



Engagement Feedback & Recommended Decisions Report

Karanga-a-Hape Station Neighbourhood and Bus Improvements Project

September 2023





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Introduction

Project background and context

Karangahape Road is a key commercial strip and precinct in Auckland’s city centre, as well as a key arterial east west route. It is home to an increasing number of apartment dwellers.

A culturally kaleidoscopic area, Karangahape Road and the surrounding neighbourhood is a home for alternative arts and events and has an eclectic mix of retail, hospitality, and commercial office space. Historically it was a hub for Pacific Island immigrants to New Zealand, and before this it was a significant travelling route for Māori. Karangahape Road attracts and proudly celebrates diversity, celebrating its LGBTQIA+ community through two rainbow street crossings. Named the sixth coolest street in the world by Time Out magazine, Karangahape Road represents something special to many Aucklanders.



Figure 1 Photograph showing Karangahape Road intersection looking south

“We do feel a greater sense of community. It is a really unique community, which is beautiful” – St Kevins Arcade business operator.

The Karanga-a-Hape Station Neighbourhood and Bus Improvements project proposes improvements to the transport network and streets around the new City Rail Link (CRL) station. The Karanga-a-Hape Neighbourhood and Bus Improvements aims to improve safety for everyone, make connecting between bus, bike, and train easier, and enhance the look and feel of the neighbourhood streets to complement the new station. The project’s proposed changes support past enhancement projects, prepare for the opening of the CRL, and deliver outcomes from the City Centre Masterplan.



The proposed changes are intended to:

- Make connections between the new Karanga-a-Hape Station and the surrounding neighbourhood, easy, safe, and intuitive.
- Make travelling by bus easier, quicker, and more reliable. Create better connections between buses and trains.
- Make it easier for people to walk and cycle around the area safely.

Full details of the proposed changes are online at www.at.govt.nz/projects-roadworks/karanga-a-hape-station-neighbourhood-and-bus-improvements-project

Four areas of change are proposed:

1. Walking and cycling

AT proposes walking and cycling improvements throughout the neighbourhood, including:

- Pedestrian and cycle crossings
- Footpath widening
- Cycleways

2. Parking and loading

With limited road space available, AT is evaluating the number and location of loading zones and on-street parking spaces, including mobility, taxi, and rideshare. Changes are proposed throughout the neighbourhood.

3. Access

AT proposes to permanently restrict motor vehicle access on Mercury Lane from Karangahape Road to north of the existing vehicle crossing at 2 Mercury Lane, to become a pedestrian mall. South of the proposed pedestrian mall a shared space is proposed from the vehicle crossings to south of the intersection with Cross Street.

4. Bus improvements

AT proposes bus priority measures to support the opening of the CRL in 2026 and an increased number of buses arriving from the northwest from late 2023. The proposed changes include new bus lanes, the extension of bus lane hours, bus priority lights, and a new bus stop.

Related projects

Karangahape Road Enhancements

Completed in 2021, the project upgraded Karangahape Road, by installing:

- A protected cycleway in each direction.
- Bike parking, lighting, and street furniture.
- Peak hour bus lanes.
- Rain gardens, landscaping, vegetation, and trees.

City Rail Link: Karanga-a-Hape Station

When the City Rail Link (CRL) opens in 2026, up to 40,000 people are expected to access Karanga-a-Hape Station every day via entrances on Beresford Square and Mercury Lane. The CRL will make it easier for people to get to and from the Karangahape neighbourhood from south, east, and west Auckland.

Changes proposed in this consultation are intended to serve the needs of the future Karangahape neighbourhood, visited by thousands more Aucklanders each day.



Figure 2 Illustration showing proposed Mercury Lane entrance to Karangahape Station



Engagement overview

Activities to raise awareness

Public consultation ran from 17 April to 26 May 2023. To publicise the consultation, AT:

- Delivered brochures to properties to the Karangahape neighbourhood and surrounding suburbs. This included 13,683 mailbox drops and 726 sent via posted mail.
- Launched targeted social media advertising.
- Set up a project webpage and an interactive Social Pinpoint map giving people the option to give location-based feedback.
- Utilised outdoor advertising through posters and digital billboards.
- Held three drop-in public information sessions and attended Karangahape Business Association's 'First Thursdays' market.



Figure 3 Photo of posters placed around Auckland city to advertise the consultation



Figure 4 Photo of proposed street improvement maps on display at a public information drop-in session



Figure 5 Photo of brochures handed out during consultation



Figure 6 Screenshot of targeted social media advertising to help increase engagement



Figure 7 Photo of sign on Mercury Lane targeting people who drive through the area



Who we worked with

In addition to public engagement, we also met with:

- The Waitematā Local Board
- Waitematā and Gulf Councillor Mike Lee
- Auckland Central MP Chlöe Swarbrick
- Karangahape Business Association (KBA)
- Fire and Emergency New Zealand (FENZ)
- Urban Search and Rescue (USAR)
- City Centre Residents Group (CCRG)
- Wilson Parking
- Tournament Group
- Samson Corporation
- BK Hostel
- Bike Auckland
- Auckland City Centre Advisory Board (ACCAB)
- St Johns
- Karanga-a-Hape Station Community Liaison Group
- Blackstone group
- Pitt St Methodist Church
- Miller's Coffee
- Terra Firma
- George Court Apartments Body Corporate and residents
- Mercury Lane Gaming Lounge
- Epsilon Law
- East Street business owners
- Mercury Theatre
- Mana Whenua
- City Rail Link Limited (CRL)
- Auckland Council
- Eke Panuku
- Kainga Ora
- Other large property owners



How it went

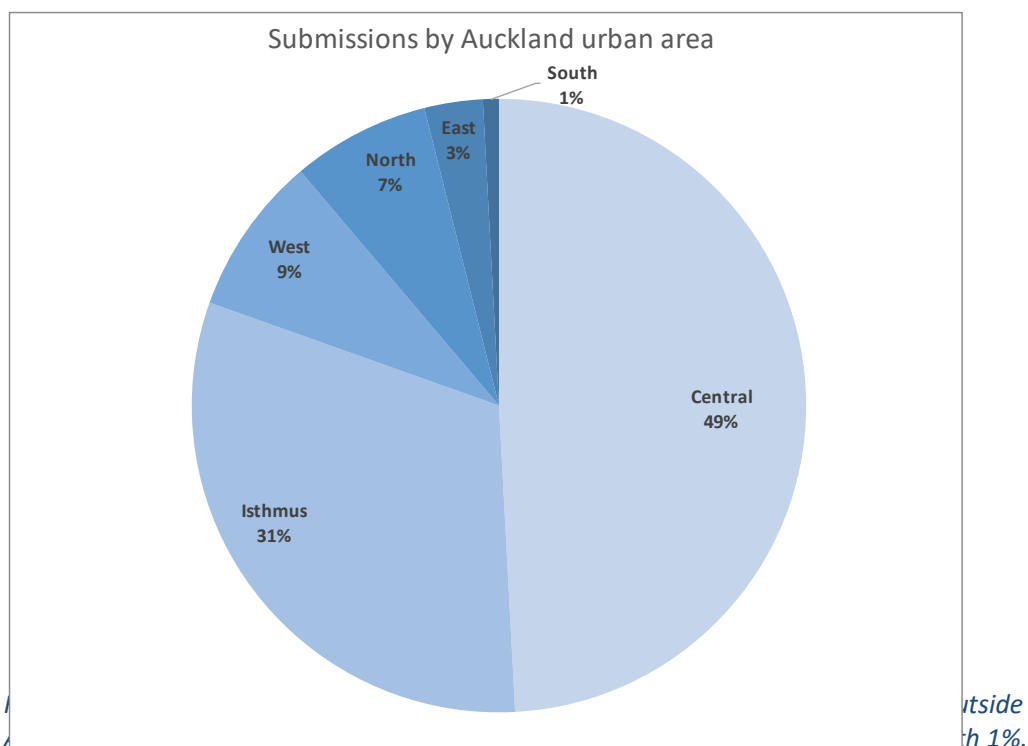
- We received 349 responses to our online survey, 391 individual comments on our Social Pinpoint site, 45 postal responses, 11 email submissions, and one in-person submission.
- We received responses from the Karangahape community and from around AT.
- We recorded dozens of visits to drop-in information sessions.
- The consultation was also picked up by the Greater Auckland blog, Stuff, RNZ and the Spinoff.

Representation

Suburb breakdown

Survey participants were asked to provide a postcode indicating where they live. Around 92% of participants did so and the chart below shows a breakdown of where survey they live in Auckland:

- Central includes Auckland Central, Arch Hill, Freemans Bay and Ponsonby.
- Isthmus includes feedback from Avondale in the west to Remuera in the east inclusive.
- North includes feedback from Auckland's North Shore suburbs.
- East includes feedback from Glen Innes, Glendowie and Bucklands Beach.
- South includes feedback from Auckland Airport and Clover Park.
- West includes feedback from Glen Eden, Henderson, and further west.



Roughly half of survey participants who provided a postcode live in Auckland Central or a surrounding suburb and another third live on the Isthmus, indicating that around 80% of participants live within approximately 10km of the consultation area. The geographical spread of survey participants illustrates the value of Karangahape Road to people Auckland.

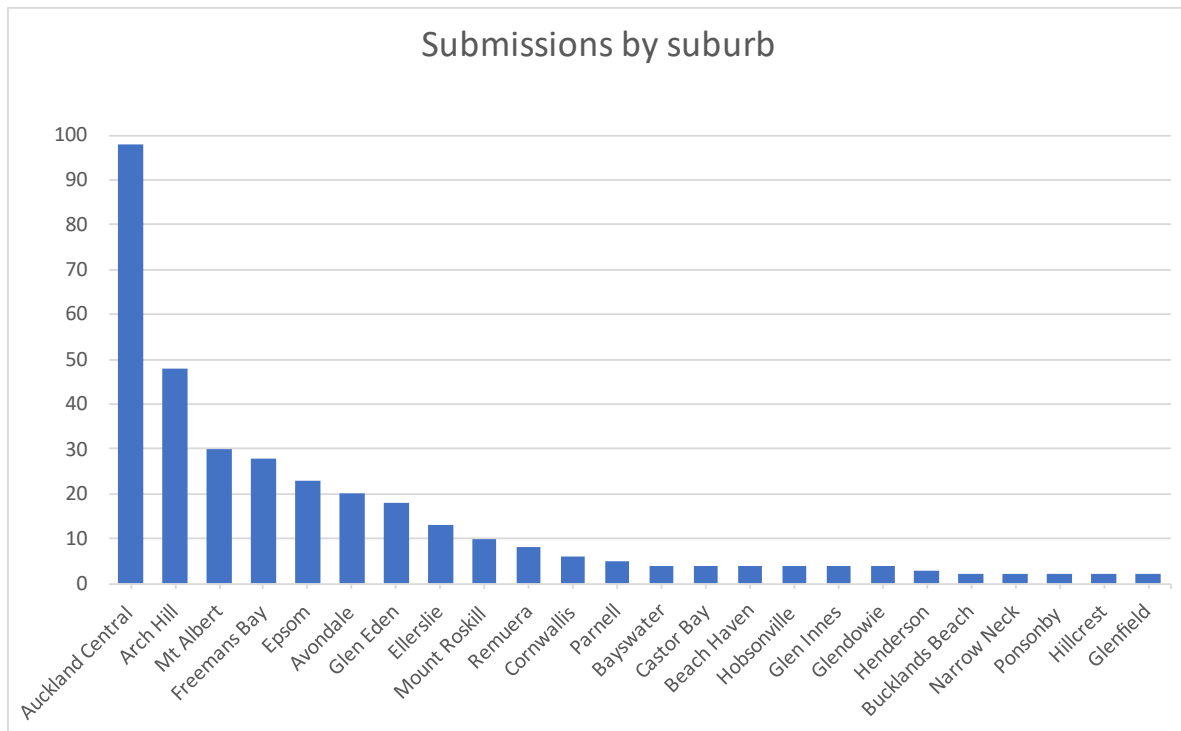


Figure 10 Graph showing submissions by suburb (excludes suburbs with fewer than two submissions). Top three suburbs were Auckland Central, Arch Hill and Mt Albert

Connection to the Karangahape neighbourhood

The chart below shows survey participants' connection to the Karangahape neighbourhood. Participants were able to select multiple options. A total of 32% of participants who responded to this question indicated they live in the Karangahape neighbourhood.

People who visit the area for non-work reasons are well represented at 62% of participants responding to this question. This group will include patrons of local cafes, restaurants, bars, and clubs, as well as people shopping or using local services.



Figure 10 Photo of Myers Park

“I live and work out west but love Karangahape Road. I am excited at the improvement to this neighbourhood.”

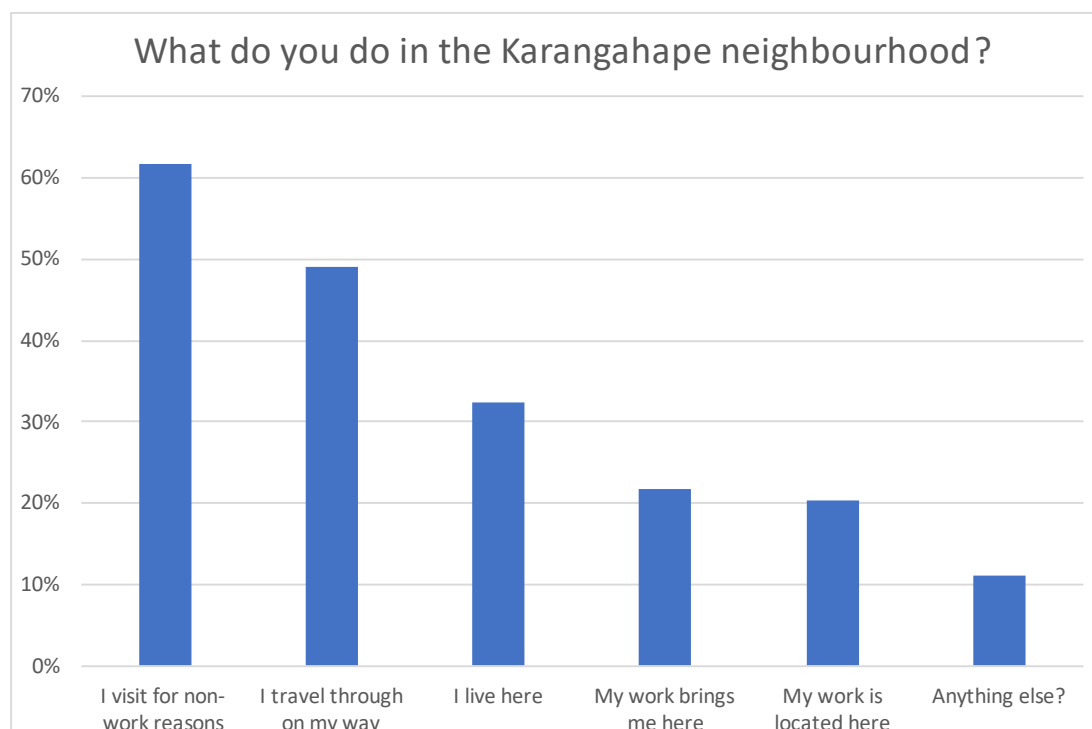


Figure 11 Graph showing participants' connection to the Karangahape neighbourhood (multiple selections allowed). Most respondents visit for non-work reasons and/or travel through the area on their way to somewhere else.



