



**Permanent Traffic and Parking Changes Report**  
**Waitematā Local Board**  
**Queen Street, parts of Tyler Street and Galway Street,**  
**Auckland Central**  
**Pedestrian Mall amendment**

**Report to Traffic Control Committee**

**Reporting Officer:** Terry Sugrue, Transport Controls Team Leader

<b>Date:</b> 28 October 2020	<b>Resolution ID:</b> 16376
<b>Date Resolved:</b> 13 NOV 2020	
<b>Sign Check:</b>	<b>Internal cost code:</b> E.700879.07.01.02

## 1. Recommendation

The Traffic Control Committee resolves:

- A. That pursuant to section 336 of the Local Government Act 1974 the area contained within the parts of Queen Street, Tyler Street and Galway Street as indicated in the attached drawing CP-2020-029, Rev A, dated 28/10/2020 is declared to be a **pedestrian mall**.
- B. That the driving, riding or parking of vehicles on the pedestrian mall is prohibited at all times subject to the following exceptions:
  - a. Emergency service vehicles may be driven and parked on the pedestrian mall at any time that the driver considers necessary in the circumstances;
  - b. Cycles and wheeled recreational devices may be ridden and parked on the pedestrian mall if the rider:
    - i. gives way to pedestrians and drivers of mobility devices;
    - ii. rides in a manner that is careful, considerate and not hazardous to other users of the pedestrian mall;
    - iii. rides at a speed that does not exceed 15 km/h;
    - iv. parks in a way that does not unreasonably obstruct any other user of the pedestrian mall; and for a cycle, parks at a cycle rack.
  - c. with prior authorisation from Auckland Transport vehicles may be driven and parked on the pedestrian mall (subject to any conditions concerning time and operation imposed on that authorisation) when necessary for:
    - i. maintenance, construction, delivery, collection, servicing, or event management activities within the Lower Queen Street pedestrian mall as provided for under an approved temporary traffic management plan);
    - ii. maintenance, construction, alteration, refurbishment or upgrade of buildings, structures, or public areas in or directly adjacent to Tyler Street west of Commerce Street or Galway Street west of Commerce Street where the vehicle required for that activity is considered by

- Auckland Transport to be too large to safely exit that street without accessing the pedestrian mall;
- iii. delivery, collection, and/or servicing of businesses located in buildings or public areas in or directly adjacent to Tyler Street west of Commerce Street or Galway Street west of Commerce Street where the vehicle required for that activity is considered by Auckland Transport to be too large to safely exit that street without accessing the pedestrian mall.
- C. That any previous resolutions pertaining to traffic controls or pedestrian malls made pursuant to any bylaw or act to the extent that they are in conflict with the traffic controls described in this report are revoked.
  - D. That, subject to section 336(2)(b) of the Local Government Act 1974, this resolution will take effect one month after the date the resolution is passed.

## **2. Executive Summary**

For the City Rail Link Limited (CRL) project to construct new rail tunnels out of Britomart Station it was necessary to excavate the area of Queen Street in front of the Britomart station. CRL were tasked with replacing the Lower Queen Street bus station interchange and surrounding streets with a fully pedestrianised public realm upgrade once construction of the rail tunnels was completed. CRL developed a design that would extend the pedestrian-focused space to include all of Queen Street between Customs Street and Quay Street as well as two different levels of pedestrianisation on Tyler Street to Commerce Street and on Galway Street to Commerce Street. The CRL proposal calls for removing motor vehicle access to this section of Queen Street and the western ends of Tyler Street and Galway Street. (The remainder of those roads becoming shared spaces where vehicles are allowed but are required to give way to pedestrians.)

To put CRL's proposals for the prohibition of motor vehicles in place the existing pedestrian mall controls for Lower Queen Street need to be amended to extend the pedestrian mall to the full width of this section of Queen Street and into Tyler Street and Galway Street. The pedestrian mall exemptions also need to be amended to remove the exemption for buses and to specify new exemptions for vehicles that will be able to be authorised to access the pedestrian mall.

## **3. Strategic Context**

Auckland Transport is both the road controlling authority for the Auckland transport system and the organisation responsible for public transport management in Auckland. Its purpose is to contribute to an effective, efficient, and safe Auckland land transport system in the public interest. Auckland Transport establishes traffic controls and other facilities in pursuit of that purpose.

The Traffic Control Committee has been delegated powers by the Auckland Transport Board to enable it to make: resolutions under bylaws made by, or deemed to have been made by, Auckland Transport; resolutions under Auckland Council bylaws delegated to Auckland Transport; and certain other traffic control-related decisions. The matters for consideration in this report fall within scope of the Traffic Control Committee's delegated authority.

The power under section 336 of the Local Government Act 1974 to declare a pedestrian mall requires the use of the Special Consultative Procedure under section 83 of the Local Government Act 2002. This has been completed.

Additionally, section 336 states that a person may appeal to the Environment Court against a pedestrian mall declaration. The declaration of a pedestrian mall cannot come into effect until after the specified 1-month period for bringing such an appeal.

## 4. Consultation Summary

Proposals for the removal of motor vehicles from Lower Queen Street as part of a pedestrian-focused public realm reinstatement following the CRL excavations have been part of the wider CRL project consultations for several years. Auckland Transport has now undertaken the formal statutory consultation process needed to bring these proposals into effect as an amendment to the pedestrian mall controls. All internal and almost all external stakeholders were positive about the proposal.

