

CITY CENTRE LOADING AND SERVICING DISRUPTION MANAGEMENT PLAN

August update

Auckland Transport

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About MRCagney

MRCagney is a sustainable transportation consultancy that operates in a unique space for Aotearoa, combining sustainable transport strategy and planning, urban design and research.

We work on projects that shape the way New Zealanders move around their cities and towns, developing approaches that bring sustainable long-term solutions.

We consider how transport infrastructure works together with urban space and how this contributes to broader social, economic, environmental, and cultural outcomes.

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Introduction

Loading and servicing is a critical activity for the everyday operation of the Auckland City Centre (the City Centre). The City Centre is undergoing a series of significant changes to the built environment with several transformative transportation projects underway at the same time. This includes public projects such as the City Rail Link, Wai Horotiu Queen Street project, and the Wellesley Street Bus Improvements, alongside private developments and underground service works. During the construction of these projects there will be disruption to on-street parking and the way that loading and servicing is carried out.

This project provides analysis of the disruption between March 2022 and March 2023 to understand the impacts on loading and servicing operations. Future state loading and servicing outcomes after 2022 are being addressed through other projects.

The first phase of this project involves a thorough assessment of the user requirements for loading and servicing. This is included as an Appendix to this report.

Purpose of this document

This document contains recommended changes to ensure the effective operation of loading and servicing activity in the City Centre through until the end of 2022. The City Centre has been broken down into ten areas for analysis. An assessment of loading and servicing has been carried out in each area as well as identification of the main issues.

This document focuses on areas of the City Centre where the most disruption is occurring. It also identifies changes that would improve short-term operations in areas that aren't experiencing disruption. It is expected that AT will use this plan as supporting evidence to ensure that City Centre projects mitigate their impacts on loading and servicing.

How to read this document

This report is structured as follows:

Introduction explains the purpose of the report, the background and previous work completed, strategic context, and how this project was developed.

User Requirements provides a summary of the user requirements for loading and servicing and a summary of the main findings from the user requirements phase of the project.

Baseline and Disruption explains the existing operation and facilities that support loading and servicing, and the disruption that is occurring.

Analysis and Recommendations is the main part of this report. This section provides general recommendations to support loading and servicing across the whole City Centre and specific analysis and recommendations for each area of the City Centre.

Loading and Servicing Trials explains two potential innovative loading and servicing initiatives that could be trialled. This includes information explaining the benefits of each approach.

Appendix A contains the User Requirements Document that was delivered on the 17th November 2021.



Introduction

What is Loading and Servicing?

For the purpose of this report, loading and servicing is defined as activities that involve:

- the delivery or collection of goods
- carrying out a service like building maintenance
- picking-up or dropping-off people

The City Centre is home to a variety of land uses including retail, offices, housing, entertainment, and hospitality. All of these require goods to be picked up and dropped off, services to be undertaken and people to arrive and leave.

Often, these activities take place on the street, especially in parts of the city where off-street parking spaces are uncommon.

Because of the density of the City Centre, loading and servicing needs to compete for street space with other uses such as people space, public transport infrastructure and other demands for parking. This competition for space will increase as the City Centre grows and street space is redesigned to support this growth. AT is currently reviewing the Parking Strategy and undertaking complementary work to provide up-to-date guidance for how kerb space should be prioritised.

The User Requirements Document delivered on the 17th November describes types of loading and servicing activities in detail (see Appendix A).

Auckland has two types of on-street loading zones:

1. General loading zones that anyone dropping off goods or people can park in, and
2. Goods vehicle loading zones that are reserved for commercial goods vehicles. A goods vehicle is defined as being “primarily for the carriage of goods and either has at least four wheels or has three wheels and a gross vehicle mass exceeding one tonne”



Introduction

Strategic Context

The City Centre Master Plan (CCMP) has been developed under the direction of the Auckland Plan. It outlines the strategic vision for the City Centre and includes the main projects generating disruption in the area. These fall under eight key transformational moves such as 'The Green Link' (Transformational Move 6) which includes the Victoria Street linear park, and 'Waihorotiu / Queen Street Valley' (Transformational Move 3) which encompasses the work needed to make Queen Street Valley (QSV) more accessible, more attractive, and more prosperous, with pedestrian-friendly streets and better connections to the rest of the City Centre.

There are ten outcomes in the CCMP which represent the overall strategic direction for the City Centre and waterfront. These outcomes provide critical support for the eight transformational moves and associated opportunities for future and current projects. These ten outcomes articulate the values that apply to the transformation, and include for example, 'the city centre in Tāmaki Makaurau / Auckland should have safe, healthy and sustainable travel options both inwards and outwards' (Outcome 2) and 'a focus on an accessible and inclusive city centre. We want a city centre that is welcoming to all in Tāmaki Makaurau' (Outcome 2).

Access for Everyone (A4E) is the transport framework that will enable the vision of, and forms part of the CCMP.

This access component is based, in summary, on the following:

- limiting motorised through-traffic
- prioritising access to city centre destinations
- creating new spaces
- improving access for servicing, freight and delivery
- favouring public transport, walking and cycling

AT also has a Parking Strategy which was adopted in 2015, and this is currently in the process of review to ensure it is up-to-date and

includes the best objectives and principles to support development in Auckland, including in the City Centre area.

The Parking Strategy and Transport Design Manual has policy guidance for the design and considerations for loading zones.

Whilst ultimately the A4E plan and the revision of the parking strategy will see improved access for servicing, freight, and delivery, as well as a better City Centre for everyone, the works required to make the planned transformation will cause disruption in the short term. This disruption management plan aims to mitigate the disruption as much as possible.

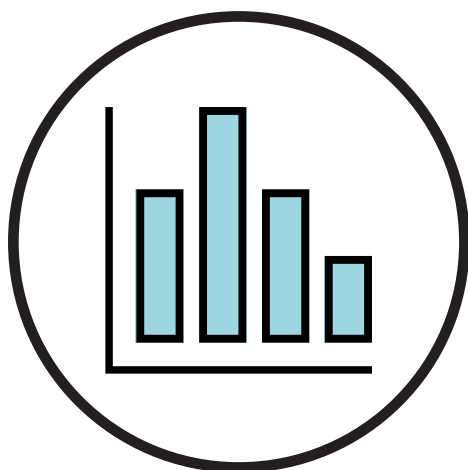


Source: Auckland Council, <https://www.aucklandccmp.co.nz/opportunities/queen-street-putting-pedestrians-first/>

Introduction

Project Methodology

The methodology followed for this project is described below.