Engagement feedback report

This report summarises feedback received during the engagement period from all sources, including:

- Feedback received through the online survey, or via mailed feedback form, part of the consultation brochure.
- Feedback received through the online Social Pinpoint platform.
- Feedback received from the community in writing or expressed in meetings.

Consistent with the five survey questions, this report considers the following topics:

1. Walking and cycling
2. Parking and loading
3. Access
4. Bus improvements
5. Other feedback

Three maps were included within the consultation brochure and at events to support the proposals.

1. [Proposed neighbourhood improvements](#)
2. [Proposed parking, loading, and servicing layout](#)
3. [Proposed traffic circulation plan](#)

Survey participant responses to each question have been categorised as:

- Positive – feedback supports what is proposed.
- Negative – feedback opposes what is proposed.
- Mixed – has some concerns, discussed positive and negative aspects, or would support with specified changes.
- Other – Did not address the question.

In the sections following, feedback on each proposed change is described and summarised using:

- Percentages of positive, negative, mixed, and other responses to the survey question.
- Overall survey and Social Pinpoint sentiment.
- Suggestions and recommendations.

Finally, this report offers conclusions from the engagement and recommendations for the project.

Survey participant sentiment

Survey participants were asked to indicate their response to two statements:

1. The changes will improve the area for me.
2. The changes will improve the area for the neighbourhood.

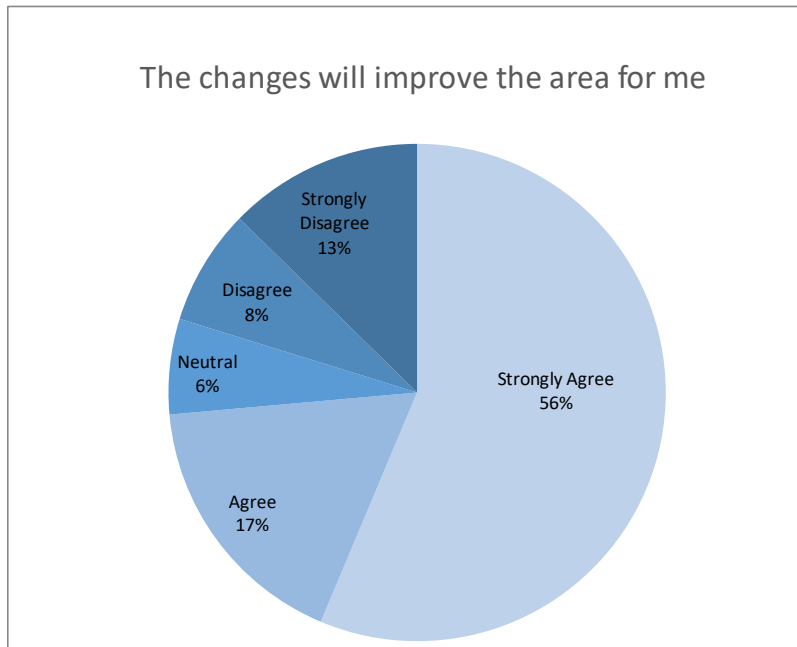


Figure 12 Graph showing survey participants indicated whether they agreed or disagreed with the statement. Breakdown: Strongly Agree 56%, Agree 17%, Neutral 6%, Disagree 8%, Strongly Disagree 13%

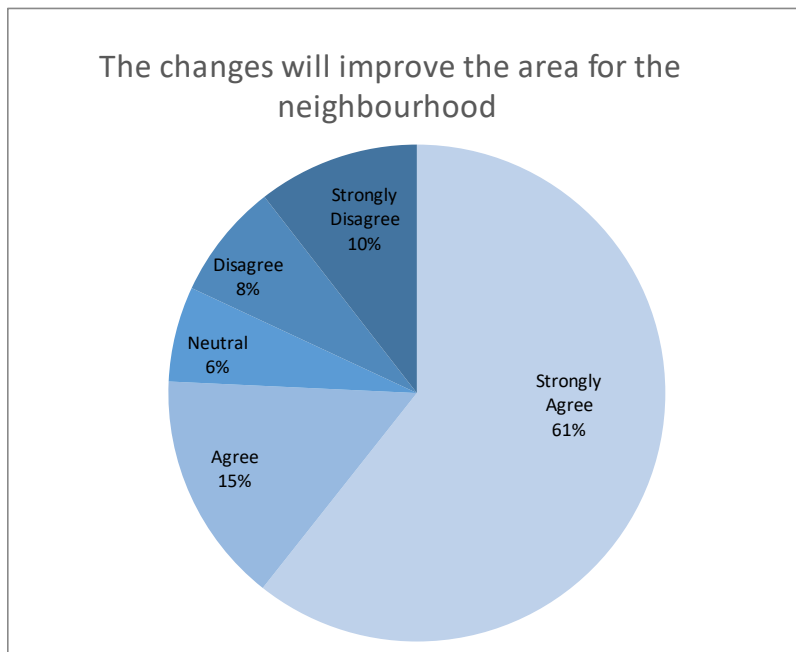


Figure 13 Graph showing survey participants indicated whether they agreed or disagreed with the statement. Breakdown: Strongly Agree 61%, Agree 15%, Neutral 6%, Disagree 8%, Strongly Disagree 10%



Around 94% of participants provided a response, with a significant majority of participants either agreeing or strongly agreeing that the changes will improve the area for them (73%) or improve the area for the neighbourhood (76%). A total of 21% of people disagree or strongly disagree that the changes will improve the area for them and 18% of participants either disagree or strongly disagree that the changes will improve the area for the neighbourhood.

When responses are filtered to only include people who live within the area, the percentage in favour drops, with 57% of participants either agreeing or strongly agreeing that the changes will improve the area for them and 63% of participants either agreeing or strongly agreeing that the changes will improve the area for the neighbourhood. A total of 31% of participants either disagree or strongly disagree that the changes will improve the area for them and 28% of participants either disagree or strongly disagree that the changes will improve the area for the neighbourhood.

When responses are filtered to only include people who work within the area, the percentage in favour also drops, with 49% of participants either agreeing or strongly agreeing that the changes will improve the area for them and 50% of participants either agreeing or strongly agreeing that the changes will improve the area for the neighbourhood. A total of 43% of participants either disagree or strongly disagree that the changes will improve the area for them and 37% of participants either disagree or strongly disagree that the changes will improve the area for the neighbourhood.

Engagement feedback – walking and cycling

Survey question one asked:

We propose new cycleways and pedestrian crossings to make it safer and easier to walk and cycle around the Karangahape neighbourhood. Do you think they will achieve this aim? Let us know what you like about the proposals and what you would change.

Proposal

Proposed changes to the streetscape to improve accessibility for people walking and cycling are shown in the table below.



LOCATION	CHANGE	EXPECTED BENEFIT
Pitt Street	Installing a signalised mid-block crossing with bus priority.	Provides another place for people to safely cross at a key desire line between the station entrance and bus stops.
Pitt Street	Creating northbound and southbound separated cycleways along Pitt Street, from Hopetoun Street to Karangahape Road.	Safer cycling facilities replace a shared footpath and link to other cycleways. Improved safety for pedestrians.
Mercury Lane	Creating a pedestrian mall on upper Mercury Lane, accessible only by authorised vehicles.	Improved pedestrian safety around the Mercury Lane train station entrance.
Mercury Lane	Widening the footpath on lower Mercury Lane.	Improved accessibility for pedestrians including people who use all kinds of mobility devices
Mercury Lane	Creating a separated cycleway along lower Mercury Lane, connecting to Canada Street.	Safer cycling facilities and link to other cycleways.
Cross Street	Creating additional footpath space and building out the kerb.	Improved accessibility for pedestrians including people who use all kinds of mobility devices.
Canada Street	Creating a separated cycleway along Canada Street for north and southbound cyclists and connecting to the existing cycleway on East Street.	Provide safer pedestrian and cycling facilities in place of the shared footpath and linking to other cycleways.
Canada Street	Install a new shared pedestrian and cycle crossing to the east of intersection with Mercury Lane.	Provides a safe crossing location for pedestrians and cyclists heading to and from Karanga-a-Hape Station and Te Ara i Whiti (the Lightpath).
Canada Street/Upper Queen Street intersection	Upgrade the western side of the intersection to provide separated facilities for pedestrians and cyclists.	Provides a safer crossing environment at the traffic signals.
East Street	Install a new pedestrian crossing located between Galatos Street and South Street.	Provides a safe crossing point to connect pedestrians to the east-west laneway between East Street and Mercury Lane to connect to the station entrance.
East Street	Retain the cycle lanes that were installed as a temporary measure during the CRL construction.	Provide safer cycling facilities on a steep gradient and linking to other cycleways.
Beresford Square	Between Hopetoun Street and the rear of the Karanga-a-Hape Station entrance, reduce the traffic lane widths by widening the road's painted median.	Creates a slower vehicle speed environment and safer informal pedestrian crossing opportunities.

Feedback

Overall sentiment

Strong support for walking and cycling was voiced through the survey with over two thirds (70%) of people who answered this question giving positive feedback on the proposed walking and cycling changes and just 17% of participants giving negative feedback. A further 8% provided mixed feedback on the proposals with the remaining 5% of responses addressing other issues, not relevant to the survey question.

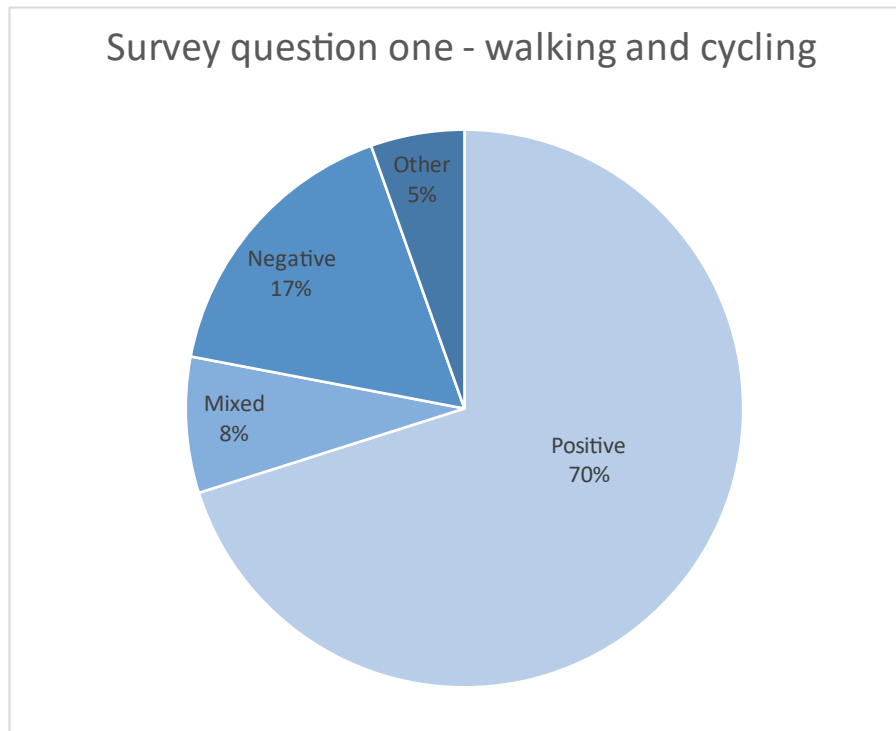


Figure 14 Graph showing responses to survey question one - walking and cycling. Breakdown: Positive 70%, Mixed 8%, Negative 17%, Other 5%

Question one groups walking and cycling together. When considering all survey feedback (excluding Social Pinpoint) relating specifically to cycle lanes, the overall sentiment of this feedback remains positive, with 73% of cycle lane comments assessed as positive, 21% negative, and 6% mixed.

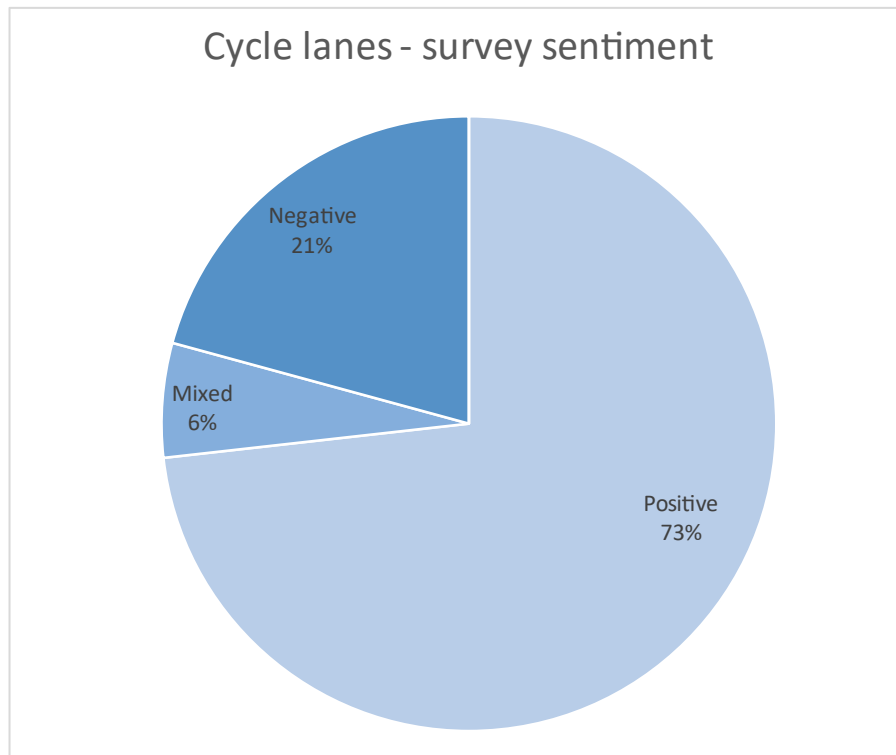


Figure 15 Graph showing survey sentiment specific to cycle lanes. Breakdown: Positive 73%, Mixed 6%, Negative 21%

Support

Survey participants who supported the changes commented that the proposals will make the area a safer, more pedestrian-friendly space. The changes will create a safer environment for all users and support more people to walk and cycle.

