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Freight, couriers, servicing and tradespeople

Room to Move in the City Centre

Issues and proposals

Adapted in 2025 by Accessible Formats Service,
Blind Low Vision NZ, Auckland

Transcriber's Note: The logo at the top of the page is
Auckland Transport.

Notes for the Large Print Reader

Main text is in Arial typeface, 18 point.

Headings are indicated as:

Heading 1

Heading 2

Heading 3

Transcriber's Notes:

Print pages have been omitted in this Large Print version.

All images have been omitted.

The information in the tables has been listed. "Proposal" and "Location" have been combined, and "Reference" and "Timeframe" are included below this. Where there is more than one location they are separated by a semicolon.

Where two proposals share the same location, the location will be followed by a dash and the reference number.

Table of Contents

Contents	Page number
<u>About Room to Move in the City Centre</u>	1
<u>How to get involved</u>	2
<u>About this document</u>	3
<u>What we've heard so far</u>	4
<u>Ideas to respond</u>	5
<u>List of proposals—Freight, couriers, service and tradespeople</u>	6

Freight, couriers, servicing and tradespeople

About Room to Move in the City Centre

We're developing a 10-year plan called Room to Move in the City Centre. It's an action plan that covers kerbside spaces and council-owned off-street parking areas. We'll update it regularly to meet our city's changing needs.

Our city centre is transforming. The City Rail Link is set to open next year, and will transform the way people travel to and around our city centre. With all the changes, we're looking at how to make the best use of our kerbside spaces. They need to accommodate our diverse community needs, like deliveries, tradespeople, pedestrians, motorists, buses and taxis.

We regularly make small changes, but now it's time to do a comprehensive review to ensure these spaces meet Aucklanders needs, today, and well into the future. The plan will include short-term actions before City Rail Link opens along with some longer-term ideas. We also need changes to align with the strategic guidance for Auckland's transport network and the city centre, including:

- [City Centre Masterplan](#)
- [Room to Move: Tāmaki Makaurau Auckland's Parking Strategy](#)
- [Loading and Servicing Management Plan.](#)

There are many competing demands for kerbside and parking spaces in the city centre, like:

- Deliveries and rubbish collection
- General and mobility parking, traffic clearways, driveways
- Bus and bicycle lanes, bus stops, bicycle and motorcycle parking
- Drop-off spaces for taxis and rideshare/Ubbers vehicles
- Spaces for pedestrians

How to get involved

We talked to a range of key groups to find out what changes they'd like to see in the city centre. They helped us identify issues and come up with some proposals to fix them. Now we want to hear your thoughts.

- Have we got the issues and proposed responses right?
- What would you do differently?

We'd like to hear your thoughts by **30 March 2025**.

For more information, visit [AT.govt.nz/R2MCC](https://at.govt.nz/R2MCC), or share your thoughts by:

- Emailing R2MCC@at.govt.nz
- Heading to our [survey](#). Select the topics you are interested in and share your thoughts
- Share your ideas by dropping pins on our [feedback map](#)

About this document

This document outlines kerbside space and parking issues for freight, couriers, servicing and tradespeople, along with proposals to respond to these issues. There are also R2MCC documents for:

- Taxis, rideshare/Uber, pick-up/drop-off, mobility parking
- Buses and bus passengers
- General vehicles and motorcycles
- Pedestrians and spaces for people
- Cyclists and scooters

We need a coordinated approach to kerbside spaces and parking across the city centre, rather than project-by-project changes.

What we've heard so far

- a. **Due to misuse or shortages of loading zones, it's difficult for some businesses and residents to get deliveries.**
- b. Sometimes the P5 loading zone time allowance is not long enough to complete deliveries.
- c. Tradies often struggle to find parking near their job sites, making it difficult to access their tools and supplies.
- d. Often delivery vehicles that can't find loading zones are parking illegally, like on footpaths.
- e. Some areas of the city are hotspots for couriers.
- f. Sometimes loading zones are removed but not replaced when improvements, like wider footpaths, are made.
- g. Can deliveries be made more efficiently.

