



Wellesley Street Bus Improvements – stage 2 Engagement Feedback Summary Report

June 2026



Executive summary

Project overview

Wellesley Street is Auckland city centre's key east–west public transport corridor, carrying around 1300 buses per day, and projected to grow to over 2200 by 2032. Wellesley Street Bus Improvements Stage 2 extends along Wellesley Street West from Albert Street to Victoria Park. The proposal includes changes to bus layovers on Beaumont Street, and the creation of a new public open space at the intersection of Wellesley Street West, Drake and Vernon Streets.

What we did

We gathered feedback between December 2025 and May 2026 through surveys, drop-in sessions, meetings, email, and on-street research. We spoke with over 140 people at drop-in sessions and meetings and received around 200 responses generating 740 pieces of feedback from a broad range of people who live, work and play in the city centre.

What we heard

- **Support for improved public transport:** Many people - especially bus users, workers and visitors, see benefits in faster, more reliable buses and improved walking conditions.
- **Access and parking concerns:** Residents and businesses voiced concerns about reduced on-street parking, loading zone provisions, and ease of access to and from off-street driveways and carparks
- **Safety and design detail matters:** Most people had no major safety concerns, but those who did highlighted visibility, crossings, and turning movements as key issues to get right – particularly on Beaumont Street.
- **Traffic and movement changes:** Some people are worried about congestion and how network changes may affect nearby streets.
- **Local impacts, especially on Beaumont Street:** Residents raised concerns about noise, bus layover activity, and impacts to overall liveability.
- **Construction and communication:** People want clear communication and careful management of disruption and access during construction.

Next steps

We will use this feedback to refine our design—focusing on access, safety, parking, and local impacts—while continuing to work closely with communities and stakeholders. Further engagement will take place during detailed design, expected through 2026–2027.

Wellesley Street Bus Improvements

Artist's impression

Better bus journeys are coming

We are planning to improve bus and pedestrian access on Wellesley Street between Albert Street and Victoria Park and extend the bus layover area on Beaumont Street to make bus trips faster and more reliable, and to improve safety for all users.

We would like your feedback on the proposal.

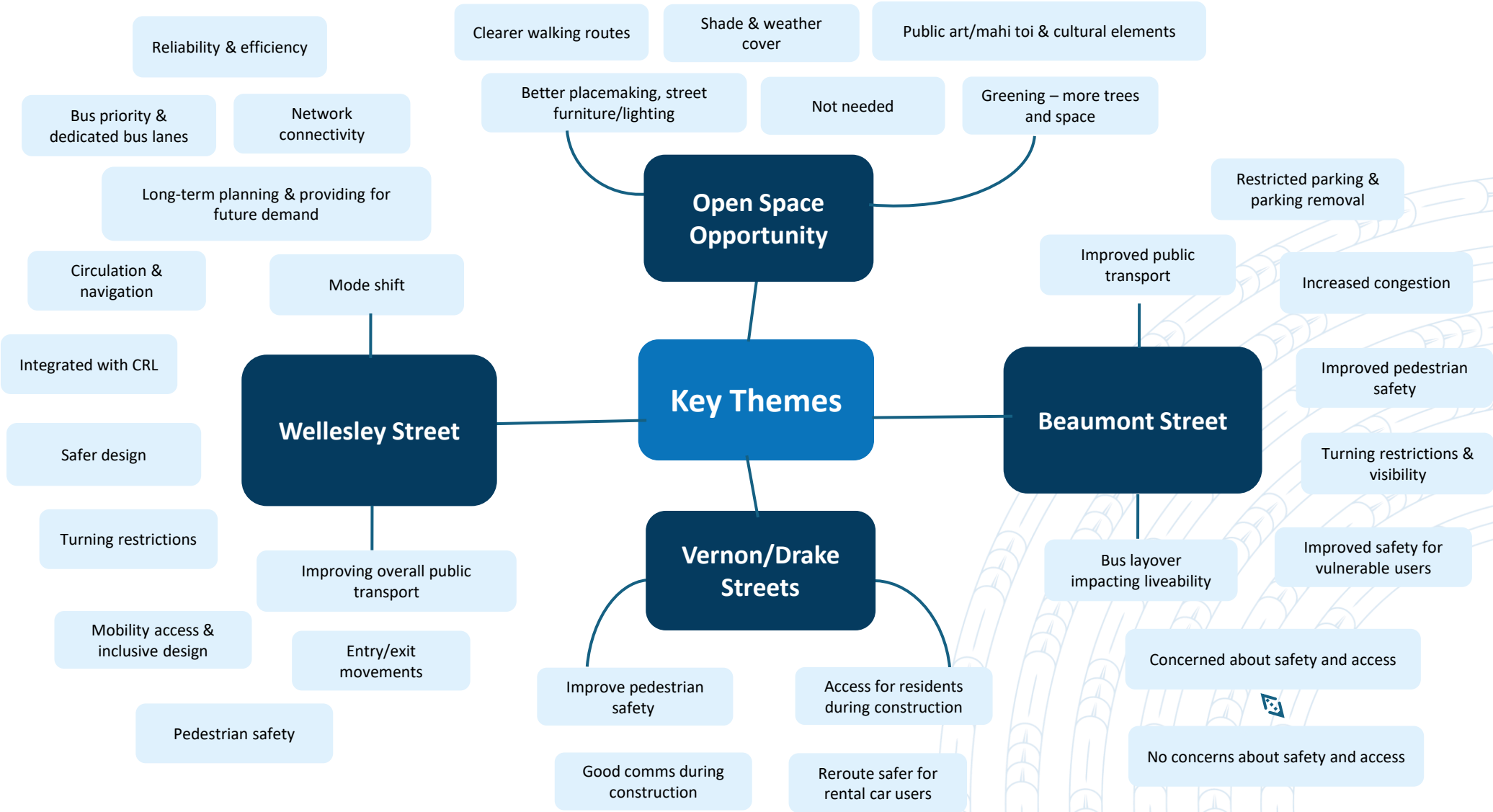
Kōrero mai Have your say

To learn more about the plans, find out where our engagement events will be and to tell us what this change will mean for you, scan the QR code or visit haveyoursay.at.govt.nz/wbsi-stage2

Have your say by **05 May 2026**

Your city -- connected **AT**





Project overview and alignment to guiding plans

The Vision for Auckland's City Centre

We're transforming the city centre to put people first, and create a greener, safer and a better-connected city for everyone.

City Rail Link, our new underground rail system, will be a gamechanger for Auckland, giving thousands of people easier and better access to the city when it opens.

Buses need to be more frequent, more dependable, and get people to the city faster, and connect to our new train stations. Key city centre streets are being purpose-built as priority corridors for buses entering and exiting the city centre. Giving priority to buses is essential to enable reliable, high-frequency public transport to keep our city connected and moving.

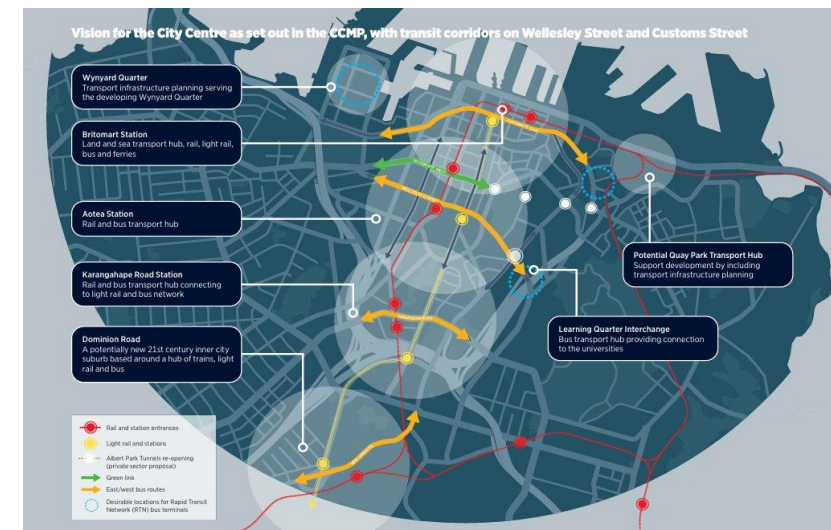
A key east-west bus route

Wellesley Street is identified as the main east-west public transport route through midtown in the City Centre Master Plan 2020 and City Centre Bus Plan 2021. In April 2026, Wellesley Street's new transport interchange opened outside Te Waihorotiu Train Station – Wellesley Street Bus Improvements Stage 1.