“Yes, more cycleways and pedestrian crossings is a great idea as it will make the area calmer and more pleasant.”

“Yes, I think the proposed changes will make it much safer and easier to walk and cycle around. I especially like the proposal to separate the cycleway from the footpath on Canada St.”

“This is an outstanding proposal for improvements in the area. Both walking and cycling will be significantly easier and safer than they are currently. In addition, the quality of the space and the environment, will be massively improved.”

Participants commented that people walking around the neighbourhood need more space and increased safety, given the numbers of people who will use Karanga-a-Hape Station when it opens. Participants indicated there should be space for people to gather.



“It is great to see safer spaces for walking and better amenity.”

“AT needs to be mindful of the fact that people will use the stations as a meeting point, as in, “I’ll meet you outside Mercury/Karangahape Station.”, so provision will need to be made for seating and enough space for groups of people to gather.”

Opposition

Some opposition to the proposals relates to participants’ views on the previous enhancements undertaken by AT on Karangahape Road.

“The currently cycleways are not maintained, and are dirty and uneven, the gardens are in disrepair in many places, and there are no supporting plans in place to discourage antisocial and criminal activity. The previous changes have caused significant pain to K Rd and surrounding businesses, despite promises during the last consultation.”

“What about all the work you already done on the street for the cycle lane already?... For all the business it was a nightmare for more than a year and now you want to change again?”

Other feedback in opposition to the proposals was more broadly anti-cycleway. The cycleway component of the proposals attracted wider opposition than the proposed pedestrian improvements.

“The solutions [that have] been proposed may suit middle aged white males stopping for a coffee on their bikes during day time... But some of the key ones will increase traffic congestion and make the area less accessible for Women, LGBTQ and vulnerable people of colour.”

“This stupid change will make the notorious traffic jam on K - Road even worse because the roads for the cars to drive on will become narrower due to more cycleways and the cars will have to stop more often due to more pedestrian crossings.”

Cycle ways are a waste of council spending. There are only a small number of people who use them.”



Mixed feedback

Survey participants with mixed views on the proposal provided a range of feedback. Some participants supported aspects of the proposals, but not everything.

“Pedestrian improvements are a good idea, and make sense to me. Cycleways barely seem to be used (by comparison) and affect more people negatively than positively.”

“As a business owner on Karangahape Rd, I feel pedestrian crossings will be of benefit, but in regards to new cycleways, that would be a complete waste of money and time. The existing cycleways are so under-used given the massive impact and disruption we all felt as a result of them being introduced, I find it ridiculous you would even consider more.”

Some feedback was supportive of the proposals but concerned about delivery.

“As a local store, commuter, former resident and sometimes punter, we support the intent to make it safer to walk and cycle around this area. Seriously concerned this is another “big project” that will a) be expensive, b) take a long time and c) deter people from the area.”

Some feedback raised concerns about potential conflicts between people walking and people cycling or scootering.

“People often walk / stand in the cycle lanes, particularly on weekend nights, and if drinking. At times it can be safer riding on the road. There are also sometimes rental escooters/ebikes left on the cycle lane which are obstacles, I've also woken up someone sleeping across the bike lane one morning.

“There are a number of lanes off K Rd which provide access to and from residential and business addresses. The lanes cross cycle lanes. My concern is that cyclists and vehicles may be in danger of colliding (cyclists travel very quickly and are not always visible due to sight lines being obstructed by groups of pedestrians).”

Other feedback supported improving walking and cycling, but criticised the proposed routes or design approach.



“Pitt Street bikeway doesn’t connect ALL the way north. Even if the separation width and the bikeway itself both were narrower, this should go at least to the intersection, rather than peter out into a shared path. East St bikeway only goes halfway. Not so great – for the last section up to Karangahape, as a cyclist, you are back on the road and unprotected.”

“I support the proposed changes... there are some sections where bike lanes end and bike users are directed onto the road. This will deter many prospective cyclists... it would be great to have some road markings/signage for cars to make them aware that they’re in a lane that shares with bikes.”

Social Pinpoint feedback

Social Pinpoint is an online platform that allows organisations to overlay proposed designs on a map. We used Social Pinpoint to show details of our proposals and allow respondents to give location specific feedback.

Most Social Pinpoint feedback relating to walking and cycling, commented on the design and route. Amongst other feedback, there was strong support for a cycleway connection with Te Ara I Whiti - The Lightpath and Nelson Street Cycleway.

“The cycleway should continue further to connect with Nelson Street and the Rainbow Path.” [Pitt Street]

“Would be good to have a diagonal crossing at this intersection.” [Pitt Street/Hopetoun Street]

“I like the separation of the cycleway from the footpath. Going downhill could be dangerous for all the users on the current shared path.” [Canada Street]

“I’m worried turning cars will struggle to see bikes and people crossing here, could the crossing be moved closer to Pitt St?” [Greys Avenue]

Summary

Support: 70% of survey participants who answered this question supported the proposed walking and cycling changes.

Opposition: 17% of survey participants who answered this question opposed the proposed walking and cycling changes.

Key concerns (survey and Social Pinpoint):



- Scepticism about the need for the proposed changes and concern about AT’s ability to deliver them.
- The impact of the proposed changes and construction on the neighbourhood.
- Lack of connectivity between cycle lanes and existing cycling infrastructure.

Suggestions (survey and Social Pinpoint):

- Connect new cycleways to existing cycleways, such as Te Ara I Whiti and Nelson Street Cycleway. This suggestion applies primarily to Pitt Street.
- Clearer delineation of spaces for different modes, e.g. painting cycle lanes brighter and having clear and accessible signage.

Engagement feedback – parking and loading

Survey question two asked:

We propose changes to on-street parking that reflect the introduction of new bus lanes, the change to existing lanes' hours of operation, and street layout changes following the City Rail Link's completion.

Our proposal includes a mix of paid parking, loading, and mobility spaces. Have we got the mix right? We also have kerbside spaces where we want to hear your opinion (see markers labelled TBD on our consultation maps). Let us know what you think, like about the proposals, and what you would change.

Proposal

Proposed changes to re-prioritise space for deliveries, general parking, mobility parking, and station pick-up and drop-off, are shown in the table below.

LOCATION	CHANGE	EXPECTED BENEFIT
Cross Street	Replace a paid space with mobility parking.	This will create dedicated mobility parking to support people accessing the new train station. It will also provide more space to widen the footpath for greater accessibility.
Cross Street	Moving the P5 loading zone from Mercury Lane to Cross Street and adding an additional P15 loading zone or P5 loading zones in place of paid parking.	Supports local businesses and residents loading and servicing needs.
Cross Street	Relocating car share parking spaces to the opposite side of the road.	Continues to provide transport choice for people living and accessing the area.
Cross Street	Kerbside use to be determined – proposal to remove remaining paid parking and replace with loading, mobility parking	Support the local community needs for loading/servicing and access as well as future users of the train station.



	and/or pick-up/drop-off spaces. To be confirmed based on public consultation feedback.	
Mercury Lane	Removing paid parking and relocate P5 loading zone to Cross Street (see above).	Supports the proposed pedestrian mall on upper Mercury Lane and improves access for pedestrians and cyclists on lower Mercury Lane.
Canada Street	<p>Kerbside use to be determined – proposal to replace the paid parking on the northern side of the road with loading, mobility parking and/or pick-up/drop-off spaces. To be confirmed based on public consultation feedback.</p> <p>Remove all paid parking on the southern side to make space for the separated cycle lane.</p>	Support the local community needs for loading/servicing and access as well as future users of the train station
Upper Queen Street	To accommodate the proposed separation of cyclists and pedestrians at the traffic signals with Canada Street remove one paid parking space.	Provides a safer crossing environment at the traffic signals.
East Street	<p>Retain the cycleway and road layout changes made during CRL construction.</p> <p>Parking on upper-East Street to remain un-changed.</p>	Retains current cycle way links.
Pitt Street	Remove on-street parking and P5 Goods and Service Vehicle Loading Zones.	Supports the installation of bus lanes and separated cycleways.
Poynton Terrace	Kerbside use to be determined – proposal to replace the paid parking on the northern side of the road with loading, mobility parking and/or pick-up/drop-off spaces. To be confirmed based on public consultation feedback.	Supports local businesses and residents loading needs.
Beresford Square	Kerbside use to be determined – proposal to replace the paid parking on the northern side of the road with loading, mobility parking and/or pick-up/drop-off spaces. To be confirmed based on public consultation feedback.	Supports local businesses and residents loading needs.
Beresford Square	Proposed mobility parking space as proposed by the CRL.	This will create dedicated mobility parking to support people accessing the new train station.
Karangahape Road (Pitt Street to Queen Street)	Removing a small section of paid parking on the southern side of Karangahape Road and replacing with a P15 loading zone or P5 loading zone, based on consultation feedback.	Supports local businesses and residents loading needs.

Karangahape Road (Newton Road to Pitt Street)

Multiple changes to operating hours for loading zones and small passenger service vehicle stands (taxi/rideshare stands). Retain existing mobility parking spaces.

Reduces delays for buses and support local businesses and residents loading and access needs.

Feedback

Overall sentiment

This question about parking and loading drew a wide and varied response, with a majority supporting the proposed changes and no strong consensus about undecided areas (labelled TBD on consultation maps). Shown in the chart below, 53% of people who answered this question support the proposed changes to parking and loading and 17% oppose them. Almost a quarter of responses (21%) were a mix of positive and negative feedback. Feedback that related to issues outside the consultation scope made up the remaining 9%.

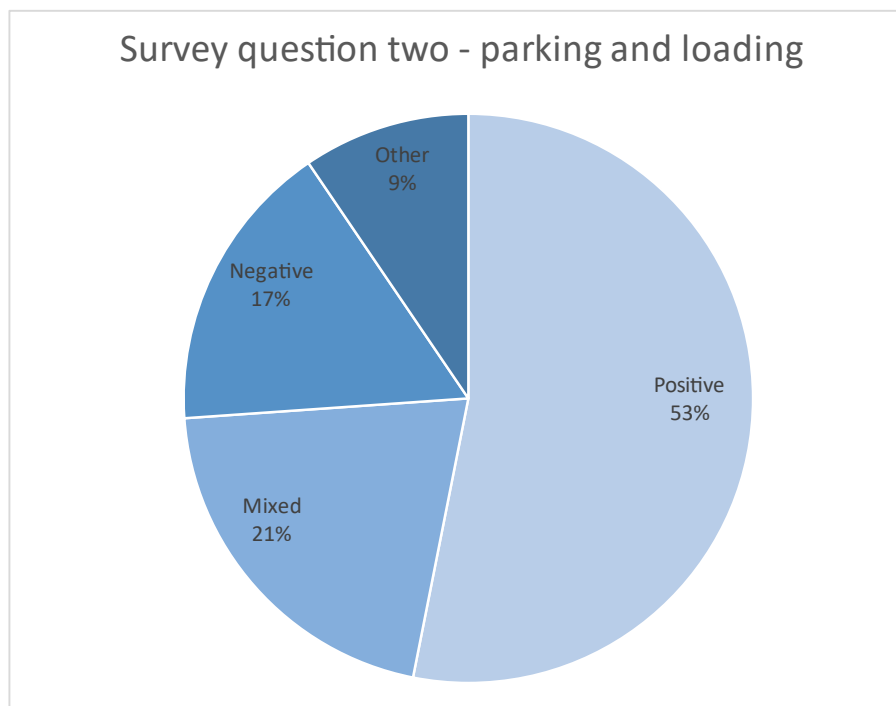


Figure 16 Graph showing responses to survey question two - parking and loading. Breakdown: Positive 53%, Mixed 21%, Negative 17%, Other 9%

Question two groups parking and loading together. When considering all survey feedback (excluding Social Pinpoint) relating specifically to parking, the overall sentiment of this feedback remains positive, with 59% of parking comments assessed as positive, 22% negative, and 19% mixed.

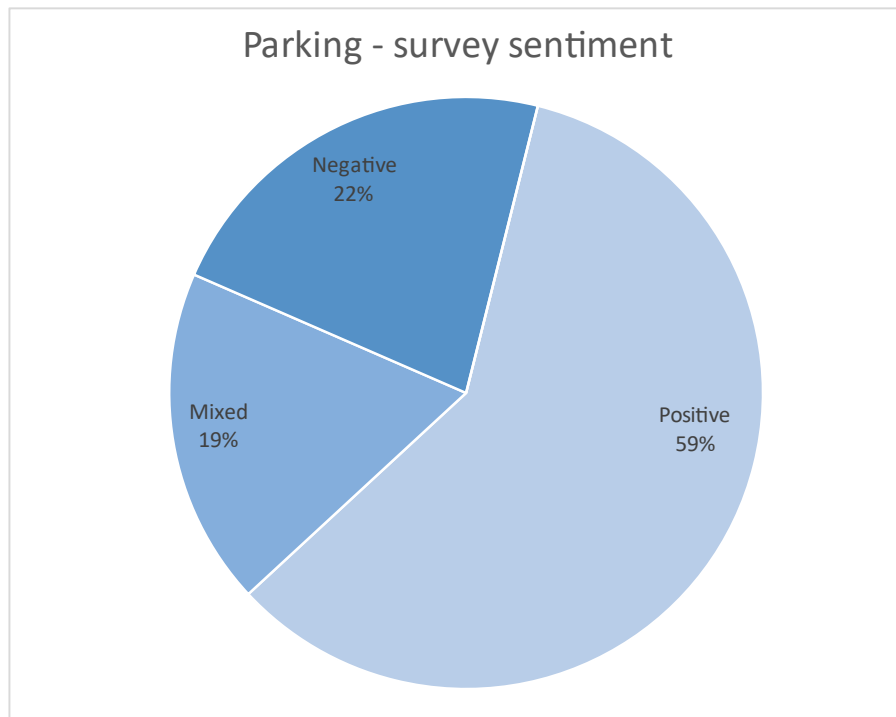


Figure 17 Graph showing survey sentiment specific to parking. Breakdown: Positive 59%, Mixed 19%, Negative 22%

Support

Of those survey participants who expressed support for the proposed changes, many indicated the balance was right, in favour of making bus movement easier along Karangahape Road.

A range of views were expressed about the right balance of paid parking, loading and mobility spaces within the supportive group. Some advocated for the removal of all on-street parking within the Karangahape neighbourhood, noting the availability of off-street parking options. Many indicated support for retaining sufficient loading zones and mobility parking spaces.

