. • Elderly people rely on cars and car parking to access the Tepid Baths.
<p>Parking removal is bad for residents and their visitors <i>Mentions: 23</i></p>	<ul style="list-style-type: none"> • People that live in the area are not being considered. • Visitors to residents need parking. • Not all living in the area are able to ride a bike or use public transport. • Difficult for trades people to access residential apartments for services. • The Market Place apartments have bedrooms on the left side of the street facing North, if the parking was on the opposite side of the street that would make it quieter in residents' bedrooms.

Feedback Theme	Main points
Parking removal is bad for businesses <i>Mentions: 40</i>	<ul style="list-style-type: none"> • Less on street parking = less customers. • Will kill retailers in the area. • Will affect Tepid Baths\ membership. • The cycleway in place of car parks restricts access to local businesses.
Prioritise parking for certain groups/people <i>Mentions: 13</i>	<ul style="list-style-type: none"> • Prioritise parking for those people that need it (i.e. not those that could travel by other modes, or park in parking buildings). • People with children will be inconvenienced. • The elderly will be inconvenienced. • People that work in the area are not being considered.
If Councils sells carpark buildings (such as Downtown Carpark) this may further reduce parking availability <i>Mentions: 7</i>	<ul style="list-style-type: none"> • If Councils sells carpark buildings (such as Downtown Carpark) this may further reduce parking availability.
Need more mobility parking and/or reinstate mobility parking <i>Mentions: 8</i>	<ul style="list-style-type: none"> • Mobility car parks are usually all taken. • Need more mobility car parks. • Do not appreciate reduction in the number of mobility parks. • Ensure that mobility carparks are in correct proportion to total parks available. • Use space occupied by planters for mobility parking.
Like that mobility parking has been retained <i>Mentions: 9</i>	<ul style="list-style-type: none"> • Like that mobility parking has been retained.
Cycleway is worth the parking removal <i>Mentions: 18</i>	<ul style="list-style-type: none"> • 25 car parks is a small price to pay for the safety of people on bikes.
Like that parking removal benefits other users and/or discourages car use <i>Mentions: 98</i>	<ul style="list-style-type: none"> • Removing parking frees up space for use by other roads users e.g. pedestrians, people on bikes, scooters, families. • Streets are better/safer for pedestrians, people on bikes, and/or families when there is no car parking (e.g. reduces the number of vehicles in the area, reduces turning movements for vehicles, improves visibility of the road environment including potential hazards). • Streets for people, not car parks. • Area is more attractive/appealing with less parking.

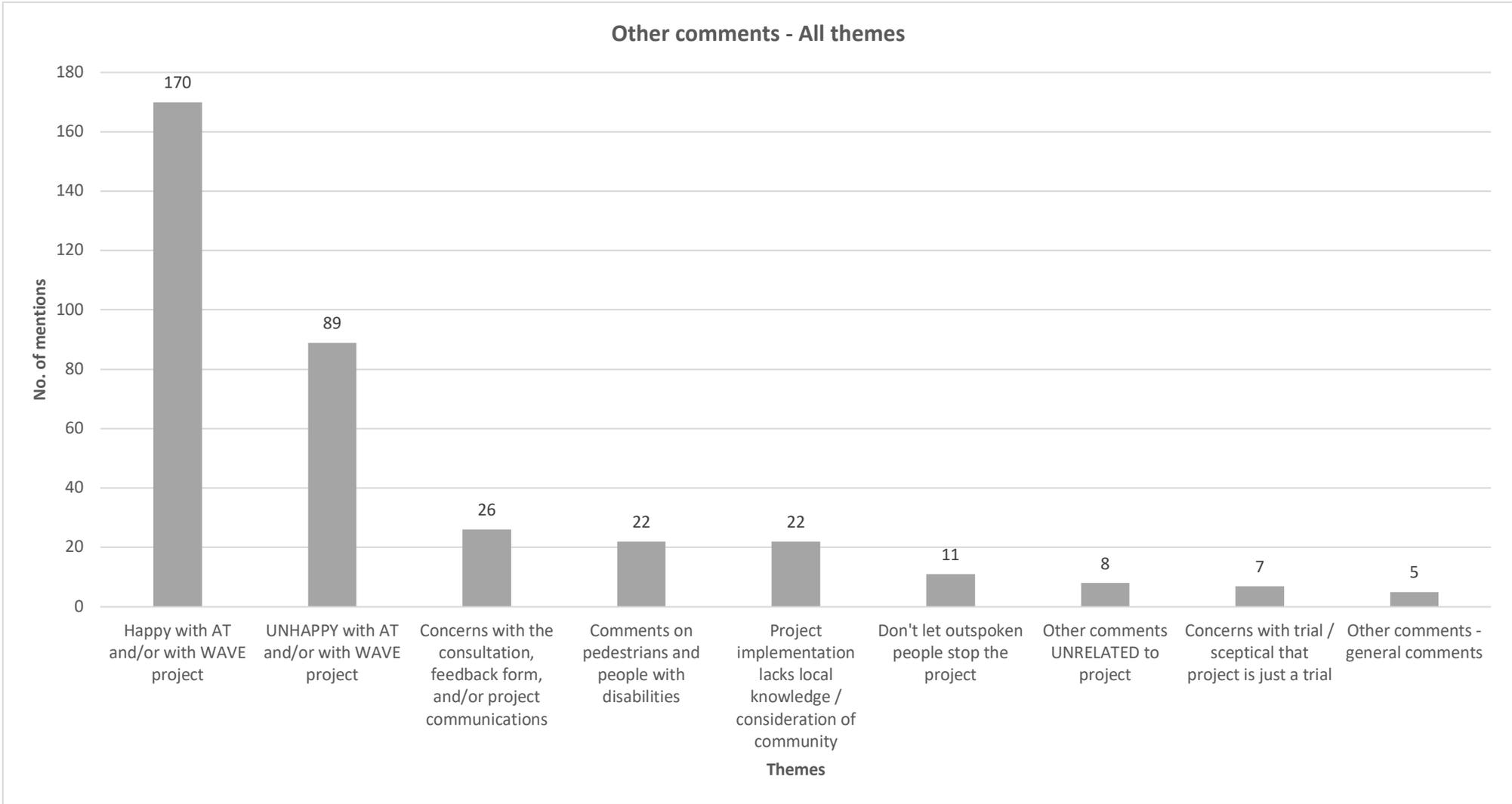
Feedback Theme	Main points
	<ul style="list-style-type: none"> • Making parking less accessible incentivises people to use modes of transport other than the private motor vehicle. • Parking encourages traffic, which encourages carbon emissions. • Parking encourages people to drive to the Viaduct instead of using public transport.
<p>Do not want any on-street parking and/or remove more parking <i>Mentions: 61</i></p>	<ul style="list-style-type: none"> • Generally, want less parking. • There's big parking buildings nearby, so don't need on-street parking. • Streets for people, not car parks. • Remove more parking and provide more cycleways. • Remove more parking and replace with street trees. • Remove parks on Eastern side of Market PI (one submitter suggested replacing with rain gardens). • Remove parking next to cycleway. • Streets are better/safer for pedestrians, people on bikes, and/or families when there is no car parking. • Supposed to be reducing traffic in city centre so removing car parking is a good thing. • Area is more attractive/appealing with less/no parking. • Parking encourages traffic, which encourages carbon emissions. • On-street parking encourages residents to store their cars on streets. • There is too much on-street parking in the area. • Please replace the parking on the one-way section of Pakenham Street with planting and a protected cycleway. • If AT decide to continue with trial one-way traffic system, then at a minimum it needs to remove the parking on Viaduct Harbour Avenue before the lights at the Halsey St/ Viaduct Harbour Ave intersection to enable cars and cyclists to pass more safely and freely.
<p>There's plenty of parking in the area (even with the changes) <i>Mentions: 39</i></p>	<ul style="list-style-type: none"> • There's big parking buildings nearby. • Downtown Carpark has spare capacity even at peak demand times. • Need a campaign to bring awareness to all the parking available in the area.

Parking: Other comments



Feedback Theme	Main points
<p>Concerns with reverse-in parking <i>Mentions: 18</i></p>	<ul style="list-style-type: none"> • Generally, do not support/like reverse in parking. • Reverse-in parking on Customs St West is challenging for drivers. • People may not understand this is reverse-in parking, and just see parks as angled the wrong way. • Angle should be changed to drive-in direction. • Cars cut over the cycleway when reversing in. • Drivers are reversing into traffic and cyclists on Custom St West as they are access the reverse parking.
<p>Other comments SUPPORTING parking layout/provision <i>Mentions: 9</i></p>	<ul style="list-style-type: none"> • Parking removal has reduced the number of vehicles circling around looking for parking. • Increase parking prices if parking demand becomes a problem. • Please actively enforce unlawful parking.
<p>Other CONCERNS with parking layout/provision <i>Mentions: 13</i></p>	<ul style="list-style-type: none"> • Want parking removed on west side of the Market Place as per the original design, which is what residents agreed too (i.e. swap parking to east side of the road, and cycleway to west side of the road). • Cars are now circling around the one-way system looking for car parks. • It is dangerous accessing parking on Market Place and Customs Street West. • People need places they can pull over and answer phones, drop people off, carpooling depends on these. Have you considered one-minute parking. • Planters make angled parking very difficult. • People will still have cars and need to park them.
<p>Other comments related to parking <i>Mentions: 9</i></p>	<ul style="list-style-type: none"> • Use spare/unused parking spaces for dining, gardens, seating, space for kids. • Downtown car park needs to open earlier/stay open later. • If we were able to re-open the viaduct carpark to the public that would help but I understand this is not under your control. • Introduce residents parking permits. • Public transport is not an option when people need to move goods from one place to another.

Other comments



Feedback Theme	Main points
<p>Comments on pedestrians and people with disabilities <i>Mentions: 22</i></p>	<ul style="list-style-type: none"> • Pedestrians need signage to remind them to look both ways for people on bikes. • Concerns with crossing at viaduct causing conflicts between pedestrians and people on bikes. • There is no safe place for pedestrians to cross. • Want pedestrian crossing installed (did not specify location). • Want the pedestrian crossing installed on Market Place that was originally planned. • There should be a zebra crossing on Market Place at Customs Street West. • Put a pedestrian crossing at end of Market Lane. • Install raised pedestrian crossing outside Sierra Cafe, would be regularly used by groups of 60+ students, some of them only 5 years old (accessing Maritime Museum). • Cycleway has made it more difficult/dangerous for pedestrians to cross the road. • Loading bays in the middle of the street mean that it is more difficult for pedestrians to cross the road, it is harder to see traffic. • Improve area for pedestrians, not people on bikes (there are more pedestrians in the area, and they benefit businesses more). • The crossing point 20 meters into Market Place needs to be improved. Pretty dangerous and not very intuitive for cyclists. • Footpath along Market Place needs improvements for pedestrians. • Construct a boardwalk over the car parks on Market Place for the cycleway and to provide a better/more accessibility friendly surface for pedestrians and people with disabilities. • Install speed tables instead to slow vehicle speeds in area. • You have made some of the crossing ramps inaccessible if you are disabled. • Cycleway makes it harder for disabled people to cross the road. • Please stop making the streets inaccessible and more dangerous for disabled people. • Remove the barriers that block wheelchair and walker access to the footpath.
<p>Project implementation lacks local knowledge/consideration of community <i>Mentions: 22</i></p>	<ul style="list-style-type: none"> • Solution seems to be based on a text book rather than consideration of this area. • Did anyone actually get out and look at the viaduct and how it's used? Or just follow the cyclists directives? • I would suggest the team get out and talk to more residents (other than those who work in the city centre) and business owners to understand the challenges that these changes make to daily life and business. • Project does not consider all road users. • Cycleway feels heavy handed, ill-conceived, and completely unsympathetic to many stakeholders in the surrounding area. • Project seems to be focused on office workers that commute through the area and therefore do not contribute to local businesses etc. • Believe project team are all cyclists and don't travel by car. Should replace project team with people that travel by car and get them to design the cycleway.

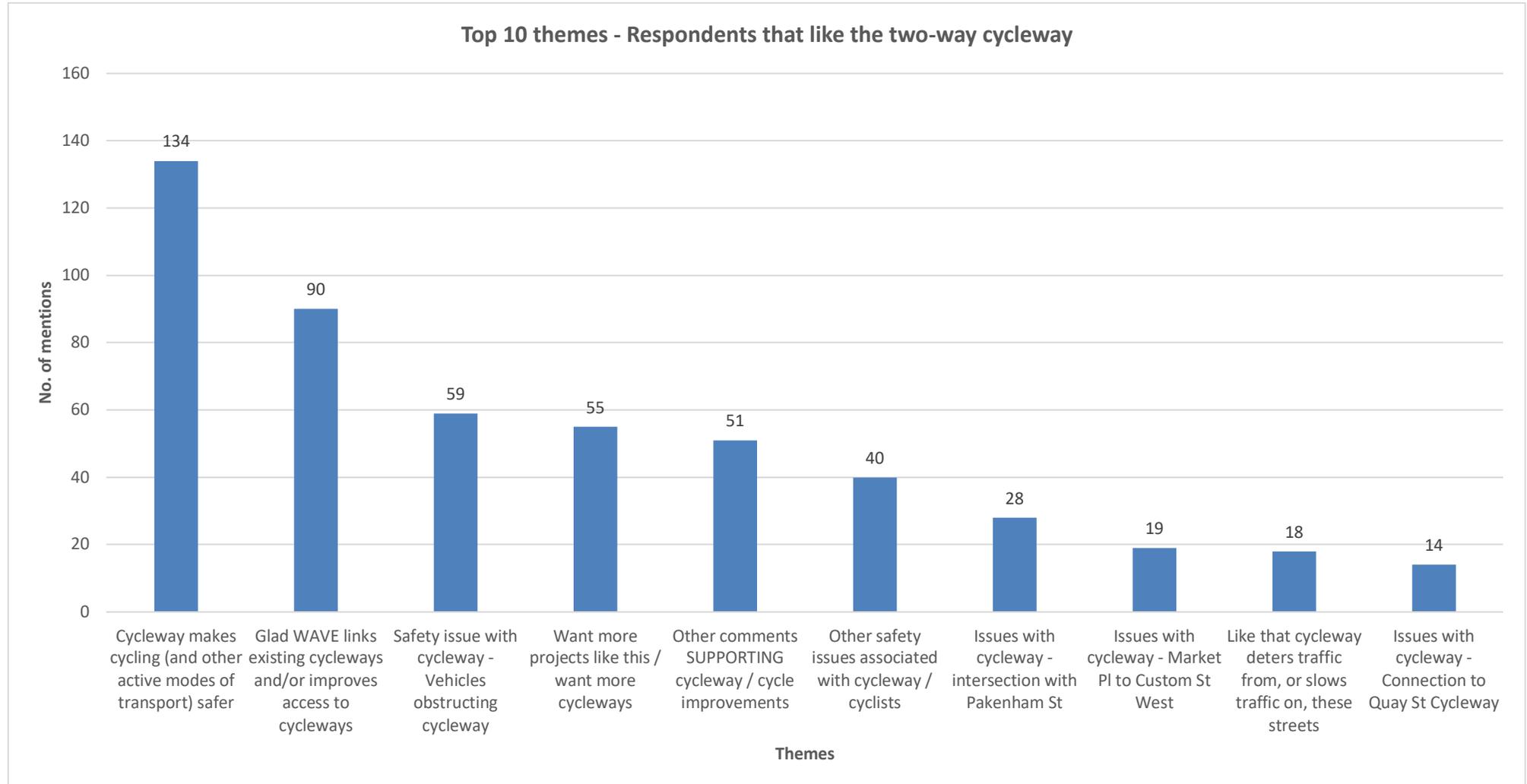
Feedback Theme	Main points
<p>Concerns with the consultation, feedback form, and/or project communications <i>Mentions: 26</i></p>	<ul style="list-style-type: none"> • Replies to project WAVE email address have been poor/non-existent. • Ongoing communication on the project from AT has been poor. • Believe more people would be using cycleway if they were aware of it. • Release some better information to news outlets as to why the cycleways are required (to get some better news stories). • Needed better consultation before implementation (e.g. talk to local businesses and residents). • Want more consultation with businesses and residents before this is considered for permanent implementation. • Should have consulted with Tepid Bath users before removing car parking. • Survey is designed to solicit positive feedback on the trial. There is no space for constructive criticism or negative feedback. • Upset consultation period overlapped with a lockdown. • For any public consultation meetings please have senior, decision-making, representatives attend. • As a resident I have yet to receive formal request for feedback via the letter box. • Survey should have asked what mode of transport respondents use when travelling to/through the viaduct. • Tick-box questions should include a 'neutral' or 'doesn't affect me' response option.
<p>Don't let outspoken people stop the project <i>Mentions: 11</i></p>	<ul style="list-style-type: none"> • Believe that the people in opposition to the proposal are the minority. • Please don't let residents and business stop the project. They can always leave if they don't like it. • Don't listen to a few grumpy people who are closed-minded. Everyone deserves to feel safe on a bike and this project barely has any impact on loading, dropping, or parking.
<p>Concerns with trial/sceptical that project is just a trial <i>Mentions: 7</i></p>	<ul style="list-style-type: none"> • How long will trial go for? • Doubt this is just a trial/feel there is an agenda to push it through. • A lot of money spent on a trial. • Are you monitoring use numbers? • What is the definition of success or failure for the project?
<p>Happy with AT and/or with WAVE project <i>Mentions: 170</i></p>	<ul style="list-style-type: none"> • Happy with AT for going ahead with the WAVE project/trial. • Keep up the good work AT. • Thanks for doing the WAVE project. • Project benefits people that can't afford to access the city centre by car. • Project encourages active modes and helps get people out of cars. • Project helps to create a more people focused city centre. • Project will encourage more people to ride their bike. • Makes cycling easier and/or safer.

Feedback Theme	Main points
	<ul style="list-style-type: none"> • WAVE project makes the future of cycling look much brighter. • Project is positive and forward thinking. • Project was much needed. • Like how quick project was installed. • Project is high quality despite quick installation. • Make it permanent/usage will increase. • Cycleway isn't a 'nice to have' it's an essential part of the cycle network. • Pedestrian numbers are getting too high to cycle through viaduct. • Project helps reduce carbon emissions.
<p>UNHAPPY with AT and/or with WAVE project <i>Mentions: 89</i></p>	<ul style="list-style-type: none"> • WAVE has created a horrible mess. • If it's temporary, why all the green paint? • Cycleway is expensive/waste of money. • Do not extend past the trial date. • Remove trial now. • No one will use it/uses it. • What evidence is there that a cycleway is required? • What evidence is there of an existing safety issue in this location? • Project creates traffic congestion. • Project makes area less safe. • Too much space allocated to people on bikes/cycleway is too wide. • Cycleway makes area ugly. • Cycleway looks cheap/ugly/messy. • Has potential but has been poorly implemented. • Unhappy that project is different from what was agreed through previous consultations. • Project and/or AT/Auckland Council is anti-car. • Should be focusing on completing the other works going on in the city centre at the moment, not this project. • Need to look at other options. • Improve public transport instead. • Cycleway only benefits people that can access area by bike i.e. those that live centrally, and disadvantages people that can't afford to live centrally, especially in areas with poor public transport accessibility.

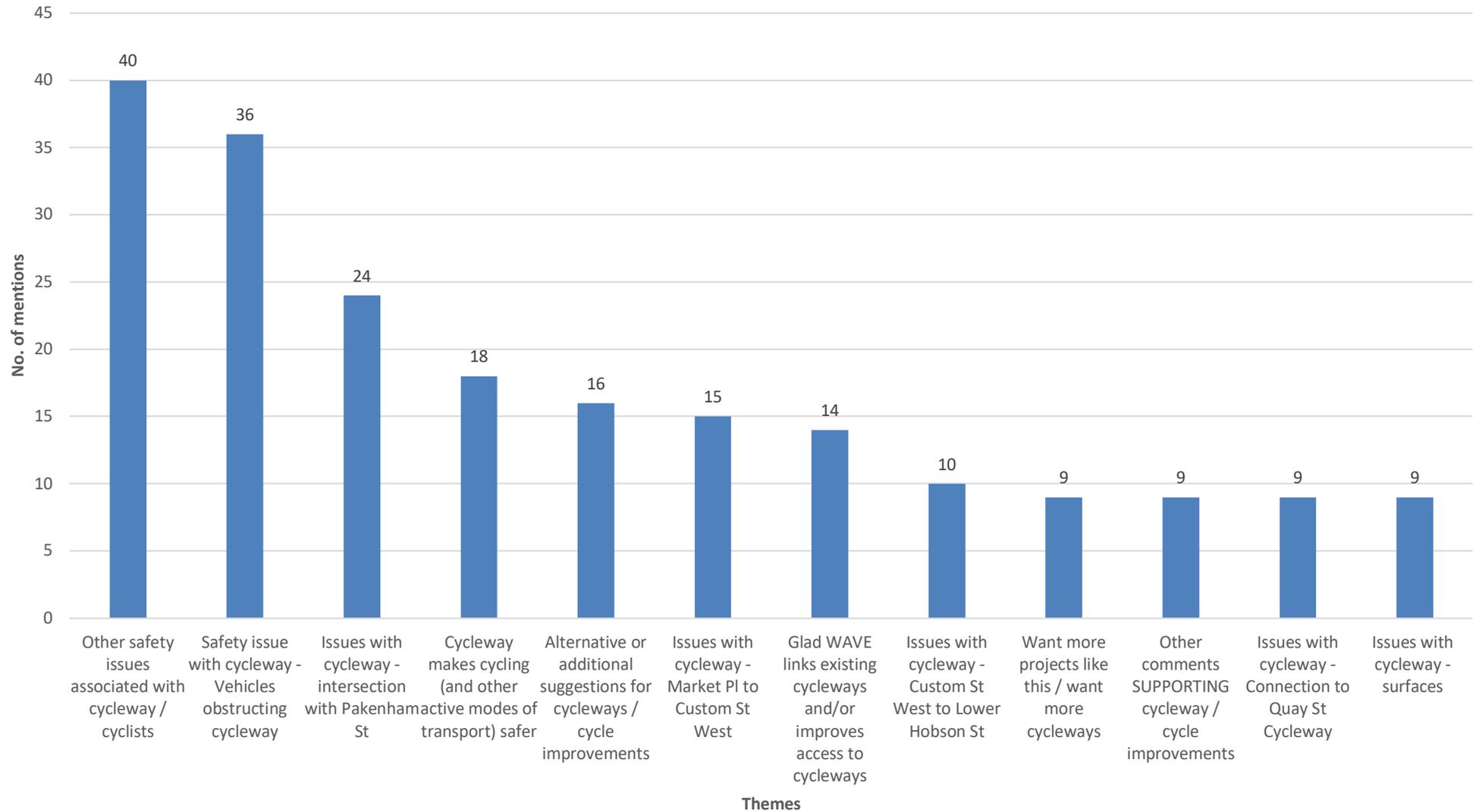
Feedback Theme	Main points
	<ul style="list-style-type: none"> Given this area is residential and hospitality, AT should be improving the pedestrian environment, not facilities for people on bikes. Stop trying to remove cars from the viaduct basin area.
<p>Other comments - general comments <i>Mentions: 5</i></p>	<ul style="list-style-type: none"> The speed table is unnecessary as no one speeds down the road. When there was an incident and emergency vehicles required, it blocked off the whole street, which wouldn't have happened before. There should be a rubbish bin and seat outside Sierra Cafe. Like to see a more dynamic environment that is responsive to traffic flow and the changing needs of the area throughout the day. Sometimes there's no cars, sometimes there's no bikes.
<p>Other comments UNRELATED to project <i>Mentions: 8</i></p>	<ul style="list-style-type: none"> The lights at corner of Wellesley and Nelson straight coming into the city are really confusing for cars and bikes. The green left turning arrow for cars dwarfs the red light for bikes going straight. Seen near misses where cyclist's mistake for a green for them to go straight. There are quite a few scooters/cyclists that don't pay attention to the red lights at the Tinley Street/Quay and just go without even looking. It's pretty dangerous. Bring in electric rickshaws, it's a three wheeled vehicle with a driver, they are non-polluting and would give people jobs. Driving - when turning from Sturdee Street into Market Lane it is difficult to tell where the bus lane is. The bus lane from the corner of Sturdee Street leading in to Lower Hobson is a nightmare to navigate, as how are you supposed to cross over without being fined for being in a bus lane? Stop installing bus lanes. Bus lanes create congestion. Provide bus services to the viaduct. Suggest Waka Kotahi/Auckland Council/AT to have a fleet of affordable public "Dial-a ride" vans to pick up passengers with disabilities (or the elderly) from our gates to make the trips we would otherwise take in our own cars and thus reduce need for so much parking.

Themes based on respondents sentiment towards the project

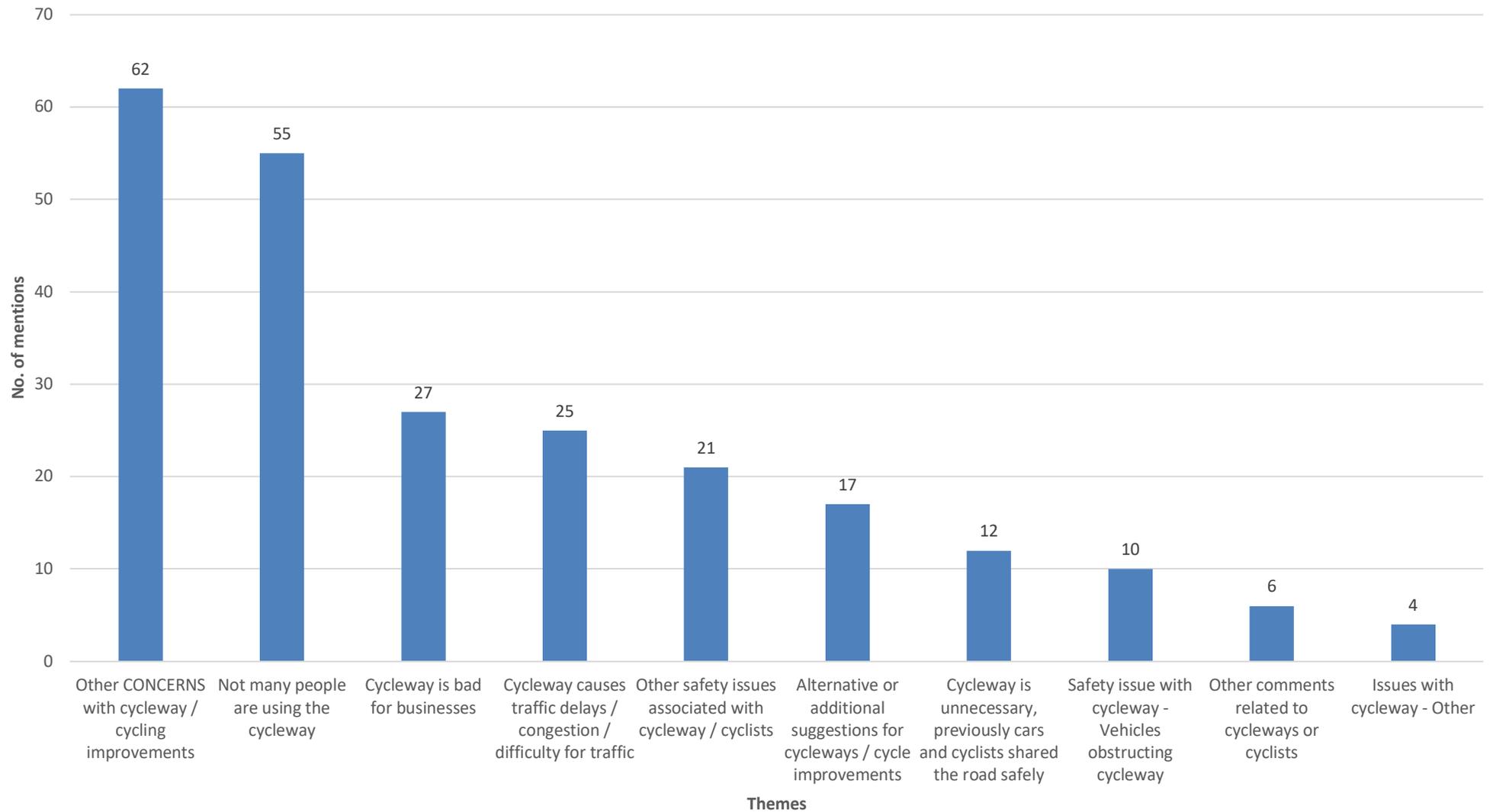
The following outlines the themes from respondents based on their answers to the tick-box questions.



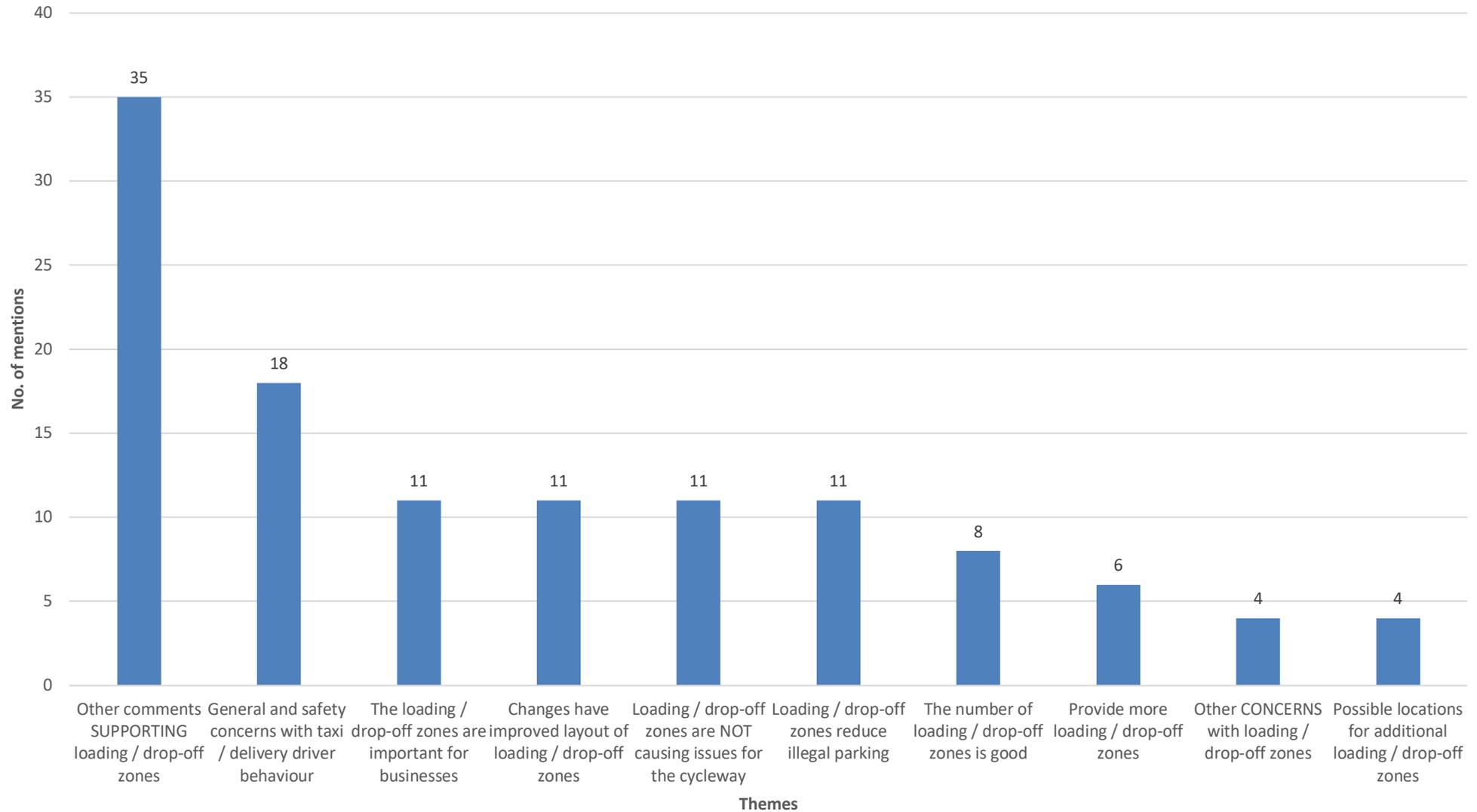
Top 12 themes - Respondents that like the two-way cycleway subject to further changes