This proposal is for Wellesley Street Bus Improvements Stage 2 – extending along Wellesley Street West, from Albert Street to Victoria Park.

Proposed changes

- One bus lane in each direction along Wellesley Street between Albert Street and Victoria Park to improve journey times
- One general traffic lane in each direction
- Clustering of bus stops and new bus shelters for improved safety and customer experience
- Extension of the Beaumont Street bus waiting area to help the bus network run more efficiently
- Installation of a traffic-light controlled pedestrian crossing to make it safer to get to and from Victoria Park
- Changes to the road layout to make bus trips faster and more reliable, and to improve safety
 - Remove the separated left turning slip lanes from Wellesley Street onto Victoria Street West
 - Remove the slip lanes at Drake and Vernon Streets and re-route traffic into Sale Street
 - Remove the right-hand turn from Wellesley Street into Federal Street South
 - Opportunity to create new open space at the intersection of Wellesley Street West, Drake and Vernon Streets



Engagement undertaken

When: We undertook early customer experience investigations and public engagement between December 2025 and April-May 2026.

How: We mailed 4,340 letters, contacted stakeholders, shared information via digital and social media channels (Facebook, Our Auckland and Midtown in Progress), held drop-ins at Victoria Park and Federal / Wellesley Streets, and distributed flyers and posters.

Feedback received: 200 responses overall from individuals, groups and organisations, broken down into 740 pieces of feedback

Who: We spoke with around 140 people across four community drop-ins, at places of business, residences, and on-site across the project study area. We approached and heard from the following groups:

1. Mana whenua

- Via AT's Central Mana Whenua Forum, and establishment of a working group to explore cultural narratives and public realm landscaping

2. Inner-city residents, property owners, and bodies corporate

- 3,765 residents and property owners in the wider project area received a letter, asking for their views
- Engagement took place via an online survey, drop-in sessions, email, and face-to-face meetings

3. Business and commercial owners and operators

- 575 letters were sent to commercial owners and operators along, and next to, Wellesley Street West including the major hotels
- 10 took up the opportunity for an in-person meeting

4. Stakeholders, organisations and interest groups

- 16 stakeholder groups were contacted including; resident and business associations, Police and emergency services, social services and bus operators
- We met with nine groups in-person and by follow-up email

5. Elected Members

- Via briefings, meetings and memoranda

6. Early customer experience investigations

- Via on-street intercept surveys and behavioural observations (See detail attached in appendices)



Method

Data collection

- Feedback was gathered from five engagement sources.
- Feedback from stakeholder and business meetings and drop-in sessions were summarised into feedback notes.
- Relevant emails were collected.
- Survey responses came from the AT Have Your Say website.

Data analysis (Qualitative)

- We brought together feedback from businesses, stakeholders, the Have Your Say survey, drop-in sessions, in-person meetings and emails.
- We read all feedback to identify the main ideas, concerns and suggestions.
- A system was set up to sort feedback into common topics across all engagement groups.
- Each piece of feedback was sorted into one or more topics based on what it was about. This broke each response into separate comments by topic.
- Comments were then counted by topic to show which issues came up most often. In general, topics mentioned fewer than 3 times were left out.
- Results were summarised to show the most common topics and patterns across the feedback.

Data analysis (Quantitative)

- Answers to multiple-choice questions were counted and shown in charts.



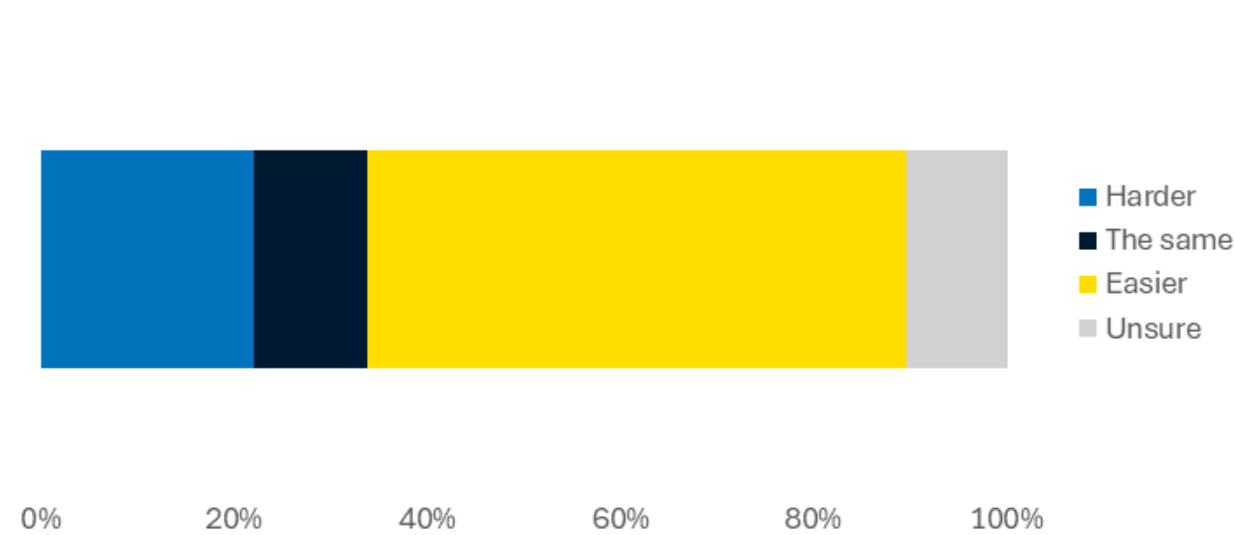
“Have Your Say” Feedback: Wellesley Street Impact

Note: Not all respondents answered every question. Totals vary by question, and ‘tell us more’ responses are calculated from those who provided additional comments.



Have Your Say: Impact on using this street

"Will the Wellesley Street changes make it easier or harder for you to do what you need to do here?"
Graph below.



Response	n	%
Harder	17	22%
The same	9	12%
Easier	43	56%
Unsure	8	10%
Total	77	100%

Summary:

Overall, 68% of people felt that the Wellesley Street changes will make it **easier** or **the same** to do what they need to do here.

"There's quite a few bars and restaurants around this area that I visit and these upgrades would make it easier to access and a more enjoyable place to walk through"



Have Your Say: Impact on using this street

"Will the Wellesley Street changes make it easier or harder for you to do what you need to do here?"

Relationship to ...	Harder	The same	Easier	Unsure	Total
Visitor	6	4	27	6	43
Worker	3	2	18	-	23
Resident	8	3	6	1	18
Property owner	3	2	2	1	8
Business	2	1	1	-	4

How travel down...	Harder	The same	Easier	Unsure	Total
Bus	5	6	40	4	55
Walk	11	7	30	4	52
Cycle	1	1	7	3	12
Private vehicle	15	4	6	3	28
Service vehicle	2	1	-	-	3

How use...	Harder	The same	Easier	Unsure	Total
Travelling through	12	6	40	6	64
Waiting for a bus	2	2	29	3	36
Visiting a business	4	4	20	1	29
Recreation / entertainment	4	2	14	1	21
Working nearby	4	5	15	2	26
Parking	6	1	-	1	8
Other	5	2	-	1	8
Loading or deliveries	1	-	-	-	1

Summary:
Workers, visitors, public transport and active modes users rated the changes as it making it easier, reflecting also in those using the street for **travelling through, waiting for a bus, visiting a business, recreation or working nearby**.

Those **living or owning property or a business**, and those travelling by **private vehicle**, and for users of **parking and loading** were more likely to rate the changes as making it harder. Those who selected **'other'** use also largely fell into this category, speaking to **liveability** as a **resident** on the street.