“Cars should be the lowest priority for valuable CBD kerb space. Keep on-street parking to a minimum.”

“Prioritised bus lanes are essential to keep buses flowing and commuters getting to their destination on time and not being held up by cars.”



“I think this all looks good and will help a lot. The P5, loading zones are important and I think you’ve nailed it in the right areas.”

“I wholeheartedly agree with the mix of paid parking, loading, and mobility spaces in the proposal and I think the mix is right, though if you could squeeze another mobility park in somewhere, that would be a good addition.”

“The mix looks pretty good, but please ensure the loading zones are enforced properly.”

Opposition

Opposition to the proposed changes centred around an anticipated reduction in access for private vehicles and the concern that this will reduce visitors and customers to the area and negatively impact businesses.

“More on-street parking is required. The vibrancy and safety of this area relies on a mix of pedestrians, cyclists and drivers (with ready access to parking). The current proposal is too anti-car and could impact upon local businesses who will lose customers to businesses in areas with easier parking options.”

“We think that businesses on Galatos Street and East Street need to be recognised in this plan and we think the mix is WRONG.”

“More car street parking is needed. Businesses are suffering because of your decisions.”

Other survey participants felt the proposal did not provide enough loading space to support the operation of businesses.

“There is not enough loading and unloading space to service the buildings impacted by the potential closure of Mercury Lane i.e. George Courts, Mercury Theatre and other Mercury Lane occupants. I suggest service volume needs have been underestimated.”

“North side of K-Rd needs loading, especially hospitality. All day bus lanes will kill the neighbourhood.”



Other participants provided feedback on the needs of residents.

“No you haven't got the mix right. You seem to forget about residents living in this area. Parking is already terrible and you are proposing to make worse.”

“The lanes servicing apartments... are not equipped to provide loading zones. Loading zones on K Rd adjacent or near to the lanes and previously servicing business and home deliveries are or have been removed.”

Mixed feedback

Nearly one quarter of responses to the proposed changes were mixed. Most of this group indicated support for changes but have concerns or a different view about balancing the parking and loading mix to meet the needs of all people and businesses in the Karangahape neighbourhood.

Concern about insufficient parking for residents was mostly based on the need for loading, deliveries, and services.

“Service delivery vehicles need to be able to access the Mercury Theatre. Smaller trucks & delivery vans for catering and beverages, cleaning and maintenance vehicles still need site access.”

“Ensuring that there are paid parking spaces available for local residents when they need them, e.g. larger shopping trips or moving gear. Not always feasible to use public transport.”

People who commented on mobility spaces support more of them, particularly on Karangahape Road for easy access to businesses there.

As long as there are loading and mobility spaces ... I want people with mobility issues to have access to the area - then no one is missed out.

“I think there should be mobility only parking on Karangahape road.”

Enforcement of loading zones, no parking spaces, and time restrictions was mentioned by a few participants, who saw it as a key element in the balance of parking and loading working effectively.



Unenforced P5 is same as free parking - add CCTV enforcement during these upgrades!

Suggestions for TBD spaces

The survey asked for suggestions on the use of areas labelled TBD (to be determined) in Beresford Square, Canada Street, Cross Street, East Street and Poynton Terrace. Some suggestions considered future needs of the area:

“More thought needs to be given to future use of cargo bikes, smaller electric delivery vehicles etc.”

“Carshare is getting more popular with people living in the area.”

Others requested that TBD spaces increase existing types of parking including disabled/mobility spaces, motorbike and scooter parking, and more loading spaces. Paid parking was requested by some and rejected by others for the TBD spaces.

Social Pinpoint feedback

Social Pinpoint feedback relating to parking reflected similar comments to the survey. Suggestions for the location of mobility parking and loading were provided, along with support and opposition for the repurposing of kerbside space.

“The cult of the no-parking lobby remains a significant issue for Auckland. The public transport options, even after the train station opens will not be adequate for people for whom public transport is not an option.” [Canada Street]

“Love additional mobility parking and increase in footpath space.”

“The cycleway provides a much higher level of customer accessibility for local businesses than a few carparks. Ever since the carparks were removed and the enhancements made the area has become much more alive and local businesses much busier as the area is more attractive for outside visitors.” [Karangahape Road/Pitt Street]



Summary

Support: Just over half (53%) of survey participants responding to this question support the proposed changes to parking and loading.

Opposition: 17% of participants oppose the proposed changes to parking and loading.

Key concerns (survey and Social Pinpoint):

- Lack of parking to access buildings at the top of Mercury Lane for loading and deliveries including trades and services.
- Lack of loading spaces and/or parking to support business operations and resident's needs – deliveries and services.
- Lack of parking for business customers, especially mobility impaired customers and visitors to the area who need parking close to business doors.

Suggestions (survey and Social Pinpoint):

The most requested suggestions to address the concerns above are:

- Create a loading zone at or near the top of Mercury Lane and allow service and delivery vehicles access.
- More loading spaces/zones to support business logistics and operations and facilitate services and deliveries for residents.
- More mobility parking, especially to provide easy access to businesses.
- Use TBD areas for micro mobility, electric bike deliveries, and carshare.

Engagement feedback – access

Survey question three asked:

In the area around the new station, we propose changes to reduce the use of side streets for through-traffic, create safer streets for walking and cycling, while enabling access for deliveries and to off-street car parks. The top of Mercury Lane is proposed to become pedestrian mall.

Do you think the proposed changes will support busier streets with more people, while keeping the Karangahape neighbourhood accessible to all? Let us know what you like about the proposals and what would change.

Proposal

To permanently restrict motor vehicle access on Mercury Lane from Karangahape Road to north of the existing vehicle crossing at 2 Mercury Lane, and for Mercury Lane to become a pedestrian mall.

South of the mall, a shared space is proposed from the vehicle crossings to south of the intersection with Cross Street. The exceptions would be emergency vehicles and vehicles requiring access for construction, maintenance or services could apply for access.

Access to Cross Street, Canada Street and the lower half of East Street will be from Upper Queen Street. Traffic flow on Cross Street will return to its pre-CRL east-to-west direction.



Removing the right turn from Mercury Lane into Canada Street will provide space for a cycleway and make the intersection safer for those walking and cycling. This will mean that vehicles wanting to access the western end of Canada Street or East Street will need to come via Upper Queen Street.

Special consultative procedure

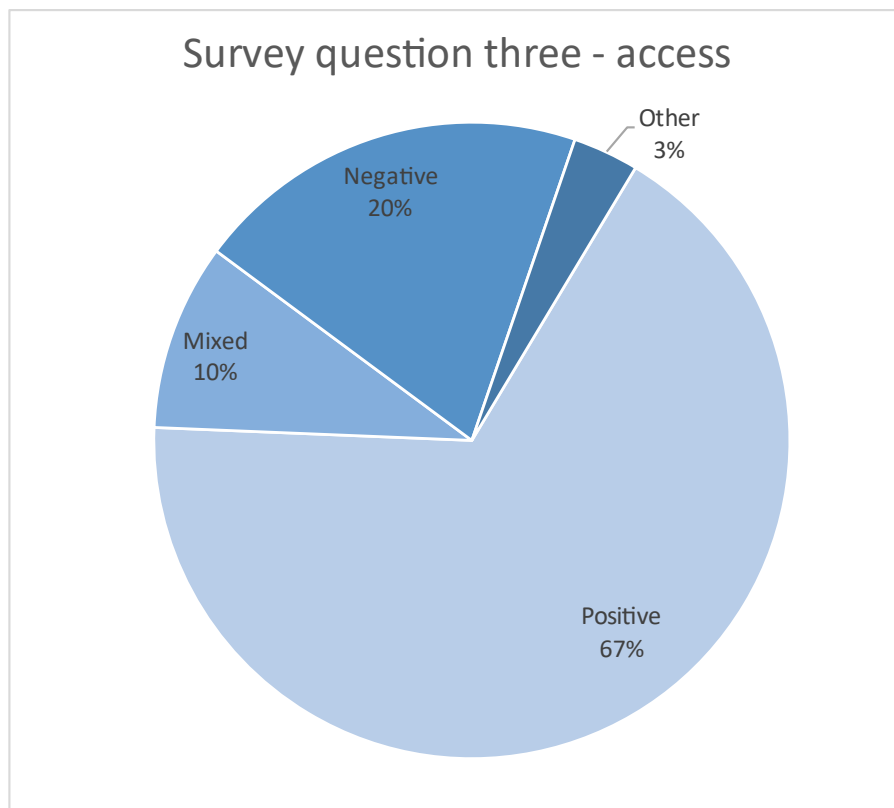
The process for declaring a section of Mercury Lane to be a pedestrian mall must follow the requirements of section 336 of the Local Government Act 1974. AT is seeking the views of the public on this proposal. A Statement of Proposal (SoP) that set out the background to the proposal, details of and reasons for the proposal, how the public can view and obtain copies of documents relevant to the proposal, and how submissions on the proposal can be made was made available on our webpage, with printed collateral directing people where they could read it.

Under this procedure submissions can be made in writing, or in person in spoken form or sign language.

Feedback

Overall sentiment

Shown in the chart below, 67% of survey participants who answered this question supported the proposed access changes and 20% opposed. A further 10% provided mixed feedback on the proposals with the remaining 3% of responses addressing other issues, not relevant to the survey question.



*Figure 18 Graph showing responses to survey question three - access.
Breakdown: Positive 67%, Mixed 10%, Negative 20%, Other 3%*

When responses are filtered to only include people who indicated they live within the Karangahape neighbourhood, support reduces to 44% and opposition increases to 32%. Mixed feedback also increases to 15%.

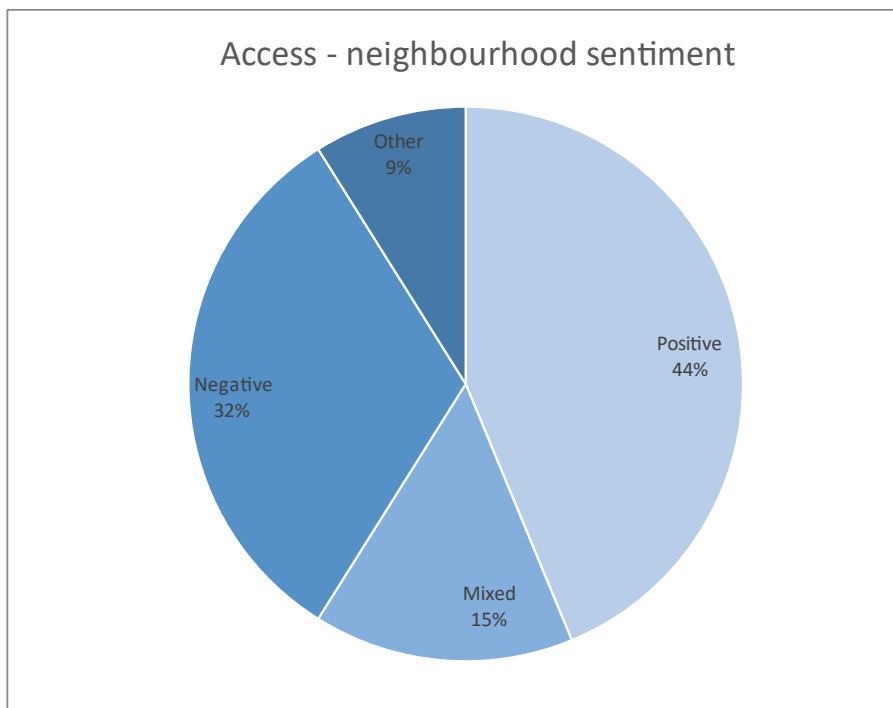


Figure 19 Graph showing responses filtered to only include people who indicated they lived within the neighbourhood. Breakdown: Positive 40%, Mixed 15%, Negative 32%, Other 9%

The proposed pedestrian mall received a lot of feedback. When considering all survey feedback (excluding Social Pinpoint) relating specifically to the proposed pedestrian mall, the overall sentiment of this feedback remains positive, with 68% of pedestrian mall comments assessed as positive, 26% negative, and 6% mixed.

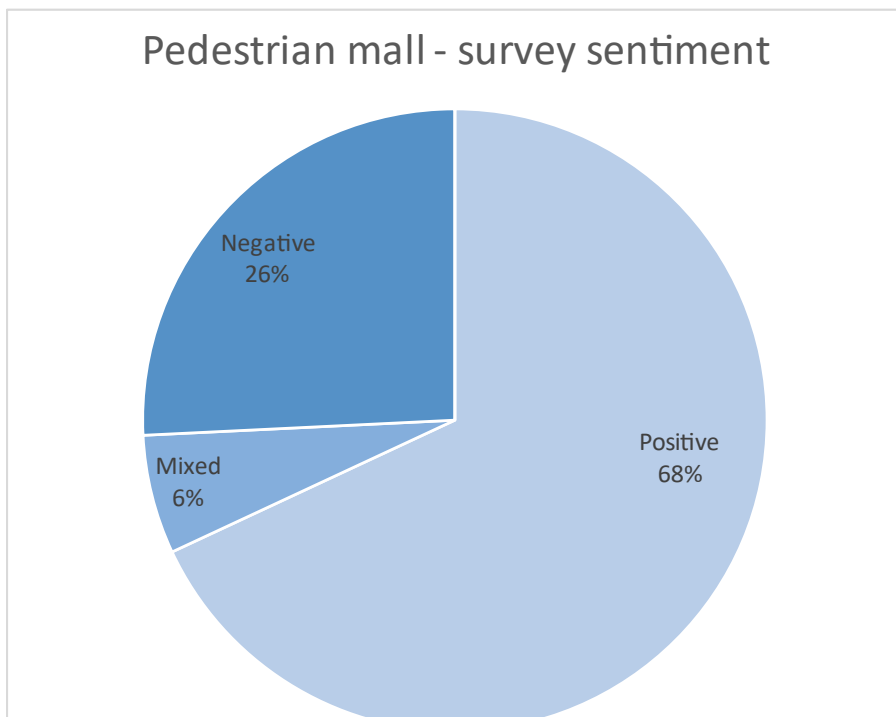


Figure 20 Graph showing survey sentiment specific to the proposed pedestrian mall. Breakdown: Positive 68%, Mixed 6%, Negative 26%

Support

Survey participants who expressed support for the proposed changes want to see more accessible spaces that make it easier for people to walk and cycle safely. Supporters felt the pedestrian mall and shared space would contribute to busier, more vibrant streets and some referred to other cities and parts of Auckland including Fort Street and High Street where increased pedestrianisation has contributed to these outcomes. Many supported the balance between pedestrianisation and space for loading and deliveries.

