

Crown Street access and traffic flow improvements

Public Engagement Summary Report

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Executive summary

Engagement Overview:

- Total survey responses: 16
- Total email submissions: 8 email submissions - one customer submitted feedback both via email and through the online survey. This has been counted as a single submission.
- Total engaged participants: 24
- Total visits to the project webpage: 91
- Document downloads: 1

Engagement Period: 13 August 2026 to 27 August 2026

Overall Sentiment:

- Support the proposal: 10 responses (42%)
- Oppose the proposal: 12 responses (50%)
- No response selected: 2 response (8%)

Overall, more submitters opposed the proposal (50%) than supported it (42%). Two submitters (8%) did not indicate whether they supported or opposed the proposal.

Key Reasons for Support

Some submitters supported the proposal because they considered it would:

- Provide designated waiting spaces for heavy vehicles servicing nearby businesses
- Reduce illegal truck parking on the centre median and other unsafe locations
- Improve traffic flow and access along Crown Street
- Improve visibility and safety for motorists entering and exiting driveways and side streets
- Support delivery operations by providing a legal place for trucks to wait

Key Concerns

Some submitters raised concerns about:

- Whether the proposed heavy vehicle spaces would be sufficient to accommodate truck demand
- Impacts on residential parking availability
- Ongoing congestion, traffic obstruction, and road safety risks
- Heavy vehicle activity near residential properties and Royal Oak Primary School
- The need for improved delivery scheduling and management
- The use of public road space to support private business operations
- Potential impacts on residential amenity, including noise and truck activity

Project overview

We proposed changes on Crown Street, Royal Oak to improve traffic flow, safety, and access for all road users.

The proposal included converting three existing parking spaces into a P30 heavy vehicle parking area for delivery trucks between 8am and 4pm, Monday to Friday. Outside these hours, the spaces would remain available as unrestricted parking.

We also proposed extending a short section of No Stopping At All Times (broken yellow lines) outside 698 Mount Albert Road to improve visibility for vehicles entering and exiting a nearby residential driveway.

The proposed changes aim to provide a safe and legal place for delivery trucks to park, reduce parking and support nearby businesses.



Engagement undertaken

Engagement Undertaken

- Project letter was mailed - 44 letters were sent to residents along Crown Street and surrounding street.
- Project webpage and online survey - <https://haveyoursay.at.govt.nz/crown-st-royal-oak-p30-heavy-motor-vehicle-extending-byl> (Active from 13 August 2026 to 27 August 2026)
- Project AT webpage: <https://at.govt.nz/projects-and-initiatives/crown-street-royal-oak-access-and-traffic-improvements>

Community Response

- 91 people visited the project page
- 85 people classified as 'aware' of the project; visited at least one page
- 21 people classified as 'informed'; they interacted with the page (viewed documents and visited the Key Dates pages)
- 17 people classified as 'engaged'; they contributed to the survey or other engagement tools
- 24 submissions were received - 16 via online survey and 8 via email

Feedback received

Overall feedback received

	
16 online survey responses	8 emailed submissions

General Themes

Positive themes

- Providing a Dedicated Waiting Area for Heavy Vehicles
- Reducing Illegal Truck Parking and Traffic Obstruction

Opposing Themes

- Truck parking, congestion, and safety concerns
- Residential parking impacts
- Delivery management and business responsibility
- Use of public space for private business operations

Suggestion Themes
Alternative truck access arrangements
Delivery management and operations
Provide additional heavy vehicle spaces