Note: cell numbers = count of respondents who chose harder/the same/easier/unsure, based on their selections for their relationship to, how they travel down and how they use Wellesley Street - of which they could select multiple options. Darker blue cells indicate the most selected option for each group.



Have Your Say: Impact: Tell us more

Of the 77 respondents, 49 people chose to tell us more: "Will the Wellesley Street West upgrades make it easier or harder for you to do what you need to do here?"

The key themes are summarised below.

Theme	Description	Frequency
Safety improvements	Support: streets will be safer with slower speeds and better crossings, making travel easier.	11
Cycle/e-scooters and e-bikes improvements	Support: cycling and scooter use will be safer and easier.	4

Theme	Description	Frequency
Conditional outcomes	Consider: impacts depend on final design details, delivery quality, or specific mitigations (e.g. traffic light timing, parking alternatives).	6

Theme: Concerns	Description	Frequency
Traffic build-up and traffic delays	Concern: changes will cause more traffic, especially at intersections and busy times, making travel slower.	15
Safety risks from design	Concern: new safety risks like buses blocking the view and conflicts between different road users, making it harder to get around.	10
Living conditions impacts	Concern: noise, more activity and buses close to homes would affect comfort and make daily life harder for residents.	9
Business impact	Concern: Less access and parking seen as bad for customers reaching businesses and for businesses to run properly.	6

"I use the 22 buses and travelling to and from the city is so slow because Wellesley St has minimal bus priority measures. This would make a huge difference"

Summary:
The upgrades are seen as making it easier to get around at a city-wide level (especially for buses and pedestrians), but harder for nearby residents and businesses (particularly for access, parking, and driving).



“Have Your Say” Feedback:

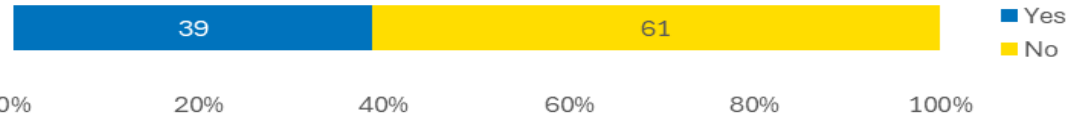
**Wellesley Street Safety and
access concerns**



Have Your Say: Bus lane introduction

"Are there any safety, access or other concerns we should consider as we introduce a new bus lane in each direction between Albert Street and Victoria Park?"

Most people (61%, n = 46) reported **no** concerns.



"Try to keep a separated turn lane on Wellesley Street as much as possible (eg for Nelson street, Left turn lane - bus lane - straight lane, opposite straight lane - bus lane)."

Of the 75 respondents, 29 people chose to tell us more. The key themes are summarised below.

Theme	Description	Frequency
Access & driveway visibility issues	Concern: Potential for reduced visibility and difficulty accessing driveways, carparks and side streets due to bus lanes, layout changes and parked/stopped buses.	22
General safety concerns	Concern: Increased safety risks for all users due to higher bus activity, complex layouts and mode conflict.	20
Pedestrian safety & crossings	Concern: Need for safe and convenient crossings, worries about crossing multiple lanes, bus-dominated corridors and informal crossing behaviour.	17
Congestion & traffic flow impacts	Concern: Perception that reducing general traffic lanes will increase congestion, delays and queuing, particularly at peak times and intersections.	15
Turning movements & manoeuvrability	Concern: Increased difficulty turning into/out of properties and streets due to bus lanes, merging requirements and reduced turning options.	14
Parking removal impacts	Concern: Loss of on-street parking may affect residents, visitors, customers and general accessibility.	13
Business & service access	Concern: Impact on deliveries, trades, servicing and customers when trying to park or stop.	11



Have Your Say: Bus lane introduction

(cont.)

Theme	Description	Frequency
Bus volume & operational impacts	Concern: Frequency and clustering of buses creating safety, access or operational challenges.	10
Residential amenity (noise, vibration, privacy)	Concern: Increased noise, emissions, vibration and reduced privacy from higher bus volumes.	9
Support for bus priority	Support: Bus lanes will improve efficiency, but conditional on addressing safety and access issues.	6
Signal phasing & intersection design	Concern: Traffic light timing, merging distances and intersection performance affecting safety and congestion.	5
Emergency & service vehicle access	Concern: Need to maintain access for emergency services, waste collection and essential vehicles.	4

Summary:

61% of respondents reported no concerns.

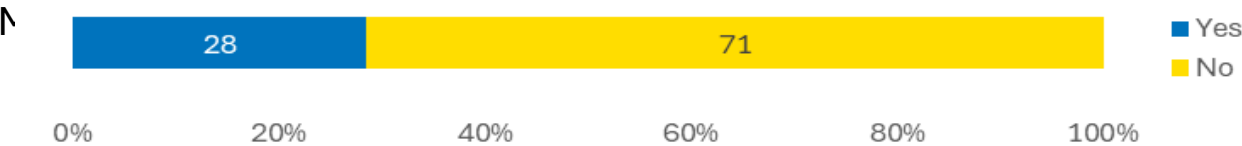
The most frequent themes in those who chose to tell us more relate to visibility, access and turning movements, indicating concern about how the design functions for nearby residents and businesses, not just corridor performance. Support for bus lanes depends on addressing access, safety and traffic concerns, and balancing supporting buses and keeping safe, practical access for nearby properties and businesses.

"Wellesley Street carpark traffic flows in an out and is very busy during peak bus times - this will create issues over the lights, turning out will be harder with increased bus flow - sight lines limited - the no right hand turn out is not followed by some user - it will become bigger issue, ideally an island should be included in the scheme to stop these right hand turns"



Have Your Say: Bus stop changes

"Are there any safety, access, or other concerns we should consider as we create the Victoria Quarter and NZICC bus stop clusters?"



"These are very exposed stops. Having used them, they need good bus shelters. for winter weather. And they need plentiful bus stops if you cluster stops. Base the number of bus stops on the existing tag ons in these locations for starters"

Of the 75 respondents, 22 people chose to tell us more. The key themes are summarised below.

Theme	Description	Frequency
Access & driveway/property impacts	Concern: Reduced ability to access properties, businesses and nearby streets, including visibility issues and conflicts with buses at kerbside stops.	14
General safety concerns	Broad concern: Compromised safety due to increased bus activity, higher pedestrian volumes and complexity of movements around clustered stops.	13
Bus volume & clustering impacts	Concern: Concentration of buses in one location leading to congestion, crowding and operational inefficiencies.	12
Pedestrian safety & crowding	Concern: Increased risks associated with large numbers of pedestrians using the area, including overcrowding, unsafe crossings and conflicts near bus stops.	11
Congestion & traffic flow	Concern: Potential for congestion due to bus clustering, stopping frequency and reduced road capacity affecting general traffic movement.	10
Residential amenity (noise, privacy, activity)	Concern: Increased noise (idling buses, more pedestrians), pollution and loss of privacy for nearby residents due to buses stopping near buildings.	9
Business access & operations	Concern: Impacts on customer access, loading/deliveries and general business functionality due to bus stop placement and reduced kerbspace.	8



Have Your Say: Bus stop changes

(cont.)

Theme	Description	Frequency
Urban design & spacing of stops	Concern: Insufficient room in the corridor for buses, traffic and pedestrians. Better spacing of bus stops to reduce bunching and concentration of vehicles and people.	7
Support for improved bus interchange	Support: Recognition that clustering could improve transfers and network efficiency, often conditional on good design and mitigation of negative impacts.	6
Air quality & environmental concerns	Concern: Increased emissions and air pollution from idling buses affecting nearby residents, workers and pedestrians.	5
Lighting & personal security	Concern: Need for improved lighting and design to ensure safety and security, particularly at night with higher foot traffic.	4
Wayfinding & clarity of layout	Consider: Include clear signage and intuitive design to help users navigate multiple bus stops to avoid confusion.	3

Summary:

71% of respondents reported no concerns.

The most frequent themes in those who chose to tell us more relate to the creation of bus stop clusters being seen as potentially beneficial for how well the network performs but with concerns about over-concentration of buses and people, leading to safety, access, traffic congestion and impacts on quality of life.