“These proposals look like they will support the vibrant street culture of the K road area. More people on foot means more people in shops.”

“I am very excited for the new pedestrian malls, Auckland has far too few of these. It is crazy how seldomly you can find a restaurant or cafe with outdoor seating that isn't right next to car traffic.”

“Yes it will support busier streets as the amount of people on foot, bike and scooter will far outweigh the current number of cars that currently use those streets. It has been proven all over the world (and Auckland) e.g.



High Street, Fort Street is that if you removed no-discretionary traffic from streets pedestrian numbers and business spend increases.”

Among supporters there were some concerns – personal safety, cyclists hitting pedestrians, the windy and dark nature of the space. Suggestions were made to address these concerns including providing shelter, benches, bollards, trees, and plantings, and requiring cyclists to dismount through the pedestrian mall. Other participants wanted less seating to deter antisocial activity at night.

One participant represented a band that supported the proposed changes but was concerned about vehicle access to Mercury Theatre for loading/unloading instruments, staging and equipment for events. This concern was echoed by others who felt the gradient would make deliveries to the theatre and residences at the top of Mercury Lane difficult or possibly dangerous, especially large and heavy items.

Others who supported the pedestrian mall and shared space voiced concern that insufficient investment in activating the space or providing amenity would see it fail to achieve the objective of a vibrant, busy space.

“I support the creation of a pedestrian mall... One concern is that the top of Mercury Lane lacks activation opportunities, essentially only three large buildings front the pedestrian mall. There will need to be a high level of investment in amenity to make this space work.”

Opposition

Of survey participants who opposed the changes, 50% indicated they live within the Karangahape neighbourhood, whereas this group comprises 32% of overall survey participants. Participants who opposed the proposed changes were concerned it would have a negative effect on accessibility and lead to more vehicle congestion.

“This will cause traffic disruption all over the uptown area when those people affected will now have to drive an extra 6 sets of traffic lights either up Symonds Street or Newton Road to get back to where they want to be.”

“Closing Mercury Lane will be a disaster for traffic and all who live, work, business owners and customers in the area.”

Other participants commented that the proposed changes would negatively affect accessibility for people.



“...allowing the residents of the building access to their building when dropped off by taxi/uber without walking around a corner and up a hill (something that will be exceptionally difficult for mobility challenged people and not safe for female residents at night).”

Some felt the proposed access changes would contribute to a less vibrant and accessible Karangahape Road, attracting antisocial behaviour with negative effects on residents who feel that CCTV and lighting already in place do not deter activity.

“Mercury Lane is cold and windy; it isn't going to be a nice place to sit or plant trees. It is just going to be a thoroughfare.”

“The proposed Mercury Lane Mall will quickly descend into an area of antisocial behaviour and noise for residents who live nearby. Calls to Police don't result in any meaningful action.”

Several participants pointed out that customers travel in cars to businesses from places that do not offer good public transport, and may no longer visit their business.

“My customers may not be bothered with all the problems getting to Canada Street.”

ADIO Needle Exchange commented that their service may become inaccessible for people who need it, and could result in an increase in harm associated with injecting drug use in Auckland.

“I speak for the public health service I am responsible for at 10 East Street (the ADIO Trust's needle exchange). We have a lot of visitors, over 25,000 per year over a 24/7 period as we also have a Vending machine that is used after hours. Our service helps reduce harm in people who inject drugs and reduces the spread of blood-borne diseases like HIV / AIDS and Hep C in the general population. A lot of our clients come by car.”

Mixed feedback

Participants with mixed reactions to the proposed access changes mostly supported the concept of the pedestrian mall and/or shared space but had concerns about the mall achieving intended outcomes for safety, amenity, and accessibility.



Personal safety is a big concern, with participants saying they would need to feel safe at all times, especially at night, in the pedestrian mall. Concern was voiced that the mall would attract antisocial behaviour to the extent that residents, workers, and visitors would avoid the area. Suggestions to improve personal safety and deter antisocial behaviour were more lighting and CCTV, however a few others felt these would be ineffective.

Concern about the amenity of the space came through strongly in responses to this question. People see Mercury Lane as cold, dark, and windy, and some feel these characteristics preclude it from becoming a vibrant busy space as people will avoid it and use other routes.

Some residents were concerned about the impact of noise generated by people in the pedestrian mall being disruptive to them in their homes.

Among the mixed responses were those who felt the proposed access changes did not go far enough to support busier streets with more people and keeping the neighbourhood accessible for all, requesting more pedestrianisation in the area. Specific streets were suggested for pedestrianisation including Upper Queen Street, East Street, Galatos Street, Day Street, Pitt Street, and all of Mercury Lane.

“I really like the proposals. The only worry is limiting is limiting access to Galatos and South St for deliveries etc. Propose you add a right turn from k road into East St.”

“The mall is probably a good idea but perhaps could be accessible by cars after 7pm? It's not easy for cars wanting to get to upper Queen St as there's no right turn from K Rd.”

“...this area could become a magnet for antisocial activity, especially alcohol related at night time.”

Social Pinpoint feedback

Social Pinpoint feedback reflected similar comments to the survey. Some participants expressed concerns about access and circulation to other streets. Safety also came through as a theme.

“While I fully support pedestrianising Mercury Lane, does this create an access issue for South St? For someone driving east bound on K Road, no longer allowed to turn into Mercury Lane, and with no right turn onto Upper Queen St, how can they access South St?”



Make sure there is very bright lighting at night - not weak LEDs. Cafe-style festoon lights, a row of lit up Nikau.”

Summary - Access

Support: More than two thirds of people who answered this question (67%) support the proposed access changes.

Opposition: 20% of participants do not support the proposed changes to access.

Key concerns (survey and Social Pinpoint):

- Antisocial behaviour and personal safety
- Vehicle access to specific addresses (including Mercury Theatre, Needle Exchange)
- Lack of understanding or acceptable about how traffic would circulate.
- Windiness and darkness of Mercury Lane make the space unsuitable for a pedestrian mall.
- Gradient of Mercury Lane makes it unsafe for a pedestrian mall:
 - Not accessible for people using mobility aids, people pushing prams, and older people.
 - Pushing loads and making deliveries up the hill by foot is challenging.
 - Speed risk with people on bikes and scooters coming down the hill.
 - Sight lines increase risk of user conflict and personal safety concerns.
 - Potential for slipperiness when wet/dirty creates more risk for all the above.

Suggestions (survey and Social Pinpoint):

The most requested suggestions to address the concerns above are:

- Enable loading/delivery at or near the top of Mercury Lane or extend the shared space to the top of Mercury Lane.
- Invest in amenity (plantings, seating, lighting, shelter, activation, or programming of the space) to make the space welcoming and comfortable.
- Design the pedestrian mall to discourage fast riding through.
- Ensure a non-slippery surface is used through the pedestrian mall.

Engagement feedback – bus improvements

Survey question four asked:

“We propose the introduction of new bus lanes and changes to the hours of operation of existing bus lanes. The changes balance improvements to bus access with the use of kerbside space for loading and parking.

Have we got the balance right? Let us know what you like about the proposals and what you would change.



Proposal

Improving bus priority to allow bus services to provide quicker, more reliable journeys which will make them a more realistic transport option for many people.

LOCATION	CHANGE	EXPECTED BENEFIT
Karangahape Road	Create a new section of 7am – 7pm bus lane on the northern side of Karangahape Road between Pitt Street and Queen Street. Modify existing bus lane hours on the northern side of Karangahape Road between Pitt Street and Newton Road to 7am to 7pm seven days a week. Modify existing bus lane hours on the southern side of Karangahape Road between Pitt Street and Newton Road 7am to 10am and 4pm to 7pm seven days a week.	Provides better reliability for bus journeys via Karangahape Road.
Newton Road	Create a new northbound 24/7 bus lane pocket on Newton Road for buses to turn right into Karangahape Road.	Reduces delays for buses turning right from Newton Road onto Karangahape Road.
Pitt Street	Create a new southbound 24/7 bus lane pocket on Pitt Street, between Greys Avenue and the new signalised mid-block crossing. Create a new section of northbound 24/7 bus lane on Pitt Street, between Karangahape Road and the new signalised mid-block crossing. Installing a bus priority “B” light to the signals at the new mid-block crossing.	Provides better reliability for bus journeys via Pitt Street.
Pitt Street	Installation of a bus stop on Pitt Street outside the Beresford Square train station entrance.	Provides better connectivity from bus to train services.

Feedback

Overall sentiment

Shown in the chart below, 62% of survey participants who answered this question indicated support for the proposed changes. Almost equal proportions gave negative feedback (16%) or mixed feedback (15%). Feedback that related to issues outside the consultation scope made up the remaining 7%.

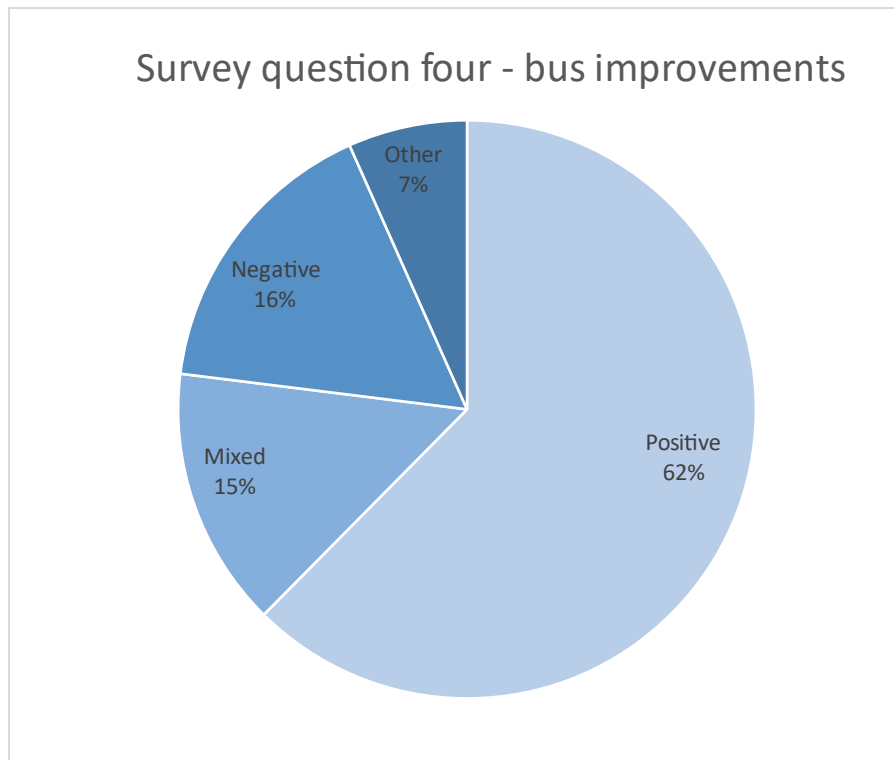


Figure 21 Graph showing responses to survey question four - bus improvements. Breakdown: Positive 62%, Mixed 15%, Negative 16%, Other 7%

Support

Survey participants largely support the proposed 7am-7pm, seven day a week proposal for the north side of Karangahape Road between Newton and Queen. Some felt the proposals should go further to prioritise bus travel and implement 24/7 bus lanes on Karangahape Road as is proposed for Pitt Street, to enable efficient and reliable bus services at all times.

“Increase in bus access is an improvement to access to Karangahape Road for sure.”

“More dedicated bus lanes and better enforcement of bus lane usage are probably the most achievable ways to make public transport a more convenient way to get in and out of the city. I absolutely support the changes to bus lanes.”

“Yes, bus access and flow should be a top priority. The new station will be a transport hub, people will need to change to buses up here for onward journeys (after having spent money at local businesses).”

“I would like to see the bus lanes made 24 hours, if at all possible. If not, then I could see a strong argument for extending into the late night hours”



on Thursdays/Fridays/Saturdays to support people coming into K Road as a destination via public transport.”

Opposition

Survey participants who are opposed to the proposed changes said that the timing for the bus routes was unreasonable and that it should only be proposed for during peak hour traffic. Some feel that there is no need to change the way Karangahape Road runs currently.

No. The 7am-7pm bus lanes are unreasonable. They should only be during peak hours only. We had a major street upgrade not long ago, why must AT redo it?”

“More bus lanes will just cause more traffic disruption. Traffic is always jammed in this area”.

Lack of connectivity with the new CRL station is seen by some opposed to the bus lane changes as a reason to move bus stops away from Karangahape Road.

“The proposal does not link the bus stops with the new CRL station. The main bus stops should be moved to Beresford Sq and Canada St, beside the station entrances.”

Mixed feedback

Participants with mixed feedback on the proposals voiced concerns about the ability for businesses to receive goods.

“The balance is good. Bus lanes deserve to be priority during the day. I see some of the loading zones are proposed 7pm-7am; what about daytime deliveries?”

“Yes, but carefully planned loading zones are necessary for local businesses.”

Participants also expressed concerns about the safety of what is proposed.



"I basically support the bus lanes and the changes probably, but I do find there is confusion... cars needing to turn left onto Newton Road end up going back and forth several times lane to lane. Certainly more signs are needed if the times are variable (and it makes sense to have some times when it is not busy, to have not a bus lane."

Some participants also questioned the proposed bus lane timings.

"Not sure the bus lanes need to be in force all day long."

Social Pinpoint feedback

Social Pinpoint feedback reflected similar comments to the survey, with some comments opposing the proposed timings and others requesting 24/7 bus lanes. Other comments provided specific design-related feedback, such as the placement of the cycleway in relation to a bus stop.

"Bus lanes should be 24/7."

"Strongly support the new bus lane - will help make the bus a quicker, more reliable option than the car, and there's not enough space in the city for everyone to travel by car."

"I object to changes in bus lane operating hrs as I am trying to operate a Healthcare facility and changes to parking between Newton and Pitt street will deny parking to patients."

"Can you please investigate signalling this with a bus left aspect, to enable efficient and prioritised movement into the right-turn bus lane further up." [Newton Road]



Summary – bus improvements

Support: Around two thirds of people who answered this question (62%) support the proposed bus lane changes.

Opposition: 16% of participants do not support the proposed changes.

Key concerns (survey and Social Pinpoint):

- Too many buses will ruin the vibe of K Road.
- Bus lanes are confusing for drivers and having different times of operation will make it more confusing.
- 7am – 7pm bus lane operation makes deliveries for businesses open during the day difficult.
- Bus lanes existing and proposed do not connect to CRL station.

Suggestions (survey and Social Pinpoint):

The most requested suggestions to address the concerns above are:

- Make bus lane times of operation simpler and more consistent.
- Improve signage and markings to communicate bus lane operation times better.
- Improve enforcement of bus lanes to keep them clear for buses.