There were 676 responses received on the public consultation. The feedback we received was overwhelmingly positive towards the proposed pedestrian mall on Lower Queen Street (93%, 590 people). People liked the proposal because it created a safe and attractive space near Auckland's largest transport hub.

Those who were negative about the proposal (6%, 38 people) thought that the proposal would increase congestion in the CBD or thought that reducing the number of vehicles in the city centre would harm businesses.

A fuller description of the consultation of who was consulted, the methodology and a more detailed review of the themes of the feedback and the response to it, is set out in the consultation section of the appendix.

## 5. Signatures and Approvals

	Name and title of signatory	Signature	Date
Recommended by:	Terry Sugrue Transport Controls Team Leader Transport Controls	Approved via upload	29/10/20
Verified by:	Anthony Herath Senior Resolution Technician Transport Controls	Approved via workflow	29/10/20
Approved by:	Jared Plumridge Traffic Engineering Team Leader (Central) Network Management	Approved via workflow	30/10/20
Approved by:	Adrian Grant Infrastructure Lead – Minor Capex AT Metro Infrastructure Specification	Approved via workflow	03/11/20
Approved by:	Garry Brown Parking Compliance Area Manager Parking Services	Approved via workflow	30/10/20
Recommendations Resolved by:	Name	Signature	Date Resolved
Traffic Control Committee	 ..... Chairperson Traffic Control Committee		13/11/20



# Appendix

## 6. Background

### 6.1 How the matter arose

As part of the City Rail Link (CRL) project, Lower Queen Street is being constructed into a plaza, and Tyler Street and Galway Street as upgraded shared zones.

The new plaza will connect Auckland's city centre to the Waitematā Harbour and will be an important asset for Auckland's communities; becoming a space for celebration, formality and parade.

The design response for the plaza incorporates Mana Whenua and cultural heritage values. Its character will also reflect New Zealand's unique environment and cultural history. Five new native trees will be planted in Lower Queen Street, with another eight being planted in Tyler Street and Galway Street. High quality street furniture is also being built into the area.

Construction of the new Lower Queen Street plaza is scheduled for completion at the end of 2020, and construction of Tyler Street and Galway Street are scheduled for completion by the end of 2021.

Britomart Station is being redeveloped from a 'dead-end' into a two-way through station. Together with the reinstatement of the Chief Post Office building, streetscape enhancement around Britomart Station and on Lower Queen Street, Auckland's busiest transport hub will be more efficient and community-focused for the thousands of passengers that use it every day.

The broader CRL project also includes 3.45km of new underground rail, two new underground stations at Aotea and Karangahape, re-developed stations at Mt Eden and Britomart and enhanced streetscape around the four stations and along the entirety of Albert Street.

The CRL project will double the capacity of Auckland's entire rail network, enabling it to carry up to 54,000 passengers during peak times, thus helping Auckland cater for the million more people expected to live in the city within the next 30 years.

Under the Local Government Act 1974 (LGA 1974) a council has the power to declare a specified road or part of a specified road to be a pedestrian mall. A declaration may include exemptions and conditions. AT holds this power with respect to roads within the Auckland transport system.

Amending the pedestrian mall controls that already exist on most of this part of Queen Street and extending them onto Tyler Street and Galway Street is considered the best way of achieving the desired outcome;

- for a safer thoroughfare for pedestrians;
- a better connection of the train station with the pedestrianised open space;
- the outdoor component of the city's main multi-modal public transport hub;
- the first welcoming space to Auckland for visitors by sea;
- a place where formal welcomes, city events and celebrations can be safely managed;
- a place where residents, workers and visitors can eat, rest and gather in a space away from the flow of vehicles.

### 6.2 Location

Much of this section of Queen Street between Customs Street and Quay Street has been declared to be a pedestrian mall since 1973. The shape of the pedestrian mall and the exemptions from it have been amended several times. Most recently in 2001 the

pedestrian mall was amended to exempt buses from the vehicle prohibition and the area became the major inner-city bus interchange until the bus stops were moved to surrounding roads for the CRL project rail tunnel excavation.

The current and previous versions of the pedestrian mall here allowed for two portions of the eastern side of Queen Street to be available for general traffic linking Quay Street to Tyler Street and linking Galway Street to Customs Street.

Tyler Street and Galway Street are classified as Local Roads and have been resolved as shared zones from Queen Street to Commerce St. These streets are in a predominantly commercial and retail area adjacent to the Britomart Train station. There are also residential apartments and a hotel in the area.

These streets are located within the Waitematā Local Board area.

## 7. Issues and Options

### 7.1 Proposal

It is proposed that the full width Queen Street between Customs Street and Quay Street, and the full width of approximately 16m of Tyler Street and Galway Street be declared to be a pedestrian mall, subject to the following prohibition and exemptions:

#### ***Proposed prohibition***

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

#### ***Proposed exemptions***

It is proposed that the following exemptions will apply to the pedestrian mall:

- Cyclists and riders of wheeled recreational devices (e.g. scooters and skateboards), will be exempt from the prohibition and may access any part of the pedestrian mall at any time; but must give priority to pedestrians and ride at a speed that does not exceed 15km/h.
- Emergency service vehicles will be exempt from the prohibition and may access the pedestrian mall at any time that is necessary in the circumstances.
- Authorised vehicles (with prior permission from AT) will be exempt from the prohibition and may access the pedestrian mall during the times they have been authorised by AT to do so in order to undertake maintenance and construction, or to make deliveries and collections or otherwise assist with activities occurring within the pedestrian mall. This will also include access for vehicles undertaking these activities in Tyler Street and Galway Street which are too large to safely turn around or back out of those streets.