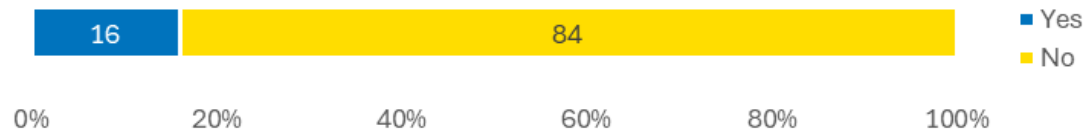
"bus stops in the city centre are a destination point/ starting point for many users. Minimising walking distance is crucial to encourage uptake and use. My mother who lives in the city struggles when bus stops were removed along Hobson street/ neighbouring streets in CBD. It increases the commute time by 10 minutes each way"



Have Your Say: Parking removal

"Are there any safety, access, or other concerns we should consider as we remove parking along Wellesley Street?"

Most people (84%, n = 62) reported **no** concerns.



"yes the on street car parks are used fully before 8am and then some use it after 8am, how are the thousands of les mills gym members going to safely get in and out of the les mills car park building?"

Of the 74 respondents, 12 people chose to tell us more. The key themes are summarised below

Theme	Description	Frequency
Loss of parking impacting access	Concern: removing street parking makes it harder to pop in for short visits, run errands or access the area easily.	9
Business impacts (customer & service access)	Concern: less parking will hurt businesses by making it harder for customers, deliveries and services to reach them.	8
Loading, deliveries & service vehicle access	Concern: problems with handling deliveries, tradespeople, rubbish collection and taxi/rideshare pick-ups without roadside space.	7
Accessibility for vulnerable users	Concern: affects older people, those with disabilities, and anyone who needs to park or be dropped off close to where they are going.	6
Traffic and movement impacts	Concern: cars driving around looking for parks, adding to traffic on nearby streets.	5



Have Your Say: Parking removal

(cont.)

Theme	Description	Frequency
Support for reallocating space to buses/active modes	Conditional support: removing parking could help buses, walking and cycling, but only if access is kept available elsewhere.	4
Safety concerns from stopping behaviour	Concern: without proper parking and loading zones, vehicles may stop illegally, creating safety hazards and blocking the view.	4
Residential impacts	Concern: parking pressure pushing onto nearby streets, making things less convenient for residents and visitors.	3
Need for alternative parking solutions	Consider: replacement parking, nearby loading zones or other solutions to make up for what is removed.	3

"remove parking and more space for pedestrians and nicer greener streets leave car access in these areas for residents/tourists only, and ok for delivery and/or business owners but every other space give back to pedestrians, plan spaces for businesses to have a nice terrace not having to worry about cars noise nearby..."

Summary:

84% of respondents reported no concerns.

The most frequent themes in those who chose to tell us more relate to access as the dominant issue. The most frequent themes relate to loss of access, especially for short stays, servicing and business activity.

Some people support using the space for bus stops, as long as other access options are provided.

Removing parking is seen by this cohort as making it harder for businesses to operate.

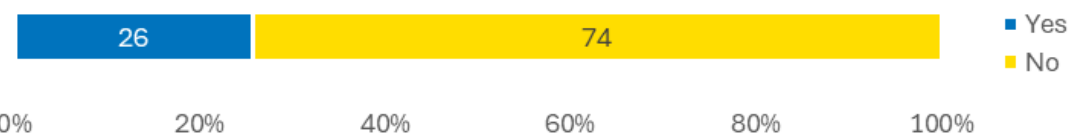
"Removing loading zones will encourage couriers etc to park in bus lanes or on the footpath.

Ensure punitive fines are introduced and policed. Allow passers by to report tagged photos for fining abusers. Change city by laws to prohibit deliveries during busy traffic times. Off-peak deliveries are common in European cities and can be made to work"



Have Your Say: Slip lane removal/rerouting

"Are there any safety, access, or other concerns we should consider as we remove slip lanes and reroute traffic?"



"Maximise and prioritise pedestrian safety - the plans for removal of the slip lanes to Victoria St do this"

Of the 74 respondents, 19 people chose to tell us more. The key themes are summarised below.

Theme	Description	Frequency
Traffic build-up & traffic flow impacts	Concern: removing slip lanes and rerouting traffic will cause more queuing and delays, especially at intersections and busy times.	15
Turning movements & access constraints	Concern: harder to turn into side streets, driveways and businesses after slip lanes are removed and traffic routes change.	13
General safety concerns (vehicle conflicts)	Concern: rerouted traffic and tighter intersections will lead to more crashes, confusion and driver mistakes.	12
Traffic light timing & intersection performance	Concern: traffic lights won't handle the extra traffic and turns well enough, leading to longer waits and poor timing.	10
Pedestrian safety improvements	Support: removing slip lanes will make walking safer by shortening crossing distances and slowing traffic.	9
Pedestrian crossing safety concerns	Concern: more traffic or confusing intersections could still put pedestrians at risk.	7



Have Your Say: Slip lane removal/rerouting

(cont)

Theme	Description	Frequency
Driver confusion & road complexity	Concern: changed traffic routes and unfamiliar road layouts may confuse drivers, especially those who don't use the area often.	6
Traffic pushed to other streets	Concern: traffic will be pushed onto nearby streets, making things worse in other areas.	6
Business & local access impacts	Concern: harder to reach businesses and nearby streets because of changed traffic routes and restricted turns.	5
Support for traffic calming (conditional)	Condition support: removing slip lanes as a way to slow traffic and improve safety, conditional on effective design and traffic lights.	5
Emergency & service vehicle access	Concern: whether emergency services, deliveries and rubbish collection can still work well without slip lane access.	4

Summary:

74% of respondents reported no concerns.

The most frequent themes in those who chose to tell us more relate to the removal of slip lanes as a trade-off – better safety for pedestrians but less efficient for drivers.

"The left turn onto Victoria Street should remain. This will unnecessarily redirect traffic onto less busy routes and increase travel times"



Have Your Say: Pedestrian experience

50 responses were received to the question: "Do you have any further suggestions for improving pedestrian safety/ accessibility and attractiveness of the area?"

The key themes from these suggestions are summarised below.

Theme	Description	Frequency
Pedestrian safety improvements (crossings, separation, calming)	Consider: safer crossings, slower traffic, better separation between people and cars and putting pedestrian safety first in design.	29
Streetscape enhancements (greenspace, trees, planting)	Consider: more greenery, trees and landscaping to improve attractiveness, comfort and quality of life.	26
Clear walking routes & wider footpaths	Consider: wider, clear footpaths and better layout for people walking, especially in busy areas.	25
Shade and weather protection	Consider: cover from sun and rain, such as canopies, awnings and shaded paths.	20
Seating and places to rest	Consider: more seating and rest areas, especially for older people and those with limited mobility.	19
Lighting and personal safety	Concern: Good lighting is important for visibility and safety, especially at night.	17
Accessibility for mobility-impaired users	Consider: designs that work for everyone – smooth surfaces, ramps, safe crossings and access for wheelchairs, prams and older people.	15
Public art and creating attractive spaces	Consider: adding art, cultural features and attractive public spaces to give the area character.	13
Cycle and e-scooters and e-bikes facilities	Consider: safe, separated cycle lanes and bike/scooter parking integrated with pedestrian spaces.	11
Traffic calming and reduced vehicle dominance	Consider: slow traffic, discourage through-traffic and put people ahead of cars.	10
Bus stop design and crowd management	Concern: overcrowding at bus stops Consider: better layout, more space and better links with walking routes.	8
Cleanliness and maintenance	Concern: kept clean and well-maintained so it stays attractive and works well.	5
Wayfinding and signage	Consider: clear, easy-to-follow signs to help people find their way around safely.	3

"Support the improved planting and use of trees for shade. It will make using the streets much more pleasant"

Summary:

People want a street that is safe, comfortable and easy to walk through, while also being green, attractive and people-friendly – not just a road for getting from A to B.