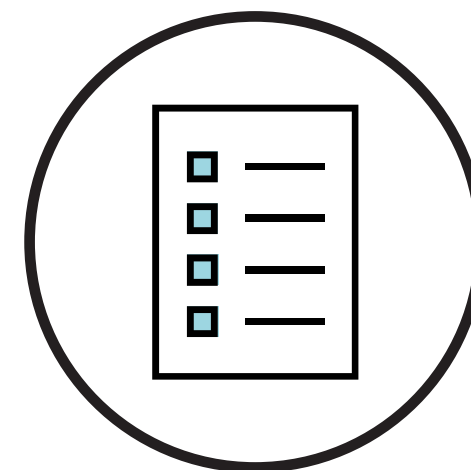
1. Information Collection.

This involved meeting key stakeholders and collecting relevant information required for the project. This included data on parking and loading, parking occupancy reports, Ola activity, previous work carried out, information from the City Centre works programme (which includes major private developments), and contacting project managers to understand the level of disruption occurring over the project time frame.



2. Develop User Requirements.

This involved analysis to understand the various elements of loading and servicing. This included talking to 13 stakeholders including delivery companies, service companies and City Centre businesses.



3. Develop Loading and Servicing Plan.

This involved breaking the City Centre into 10 separate areas and conducting a thorough analysis of each area and developing recommendations.

User Requirements

Loading and servicing is a critical activity for the everyday operation of the Auckland City Centre.

The City Centre is home to a variety of land uses including retail, offices, housing, entertainment, and hospitality. This document addresses three types of loading and servicing activity in the City Centre with distinct requirements, and which use different types of vehicles:

- Goods delivery and pick-up
- Trades and servicing
- People pick-up and drop-off

The user requirements for these activities were explained in detail in the User Requirements Document, which is attached in Appendix A. The key findings of the user requirements work are shown below and have been separated into those which apply to loading and servicing activities generally, as well as the three specific loading and servicing categories.

General

- The City Centre currently has fairly good coverage of loading zones, and these are concentrated in areas that have limited off-street loading capacity. However, construction is changing the availability of on-street loading facilities and this is causing challenges for many delivery, service and pick-up and drop-off activities.
- There are large areas of the City Centre that have private off-street loading facilities however these are not always available or being used.

- In a 2021 Queen Street survey, 32% of illegal parking instances were trucks, suggesting there is difficulty in finding a convenient places to park, or that loading zones provide insufficient time for deliveries. Between Mayoral Drive and Wellesley Street is an illegal parking hot spot.
- Ineffective enforcement was a recurring theme. There is significant impact when loading zones are not available, including missed appointments, repeat visits to jobs, increased costs, and increased congestion. This was mentioned as a specific issue on Karangahape Road.
- Many people interpret the five-minute time restriction on loading zones as a literal limit on parking. It is not well understood that while loading you may stay longer.
- Some businesses are willing to adapt their loading and servicing activities. There is uptake of electric delivery vehicles, a courier is investing in electric cargo-bikes for deliveries, and some service companies are using car park buildings where possible instead of on-street.



User Requirements

Goods Delivery and Pick-Up

- Most deliveries are concentrated in the mornings however there are deliveries throughout the day. Shared space streets work well for quick deliveries before 11am.
- Bulk food and drink delivery companies are concerned about a lack of loading zone space in the City Centre. One company suggested a system whereby loading zones could be booked and reserved as a way to manage demand and give certainty to the delivery driver and customer.
- There is an increasing amount of pick-up activity in the City Centre. This is mostly concentrated in the late afternoons – between 4pm and 5pm.
- It is increasingly common for small businesses to deliver stock themselves and often in a private car. This is a challenge as they may not be recognised as a goods vehicle, and some get infringements.
- There is a wide range of goods delivered to the City Centre. Bulky or heavy products need parking that is close by on relatively flat surface.
- Takeout food delivery services are increasingly using e-bikes to deliver in the City Centre to avoid issues with finding car parking.
- A number of delivery and pick-up vehicles are too long for some loading zones.

Trades and Services

- Nearly 50% of the trade or mobile services businesses surveyed by AT had turned down business in the City Centre due to parking or loading issues. (Auckland Transport, Gravitass, 2017).
- Tradespeople usually have a lot of equipment and product. They often need to trip back and forth to their van. Many jobs in QSV require use of on-street parking.
- Tradespeople often can't use car park buildings because of the height of their vehicles, they often have ladders or other equipment on the roof. Some trades businesses have shifted to using vehicles that can access car park buildings.
- There is a range of trades and services that operate daily in the City Centre. Almost of all of these arrive by vehicle and vans are the most common vehicle.

Pick-up and Drop-off

- There is an increasing number of people using ride-share to travel to shows and entertainment due to the convenience of the service.
- There are hot spots for people pick-up and drop-off around the city. This varies by time of day and day of week.
- It is not clear to drivers and people getting dropped off where the appropriate locations for pick-up drop-off activities are.
- Transport and access can be significant barriers for disabled people visiting the City Centre.