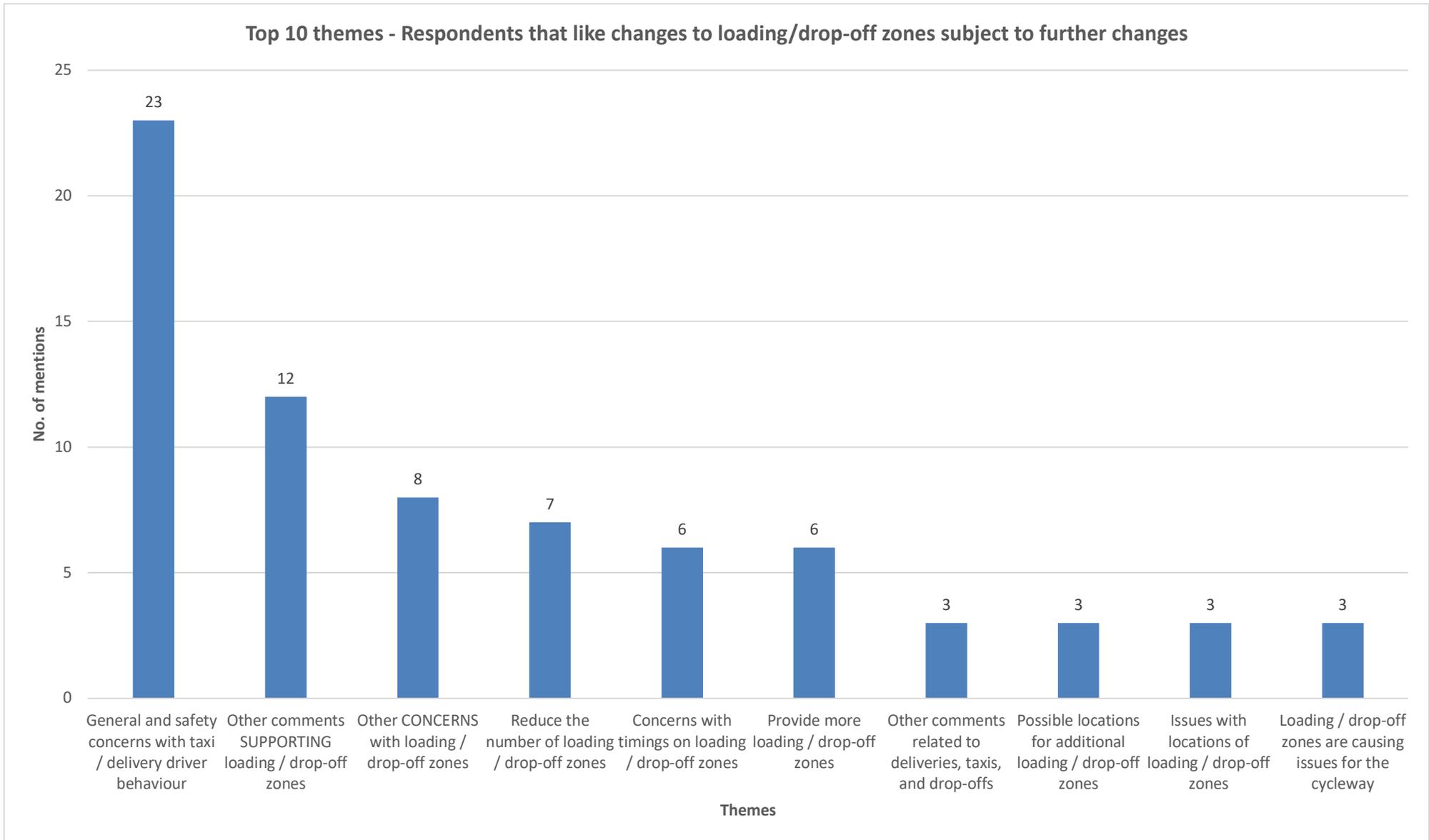


Top 10 themes - Respondents that dislike two-way cycleway

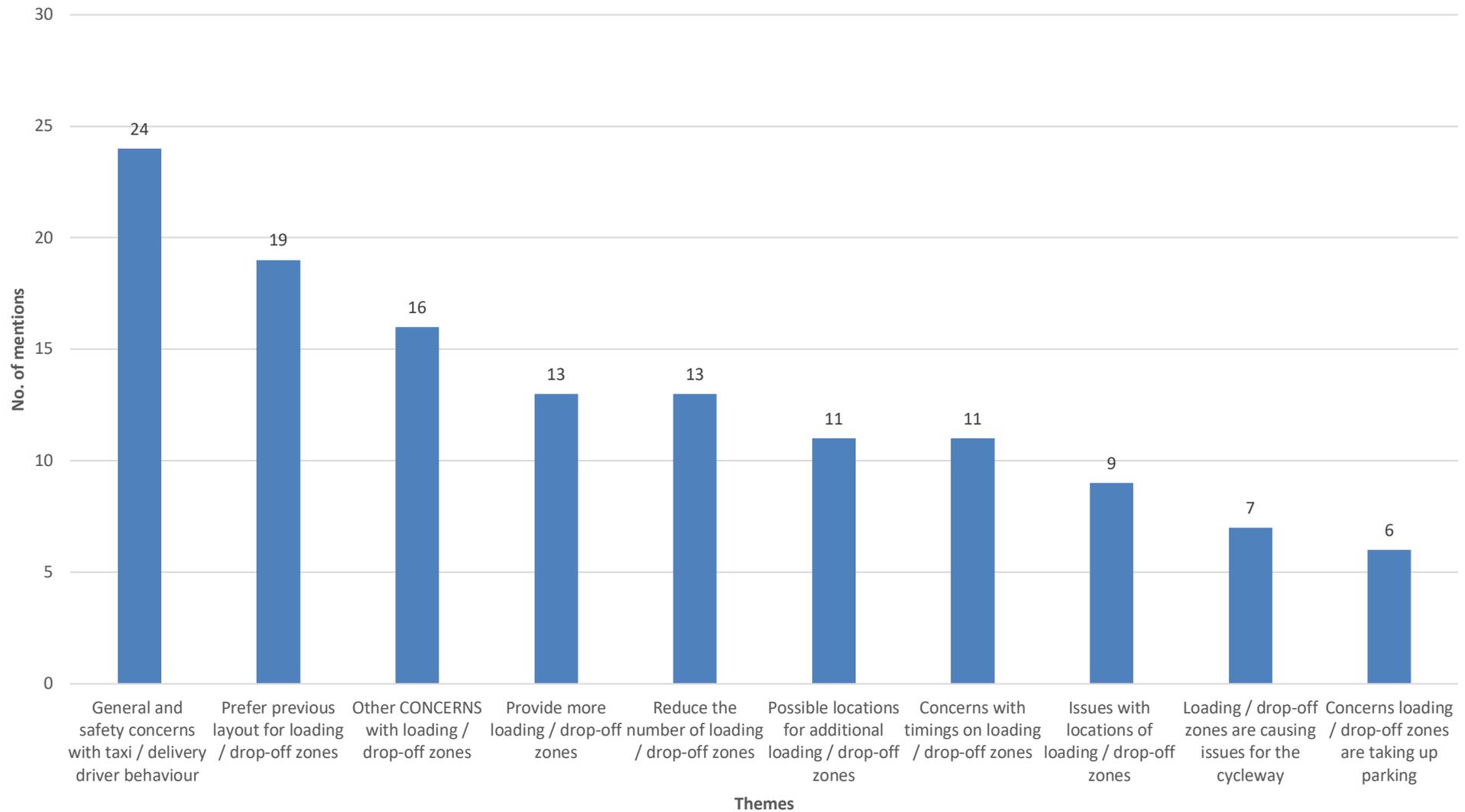


Top 10 themes - Respondents that like changes to loading/drop-off zones

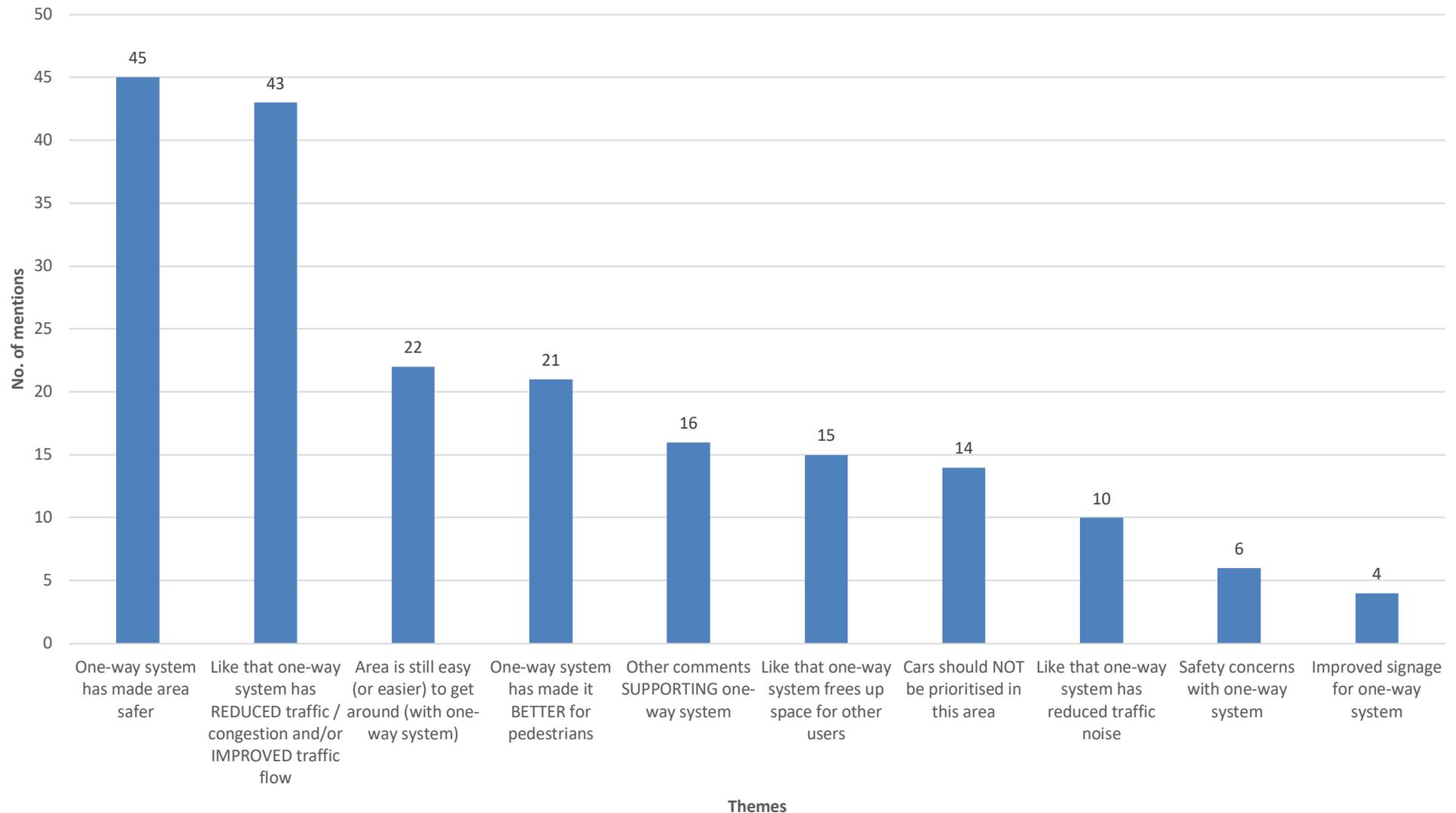




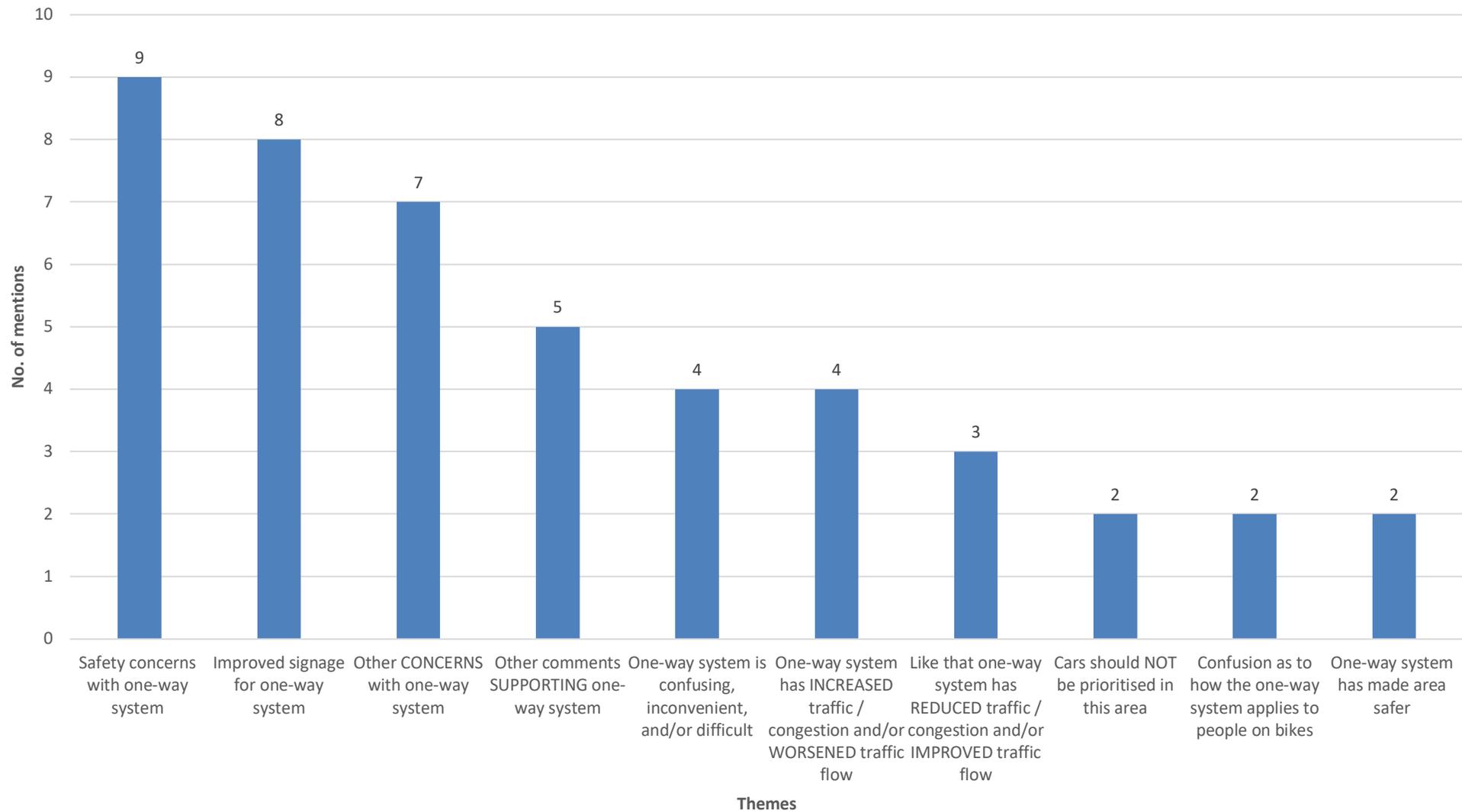
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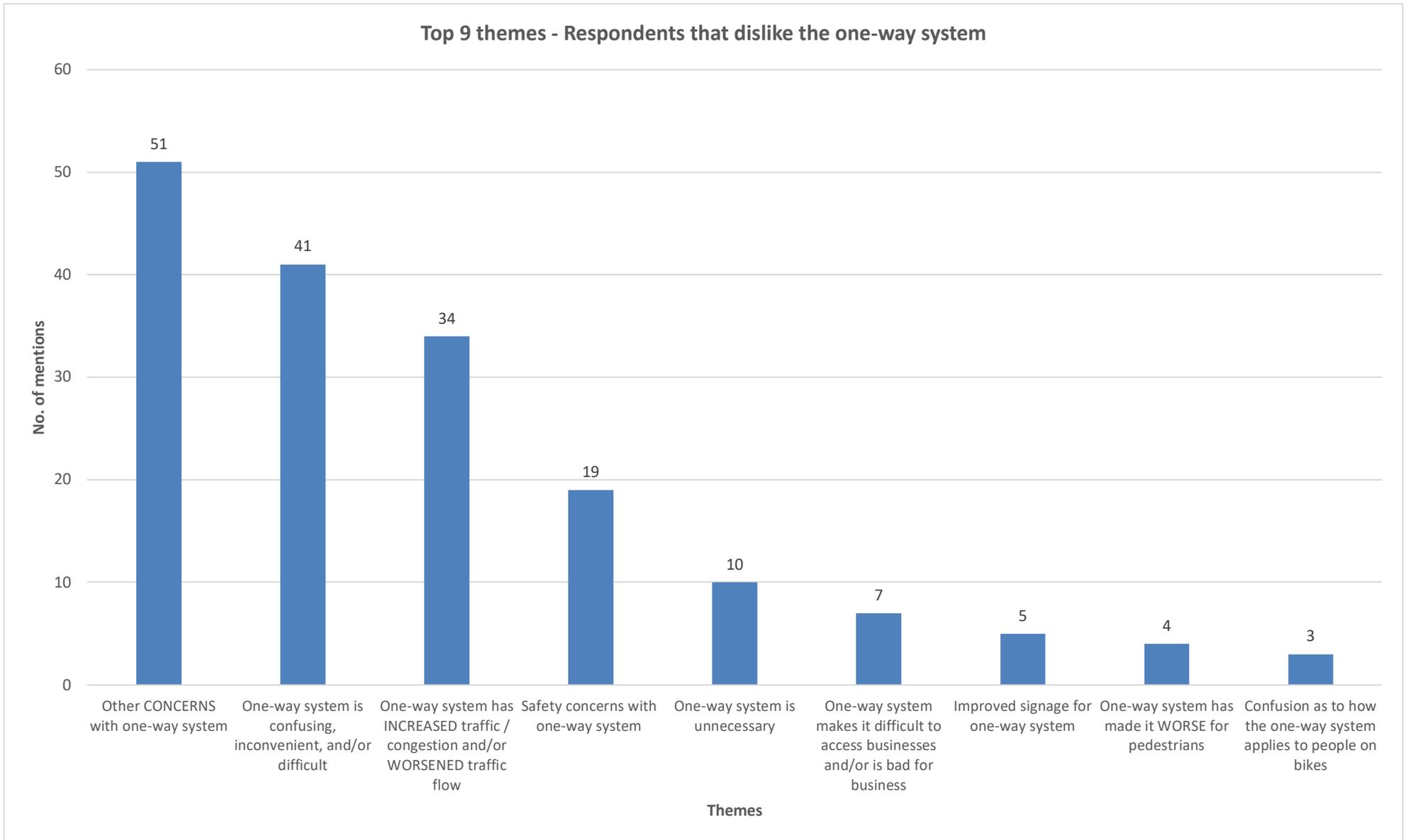


Top 10 themes - Respondents that like the one-way traffic system

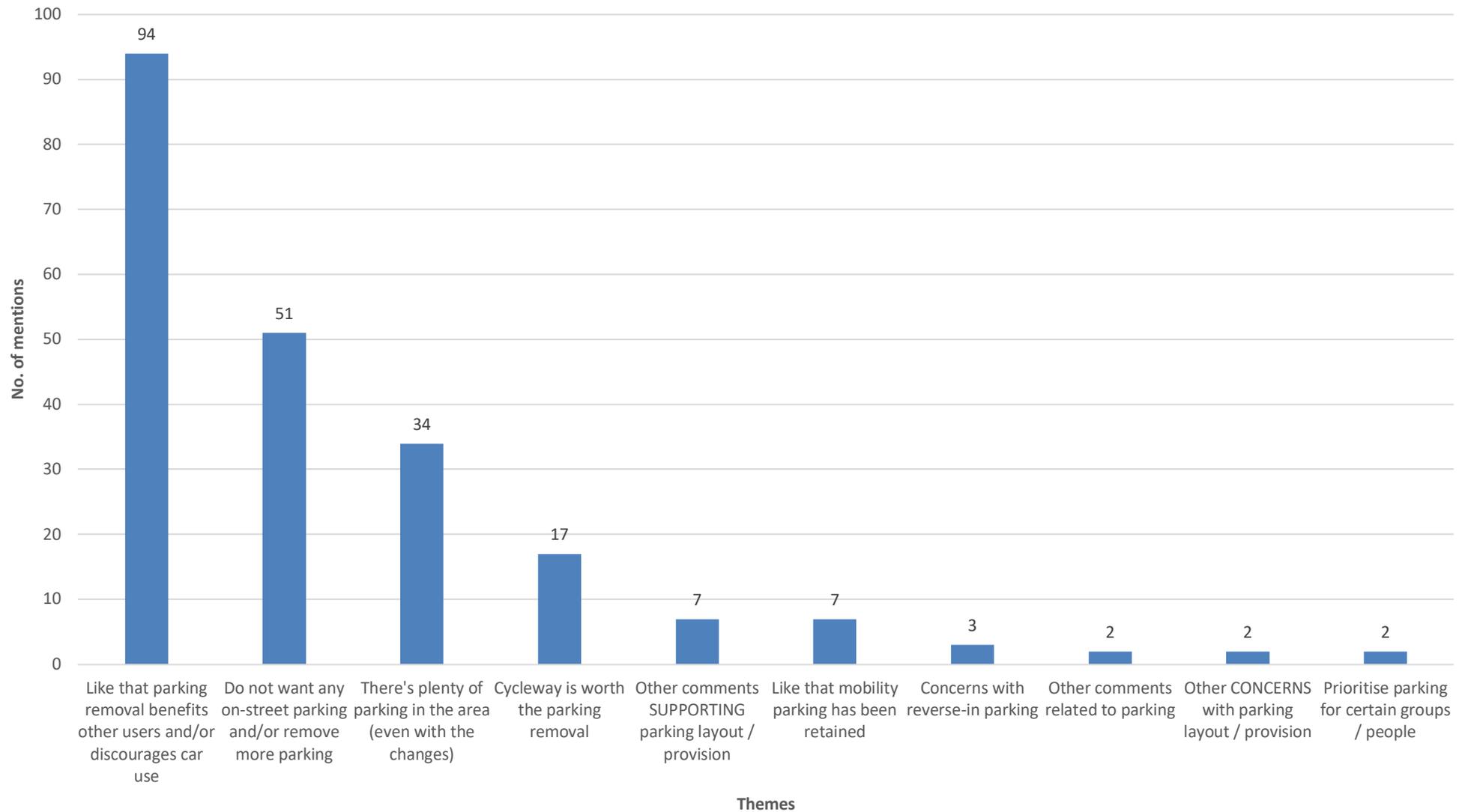


Top 10 themes - Respondents that like one-way traffic system subject to further changes

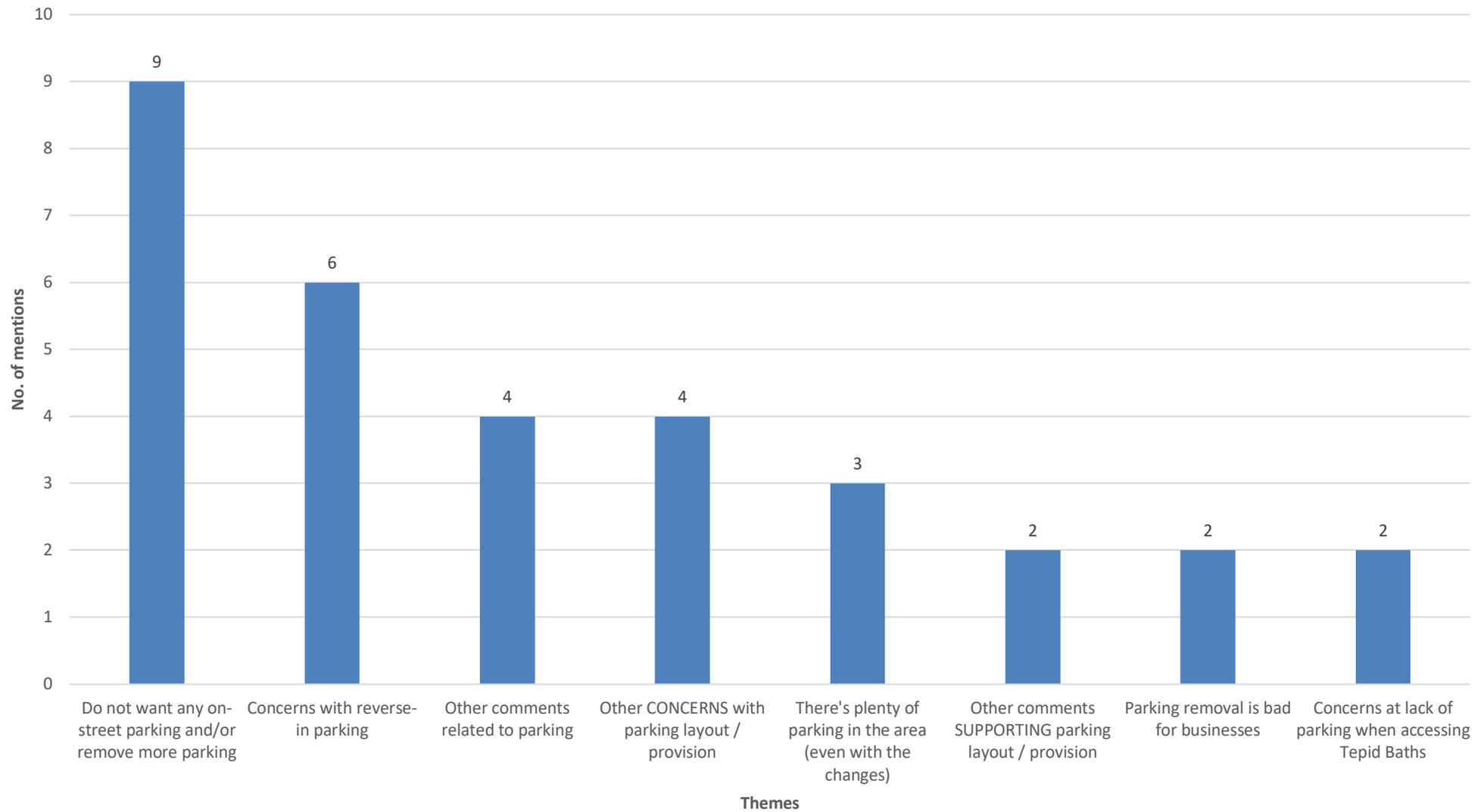




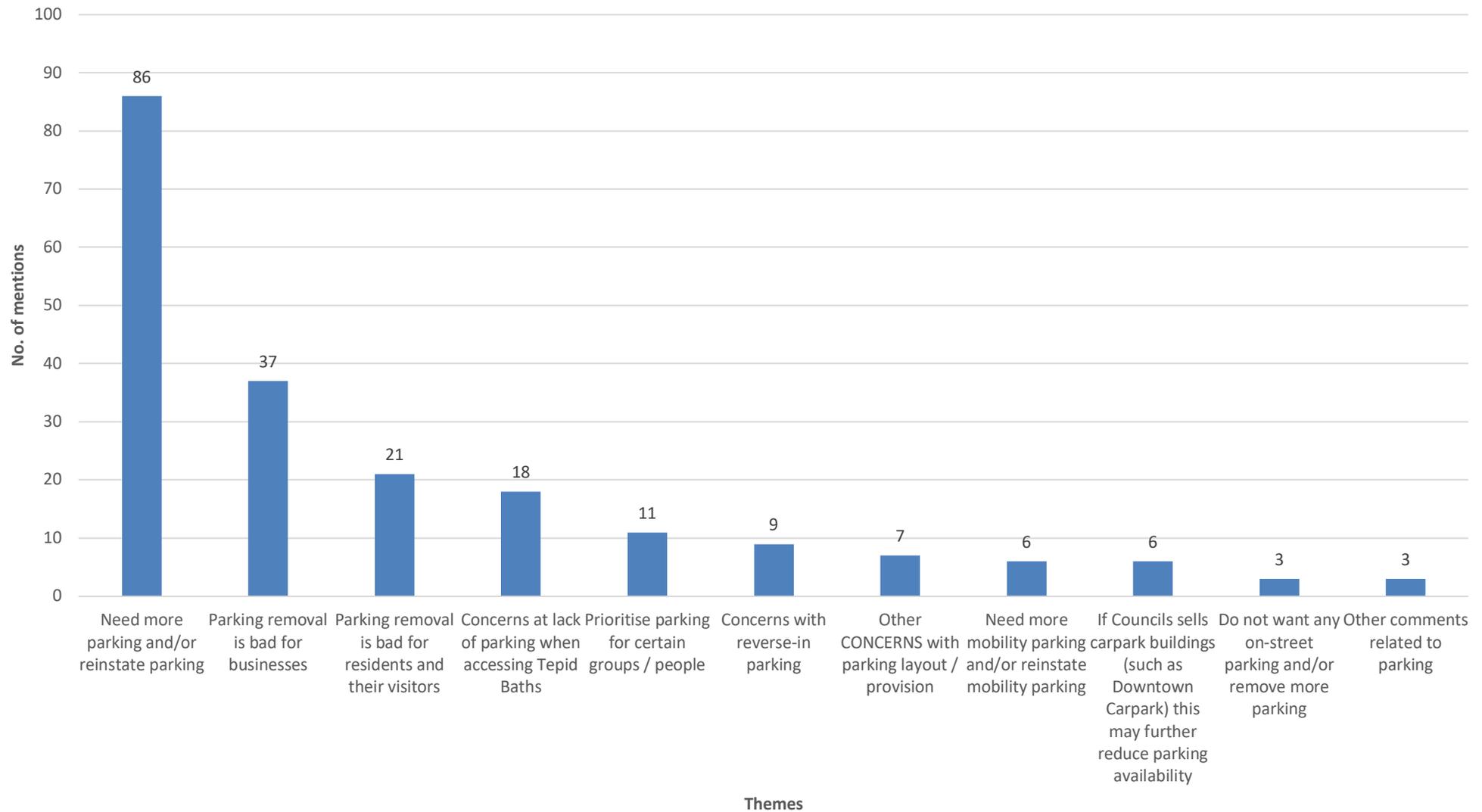
Top 10 themes - Respondents that like changes to parking



Top 8 themes - Respondents that like changes to parking subject to further changes



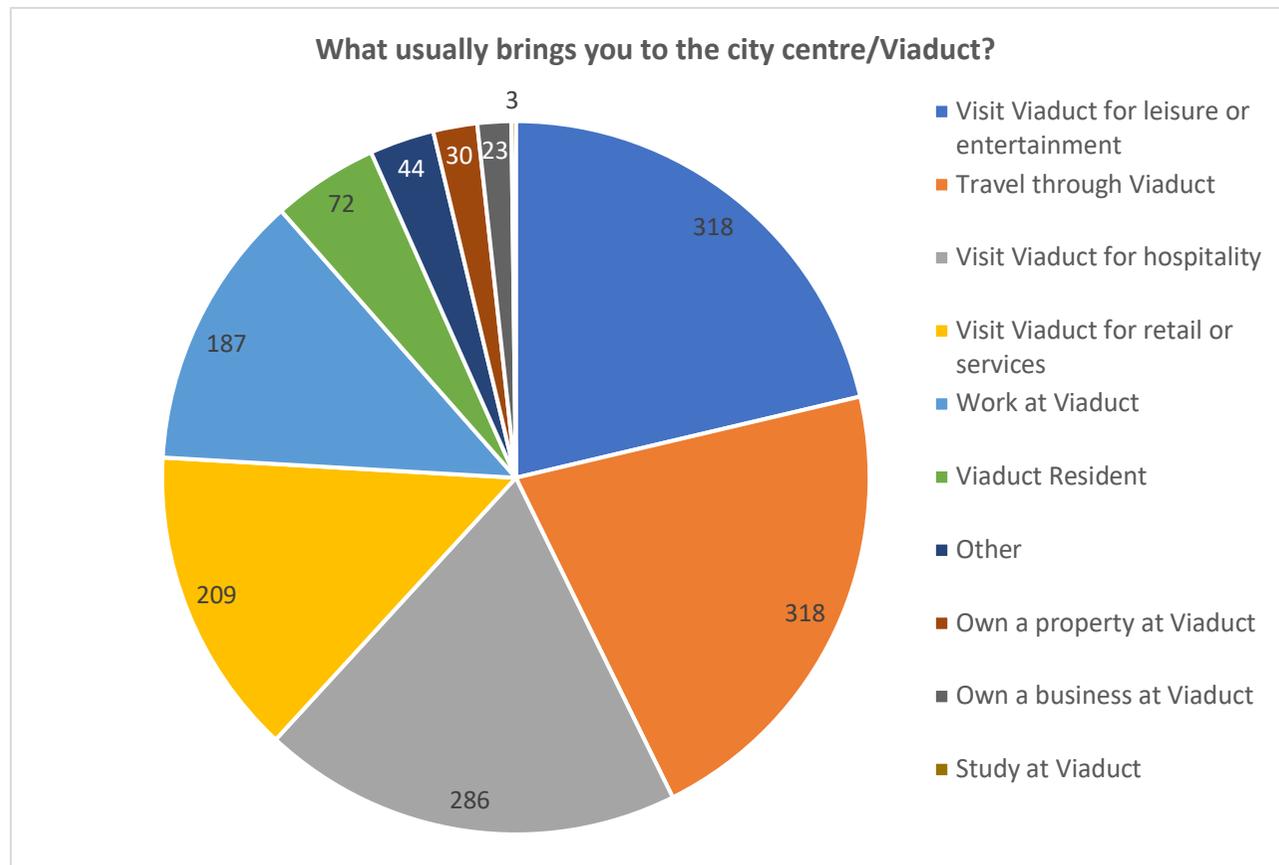
Top 11 themes - Respondents that dislike changes to parking



Feedback based on respondent reasons for visiting the Viaduct

We received feedback on the proposal from 583 respondents.

- The graph below shows respondents reasons for visiting the Viaduct*.
- The graphs on the following pages show the tick-box answers by reason for visiting the Viaduct as well as the themes that were most mentioned for each reason for visiting the Viaduct*.

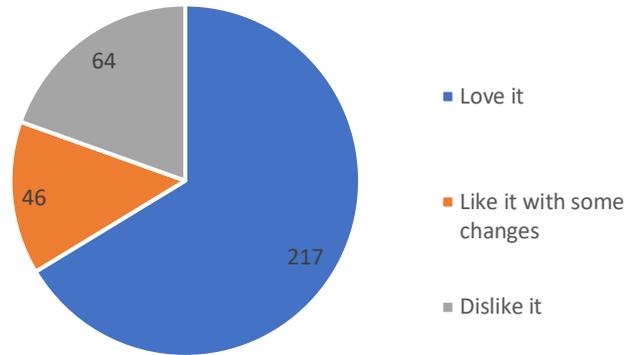


*Multiple Counts

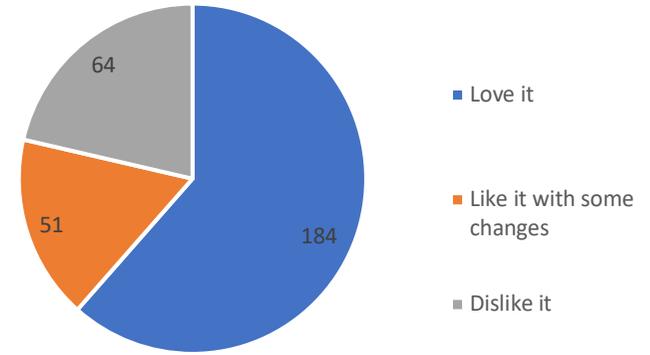
Respondents could select more than one reason for visiting the Viaduct. For example, someone may have selected 'I work within the Viaduct' and 'I visit the Viaduct for retail or services'. This means:

- The total number for people's interest in the proposal (graph to the left) adds to more than 583.
- With regard to the graphs on the pages that follow, if someone selected their interest in the proposal as 'I work within the Viaduct' and 'I visit the Viaduct for retail or services', then any tick-box answer or theme this person contributed to would be counted as a mention on the graph for 'I work within the Viaduct' and the graph for 'I visit the Viaduct for retail or services'.
- The multiple counts described in the bullets above only apply in this section of the report.

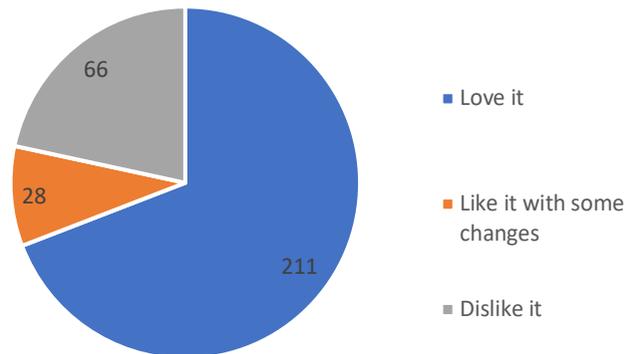
What do you think of the two-way cycleway? Visit Viaduct for leisure or entertainment



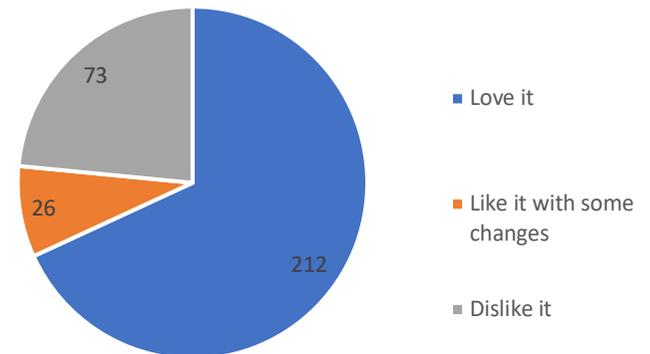
What do you think of the loading/drop-off zones? Visit Viaduct for leisure or entertainment



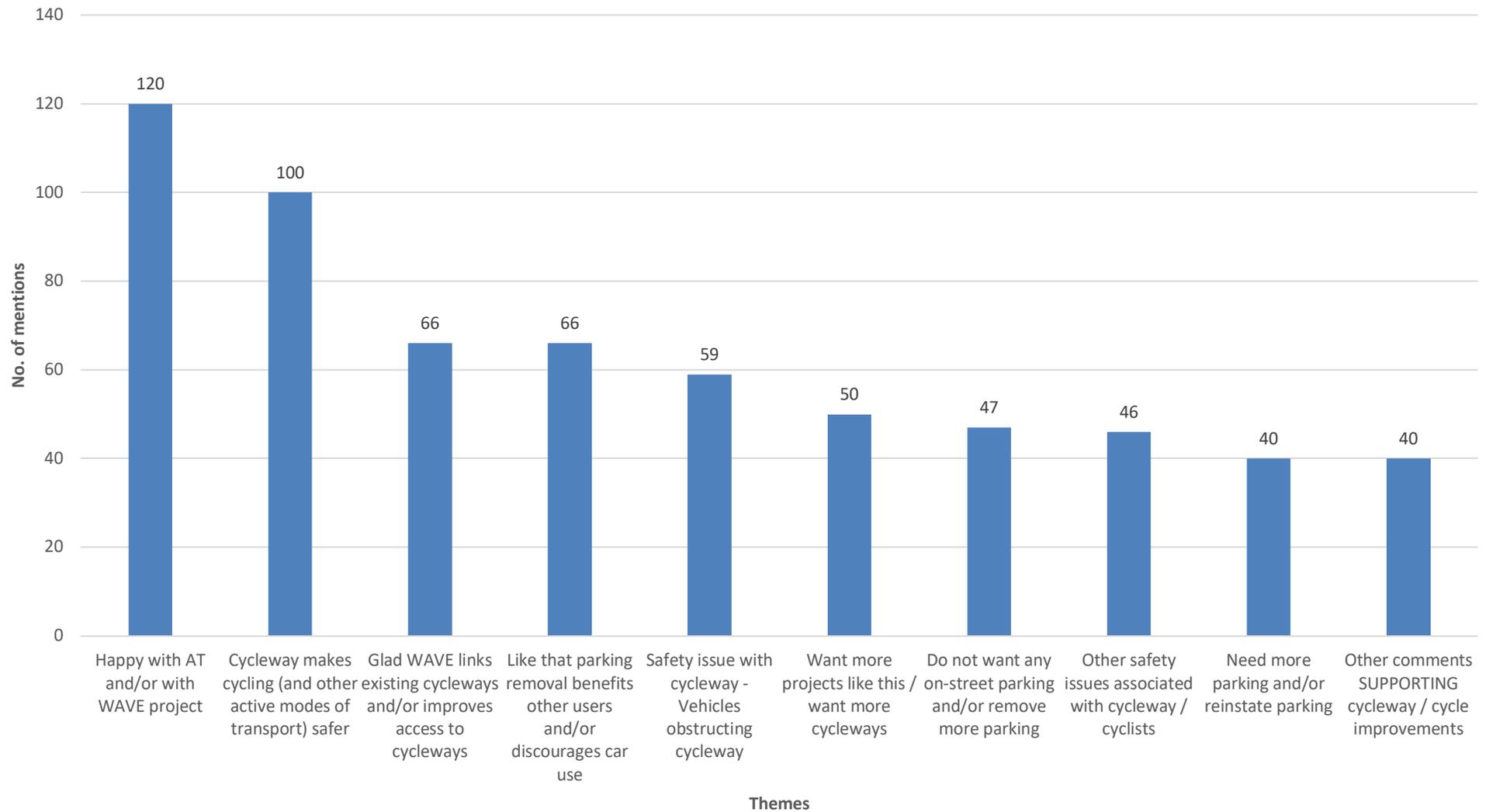
What do you think of the one-way traffic system? Visit Viaduct for leisure or entertainment



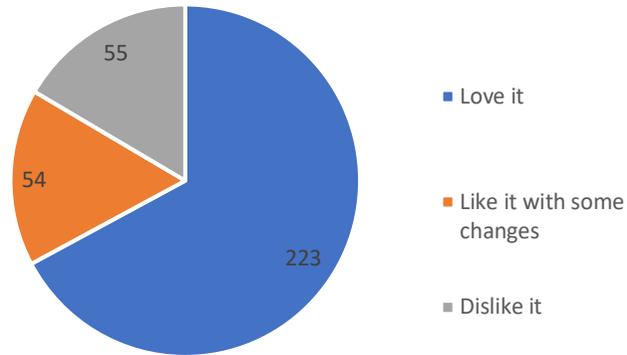
What do you think of the changes to parking? Visit Viaduct for leisure or entertainment



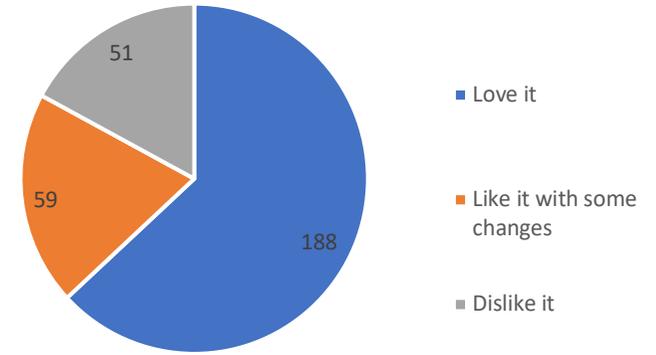
Top 10 themes - Visit Viaduct for leisure or entertainment



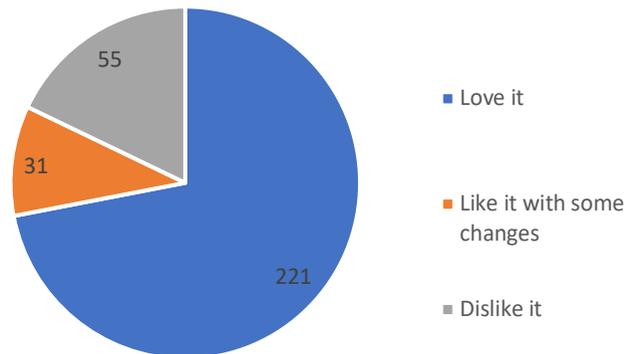
What do you think of the two-way cycleway? Travel through Viaduct



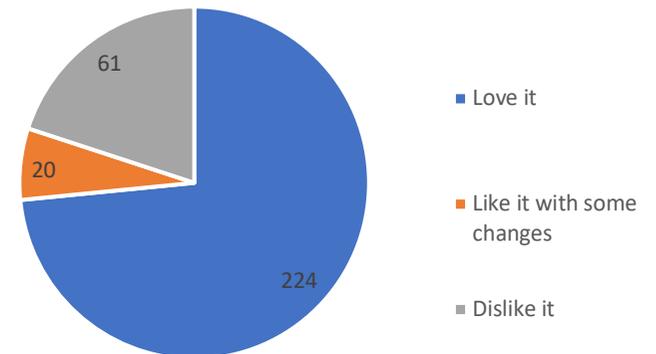
What do you think of the loading/drop-off zones? Travel through Viaduct



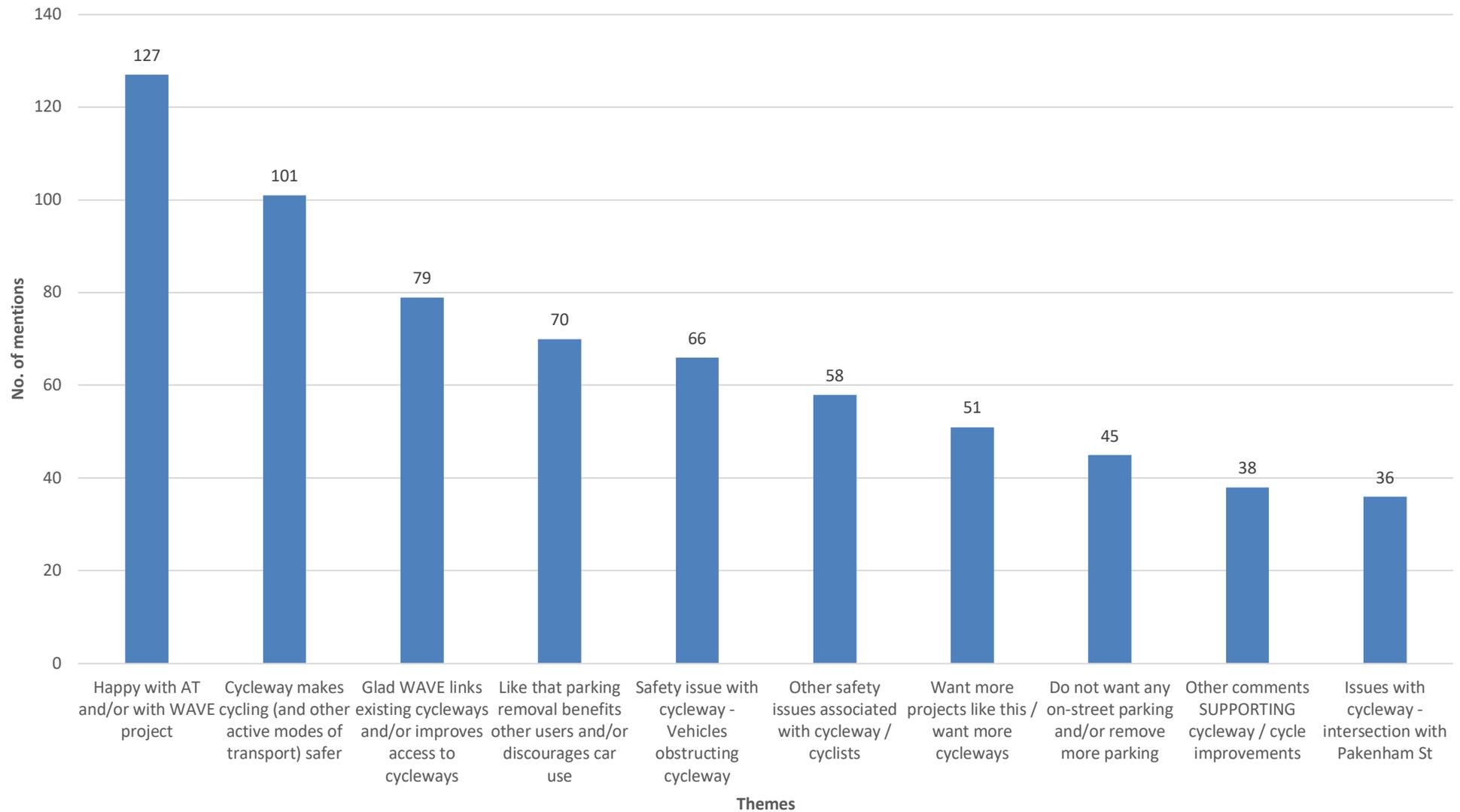
What do you think of the one-way traffic system? Travel through Viaduct



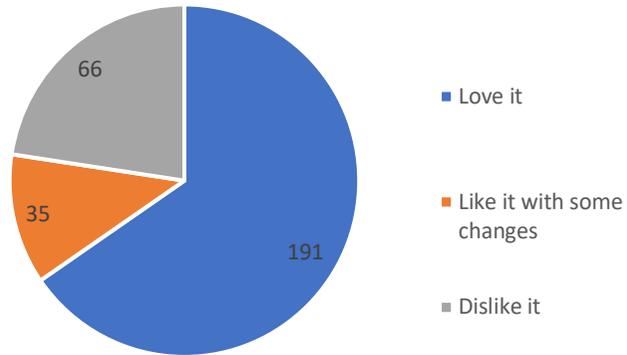
What do you think of the changes to parking? Travel through Viaduct



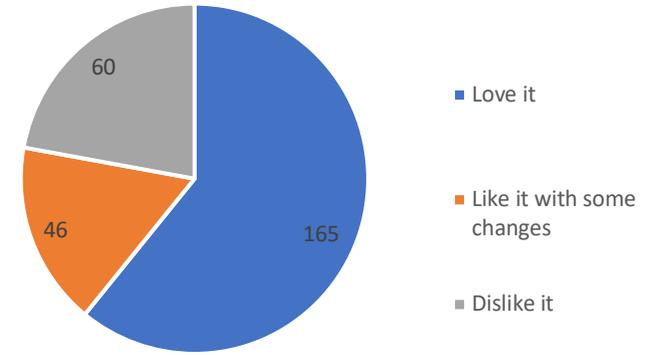
Top 10 themes - Travel through Viaduct



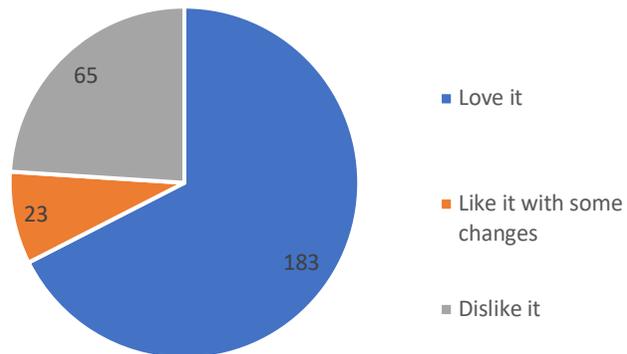
What do you think of the two-way cycleway? Visit Viaduct for hospitality



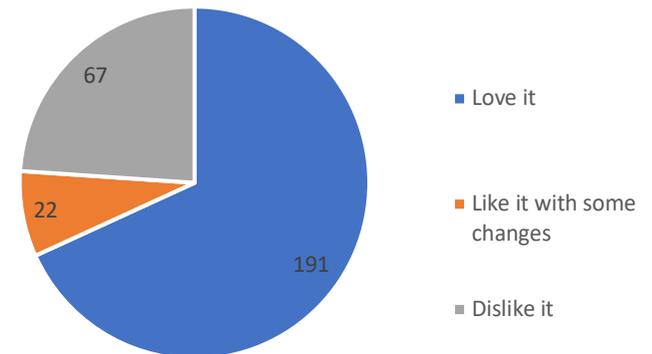
What do you think of the loading/drop-off zones? Visit Viaduct for hospitality



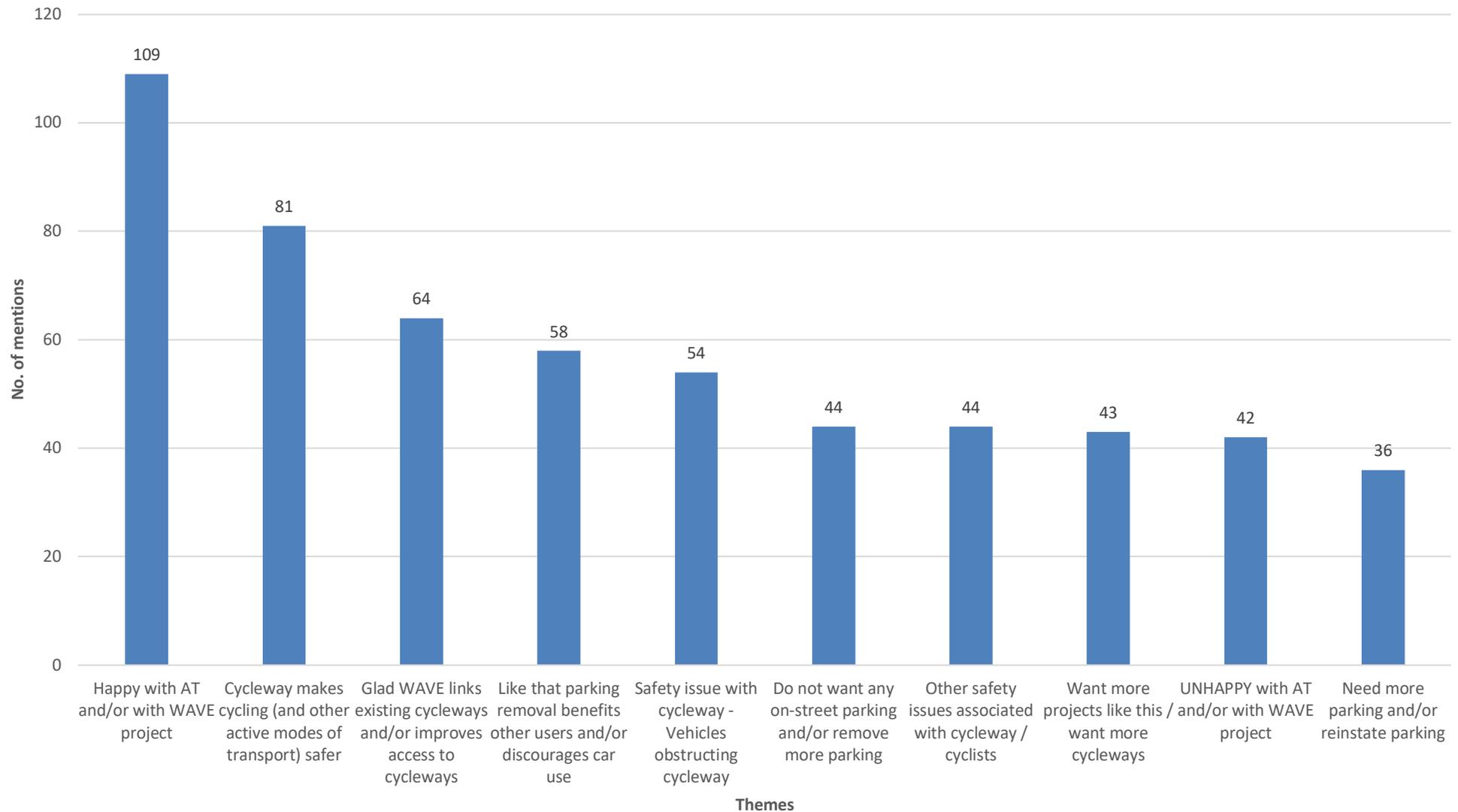
What do you think of the one-way traffic system? Visit Viaduct for hospitality



