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Taxis, rideshare/Ubbers, pick-up/drop-off, and mobility parking

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 you've told us so far</u>	4
<u>Ideas to respond</u>	5
<u>List of proposals</u>	6

Taxis, rideshare/Ubbers, pick-up/drop-off, and mobility parking

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/Uber 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 taxis, rideshare/Ubbers, pick-up/drop-off, and mobility parking, along with proposals to respond to these issues. There are also R2MCC documents for:

- Freight, couriers, servicing and tradespeople
- 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 you've told us so far

- a) There's not enough taxi, Uber, short-stay/time limited, or mobility parking near some destinations, like Aotea Centre.**
- b) There's widespread misuse of taxi, short-stay/time limited, and mobility parking.**
- c) Sometimes taxi and mobility parking is removed but not replaced when improvements like wider footpaths are made.**
- d) There's issues from rideshare services, like circling cars and parking on footpaths.**
- e) Often event-related traffic creates congestion making drop-offs and pick-ups difficult.**

Ideas to respond

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

- 1 Create more time-restricted parking and spaces for taxis and Ubers** — Including kerbside spaces that change use throughout the day/night.
- 2 Install new mobility parking**
- 3 Investigate digital signage to provide real-time information like parking availability and pricing**
- 4 Improve customer information like on the website and AT Parking App**
- 5 Improve enforcement and compliance, including more CCTV and physical barriers**
- 6 When making improvements like wider footpaths, ensure taxi and mobility parking is retained or replaced nearby**
- 7 Investigate dedicated pick-up and drop-off zones for Ubers** — In certain parts of the city centre Ubers will be restricted to these areas.
- 8 Investigate improvements to traffic management plans, particularly for large events**

List of proposals

Create more time-restricted parking and spaces for taxis and Ubers

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: Mahuhu Crescent; Quay Street

Spark Arena (Mahuhu Crescent and Quay Street), review Event Traffic Management Plans to address traffic congestion and safety issues. Also ensure adequate pick up/drop-off zones.

Reference: R2M-8

Timeframe: Short Term: 2025-2028

Proposal: Beach Road — R2M-12

Railway Car Park (Te Taou Reserve), investigate short term operational improvements to this carpark including circulation, entry and exit points and addition of pick-up/drop-off spaces for events at Spark Arena.

Reference: R2M-12

Timeframe: Short Term: 2025-2028

Proposal: Beach Road — R2M-13

131 Beach Rd car park, investigate the redevelopment of the car park into a new public space which includes a small pick-up/drop-off area (Two P5 time restricted parking spaces operating at all times) and one mobility parking space.

Reference: R2M-13

Timeframe: Medium Term: 2028-2031

Proposal: Hobson Street

Outside 35 Hobson St, confirm the kerbside space here as one P5 Loading Zone At All Times, with no stopping lines leading in and out of the Loading Zone.

Reference: R2M-17

Timeframe: Short Term: 2025-2028

Proposal: Quay Street

Quay St, between Gore St and Britomart Pl, change parking controls outside Bus/Coach layover operating times for half of the parking bay (6 spaces) from paid parking to P5 time-restricted to support local night time economy.

Reference: R2M-24

Timeframe: Medium Term: 2028-2031

Proposal: Mayoral Drive— R2M-34

On the western side of Mayoral Dr (near Federal St), adding in new general loading zone (approx 12m), P15 at all times, subject to bus operational needs.

Reference: R2M-34

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: Wakefield Street — R2M-50

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 PUDO in the evenings. Subject to bus operational needs.

Reference: R2M-51

Timeframe: Short Term: 2025-2028

Proposal: Wakefield Street — R2M-55

On the eastern kerb of Wakefield St, outside 18 Wakefield Street, convert existing bus/coach layover to a P15 from 7pm to 6am to allow additional capacity for pick-ups and drop-offs near the Town Hall, Civic, Library and Aotea centres. Subject to bus operational needs.

Reference: R2M-55

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

Install new mobility parking

Proposal: Beach Road

131 Beach Rd car park, investigate the redevelopment of the car park into a new public space which includes a small pick-up/drop-off area (Two P5 time restricted parking spaces operating at all times) and one mobility parking space.

Reference: R2M-13

Timeframe: Medium Term: 2028-2031

Proposal: Mahuhu Crescent

19 Mahuhu Cres, convert one general vehicle space behind existing loading zone into mobility parking.

Reference: R2M-16

Timeframe: Short Term: 2025-2028

Proposal: Saint Paul Street; Wakefield Street

Corner of St Paul Street and Wakefield Street outside the AUT Recreation Centre, convert 1 general vehicle paid parking space into a mobility parking space. Subject to further investigations of gradients.

Reference: R2M-31

Timeframe: Short Term: 2025-2028

Proposal: Fanshawe Street

Fanshawe St Carpark, convert some parking spaces to mobility spaces and motorcycle spaces to compensate the losses due to redevelopment of Downtown Carpark.

Reference: R2M-46

Timeframe: Medium Term: 2028-2031

Other projects

To provide a full picture, below we have listed projects from other workstreams that relate to taxis, Ubers/rideshare, pick-up/drop-off, and mobility parking. **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: Victoria Street

Te Ha 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: 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: Short Term: 2025-2028

End of Taxis, rideshare/Ubbers, pick-up/drop-off & mobility parking.