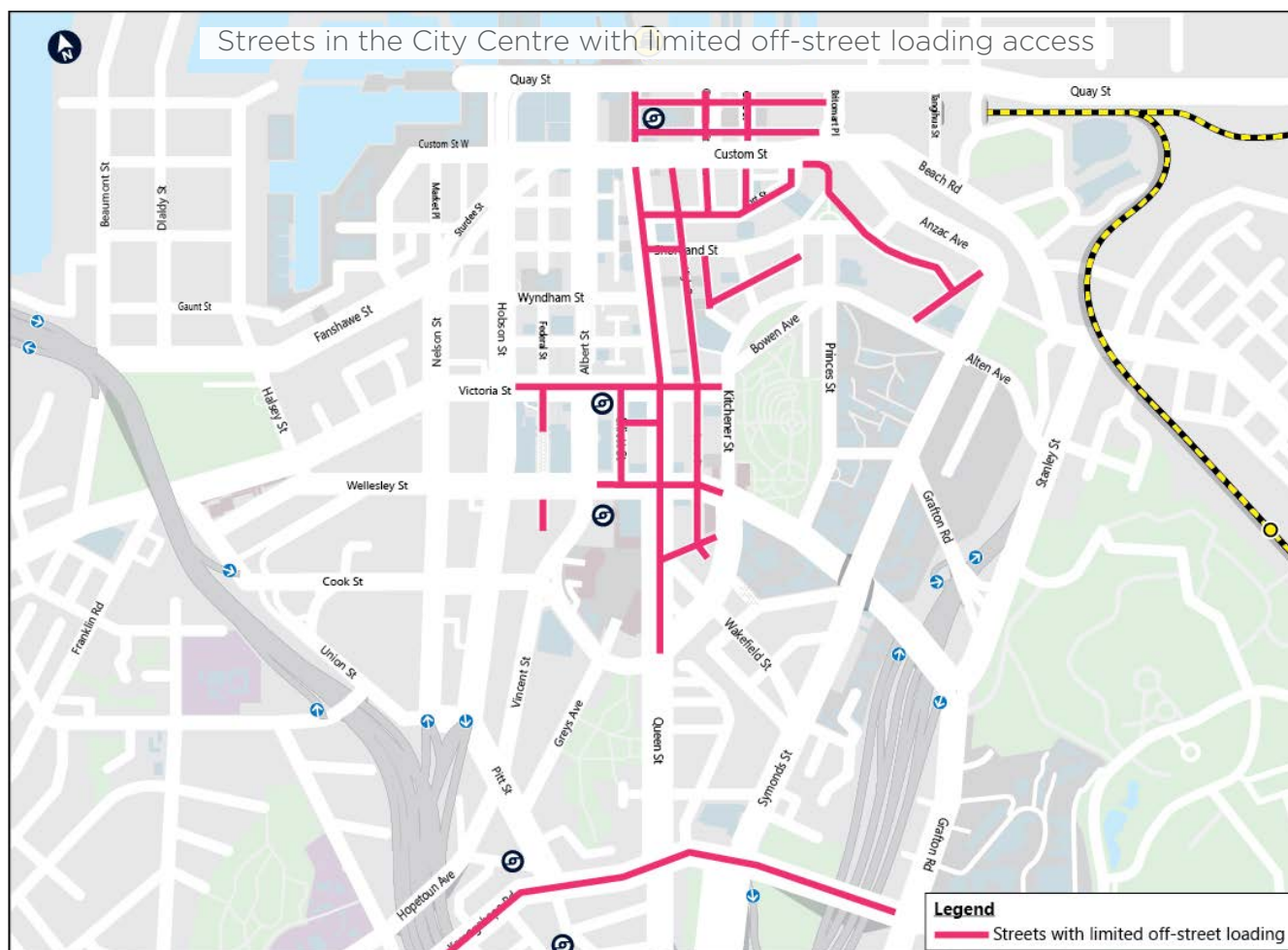
Baseline and Disruption

This section explains the existing context of loading and servicing in the City Centre and the disruption that is occurring through to March 2023.

Existing Facilities

AT has a record of parking and loading zones in the City Centre and this information is shown in the AT Park maps that are available for the public to use.

There are areas of the City Centre where there is very little access to on-site loading facilities and most loading and servicing activity occurs on the street. Conversely there are areas of the City Centre where most buildings have off-street parking access and loading facilities.