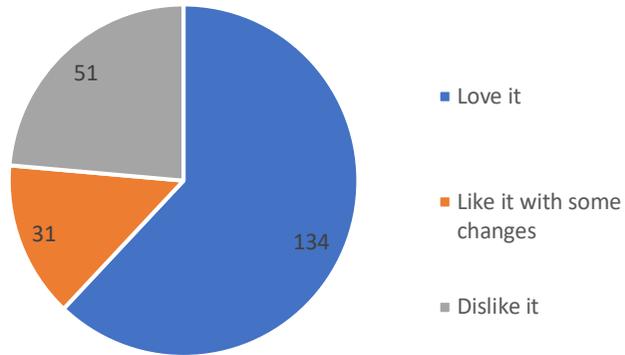
What do you think of the changes to parking? Visit Viaduct for hospitality



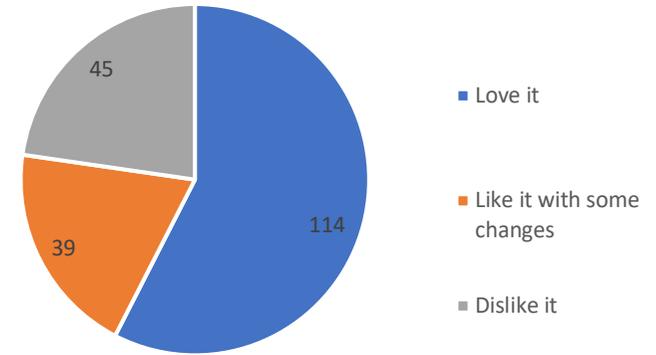
Top 10 themes - Visit Viaduct for hospitality



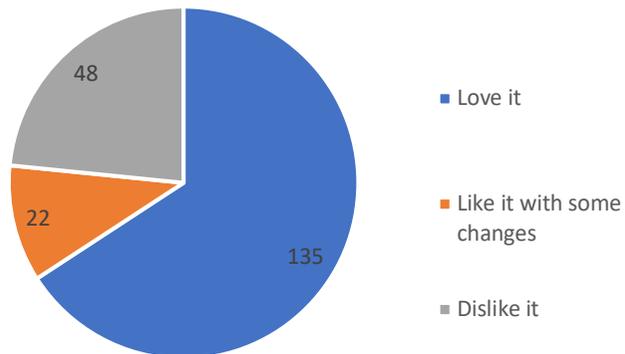
What do you think of the two-way cycleway? Visit Viaduct for retail or services



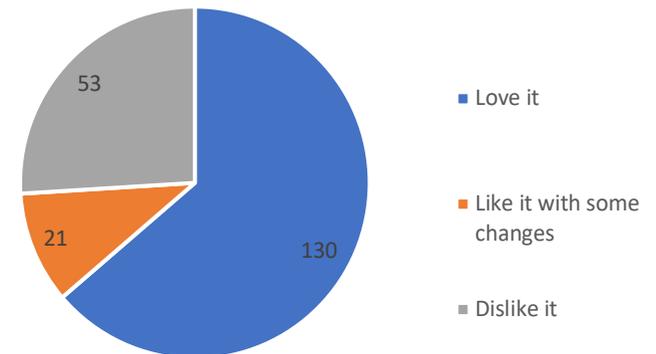
What do you think of the loading/drop-off zones? Visit Viaduct for retail or services



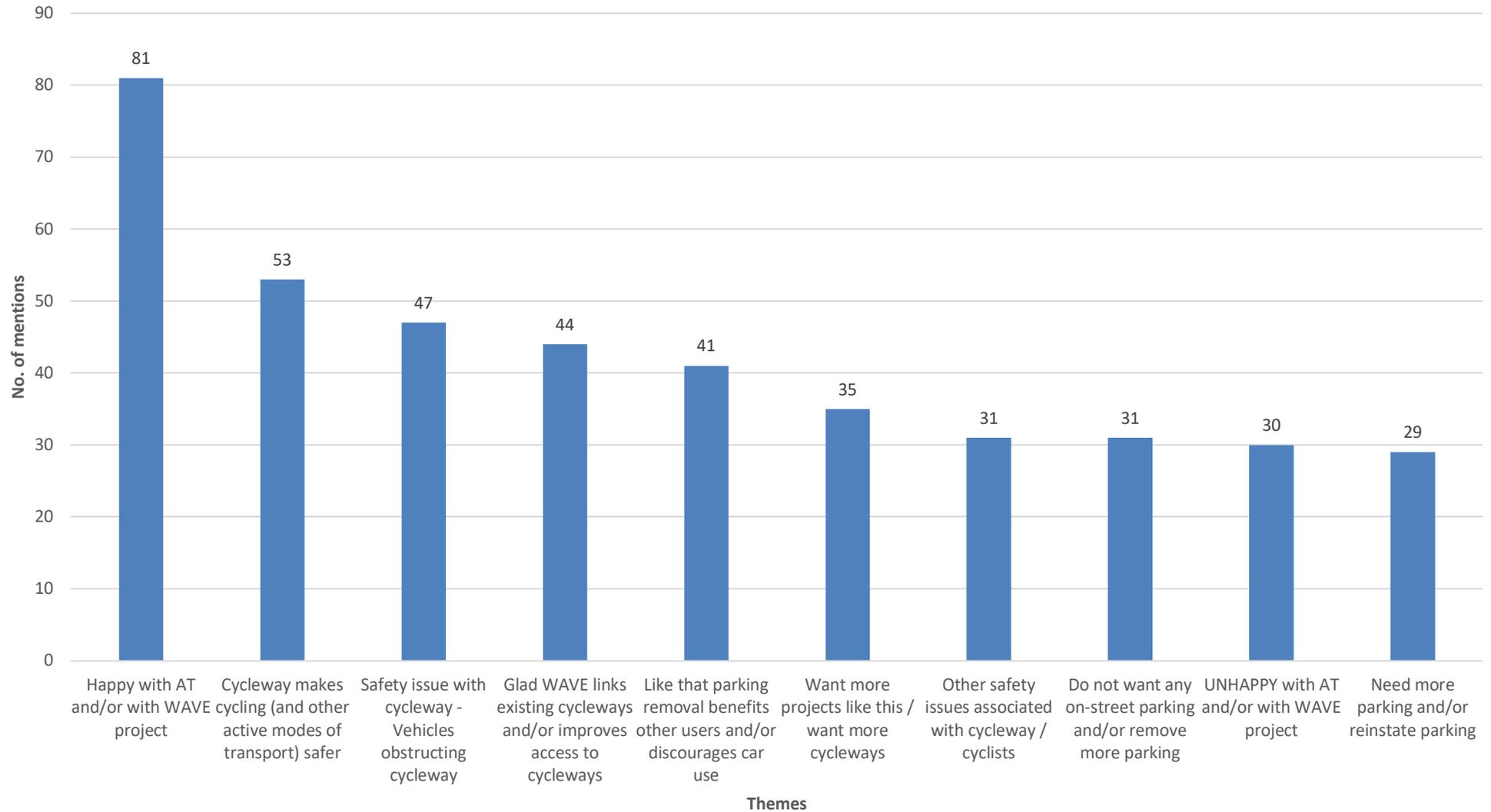
What do you think of the one-way traffic system? Visit Viaduct for retail or services



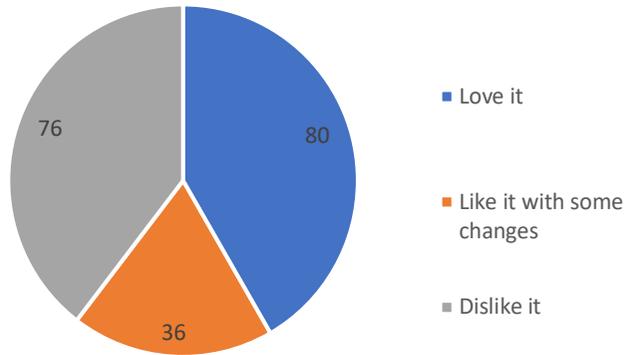
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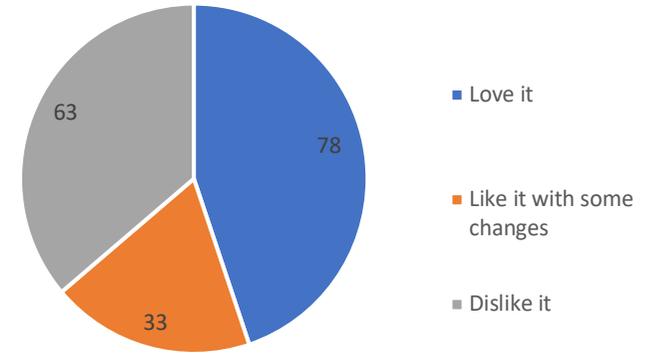
Top 10 themes - Visit Viaduct for retail or services



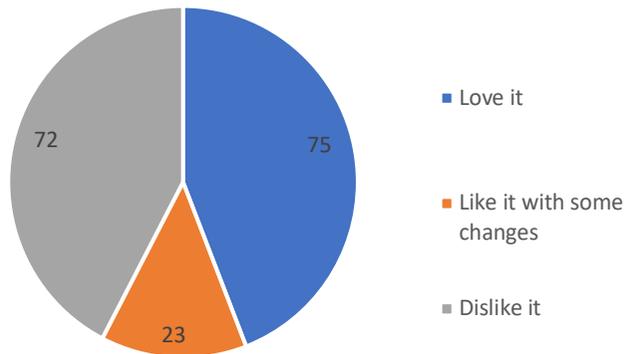
What do you think of the two-way cycleway? Work at Viaduct



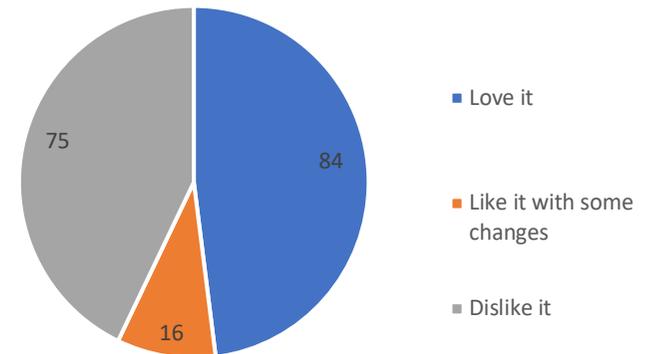
What do you think of the loading/drop-off zones? Work at Viaduct

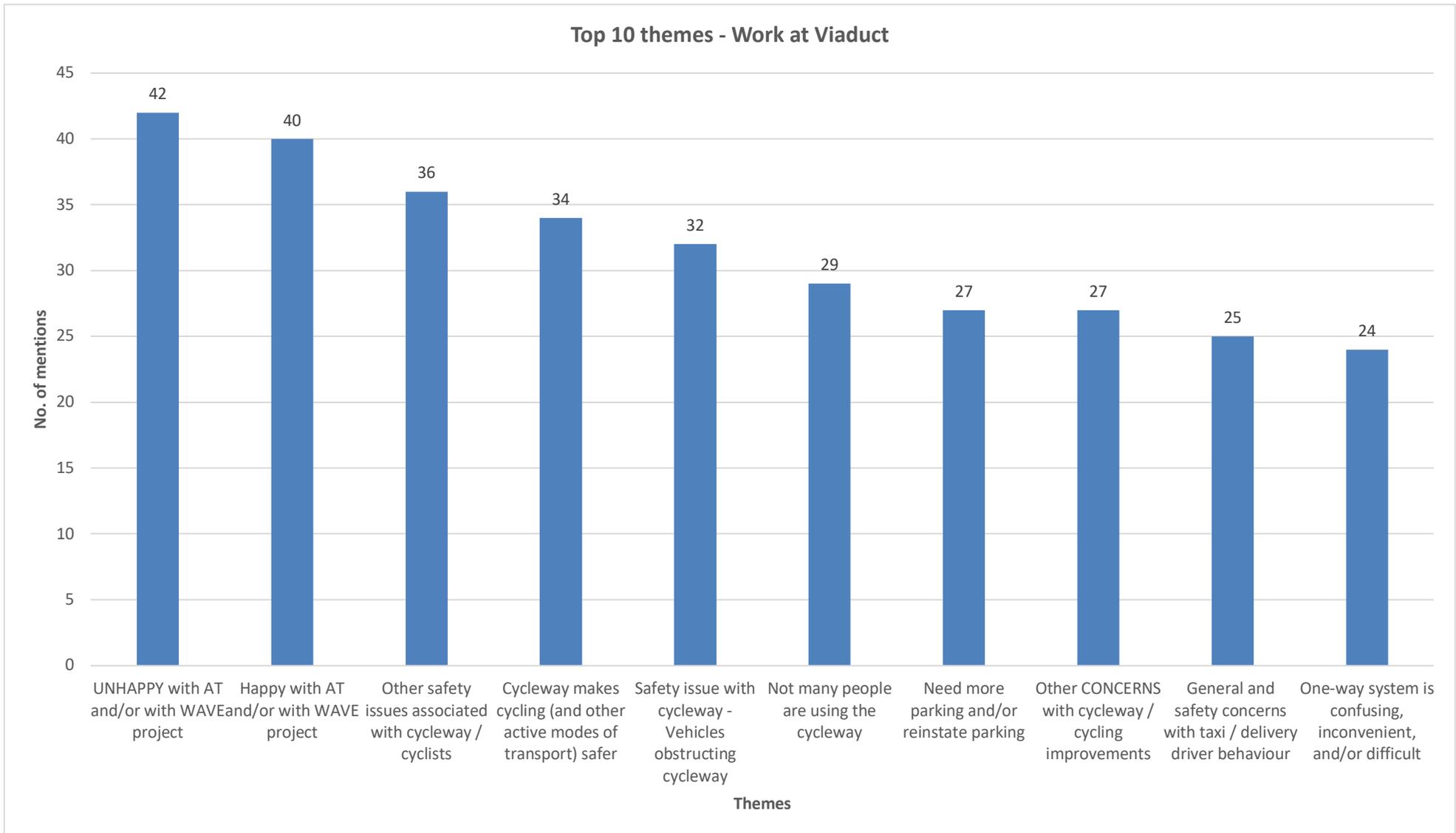


What do you think of the one-way traffic system? Work at Viaduct

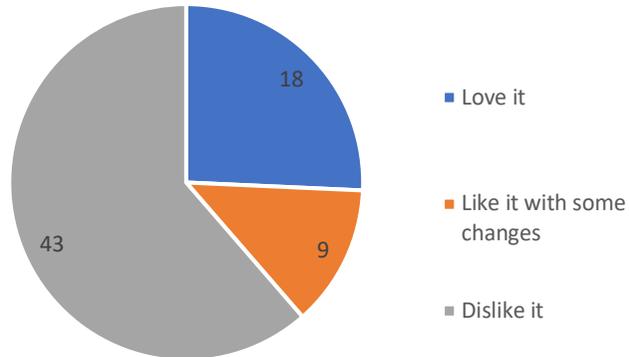


What do you think of the changes to parking? Work at Viaduct

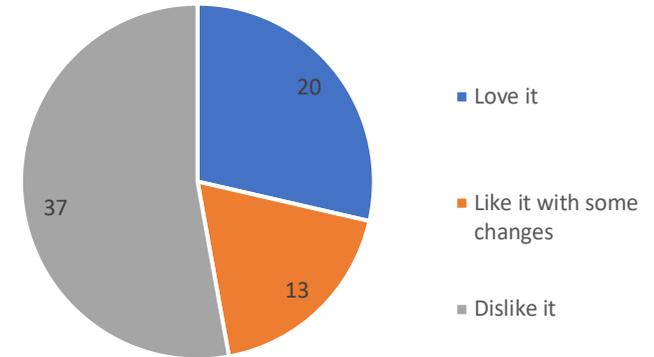




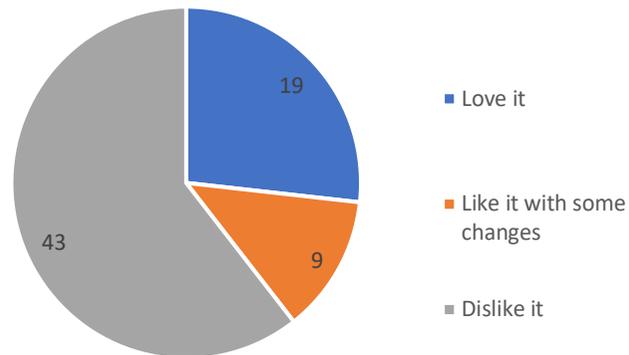
What do you think of the two-way cycleway? Viaduct residents



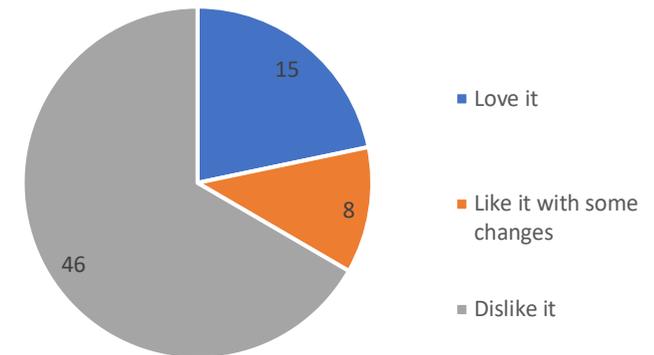
What do you think of the loading/drop-off zones? Viaduct residents

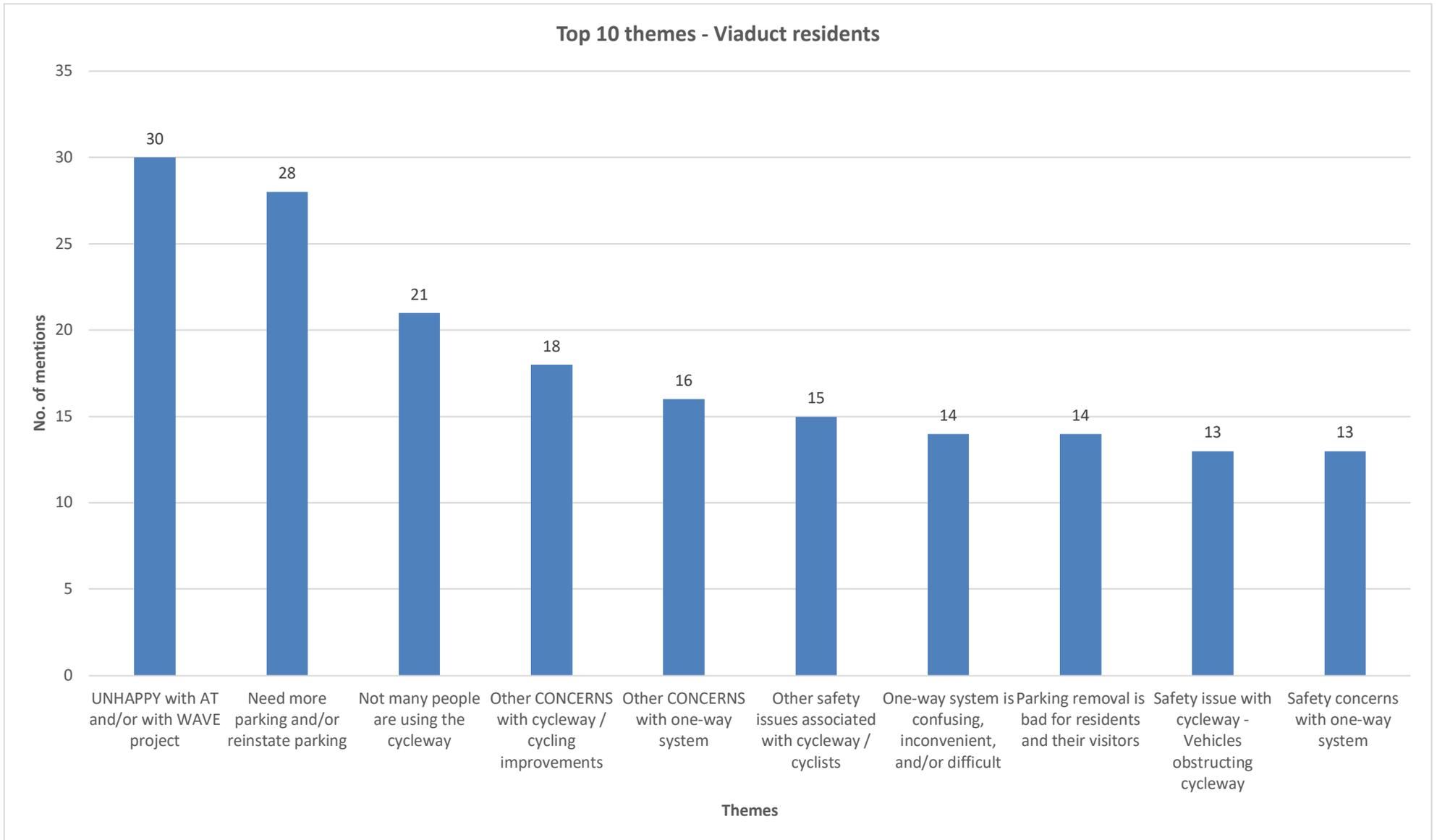


What do you think of the one-way traffic system? Viaduct residents

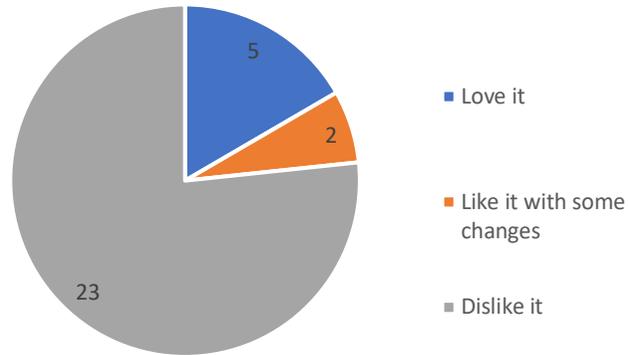


What do you think of the changes to parking? Viaduct residents

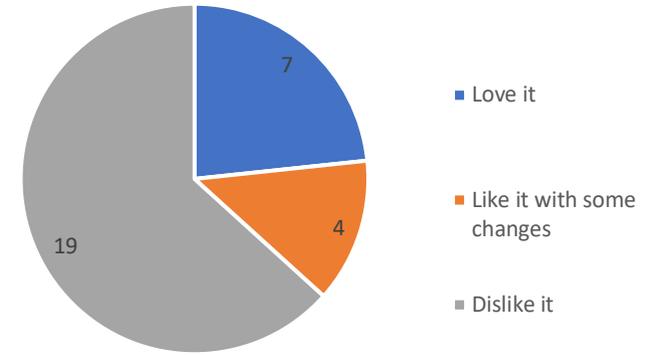




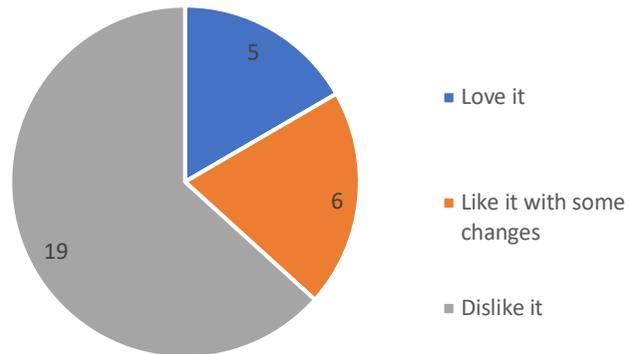
What do you think of the two-way cycleway? Own a property at Viaduct



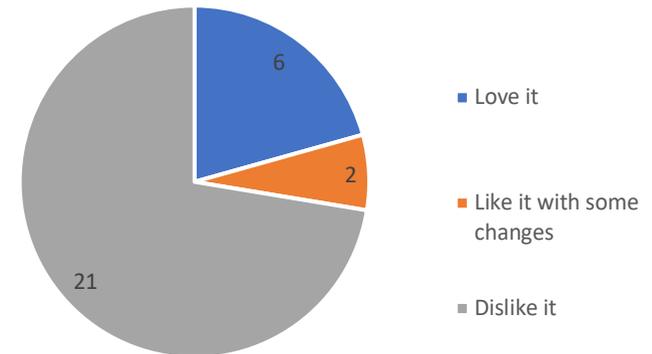
What do you think of the loading/drop-off zones? Own a property at Viaduct

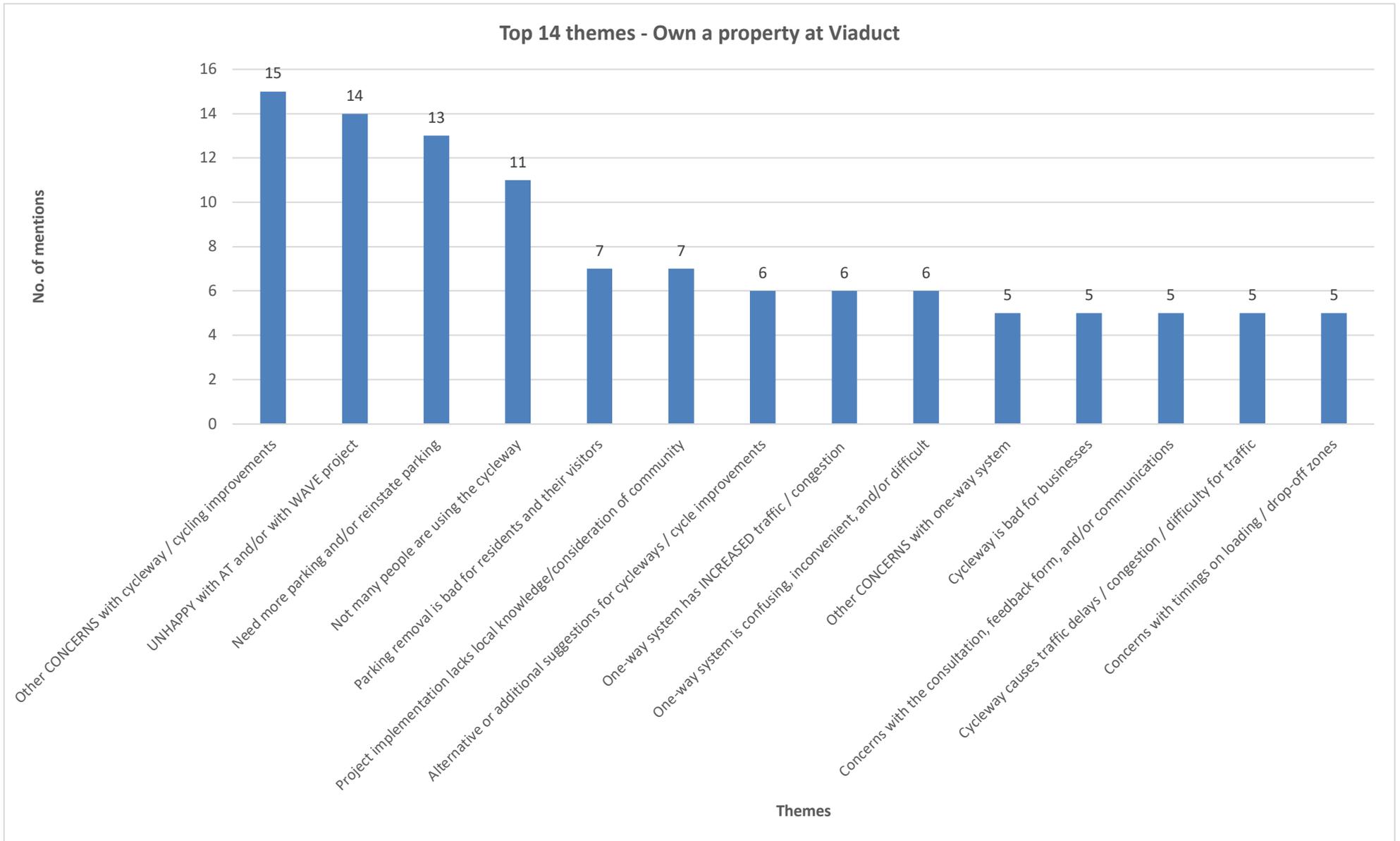


What do you think of the one-way traffic system? Own a property at Viaduct

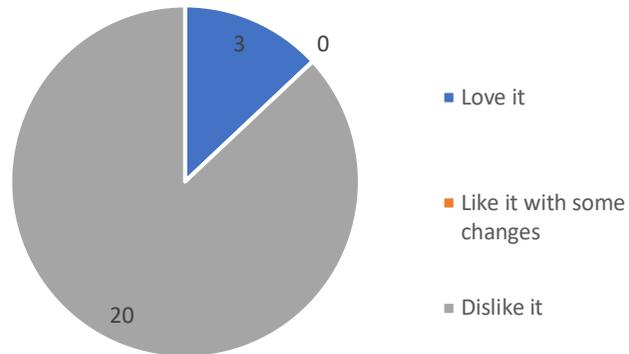


What do you think of the changes to parking? Own a property at Viaduct

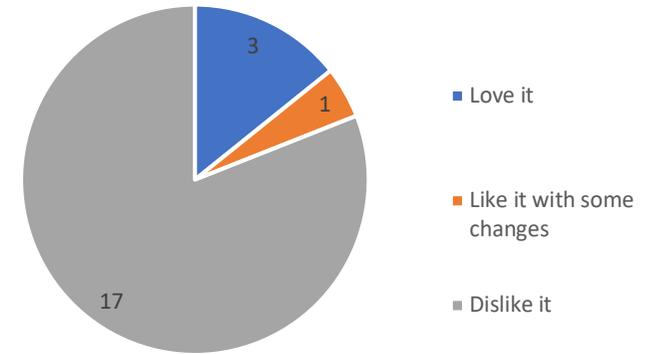




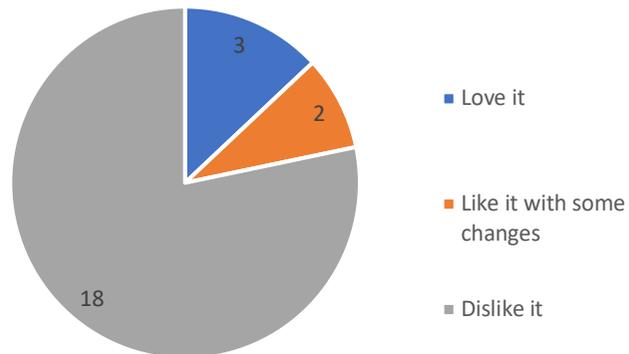
What do you think of the two-way cycleway? Own a business at Viaduct



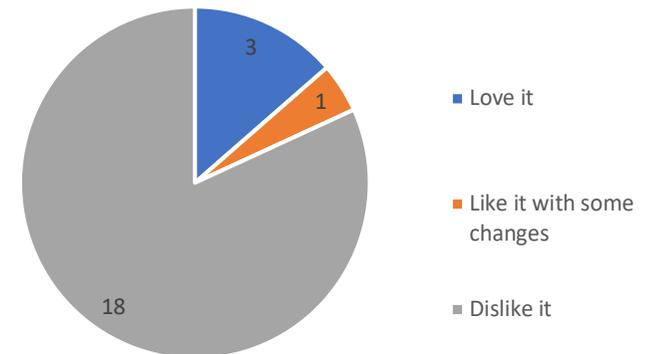
What do you think of the loading/drop-off zones? Own a business at the Viaduct

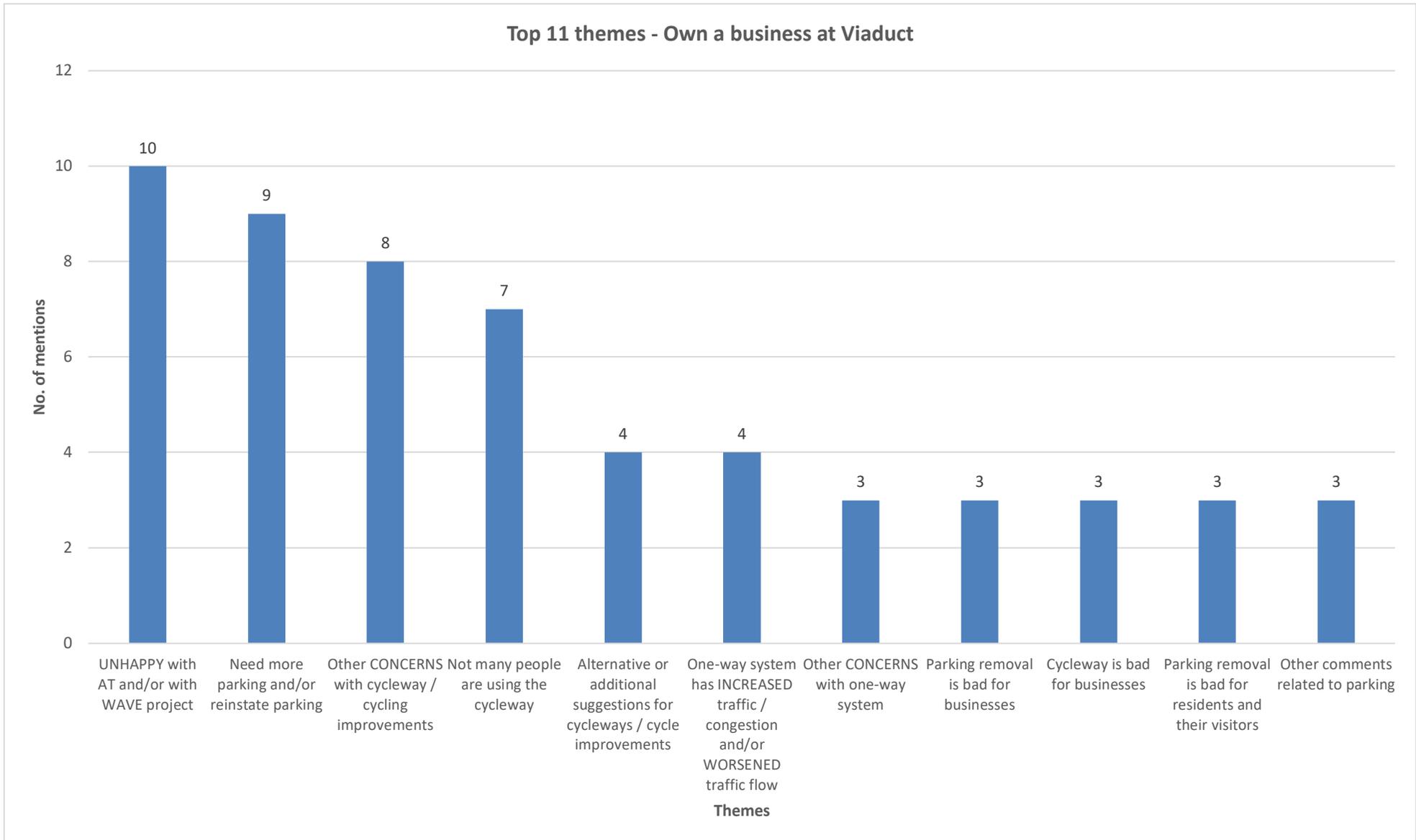


What do you think of the one-way traffic system? Own a business at Viaduct

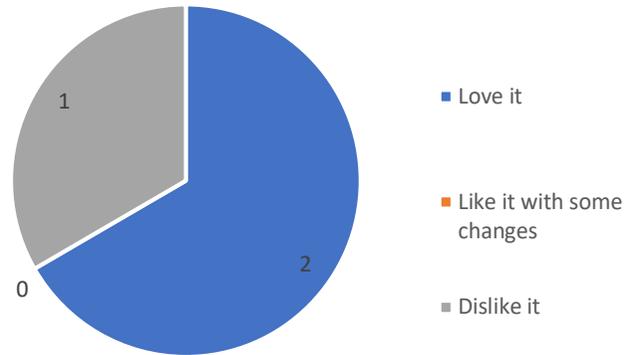


What do you think of the changes to parking? Own a business at Viaduct

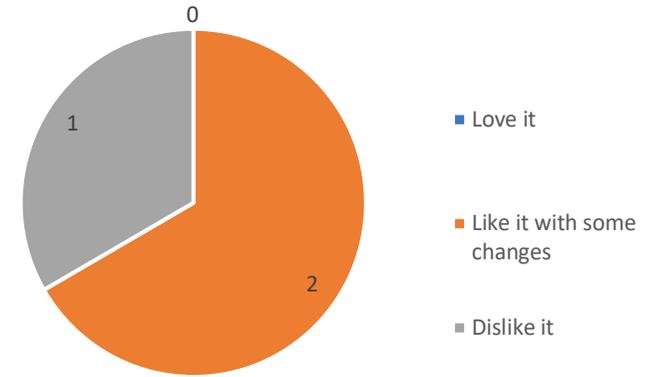




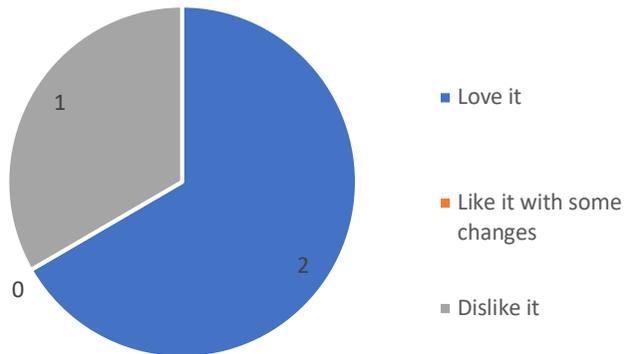
What do you think of the two-way cycleway? Study at Viaduct



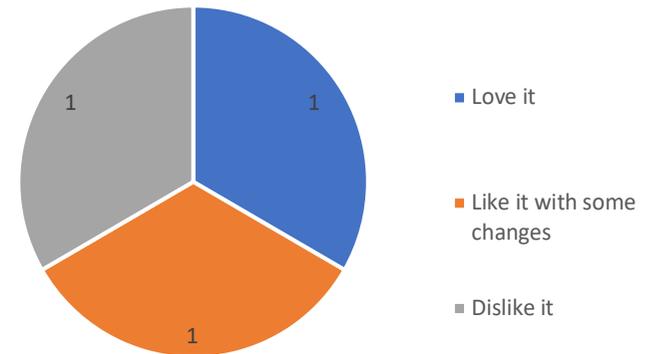
What do you think of the loading/drop-off zones? Study at Viaduct



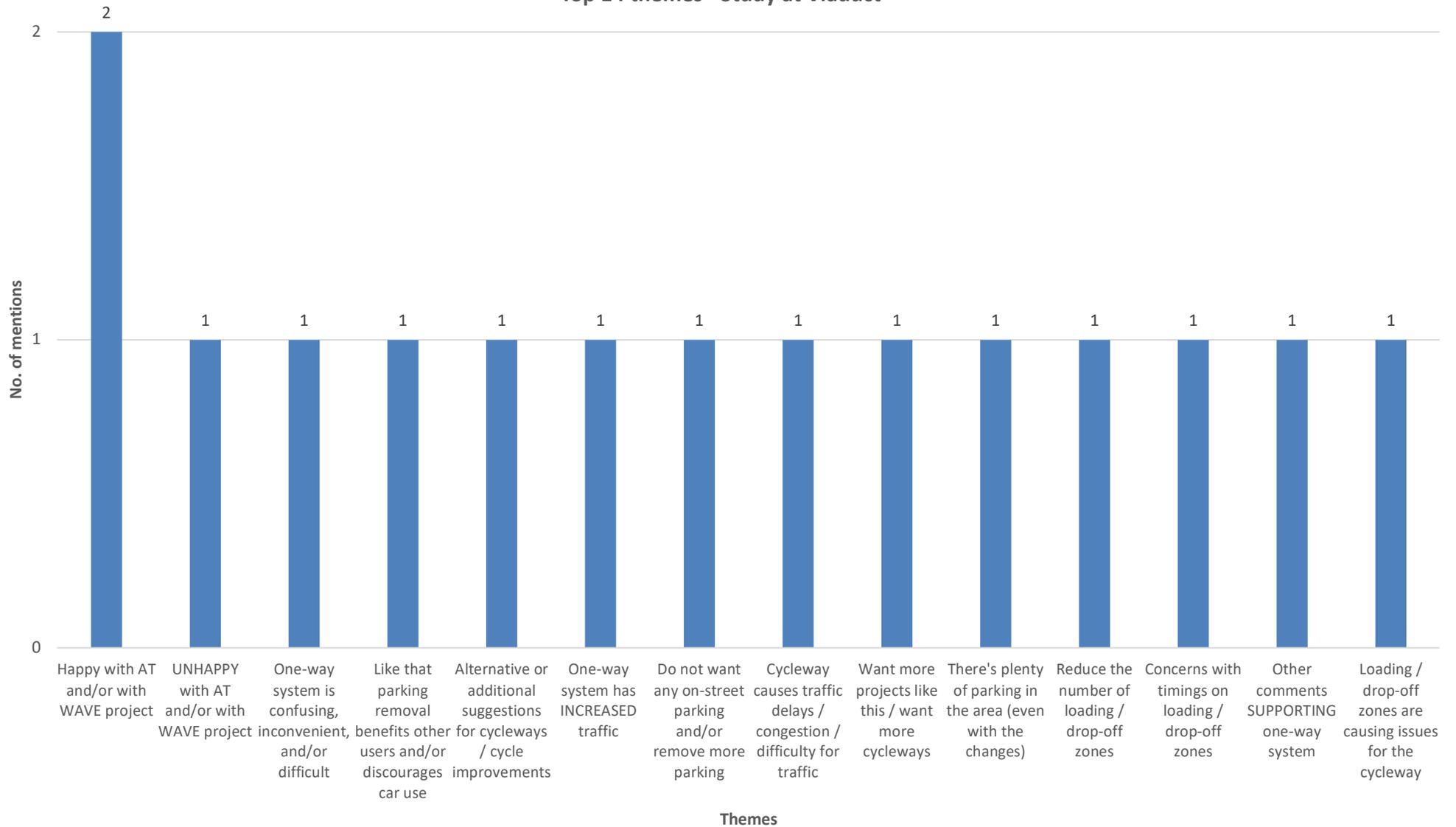
What do you think of the one-way traffic system? Study at Viaduct



What do you think of the changes to parking? Study at Viaduct



Top 14 themes - Study at Viaduct



Attachment 1: Feedback form

HAVE YOUR SAY – Project WAVE

We're trialling a new cycleway, loading zones, and drop-off areas through the Viaduct.

What usually brings you to the City Centre/Viaduct? Please select all that apply

- Resident
- Business owner
- Property owner
- Work
- Study in the area (please specify type)
- Visit for leisure
- Visit for shopping
- Visit for dining/hospitality
- Passing through (please specify destination)
- Other (please specify)

Two-way cycleway

A two-way trial cycleway runs along Market Place, Customs Street West (between Market Place and Lower Hobson Street), and Lower Hobson Street.

Benefits:

- A safe connection between the Nelson Street and Quay Street cycleways.



Love it



Like it with some changes



Dislike it

What could we change to improve the cycleway?

Loading zones and taxi/rideshare drop-off areas

Project WAVE is trialling changes to loading zones and their use as taxi/rideshare drop-off between 6pm and 6am. We've added around 22 metres of space for loading and around 60 metres of space for taxi/rideshare drop-off.