Engagement feedback – other comments

Survey question five asked:

Do you have any other comments on the proposals?

A total of 260 survey participants provided comments, the lowest response of the five questions.

The most common theme was of support and enthusiasm for the proposed changes – 117 of the responses to this question were along the lines of, “well done” or urged AT to get started on construction as soon as possible. “Stick to your guns” emerged as a theme, with several people requesting AT to stand strong on the proposals and not compromise.

“Please don't water it down. It's some great stuff, worthy of an actual city.”

“Don't listen to the noisy minority that are scared of any change.”

“This is a fantastic proposal that meets the desired outcomes in the City Centre Master Plan and Access for Everyone. I live and run a business on Karangahape Road and what you have proposed really excites me about the future of the precinct after the opening of the City Rail link.”

“Please don't back down on this when the complaints come in. This is what is needed. If not around our big new stations, where?! Critical that you



stick to your guns on this design, because most people round here will be coming on trains and buses and foot and bike, not cars. Great work AT!"

The second most common feedback topic was the engagement itself with 23 comments. Many felt that locals were not being listened to or adequately represented in the engagement:

'AT needs to pause its decision about key parts of this proposal until it has had more in-depth conversations with building owners, residents and business owners. It's not enough to engage CCRG - who have few members in the area and no understanding of how the neighbourhood works.'

On Social Pinpoint one commenter noted that AT had not published information about local access needs to balance what is being proposed for people travelling through. In their view, people giving feedback who don't live or work in the area are giving skewed feedback without all the relevant information.

"It seems to me that many of the people commenting don't actually live, work, travel through or spend any time in the area. These are not dead-end streets. Similarly frustrating to see people advocating to close Mercury Lane when they have no idea what the local access needs are - because AT has not published this information."

Another nine participants wanted to see these improvements rolled out further – either by extending cycleways further, more pedestrianised streets, or making similar improvements in surrounding areas (Eden Terrace, Ponsonby, Vincent St, Poynton Terrace).

"I would love to see these ideas expanded to all central Auckland suburbs. I live in Eden Terrace and would like bigger cleaner foot paths, more crosswalks and less dodging traffic."

In contrast, other feedback focussed on the future of the neighbourhood, particularly once Karanga-a-Hape Station opens.

These changes are for future Aucklanders who are not able to give feedback in this consultation. Consider what they will want in 10 or 20 years' time. This should be the focus, not on what a few people want now.



Some comments questioned the engagement process for this consultation, including comments that there is an agenda resulting in decisions already being made for the project, or made despite wishes of residents and people who participated in the survey. 16 participants took this opportunity to state or restate their opposition to the proposed changes.

“There is an agenda here to remove driving altogether, you should just make it illegal and be done with it.”

Of the remaining comments, most called for ample trees and plantings be incorporated into the project area, and requested the right-hand turn into Upper Queen Street be reinstated.

“Please plan for trees to help with canopy capture of water during rain events and benefit of shaded footpaths and cooler neighbourhood.”

“With the closure of access to Canada Street from K Road there needs to be right turn from K road into Upper Queen Street into Canada Street.”

Organisation and other feedback

Written submissions or other feedback from key organisations or individuals are summarised below.

The Waitematā Local Board

The Waitematā Local Board were presented with an outline of the project, summary of feedback and three design options on 25 July and 15 August 2023.

All members supported the preferred option to deliver the full consulted project during the CRL construction.

Chair Genevieve Sage support the project stating, "of we are building a world-class railway, we need to have a world-class streetscape".

The Karangahape Business Association

The Karangahape Business Association (KBA) provided feedback via the online survey.

- We support the project. It is essential to ensure amenity is sufficient to maximise the opportunities the CRL will bring to local businesses.
- We support changes to ensure the safety of pedestrians shopping, living, and working locally.
- We support changes to ensure multiple modes of travel can safely co-exist.



- We support changes to the street layout to prioritise car traffic whose destination is local, instead of traffic headed through the area.
- It is essential that adequate access and loading zones are retained on Pitt St to enable businesses to function.
- There is a huge range of opinion among our members on changes to access. However, our members do agree in supporting changes to the street layout to prioritise car traffic whose destination is local.
- It is vital that if Mercury is closed to traffic, changes are also made such as allowing right hand turns from Karangahape into Upper Queen and from Upper Queen into Canada Street and/or allowing right hand turn from Karangahape into East Street.
- Loading zones for businesses appear to have been prioritised, which is essential. However, in the morning and evening there will be effectively no loading zone access on Karangahape Rd, from Pitt St to Ponsonby Rd. Losing those loading times will cause real difficulty.
- Loading zones on side streets tend to be used less, as suppliers need to push full loads uphill.
- Could the timing for the bus lanes on each side instead mirror one another so that some loading access on Karangahape remains available?

City Centre Residents Group

- The City Centre Residents Group (CCRG) was set up by council to provide a residents' voice on the expenditure of the City Centre Targeted Rate on the City Centre Masterplan's (CCMP) vision and projects.
- This project and the CRL project it supports and enables, are both quintessentially CCMP-progressing and enabling projects.
- While we support all the cycling and walking initiatives it would be good to have the Pitt Street Cycleway to go to Nelson Street to link it up.
- Pitt Street needs more large trees to counteract all the hard surfaces. Nikau look great but are no substitute for the heat and stormwater mitigation benefits of trees.
- In regard to the pedestrian mall, we are aware of the strong concerns from the George Courts apartment building.
- The CCRG expects that AT maintains all legal access required, with CCTV-enforced loading and servicing areas. Any new public space should be run through a rigorous CPTED process and also be CCTV-monitored.
- The CCRG believes that AT has little interest in Place and that the management of any pedestrian mall will be better undertaken by Place experts within Council.
- The CCRG supports the changes overall and considers it consistent with the CCMP.

Bike Auckland

Bike Auckland provided feedback via the online survey.

- We think that the proposed new cycleways and pedestrian crossings will make it safer and easier to walk and cycle around the Karangahape neighbourhood. We like pretty much everything about it.



- We propose:
 - Northbound Pitt Street Cycleway ends as a ramp onto what would then be a shared path at the Hopetoun Street junction. We would extend it right up to the junction at the expense of the additional motor traffic lane.
 - Northbound on Upper Queen St after the Canada Street junction is an awkward transition for cyclists. We would route a protected bike lane around the North-West corner of the junction.

Fire and Emergency NZ

- Fire and Emergency NZ (FENZ) acknowledges the prior engagement it has had with AT.
- Fire and Emergency is supportive of the prioritisation of pedestrians on Mercury Lane, as it is likely to reduce deaths and serious injuries.
- Fire and Emergency NZ requests that the Mercury Lane street design:
 - Incorporates design features outlined in the Firefighting Operations Emergency Vehicle Access Guide to ensure emergency vehicles can manoeuvre in the space.
 - Ensures that planting and street furniture are strategically located so that emergency vehicles can move between them if required and access hydrants.
 - Includes measures so that any vehicle barriers are designed to operate in such a way that they can be removed quickly and efficiently to support emergency response.

Kāinga Ora

- Kāinga Ora strongly supports the Karanga-A-Hape Station neighbourhood and bus improvements project. It is consistent with existing plans for the neighbourhood and our own developments in the area.
- National and city-wide plans and strategies in relation to this area include the Government Policy Statement-Housing & Urban Development (GPS-HUD), the Auckland Plan 2050, Vision Zero and the Auckland Council Transport Emissions Reduction Pathway (TERP). In all cases the project appears consistent with these documents.
- The project also supports the CCMP outcomes.
- The project also helps to deliver Access for Everyone in the Karangahape Precinct.
- The project is consistent with best-practice transport planning.
- We urge AT to ensure that the proposed improvements to the levels of service for walking, cycling, and using public transport are maintained as the design is refined.
- We support all initiatives to prioritise people through street design.
- We support the extension of bus lanes in the neighbourhood.
- The project is consistent with Kāinga Ora asset plans and projects.
- We support a pedestrian mall on Mercury Lane. We do not support a shared space, road stopping, or doing nothing.



- We have identified some minor actions for further consideration by the project team. With the incorporation of the suggestions made by Kāinga Ora we support AT moving to implement the project.

George Court Body Corporate

- The George Court Body Corporate wishes to be heard in support of its submission.
- It opposes the proposed pedestrian mall because it believes that it:
 - Will not be to the advantage of the community and will result in disadvantages to the community in general that outweigh the advantages.
 - Will negatively impact property owners and business operators who depend on the flow of traffic.
 - Is inconsistent with the Resource Management Act 1991.
- The George Court Body Corporate committee also submitted an in-person submission at a Traffic Control Committee meeting.

Mercury Theatre

The trustee of the board of the Mercury Theatre provided feedback via the online survey.

- Wants to ensure that production trucks can access the laneway up the side of the Mercury Theatre for loading and servicing during shows.
- Service delivery vehicles, small trucks, cleaning and maintenance vehicles still need site access.
- Agrees it makes sense to reduce traffic in Mercury Lane with the predicted number of people using the new train station each day.

ADIO Trust

- The ADIO Trust needle exchange on East Street has over 25,000 visitors per year that access their services 24/7. A lot of their clients come by car.
- The proposed street changes will make access to the needle exchange even more challenging.
- If Mercury Lane is closed to through traffic, access to Canada Street and East Street will be very challenging for people driving from north and west.
- If Mercury Lane must be closed to through traffic then a right-hand turn must be implemented at the Karangahape Road/Upper Queen Street intersection.

Conclusions and recommendations

Over a thousand items of feedback were received from the public consultation on the proposed changes to redesign the Karangahape Station neighbourhood to provide a safer environment for station users and better connections for public transport and sustainable modes.



A considerable majority of respondents believe the proposed changes will be better for the neighbourhood.

Feedback from public consultation is still being analysed and may result in the modification of the proposed designs, but we will continue work on aspects of the project for which we have strong community support and a clear direction.

Some aspects of the project require further engagement and discussions are underway to agree on the best outcomes.

Final decisions on the changes are anticipated to be made by November 2023.

Construction is planned to be undertaken in parallel with CRL streetscape and urban realm construction.

Recommended decisions

Recommended decisions informed through the consultation process and advice from experts are shown in the table below.

Some recommendation decisions are lower priority and depend on the project having sufficient funds. These have been noted in the table below.

All recommended decisions are subject to formal approval by the AT’s Traffic Control Committee (TCC) before implementation. AT bylaws allow the establishment of certain traffic and parking controls by way of resolutions passed under the bylaws (this power is delegated to the Traffic Control Committee as resolutions must be made by a group decision). AT also has the power under the Local Government Act 1974 and Land Transport Act 1998 to approve a range of other traffic controls. The Traffic Control Committee is delegated the power to pass resolutions for these controls.

Responses to walking and cycling feedback

LOCATION	CHANGE	RECOMMENDED DECISION	OUTCOME
Pitt Street	Installing a signalised mid-block crossing with bus priority.	To proceed with this change.	Provides another place for people to safely cross at a key desire line between the station entrance and bus stops.
Pitt Street	Creating northbound and southbound separated cycleways along Pitt Street, from Hopetoun Street to Karangahape Road.	To proceed with this change.	Safer cycling facilities replace a shared footpath and link to other cycleways.



Mercury Lane	Creating a pedestrian mall on upper Mercury Lane, accessible only by authorised vehicles.	Based on feedback through the consultation process it is recommended the upper section of Mercury Lane become a pedestrian mall when Karanga-a-Hape Station opens and operates as a shared space in the meantime. A final decision will be made by the Auckland Transport Traffic Control Committee.	Improved pedestrian safety around the Mercury Lane train station entrance.
Mercury Lane	Widening the footpath on lower Mercury Lane.	To proceed with this change.	Improved accessibility for pedestrians including people who use all kinds of mobility devices.
Mercury Lane	Creating a separated cycleway along lower Mercury Lane, connecting to Canada Street.	To proceed with this change.	Safer cycling facilities replace a shared footpath and link to other cycleways.
Cross Street	Creating additional footpath space and building out the kerb.	More investigation is required.	
Cross Street	Install CCTV and better lighting.	To proceed with this change.	Improved security especially when it gets dark.
Canada Street	Creating a separated cycleway along Canada Street for eastbound and westbound cyclists and connecting to the existing Te Ara i Whiti (the Lightpath) cycleway.	To proceed with this change.	Provide safer pedestrian and cycling facilities in place of the shared footpath and linking to other cycleways.
Canada Street	Install a new shared pedestrian and cycle crossing to the east of intersection with Mercury Lane.	To proceed with this change.	Provides a safe crossing location for pedestrians and cyclists between Karanga-a-Hape Station and Te Ara i Whiti (the Lightpath).
Canada Street/Upper Queen Street intersection	Upgrade the western side of the intersection to provide separated facilities for pedestrians and cyclists.	To proceed with this change.	Provides a safer crossing environment at the traffic signals.
East Street	Install a new pedestrian crossing located between Galatos Street and South Street.	To proceed with this change.	Provides a safe crossing point to connect pedestrians to the east-west laneway between East Street and Mercury Lane to connect to the station entrance.



East Street	Retain the cycle lanes that were installed as a temporary measure during the CRL construction.	Replace with a low-speed, low-traffic street design that is safe for cyclists. More investigation is required.	
Beresford Square	Between Hopetoun Street and the rear of the Karanga-a-Hape Station entrance, reduce the traffic lane widths by widening the road's painted median.	Supported but dependent on funding.	Creates a slower vehicle speed environment and safer informal pedestrian crossing opportunities.