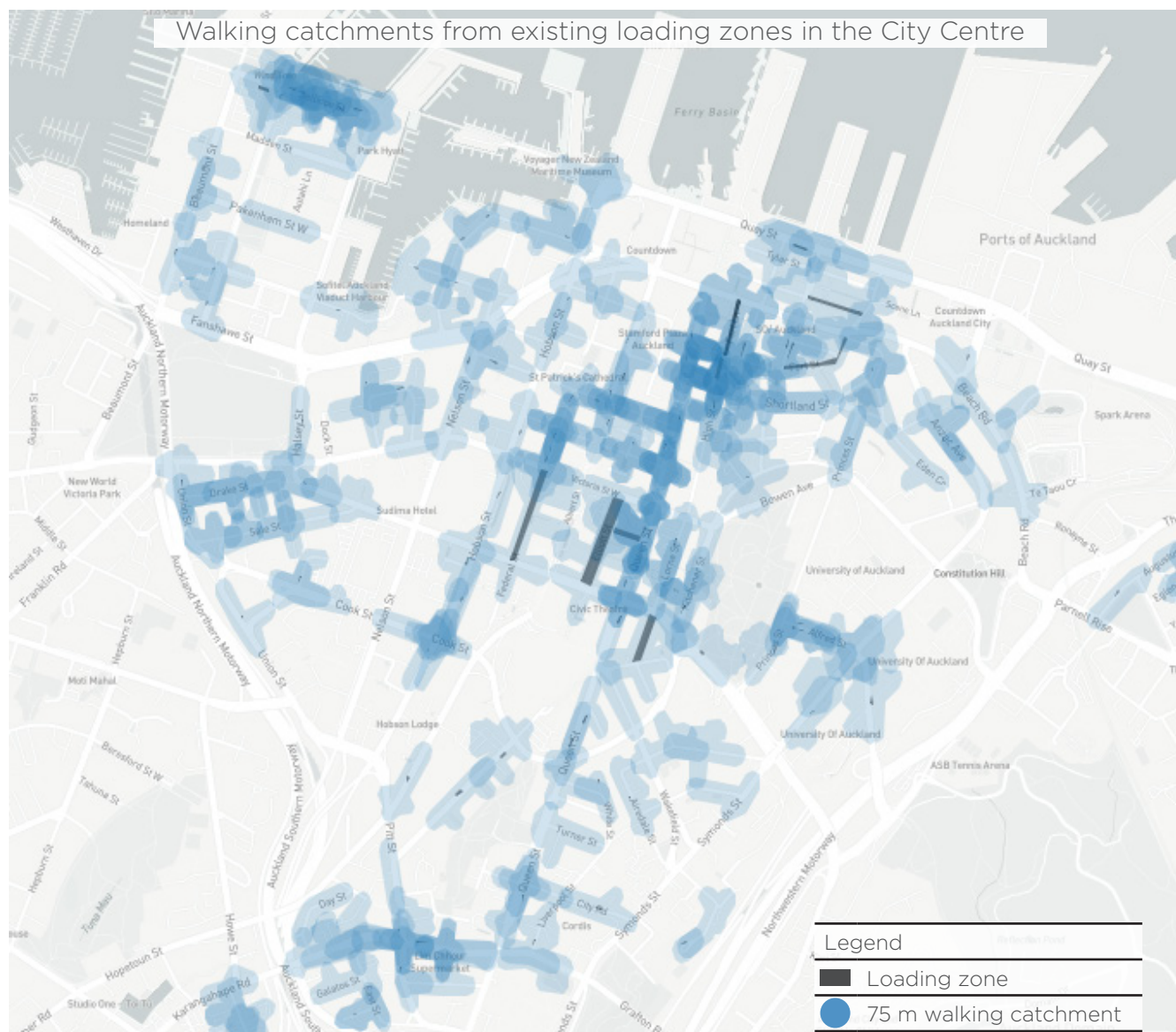


Baseline and Disruption

Loading Zones

The loading zone data from AT has been mapped to show the coverage across the City Centre. The User Requirements phase of this project showed that there is a wide range of acceptable walking distances from loading zones and this is dependent on the types of goods being delivered. For this project, a conservative 75 metre walking catchment around existing loading zones was used. This is shown on the adjacent map and demonstrates gaps that are not well served by loading zones.

Note: this map is based off geodata information supplied by AT on loading zone locations. Site visits by the project team have found that there are several loading zones missing from this data set and some loading zones in the data set that are no longer on the street.

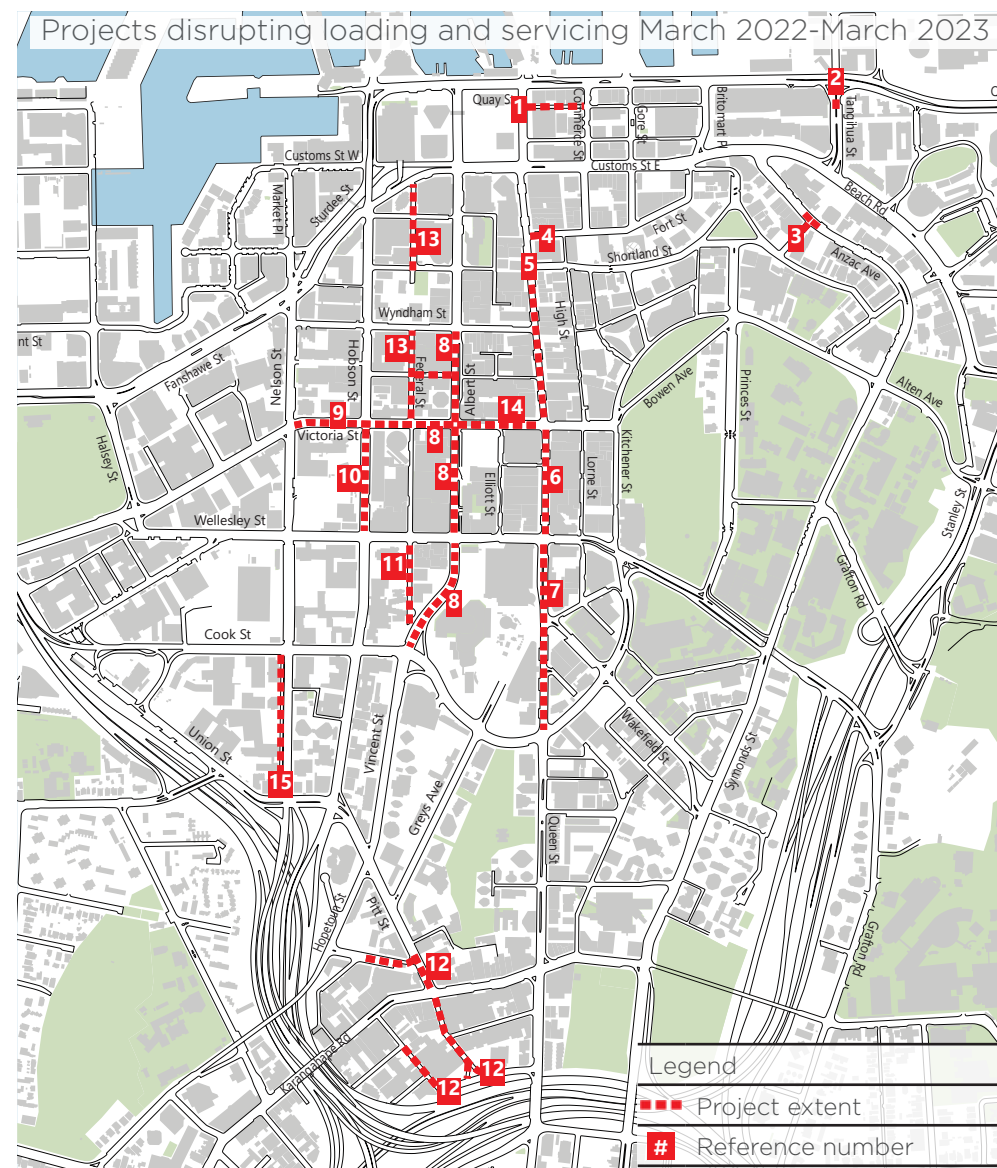


Baseline and Disruption

Several major construction projects and a series of smaller projects are currently occurring or about to commence in Auckland's City Centre between March 2022 and March 2023. During construction, these projects can block or remove access to on-street parking or loading spaces. While major projects will typically consider this impact during the construction planning process, with constrained space within the City Centre, suitable alternatives are not always available.

The major projects over the next 12 months and their disruptions are covered in the table below and highlighted in the adjacent map. Note some projects (notably Vector projects) are discussed in later sections but not included here due to uncertainty over project extents. Detailed accounts of the disruption that is occurring within the City Centre are covered by area within the Analysis and Recommendations section.