Auckland Transport will primarily manage and monitor access of authorised vehicles by way of remotely controlled retractable bollards on Tyler Street and Galway Street. There will also be locked removable bollards located on Queen Street at the Customs Street and Quay Street interfaces. These bollards will generally remain locked and upright but will also be able to be moved and stored-away on site, to provide authorised vehicles access to the pedestrian mall in accordance with the exemptions. For any vehicle authorised to drive on the pedestrian mall it will legally need to be treated as a shared zone with the driver giving way to all pedestrians.

## 7.2 Alternatives

All reasonably practicable options to achieve the desired outcome of greater pedestrian focus for the Lower Queen Street area have been identified and assessed. A summary of these are set out below:

### ***Option 1 - Do nothing: Retain the current status quo.***

- The option to reinstate the area exactly as it was before work commenced was considered during the design phase of CRL project works.
- This area was partially pedestrianized and used as a thoroughfare for buses and vehicles being able to turn in and out of Tyler Street and Galway Street so continuing this approach would limit the space free of vehicles available for pedestrians coming to and from the station.
- This option does not address pedestrian safety issues.
- When the adjacent Queen Elizabeth Square was closed and sold by Auckland Council for retail development, this created a need for a pedestrianized plaza to be created in the Lower Queen Street area (along with waterfront plazas as per Auckland Council's sale agreement with the developer).
- This option does not solve the visual and amenity disconnect between the heritage Chief Post Office building, the new Commercial Bay, bus activity development, the ferry building and the harbour due to the very wide carriage way running through the Lower Queen Street area.
- This option does not meet the CRL project's consent conditions.
- This option would not fit with Auckland Transport's plans for the area. AT has removed the bus routes it controls from the Lower Queen Street area; establishing bus interchanges in the surrounding streets. Quay Street is also being upgraded to provide greater focus on walking and cycling and reduce through traffic.
- For the above reasons, this is not the recommended option.
- A variation of this alternative would be to remove the exemption for buses but retain the traffic linkages from Quay Street to Tyler Street and from Galway Street to Customs Street.
- This variation of the option would have little impact in relation to buses as AT has already changed the bus routes so that no buses would be affected either way.
- This variation would continue to allow unrestricted general traffic to drive past the sides of the train station and would interrupt the safe and convenient flow of pedestrians moving to and from the train station.
- Therefore, this variation of the option is also not recommended.

### ***Option 2 - Declare the Lower Queen Street area a Pedestrian Mall under section 336 of the Local Government Act 1974 (\*Recommended option\*)***

- The priority will be with pedestrians, but this option also enables AT to control and manage which authorised vehicles can use this part of Lower Queen Street, Tyler Street and Galway Street.
- The visual appeal and feel of the area will be improved by connecting the heritage Chief Post Office building and new Commercial Bay development, which will face out to the open space.
- The space can be utilized for regular community events and activations.
- A pedestrian mall is the basis for the development of the current design.

- Pedestrian safety is not compromised, it is enhanced with this option.
- The Lower Queen Street area is an integral component of the city's largest multi-modal public transport hub, which includes buses, ferries and trains. This option connects these public transport options for pedestrians.
- The process to declare a road a pedestrian mall is transparent and allows for public input, as it requires the special consultative procedure under section 83 of the LGA 2002 to be used.
- For the above reasons, this is the recommended option.

***Option 3 - Road stopping under section 342 and Schedule 10 of the Local Government Act 1974.***

- This option was not considered viable because of the many major services and utilities running underneath the Lower Queen Street area that require road access rights.
- The ability to manage the space under roading powers would be lost.
- This option does not consider the needs of the many public transport passengers that move between buses, ferries and trains. The ability to use and manage this pedestrian space with roading powers so that public transport runs smoothly is considered vital.
- The public consultation required by this process provides a similar level of transparency as the pedestrian mall process but is complicated by requiring any objection to the proposal to be decided by the Environment Court. This would have created further delays.
- If the road is stopped the land would revert to Auckland Council control and would then not be managed by the same organisation responsible for managing the roading and public transport networks.
- This option was not considered preferable over the pedestrian mall, given the intention and focus is on pedestrian priority.

***Option 4 - Road stopping under section 116 of the Public Works Act 1981***

- This appeared to be less complicated than road stopping under the Local Government Act 1974 with no public notification requirement and no express right of appeal to the Environment Court. But this means it is a process best used for less controversial road stopping proposals and so Land Information New Zealand (LINZ), which approves road stopping on behalf of the Minister of Lands, could be resistant to considering this process for Lower Queen Street.
- The other reasons noted above for road stopping under the Local Government Act 1974 would also apply under this process so for the same reasons this is not considered a preferable option.

***Option 5 - Make it all a Shared Space***

- Under this option, motor vehicles would not be excluded from any part of the Lower Queen Street area but would be discouraged from using the space by the way it is laid out and the obligation to give way to the many pedestrians that would be using the space.
- This was considered a possible option; given that the remainder of Tyler Street and Galway Street are shared zones and are intended to become shared spaces. (A shared space being a shared zone that is more deliberately designed and landscaped for pedestrians). There is also an intention to remove vehicles other than destination traffic from both Tyler Street and Galway Street.