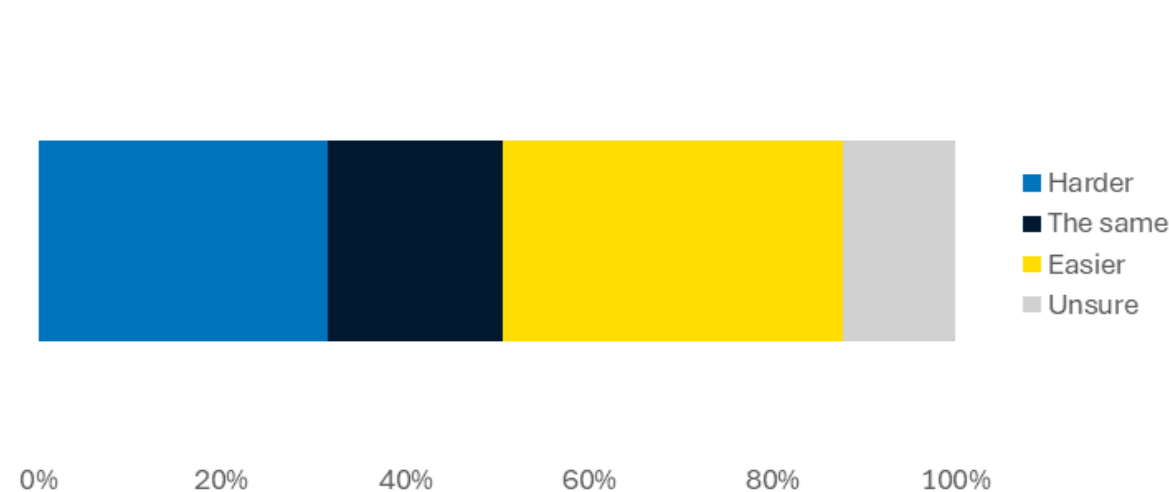
“Have Your Say” Feedback: Beaumont Street Impact



Have Your Say: Impact on using this street

"Will the Beaumont Street changes make it easier or harder for you to do what you need to do here?"

56% said easier or the same, 32% said harder, 12% were unsure.



Summary:

Overall, 56% felt that Beaumont Street changes will make it **easier or the same** to do what they need to do here, one-third were concerned that it will be **harder**.

Response	n	%
Harder	23	32%
The same	14	19%
Easier	27	37%
Unsure	9	12%
Total	73	100%

"Needs improved lighting and footpaths. Needs traffic slowed"

"Visibility will be severely hindered when exiting the residential apartment complex"

"We need to be able to enjoy Vic park, Skate park and other areas, this area is essential for parking cars, A Bus park would seriously affect this area, I strongly oppose this,."



Have Your Say: Impact on using this street

"Will the Beaumont Street changes make it easier or harder for you to do what you need to do here?"

Relationship to ...	Harder	The same	Easier	Unsure	Total
Visitor	7	13	22	4	46
Worker	1	-	4	1	6
Resident	13	-	3	2	18
Business	-	-	-	-	-
Property owner	10	-	-	-	10

How travel down...	Harder	The same	Easier	Unsure	Total
Bus	1	6	13	3	23
Walk	17	8	22	5	52
Cycle	9	1	11	3	24
Private vehicle	21	6	8	3	38
Service vehicle	2	-	2	-	4

How use...	Harder	The same	Easier	Unsure	Total
Travelling through	16	13	24	4	57
Waiting for a bus	-	1	7	2	10
Visiting a business	2	2	9	-	13
Working nearby	2	-	4	-	6
Parking	13	-	-	1	14
Loading or deliveries	5	-	-	-	5
Recreation / entertainment	11	2	8	2	23
Other	7	-	1	2	10

Summary:
Workers, visitors, public transport and active modes users rated the changes as it making it easier, reflecting those using the street for **travelling through, waiting for a bus, visiting a business, or working nearby.**

Those **living in or owning property** and those travelling by a **private vehicle**, and for uses of **parking, loading and recreation** were more likely to rate the changes as making it harder, with talk about access to, and views of, Victoria Park. Those who selected '**other**' use also largely fell into this category, speaking to **liveability** as a **resident** on the street.

Note: cell numbers = count of respondents who chose harder/the same/easier/unsure, based on their selections for their relationship to, how they travel down and how they use Wellesley Street - of which they could select multiple options. Darker blue cells indicate the most selected option for each group.



Have Your Say: Impact: Tell us more

Of the 73 respondents, 16 people chose to tell us more: *"Will the Beaumont Street changes make it easier or harder for you to do what you need to do here?"*

The key themes are summarised below.

Theme: Benefits	Description	Frequency
Public transport improvements	Support: will make buses more reliable and improve the public transport experience.	8
Safety improvements	Support: benefits from slower speeds, better crossings and calmer traffic.	7
Pedestrian experience	Support: better conditions for walking, including safer crossings and less car dominance.	6

Theme	Description	Frequency
Uncertainty / depends on delivery	Conditional support: outcomes depend on final design details, mitigation measures and how changes are implemented.	4

Theme	Description	Frequency
Reduced access & ability to move around	Concern: harder for residents to reach their properties and drivers to turn and find their way through changed road layouts.	14
Parking loss impacts	Concern: removing or restricting parking makes it harder for residents, visitors and businesses to use the area.	13
Traffic build-up & traffic delays	Concern: more traffic, queuing and longer travel times, especially during busy periods.	12
Living conditions impacts	Concern: affects daily life – more noise, bus activity, less convenience and a busier street.	10
Business access & survival	Concern: harder for customers to reach businesses, delivery problems and day-to-day challenges for businesses.	9

Summary:

78% of people chose not to tell us more about impact.

For those who did, Beaumont Street changes are generally seen as making it easier to get around for public and active transport users, but harder for residents and those reliant on vehicle access and parking, with overall sentiment shaped by how effectively amenity, safety, access, and traffic build-up concerns are addressed.



“Have Your Say” Feedback:

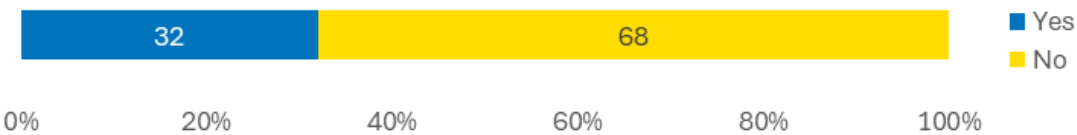
**Beaumont Street: Safety/Access
Concerns**



Have Your Say: New pedestrian crossing

"Are there any safety, access, or other concerns we should be aware of for the new crossing to and from Victoria Park?"

Most people 68%, n = 51) reported **no** concerns.



Of the 75 respondents, 24 people chose to tell us more. The key themes are summarised below.

Theme	Description	Frequency
Pedestrian safety at crossings	Consider: crossings must be safe Concern: vehicle speeds, visibility and conflicts with turning traffic.	19
Crossing design & placement (number, location, type)	Consider: well-placed crossings (more than one), traffic lights and crossings that line up with where people naturally walk and park entrances.	17
Traffic speed & driver behaviour	Concern: vehicles going too fast near the park crossing. Consider: speed limits and traffic calming measures.	14
Traffic build-up & traffic flow impacts	Concern: crossing could cause queuing and delays, especially if it has traffic lights, affecting nearby intersections.	11
Visibility & sightlines	Concern: parked vehicles, buses or the road layout could block the view for people walking and drivers near the crossing.	10
Accessibility for vulnerable users	Consider: design must work for everyone – people with disabilities, older people and children – with enough crossing time, gentle slopes and safe waiting areas.	9



Have Your Say: New pedestrian crossing

(cont.)

Theme	Description	Frequency
Pedestrian volume & crowd management	Consider: lots of people (park visitors, event-goers) will use the crossing, so it needs enough space to avoid dangerous crowding.	8
Lighting & personal security	Concern: good lighting at night is needed to keep people safe.	6
Cyclist & e-scooters and e-bikes interactions	Concern: managing walkers and cyclists/scooters at crossing points.	5
Connection with wider network (connections to park and streets)	Consider: connect the crossing well with nearby paths, bus stops and main routes.	5
Support for improved pedestrian access	Support: the crossing for making it easier to reach Victoria Park, especially for people walking and park visitors.	4
Traffic light timing & wait times	Consider: Traffic light timing needs to balance keeping people safe with keeping traffic moving, without making people wait too long.	4

"Families access beaumont quarter from both sides of Fisher Point Drive. My concern with removing the two islands is that people may attempt to cross at these points rather than walk to the new signalised crossing. I do believe the signal crossing would be safer than the two current islands, at peak hours it is difficult to cross the road"

Summary:

68% of respondents reported no concerns.