Number	Project
1	Tyler Street closure
2	Quay Street and Tangihua Road
3	Anzac Avenue and Short Street
4	Fort Street closure
5	Wai Horotiu Queen Street Valley Pilot - Zone 3
6	Wai Horotiu Queen Street Valley Pilot - Zone 4
7	Wai Horotiu Queen Street Valley Pilot - Zone 5
8	CRL Aotea Station works
9	Victoria Street temporary cycleway
10	NZICC Construction
11	Federal Street Phase 2 (Wellesley - Mayoral)
12	CRL Karangahape Station works
13	Federal Street Phase 3 (Victoria - Fanshawe)
14	Te Ha Noa - Victoria Street Linear Park
15	Nelson Street Slip Lane Upgrade
16	Vincent Street (Pitt St to Mayoral Drive) Cycleway



Analysis and Recommendations

This section provides analysis of the various components of loading and servicing, and recommendations to support loading and servicing. Changes are intended to mitigate the disruption occurring in the City Centre as described in the previous section, and provide improvements to the identified problems. Some of these recommended changes will be temporary while the street disruption is occurring, and some will be longer term solutions once streets redesigns are complete. For the Mid-town Area, where most disruption is occurring, AT has commissioned another project looking at longer term future state loading and servicing solutions.

The City Centre has been separated into 10 areas based on the A4E concept that is included in the CCMP. Each Area is separated by a major street and has a relatively consistent land use and similar characteristics.

General recommendations that apply across the City Centre are provided as well as specific recommendations for each area.



Note: The Upper Queen Area has been combined with the Cook/Union Area for this report.

Analysis and Recommendations

General Recommendations

These general recommendations will support improvements in loading and servicing across the City Centre over the short to medium term:

- 1. Signage.** Provide clear signage to direct people to pick-up drop-off zones. The ability for the public to pick-up and drop-off goods and people is an increasingly important function in the City Centre as parking is becoming more and more scarce.
- 2. Industry Engagement.** Engage with the loading and servicing industry to ensure they are updated with the latest information on changes to loading and servicing. This is also an opportunity to promote the information on AT Park. The location of parking and loading, and the indicative live occupancy information will be very useful to delivery, trade and service drivers however this information within the app is not well known.
- 3. Website and Social Media.** Create a page on the AT Website dedicated to loading and servicing. Regular updates can be posted to the website and social media to explain street changes and disruption, and where loading zones are located. Include case studies of businesses that have successfully adapted the way they deliver goods and services in the city centre such as Coca-Cola or Urgent Couriers to respond to changes. Market this page to the loading and servicing industry.
- 4. Parking Sensors.** Deploy parking sensors across the City Centre at key loading zones to get useful data on usage. This information can inform enforcement patterns and can be

shared with the loading and servicing industry to inform them of times of best availability.

- 5. Manage Occupancy.** Apply demand responsive pricing policy more regularly across the City Centre to ensure that parking is well managed within the target range of 70-90% occupancy. This will reduce congestion and improve options for trade and service companies.
- 6. Paid Parking Information.** Ensure that loading zone and parking information data is up to date in AT Park and amend the paid parking polygons to make them more accurate. Consider making changes to the AT Park app to differentiate between goods vehicle loading zones and general loading

zones. This information will be useful to the public, delivery and servicing drivers and will make it easier to find a general car park or loading zone.

- 7. Regulations.** Work with the AT legal team to investigate whether paid parking can be reserved for trade and service vehicles.
- 8. Funding.** Dedicate funding and resources in future budgets to ensure that the initiatives listed above happen.
- 9. Coordination with Planned Projects:** Coordinate with existing or planned projects within the City Centre to ensure they include the recommendations of this plan where they are within the project extents.



Analysis and Recommendations

Queen Street Valley

Characteristics

The Queen Street Valley (QSV) is home to Auckland's premier shopping street, the cultural hub of the city, and the major transport terminals of the City Centre. The QSV area runs from Mayoral Drive to the Waitematā and covers the width of the city between Albert Street and Albert Park including High Street, Lorne Street and the western half of Fort Street.

The Downtown Ferry Terminal, Britomart Station – currently Auckland's busiest and the Lower Albert Street bus terminus are all located in the northern end of QSV area, providing good access to this area by public transport. Also at the northern end is Queens Wharf with the Cloud and Shed 10 as event venues. Queens Wharf also operates as one of the berthing and processing locations for cruise liners in Auckland.

The cultural hub of the City Centre is located at the southern end with The Civic, Aotea Centre and Town Hall being major attractions. In between, there is ground floor retail with a mixture of residential and office buildings above. This area of the City Centre has high volumes of pedestrians throughout the day, but especially either side of standard business hours and at lunchtime.

Customs Street, Mayoral Drive, and Wellesley Street East are the three main vehicle routes into this area of the City Centre.

Loading and Servicing

Based on the land uses in the QSV area, the following loading and servicing activities are likely to be most common or significant:

- Taxi & ride-share and general public pick-up and drop-off: the arts precinct surrounding Aotea Square is a strong attractor for these activities at night-time and especially on Thursdays, Fridays, and Saturdays as shown in the Ola data.
- Coach pick-up and drop-off: the arts precinct, Queens Wharf and hotels are common destinations for coaches
- Fashion and retail delivery: with a large number of retailers in this area of the City Centre, getting goods to stores is critical for daily operation.
- Trades and services: with many older buildings within this area of the City Centre, retrofits and more frequent servicing is likely to maintain the buildings.
- Food and drink delivery: interspersed with the retail activities in this area are cafes, restaurants, superettes, and supermarkets that need regular deliveries of food and drink.

Current Provisions

Queen Street itself has no private vehicle accessways between Mayoral Drive and Quay Street, meaning that all buildings on Queen Street must be delivered to from the back streets or via on-street parking/loading zones.

Similar circumstances exist on other streets in the area including Wellesley Street, Victoria Street, High Street, Lorne Street and Fort Street.

Sections of Federal Street, Jean Batten Place, Fort Lane, the western end of Fort Street, part of Lorne Street, Galway Street and part of Tyler Street all operate as shared zones with P5 loading permitted between 6-11am daily. In total, there are approximately 59 loading zones within the QSV area.