Love it



Like it with some changes



Dislike it

What could we change to improve the loading zones and taxi/rideshare drop-off areas?

One-way traffic system

A trial one-way system operates northbound on Market Place (between Pakenham Street East and Customs Street West) and westbound on Customs Street West (between Lower Hobson Street and Pakenham Street East).



Love it



Like it with some changes



Dislike it

What could we change to improve the one-way traffic system?

Parking

Changes introduced by Project WAVE impacts on-street parking within the area, removing 25 pay-by-plate car parks. All existing mobility car parks have been retained.



Love it



Like it with some changes



Dislike it

What could we change to improve parking?

Have you any other feedback for the Project WAVE team?

Attachment 2: Aleph Project WAVE Preliminary Assessment Report



JULY 21, 2021

PROJECT WAVE
PRELIMINARY ASSESSMENT

MARKET PLACE | CUSTOMS STREET WEST | LOWER HOBSON STREET

KENT YAP & GREG THORBURN
ALEPH LIMITED



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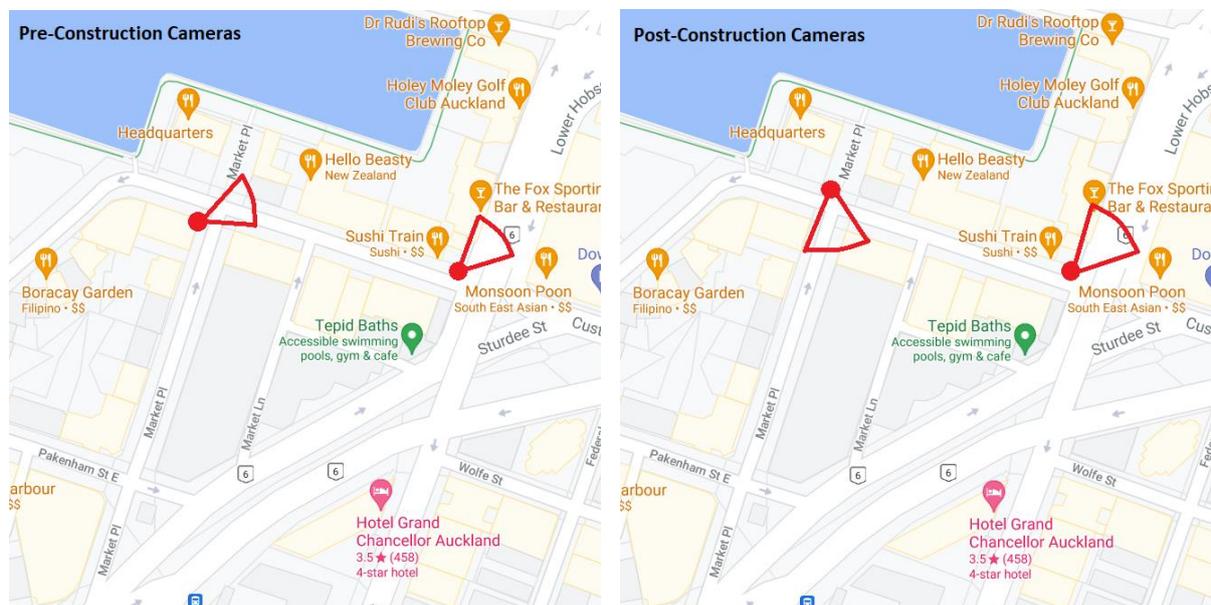
Introduction

Auckland Transport (AT) has asked Aleph to provide an analysis for Parking, Traffic and Pedestrian comparison data for Project Wave. The analysis will show data for Pre-Works (pre-Project WAVE) versus Post-Works (post-Project WAVE implementation). The project focuses on the roads **Market Place (MP)**, **Customs Street West (CSW)** and **Lower Hobson Street (LHS)**. An example of the post-works route is shown below.



The cameras capture high-definition video footage after being installed. We gather the footage from regular intervals which gets processed by us after the fact. The video is run through object detection software to identify desired targets and track movements through the captured area.

For example, if there is an unmarked vehicle dropping off or picking up passengers, we assume that they are rideshare drivers but could also be public instead of marked taxis. Below are the camera locations:



Lower Hobson Street – Data Collection Times

The Pre-Works survey was carried out over 4 days per the following schedule for **LHS**:

- **Thursday 11th February 2021 – 24 Hours Basis**
- **Friday 12th February 2021 – 24 Hours Basis**
- **Saturday 13th February 2021 – 24 Hours Basis**
- **Sunday 14th February 2021 – 24 Hours Basis**

The Post-Works survey was carried out over 4 days per the following schedule for **LHS**:

- **Thursday 20th May 2021 – 24 Hours Basis**
- **Friday 21st May 2021 – 24 Hours Basis**
- **Saturday 22nd May 2021 – 24 Hours Basis**
- **Sunday 23rd May 2021 – 24 Hours Basis**

The post survey in this report also covers the following hours but no pre-works survey is included:

- **Monday 24th May 2021 – 24 Hours Basis**
- **Tuesday 25th May 2021 – 24 Hours Basis**
- **Wednesday 26th May 2021 – 24 Hours Basis**
- **Thursday 27th May 2021 – 24 Hours Basis**
- **Friday 28th May 2021 – 12am to 2pm**
- **Started collecting again from Sunday 27th June 2021 up till current date.**

Market Place / Customs Street West – Data Collection Times

The Pre-Works survey was carried out over 4 days per the following schedule for **MP/CSW**:

- **Thursday 11th February 2021 – 24 Hours Basis**
- **Friday 12th February 2021 – 3pm to Midnight**
- **Saturday 13th February 2021 – 12am to 9am**
- **Sunday 14th February 2021 – 9am to Midnight**

The Post-Works survey was carried out over 4 days per the following schedule for **MP/CSW**:

- **Thursday 20th May 2021 – 24 Hours Basis**
- **Friday 21st May 2021 – 3pm to Midnight**
- **Saturday 22nd May 2021 – 12am to 9am**
- **Sunday 23rd May 2021 – 9am to Midnight**

The post survey in this report also covers the following hours but no pre-works survey is included:

- **Monday 24th May 2021 – 24 Hours Basis**
- **Tuesday 25th May 2021 – 7pm to Midnight**
- **Wednesday 26th May 2021 – 24 Hours Basis**
- **Thursday 27th May 2021 – 24 Hours Basis**
- **Friday 28th May 2021 – 12am to 9pm**
- **Started collecting again from Sunday 27th June 2021 up till current date.**

The goal is to capture two **key scenarios** in the zone:

- Loading Zone Parking, Traffic & Pedestrian on **Lower Hobson Street**
- Traffic & Pedestrian on **Market Place & Customs Street West**

Lower Hobson Street – Loading Zone Parking

For Lower Hobson Street we have analysed the loading zones on Parking. We are reporting on:

- Parking Occupancy
- Parking Counts
- Duration of Stay

In pre-construction we assumed there were up to 12 available spaces in the loading zone based on a 5-metre space for a standard vehicle and 1 metre in between the spaces.



In post-construction we assumed there were up to 7 available spaces based on the same assumption above.

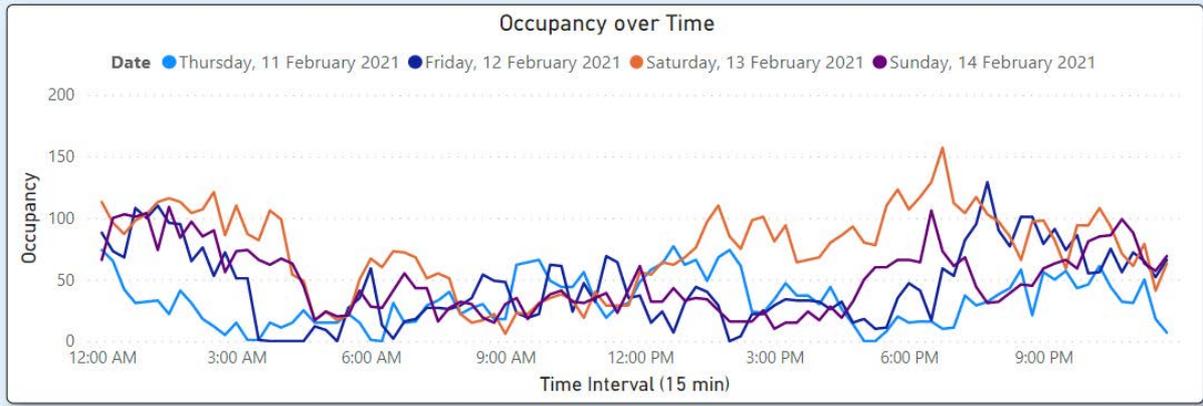


Parking Occupancy

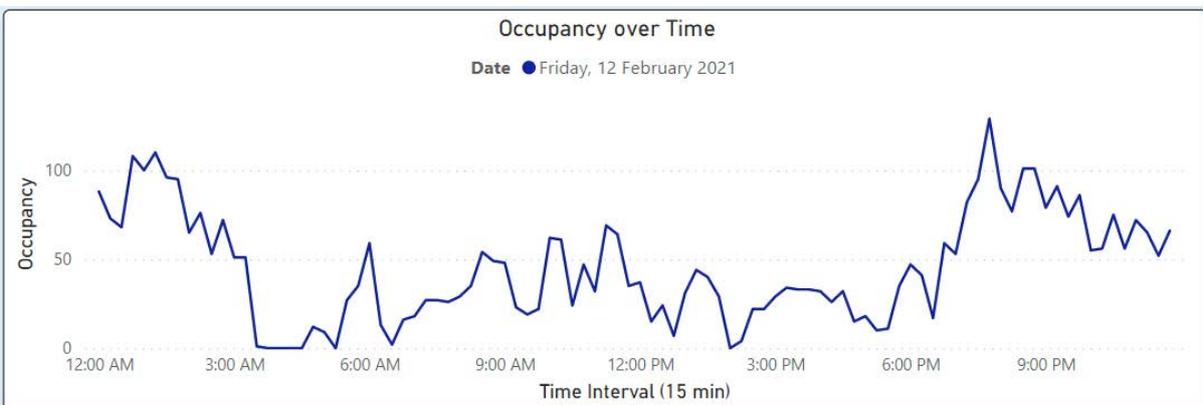
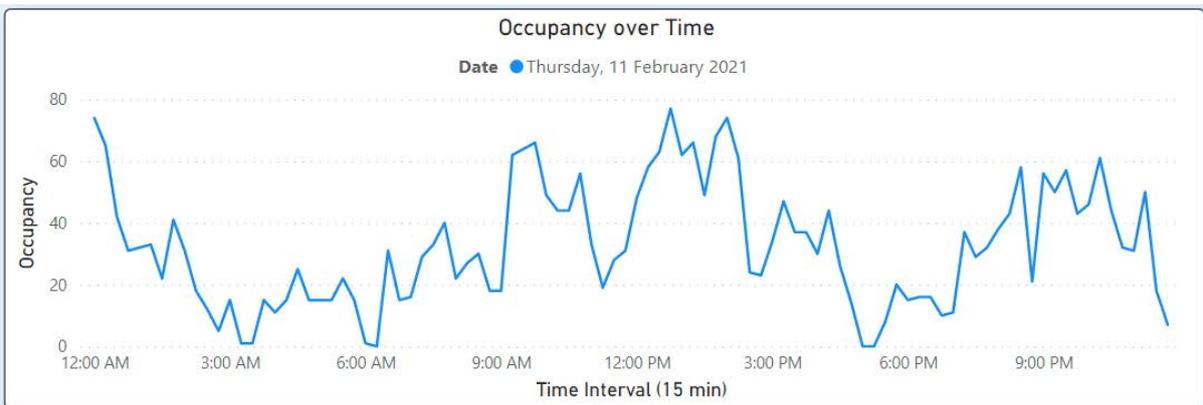
Pre-Works

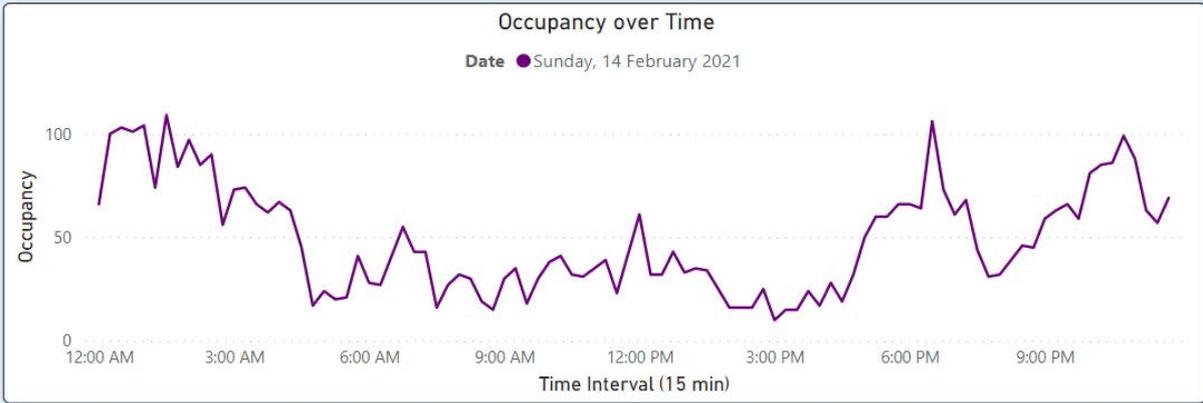
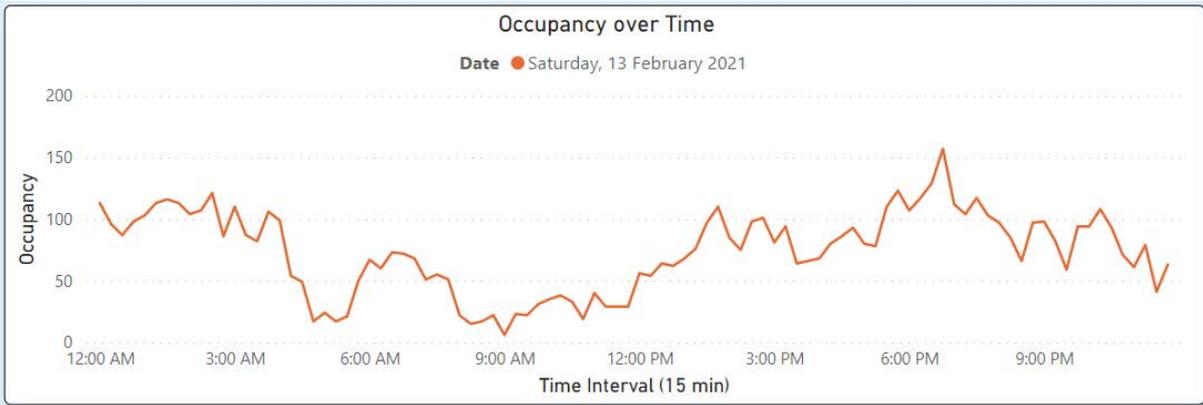
Below shows the parking occupancy for Thursday to Sunday pre-construction.

Vehicle Count :	237	294	531	312
Average Occupancy :	18%	25%	41%	27%



Occupancy Table																									
Day	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Thursday	29%	18%	9%	4%	9%	9%	7%	16%	13%	29%	27%	15%	34%	34%	25%	22%	16%	4%	8%	15%	22%	29%	25%	15%	18%
Friday	47%	56%	37%	14%	2%	10%	13%	14%	23%	16%	27%	28%	12%	20%	7%	18%	15%	10%	23%	50%	51%	46%	34%	35%	25%
Saturday	55%	62%	58%	53%	30%	16%	38%	31%	11%	11%	17%	18%	33%	49%	50%	42%	45%	54%	71%	61%	48%	46%	51%	34%	41%
Sunday	51%	52%	46%	38%	27%	15%	21%	18%	13%	16%	20%	19%	23%	18%	10%	9%	13%	33%	43%	28%	23%	34%	49%	38%	27%

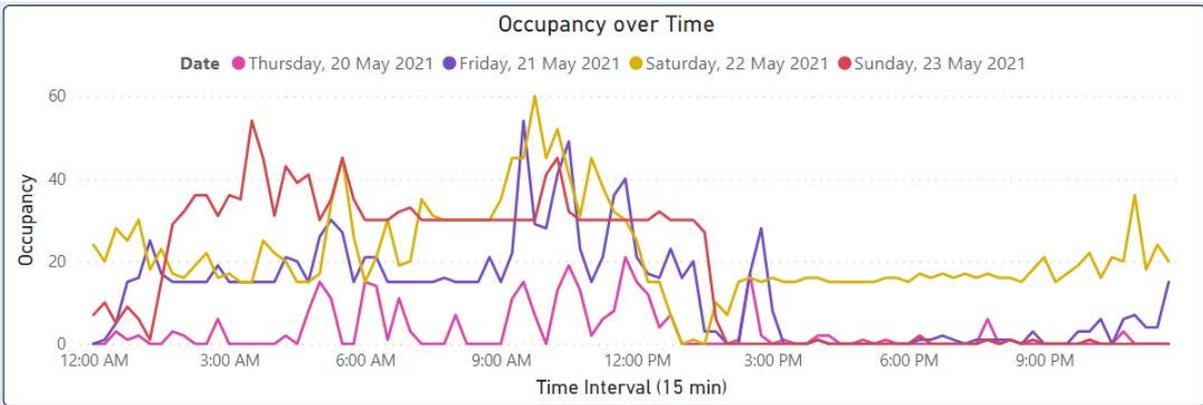




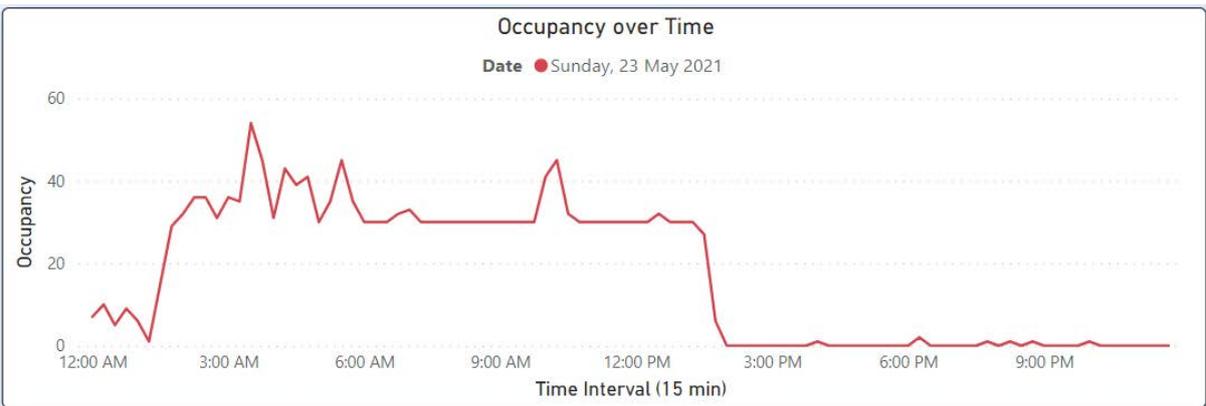
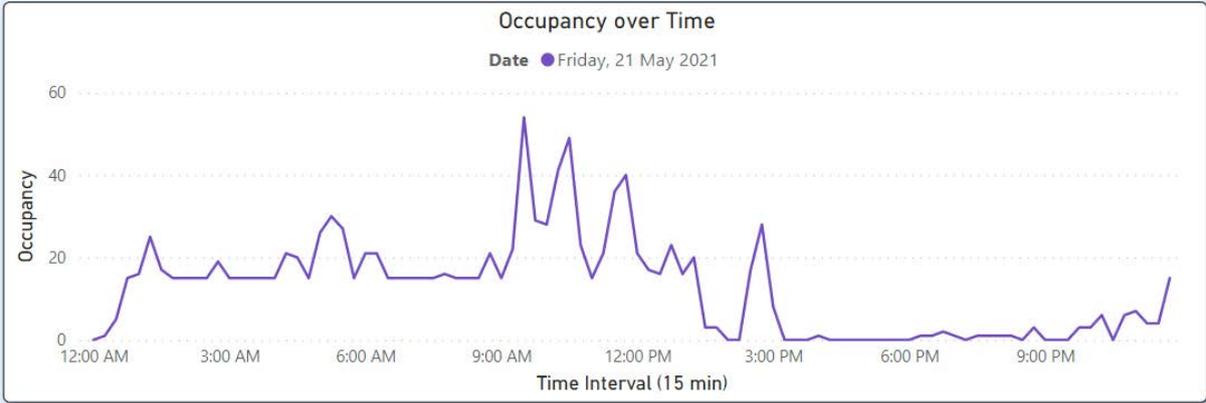
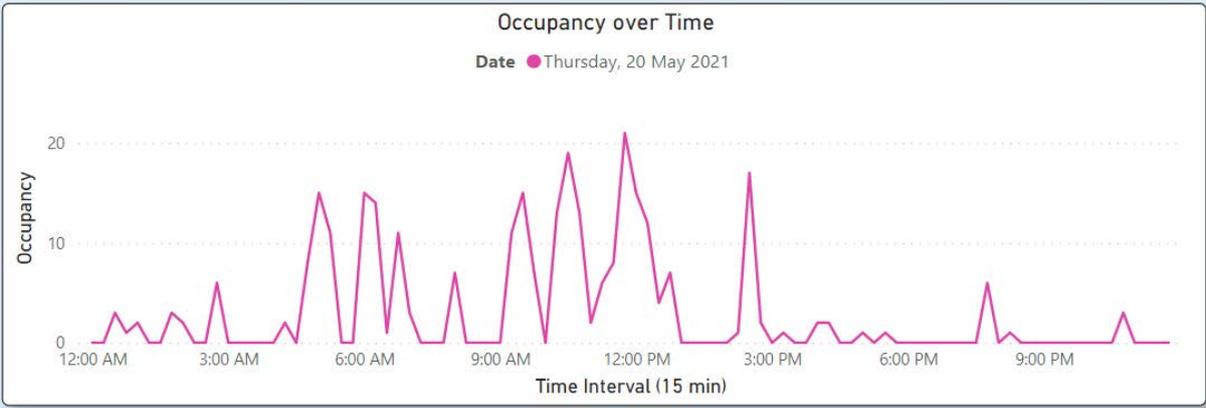
Post-Works

Below shows the parking occupancy for Thursday to Sunday post-construction.

	Thursday	Friday	Saturday	Sunday
Vehicle Count :	48	98	143	83
Average Occupancy :	3%	14%	24%	19%



Day	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Thursday	1%	1%	2%	0%	3%	7%	11%	1%	2%	9%	13%	10%	11%	0%	6%	0%	1%	1%	0%	2%	0%	0%	1%	0%	3%
Friday	6%	20%	18%	17%	20%	27%	20%	17%	18%	33%	39%	31%	21%	12%	13%	2%	0%	0%	1%	1%	1%	1%	4%	8%	14%
Saturday	27%	24%	20%	20%	20%	34%	24%	32%	33%	51%	47%	40%	17%	3%	15%	17%	17%	17%	18%	18%	18%	20%	22%	27%	24%
Sunday	9%	14%	38%	47%	43%	40%	34%	34%	33%	33%	41%	33%	34%	26%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	19%



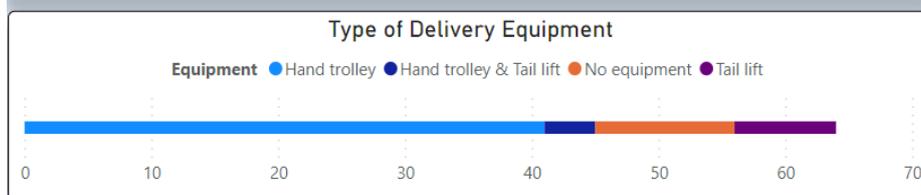
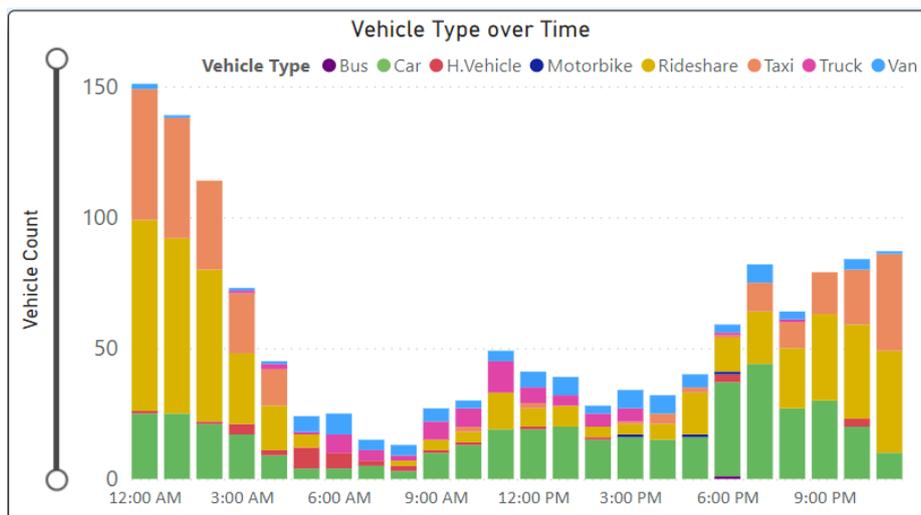
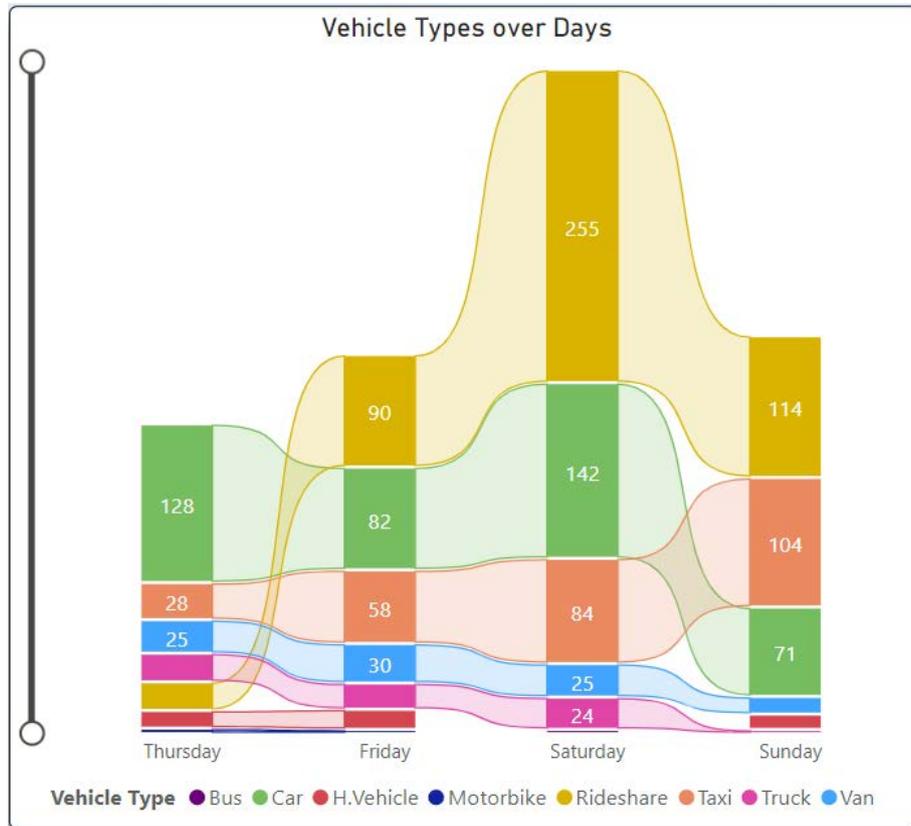
The vehicle counts and parking occupancy post-construction is much lower than pre-construction.

Parking Counts

Pre-Works

Below shows the loading zone parking counts for Thursday to Sunday pre-construction.

Vehicle Count :	Thursday	Friday	Saturday	Sunday
	237	294	531	312

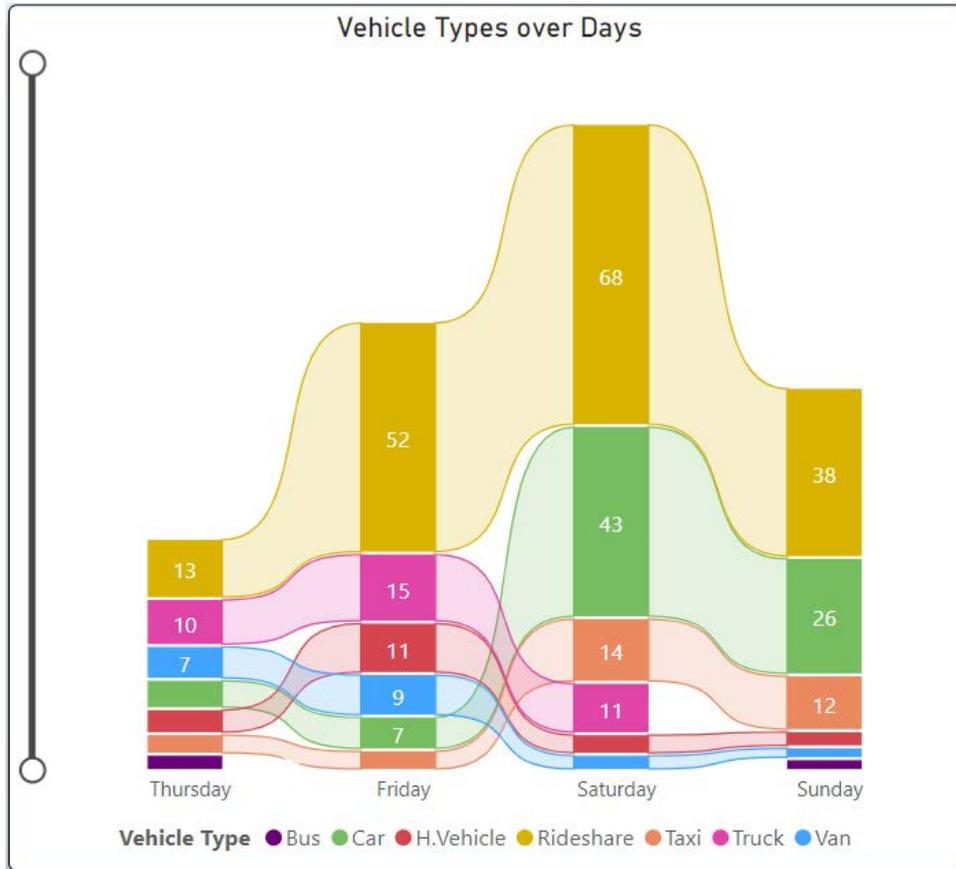


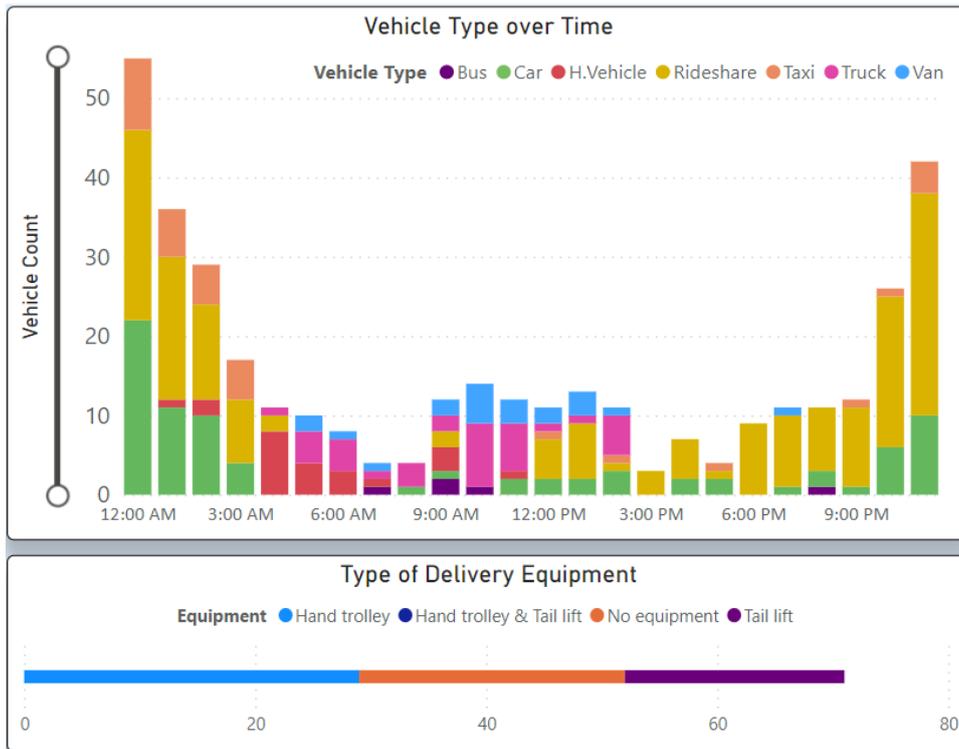
During 12am to 5am and 5pm to midnight, we have a lot more rideshares. This would most likely be presumably people going out for dinner or events.

Post-Works

Below shows the loading zone parking counts for Thursday to Sunday post-construction.

	Thursday	Friday	Saturday	Sunday
Vehicle Count :	48	98	143	83

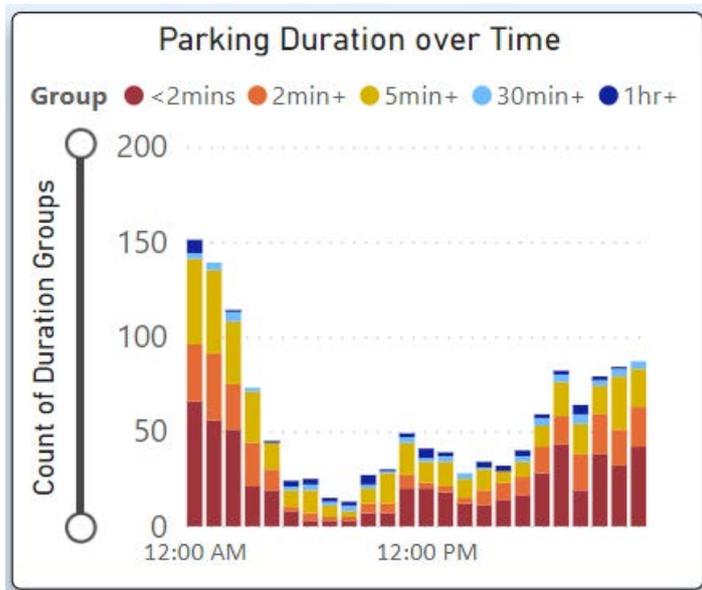




Duration of Stay

Pre-Works

Below shows the duration of stay for Thursday to Sunday pre-construction.

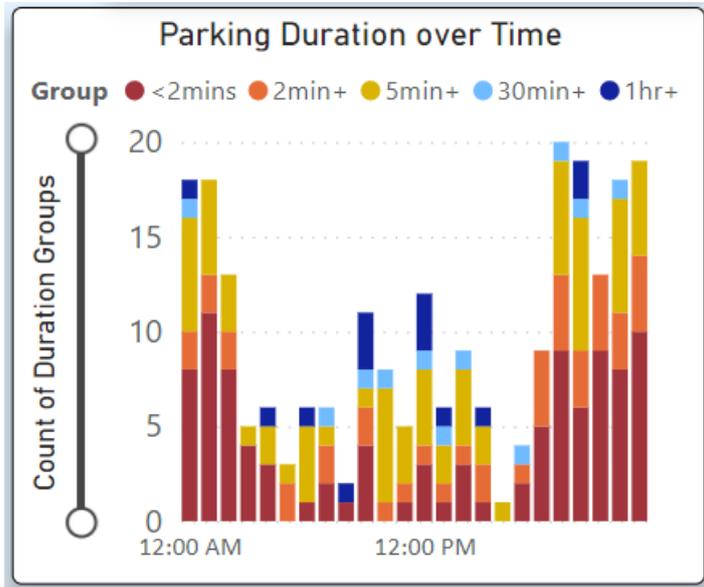


Time (1hr)	Average Duration of Parking
00:00	15
01:00	7
02:00	8
03:00	7
04:00	6
05:00	27
06:00	26
07:00	36
08:00	28
09:00	24
10:00	18
11:00	28
12:00	31
13:00	25
14:00	11
15:00	25
16:00	16
17:00	35
18:00	9
19:00	9
20:00	16
21:00	8
22:00	9
23:00	6
Total	14

There are quite a few vehicles parked more than 1 hour. These could be construction vehicles doing work around the area.

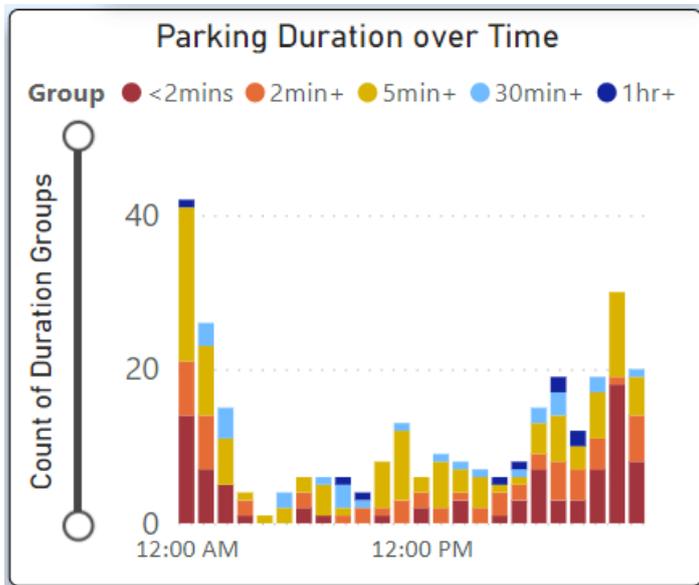
Below shows the duration of stay by day of the week.

Thursday Duration of Stay



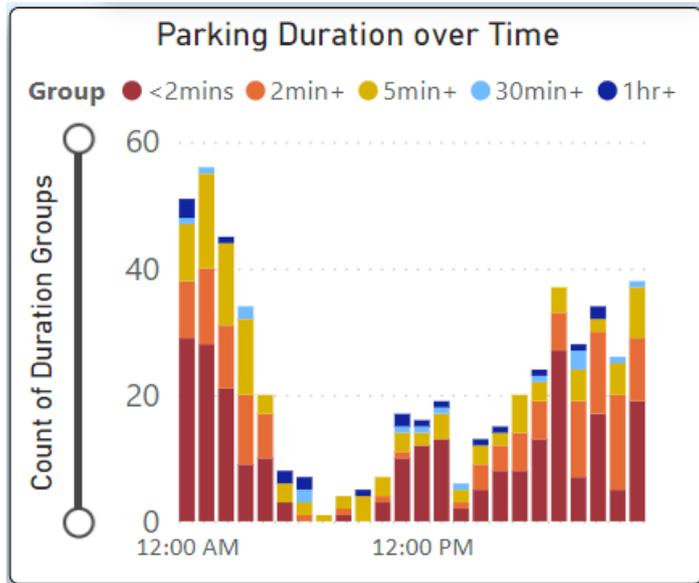
Time (1hr)	Average Duration of Parking
00:00	14
01:00	5
02:00	5
03:00	6
04:00	15
05:00	12
06:00	25
07:00	11
08:00	49
09:00	27
10:00	15
11:00	12
12:00	35
13:00	41
14:00	11
15:00	22
16:00	26
17:00	16
18:00	2
19:00	8
20:00	18
21:00	2
22:00	8
23:00	4
Total	13

Friday Duration of Stay



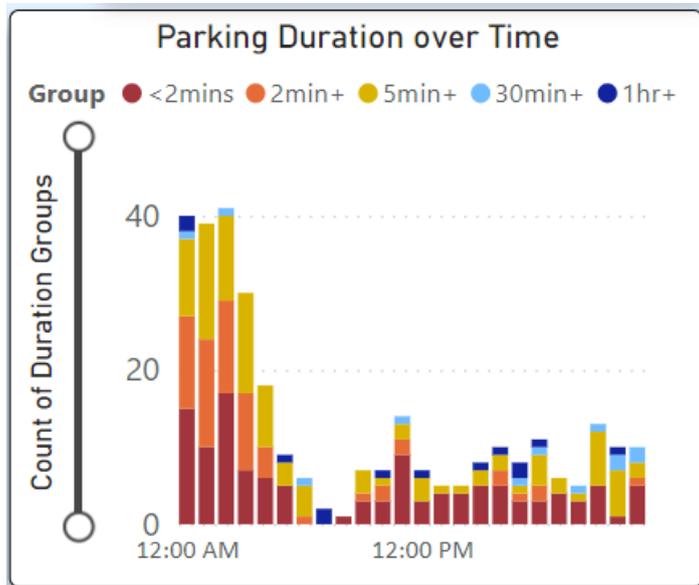
Time (1hr)	Average Duration of Parking
00:00	11
01:00	12
02:00	20
03:00	8
04:00	15
05:00	31
06:00	6
07:00	23
08:00	40
09:00	37
10:00	14
11:00	15
12:00	4
13:00	16
14:00	12
15:00	17
16:00	14
17:00	56
18:00	9
19:00	21
20:00	22
21:00	11
22:00	7
23:00	7
Total	15

Saturday Duration of Stay



Time (1hr)	Average Duration of Parking
00:00	15
01:00	7
02:00	8
03:00	8
04:00	3
05:00	37
06:00	48
07:00	22
08:00	6
09:00	32
10:00	9
11:00	61
12:00	39
13:00	30
14:00	17
15:00	29
16:00	18
17:00	6
18:00	9
19:00	3
20:00	13
21:00	7
22:00	6
23:00	4
Total	13

Sunday Duration of Stay

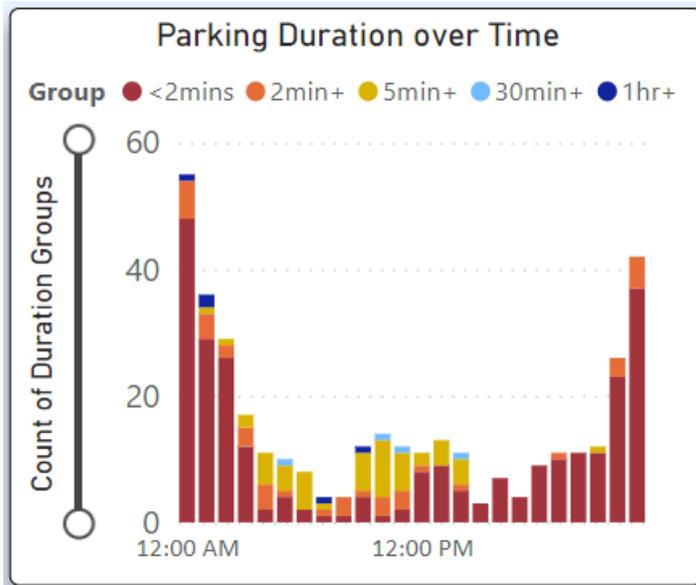


Time (1hr)	Average Duration of Parking
00:00	19
01:00	7
02:00	5
03:00	6
04:00	6
05:00	21
06:00	20
07:00	156
08:00	2
09:00	8
10:00	37
11:00	6
12:00	28
13:00	2
14:00	3
15:00	28
16:00	14
17:00	97
18:00	15
19:00	7
20:00	9
21:00	13
22:00	26
23:00	12
Total	15

Pre-construction shows that most of the duration of stay is more than 2 minutes throughout the day.

Post-Works

Below shows the duration of stay for Thursday to Sunday post-construction.