The most frequent themes in those who chose to tell us more relate to support for better access to Victoria Park, but that the crossing must be easy to see, well placed and safely designed, with good traffic calming and access features to handle large crowds without creating new safety or traffic problems.

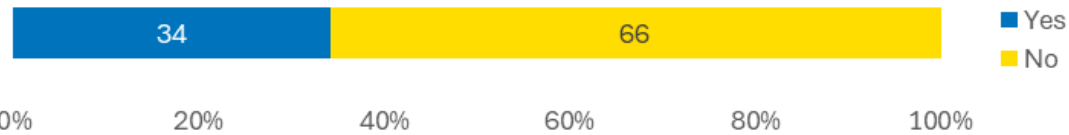
"Vehicles are driven much faster than the 30km speed limit, especially commuters heading north to the motorway, so it will be very important that the crossing is very clear and visible to drivers"



Have Your Say: Expanded bus layover area

"Are there any safety, access, or other concerns we should consider with the expanded waiting area?"

Most people 66%, n = 48 reported **no** concerns.



"Densely parked buses will impair visibility for drivers and safety for pedestrians as pedestrians cross the road. Young people especially are not likely to use only the allocated crossing"

Of the 73 respondents, 25 people chose to tell us more. The key themes are summarised below.

Theme	Description	Frequency
Living conditions impacts (noise, vibration, activity)	Concern: buses idling and laying over near homes, causing noise, fumes, vibration, loss of privacy and reduced liveability.	19
Access & driveway visibility issues	Concern: hard to see and get in and out of driveways because of parked buses and more activity on the street.	17
General safety concerns (vehicles, pedestrians)	Concern: safety risks from increased bus movements, conflicts with pedestrians and constrained space.	16
Bus volume & waiting area intensity	Concern: too many buses in one area could cause crowding, make things run badly and put too much pressure on the street.	15
Air quality & emissions	Concern: pollution from idling buses affecting residents, people walking past and nearby workers.	13
Traffic build-up & traffic flow impacts	Concern: potential for buses entering/exiting waiting area areas to create traffic build-up and disrupt normal traffic flow.	12
Pedestrian safety & crowding	Concern: increased pedestrian activity around waiting area areas creating risks, especially with limited footpath space and bus movements.	11
Business & service access impacts	Concern: issues for deliveries, trades, and customer access due to buses occupying roadside space and limiting stopping opportunities.	9



Have Your Say: Expanded bus layover area

(cont.)

Theme	Description	Frequency
Location of waiting area (proximity to residential areas)	Consider: move bus layover/waiting areas away from homes to more suitable business or industrial areas.	8
Urban design & space constraints	Concerns: street isn't wide enough to safely fit buses, pedestrians and other users together.	6
Driver visibility & sightlines	Concern: parked buses block the view for both drivers and people walking at crossings and intersections.	5
Support for public transport	Conditional support: waiting areas are necessary for bus operations but support is conditional on better citing and mitigation of impacts.	5
Lighting & security	Consider: good lighting and natural oversight because of more activity, especially early in the morning and late at night.	4

Summary:
66% of respondents reported no concerns.
The most frequent themes in those who chose to tell us more relate to concerns about living conditions, safety and access, largely driven by the concentration of idling buses near homes, with a call for relocating or redesigning waiting area functions to minimise local impacts.

"You can turn the other side of the road all into bus layover lanes but I prefer nothing gets changed along the side of road where residents live and work"



Have Your Say: Anything else to consider?

40 responses were received to the question: "Is there anything else we should consider to make sure these changes support what you need to do on Beaumont Street and surrounds?"

The key themes from these concerns are summarised below.

Theme	Description	Frequency
Access & movement (vehicles, driveways, movement)	Consider: keeping practical access to properties, side streets and local facilities, including safe and efficient driving routes.	24
Parking & servicing needs	Consider: parking for residents, visitors and businesses – including loading zones, tradespeople access and short-stay parking.	22
Living conditions (noise, privacy, liveability)	Concern: noise, bus waiting areas, traffic and how these affect the character and liveability of the neighbourhood.	20
Safety (pedestrian, vehicle interactions, visibility)	Consider: safety put first for everyone – better visibility, safer crossings and fewer clashes between different road users.	18
Traffic build-up & how traffic flows	Concern: more traffic, rerouted traffic and extra pressure on nearby streets slowing things down.	16
Bus facilities and waiting area impacts	Concern: where bus waiting areas and stops are placed, how close they are to homes, and their day-to-day effects.	14
Business impacts	Concern: less parking, harder access and more buses will hurt businesses, customers and how they operate.	13
Pedestrian environment & accessibility	Consider: better footpaths, crossings and access features to make walking safe and comfortable.	12
Urban design & public realm quality	Support: attractive, well-designed spaces with greenery, seating and a more balanced-looking street.	10
Construction & disruption management	Concern: noise, timing and staging of building work and how it affects residents and businesses.	5
Equity & inclusive design	Consider: design decisions need to consider all users – families, older people and those with disabilities.	4
Enforcement (parking, traffic behaviour)	Consider: important to enforce parking rules and traffic controls so the new designs work as planned.	3

"Ensure parking for disabled users so they can easily access the park and businesses"

Summary:

People want the Beaumont Street changes to balance better transport with local needs – making sure access, parking, safety and quality of life are considered when we optimise the network.

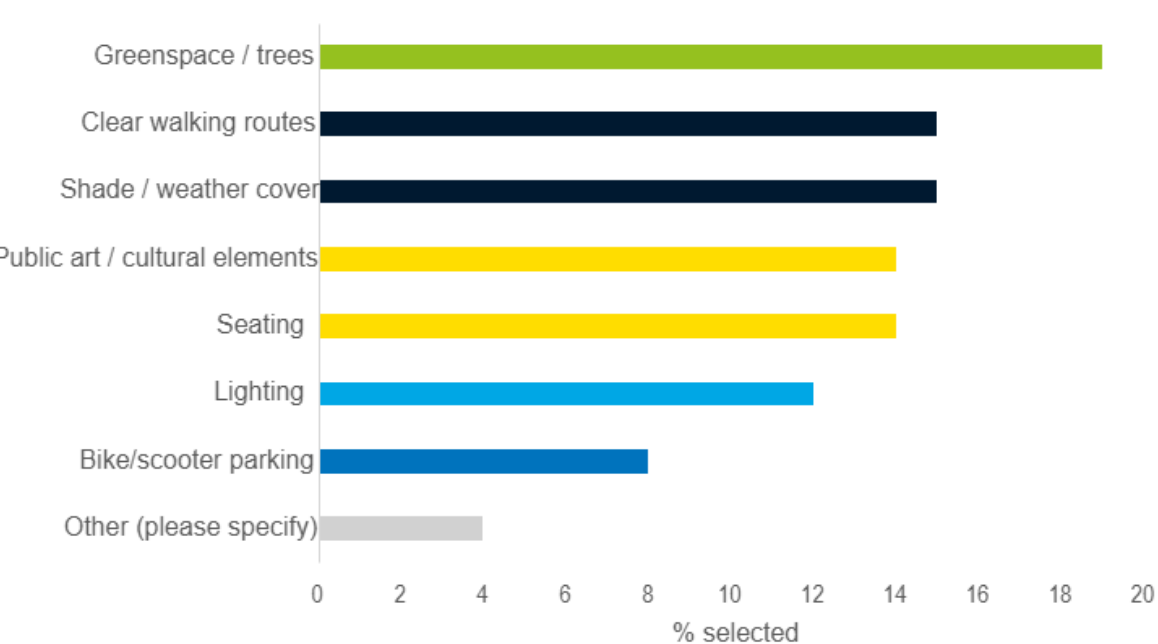


“Have Your Say” Feedback: Open Space



Have Your Say: Open Space

Traffic layout changes for improved bus reliability and safety improvements mean there is an opportunity to create an open space
49 people answered: "If this Open Space is created, what would make it most useful for you? " (Pick up to three)



Responses selected	n	%
Greenspace / trees	55	19
Clear walking routes	45	15
Shade / weather cover	43	15
Public art / cultural elements	42	14
Seating	41	14
Lighting	36	12
Bike / scooter parking	23	8
Other (please specify)	12	4

Other (please specify): Themes	n
Theme: Specific features Eg. "Water fountain", "statue", "rain gardens", "protected bike lanes"	4
Theme: Not needed Eg. "This space is pointless, it's right next to Victoria Park"	4
Theme: Support of revitalisation and safety Eg. "great opportunity to revitalise the area, giving back to pedestrians and ... higher safety for everyone"	3

Summary:
The results suggest a range of priorities, with several features (greenspace, walking routes, shade, public art, and seating) all getting similar levels of support rather than one clear favourite. 'Other' responses reflected mixed views; questioning the need for the open space, feature suggestions, and support for revitalisation.