- This option would introduce complexity and uncertainty in ensuring compliance with the traffic restrictions in the area given the large number of anticipated pedestrian movements. In a shared zone, pedestrians have priority over vehicles but only while moving and not unduly obstructing vehicles.
- Being a shared space may encourage and would allow more vehicles into the area, thus heightening safety risk to pedestrians and potential traffic issues.
- There are a high number of public transport patrons and pedestrians in this area, which are predicted to increase with Auckland's growing population. A pedestrian mall was more desirable for pedestrians than a shared space, as they would have absolute right of way.
- Allowing vehicles to enter this space but requiring them to give way to pedestrians could lead to traffic congestion on surrounding roads as vehicles queue up to enter the space but blocked by pedestrians in turn block other vehicles from other streets.
- This option addresses some aspects of pedestrian safety by encouraging lower speeds in an environment that prioritizes pedestrians. However, this option is less satisfactory for children and visually impaired users.
- This option is considered less preferable to the pedestrian mall option (Option 2) because it does not fully prioritise pedestrians, who would have to share the space with motorised vehicles.

The recommended option is to declare this section of Lower Queen Street and parts of Tyler Street and Galway Street to be a pedestrian mall with exemptions for cycles and necessary authorised vehicles in accordance with section 336 of the LGA 1974 (Option 2).

### 7.3 Local Board

There has been engagement with Waitemata Local Board on the designs for the CRL project public realm reinstatement works over several years and the Local Board has indicated their general support for the vision for the Lower Queen Street to be a pedestrian-focused plaza. Auckland Transport commenced specific engagement on the proposed pedestrian mall amendments with the Local Board in April 2020 prior to the public consultation process. The Local Board have raised no concerns with the proposed changes to the pedestrian mall which bring about the broader vision for the area that they support.

### 7.4 Consultation

Consultation on the proposal was undertaken with the following **internal** parties by way of meetings, conversations and providing input into the drafting of proposals

Finance	N/A
Parking Compliance	Support
Parking Design and Solutions	Support
AT Metro	Support
Traffic Engineering	Support
Design and Standards	Support
ATOC	Support
Road Corridor Access	N/A



Consultation on the proposal was undertaken with the following **external** parties

Affected residents/property owners	yes
Affected businesses	yes
Affected road users	yes
Affected community groups	yes
Public transport operators	yes
Emergency services	yes
Business association	yes
Police	yes

As a proposed amendment to a pedestrian mall the consultation was undertaken using the special consultative procedure as prescribed by section 83 of the Local Government Act 2002.

The statement of proposal for the consultation was adopted by the Traffic Control Committee at the meeting of 20 March 2020.

Auckland Transport, CRL and Auckland Council staff held pre-engagement meetings with various key stakeholders in May and June 2020. This led to changes in the understanding of how the exemptions would operate and the style of bollards to be installed on Tyler Street and Galway Street.

The formal public consultation period ran from 18 June to 20 July. The consultation was advertised in the NZ Herald on the 19<sup>th</sup> and 28<sup>th</sup> of June directing people to the detailed information on the AT website. Letters and feedback forms were sent to 4325 residential and commercial addresses within and surrounding the area as well as sending an email to addresses in the AT stakeholder database. Information about the proposal was posted on our social media channels and displayed on posters in and around the area. Additionally, AT staff held drop-in sessions during lunch times at the Britomart train station on the 1<sup>st</sup> and 3<sup>rd</sup> of July.

Public feedback on the proposal was received from 676 people or organisations. Of this, 617 submitted online and 59 submitted using the freepost feedback form. Two key stakeholders provided oral submissions to the Traffic Control Committee in support of their written submissions.

The feedback we received was overwhelmingly positive (93%, 590 people) towards the proposed pedestrian mall on Lower Queen Street, and parts of Tyler Street and Galway Street. People liked the proposal because it created a safe and attractive space near Auckland's largest transport hub.

Those who were negative about the proposal (6%, 38 people) thought that the proposal would increase congestion in the CBD or thought that reducing the number of vehicles in the city centre would harm businesses. Oral submissions focused on the impacts of the pedestrian mall changes for residents and businesses in Tyler Street and Galway Street. These submitters seeking solutions to issues related to servicing these buildings, loading zones, parking solutions and the movement of vehicles too large to turn around or safely reverse out of these narrow, shared zone streets.

No significant changes are proposed from those consulted upon but the nature of the exemptions and the conditions applying to them have been altered slightly and clarified in response to the feedback. Further work will also be put into proposals for parking and loading zone controls on surrounding streets to help address concerns raised in the feedback that are best dealt with in reports separate from this pedestrian mall proposal.

## 7.5 Analysis

The following table outlines the major themes of the feedback (other than those purely in support of the proposals) and the AT staff response to them.