Responses to parking and loading feedback

LOCATION	CHANGE	RECOMMENDED DECISION	OUTCOME
Cross Street	Replace a paid space with mobility parking.	To proceed with this change.	More mobility parking available.
Cross Street	Moving the P5 loading zone from Mercury Lane to Cross Street and adding an additional P15 loading zone or P5 loading zones in place of paid parking.	To proceed with moving P5 loading zone from Mercury Lane to Cross Street. More investigation is required for parking and loading allocation on Cross Street.	
Cross Street	Relocating car share parking spaces to the opposite side of the road.	More investigation is required.	
Cross Street	Kerbside use to be determined – proposal to remove remaining paid parking and replace with loading, mobility parking and/or pick-up/drop-off spaces. To be confirmed based on public consultation feedback.	More investigation is required.	
Mercury Lane	Removing paid parking and relocate P5 loading zone to Cross Street.	To proceed with this change.	Making Mercury Lane safer for pedestrians while retaining loading zone for those who need it.
Canada Street	Kerbside use to be determined – proposal to replace the paid parking on the northern side of the road with loading, mobility parking and/or pick-up/drop-off	To proceed with this change, detail to be worked through and an investigation is underway.	



	spaces. To be confirmed based on public consultation. Remove all paid parking on the southern side to make space for the separated cycle lane.		
East Street	Kerbside	Detail still to be worked through, an investigation is underway.	
Upper Queen Street	Remove one paid parking space to accommodate the proposed separation of cyclists and pedestrians at the traffic signals with Canada Street.	To proceed with this change.	To improve safety for cyclists and pedestrians.
Pitt Street	Remove on-street parking and P5 goods and service vehicles loading zones on both sides.	To proceed with this change.	Removing on street parking to provide more space for a bus lane and a cycle lane.
Poynton Terrace	Kerbside use to be determined – proposal to replace the paid parking on the northern side of the road with loading, mobility parking and/or pick-up/drop-off spaces.	Detail still to be worked through, an investigation is underway.	
Beresford Square	Proposal to replace the paid parking on the northern side of the road with loading, mobility parking and/or pick-up/drop-off spaces.	Detail still to be worked through, an investigation is underway.	
Beresford Square	Proposed mobility parking space.	To proceed with this change.	Providing accessible parking for those who require it.
Karangahape Road (Pitt Street to Queen Street)	Removing a small section of paid parking on the southern side of Karangahape Road and replacing with a P15 loading zone or P5 loading zone, based on consultation feedback.	To proceed with this change.	More short-term parking for loading and servicing.
Karangahape Road (Newton Road to Pitt Street)	Multiple changes to operating hours for loading zones and small passenger service vehicle stands (taxi/rideshare stands). Retain existing mobility parking spaces.	To proceed with this change.	To retain loading zones and small passenger service vehicle stands (taxi/rideshare stands) and mobility parking spaces while allowing for extension of bus lane hours.



Responses to bus improvements feedback

LOCATION	CHANGE	RECOMMENDED DECISION	OUTCOMES
Karangahape Road	Create a new section of 7am to 7pm bus lane on the northern side of Karangahape Road between Pitt Street and Queen Street.	To proceed with this change.	Provides better reliability for bus journeys along Karangahape Road.
Karangahape Road	Modify existing bus lane hours on the northern side of Karangahape Road between Pitt Street and Newton Road to 7am to 7pm seven days a week. Modify existing bus lane hours on the southern side of Karangahape Road between Pitt Street and Newton Road 7am to 10am and 4pm to 7pm seven days a week.	Change to the bus lane hours on the southern side of Karangahape Road between Pitt Street and Newton Road 7am to 10am and <u>3pm to 7pm</u> seven days a week. To proceed with this change.	Provides better reliability for bus journeys along Karangahape Road.
Newton Road	Create a new northbound 24/7 bus lane pocket on Newton Road for buses to turn right into Karangahape Road.	To proceed with this change, however the details of how it will operate are currently being worked through.	Reduces delays for buses turning right from Newton Road onto Karangahape Road.
Pitt Street	Create a new southbound 24/7 bus lane on Pitt Street, between Greys Avenue and the new signalised mid-block crossing. Create a new section of northbound 24/7 bus lane on Pitt Street, between Karangahape Road and the new signalised mid-block crossing. Installing a bus priority "B" light to the signals at the new mid-block crossing.	To proceed with this change.	Provides better reliability for bus journeys on Pitt Street.
Pitt Street	Installation of a bus stop on Pitt Street outside the Beresford Square train station entrance.	To proceed with this change.	Provides better connectivity from bus to train services.

Responses to other significant feedback



LOCATION	REQUEST	RECOMMENDED DECISION
Karangahape Road	Enable a right-turn from Karangahape Road into Upper Queen St to provide alternative to Mercury Lane.	To proceed with this change after the opening of the City Rail Link Karanga-a-Hape Station and when Mercury Lane transitions from shared space to pedestrian mall.
Karangahape Road	Retain a few P5 parking spots for businesses.	To proceed with this change. Most spaces will become loading zones.
Upper Queen Street	Remove the right-turn ban into Canada Street.	Detail still to be worked through, an investigation is underway.
Pitt Street	Add loading zones on both sides of the road.	Unable to be accommodated on Pitt Street.
Pitt Street	Remove bus stop on the east side of Pitt Street between Greys Ave and Poynton Terrace as this will block the bus lane and hinder emergency services.	To proceed with this change. Bus stop for City Link bus will be moved to Karangahape Road close to Pitt Street.
Canada Street	Allow the right-turn from Mercury Lane into Canada Street.	To proceed with this change.
Cross Street	Enable the right-turn from Upper Queen Street into Cross Street.	To proceed with this change.
Mercury Lane	Allow large goods, delivery vehicles and rubbish trucks to enter the pedestrian mall from Karangahape Road.	To proceed with this change.

Appendix A: Consultation brochure

KARANGA-A-HAPE STATION NEIGHBOURHOOD AND BUS IMPROVEMENTS

CONSULTATION
17 APRIL to
26 MAY 2023

Updated 18/04/2023

- Consultation end date has been extended to 26 May 2023 from 19 May 2023

AUCKLAND'S FUTURE IN PROGRESS

KARANGA-A-HAPE STATION

The name 'Karanga-a-Hape' is a grammatical correction of the current Karangahape. Named for the great calling of Hape, who was left behind by his people when he was denied passage across the ocean in his waka (canoe). After performing a karakia he was gifted a kaitiaki (guardian) - a stingray - and together they crossed the water to arrive in Aotearoa ahead of the Teinui waka that left before them. The name Karanga-a-Hape Station, which has been gifted by Mana Whenua, celebrates Hape's call to welcome his own relatives who had denied him passage.

INTRODUCTION

Karangahape Town is one of Auckland's most vibrant, diverse and creative neighbourhoods with a mixture of amazing hospitality and independent retailers on offer.

With that in mind, we want to ensure that the neighbourhood is also one of the most connected places in Auckland. So that however you choose to travel, we want it to be reliable and safe whether you are living and working here, spending time here, or just traveling through.

Background

When the City Rail Link (CRL) opens, it will be easier for people to get to and from the Karangahape neighbourhood from south, east and west Auckland. We expect to see up to 40,000 people using Karangahape Station every day via entrances on Boreford Square and Mercury Lane. The massive change a new station will bring creates new challenges for moving people safely around the neighbourhood and exciting opportunities to improve what we have for everyone.



Pitt Street looking north

INTRODUCTION CONT...

Along with trains, buses will remain popular for people coming to or traveling through the area.

A major redesign of bus services for Auckland's Northwest is underway, including the introduction of a new frequent Western Express bus service, that will travel along Karangahape Road and Pitt Street.

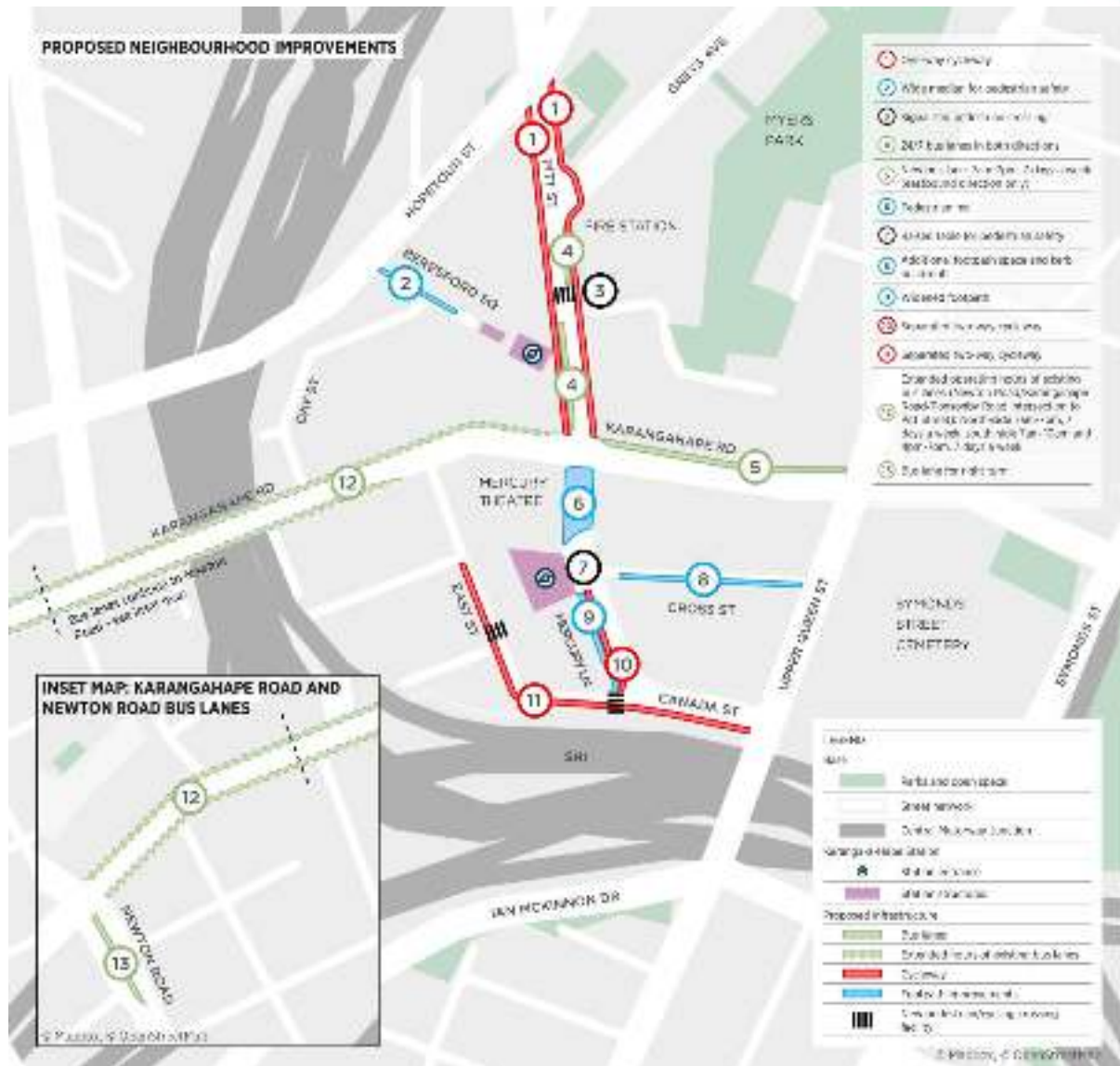
Buses also bring people to the Karangahape neighbourhood from the North Shore and Auckland's inner suburbs, such as Point Chevlier, Grey Lynn, Westmere, Parnsonby, Parnell, Newmarket and Grafton. With an estimated 15,000-20,000 people per day using these buses, this will be an important and busy transport hub.

The changes we are proposing will help:

- make it easier for people to walk and cycle around the area safely.
- make travelling by bus easier, quicker, more reliable, and create better connections between buses and trains.
- make connections between the new Karanga-a-Hape Station and the surrounding (biking) neighbourhood, easy, safe and intuitive.

This brochure outlines the proposals. You can find more detailed information at AT.govt.nz/HereYourey

Your feedback can help improve these proposals.



THE CHANGES WE ARE PROPOSING

You will find a summary of the changes we are proposing in the maps included in this brochure. There is more detail on the webpage and in the Statement of Proposal for the possible Mercury Lane pedestrian mall. We propose:

1. Walking and cycling:

- providing safe places for people to cross busy roads.
- providing more space for the high volume of people expected when the station opens.
- improving safety for up to 10,000 people per day around the train station entrance on Mercury Lane by preventing up to 3,000 vehicles entering from Karangahape Road.
- creating separated cycleways in place of the shared footpaths on Pitt Street and Canada Street, that link to other cycleways, benefiting pedestrians and around 2,000 cyclists per day.

2. Parking and loading:

- reallocating loading zones on East Street, Canada Street and Boreford Square.
- adding mobility parking spaces on Cross Street and Boreford Square.
- creating pick-up and drop-off spaces on Canada Street, Cross Street and Boreford Square.
- removing some on-street parking to accommodate loading zones, mobility parking, cycleways and bus lanes.

3. Access:

- connecting the station entrances with the surrounding neighbourhood by creating a new public space on the upper section of Mercury Lane.
- adding lighting and CCTV surveillance to improve personal safety after dark on Mercury Lane and Cross Street.
- there will no longer be vehicle access from Boreford Square to Pitt Street.

4. Bus improvements:

- extending the hours of operation of the existing bus lanes on Karangahape Road (Pitt Street to Ponsford Road in both directions).
- creating a new section of bus lane on the northern side of Karangahape Road between Pitt Street and Queen Street.
- creating new 50 m bus-only turning bays on Newton Road for buses to turn right into Karangahape Road.
- putting bus stops outside the train station entrance on Boreford Square.

Following this consultation we will seek guidance from community representatives on placemaking and design elements.



Proposed allocation of space on Pitt Street near Karangahape Road



Pedestrian mall - Statement of Proposal (SoP)

Auckland Transport proposes to permanently close off or restrict motor vehicle access from the section of Mercury Lane from north of the existing vehicle crossing at 47 Mercury Lane to Karangahape Road by the way of a pedestrian mall. Please refer to the SoP report, which is available on the AT Have Your Say webpage for full details.