On-street paid parking is limited to a handful of streets in this area including side streets near the southern end of Queen Street, Kitchener Street, Lorne Street, High Street, Shortland Street and Chancery Street. In total there are approximately 185 on-street parking bays in the QSV.

Major off-street car parks in the area include:

- Princes Wharf: 280 spaces
- 27 Fort Street: 70 spaces
- SAP Tower – 151 Queen Street: 313 spaces
- Victoria Car Park – 30 Kitchener Street: 850 spaces
- 6-12 Kitchener Street: 330 spaces
- Elliott St/Victoria Street West: 135 spaces
- Civic Car Park: 928 spaces

Based on the 75 m walking catchment from each of the on-street loading zones in the area that is shown below, there is good coverage of on-street loading zones. However, the intensity of activity within this area of the City Centre means that good coverage is not sufficient.

Analysis and Recommendations

Queen Street Valley

Disruption

Disruption in the QSV area is centred on three major projects:

- City Rail Link: Aotea Station development continues through 2022 centred around the southern end of Albert Street and Victoria Street.
- Wai Horotiu Queen Street project: Planned for construction in three stages throughout 2022 and will cause disruption to Queen Street between Mayoral Drive and Shortland Street.
- Te Hā Noa – Victoria Street Linear Park project: Construction works to rebuild Victoria Street between Queen Street and Hobson Street begin in late 2022

Deficiencies/Problems

Recent changes to the street have removed all loading zones on Wellesley Street. Several businesses and Heart of the City have expressed concerns about a lack of loading space.

All parking and loading has been removed from Victoria Street and the CRL works is making vehicle access difficult. Delivery companies are having to use Durham Lane and walk around to Victoria Street. They are unable to do this within the 5 minute time limit.

Very little on-street parking in Britomart Area for trades and services although it is understood that some of these service vehicles use the Britomart Car Park.

High demand for pick up and drop off of people, particularly around Arts Precinct and Queen Street. There is less parking space for this to occur safely.

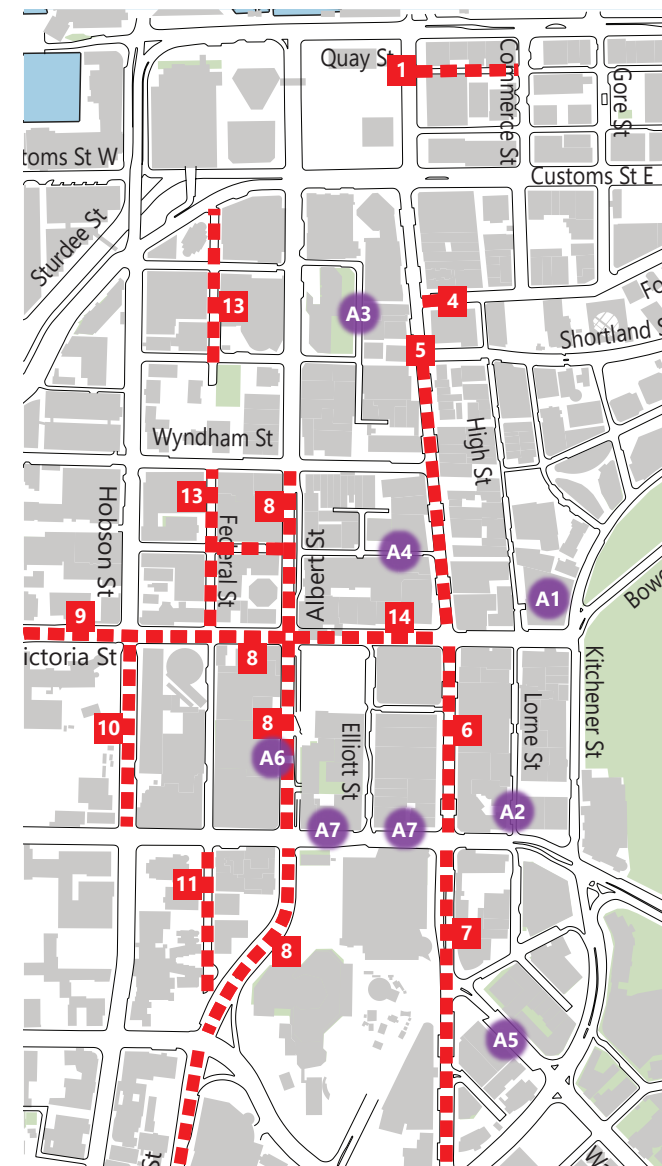
There is very little paid parking for service vehicles around the Fort Street, Commerce Street, Gore Street area, however the Wilson car park on Fort Street that is often used by trade and service vehicles.



Analysis and Recommendations

Queen Street Valley

Number	Recommended Change
A1 - Victoria Street Car Park	In 2019 AT allocated spaces within the Victoria Street car park for service and trade vehicles that need to carry out work in the Auckland City Centre. This is a good concept and possibly didn't get much uptake due to a lack of awareness from the industry. AT should consider a marketing campaign to inform the service industry of this and understand any barriers to using it. This would need a budget for a marketing campaign with applicable service vehicle companies. These companies may choose to change the vehicle they use to do jobs in the City Centre if they know they can access parking easily. This would also be a chance to promote the AT Park app.
A2 - Lorne Street	Convert four car parks (23m) on the eastern kerb closest to Wellesley Street to a General P5 Loading Zone at all times. Use this space as an evening PUDO area for Civic Theatre.
A3 - Mills Lane	Convert the broken yellow lines to create a 60 metre paid P30 goods vehicle loading zone on the eastern kerb of Mills Lane. This should be done once the hotel development on the corner of Wyndham Street and Albert Street has finished. The lane is one way heading north and there is enough carriageway width to accommodate loading on the eastern kerb. There is step-free access to Queen Street and Albert Street.
A4 - Durham Lane	Join up the two existing loading zones to create one long Goods Vehicle loading zone of approximately 40 metres in length. The time limit of this loading zone should be extended to 15 minutes to reflect that delivery companies will use it to access businesses on Victoria Street.
A5 - Wakefield Street	Convert three angled parking spaces on the south side of Wakefield Street to Taxi Stands.
A6 - Albert Street	Convert bus stop closest to pedestrian crossing to a loading zone from 3am - 6am.
A7 - Wellesley Street	Convert bus stops to loading zones from 3am-6am.