Design suggestion in feedback	AT response
<b>General themes</b>	
<b>More pedestrian areas</b>	
<p><b>These areas should be included in the proposed pedestrian mall</b></p> <p>All of Lower Queen Street. All of Queen Street All of Tyler Street and Galway Street Commerce Street between Customs Street and Quay Street the whole of Britomart</p>	<p>The possibility for other areas of the Auckland down town CBD to become more pedestrian focused (including the construction of other pedestrian malls and shared spaces) will need to be considered in relation to the City Centre Master Plan.</p> <p>This work will not be undertaken as part of the current proposals relating to this pedestrian mall consultation</p> <p>Queen Street, between Customs Street and Mayoral Drive, is part of the Wai Horotiu Queen Street Valley Pilot project. The Wai Horotiu Queen Street Valley Pilot is the first in a series of stages to improve Queen Street for everyone and will contribute to the transformation of the city centre to put people at the heart and create a greener, safer, better connected city centre for all.</p>
<p><b>Generally, more areas in Auckland CBD should prioritise pedestrians or be pedestrian only</b></p>	
<p><b>These areas in Auckland CBD should become pedestrian only areas</b></p> <p>High Street, Lorne Street, Fort Lane, O'Connell Street</p>	
<p><b>Other Auckland areas that should be pedestrian only</b></p> <p>Cornwall Park, The Domain</p>	
<b>Safety</b>	
<p><b>Tyler and Galway street should be closed to vehicles</b></p> <p>The vehicles are dangerous to the many pedestrians in this area</p>	<p>It is not considered feasible to remove all vehicles from Tyler Street and Galway Street as there are buildings on these streets that rely on those streets for the vehicles to enter parking places within those buildings and for the delivery and collection of goods and passengers. These streets however have been legally declared to be shared zones which means that pedestrians have the right of way over vehicles.</p> <p>The shared zones will have No Stopping restrictions for vehicles, except for when loading is permitted during times with lower pedestrian activity.</p>
<p><b>Bicycle infrastructure</b></p> <p>Include a way for cyclists to get from Queen Street directly into lower Queen Street (i.e. go straight ahead at the lights without having to wait for a pedestrian green)</p> <p>Cyclists should have their own lane or speed limit to keep pedestrians safe</p> <p>The cyclist desire line should be separated from the main pedestrian areas</p> <p>Bicycles and e-scooters mixing with pedestrians make it difficult for disabled and elderly persons, who cannot get out of the way to avoid collisions.</p>	<p>There will not be a raised kerb across the entire width Queen Street at the Customs Street intersection so wheelchairs, prams, mobility devices, scooters and cycles will be able to move freely from the footpaths and trafficked areas of Queen Street onto the pedestrian mall.</p> <p>But it is to be noted that cyclists would need to comply with the national laws applying to traffic lights. Cyclists would need to have a green disc or cycle symbols to allow them to move from Queen Street through the Customs Street intersection. This would not be lawful during a pedestrian only phase of the signals unless the rider dismounted and pushed their cycle across the road.</p> <p>Cyclists will need to recognise that this is primarily a pedestrian space and they must ride slowly, very carefully and give way to all pedestrians. Adding a clearly distinct cycle lane or path through the pedestrian mall would negatively impact on the design of the area as a pedestrian focused space by giving priority to cycles at that point. This would interrupt the flow of pedestrians through the space and would also have a negative impact on the visual design of the plaza.</p>



Design suggestion in feedback	AT response
<p><b>Other safety issues</b></p> <p>Current uneven cobbles around Britomart are a tripping hazard and the large gaps trap shoe heels. Please do not use cobbles or other uneven paving which is difficult for the mobility impaired</p> <p>Ensure there are clearly defined routes to PT and landmarks so blind and vision impaired can negotiate the space safely</p> <p>remove scooters and bicycles that come up behind pedestrians silently and mow people down</p> <p>Scooters MUST be banned from this area. Too crowded and they operate too fast. Speed calming devices for scooters needed</p> <p>Security cameras and security officers are needed to reduce pickpockets and problems as seen in other countries</p>	<p>The detailed design of the infrastructure, road surface and street furniture is separate from this consultation which is focused solely on the legal status of these roads as a pedestrian mall. However:</p> <ul style="list-style-type: none"> <li>• The design calls for the use of flat pavers not rounded cobbles. There are no cobbles in the newly completed works.</li> <li>• The design includes wayfinding signage to other public transport.</li> <li>• The area will be covered by CCTV cameras.</li> </ul> <p>It is not proposed to prohibit cycles and scooters from being ridden in the pedestrian mall, but they will have to give way to pedestrians, be ridden with care and consideration and not exceed 15km/h. Allowing for active modes like cycles and scooters to pass through the pedestrian mall is seen as being in line with the overall approach to supporting cycling and is not considered to pose an undue risk to safety. It also reflects the practical reality that there would not be any effective enforcement of a prohibition on this activity.</p>
<b>Amenity</b>	
<p><b>The pedestrian mall should include</b></p> <p>More trees and green areas</p> <p>Comfortable seating with backs</p> <p>A water feature and big art pieces</p> <p>Plenty of cycle parking</p> <p>Rain cover between Commercial Bay and Britomart for those needing to transfer</p> <p>Good signage to all public transport</p> <p>Rubbish, recycling &amp; compost bins - clearly marked with what can go in there</p> <p>Toilets</p> <p>Allowance for cafes to operate in the sun</p> <p>The stream that flows underneath Queen St into the design of the square somehow</p> <p>Installations into the pedestrian mall that connected the area to its environment, for example, to the Horotiu stream and the recent historical uses of the land by mana whenua, Ngāti Whatua Orakei.</p> <p>Regular cleaning and maintenance</p>	<p>The detailed design of the infrastructure, road surface and street furniture is separate from this consultation which is focused solely on the legal status of these roads as a pedestrian mall. However:</p> <ul style="list-style-type: none"> <li>• There will be comfortable seats with backs.</li> <li>• There will be bicycle parking in the area</li> <li>• The area will contain appropriate wayfinding to public transport and other destinations</li> <li>• There will be rubbish bins</li> <li>• There will be public toilets in the train station</li> <li>• Cafes would be able to have outdoor seating</li> <li>• The Waihorotiu Stream is reflected in the design of the paving at the southern end of the plaza. (The northern end paving design reflects waves on the shoreline of the harbour)</li> <li>• In front of the train station entrance the paving depicts a whāriki, (a welcome mat) which was collaboratively designed by mana whenua weavers to depict a traditional woven harakeke (flax) mat</li> </ul>
<p><b>The square could be used as a venue for markets or street performances</b></p> <p>The management plan needs to give clarity on what events are appropriate for the new space and how these should function; how adjacent businesses should be able to use the space, including for activity such as outdoor dining, and how access should be managed and timing for this</p>	<p>Yes, this is the intent. An operational plan is being developed to give direction on how events and activations will be managed in the pedestrian mall.</p>
<b>Monitoring &amp; enforcement</b>	
<p><b>The following issues will need monitoring and enforcement</b></p> <p>Noise, especially in the evening and early morning</p> <p>Drunken behaviour at night</p> <p>Unauthorised vehicles using the shared space</p> <p>Loading zones</p>	<p>Noise and drunken behaviour are not issues that AT is responsible for but we presume the police and Council will continue to monitor these matters as they do in the rest of the area.</p> <p>Bollards surrounding the pedestrian mall should prevent unauthorised vehicles from entering the space and AT will continue to monitor and assess the optimisation of loading zone space and times in the area.</p>