Business Feedback



Business Feedback

We identified 575 commercial operators in the project area and sent them a letter seeking feedback. 10 businesses took up the opportunity to meet with us directly. Their feedback is summarised below.

Theme	Description	Frequency
Supports improved public transport	Support: Strong support for improved public transport, but tied to concerns about parking loss, access, safety and operational impacts.	8
Driveway access & vehicle ability to move around	Concern: hard to keep safe, working access to driveways because of bus stops, lane changes and turning restrictions.	7
Parking loss & customer access impacts	Concern: removing street parking makes it harder for customers to visit, pop in quickly or access businesses.	6
Loading, servicing & coach access	Consider: proper loading zones, delivery access and in some cases coach parking for hotels and businesses.	6
Safety risks (visibility, conflicts, operations)	Concern: safety worries about blocked views, turning conflicts and interactions between buses, cars and people walking.	6
Bus stop / waiting area impacts on businesses	Concern: bus stops directly outside businesses creating traffic build-up, customer deterrence, safety risks and quality of life issues (e.g. congregation, antisocial behaviour).	5
Traffic flow & road how traffic flows	Concern: less road capacity, more traffic and poor traffic flow affecting access and business operations.	5
Roadside space management (pick-up/drop-off, taxis/rideshare)	Consider: clear short-stay parking, drop-off zones and flexible use of roadside space to support businesses.	5
Support for public transport improvements (conditional)	Conditional support: generally supportive of public transport improvements, as long as business access and daily needs are maintained.	4
Construction impacts on operations	Concern: how long building work takes, how it's staged, and disruption to customers, business activity and events.	4
Urban design & streetscape interface	Concern: street design features like trees, paving and furniture could affect visibility, access and the look of shop fronts.	3
Security & antisocial behaviour	Concern: more loitering, theft risk and compliance issues linked to bus stops and people gathering.	3
Communication & coordination	Consider: clear, ongoing communication and coordination during design and building work.	3

Summary:

80% of business owners support better public transport, but see losing parking, limited access and less roadside space as the biggest threats to their businesses – especially where bus stops take up space in front of shops.



Stakeholder Feedback



Stakeholder Feedback

We identified 16 major stakeholder groups. Nine have taken-up the opportunity to meet with us, to date. Their feedback is summarised below. This group includes five owners' associations/bodies corporate representing residents living in apartment complexes on Wellesley and Beaumont Streets.

Theme	Description	Frequency
Access & movement constraints	Concern: loss of turning movements, rerouting, restricted access to properties and longer travel distances due to network changes.	9
Safety concerns (visibility, turning, pedestrian conflict)	Concern: problems with blocked views, complicated vehicle movements and safety risks for people walking and driving.	8
Parking loss & roadside parking pressure	Concern: less parking affecting residents, visitors and ease using nearby streets.	7
Traffic build-up & how traffic flows	Concern: more traffic, queuing and extra traffic pushing onto nearby streets because of changes like turning restrictions and slip lane removal.	7
Construction impacts (noise, disruption, duration)	Concern: ongoing building work – especially night work, noise, lost sleep and how long it will take.	6
Supports improved public transport	Conditional support: General support for improved public transport but conditional on vehicle access, safety and construction impacts, and have concerns about it may affect operations and residents.	5
Living conditions (noise, vibration, liveability)	Concern: Impact on residents through noise from vehicles, buses and building work, and a general drop in quality of life.	5
Bus operations & traffic interactions	Conditional support, buses may affect visibility, safety and traffic, but they're an important part of the transport system.	5
Emergency & day-to-day access	Concern: removal of turns or constrained streets may impact emergency service access and response times.	4
Communication & engagement gaps	Concern: frustrated by no response to previous feedback and unclear processes Consider: better communication.	4
Traffic calming & enforcement needs	Consider: lower speed limits, enforcement cameras, signs and measures to stop illegal driving like racing and unsafe turns.	3
Pedestrian safety & accessibility	Support: safer crossings, better pedestrian facilities and improved walking conditions.	3
Urban design & street environment	Consider: specifics on street furniture, lighting, signs and layout affecting safety and how easy the street is to use.	3

Summary:

56% of stakeholders support improved public transport. Their feedback highlights that wider road changes (turn restrictions, rerouting, layout changes) are the primary concern, particularly where they impact access, safety and emergency operations, alongside strong worry about building work disruption and not enough information.



Drop-in Sessions Feedback



Drop-in session Feedback

Most frequent feedback from the 100 people who attended the drop-in sessions at Victoria Park and Auckland Council Plaza – the majority of these people were local residents.

Theme	Description
Living conditions (noise, vibration, liveability)	Concern: noise, bus idling, vibration and general loss of quality of life from increased bus activity and construction impacts.
Parking loss & access to parking	Concern: removing street parking and how it affects residents, visitors, apartment dwellers and nearby activities like using the park or going to events.
Access, movement & turning constraints	Concern: not being able to get to streets, driveways and destinations because of turning restrictions, rerouted traffic or blocked routes.
Safety (visibility, crossings, conflicts)	Concern: blocked views, pedestrian safety, unsafe crossings and clashes between cars, buses and people walking.
Bus layover & stop impacts (Beaumont St)	Concern: opposition to where bus waiting areas are and how busy they are – including buses parked near homes, the visual impact and buses dominating the street.
Traffic build-up & flow impacts	Concern: worse traffic, queuing and delays, especially near intersections and motorway on-ramps.
Construction impacts (noise, disruption, duration)	Concern: when building work happens, night work and disruption to sleep, access and daily life.
Enforcement & driver behaviour	Consider: stronger enforcement against speeding, illegal parking, U-turns and other unsafe driving.
Pedestrian facilities & crossings	Conditional support: support for safer crossings, but worried about where they go, whether they work well, and possible delays or misuse.
Road design & facilities quality	Concern: Issues with road surface quality, layout, street furniture and how cycling routes connect.
Lighting & personal safety	Consider: better lighting on streets and in park areas for safety at night.
Support for public transport improvements	Support: support for bus lanes and public transport, though feel they are outweighed by local concerns.

Summary:

At both drop-in locations (Vic Park and Auckland Council Plaza), a clear pattern emerged: people are mainly worried that transport changes – especially the bus layover area – will lower quality of life, reduce parking and access for local residents, and cause safety and traffic problems.



Email Feedback



Email Feedback

Feedback from people not captured above – five emails in total, from residents of Vernon Street

Theme	Description	Frequency
Access continuity & disruption risk	Concern: whether people can still get to Vernon Street properties during and after building work, including worry about road closures and restricted entry/exit.	5
Traffic management & alternative routing	Consider: clear alternative routes and confidence that rerouted traffic will work well without affecting property access.	4
Clarity on construction timing & impacts	Consider: details on timing, how long the work takes and how it's staged, so they know how access and getting around will be affected.	4
Need for clear communication & certainty	Consider: clear, specific and evidence-based information (not vague reassurances), including detailed traffic management plans.	3
Confidence in traffic management planning (TMP)	Consider: traffic management plans to be thorough and detailed, showing how access will be kept open at all times.	3

Summary:

Vernon Street responses focused on guaranteeing ongoing access to residential properties and minimising disruption during construction, rather than broad design changes.