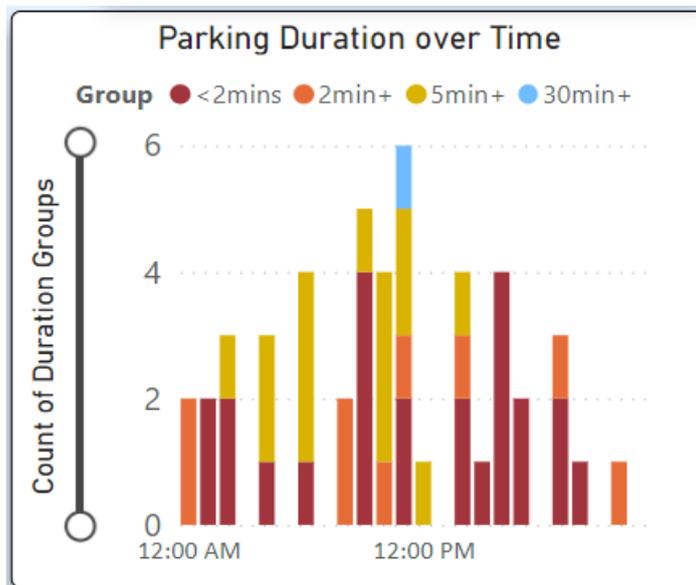


Time (1hr)	Average Duration of Parking
00:00	15
01:00	42
02:00	1
03:00	4
04:00	8
05:00	14
06:00	10
07:00	78
08:00	3
09:00	17
10:00	13
11:00	10
12:00	4
13:00	5
14:00	11
15:00	1
16:00	1
17:00	1
18:00	1
19:00	1
20:00	1
21:00	2
22:00	1
23:00	2
Total	11

Post-construction shows the majority for duration of stay is under 2 minutes outside peak times. From 4am to 3pm the duration of stay is over 2 minutes.

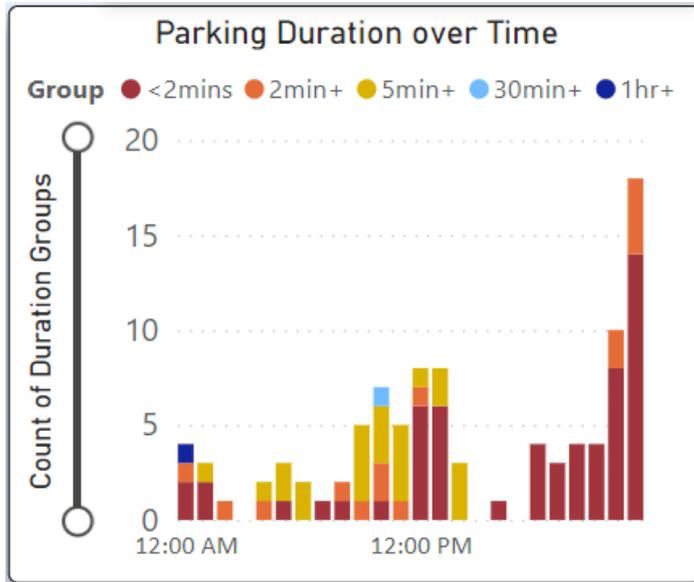
Below shows the duration of stay by day of the week.

Thursday Duration of Stay



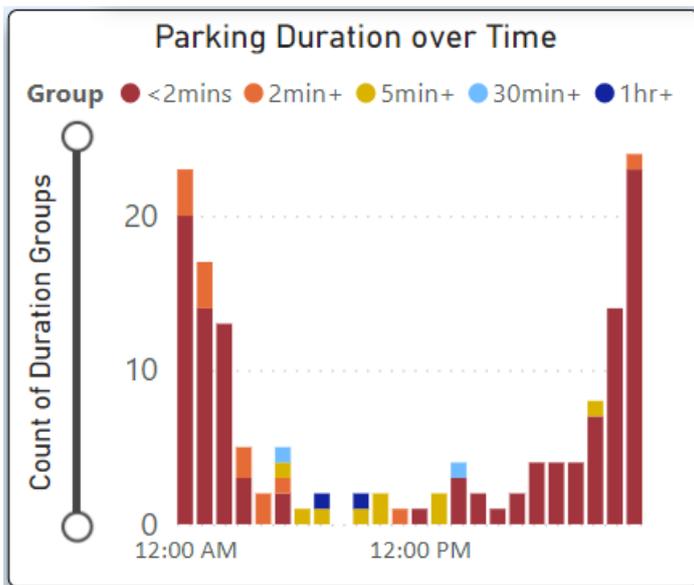
Time (1hr)	Average Duration of Parking
00:00	3
01:00	2
02:00	3
03:00	
04:00	12
05:00	
06:00	11
07:00	
08:00	4
09:00	7
10:00	11
11:00	11
12:00	11
13:00	
14:00	5
15:00	1
16:00	1
17:00	1
18:00	
19:00	2
20:00	1
21:00	
22:00	3
23:00	
Total	6

Friday Duration of Stay



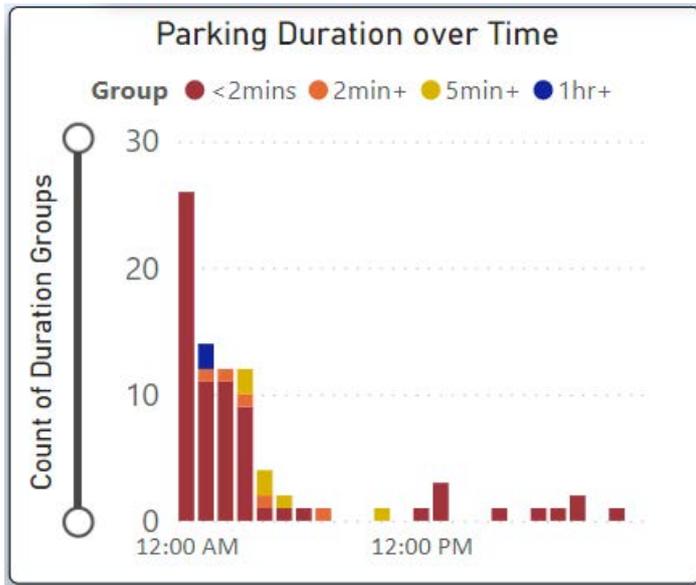
Time (1hr)	Average Duration of Parking
00:00	184
01:00	4
02:00	4
03:00	
04:00	6
05:00	13
06:00	6
07:00	1
08:00	3
09:00	12
10:00	12
11:00	10
12:00	3
13:00	5
14:00	18
15:00	
16:00	1
17:00	
18:00	1
19:00	1
20:00	1
21:00	1
22:00	2
23:00	2
Total	12

Saturday Duration of Stay



Time (1hr)	Average Duration of Parking
00:00	2
01:00	2
02:00	1
03:00	2
04:00	3
05:00	15
06:00	25
07:00	153
08:00	
09:00	53
10:00	14
11:00	5
12:00	2
13:00	12
14:00	11
15:00	1
16:00	1
17:00	1
18:00	1
19:00	2
20:00	1
21:00	3
22:00	1
23:00	2
Total	6

Sunday Duration of Stay



Time (1hr)	Average Duration of Parking
00:00	1
01:00	104
02:00	1
03:00	4
04:00	9
05:00	13
06:00	2
07:00	3
08:00	
09:00	
10:00	28
11:00	
12:00	2
13:00	1
14:00	
15:00	
16:00	1
17:00	
18:00	2
19:00	1
20:00	1
21:00	
22:00	1
23:00	
Total	20

Saturday shows at 1am there is a lot of vehicles parking over 1 hour. These vehicles are most likely taxis or rideshares waiting in the area.

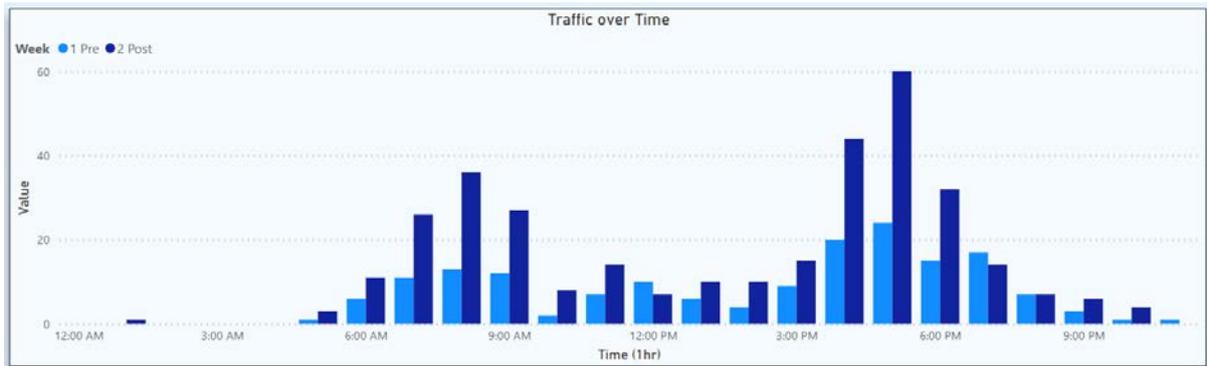
Lower Hobson Street – Traffic & Pedestrian

We have also carried out the analysis hourly for Traffic & Pedestrian. We are reporting on:

- Cyclists – Northbound / Southbound
- Buses – Northbound Only
- Vehicles – Northbound Only
- Motorbikes – Northbound Only
- Pedestrians - Northbound / Southbound
- Electric Scooters – Northbound / Southbound

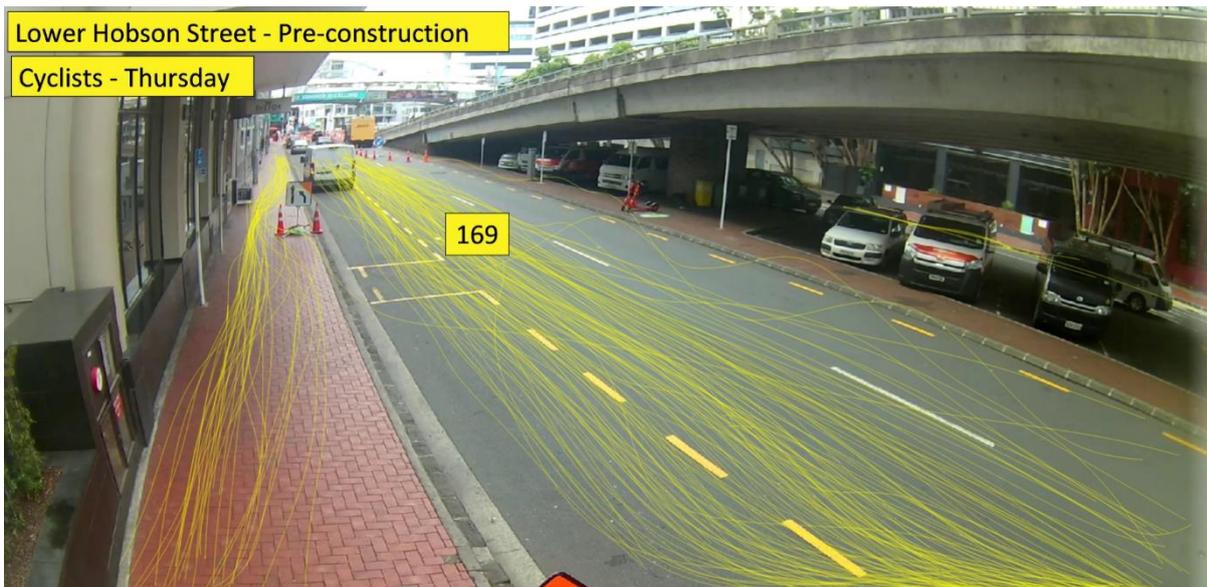
Cyclists

Thursday Pre vs Post



Lower Hobson Street - Pre-construction

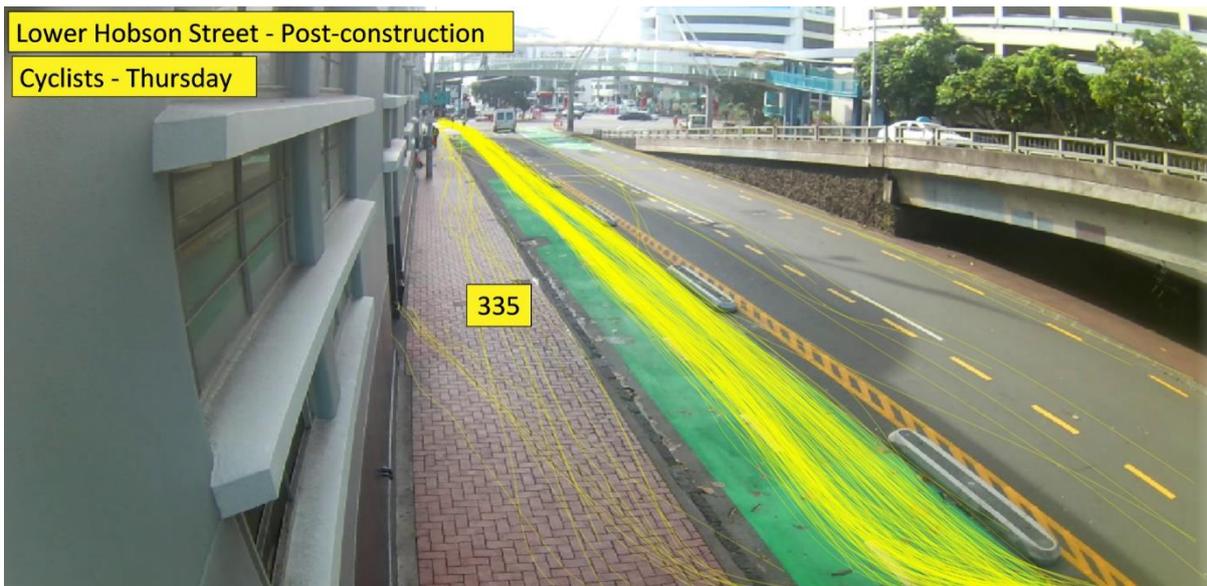
Cyclists - Thursday



In pre-construction the path for cyclists is not defined, you can see a lot of 'weaving' for cyclists, the majority preferring to use the footpath and kerb by utilising footpath, loading zone or outside lane.

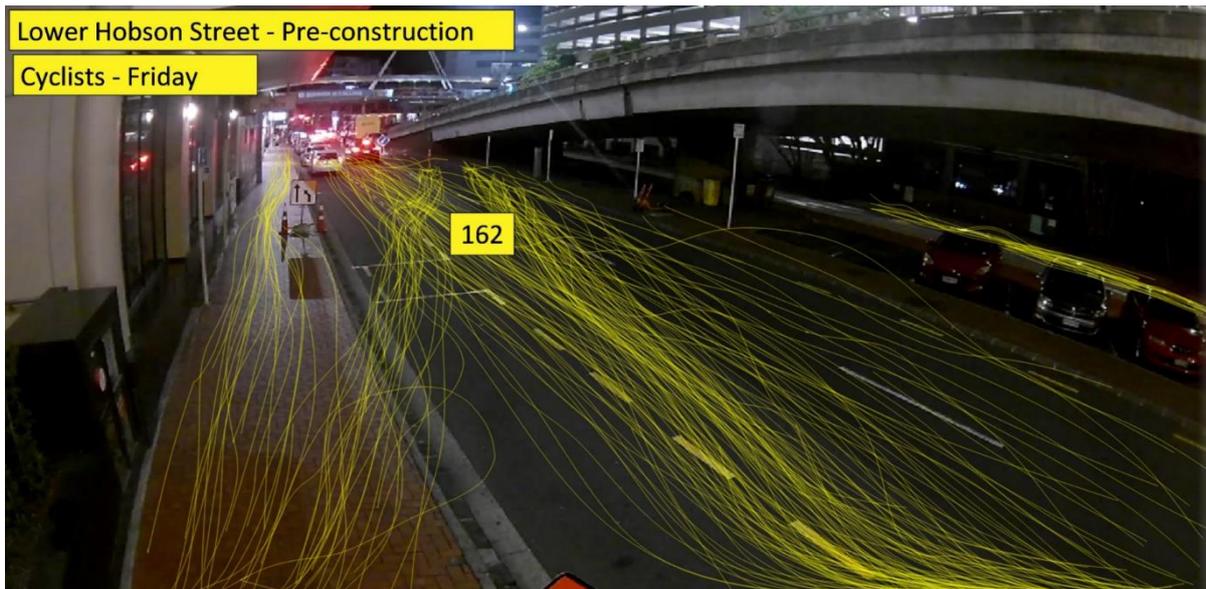
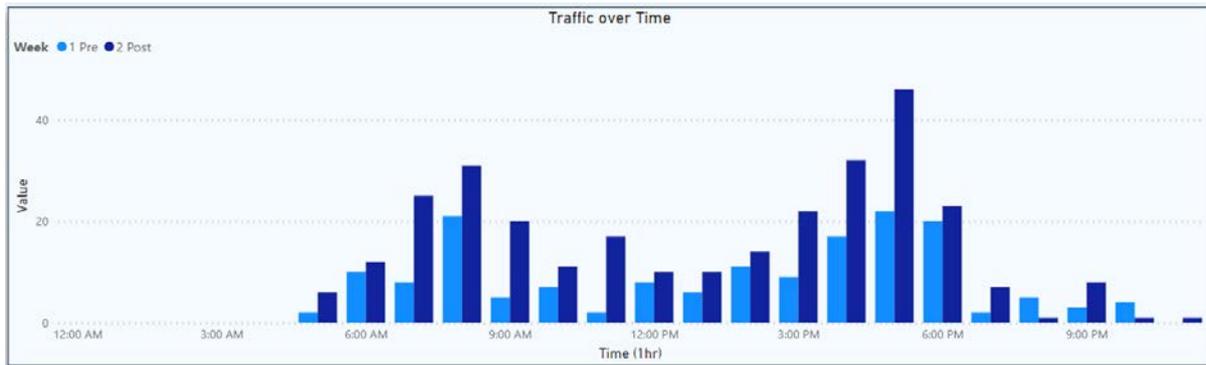
Lower Hobson Street - Post-construction

Cyclists - Thursday

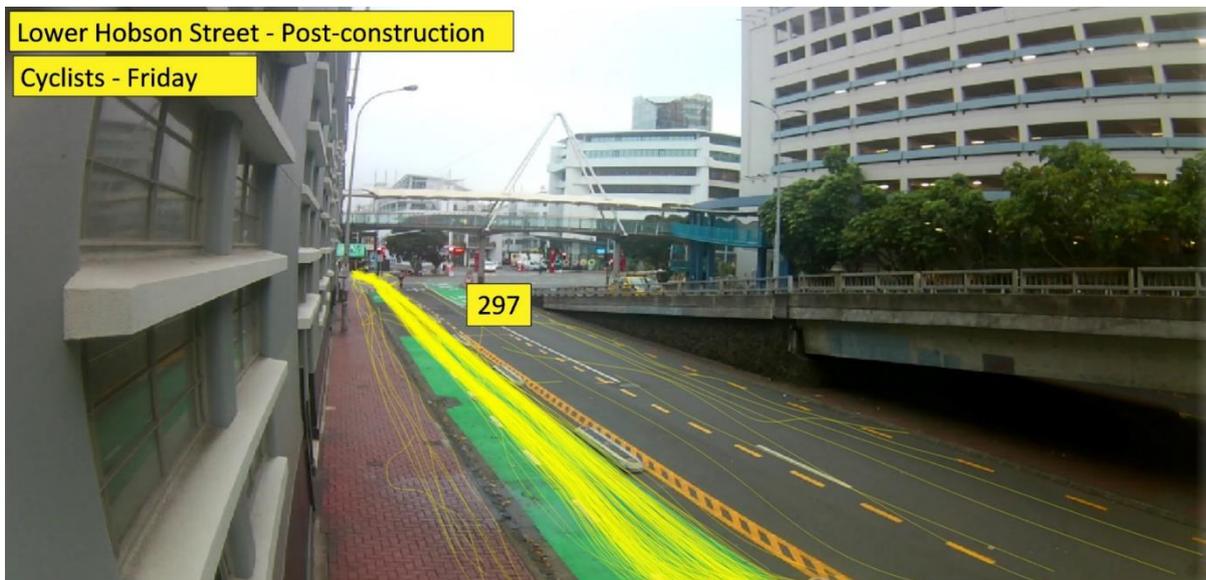


In post-construction the defined path is the majority used, a few cyclists on the footpath and a few using the roads. We can see some bikes heading to the bar entry which gives an inclination that perhaps bike stands would be useful.

Friday Pre vs Post

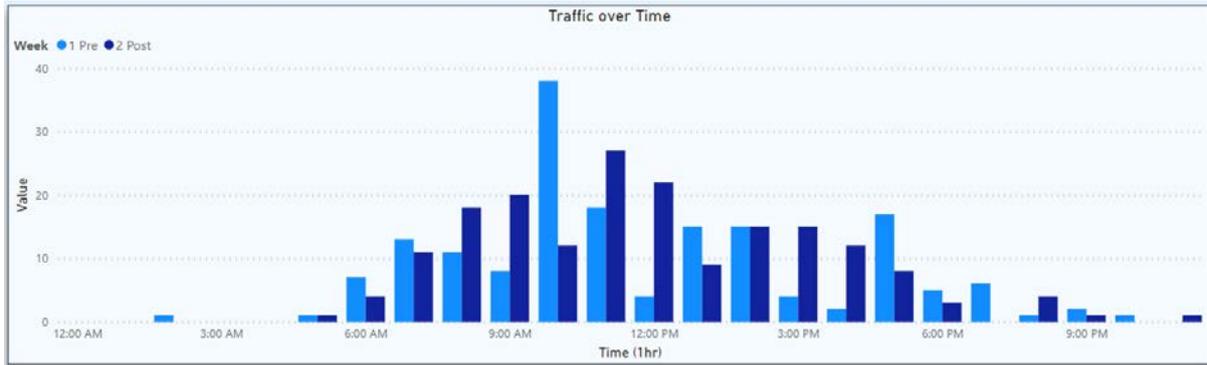


A lot of erratic movement pre-construction.



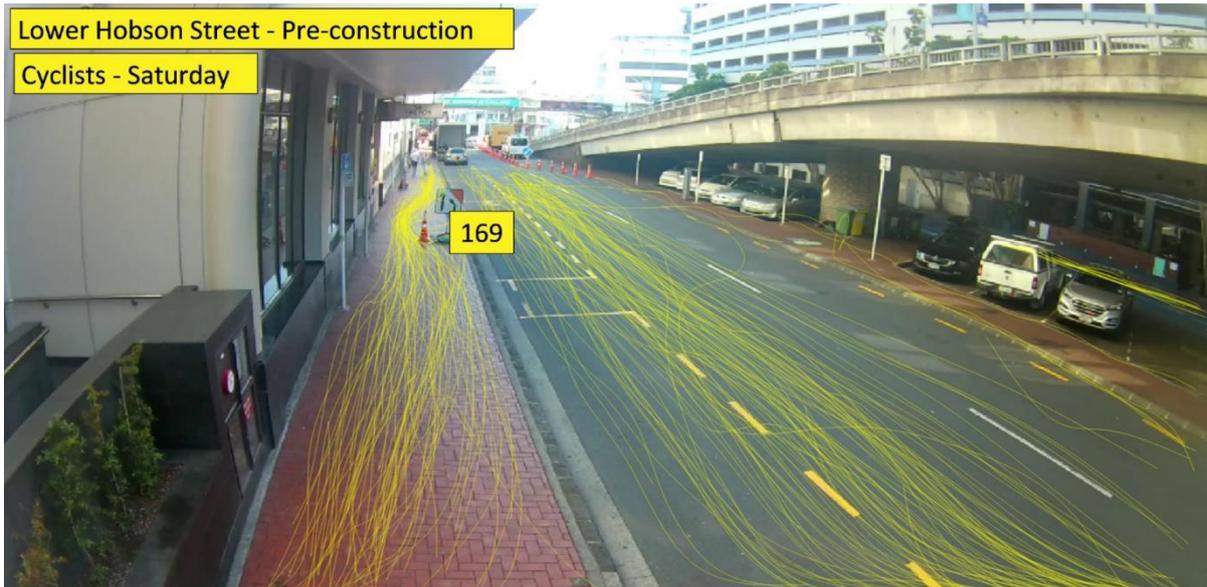
Cyclist are using the defined path majority of the time. There is around double the cyclist from pre to post-construction.

Saturday Pre vs Post



Lower Hobson Street - Pre-construction

Cyclists - Saturday



Lower Hobson Street - Post-construction

Cyclists - Saturday



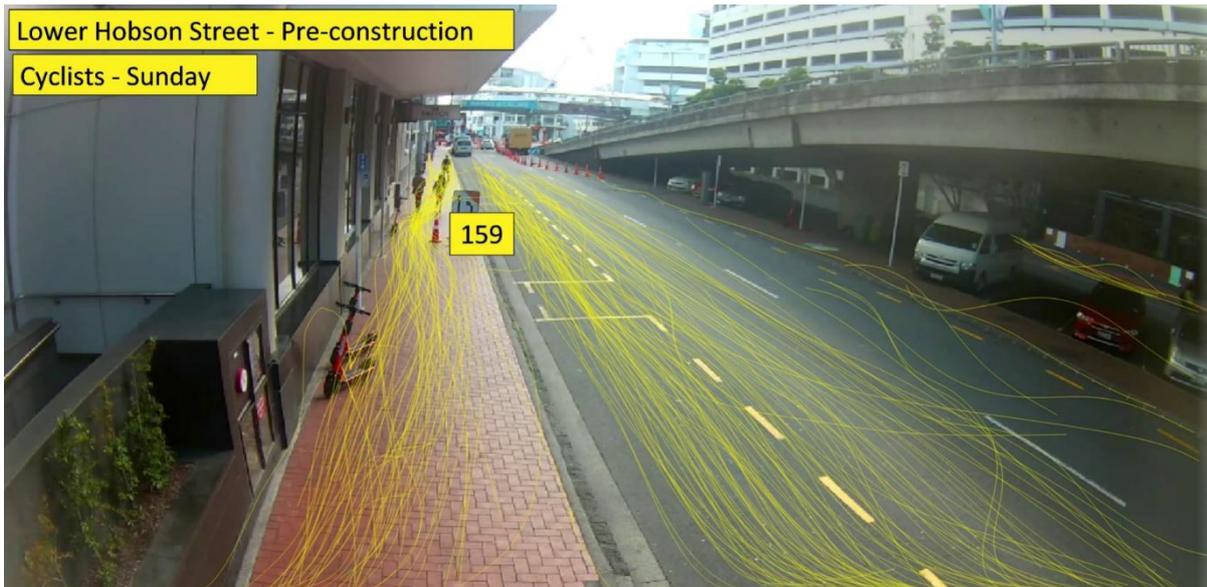
Cyclist are using the defined path most of the time.

Sunday Pre vs Post



Lower Hobson Street - Pre-construction

Cyclists - Sunday



Lower Hobson Street - Post-construction

Cyclists - Sunday



Cyclists are using the defined path most of the time. Less vehicles in post-construction. This could be due to weather or seasonal differences between pre and post.

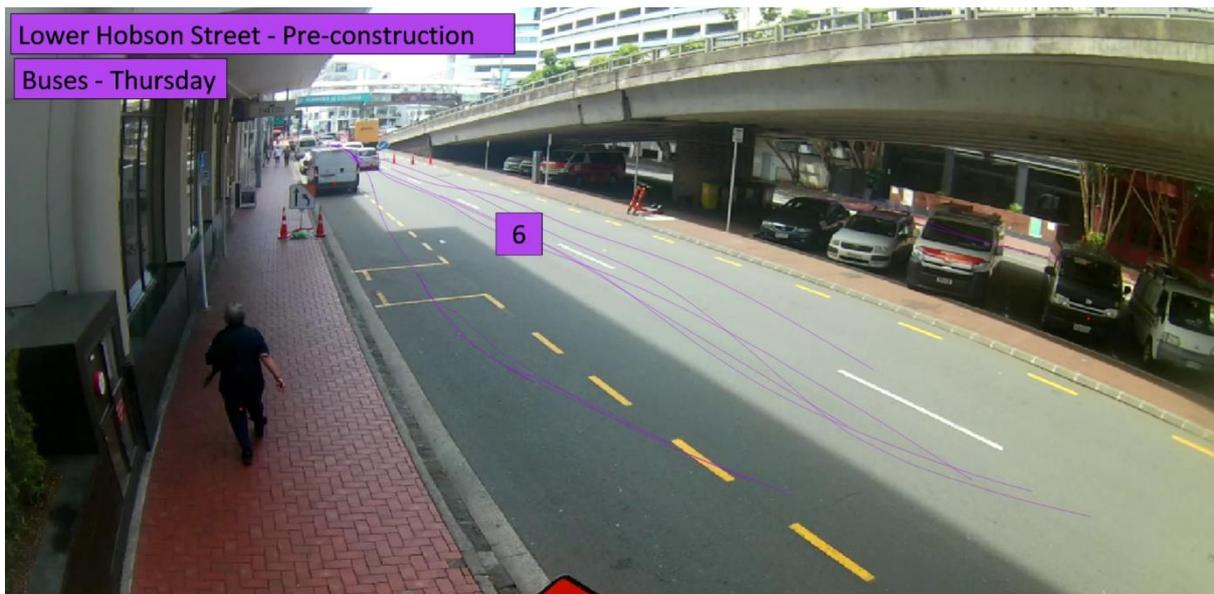
Buses

Thursday Pre vs Post



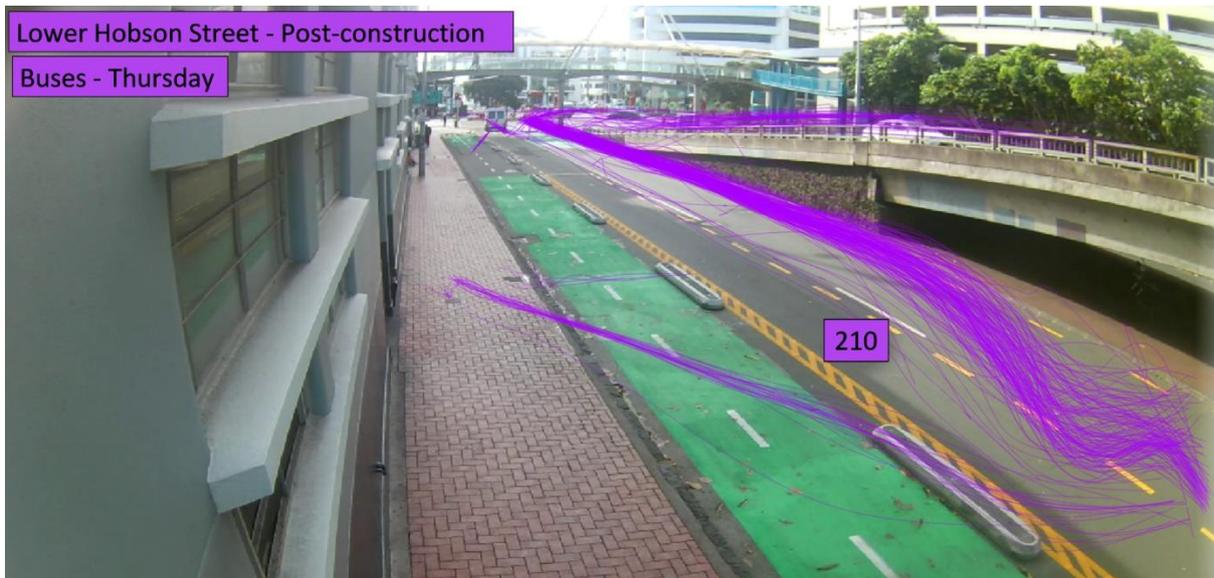
Lower Hobson Street - Pre-construction

Buses - Thursday



Lower Hobson Street - Post-construction

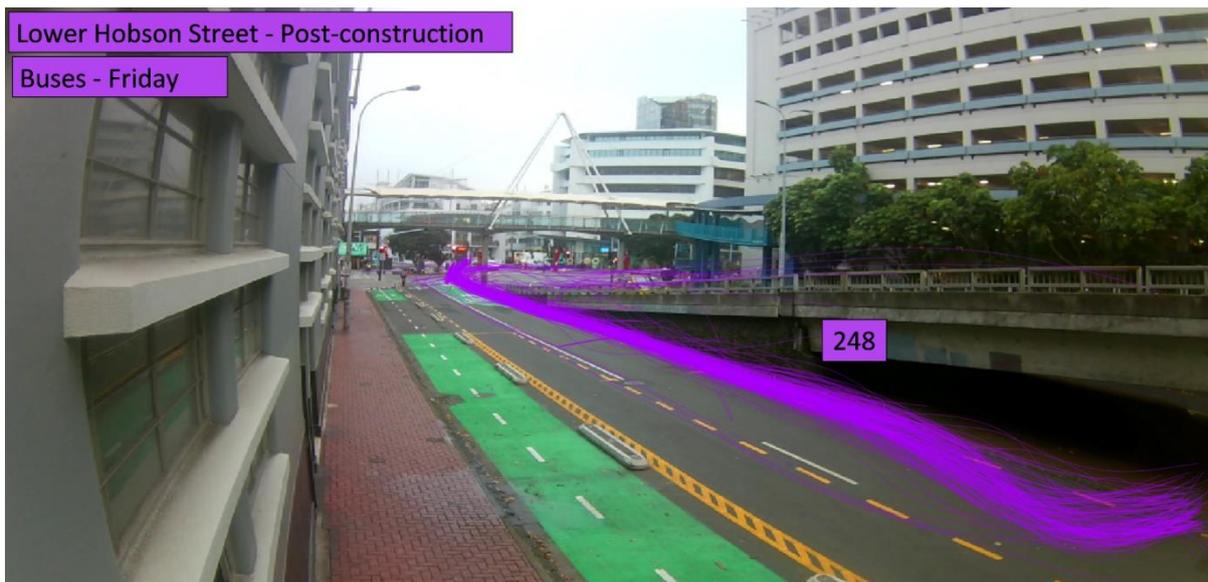
Buses - Thursday



Auckland Transport buses did not travel down Lower Hobson Street much at pre-construction. Buses reported in the pre-works are likely to be privately commissioned by for example local businesses. There were no bus routes by Auckland Transport at the time of this survey down LHS. Post-construction there are a lot more buses along Lower Hobson Street and this is attributed to the Downtown bus interchange at Lower Albert Street which was completed on 24th April 2021. It

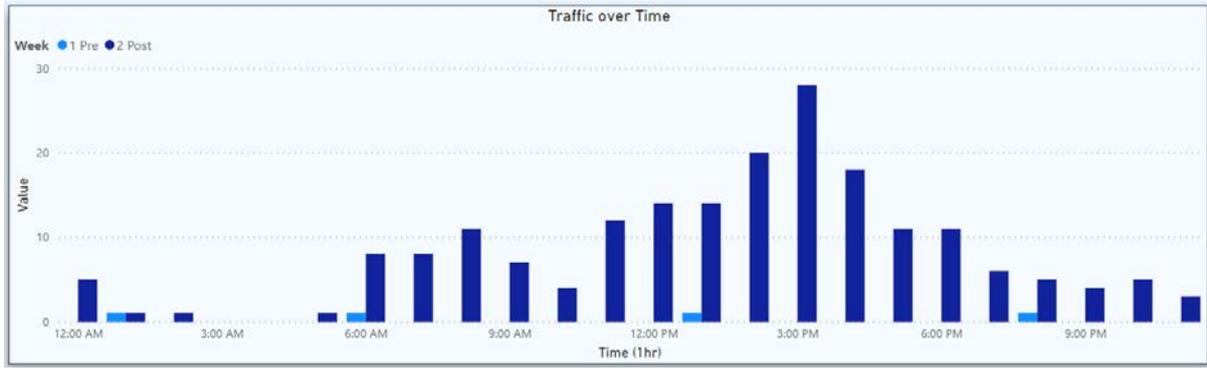
functions as a destination and/or termination, starting and transfer point for city centre incoming and outgoing bus routes. The odd purple line on the left is because the camera angle changed during the day. This path is actually off by 45 degrees which would fit on the correct path.

Friday Pre vs Post



Buses are travelling on the correct defined path.

Saturday Pre vs Post



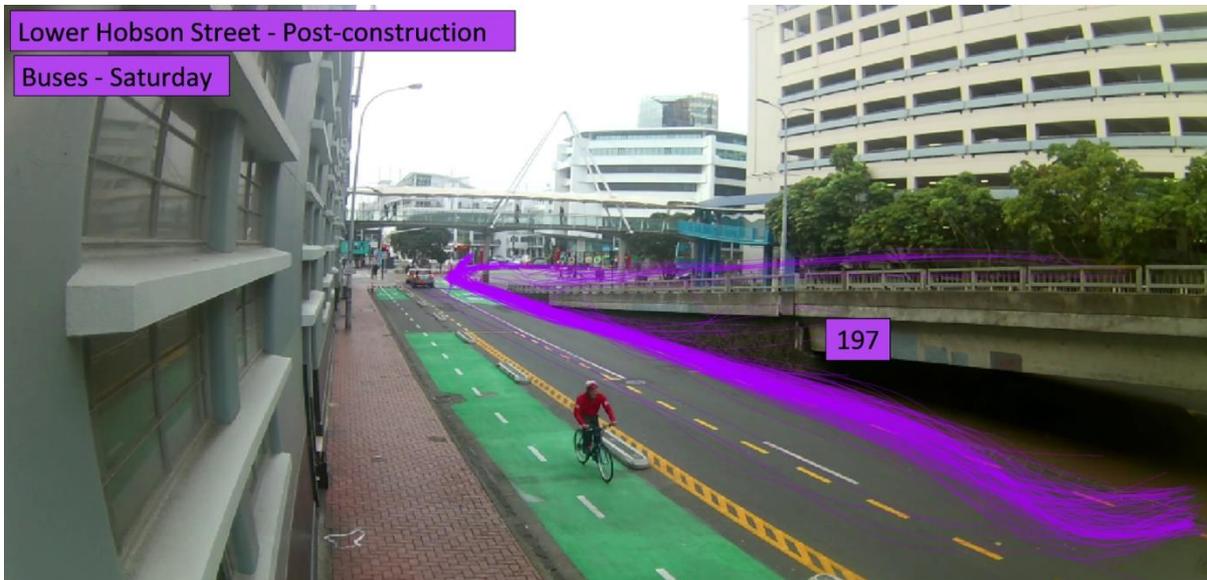
Lower Hobson Street - Pre-construction

Buses - Saturday



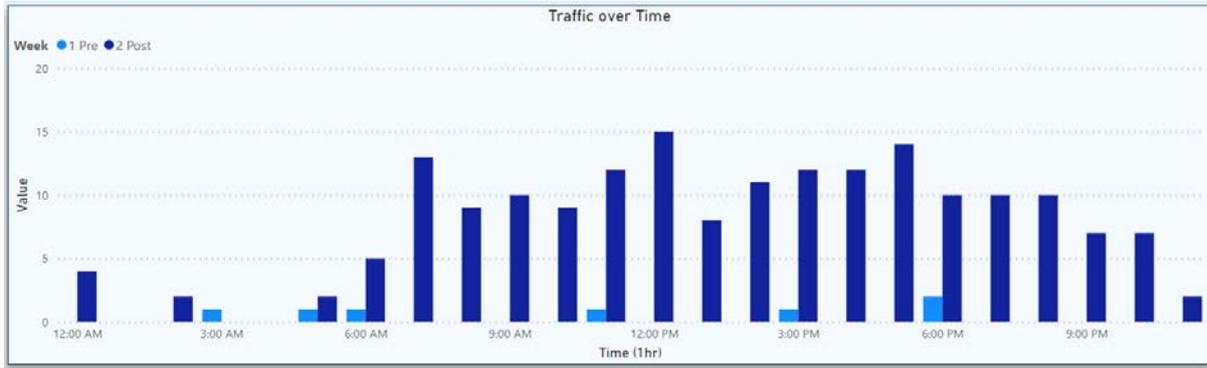
Lower Hobson Street - Post-construction

Buses - Saturday



Buses are travelling on the correct defined path.

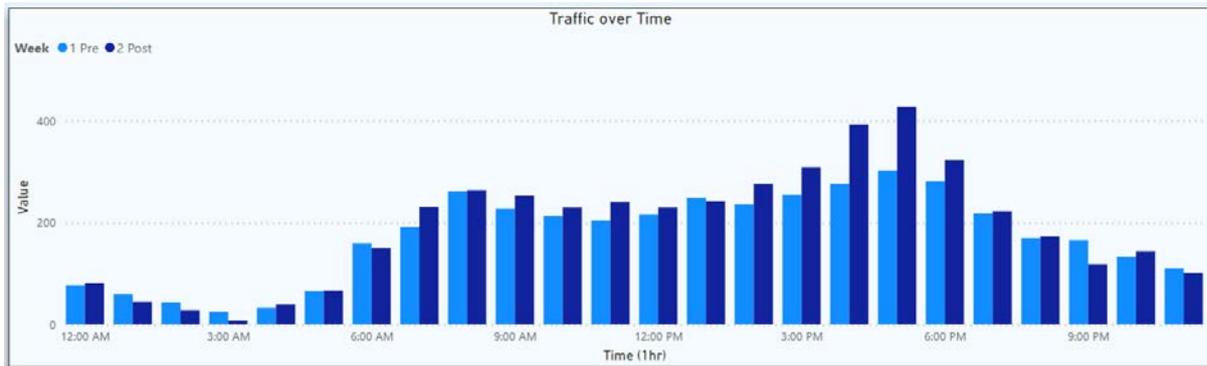
Sunday Pre vs Post



Buses are travelling on the correct defined path.