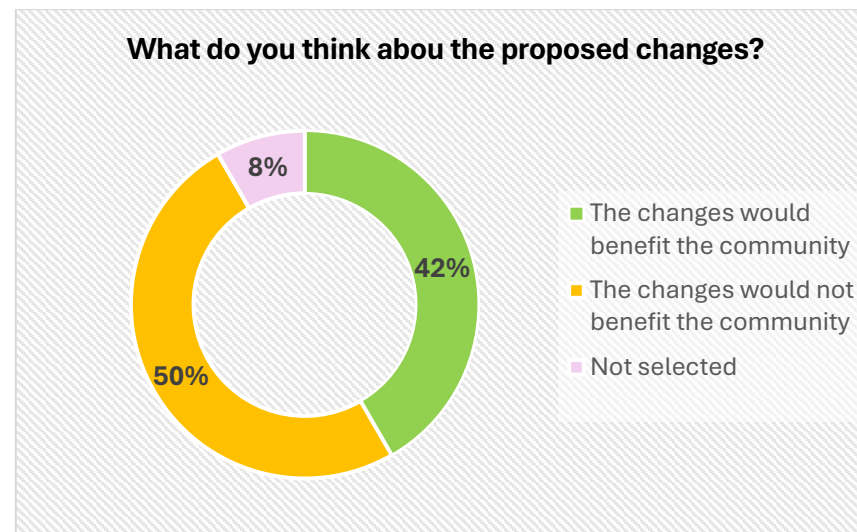
Survey summary

The survey Questions were:

- What do you think about the proposal?
-The changes would benefit the community
-The changes would not benefit the community
- Do you have any suggestions to improve the proposal?

Community response themes

Community views on the proposed changes were mixed. Half of respondents (50%) considered the changes would not benefit the community, while 42% considered they would benefit the community. The remaining 8% did not provide a response to this question.



Overall feedback themes / Survey themes

Concerns

We asked people if they had any concerns about the proposal and they make up the topics below:

Topics	Auckland Transport response
Truck parking, congestion, and safety concerns - Concerned that the proposed heavy vehicle spaces will not accommodate the number of trucks servicing local business and may not resolve the existing truck queuing, congestion, access, and safety issues. - Concerned that kerbside truck parking could create new bottlenecks between parked trucks and the existing traffic islands and may be more disruptive than the current median parking arrangement. - Concerned that waiting trucks obstruct traffic, restrict visibility, make it difficult for vehicles to pass, and affect safe access to Crown Street, Oak Street, driveways, and nearby parking areas. Trucks encroaching into traffic lanes were also considered a safety risk for pedestrians and motorists.	Thank you for sharing your views about the issues that formalising truck parking may cause. The proposed parking changes were developed as a practical parking management measure within the scope of a parking project. We understand concerns that the proposal may not have fully resolved the wider issue. However, the proposal would have provided legal waiting space for one large truck or two smaller trucks, helping to reduce queuing, congestion, and the extent of illegal parking. After considering all the feedback received, we will not be proceeding with the proposed parking changes.

Residential parking impacts

- Concerned that converting existing parking into heavy vehicle spaces would further reduce parking for residents, visitors, tradespeople, and other road users.
- Concerned that new apartments and higher-density housing on Crown Street and surrounding streets have increased demand for already limited on-street parking.

The proposal would have repurposed some spaces for heavy vehicles during peak delivery hours to improve traffic flow and parking operations. After 4.00 pm, these spaces would have reverted to unrestricted parking for anyone including residents, visitors, and other road users.

While we acknowledge the concerns about limited parking, Auckland continues to grow and intensify, demand for on-street parking is expected to increase across many areas. On-street parking is a public resource that may be managed or repurposed over time to support wider transport and community needs.

After considering all the feedback received, **we will not be proceeding with the proposed parking changes.**

Delivery management and business responsibility

Concerned that the proposal does not address the underlying issue of truck arrivals and delivery operations, and that local business should take greater responsibility for managing truck movements and reducing the need for trucks to wait on surrounding streets.

The proposed parking changes were developed as a practical parking-management measure within the scope of a parking project. We understand that while the proposal might not have fully resolved the wider issue, it would have provided legal waiting space for one large truck or two smaller trucks, helping to reduce queuing, congestion, and extent of illegal parking.

We also engaged with the business to emphasise the importance of improved delivery operations.

We were advised that loading and delivery activities are constrained by timing and location, and that operational changes have been implemented to improve freight movements. While larger deliveries can be managed through a booking system, deliveries from smaller independent owner-operators are more difficult to schedule and control.