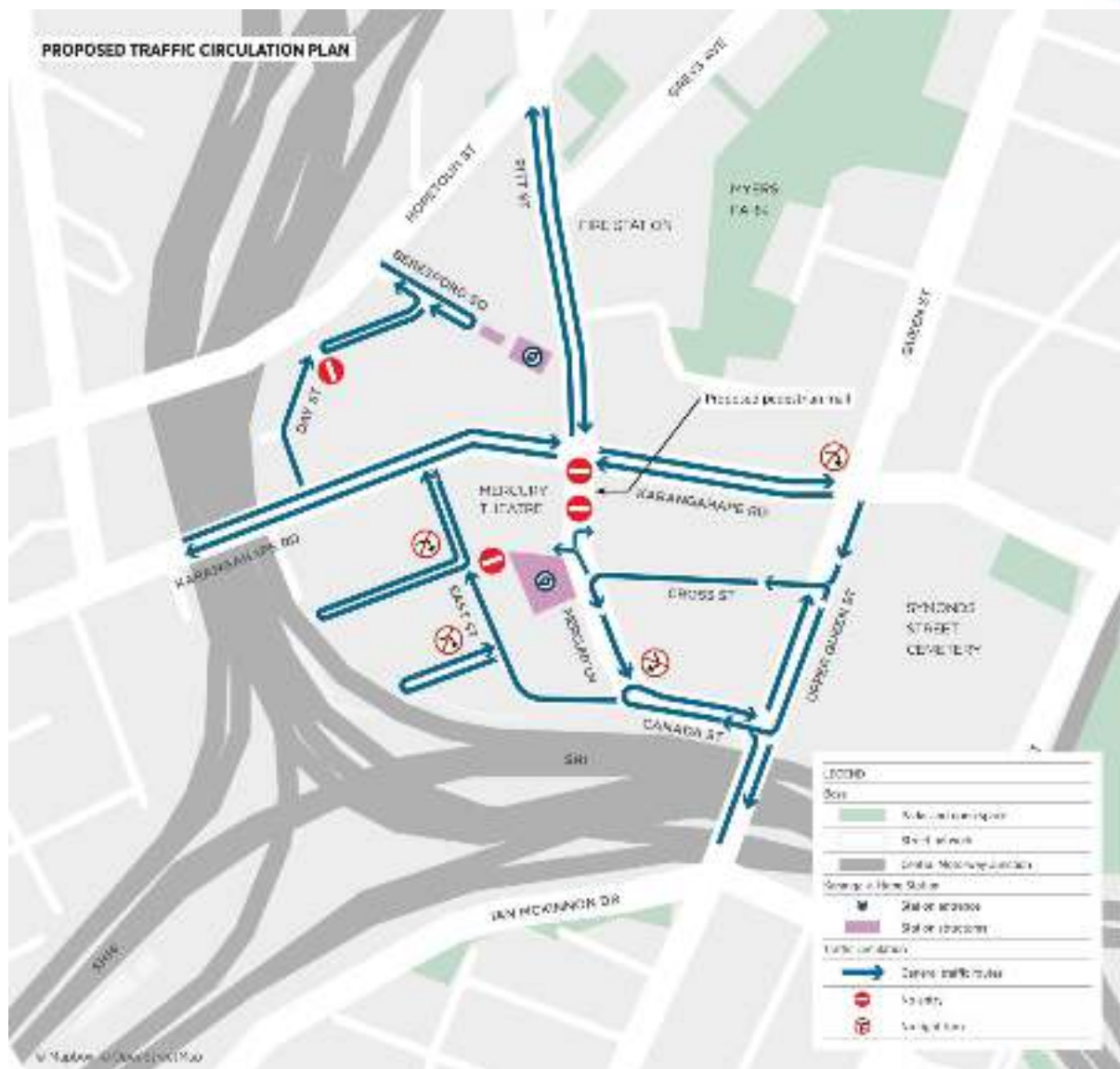
It is proposed that the driving, riding or parking of any motor vehicle would be prohibited on the pedestrian mall at all times, subject to the following proposed exemptions:

- Cycles, and wheeled recreational devices may access any part of the pedestrian mall at all times but must give priority to pedestrians.
- Motor vehicles required for construction, maintenance or services work for the road and buildings facing the road would be able to apply to AT for access on a case-by-case basis.

- Emergency vehicles requiring access to Mercury Lane
- In addition to the SoP setting out more details of the proposal, it also explains the features of the Special Consultative Procedure used for declaring a pedestrian mall, including:
- Submissions can be made in person, in spoken form or sign language in addition to making a written submission.
 - Requests to be heard in person must be received by AT no later than the one calendar month after the consultation period starts.

Appeals

- In accordance with section 336(3) of the Local Government Act 1974 anyone can appeal to the Environment Court against the Declaration to create the pedestrian mall.
- Appeals to the Environment Court need to be made within one month after the making of the declaration, or within such further time as the Environment Court may allow.
- On appeal, the Environment Court may quash or affirm the declaration, or affirm the declaration with modification.





TRADE-OFFS

With the City Rail Link opening and more frequent bus services from the northwest, many more people will come to Karangahape Road and the surrounding neighbourhood by bus and train. The proposed Karangahape Neighbourhood and Bus Improvements project will prepare the area for change.

Extended hours of operation for bus lanes will make bus journey times 1 to 2 minutes quicker and consistently more reliable. Travel times for other vehicles along Karangahape Road will not change as bus lanes are already in operation during peak hours and are used for on-street parking outside these hours.

Because there is no way to increase the size of the roadway, some trade-offs need to be made.

Parking, loading and servicing

In 2021, some loading and servicing was moved to the top of side streets and some on-street parking was removed. To balance the needs of bus passengers and businesses, other loading zones are proposed to be relocated and more on-street parking is proposed to be removed.

On the southern side of Karangahape Road, the existing bus lanes will operate during peak morning and evening hours only (7am to 10am and 4pm to 7pm). On-street loading and servicing will be maintained before 7am, between 10am and 4pm, and after 7pm, seven days a week.

On the northern side, a new bus lane between Pitt Street and Queen Street will be added. The operating hours for the existing bus lanes between Ponsonby Road and Pitt Street will be extended. Both these bus lanes will operate 7am to 7pm, seven days a week.

Parking, loading and servicing spaces on Karangahape Road are available outside bus lane hours of operation and, for visitors to the area, there will still be plenty of off-street parking in nearby carpark buildings. Cross Street will get more loading, servicing and mobility parking. We'd like to hear what you think about the allocation of the rest of the space.

To make way for wider footpaths, cycleways and reallocated loading zones, some long-stay street parking on side and back streets will be removed.

You can find the detail of the proposals on the project web page (AT.govt.nz/HaveYourSay).

Access

Mercury Lane, Cross Street and Canada Street

With more people walking and cycling on Mercury Lane to access the station once it is open, restricting vehicle access from Karangahape Road will make it safer for all. It will mean that access to Cross Street, Canada Street and the lower half of East Street will be from Upper Queen Street. Traffic flow on Cross Street will return to its pre-CRL east-to-west direction.

Removing the right turn from Mercury Lane into Canada Street will provide space for a cycleway and make the intersect on safer for those walking and cycling. This will mean that vehicles wanting to access the western end of Canada Street or East Street will need to come via Upper Queen Street. Vehicle access will be maintained for all buildings on Mercury Lane.

East Street

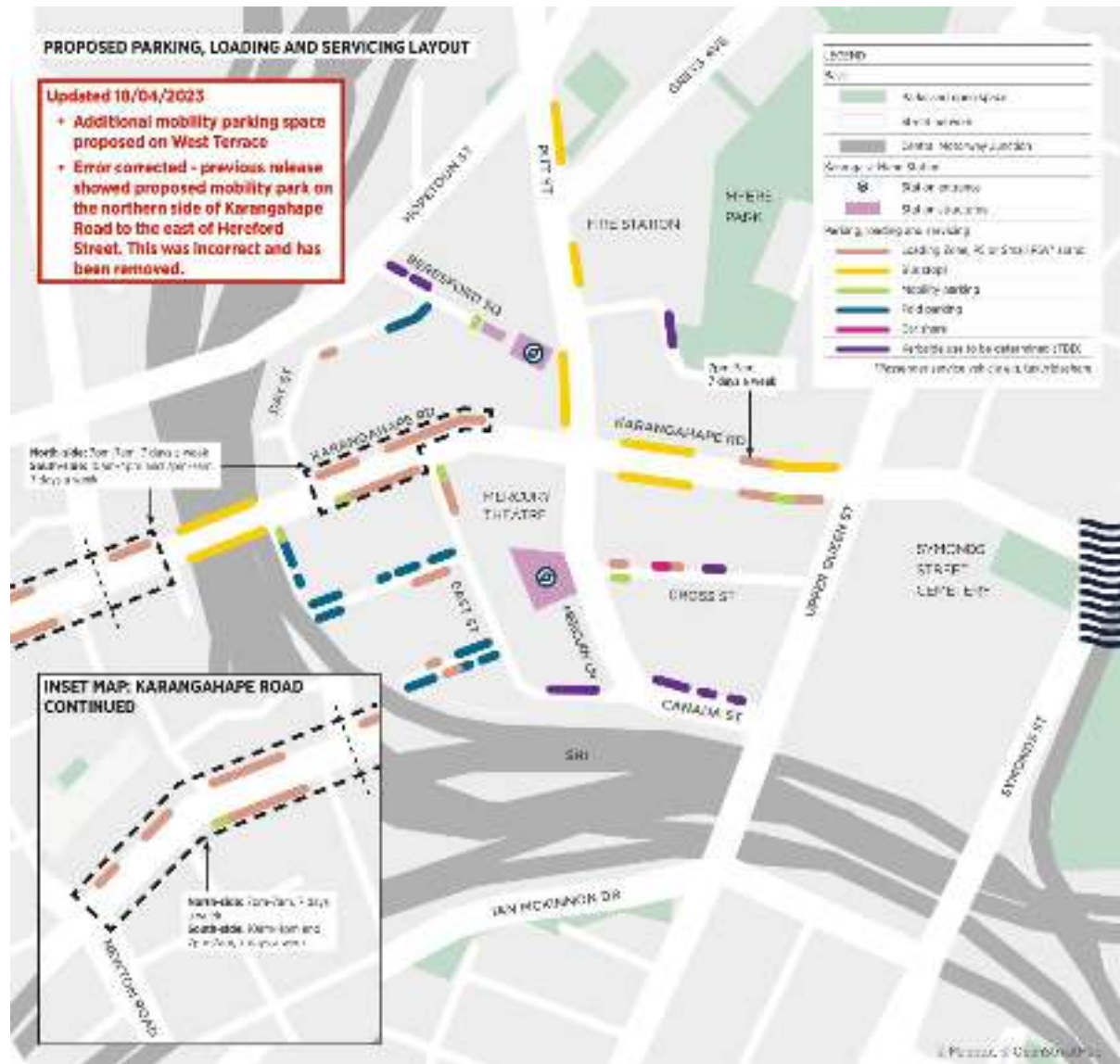
We propose keeping East Street as it currently is, with the addition of a pedestrian crossing. The current street layout includes a separated two-way cycleway, added in response to CRL work.

The cycleway and pedestrian crossing creates a safer street and encourages walking and cycling, but also maintains the northbound one-way from Canada Street to Galatos Street. This means vehicles remain unable to travel southbound on East Street from Karangahape Road to Canada Street or Upper Queen Street.

General traffic lanes

We will provide separated cycleways and bus lanes on Pitt Street and will retain one lane for general traffic in each direction. This will make it safer for people cycling and provide more reliable bus services.







A range of factors will be taken into account when making decisions in this project

HAVING YOUR SAY

Tell us what you think about the proposals. Your feedback can improve this project.

You can provide feedback online at [AT.govt.nz/HaveYourSay](https://at.govt.nz/HaveYourSay) or complete the Project feedback form included in the brochure. Post it to us by 15 May 2023.

We will combine your thoughts and ideas and incorporate them into the decision-making process.

What are the project timeframes?

- 17 April 2023 - Consultation starts
- 26 May 2023 - Consultation ends
- June 2023 - Proposals taken into account on report published
- Construction will take place between early-2024 and when Renewable Heat Network is complete.

Drop-in information sessions

Come and talk to us about the proposals at one of our drop-in information sessions at the Pitt Street Methodist Church Hall.

- Wednesday 28 April, 5pm - 8pm
- Saturday 29 April, 12pm - 3pm
- Tuesday 2 May, 10am - 1pm



Check the latest progress at ProgressAKL.co.nz

AUCKLAND'S FUTURE IN PROGRESS





Do you have any other comments on the proposals?

Personal information

You do not have to give AT the following personal information. Doing so will help us better understand how the proposed changes will affect you and help improve the way we communicate.

AT is committed to protecting your personal information. Our privacy policy is available at:

At: gov.t.nz/about-us/about-this-site/privacy-policy

What do you do in the Karangahape Road neighbourhood? (Please select all that apply)

- I live here
My work is located here
My work brings me here sometimes (deliveries, meetings, etc)
I visit for non-work reasons (shopping, entertainment, etc)
I travel through on my way somewhere else
Anything else?

Please provide the postcode of the suburb you live in

Postcode _____

Free-Fast Authority No. 233462

Reply



Engagement Team
Auckland Transport
Private Bag 90250
Victoria Street West
Auckland 1142

Project: KARANGA-A-HAPE NEIGHBOURHOOD AND BUS IMPROVEMENTS



Overall changes

How do you feel about each of these statements:

The changes will improve the area for me

- Strongly agree
Agree
Neutral
Disagree
Strongly disagree

The changes will improve the area for the neighbourhood

- Strongly agree
Agree
Neutral
Disagree
Strongly disagree

How did you hear about this project? (Please select all that apply)

- Poster at bus stop or on bus
Information emailed to me
Information posted to me
Auckland Transport website
Through your Local Board
Blog
Social media e.g. Facebook, Twitter, Instagram, etc
Word of mouth
Other (please specify): _____

If you would like AT to email you a copy of the Consultation Summary and Decisions Report and keep you up to date as this project progresses, please provide your email address:

Email address: _____



KARANGA-A-HAPE STATION NEIGHBOURHOOD AND BUS IMPROVEMENTS

WAYS TO HAVE YOUR SAY

Fill in this form | Complete the form online at [AT.govt.nz/HaveYourSay](https://at.govt.nz/HaveYourSay)

Give your feedback by Friday 26 May 2023

YOUR FEEDBACK:

Our proposals anticipate increasing numbers of people visiting and travelling through Karangahape Road. The changes will make it easier to use public transport and move around the neighbourhood. We've grouped feedback questions into themes.

Refer to the maps within the brochure for the detail and locations of the proposed changes. All questions are optional.

1. Walking and cycling

We propose new cycleways and pedestrian crossings to make it safer and easier to walk and cycle around the Karangahape neighbourhood. Do you think they will achieve this aim? Let us know what you like about the proposals and what you would change.

2. Parking and loading

We propose changes to on-street parking that reflect the introduction of new bus lanes, the change to existing lanes' hours of operation, and street layout changes following the City Rail Link's completion.

Our proposal includes a mix of paid parking, loading, and mobility spaces. Have we got the mix right? We also have kerbside spaces where we want to hear your opinion (see kerb areas labelled TSD on included plan). Let us know what you think, like about the proposals, and what you would change.

3. Access

In the area around the new station, we propose changes to reduce the use of side streets for through-traffic, create safer streets for walking and cycling, while enabling access for deliveries and to off-street car parks. The top of Mercury Lane is proposed to become pedestrian mall.

Do you think the proposed changes will support busier streets with more people, while keeping the Karangahape neighbourhood accessible to all? Let us know what you like about the proposals and what you would change.

Note: there is a Special Consultative Procedure for declaring a pedestrian mall. Please refer to the SAP report, which is available on the AT Have Your Say webpage for full details.

4. Bus improvements

We propose the introduction of new bus lanes and changes to the hours of operation of existing bus lanes.

The changes balance improvements to bus access with the use of kerbside space for loading and parking.

Have we got the balance right? Let us know what you like about the proposals and what you would change.