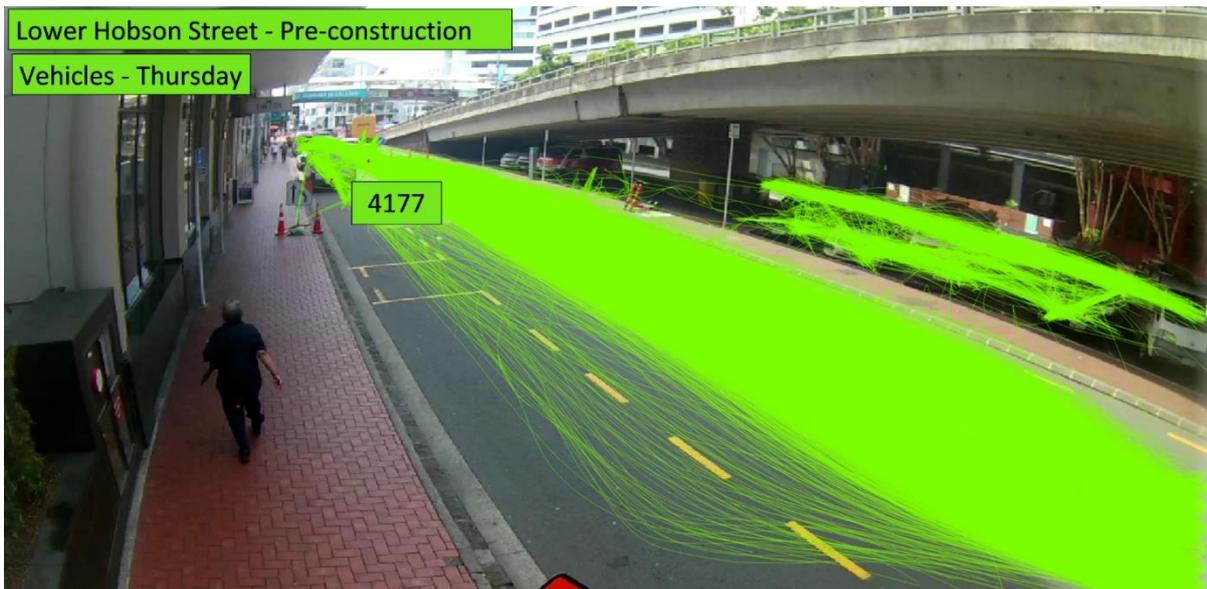
Vehicles

Thursday Pre vs Post



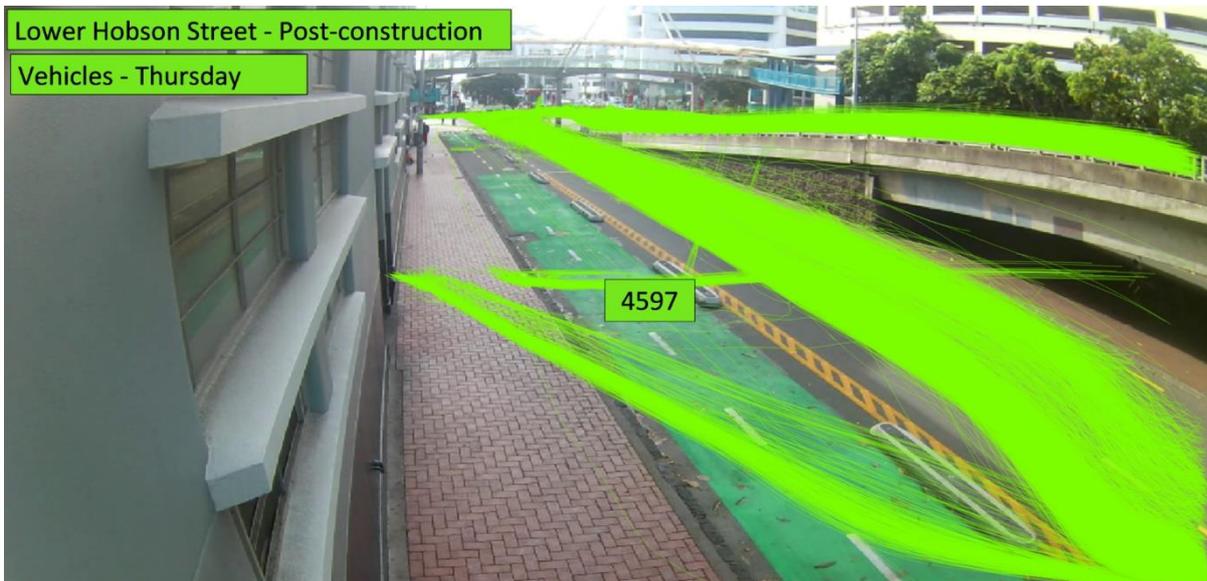
Lower Hobson Street - Pre-construction

Vehicles - Thursday



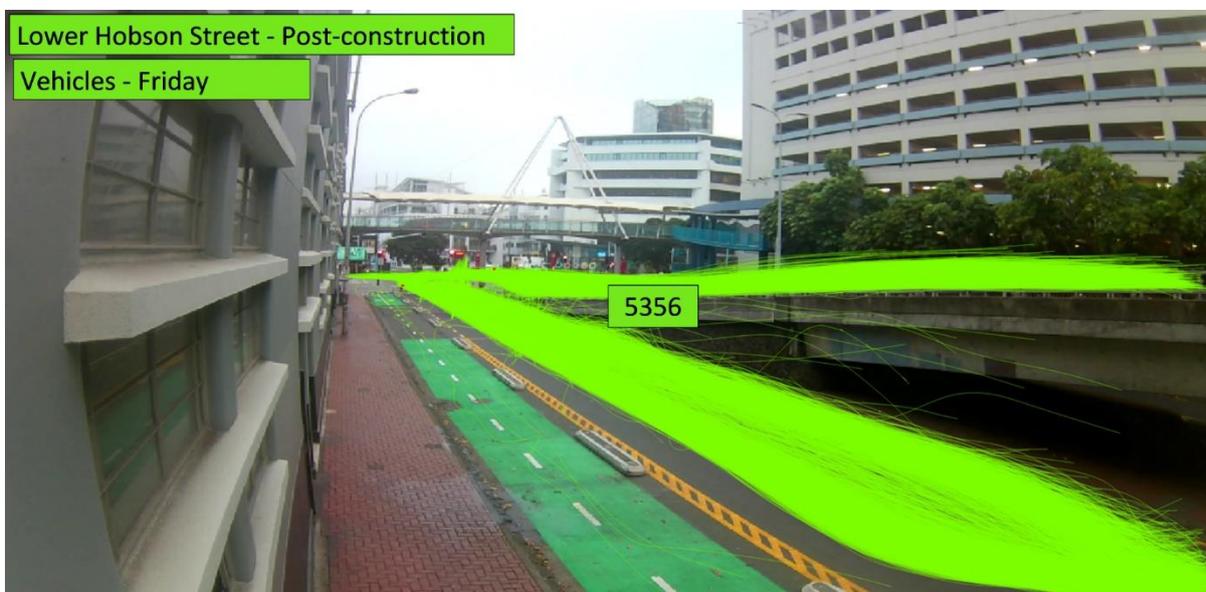
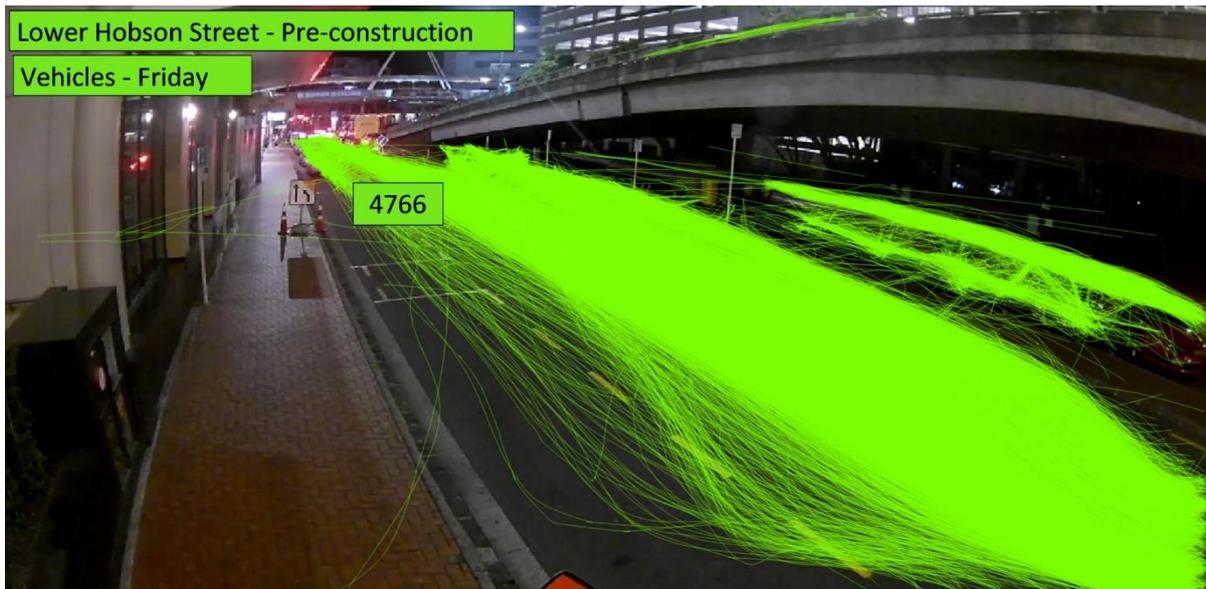
Lower Hobson Street - Post-construction

Vehicles - Thursday



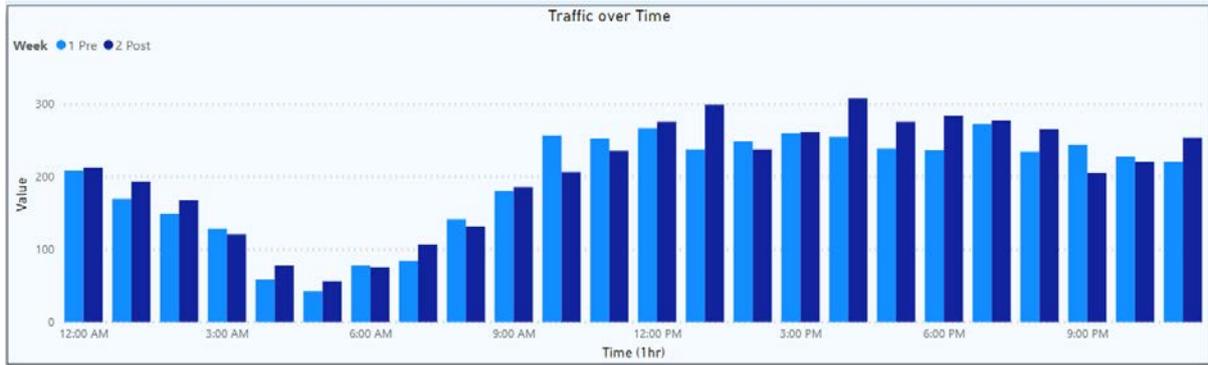
Please note the green line pointing into the building is because the camera angle for part of the footage was moved. Those lines are meant to match the standard path, but just rotated 45 degrees.

Friday Pre vs Post



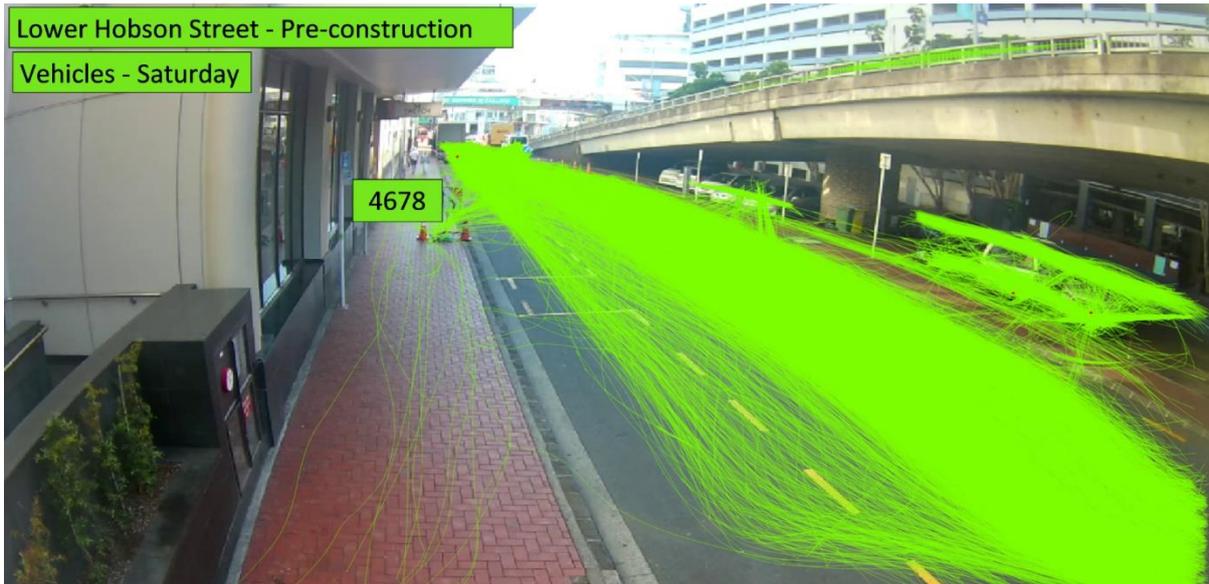
Vehicles are travelling down the correct path with a few going over the cycleway. There has been an increase in vehicle counts from pre to post-construction.

Saturday Pre vs Post



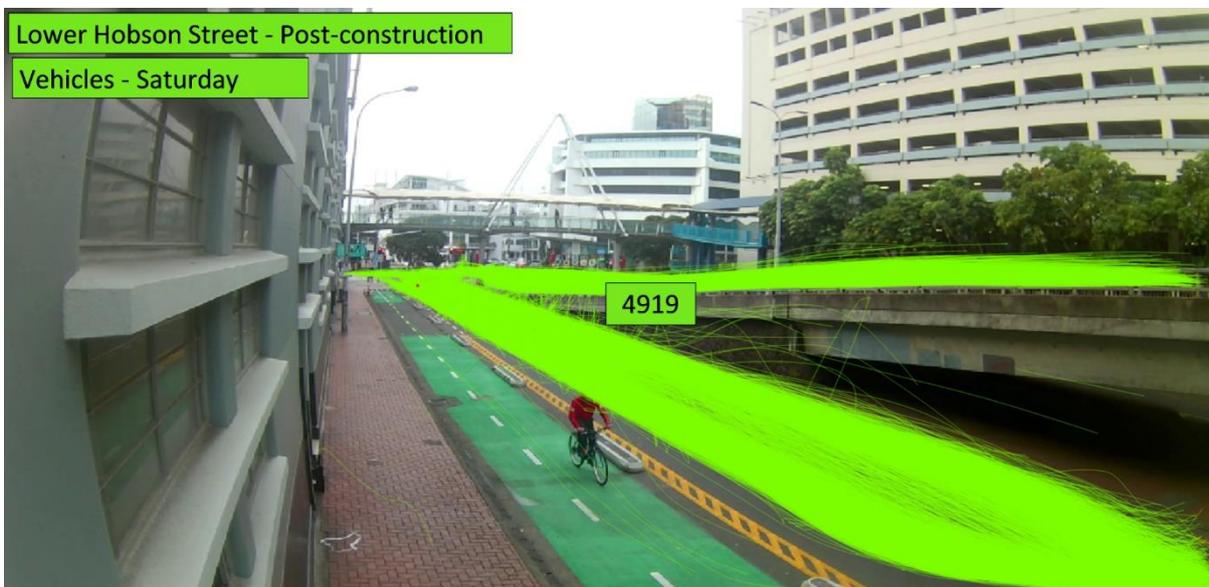
Lower Hobson Street - Pre-construction

Vehicles - Saturday



Lower Hobson Street - Post-construction

Vehicles - Saturday



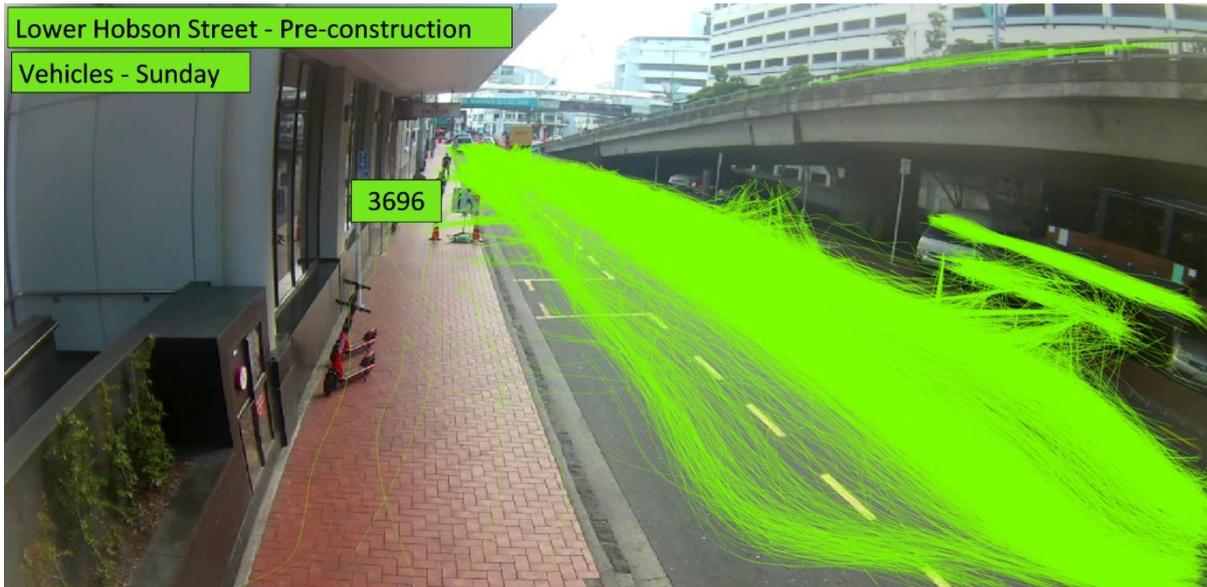
Vehicle behaviour post-construction is very good.

Sunday Pre vs Post



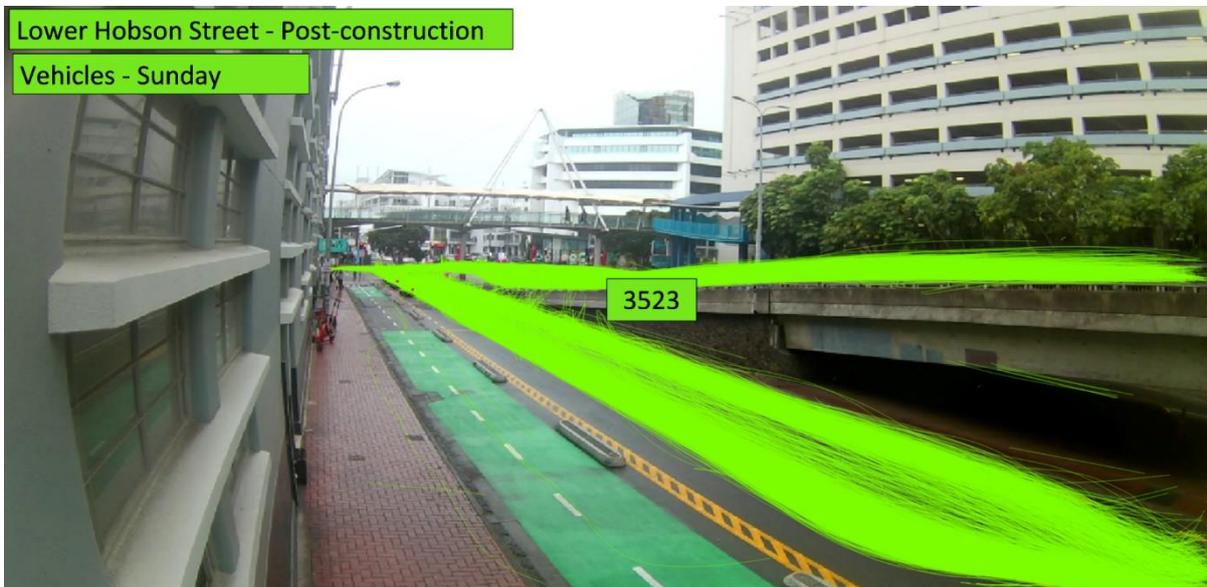
Lower Hobson Street - Pre-construction

Vehicles - Sunday



Lower Hobson Street - Post-construction

Vehicles - Sunday



Vehicle behaviour post-construction again is very good.

Motorbikes

Thursday Pre vs Post



Lower Hobson Street - Pre-construction

Motorcycles - Thursday



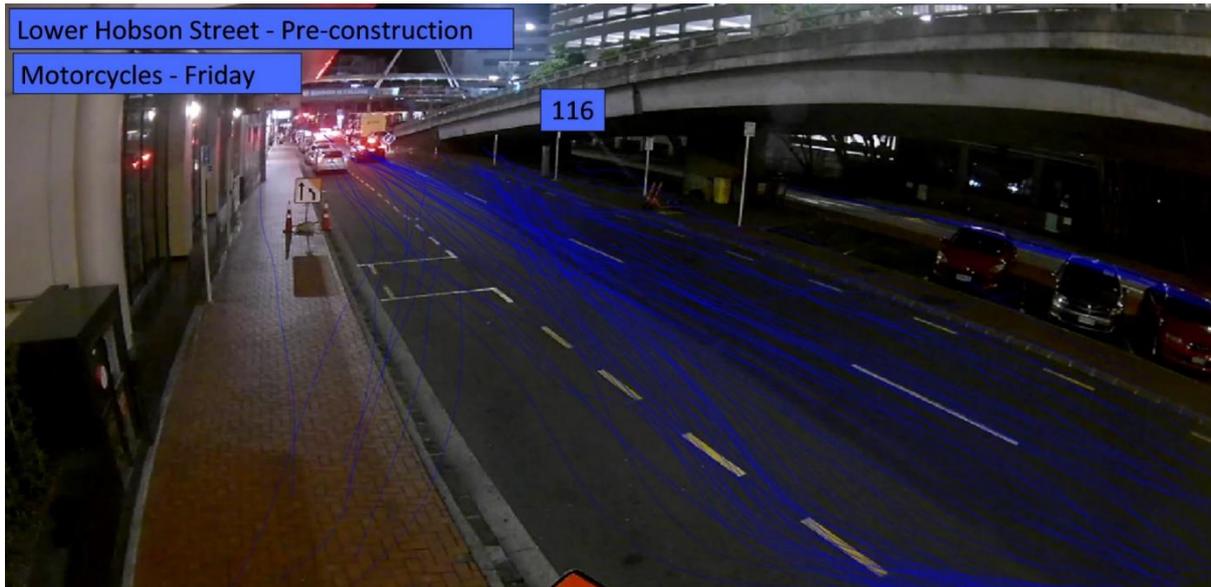
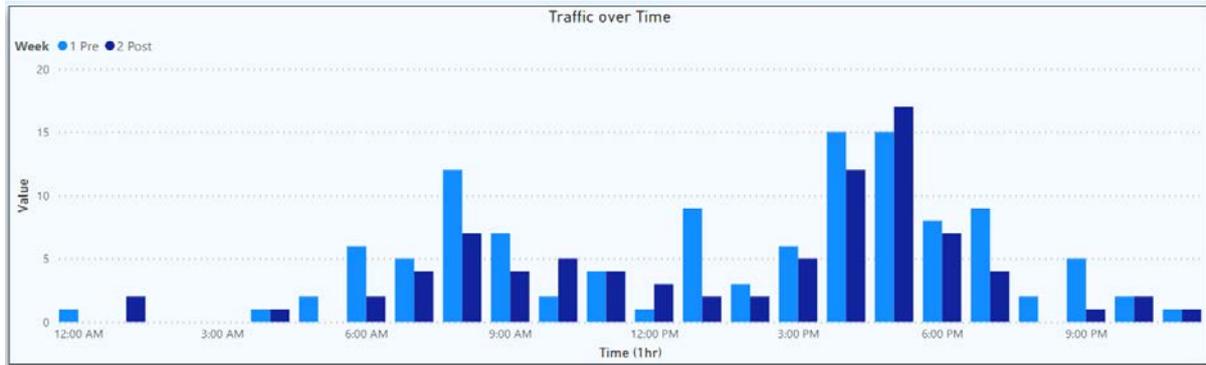
Lower Hobson Street - Post-construction

Motorcycles - Thursday



There are slightly less motorbikes post-construction and majority are travelling via the correct path.

Friday Pre vs Post



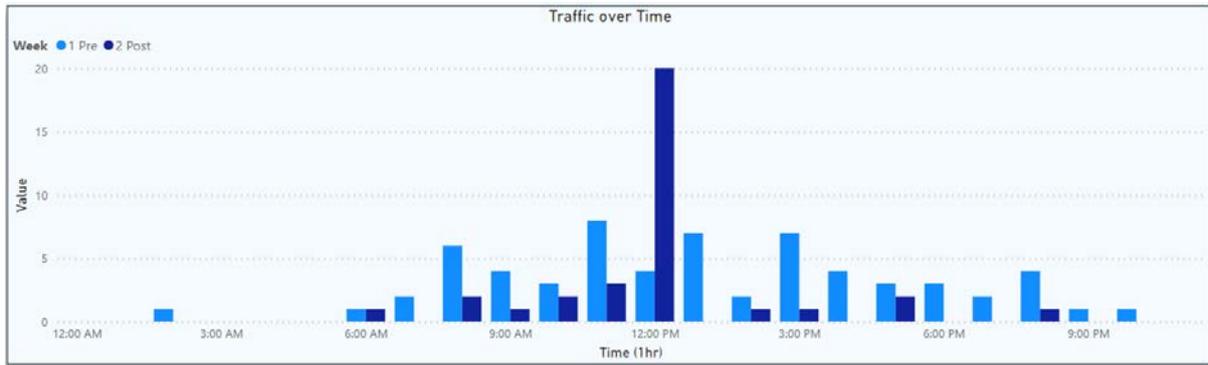
There are still a fair number of motorbikes travelling on the cycle path post-construction. Majority are on the correct path.

Saturday Pre vs Post



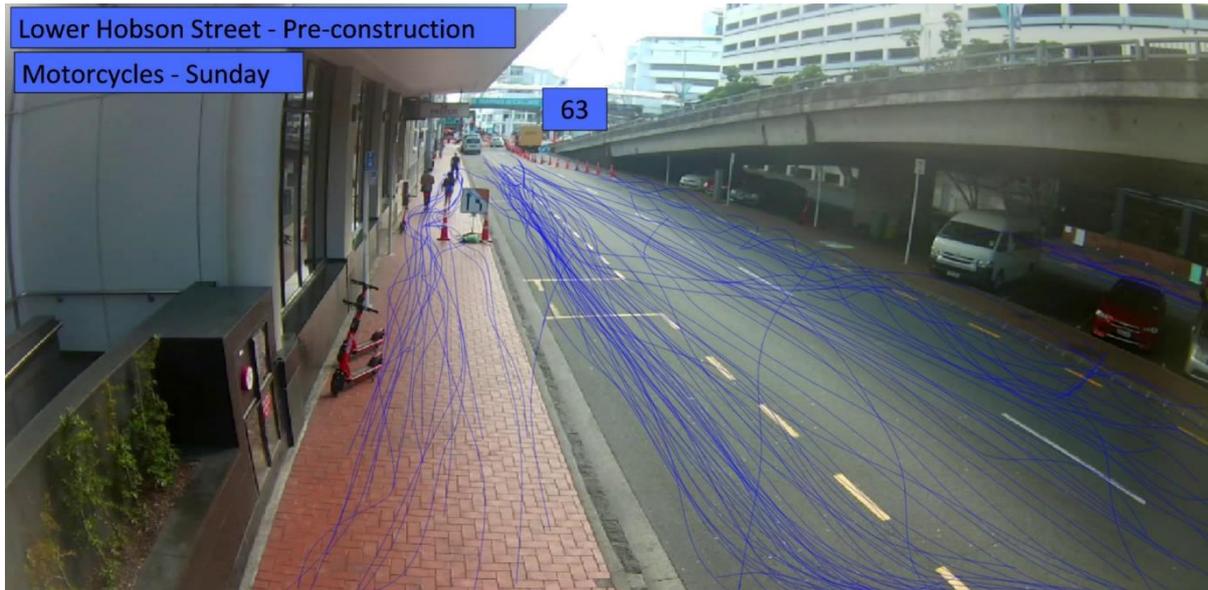
Far less motorbikes travelling on Saturday via Lower Hobson Street. Still a fair number of motorbikes travelling on the cycleway.

Sunday Pre vs Post



Lower Hobson Street - Pre-construction

Motorcycles - Sunday



Lower Hobson Street - Post-construction

Motorcycles - Sunday



Quite a lot of erratic movement pre-construction. A lot more controlled post construction.

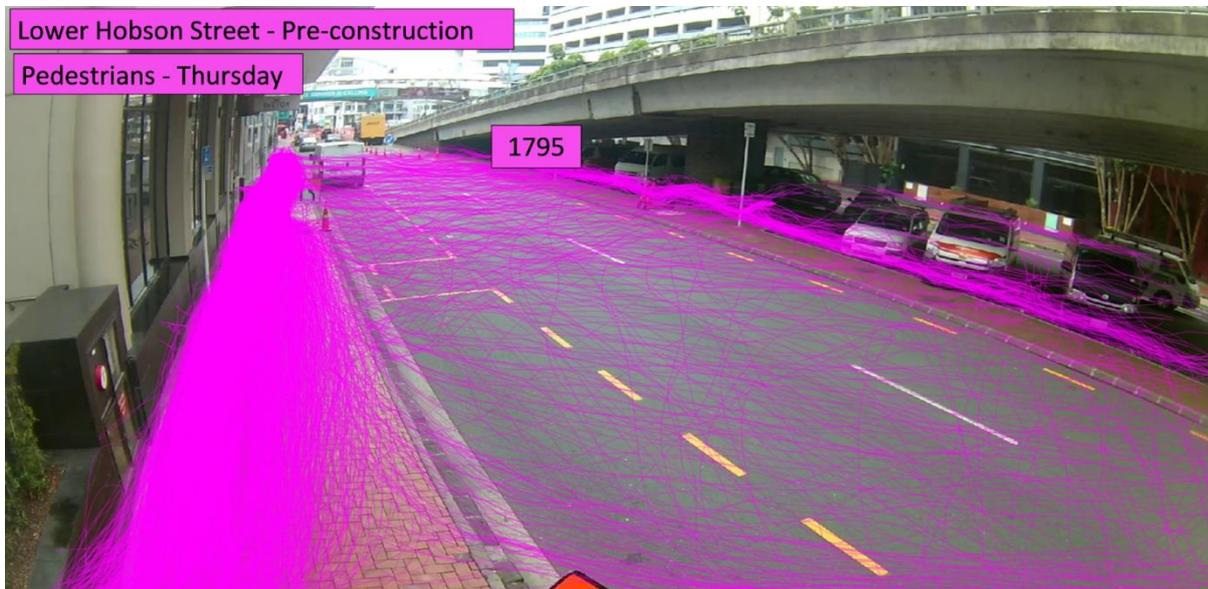
Pedestrians

Thursday Pre vs Post



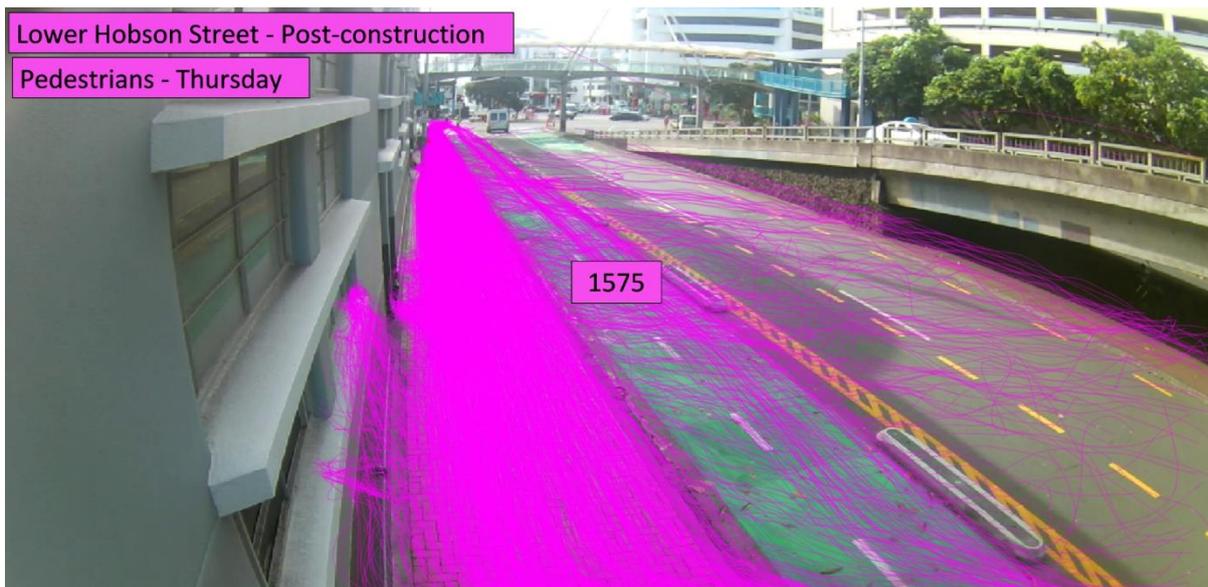
Lower Hobson Street - Pre-construction

Pedestrians - Thursday



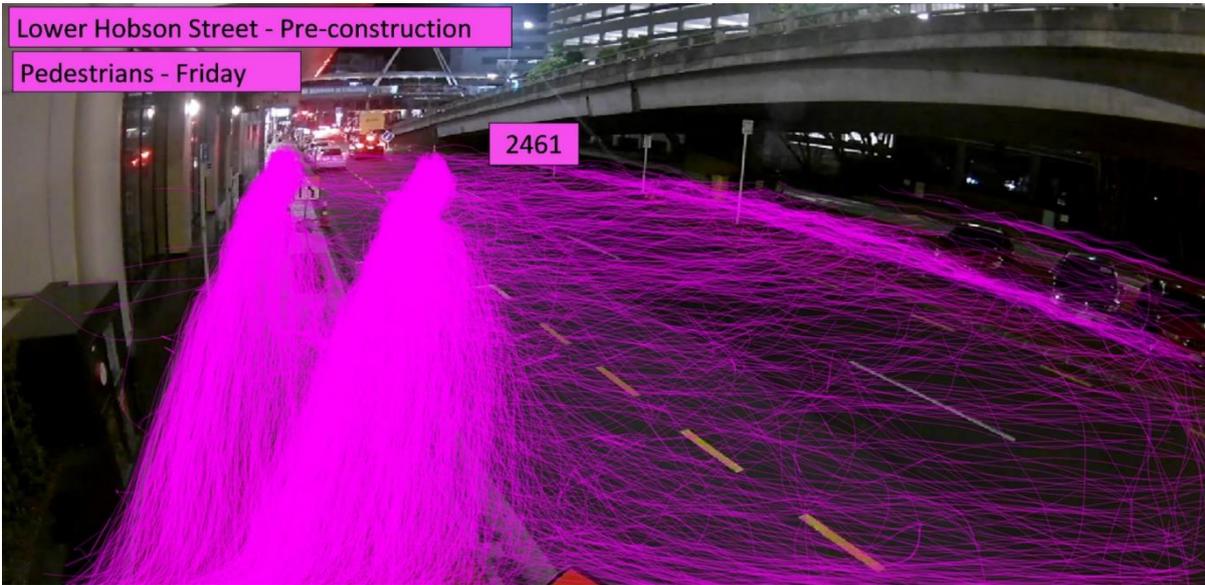
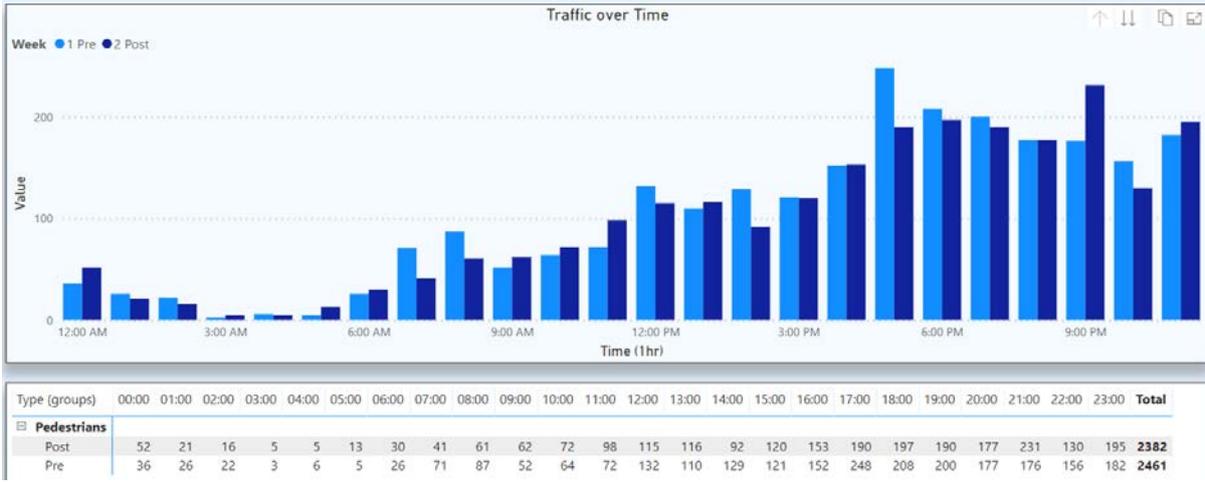
Lower Hobson Street - Post-construction

Pedestrians - Thursday

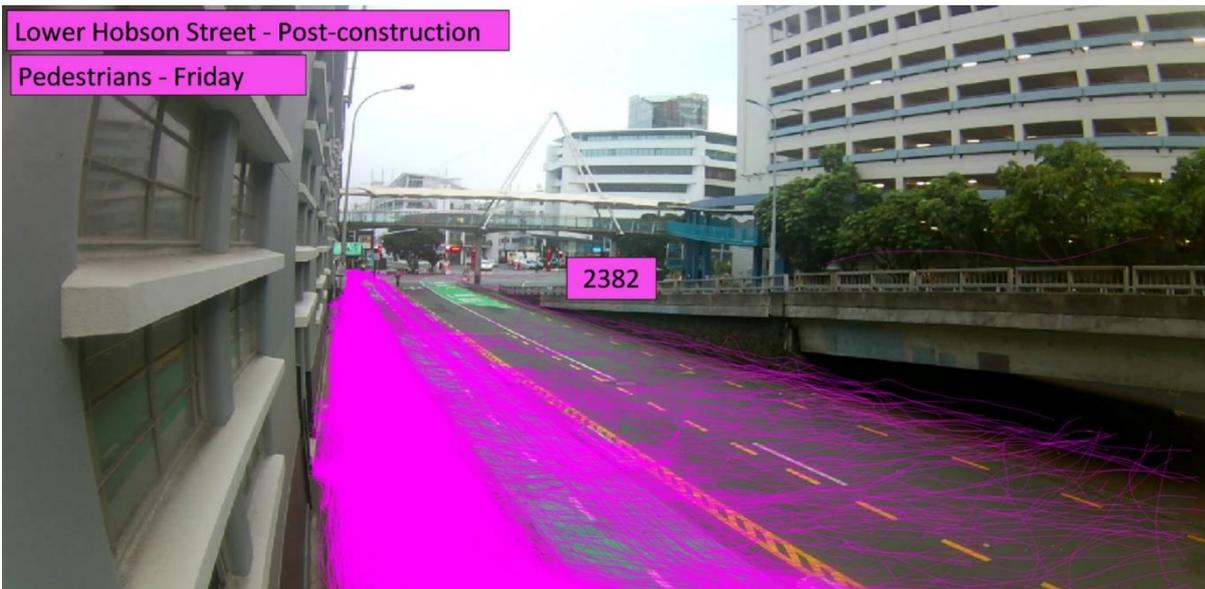


The movement and amount of pedestrians are similar pre and post-construction. Pedestrians seem to be on the footpath more in post-construction.

Friday Pre vs Post



The camera angle moved slightly during the day, so the middle busy section is rotated about 15 degrees.



Post-construction most pedestrians are using the footpath but there is a quite a few using the cycleway too. The number of pedestrians are similar pre and post construction.

Saturday Pre vs Post



Lower Hobson Street - Pre-construction

Pedestrians - Saturday



Lower Hobson Street - Post-construction

Pedestrians - Saturday



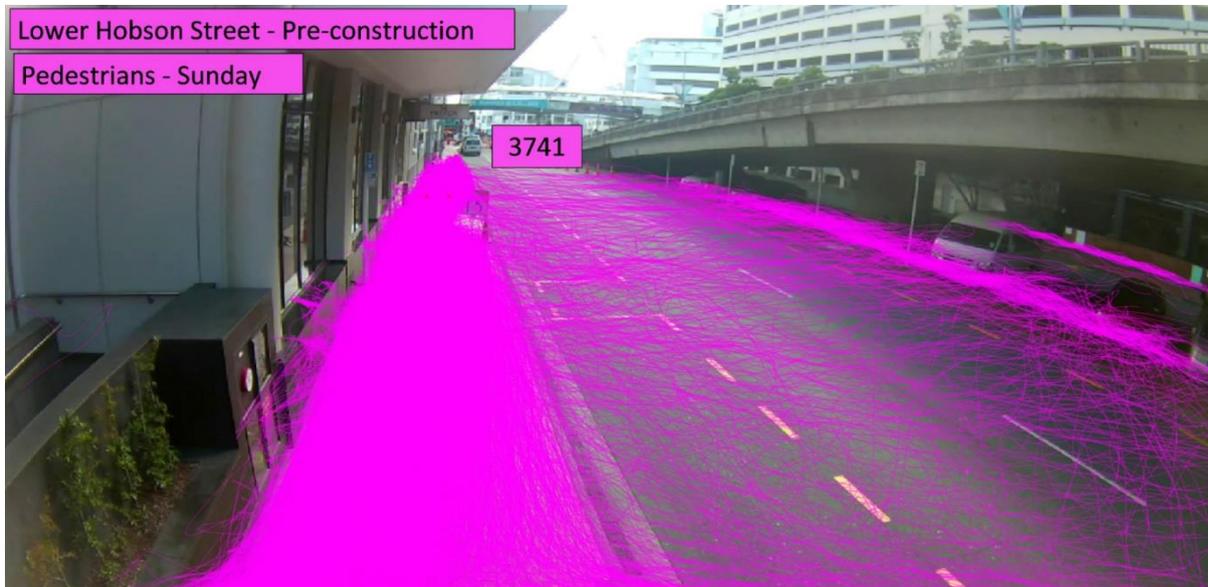
On Saturday there seems to be a lot less pedestrians coming through Lower Hobson Street. February 13th and 14th had Prada Cup races on. This could have contributed to the additional pedestrians.