Ideas to respond

We've been looking into the issues in the city centre and have developed some ideas to respond:

- 1. Install, upgrade, or extend loading zones** — Including kerbside spaces that change use throughout the day/night.
- 2. Change the permitted use time for loading zones (e.g. P5 to P10) or the operating times (e.g. 9am-3pm to 8am-6pm).**
- 3. Investigate bookable loading zones** — Could make it easier for tradies to park near their worksite.
- 4. Improve enforcement and compliance, including more CCTV and physical barriers.**
- 5. When making improvements like wider footpaths, ensure loading zones are retained or replaced nearby**
- 6. Encourage off-peak deliveries by using incentive-based or voluntary programmes**
- 7. Investigate logistics hubs** — Where goods are collected, sorted, and redistributed to their final destinations.
- 8. Encourage deliveries by low-emission vehicles and cargo bikes**— Incentives can include reserving spaces in premium locations, financial support, or subsidised training.
- 9. Investigate installing digital signage to provide real-time parking information**
- 10. Improve customer information on loading and servicing** — Like loading zone locations and availability.

List of proposals — Freight, couriers, servicing and tradespeople

Install, upgrade, or extend loading zones

Proposal: Union Street

Outside 29 Union Street, remove the broken yellow lines and replace with a clearway that operates 4pm-7pm (Mon-Fri). When the clearway is not operating, the space will be divided into:

- A new P5 general loading zone. And
- New paid parking that operates 8am-4pm (Mon-Fri) and 8am-6pm (Sat-Sun). Outside these hours (and the clearway hours) paid parking reverts to general parking.

We will also formalise measures to prevent parking on the footpath.

Outside 47 Union Street, remove a segment of broken yellow lines and replace with paid parking 8am-6pm (Mon-Sun), which reverts to general parking at all other times.

Reference: R2M-1

Timeframe: Short Term: 2025-2028

Proposal: Princes Street

Outside 11 Princes Street, between the vehicle accessways for No. 19 and No. 9, convert 4 angled parking spaces into a parallel parking loading zone (P5, General Purpose, all times)

Reference: R2M-5

Timeframe: Short Term: 2025-2028

Proposal: Bacons Lane

West side of Bacons Lane just south of Chancery Square access point, reconfigure road markings to create 2 loading zones (P5, Goods Vehicles Only, 6am – 6pm). Outside those hours (i.e. 6pm – 6am) it will revert to a taxi/small passenger vehicle stand.

Reference: R2M-6

Timeframe: Medium Term: 2028-2031

Proposal: Tangihua Street; Quay Street

Corner of Tangihua St and Quay St, convert 1 general vehicle parking space into a loading zone (P5, General Purpose, all times).

Reference: R2M-7

Timeframe: Medium Term: 2028-2031

Proposal: Beach Road

Beach Road next to the intersection with Tangihua Street, implement measures to prevent illegal parking (such as barriers/bollards, creating cycle parking, and providing seating). Loading zone proposed as part of the Customs Street Bus Improvements project.

Reference: R2M-11

Timeframe: Short Term: 2025-2028

Proposal: Day Street

On one-way section of Day Street, investigate widening footpath and creating loading zones near Karangahape Road.

Reference: R2M-19

Timeframe: Medium Term: 2028-2031

Proposal: Viaduct Harbour Avenue

Next to shared vehicle zone outside 12-14 Viaduct Harbour Ave, convert 2 parking spaces to a loading zone (P5, LZ) to service nearby hotels and apartments.

Reference: R2M-36

Timeframe: Short Term: 2025-2028

Proposal: Victoria Street

On Victoria Street (between Halsey St and Nelson St), increase the loading and servicing spaces from 2 to 4 as part of Victoria Street Linear Park. Specific location tbc.

Reference: R2M-44

Timeframe: Medium Term: 2028-2031

Proposal: Wakefield Street

Outside 15 Wakefield St, convert three angled general parking spaces to P5 Loading Zone from 6pm to 11pm to enable pick-up and drop-off in the evenings.