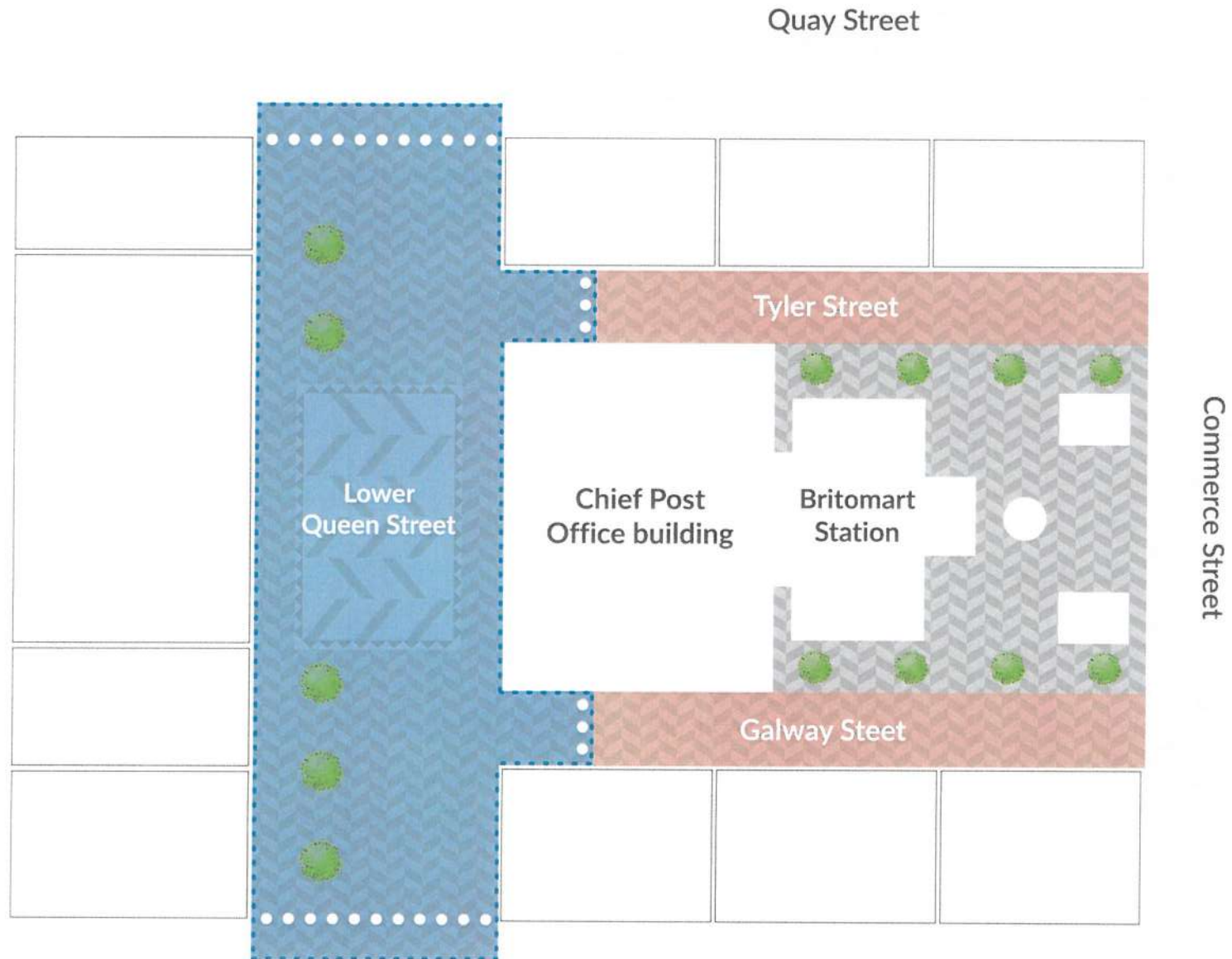
Design suggestion in feedback	AT response
<b>Loading zones &amp; drop off zones</b>	
<p><b>Loading zones are needed close to the square</b></p> <p>For tradespeople and service providers to use to cater for local businesses and apartment buildings Tradespeople should be able to access the square via the retractable bollards</p>	<p>There will be permanent loading zones in surrounding streets and as shared spaces Galway and Tyler Streets will be available for use as loading zones – but limited to times when the area will be less busy with commuters or other pedestrians.</p>
<p><b>Drop off zones should be available;</b></p> <p>For mobility impaired people On a temporary basis close to the Grande Mercure Hotel</p>	<p>There will be permanent loading zones in surrounding streets and as shared spaces Galway and Tyler Streets will be available for use as loading zones – which will allow for dropping off mobility impaired people. Additionally, there are mobility spaces planned to be on Tyler St.</p>
<b>Limited access to Tyler St from Quay St</b>	
<p><b>A route should be persevered for authorised vehicles to access Tyler St from Quay St</b></p> <p>Suggested removing two bollards from Quay Street edge and creating a route separated from the pedestrian mall with bollards to allow authorised vehicles to approach the retractable bollards on Tyler St.</p> <p>The Tyler St bollards would generally remain up but authorised vehicles (such as those owned by residents of the Endeans Building) would be able to have them lowered.</p>	<p>There is access from Quay Street to Tyler Street via Commerce Street.</p> <p>The suggestion for access across Queen Street, is not in alignment with the proposed design and use of this area as a pedestrian mall for the benefit of the public. This suggestion may be of direct benefit to occupants of buildings in Tyler Street, but that benefit would not outweigh the disbenefit caused to all other users of the pedestrian mall in terms of the operational, visual and amenity issues it would cause. It is also not considered necessary if other options for loading zones are provided in the area.</p>
<b>Residents' issues</b>	
<p><b>The proposal creates issues for the residents of the surrounding apartment buildings</b></p> <p>The placement of bollards on Tyler St will mean both pedestrian entrances to the Endeans Building will be blocked to vehicles. With more than 30 apartments and several commercial operators - (most of whom don't have carparks in the vicinity) it was stated that they need to have daily access for trade vehicles and occupiers to move gear in and out.</p> <p>Occupiers of the Endeans building had access to 6 parking permits for Tyler St (during the time the Britomart station was constructed in the Central Post Office building) – Residents would like it if these re-instated.</p> <p>Residents of the Endeans Building feel that they have had to put up with a lot of disruption caused by events and construction in the area and by specific actions taken in relation to their building (For example they were required at short notice to remove the Veranda/Canopy before the Rugby World Cup, but were then required to replace it (despite none of our neighbouring buildings having one). There is frustration that after all of the disruption is completed the new pedestrian mall controls will mean that access to their building from vehicles will not go back to being at least as good as it was before the works.</p> <p>Prior to the works even though there was no parking space available on Queen Street their contractors could risk parking unlawfully on the wide footpath adjacent to their Queen St entrance if necessary for something like a furniture removal truck. The proposed bollards will make this option unavailable</p>	<p>The proposed bollards on Tyler St are spaced widely enough that they will not impose any obstruction for pedestrians or people loading or unloading goods from vehicles.</p> <p>The permits scheme provided by the former Auckland City Council expired a long time ago and there are no plans by Auckland Transport to restore this type of scheme for a single building.</p> <p>Residents and occupiers of the Endeans Building will have access to loading zones in the area on Quay St, Commerce St as well as the times that Tyler St is a loading zone. Although not part of this pedestrian mall project proposal it is intended to propose that the amount of time that a driver can be away from their vehicle in the Quay and Tyler Streets loading zones will be 20 minutes rather than the standard 5 minutes, this being requested during meetings with Endeans residents who noted that the nature of their building could make it difficult for a resident to take a package from the loading zone to their apartment and get back to move the vehicle within 5 minutes.</p> <p>At times when deliveries need to be made to the Endeans building using a vehicle that is too large to turn around or reverse from Tyler St, it will be possible to apply for authorisation for the bollards to be lowered to allow the vehicle to drive through and if necessary stop on the pedestrian mall.</p> <p>It is not accepted that the pedestrian mall consultation would have been the first time that residents in the area would have had an indication that the plans were going to propose removing vehicles from these sections of Queen Street. The plaza designs and drawings shared at various engagement meetings should have indicated that this was an option being considered.</p>