Sunday Pre vs Post



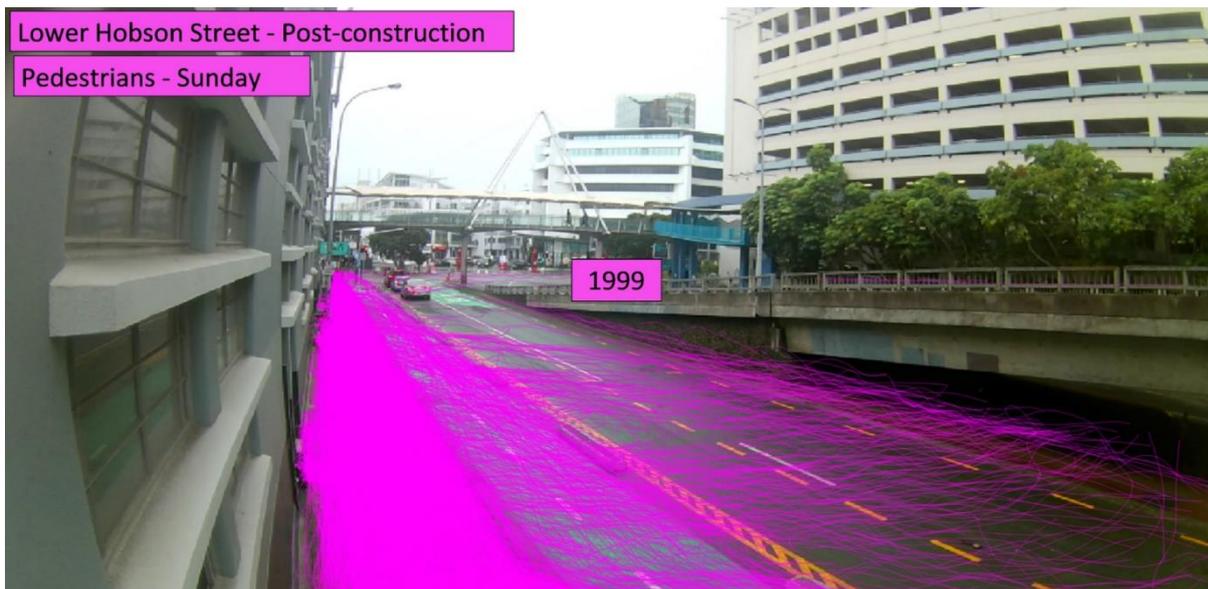
Lower Hobson Street - Pre-construction

Pedestrians - Sunday



Lower Hobson Street - Post-construction

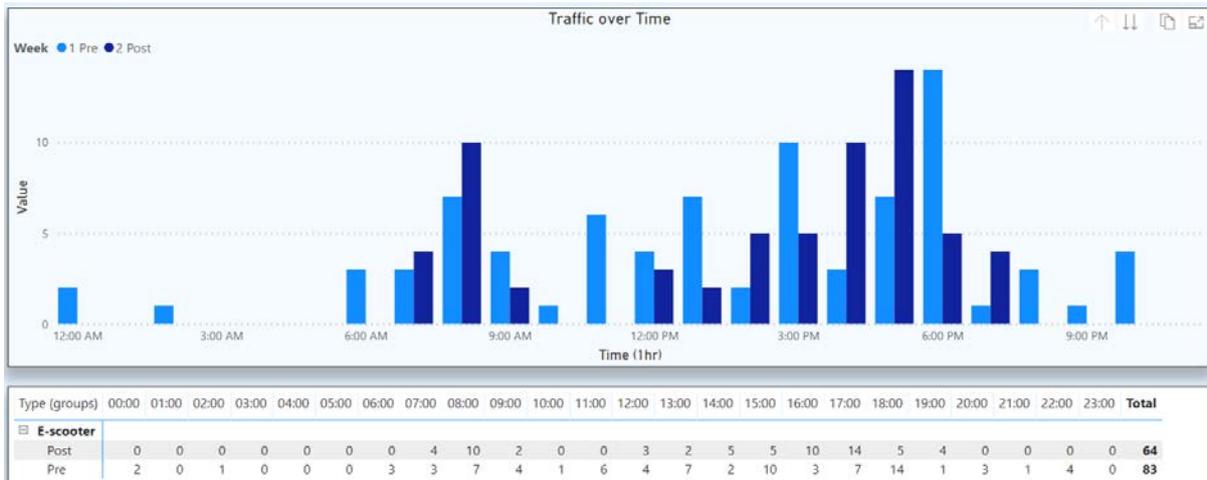
Pedestrians - Sunday



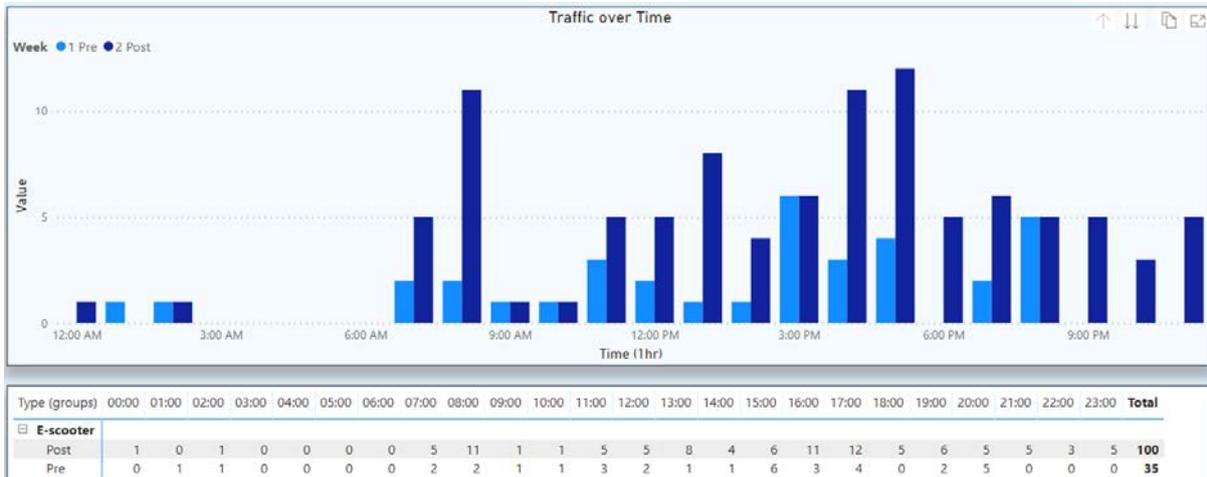
Almost half the number of pedestrians post-construction completed to pre-construction.

Electric Scooters

Thursday Pre vs Post

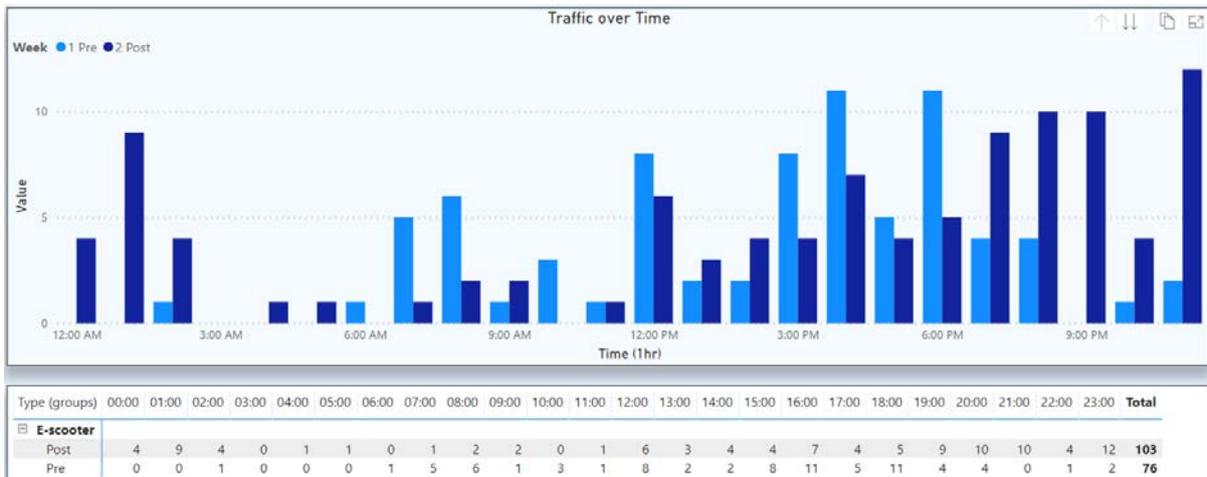


Friday Pre vs Post



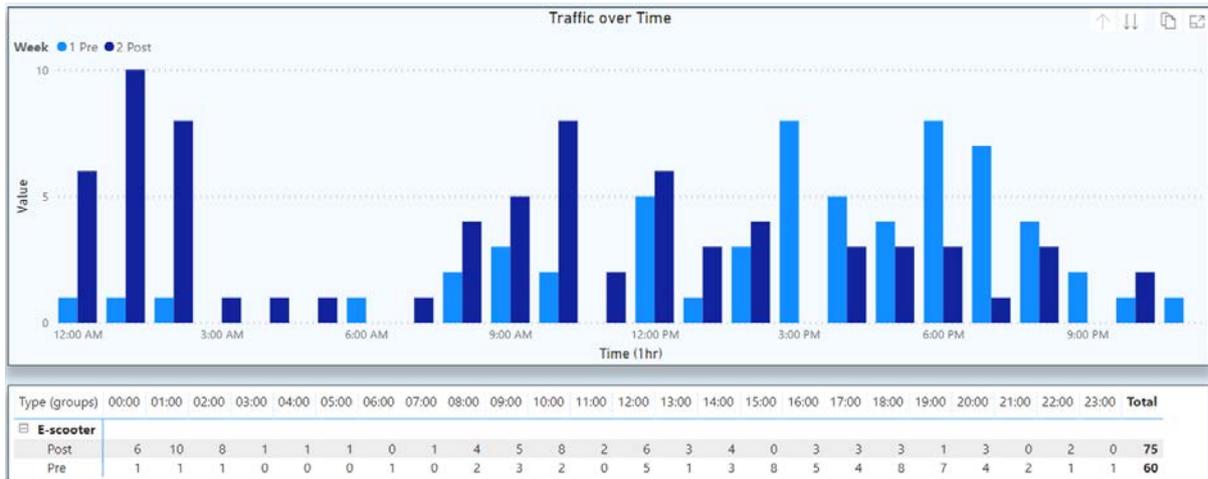
A lot more electric scooters throughout the day using Lower Hobson Street on Friday.

Saturday Pre vs Post



More electric scooters used in the early morning and late evening on Saturday. This could be due to more people going out to the bars around this around.

Sunday Pre vs Post



More electric scooters used in the early mornings on Sunday. Most likely from a late night out on Saturday.

Market Place & Customs Street West – Traffic & Pedestrian

We have carried out the analysis hourly for Traffic & Pedestrian for Market Place & Customs Street West. We are reporting on:

- Cyclists – (Eastbound, Southbound, Westbound, Northbound)
- Buses – (Eastbound, Southbound, Westbound and Northbound)
- Vehicles – (Eastbound, Southbound, Westbound and Northbound)
- Motorbikes – (Eastbound, Southbound, Westbound and Northbound)
- Pedestrians - Count Only
- Electric Scooters – Count Only

Example only of directional routes:



Please note the Pre-Works and Post-Works survey were carried out over 4 days per the following schedule for MP/CSW. Thursday is 24 hours whereas the other three days are partial days. This will be shown for all classification types.

Pre-construction data collection dates and times:

- **Thursday 11th February 2021 – 24 Hours Basis**
- **Friday 12th February 2021 – 3pm to Midnight**
- **Saturday 13th February 2021 – 12am to 9am**
- **Sunday 14th February 2021 – 9am to Midnight**

Post-construction data collection date and times:

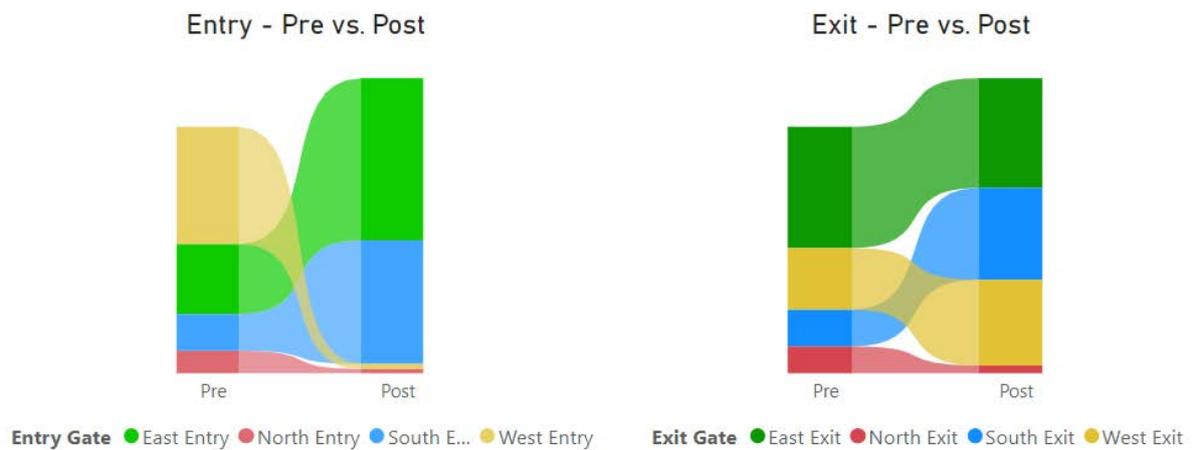
- **Thursday 20th May 2021 – 24 Hours Basis**
- **Friday 21st May 2021 – 3pm to Midnight**
- **Saturday 22nd May 2021 – 12am to 9am**
- **Sunday 23rd May 2021 – 9am to Midnight**

Cyclists



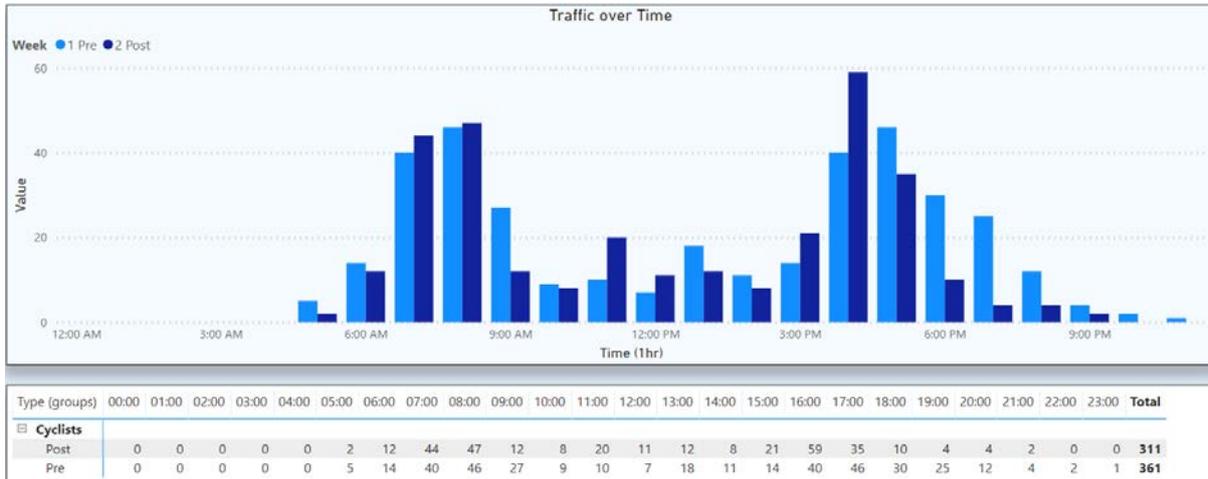
Pre-construction, the majority entered from the West and exited East. Customs Street West seems to be the main path for cyclist.

Post-construction East and South entry is now one way only for vehicles. The chart above shows that most cyclist are travelling the correct direction as the vehicles.



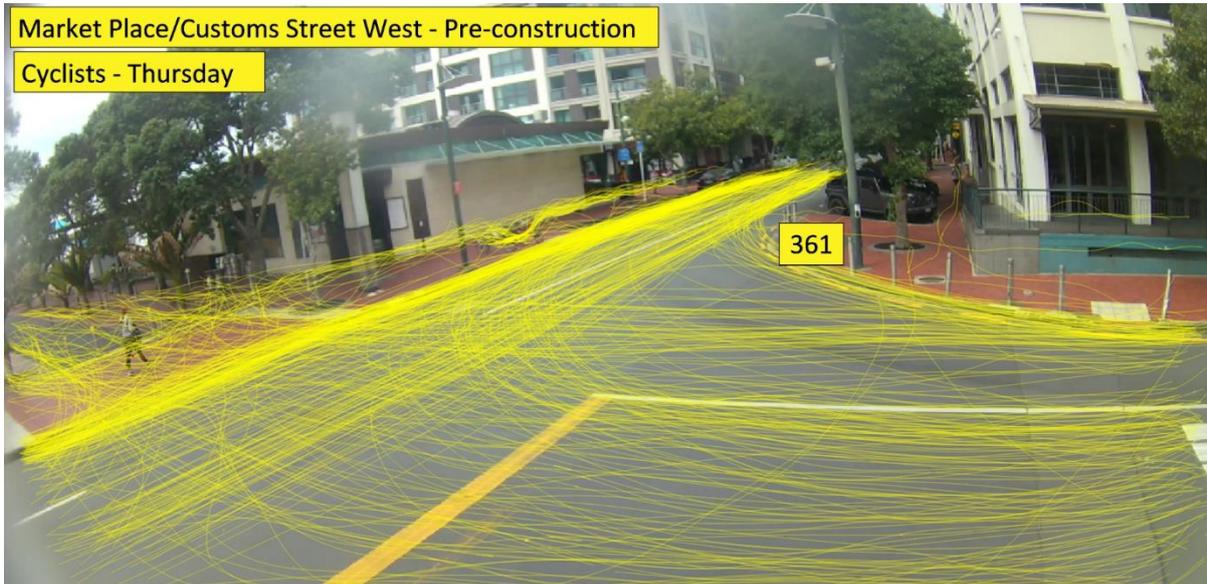
Post-construction shows cyclist are entering East and South majority of the time which is the defined cycleway. Cyclist do exit West a third of the time post-construction more frequently.

Thursday Pre vs Post



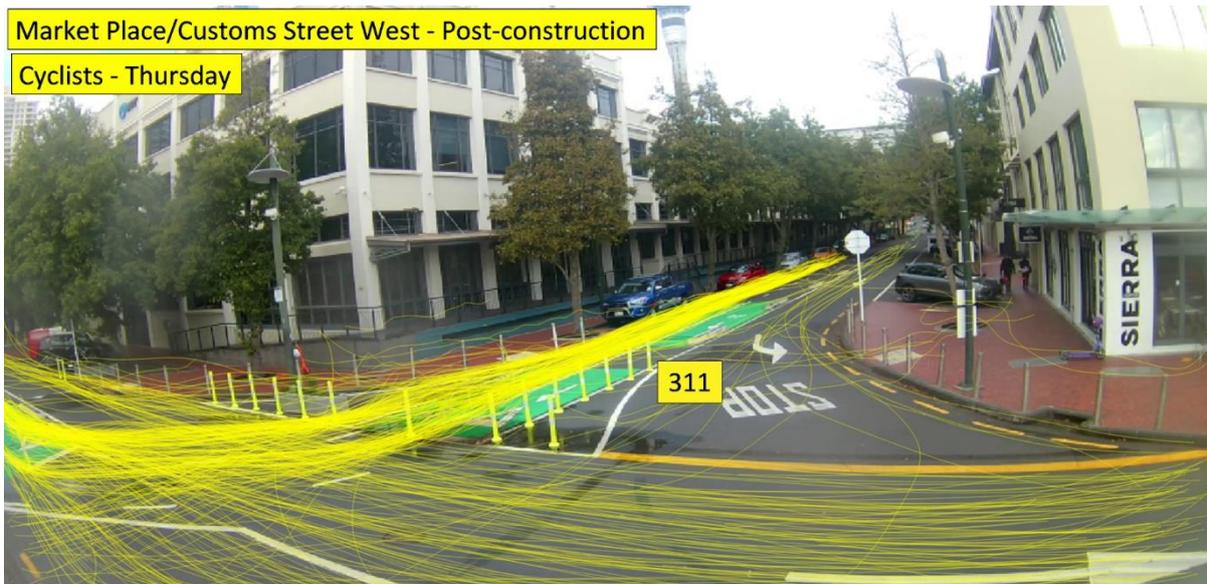
Market Place/Customs Street West - Pre-construction

Cyclists - Thursday



Market Place/Customs Street West - Post-construction

Cyclists - Thursday



Pre-construction showed a lot of cycle when up and down Customs Street West most of the time. Post-construction utilised the cycleway most of the time.

Friday Pre vs Post

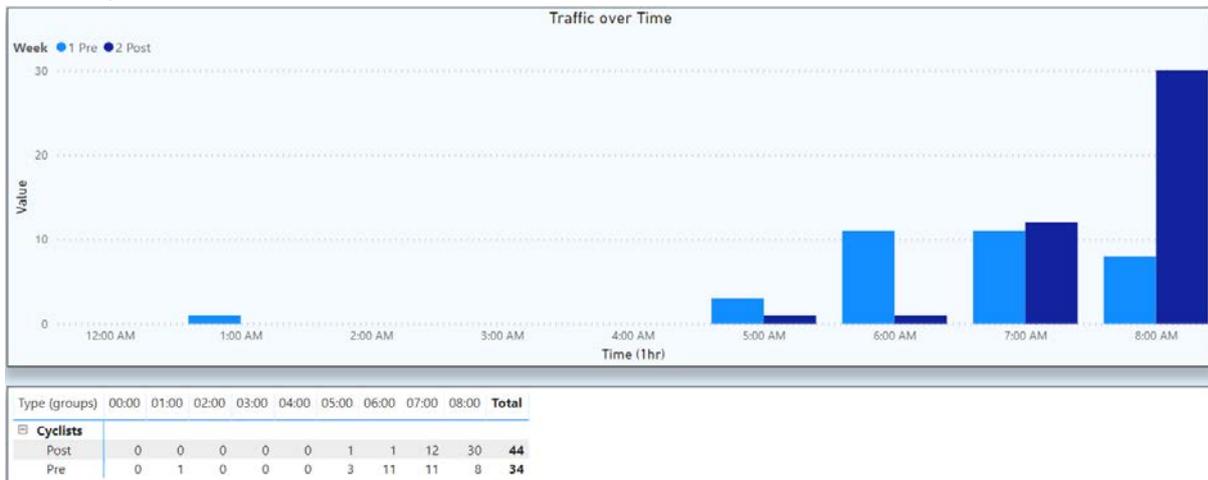


Please note for Friday pre-construction there was no data collected from 12am to 3pm. There was a problem with the camera footage when captured.



We can clearer see pre-construction that cyclist paths are all over the place. Post-construction shows that there is a defined path mainly used. The rest are traveling up and down Customs Street West.

Saturday Pre vs Post

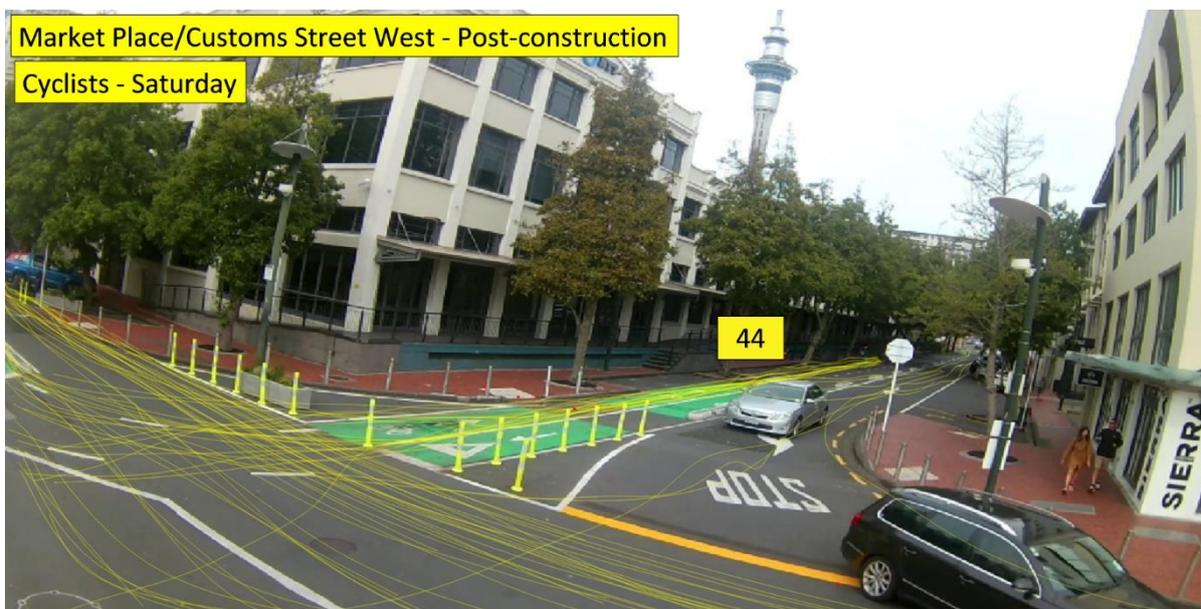


Please note that pre-construction only has data from 12am to 9am as there were issues with the camera footage.



Market Place/Customs Street West - Post-construction

Cyclists - Saturday



Sunday Pre vs Post



Please note that Sunday pre-construction only has footage from 9am to midnight. The other hours didn't get captured from the camera properly.

Market Place/Customs Street West - Pre-construction

Cyclists - Sunday



Market Place/Customs Street West - Post-construction

Cyclists - Sunday

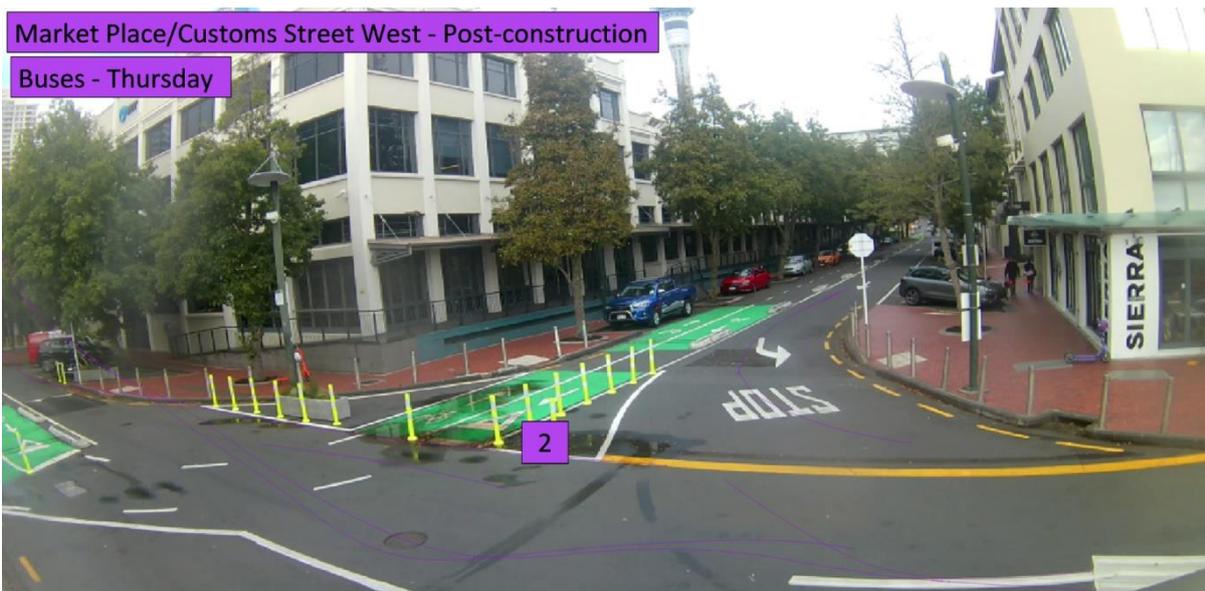
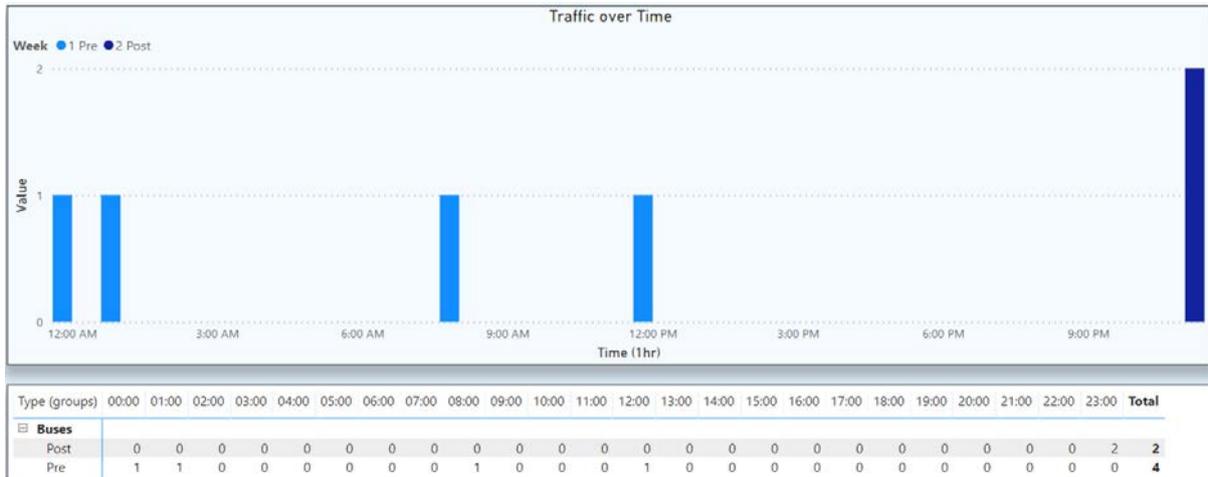


Buses



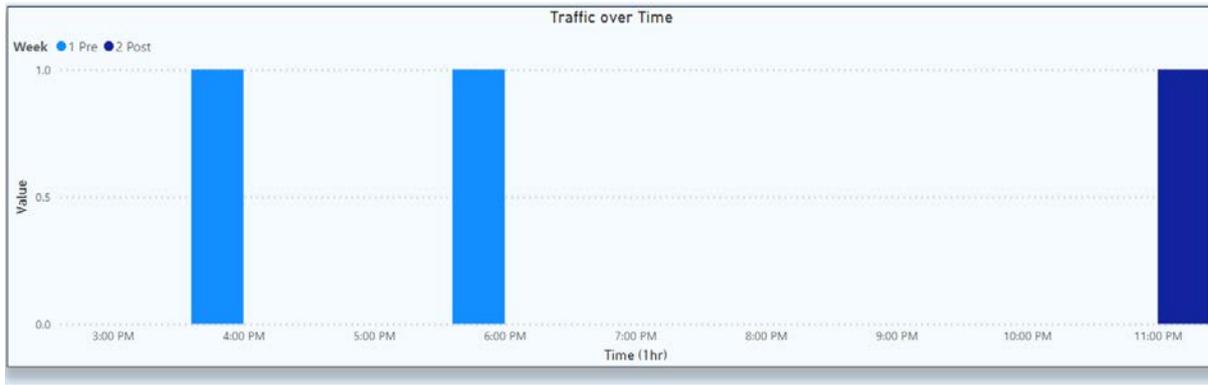
Very low volume of buses. There are no active AT bus routes through this area. Those buses recorded are presumably private and/or servicing nearby businesses.

Thursday Pre vs Post



Pre and post-construction there is few bus routes going down this road.

Friday Pre vs Post



Type (groups)	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Buses										
Post	0	0	0	0	0	0	0	0	1	1
Pre	0	1	0	1	0	0	0	0	0	2

Market Place/Customs Street West - Pre-construction

Buses - Friday

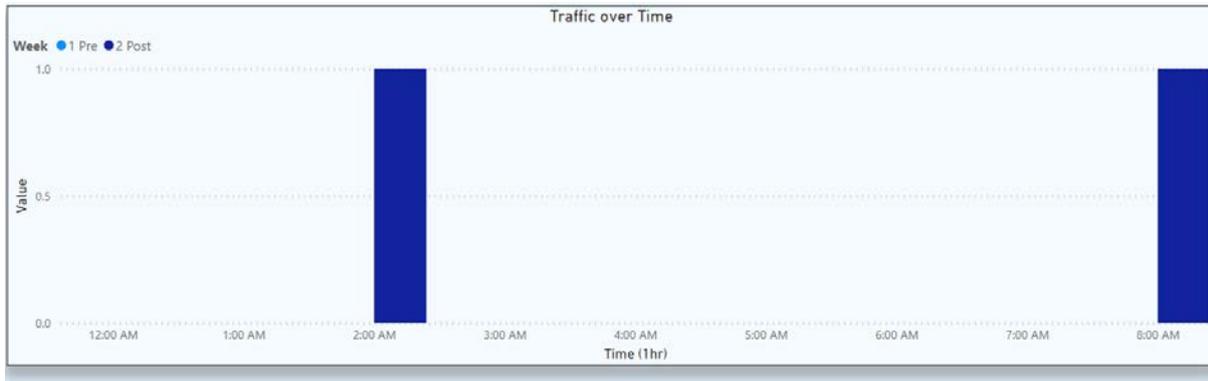


Market Place/Customs Street West - Post-construction

Buses - Friday



Saturday Pre vs Post



Type (groups)	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	Total
Buses										
Post	0	0	1	0	0	0	0	0	1	2
Pre	0	0	0	0	0	0	0	0	0	0

Market Place/Customs Street West - Pre-construction

Buses - Saturday

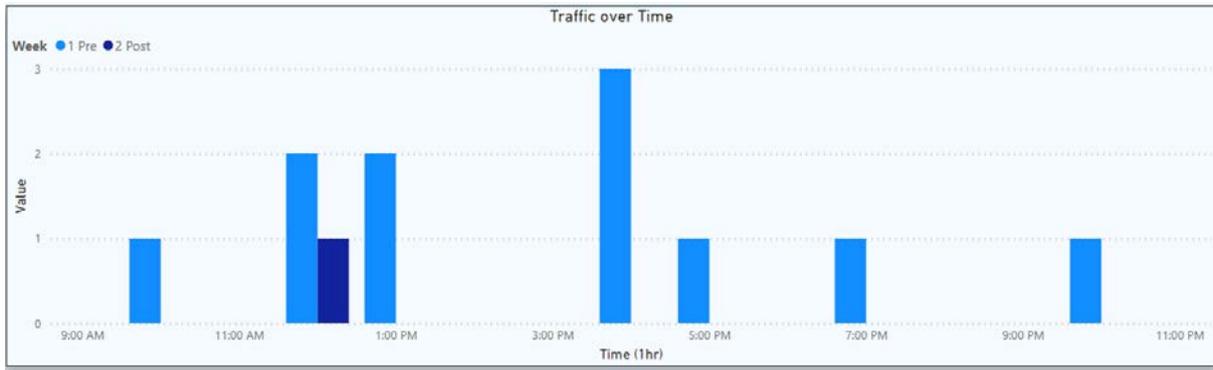


Market Place/Customs Street West - Post-construction

Buses - Saturday



Sunday Pre vs Post



Type (groups)	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Buses																
Post	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Pre	0	1	0	2	2	0	0	3	1	0	1	0	0	1	0	11

Market Place/Customs Street West - Pre-construction

Buses - Sunday



Market Place/Customs Street West - Post-construction

Buses - Sunday

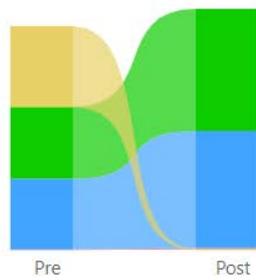


Vehicles

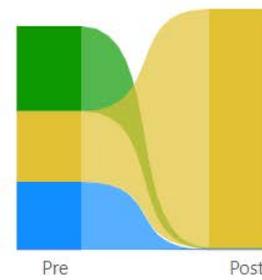


Post-construction shows vehicles using the one-way system correctly.

Entry - Pre vs. Post



Exit - Pre vs. Post



Entry Gate ● East Entry ● North Entry ● South E... ● West Entry **Exit Gate** ● East Exit ● North Exit ● South Exit ● West Exit

Post-construction shows vehicles are entering correctly through the one-way system via East and South, and exiting West.

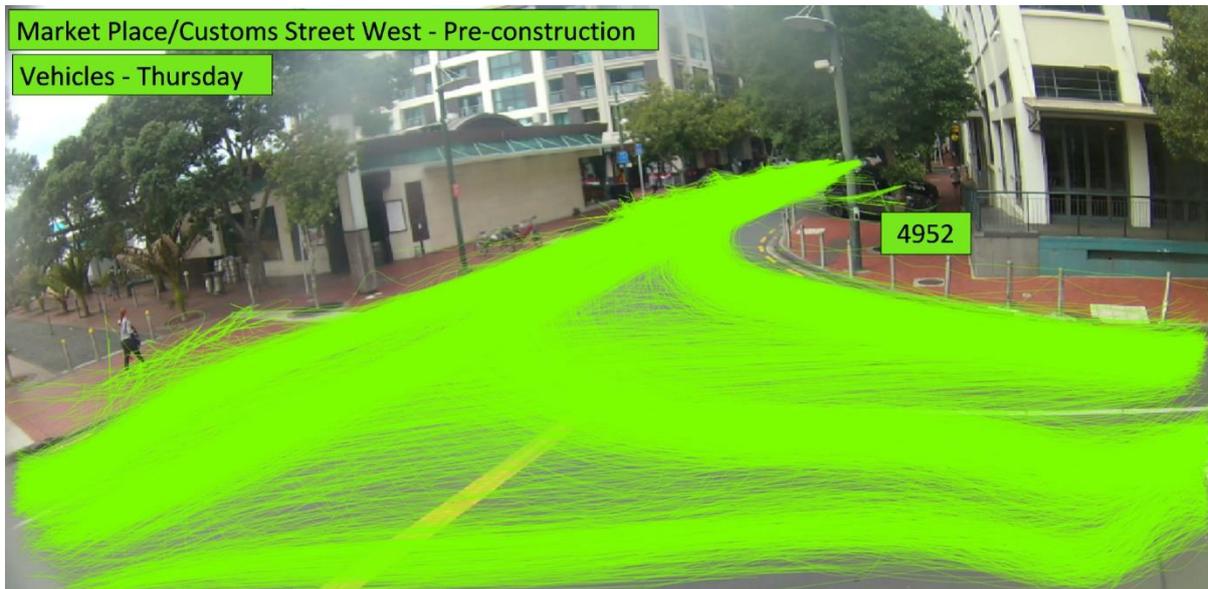
Thursday Pre vs Post



Type (groups)	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total	
Vehicles																										
Post	75	27	19	4	16	25	63	202	155	166	191	213	245	189	214	235	245	287	263	221	136	134	147	119	3591	
Pre	165	101	54	36	17	46	76	153	212	219	210	261	296	262	252	223	290	367	387	383	356	188	216	182	4952	

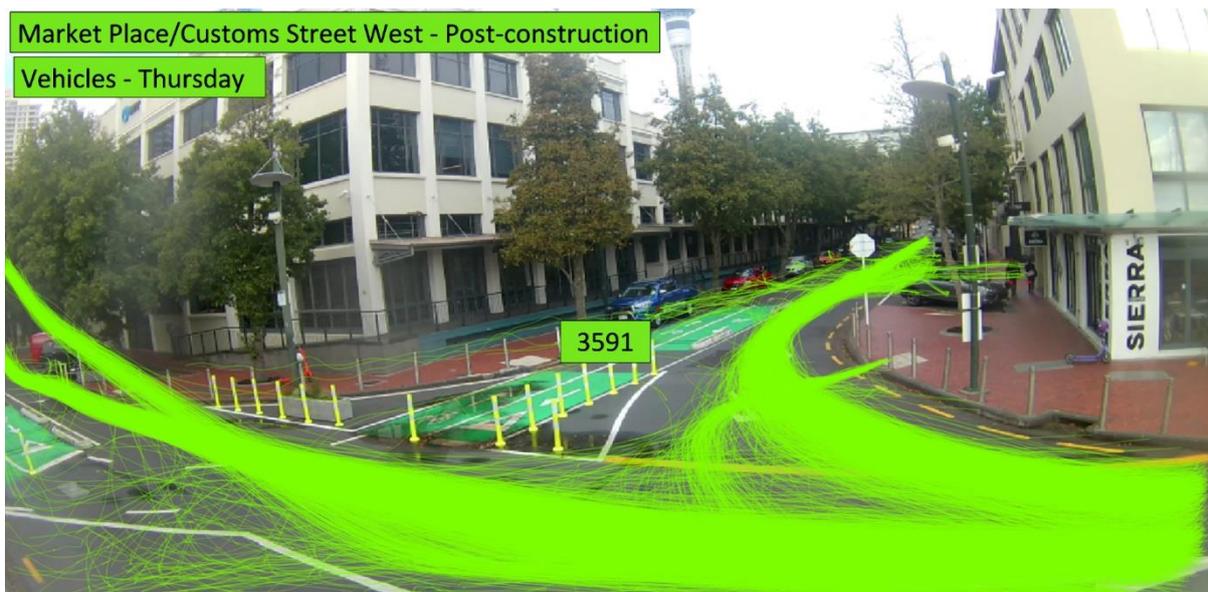
Market Place/Customs Street West - Pre-construction

Vehicles - Thursday



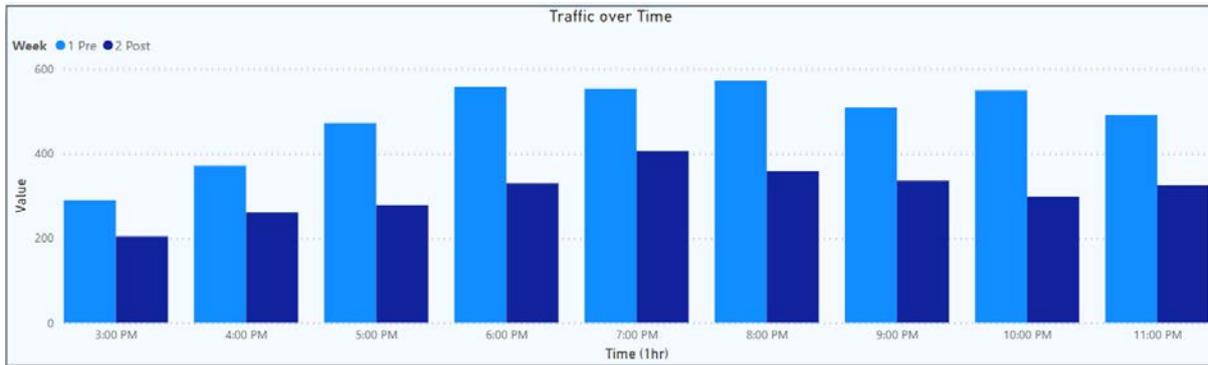
Market Place/Customs Street West - Post-construction

Vehicles - Thursday



Pre-construction shows that vehicle paths are more congested and this is reflective of the two-way bi-directional system. Post-construction shows two defined paths of the one-way system which is directional at Market Place to Customs Street West and Customs Street West from the Lower Hobson Street side.