Note that only five email responses were received by consultation close date. Further emails since have not been included but will be responded to. Responses at frequency <3 omitted.



Addressing the key concerns raised

Responses to the broad concerns raised

What we heard	AT response
Concern: The purpose and scale of change is unclear	Wellesley Street is identified as the key east–west bus corridor in Midtown in the City Centre Master Plan and City Centre Bus Plan. Over 17,000 bus passengers enter and exit the city centre on this corridor daily, and this number is expected to grow significantly by 2032. These changes are needed to improve reliability, safety and connections to City Rail Link.
Concern: The bus layover extension on Beaumont Street will impact residents	The extended layover is intended for future demand and will not be fully used initially. Restrictions include short layover durations and limiting times when the parks can be used by private vehicles. AT will continue exploring ways to minimise impacts on nearby residents.
Concern: Loss of parking and reduced access for residents and businesses	The city centre has around 50,000 on and off-street car parks, including on or in close proximity to Wellesley Street West. Room to Move in the City Centre – our kerbside and parking management plan outlines how we prioritise and make the best use of limited kerbside space in the city centre. AT will continue to monitor parking demand and work with stakeholders to identify mitigation measures, including alternative access and servicing arrangements.
Concern: Safety and access (driveways, visibility, turning movements)	These issues will be reviewed in detail during the next design phase to ensure safe visibility, access and functionality for all users.
Concern: Disruption and access during construction	We will work closely with impacted residents, communities and businesses to understand people's needs and develop a construction mitigation plan, including staging, access management and communication to minimise disruption impacts and ensure local access is maintained.
Concern: Changes may reduce access to surrounding streets	Feedback on movement and turning restrictions will be reviewed as part of detailed design, alongside safety and network performance considerations.



Next steps

Design refinements

We will use this feedback during detailed design to:

- Review driveway access, visibility and turning movements
- Reassess right-turn access and network changes
- Further develop bus layover arrangements to minimise residential impacts
- Ensure designs meet noise, vibration and safety standards

Managing impacts

We will continue to work on reducing impacts identified through feedback, including:

- Parking and business access: monitor demand and explore mitigation options
- Bus layover effects: minimise use near residential areas where possible
- Construction disruption: develop a construction mitigation plan, including staging and maintaining access

Ongoing engagement and communication

We will:

- Continue to work with residents, businesses and stakeholders during detailed design development
- Provide updates on progress and key decisions
- [Wellesley Street bus improvements - stage 2](#)
- Stay connected – Subscribe to the [midtown eNews here](#)

Timing

- Detailed design: Mid-2026 to early 2027
- Expect further engagement during this phase

Transforming Wellesley Street for better connectivity

‘It brings to fruition for Aucklanders a smart street design for midtown, ahead of the City Rail Link opening later this year’ – Councillor Baker.

Publish Date : 21 Apr 2026 TRANSPORT



Appendix



AT HaveYourSay: Demographics & Feedback

Gender

88 people shared their gender. Of those, 71% were male, 27% were female and 2% identified as another gender.

Age

90 people reported their age. Of those, 1% were 15–17, 10% were 18–24, 21% were 25–34, 20% were 35–44, 20% were 45–54, 14% were 55–64, 11% were 65–74, and 2% were 75 or older.

Ethnicity

84 people provided their ethnicity. Of those, 73% identified as Pākehā/NZ European, 4% as Māori, 4% as Chinese, 3% as Indian, 2% as Cook Islands Māori, 2% as Southeast Asian, 1% as Samoan, 1% as Tongan, and 10% as another ethnicity.

Mana Whenua

For those who identified as Māori, none identified as mana whenua.

Local Board Area

91 people shared their Local Board area. Of those, 54% live in Waitemātā, 8% in Ōrākei, 7% in Devonport-Takapuna, 5% live in Albert-Eden and in Kaipātiki, 4% in Henderson-Massey and in Whau, 2% in Howick, in Maungakiekie-Tāmaki and in Upper Harbour, and 1% in Franklin, in Hibiscus and Bays, in Māngere-Ōtāhuhu, in Ōtara-Papatoetoe, and in Puketāpapa.

Clarity of Communication

"The information about this project was easy to understand"

Of the 91 who rated our communication, 58% agreed, 35% somewhat agreed and 7% disagreed with the statement.

Engagement Opportunity

"There were enough opportunities to share my views on this project (eg. This survey, pop-up sessions, email)"

Of the 91 who rated their chances to have a say, 66% agreed, 25% somewhat and 9% disagreed with the statement.



Early Customer Experience Investigations

Wellesley Street West – late 2025

In December 2025, customer experience investigations were undertaken on Wellesley Street West that included in-context behavioural observations and intercept interviews.

- In-context behavioural observation is an assessment method where an observer systematically watches and records people's actions within a defined environment.
- An intercept survey is a research method where interviewers approach people in a defined public area to ask them for feedback using a structured conversation guide.

Purpose: to understand real behaviours and experiences of people moving to and through the area Te Waihorotiu ↔ Victoria Park, qualitative investigations were completed during peak travelling time in the afternoons and into the evening.

The investigations were undertaken with people using the corridor over multiple times of day, including evenings. The insights were drawn from a mix of real users observed, and spoken to, on the street.

The key user groups were:

- Public transport users
- Through-movers (people passing through quickly between destinations)
- Destination users (e.g. gym-goers, diners, local business customers)
- Social/lingering users (more evident near Federal Street)

The investigations included observations of people exhibiting erratic behaviour, which influenced perceptions of safety



Findings

- 1 **Informal crossings are already visible:** Informal crossings or desire lines and cut-throughs indicate where people want to move (as opposed to where formal pedestrian crossings actually are) which is important as pedestrian numbers increase. The redesign of Drake and Vernon Streets aligns with these informal pedestrian patterns creating an opportunity to formalise intuitive routes.
- 2 **“Spill-over effect”:** The Wellesley St experience is shaped by surrounding streets/spaces; darker/quieter areas and occasionally erratic behaviour which can disproportionately influence perceived safety/comfort. Observations of Federal Street highlighted that good urban design can create a positive halo effect e.g., consistent soft lighting, public art and places to dwell improve comfort and safety perceptions beyond the immediate project area. These considerations are noted to be considered in the developed design, including lighting treatments on bus shelters.
- 3 **After-dark comfort:** Limited passive surveillance and uneven lighting can reduce willingness to wait/linger; and strong brightness/contrast can heighten feelings of exposure. These findings are being considered in the developed design, including lighting treatments on bus shelters to support consistent lighting and cues of activity/presence along the corridor.
- 4 **Stop legibility matters:** Stage 2 introduces pairs of “close but separate” stops, enabling distinct identification of paired / adjacent bus stops serving different directions or destinations. Destination-led stop labelling and information placement will be central to wayfinding and customer information design during developed design phases.
- 5 **Waiting environment:** With limited continuous shelter along parts of the corridor and high exposure to the elements, this research reinforces the importance of high-quality waiting environments, particularly in poor weather and at night, alongside clarity and visibility. The concept design includes the addition of spaced bus stops and shelters, and footpath upgrades enhancing shelter/comfort supporting experience-enabling infrastructure, not just amenity add-ons.
- 6 **Mode-mix tensions:** As pedestrian numbers/bus activity grows, intersections and access points become pressure points; bikes/scooters may follow the most direct route unless clearly guided i.e. Wellesley St vs Te Hā Noa Victoria Street Linear Park. Considerations of scooter parking to be considered in developed design phase to support management of mode-conflict and reduce footpath obstructions.

Summary: With further response to customer experience findings to be considered during the developed design phase, overall, Wellesley Street Bus Improvements Stage 2 will deliver meaningful improvements to Wellesley Street and the city centre, strengthening bus priority, simplifying street layout and improving pedestrian conditions. The Drake and Vernon Street closure/redesign is on the right track, aligning with how people already move through the area.