Design suggestion in feedback	AT response
<p>It is stated that residents around the square were not told of plans to remove traffic from Lower Queen Street during previous engagements from CRL Limited, Auckland Council and CCOs</p>	
<p><b>Impact on businesses</b></p>	
<p><b>People suggested that the proposal will have the following impacts on businesses</b></p> <p>People will be less likely to visit CBD businesses if they cannot easily drive through the area</p> <p>Businesses will need goods delivered or perhaps for taxis or ride sharing pickups</p> <p>Lower Queen Street caters mostly to commuters and limiting the number of busses in the area will reduce the number commuters and therefor the amount of money spent at surrounding businesses</p> <p>It will kill inner city businesses</p>	<p>AT disagrees with these suggestions that the pedestrian mall amendment will have these negative impacts. There has historically been very limited ability to drive through this area and none at all in recent times during the CRL construction works. The pedestrian mall amendments will therefore not have a significant impact on vehicle movements in a way that affects customers accessing businesses in the area.</p> <p>Allowance is made within the proposals for the pedestrian mall and other roads in the area for deliveries to businesses.</p> <p>The current and future plans for the location of bus stops in the surrounding area is considered to be an improvement of the operation of the bus network compared to returning buses to Lower Queen St.</p>
<p><b>Exemption themes</b></p>	
<p><b>No Exemptions</b></p>	
<p><b>There should be no exemptions for access to the square</b></p> <p>Pedestrian area should be dominated by pedestrian</p> <p>Any exemptions will be abused and ruined for everyone</p> <p>Not even for bikes or scooters</p> <p>Once there is access drivers will disobey signs</p> <p>Existing shared spaces have seen cars and other vehicles slowly start increasing their speeds and pushing through such spaces</p> <p>Business should find other solution which doesn't use vehicle</p>	<p>It would not be practical to have absolutely no exemptions. There would always need to be the possibly of emergency vehicles needing access and vehicles necessary for undertaking maintenance in the pedestrian mall and the surrounding buildings.</p> <p>It is accepted that there will be some vehicles that are needed to make deliveries/collections or support services on Galway street and Tyler Street that are too large to turn around or reverse out of the shared spaces on those streets. It considered safer to allow for (what is expected to be a fairly low number of) vehicles to travel forwards through the pedestrian mall to exit through the other of this pair of streets. For any vehicle authorised to drive through the pedestrian mall the space will still be primarily pedestrian focuses so for those drivers it will legally be a shared zone and they must give way to pedestrians.</p> <p>The operational plan for the pedestrian mall 9which will set out the criteria and process for gaining approval to drive on the mall) will discourage the unnecessary use of vehicles that are too large for Tyler Street and Galway Street. It will also place time limits on when such manoeuvres can happen.</p>
<p><b>Minimal Exemptions</b></p>	
<p><b>Any exemptions should be kept to the bare minimum</b></p> <p>Vehicles that are granted exemptions should be appropriately sized for their jobs. Large trucks shouldn't be allowed to be used to deliver small boxes. Unless it needs a tail lift a van or smaller will do.</p> <p>Allowing extra exemptions will undermine the purpose of the pedestrian mall</p> <p>Vehicle exemptions should be limited to enable the benefits of full pedestrian access at most times, including busy periods and holidays</p>	<p>Agreed. The wording of the exemption provisions and the operational plan under which exemptions are granted will seek to ensure that the exemptions are kept to a bare minimum.</p>