Reference: R2M-50

Timeframe: Short Term: 2025-2028

Proposal: Mayoral Drive — R2M-51

On the northern kerb of Mayoral Drive, between Queen Street and Airedale St, replace the Bus Stop with a new general P5 Loading Zone. This could be used for pick-up/drop-off in the evenings. Subject to bus operational needs.

Reference: R2M-51

Timeframe: Short Term: 2025-2028

Proposal: Mayoral Drive — R2M-52

On the southern kerb of Mayoral Drive, between Queen Street and Airedale St, convert 20m of P120 bus parking area to a new Goods Vehicle P15 Loading Zone. Loading Zone will operate 6am-11am and then revert to Bus Parking at all other times. Subject to bus operational needs.

Reference: R2M-52

Timeframe: Short Term: 2025-2028

Proposal: Hobson Street

On the eastern kerb of Hobson St, between Kingston and Victoria St, between the tree and Kingston Street, install a New Goods Vehicle P15 Loading Zone At all times. Subject to bus operational needs.

Reference: R2M-53

Timeframe: Short Term: 2025-2028

Change the permitted use time for loading zones (e.g. P5 to P10) or the

operating times (e.g. 9am-3pm to 8am-6pm)

Proposal: Kitchener Street

Western side of Kitchener Street outside the Art Gallery, extend loading zone operating times to all day. Proposed control is LZ P5, (general purpose), At All Times.

Reference: R2M-22

Timeframe: Short Term: 2025-2028

Proposal: Sale Street

Outside 13 Sale St, existing P5 Loading Zone Goods Vehicles Only bay, becomes P5 Loading Zone 6am-6pm Mon-Sun, SPSV Stand 6pm-6am Mon-Sun.

Reference: R2M-40

Timeframe: Short Term: 2025-2028

Proposal: Queen Street

Queen Street, outside the Airedale Hotel opposite to the Town Hall, the existing P5 Goods Vehicle Loading Zone operating at all times, changes to a SPSV/Taxi Stand from 6pm-Midnight. Subject to bus operational needs.

Reference: R2M-56

Timeframe: Short Term: 2025-2028

Improve enforcement and compliance

Proposal: Union Street

Outside 29 Union Street, remove the broken yellow lines and replace with a clearway that operates 4pm-7pm (Mon-Fri). When the clearway is not operating, the space will be divided into:

- A new P5 general loading zone. And
- New paid parking that operates 8am-4pm (Mon-Fri) and 8am-6pm (Sat-Sun). Outside these hours (and the clearway hours) paid parking reverts to general parking.

We will also formalise measures to prevent parking on the footpath.

Outside 47 Union Street, remove a segment of broken yellow lines and replace with paid parking 8am-6pm (Mon-Sun), which reverts to general parking at all other times.

Reference: R2M-1

Timeframe: Short Term: 2025-2028

Proposal: Beach Road

Beach Road next to the intersection with Tangihua Street, implement measures to prevent illegal parking (such as barriers/bollards, creating cycle parking, and providing

seating). Loading zone proposed as part of the Customs Street Bus Improvements project.

Loading zone proposed as part of the Customs Street Bus Improvements project.

Reference: R2M-11

Timeframe: Short Term: 2025-2028

Proposal: Elliot Street

Elliott St Shared Zone. Aligned to the new (CRL) train station opening, proactively manage, between 6am-11am, loading, servicing, and vehicle access to the shared zone. Ensure that people are prioritised in this shared space.

Reference: R2M-25

Timeframe: Medium Term: 2028-2031

Proposal: Vulcan Lane

Vulcan Lane, investigate installing rising bollards at each end to control access outside of the overnight loading and servicing periods.

Reference: R2M-26

Timeframe: Medium Term: 2028-2031

Other projects

To provide a full picture, below we have listed projects from other workstreams that relate to Freight, couriers, servicing and tradespeople. **We are not seeking feedback on these projects** as they are following their own engagement processes, they may have moved past the feedback phase or have upcoming feedback phases.