Analysis and Recommendations

Downtown East

Characteristics

The Downtown East area is home to the densest concentration of employment in New Zealand with predominantly businesses of “professional, scientific and technical services”. Downtown East also has a large residential population with 11,300 people living in the area. Retail and hospitality businesses are also scattered through this part of the City Centre.

Spark Arena is a major attraction for big events and sits in the north eastern corner of this area, while Britomart Station (currently Auckland’s busiest) is located in the north western corner. The presence of Britomart Station along with major bus routes from the central and eastern suburbs of Auckland means the Downtown East area is well served by public transport. The University of Auckland also has part of its campus in the middle of the block between Waterloo Quadrant and Eden Crescent.

Beach Road and Quay Street are the two main vehicle routes into this area of the City Centre from the motorways and Tamaki Drive respectively.

Loading and Servicing

Based on the land-use in the Downtown East area, the following loading and servicing activities are likely to be most common:

- Parcel/Courier delivery: a high number of professional services businesses can indicate strong demand for mail and document courier, these businesses are most highly concentrated on Shortland Street.

- Office supplies delivery: turnover and the high quantity of businesses within the area leads to a likely high demand of office supply delivery.
- Trades and services activities are required throughout the area for residential, office, retail and hospitality businesses.
- People pick-up and drop-off: likely to be concentrated around Spark Arena when events are on, and around Britomart Station where people are transferring from cars to trains or vice versa.
- Food and drink delivery: a concentration of hospitality businesses around Takutai Square require food and drink delivery.

Current Provisions

Large commercial and residential buildings within the Downtown East area such as the Vero Centre, Lumley Tower, and the Scene Apartments have their own spaces for loading and servicing. Some smaller businesses and residential buildings have their own dedicated areas for loading and servicing, but it is not guaranteed, and many rely on on-street loading zones or parking spaces.

Fort Street between Gore Street and Customs Street East, and Galway Street between Gore Street and Britomart place are both shared zones which act as P5 loading zones between 6-11am. In total, there are approximately 21 on-street loading zones in the area.

Major off-street car parks in the area include:

- Britomart Car Park – 88 Quay Street: 710 spaces

- Arena Car Park – Dockside Lane: 500 spaces
- 7 Ngaoho Place: 140 spaces
- Railway Station Car Park and Te Taou Crescent: 198 spaces (when all combined)
- 73 Anzac Avenue: 220 spaces
- The Chancery – 8 Bacons Lane: 286 spaces
- The Shortland Street Carpark – 71 Shortland Street: 375 spaces

Based on the 75 metre walking catchment maps from loading zones there are large gaps in the coverage. There are no on-street loading zones to the east or north of Beach Road, nor south of Parliament Street. In these locations either general on-street parking, or off-street loading zones is relied upon for loading and servicing.

Disruption

No major disruption is planned in this area for the next 12-18 months that would impact parking, loading and servicing activities. Private developments on Beach Road which have recently finished had been occupying kerbside space, and further private developments are not unexpected in the future in this area of the City Centre.

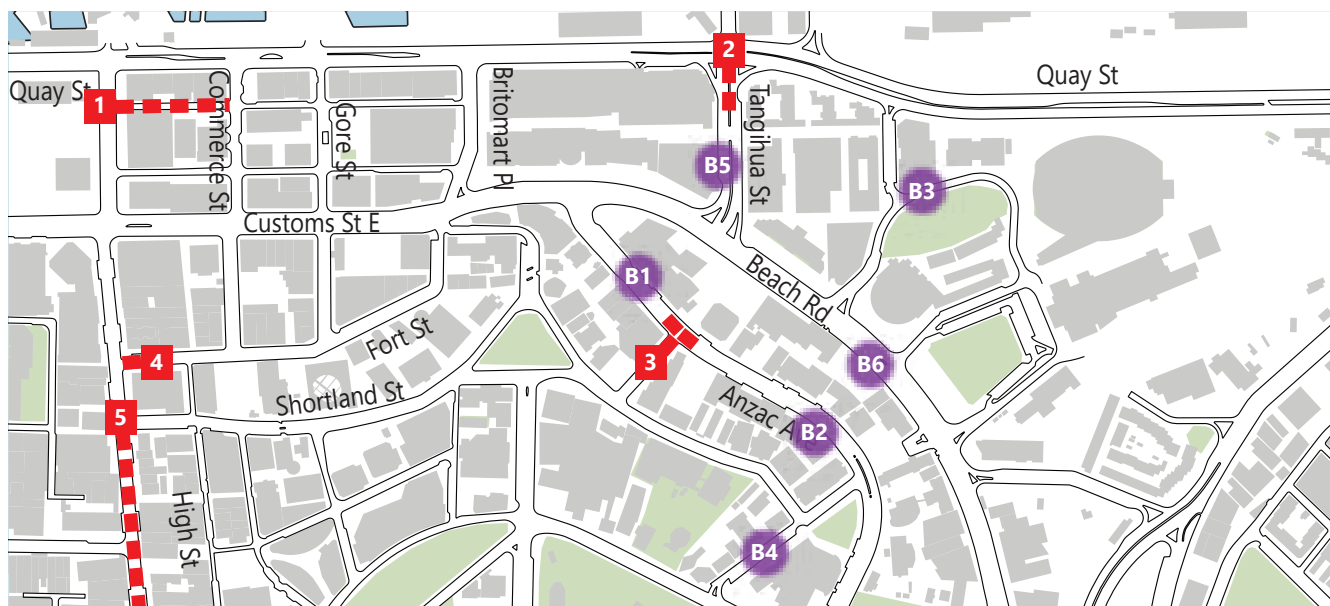
On Emily Place, there is a currently a Waka Kotahi Innovating Streets for People trial in place which could undergo modifications before being finalised to better serve loading and servicing needs. This project has already changed the streetscape in this area and has the potential to make further changes.