Design suggestion in feedback	AT response
<b>Bikes &amp; scooters</b>	
<p><b>Bikes and scooters should be allowed in the pedestrian mall on the following conditions</b></p> <p>E-scooters etc. should be allowed, but geo-location speed limits should apply</p> <p>Safety measures in place such as designated parking areas for e-scooters so they don't become a trip hazard</p> <p>Speed limits for bikes and scooters to keep it a safe space for older and disabled pedestrians too</p>	<p>The wording of the exemption will impose the conditions recently proposed by Waka Kotahi NZTA when consulting on allowing cycles on footpaths. This will help to make it clear that pedestrians have right of way. Cyclists and scooter users must ride cautiously and at less than 15km/h.</p> <p>There will be cycle parking in the area and having specific locations where people are encouraged to park scooters will be investigated.</p>
<p><b>Bikes and scooters should not be allowed in the pedestrian mall</b></p> <p>Without designated lanes for these 'vehicles' their presence would both be potentially dangerous and seriously detract from the relaxed, pleasurable calm of a truly pedestrian precinct.</p>	<p>It is not proposed to prohibit cycles and scooters from being ridden in the pedestrian mall, but they will have to give way to pedestrians, be ridden with care and consideration and not exceed 15km/h. Allowing for active modes like cycles and scooters to pass through the pedestrian mall is seen as being in line with the overall approach to supporting cycling and is not considered to pose an undue risk to safety. It also reflects the practical reality that there would not be any effective enforcement of a prohibition on this activity.</p>
<b>Exemption times for service vehicles</b>	
<p><b>Service vehicles should could be allowed into the square at the following times</b></p> <p>Outside of peak times</p> <p>Overnight from 9pm to 8/9/10am Sunday to Thursday</p> <p>Before 10am &amp; after 9pm</p> <p>After 10pm and before 7am</p> <p>After 10pm, before 5am</p> <p>Between 8:00am and 6:00pm</p> <p>9pm-5am</p>	<p>The wording of the exemptions and the operational plan for how those exemptions will be applied will seek to avoid having vehicles in the pedestrian mall at the peak times for commuters and during the lunch period when the mall may also be busy with pedestrians.</p>
<b>Other exemptions</b>	
<p><b>The following other exemptions should be considered</b></p> <p>Access for people with disabilities</p> <p>That access to private car parks in Tyler Street Apartments is allowed</p> <p>Total Mobility taxis should also be exempted</p> <p>Vehicles needed for special events held in the square</p>	<p>As there will be alternatives available for providing access to the area for people with disabilities it is not considered necessary to provide access to the pedestrian mall itself to vehicles that are carrying people with disabilities.</p> <p>The off-street parking for apartments and business on Tyler Street can be accessed from the Commerce Street end of Tyler Street and do not require access to the pedestrian mall.</p> <p>Vehicles needed for events being held in the pedestrian mall are covered by the exemptions and access for these purposes will be covered by the operational plan for the pedestrian mall.</p>





Commerce Street

- Pedestrian mall
- Bollards
- Shared space

Customs Street West

Queen Street

Customs Street East

**REVISION HISTORY**

NO	DESCRIPTION	BY	DATE
A	FIRST ISSUE	CP	28/10/2020

LOWER QUEEN STREET, AUCKLAND CENTRAL, WAITEMATA LOCAL BOARD  
 PEDESTRIAN MALL  
 RESOLUTION ID: 16376

**SURVEYED:**  
**DESIGNED:** T SUGRUE  
**DRAWN:** C PRICE  
**DWG CHECK:** T SUGRUE

**DRAWING DATE:** 28/10/2020  
**A3 DRAWING SCALE:** N.T.S.  
**DRAWING NO.:** CP-2020-029

**REV**  
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**SHEET**  
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