Use of public space for private business operations Concerned that public road space is being used to support a private business's freight operations, rather than requiring the business to accommodate or manage deliveries on-site.	Requests are often initiated by an individual resident or business. However, where an issue affects the wider community, any proposed treatment is assessed and developed to address the broader community needs rather than to provide benefit to a particular individual or business. We also engaged with the business to emphasise the importance of improved delivery operations. We were advised that loading and delivery activities are constrained by timing and location requirements, and that operational changes have been implemented to improve freight movements. While larger deliveries can be managed through a booking system, deliveries from smaller independent owner-operators are more difficult to schedule and control.
Miscellaneous concerns • School and pedestrian safety Concerned about heavy vehicles waiting near Royal Oak Primary School, particularly during school drop-off and pick-up periods when children, families, and other pedestrians use the area. • Noise and residential amenity impacts	While we appreciate the concerns raised, the proposal was in response to an existing traffic/ illegal parking issue requiring some sort of resolution. The proposed parking changes were developed as a practical parking-management measure within the scope of a parking project. We understand that while the proposal might not have fully resolved the wider issue, it would have provided legal waiting space for one large truck or two smaller trucks, helping to reduce queuing, congestion. Thank you for raising these concerns. While AT can raise a case with the relevant team at Auckland Council on your behalf however, we feel that it's more appropriate if the respondent directly raises it to get an

Concerned about noise, diesel emissions, and the effect of truck activity on residential amenity and quality of life.	immediate response or answer any additional information requested by the relevant team. For ease we have provided the link below for you to report your concerns: Complain about noise
• Damage to infrastructure Concerned that trucks are damaging footpaths, kerbs, and driveways while manoeuvring in the area	We acknowledge the concerns raised about potential damage to footpaths, kerbs, and driveways caused by truck movements in the area. Road-related repairs are generally undertaken in response to reported issues. If you are aware of a specific location where infrastructure has been damaged, please use the link below to report it: What is it related to?
• Heavy vehicles using residential streets Concerned about trucks using residential streets or routes where heavy vehicle access is restricted.	Access restrictions are generally identified through signage. However, we did not observe any signage indicating a heavy vehicle access restriction on Crown Street. While the street may appear predominantly residential, Crown Street is located within a mixed-use zone under the Auckland Unitary Plan, which includes both residential and business activities.
• Value for money	

Concerned that the proposal may be a poor use of resources.

Thank you for sharing your views, the proposal was in response to an existing traffic/ illegal parking issue raised with us. These issues were expected to be alleviated through the proposed changes.
However, considering all the feedback we have received, we would like to advise that **we will not be proceeding with the proposed parking changes.**

Suggestions and other relevant feedback

We asked people if they had any suggestions to improve the proposal and they make up the topics below:

Topics	Auckland Transport response
Alternative truck access arrangements - Suggested reviewing truck access and delivery arrangements, including alternative entry and exit routes, to reduce truck queuing, idling, congestion, and safety issues on Crown Street. - Suggested investigating whether existing commercial sites or parking areas could be reconfigured to provide truck waiting or loading space.	Thank you for suggesting alternative access and delivery arrangements. While these options may offer benefits, they would require coordination among several private parties and agreement from multiple property owners to allow commercial delivery vehicles to use private accessways. During the engagement period, these suggestions were investigated at an on-site meeting. However, we were advised that the mall was unable to repurpose customer parking areas for truck waiting or loading activities.
Delivery management and operations - Suggested better freight and delivery management to reduce the number of trucks waiting on surrounding residential streets. - Suggested introducing or improving delivery booking systems, allocated time slots, and limits on the number of trucks arriving at the same time.	We engaged with the business to emphasise the importance of improved delivery operations. We were advised that loading and delivery activities are constrained by timing and location, and that operational changes have been implemented to improve freight movements.