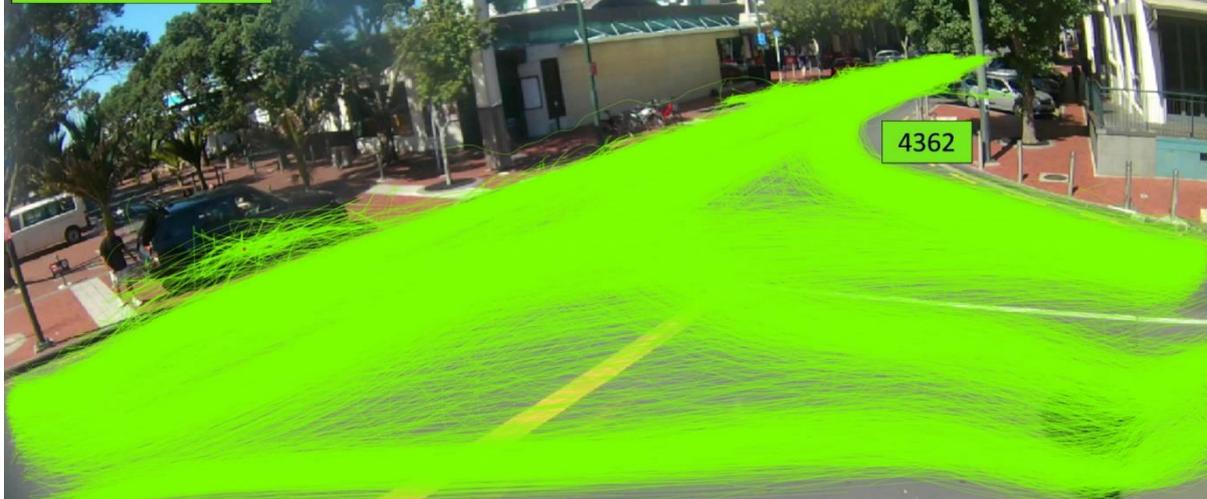
Friday Pre vs Post



Type (groups)	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Vehicles										
Post	204	260	278	329	405	358	298	325	2792	
Pre	289	371	472	557	572	508	549	491	4362	

Market Place/Customs Street West - Pre-construction

Vehicles - Friday

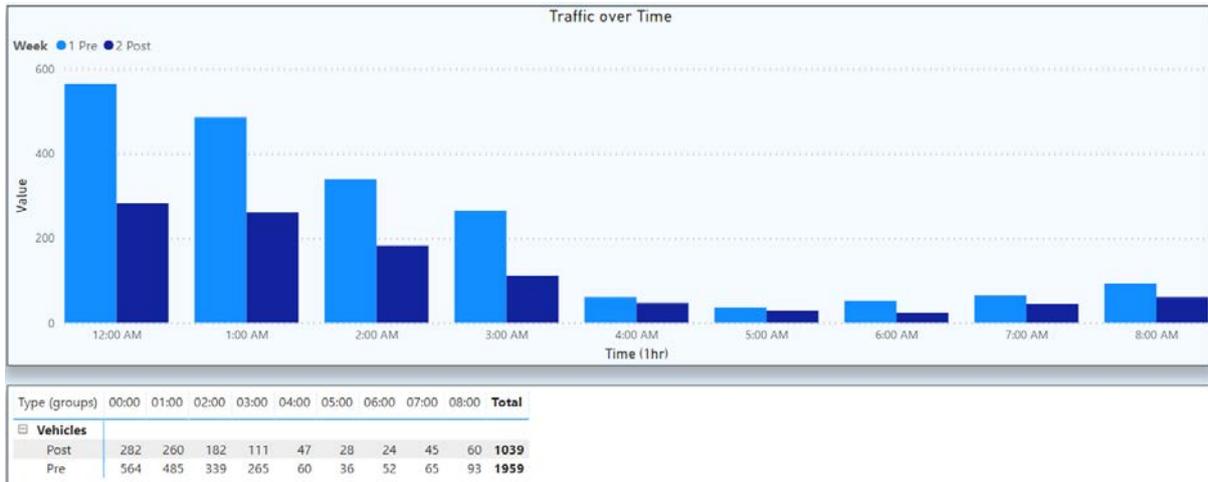


Market Place/Customs Street West - Post-construction

Vehicles - Friday



Saturday Pre vs Post



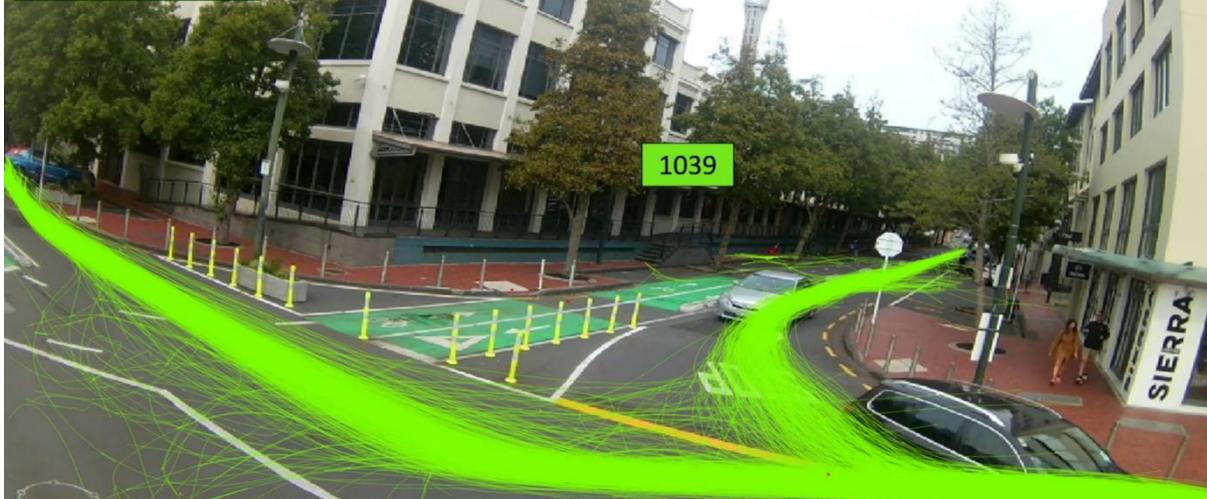
Market Place/Customs Street West - Pre-construction

Vehicles - Saturday

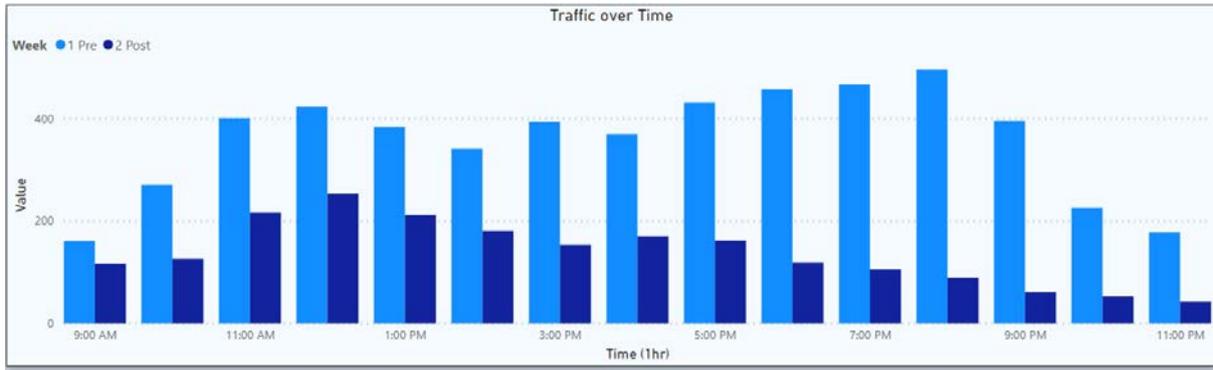


Market Place/Customs Street West - Post-construction

Vehicles - Saturday



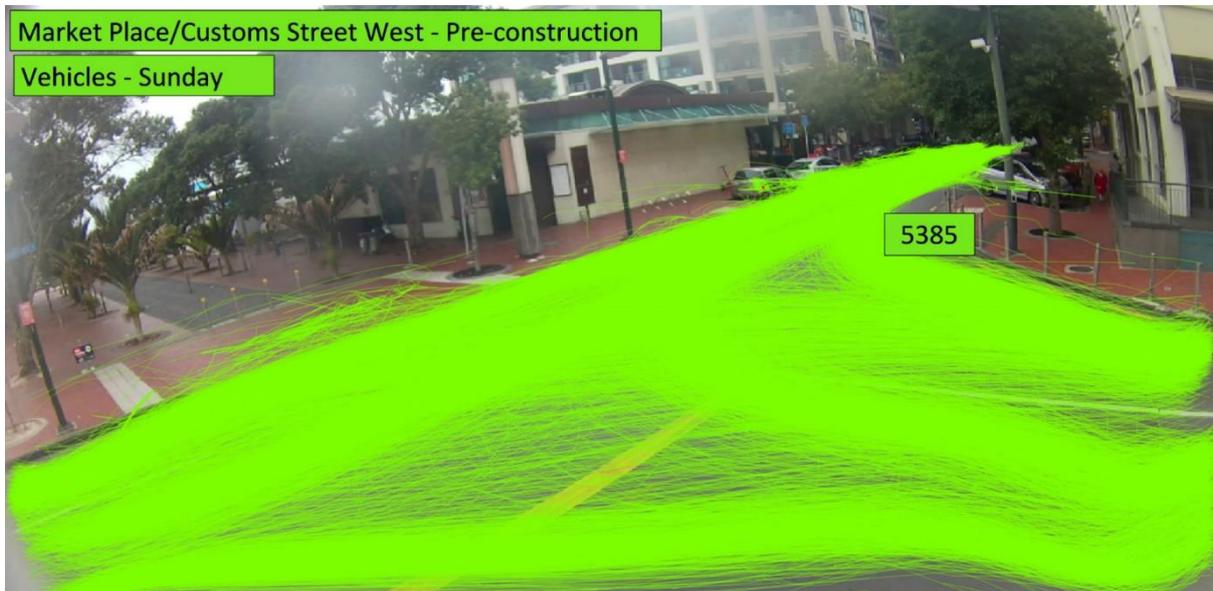
Sunday Pre vs Post



Type (groups)	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Vehicles																
Post	116	126	216	253	211	180	153	170	161	118	105	89	61	52	42	2053
Pre	160	270	400	423	383	341	393	369	431	457	466	495	395	225	177	5385

Market Place/Customs Street West - Pre-construction

Vehicles - Sunday



Market Place/Customs Street West - Post-construction

Vehicles - Sunday



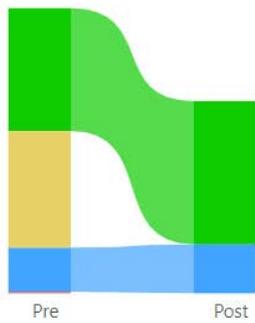
Post-construction shows the two well defined paths most of the time which is reflective of the one-way system

Motorbikes

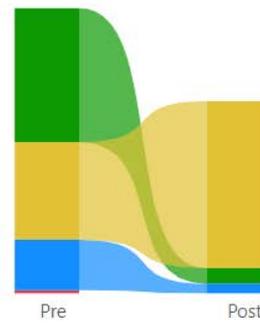


Post-construction shows that most motorcyclist are following the one-way system.

Entry - Pre vs. Post



Exit - Pre vs. Post

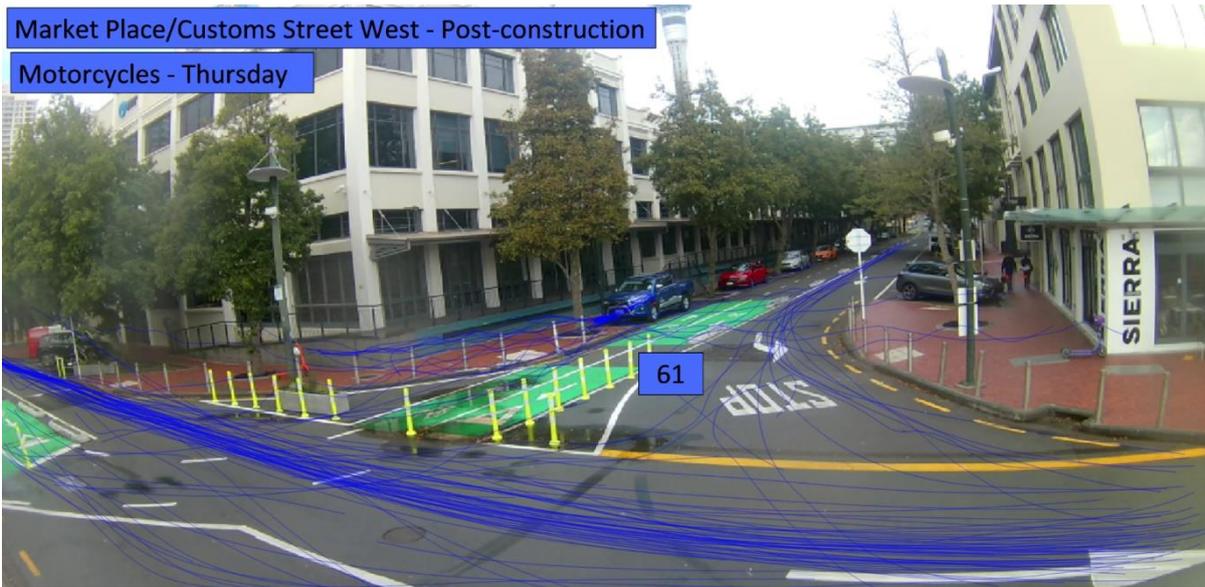
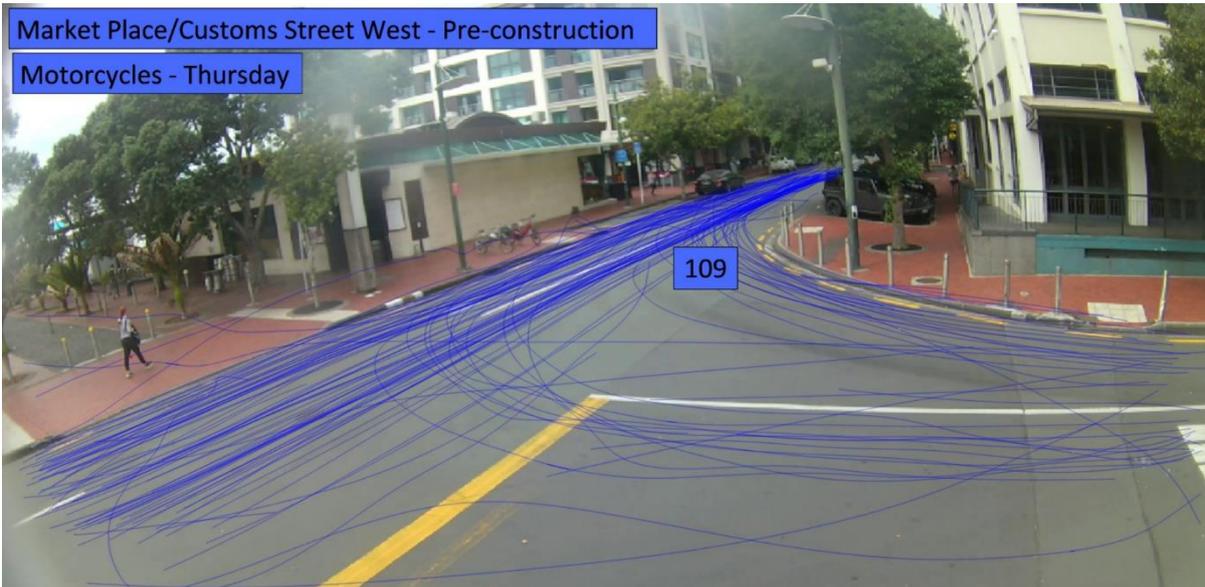
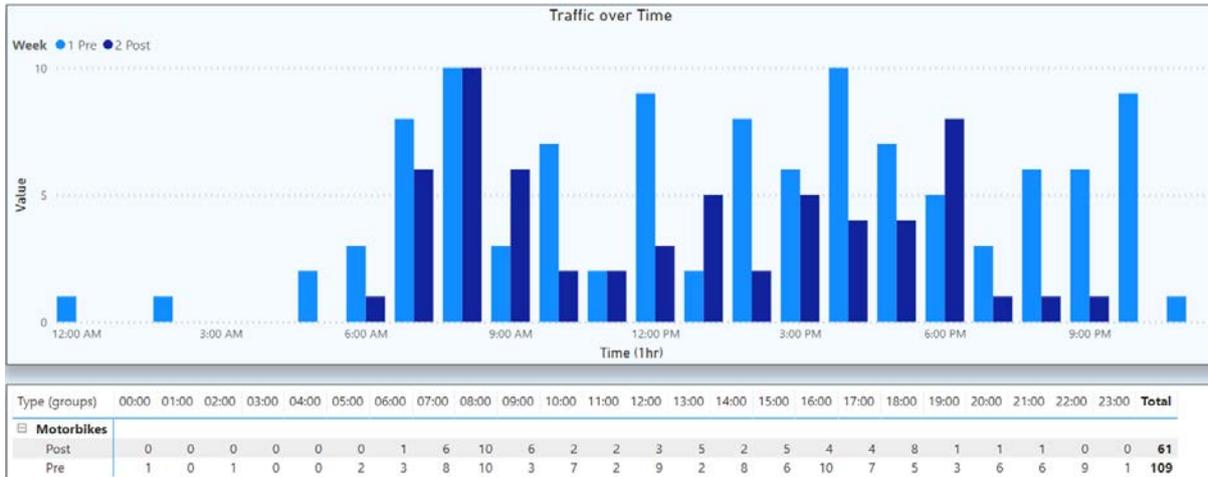


Entry Gate ● East Entry ● North Entry ● South E... ● West Entry

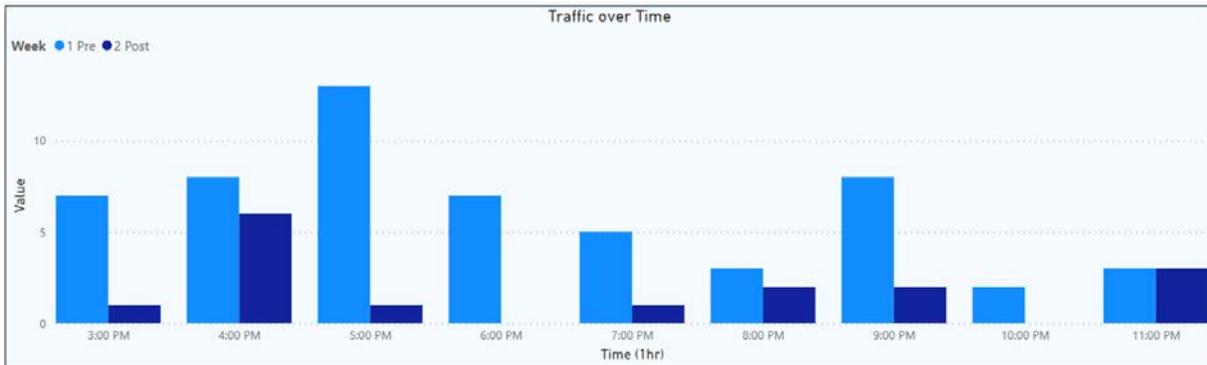
Exit Gate ● East Exit ● North Exit ● South Exit ● West Exit

Post-construction we can see motorcyclist traveling into the one-way system correctly. They are mostly exiting correctly out West but occasionally exiting East and South.

Thursday Pre vs Post



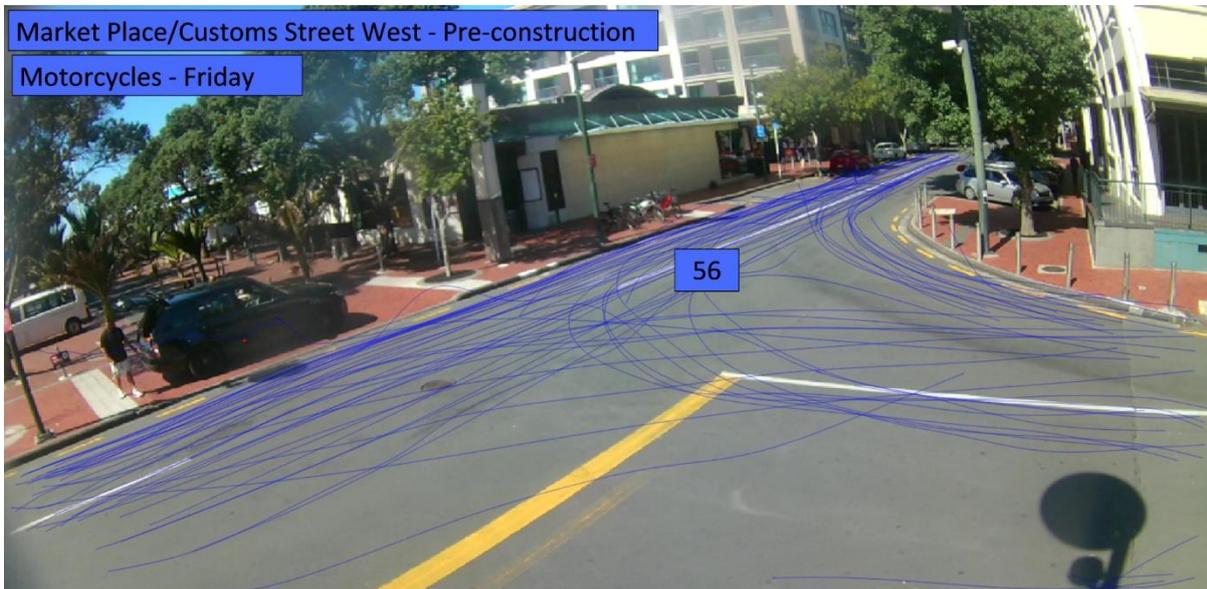
Friday Pre vs Post



Type (groups)	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
Motorbikes										
Post	1	6	1	0	1	2	2	0	3	16
Pre	7	8	13	7	5	3	8	2	3	56

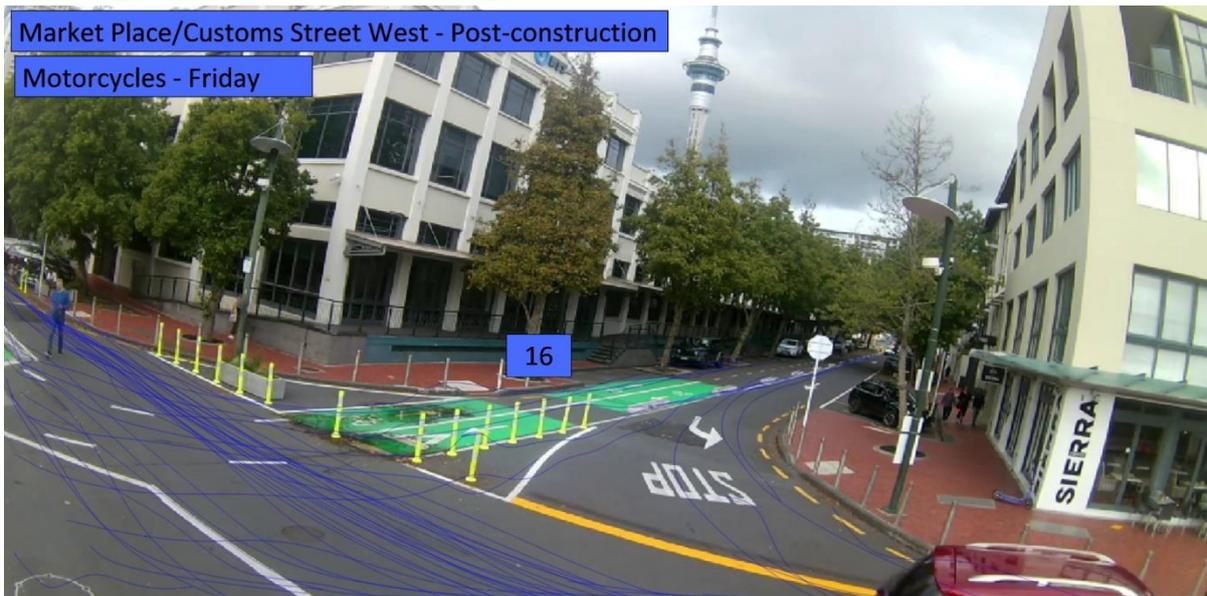
Market Place/Customs Street West - Pre-construction

Motorcycles - Friday

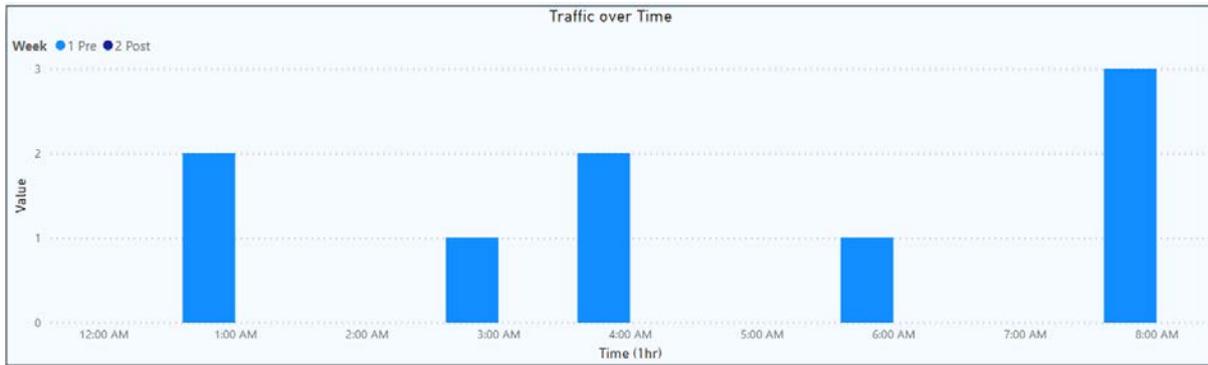


Market Place/Customs Street West - Post-construction

Motorcycles - Friday



Saturday Pre vs Post



Type (groups)	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	Total
Motorbikes										
Post	0	0	0	0	0	0	0	0	0	0
Pre	0	2	0	1	2	0	1	0	3	9

Market Place/Customs Street West - Pre-construction

Motorcycles - Saturday



Market Place/Customs Street West - Post-construction

Motorcycles - Saturday



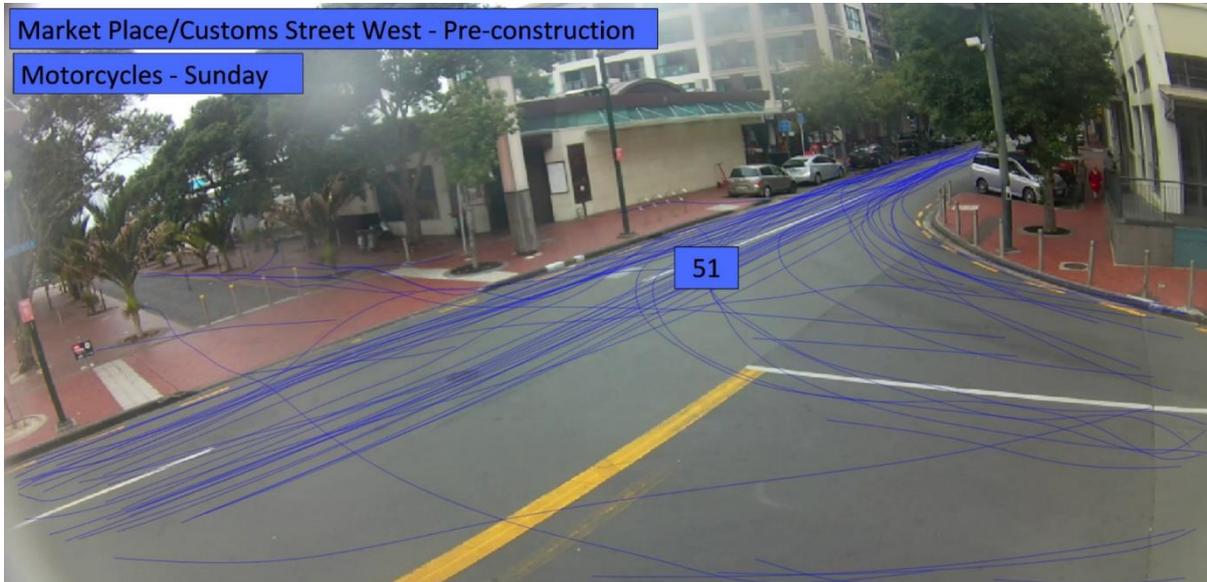
Sunday Pre vs Post



During the hours with comparison data from 9am to midnight, post-construction has a lot less motorbikes on Sunday.

Market Place/Customs Street West - Pre-construction

Motorcycles - Sunday



Market Place/Customs Street West - Post-construction

Motorcycles - Sunday

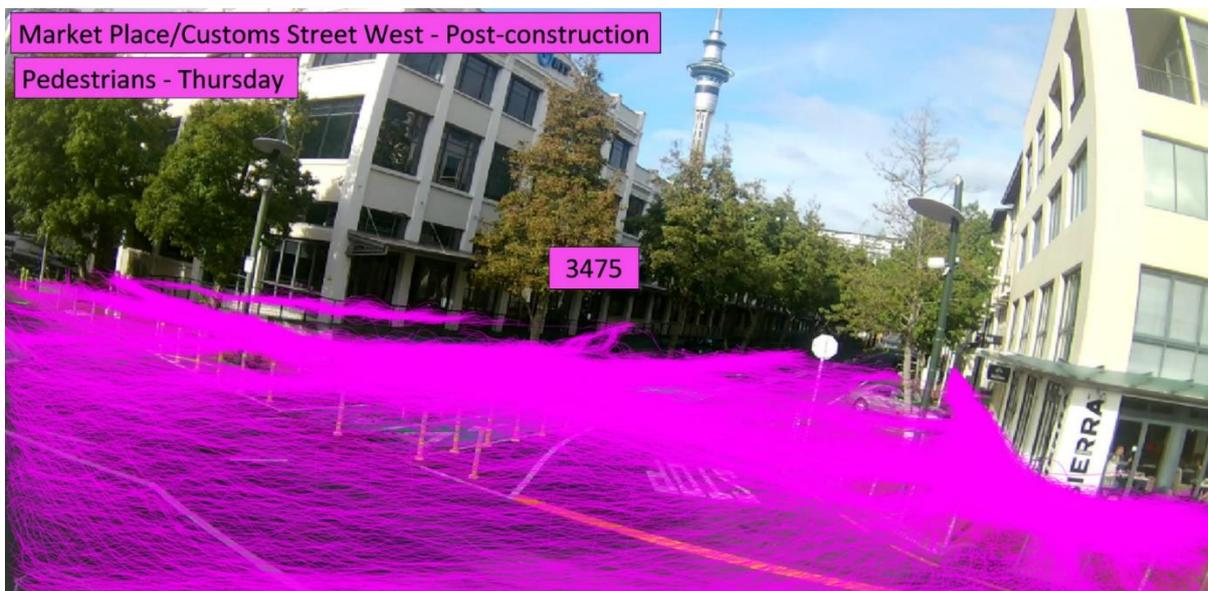


Pedestrians

Thursday Pre vs Post



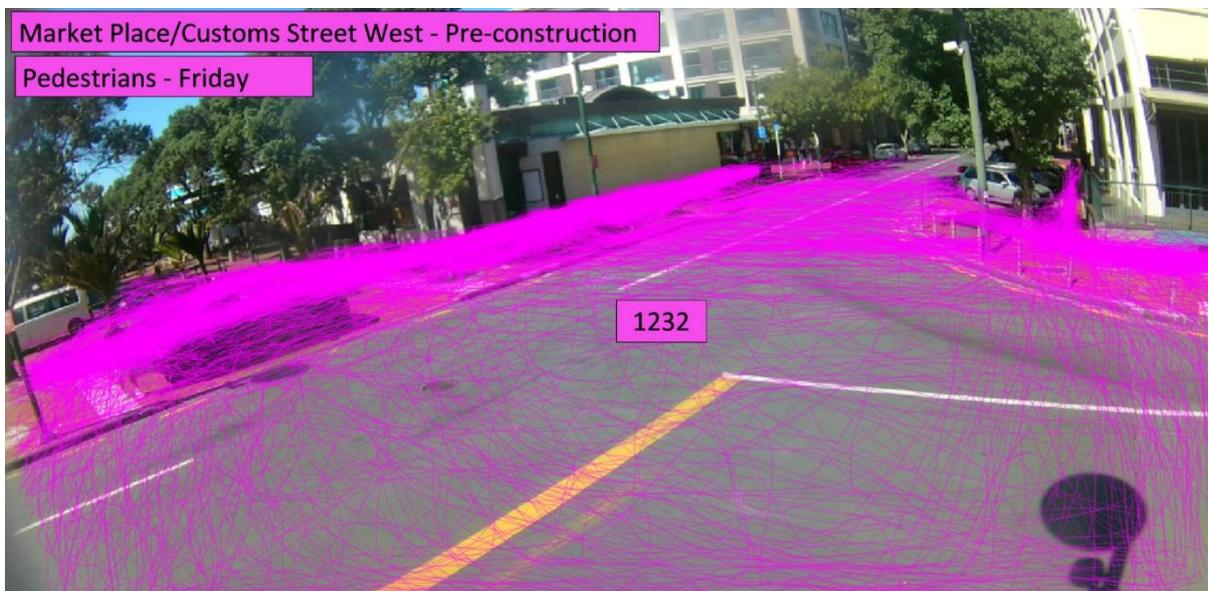
We can see a lot more pedestrians are using this path post-construction.



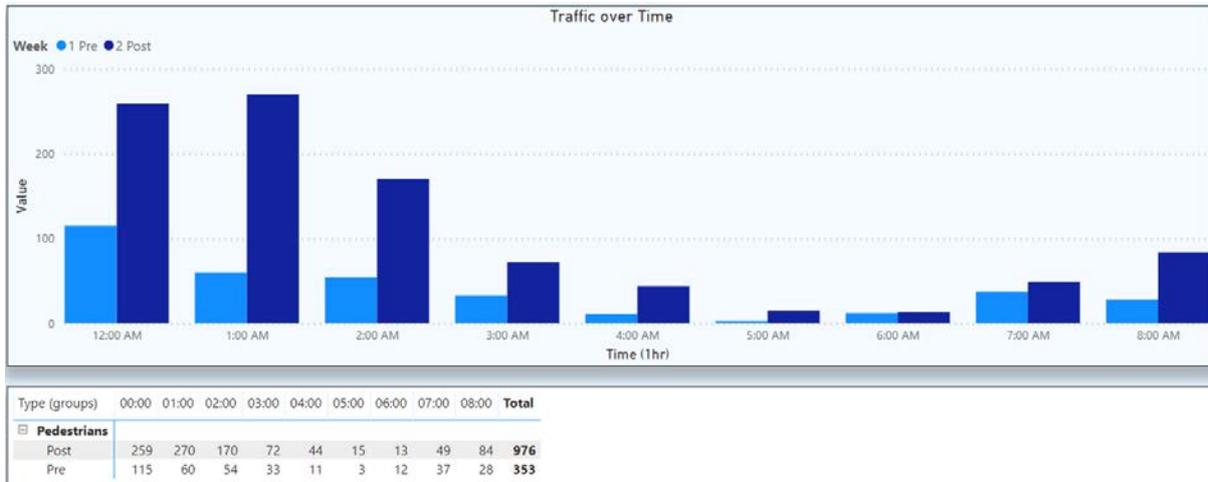
Friday Pre vs Post



During the hours we have comparison data we can see pedestrians as increased post-construction.



Saturday Pre vs Post



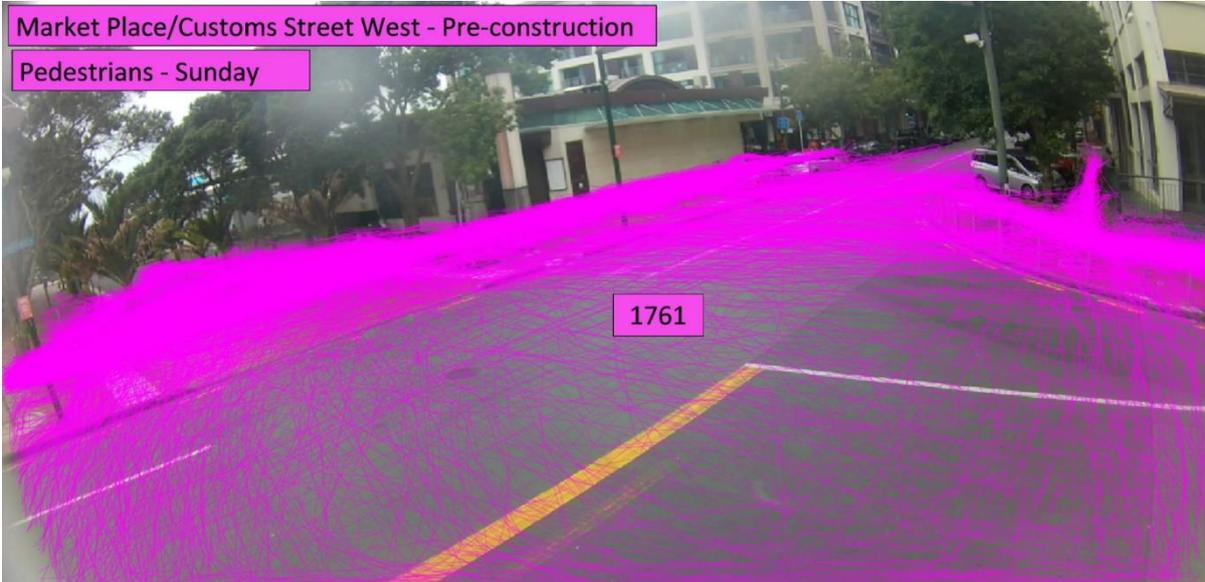
During the hours we have comparison data we can see pedestrians as increased post-construction.



Sunday Pre vs Post

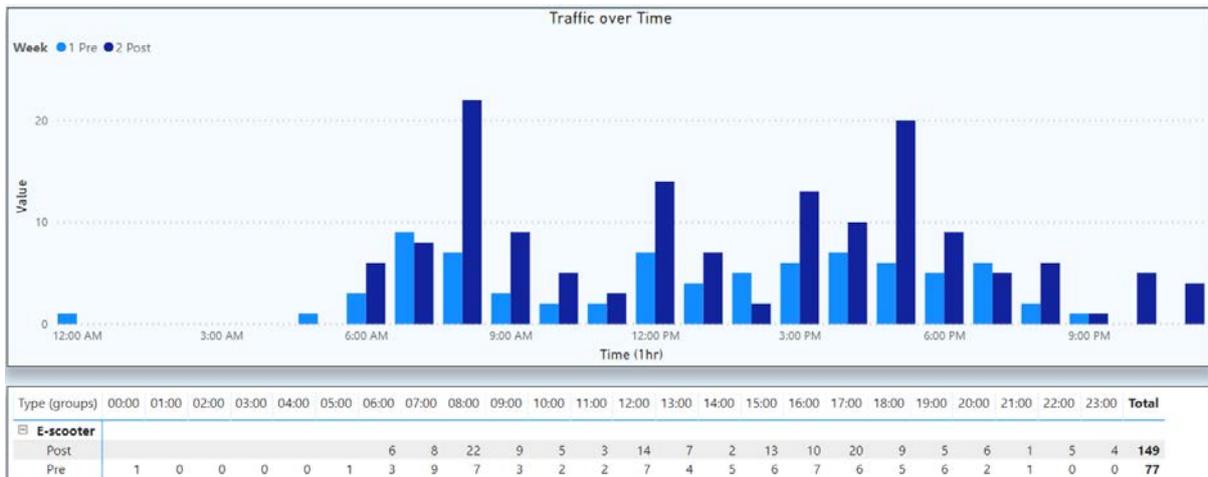


There is not too much difference pre and post-construction after 1pm during the hours we have comparison data. Morning from 9am shows a lot more pedestrian activity post-construction.



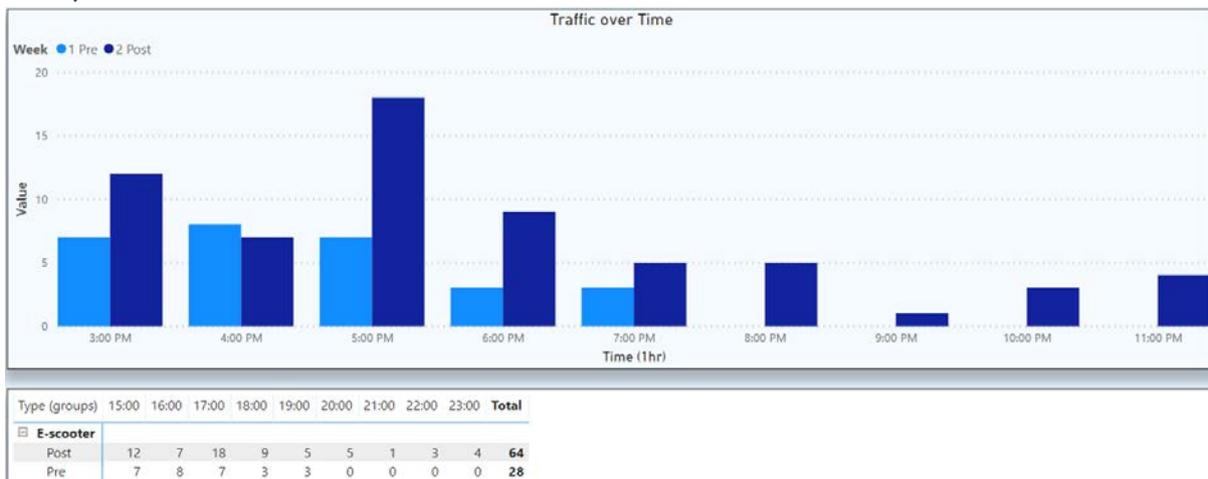
Electric Scooters

Thursday Pre vs Post

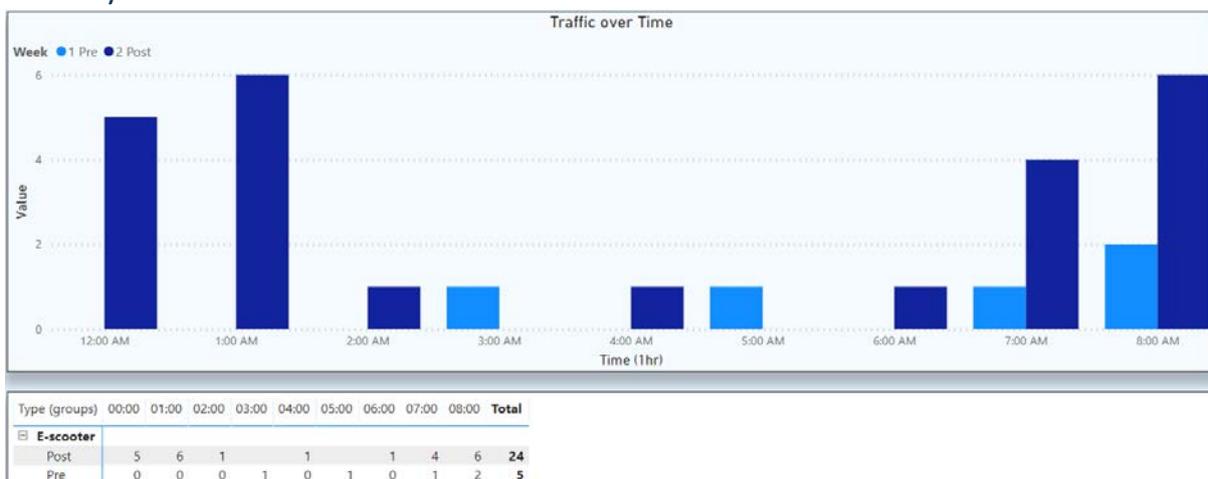


There is an increase in electric scooters post-construction on Thursday overall.

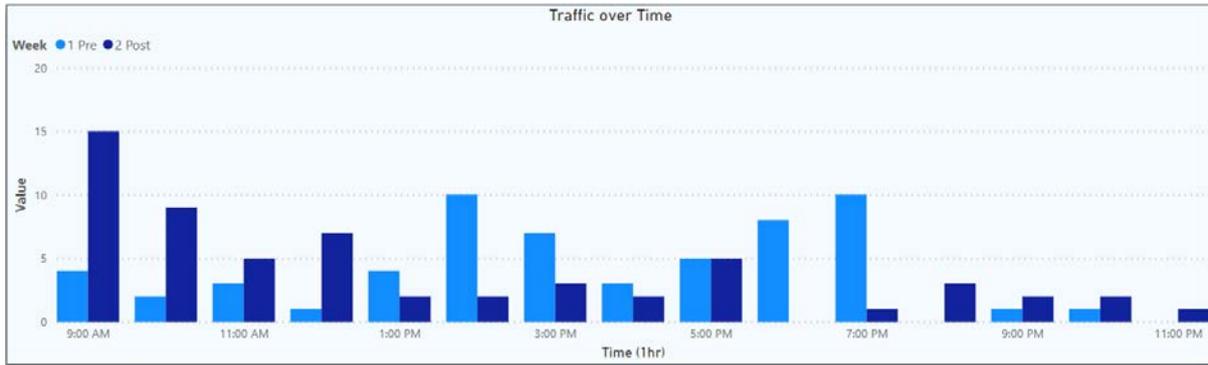
Friday Pre vs Post



Saturday Pre vs Post



Sunday Pre vs Post



Type (groups)	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	Total
<input checked="" type="checkbox"/> E-scooter																
Post	15	9	5	7	2	2	3	2	5	1	3	2	2	2	1	59
Pre	4	2	3	1	4	10	7	3	5	8	10	0	1	1	0	59

Conclusion

Aleph has carried out an analysis for Project Wave through capturing video footage of key locations within the project area. These videos were captured pre and post-construction allowing us to analyse movement changes that have occurred.

Cyclist utilising Lower Hobson Street increased from pre to post-construction with a notable increase during weekdays for the pre and post days sampled. Based on the movement heatmaps, the cyclist is using the cycleway provided. Cyclists are also using the cycleway in Market Place & Customs Street West path.

In general vehicles utilising the one-way system through Market Place and Customs Street West are doing so correctly.

There has been a significant increase in bus count through Lower Hobson Street. AT did not have buses travelling down LHS as the time of survey for the pre-works. The significant increase is directly attributed to the new Downtown bus interchange at Lower Albert Street which was completed on 24th April 2021. It functions as a destination point acting as a termination, transfer and starting point for city centre incoming and outgoing bus routes.

Lower Hobson Street parking post-construction shows the parking count has decrease as a result of revisions to the loading, taxi and bus zone. Duration of stay has shortened from pre to post from 14 to 11 minutes on average.