Proposal: Nelson Street slip lane

Nelson Street slip lane:

- Repurpose of all paid parking.
- Retention of loading zones and shared vehicles (car share) parking spaces.
- Implement monitoring/enforcement of loading zones to prevent misuse.

Reference: Other-1

Timeframe: Short Term: 2025-2028

Proposal: The Strand

The Strand, 6 x on-road parking spaces will be retained on the northern side and 18 parking spaces will be repurposed to improve traffic flow. On the southern side 21 spaces will be repurposed to improve traffic flow and some parking spaces formalised.

Reference: Other-4

Timeframe: Short Term: 2025-2028

Proposal: Victoria Street— Other-6

Te Hā Noa Project/Victoria St Linear Park (between Hobson Street and Albert Park), repurposing on-street parking spaces, protecting loading zones along the corridor where possible or reallocating them nearby. West side of Kitchener near intersection with Victoria Street, create new loading zone.

Reference: Other-6

Timeframe: Short Term: 2025-2028

Proposal: Victoria Street— Other-7

Te Hā Noa Project/Victoria St Linear Park (Hobson Street to Victoria Park) repurposing kerbside space, funding tbc. Potential changes to convert western lane of Kitchener St to kerbside uses, including changes access to Wilsons parking.

Reference: Other-7

Timeframe: Medium Term: 2028-2031

Proposal: NZICC

Outside New Zealand International Convention Centre, reinstatement of kerbside uses after project is complete

with allocation of P10 Loading Zones, All purposes, All times.

Reference: Other-8

Timeframe: Short Term: 2025-2028

Proposal: Albert Street — Other-9

Western side of Albert St, convert a section of footpath to an off-peak loading zone.

Reference: Other-9

Timeframe: Short Term: 2025-2028

Proposal: Albert Street — Other-19

Albert Street, eastern side outside of Huawei Building, install new P5 Loading Zone Goods Vehicles Only At All Times, as part of corridor upgrade

Reference: Other-19

Timeframe: Short Term: 2025-2028

Proposal: Kingston Street

On the northern kerb of Kingston Street (between Albert Street and Federal Street), create 2 loading zones (P5, Goods Vehicles Only, All Times).

Reference: Other-20

Timeframe: Short Term: 2025-2028

Proposal: Mills Lane & Swanson Street

Mills Lane and Swanson Street improvements will include a new shared space, wider footpaths and new space for loading. Includes networking for CCTV to be installed by Council/AT.

Reference: Other-22

Timeframe: Short Term: 2025-2028

Proposal: Chancery Street

This project does **not** have funding, it's shown here for information as it is a possible project for the future.

Create shared space on Chancery St from O'Connell Fields. This involves:

- Wider footpaths.
- Repurposing general vehicle parking.
- Keep underground carpark access.
- Retain some motorcycle and mobility parking.
- Retain loading and servicing (at certain times of day).
- Possibly increased loading/delivery opportunities.

Reference: Other-28

Timeframe: Long Term: 2031-2035

Proposal: Federal Street

This project does **not** have funding, it's shown here for information as it is a possible project for the future.

Federal St, from Wyndham St to Victoria St West, full streetscape redesign with implementation of a shared space similar to other sections of Federal St. Repurpose all paid parking with some areas reserved for authorized vehicles and loading zone (subject to a comprehensive needs assessment).

Reference: Other-30

Timeframe: Medium Term: 2028-2031

Proposal: Mount Street

This project does **not** have funding, it's shown here for information as it is a possible project for the future.

Mount St. Convert all northern side parking to footpath extension, planters, seating, cycle parking and some southern side spaces into a mobility space, motorcycle parking, and a Loading Zone (P5, General Purpose, All Times) with CCTV to prevent overstay.

Reference: Other-31

Timeframe: Long Term: 2031-2035

End of Freight, couriers, servicing and tradespeople.