Suggested reviewing the size and operation of local business's inward-goods area and taking greater responsibility for accommodating and coordinating delivery vehicles.	While larger deliveries can be managed through a booking system, deliveries from smaller independent owner-operators are more difficult to schedule and control.
Provide additional heavy vehicle spaces - Suggested establishing where trucks should wait when the proposed heavy vehicle spaces are occupied, so additional trucks do not continue to queue on Crown Street, Mount Albert Road, or the median. - Suggested providing additional heavy vehicle waiting spaces due to concerns that the proposed capacity would be insufficient for the number of trucks servicing local businesses.	Thank you for your suggestion to provide additional waiting and parking areas for heavy vehicles. During the engagement period, this suggestion was investigated. We were advised that the mall was unable to repurpose customer parking areas for truck waiting or loading activities for trucks. However, after considering all the feedback we have received, we will not be proceeding with the proposed parking changes.
Traffic islands Suggested modifying or removing the existing central traffic islands to create more space for trucks without removing kerbside parking spaces.	Thank you for your suggestion to modify or remove the central traffic islands to create additional space for heavy vehicles while retaining kerbside parking. The central traffic islands were installed for traffic management and operational purposes and are outside the scope of this parking project. The proposed changes were developed as a practical parking management measure within the scope of the project.

Monitoring and enforcement Suggested stronger monitoring and enforcement to prevent trucks from waiting on medians, traffic lanes, restricted streets, footpaths, or other unsafe locations.	Enforcement action can be undertaken in response to reported parking issues while they are occurring. Auckland Transport relies on reports from road users to identify illegal parking activity at the time it occurs. If you observe vehicles parked illegally, please report any issues using the link below or by calling us on 09 355 3553 so that it can be investigated and, where appropriate, enforcement action can be taken. Report an illegally parked vehicle
Miscellaneous suggestions Assess truck demand and waiting patterns Suggested observing and recording the number, size, location, and waiting times of trucks during the busiest delivery periods, including school and commuter peak times, before finalising the proposal. Wider-area assessment Suggested assessing Crown Street, Mount Albert Road, Oak Street, and nearby roads together rather than considering the proposed parking area in isolation.	Further observations could have been undertaken to better understand truck demand, vehicle types, and waiting patterns. However, the proposal was developed as a practical parking management measure to address an existing community issue while balancing freight access and the availability of public parking, rather than to meet the needs of a specific stakeholder. After considering all feedback received, we will not be proceeding with the proposed parking changes. Assessing Crown Street, Mount Albert Road, Oak Street, and surrounding roads as part of a wider-area review could have been considered. However, after considering all feedback received, we will not be proceeding with the proposed parking changes.

- **Monitored trial and review**

Suggested trialling the proposed changes and reviewing whether truck queuing, illegal parking, congestion, and traffic obstruction decrease.

A monitored trial of the proposed parking changes could have been considered. However, after considering all feedback received, **we will not be proceeding with the proposed parking changes.**

Positive Responses

- The proposal could benefit the neighbourhood by providing a designated, legal waiting area for heavy vehicles servicing local businesses. At present, delivery trucks are often left with nowhere appropriate to wait and can be seen stopping on Crown Street and in the median/turning areas on Mount Albert Road.
- Personally, as a courier driver and someone who delivers here regularly alongside all sizes of trucks it's an absolute mission getting in. Getting out is fine but when you're approaching the street you already know what you're in for. I feel sorry for the truck drivers because there is nothing they can do as there is NO WHERE else for them to go and park n save inwards goods is only big enough for one truck to pull in, unload, then go but it takes time it's not a 5min wait. Trucks need spaces to safely park somewhere to wait in queue to get to the loading dock.
- Currently, trucks illegally stop on the central median obstructing traffic turning right into the park n save carpark. Will one heavy vehicle space be enough? I've witnessed 2 or 3 trucks parked there at times.
- Hopefully this will see less illegal Truck parking on the concrete centre Islands but there appears to be too many trucks arriving at the same time so this proposed solution will have little effect unless the number of vehicles (Delivery Trucks) arriving is controlled.

	• Make space as trucks actually have somewhere to park. • Reducing the number of trucks that can block up Crown St, generally on the median. When multiple trucks are parked it can be difficult to pass (eg getting up Crown St to turn into Oak St).
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Next steps

After carefully reviewing the feedback we received, **we will not be proceeding with the proposed parking changes.**