Analysis and Recommendations

Downtown East

Deficiencies/Problems

- Anzac Avenue: loading and servicing vehicles park on the footpath on Anzac Avenue, narrowing or blocking the footpath for pedestrians. Anzac Avenue has only 3 loading zones over its entire 550 m length. Many apartment buildings are located on the street which require servicing activities and increasing numbers of ground floor retail businesses are operating on the street adding more loading demand. Poor parking behaviour by loading and servicing vehicles could indicate an undersupply of loading zones.
- Fort Street and Galway Street: there are frequently vehicles parked on the shared space street outside of the allocated hours for loading and servicing. While enforcement can address this issue, it could point to genuine difficulties in accessing destinations in the area. There is very little on-street parking within the Britomart Precinct.
- Beach Road: lots of observations of illegal parking on the footpath and over driveways and several new developments.
- Britomart area: the parking supply has reduced over the past few years due to streetscape upgrades while there are increasing numbers of restaurants and other businesses that require loading and servicing. Trade and service companies use the Britomart car park when doing work in the Britomart area and some businesses validate their parking.



Number	Recommended Change
B1 - Anzac Avenue	Convert two on-street parking spaces outside 24 Anzac Avenue to create a general P5 loading zone, at all times, to make it easier for the public and loading and servicing vehicles to find an appropriate park.
B2 - Anzac Avenue	Convert two on-street parking spaces outside 89 Anzac Avenue to create a general vehicle P5 loading zone, 8am – 6pm.
B3 - Mahuhu Crescent	Create new general loading zone on Mahuhu Crescent just east of intersection with Taporā Street.
B4 - Parliament Street	Convert two on-street parking spaces to a general loading zone outside 5 Parliament Street as there are none there now.
B5 - Tangihua Street	Extend the existing general loading zone by five metres to give more space for deliveries and moving vehicles to the Scene apartments.
B6 - Beach Road	Convert two on-street parking spaces outside 101 Beach Road to create a general P5 loading zone, at all times.

Analysis and Recommendations

University

Characteristics

The University area is primarily used for educational purposes associated with the University of Auckland. Additionally, Albert Park occupies a large portion of land in the area. The educational land-use is complemented by retail and hospitality businesses such as cafes, restaurants, bookshops, electronics, pharmacies, and a post office, which support the university staff and students. These businesses are concentrated along Alfred Street.

Grafton Road and Wellesley Street connect the University area to the motorway system. Wellesley Street and Waterloo Quadrant then connect the area to the City Centre.

Loading and Servicing

Based on the land-use in the University area, the following loading and servicing activities are likely to be most common:

- People pick-up and drop-off: likely to occur around university buildings for people working and studying at the university.
- Food and drink delivery: hospitality businesses in the area require very regular deliveries of fresh ingredients.
- Goods delivery and pick-up: retail businesses in the area require regular delivery of stock and collection of parcels.
- Trades and services: required throughout the area for retail and hospitality businesses, and university buildings.

Current Provisions

Some large businesses and the University of Auckland will have their own off-street loading zones. However, many of the smaller businesses rely on on-street loading zones to meet their needs. There are a couple of off-street parking options available in the University area:

- University of Auckland parking building: 1000 spaces, additional loading bay
- Alten Road: 100 spaces

In addition, there are 187 on-street parking spaces on Princes Street including some P10 spaces and six mobility car parks.

As well as off-street loading facilities on University of Auckland property, there are 20 on-street loading zones. This provides good coverage within a 75 metre walking catchment to the hub of retail and hospitality businesses around Alfred Street. There are gaps in coverage to many of the University of Auckland buildings on Symonds Street and the northern end of Princes Street, however these buildings are likely to have their own off-street facilities.

Disruption/Problems

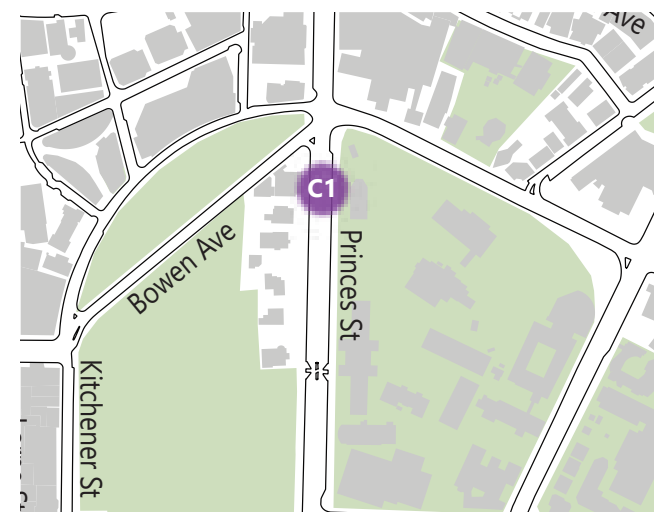
There are no major disruptions planned in the University area for the next 12-18 months that would impact parking, loading and servicing activities. One smaller disruption is:

- Vector – Hospital upgrade: works planned to start late 2021 with completion before 2023. No confirmed cable route but draft plans see work on Symonds Street and Grafton Road.

Deficiencies/Problems

- Whole area: Within the University area, the main issue for loading and servicing that needs to be addressed is the high parking occupancy and low turnover. This makes it difficult for loading and servicing vehicles to find places to park for a longer time than allowed in loading zones.

Number	Recommended Change
C1 - Princes Street	Create a new 12m long general loading zone on the north end of Princes Street to the north of the Car Share space. This space should be parallel to the kerb and replace the existing broken yellow lines without any loss of paid parking spaces.



Analysis and Recommendations

Wakefield

Characteristics

The Wakefield area is predominantly used for residential and educational purposes. The Auckland University of Technology (AUT) and University of Auckland campuses cover large portions of the area. This is supported by multiple student residence buildings and general apartment buildings. There are also several hotels in the area.

There are a small number of hospitality businesses in Wakefield, these tend to be clustered around AUT and the southern end of Queen Street.

Loading and Servicing

Based on the land uses in the Wakefield area, the following loading and servicing activities are likely to be most common:

- People pick-up and drop-off: likely to be concentrated around student residences and apartment buildings. Staff and students may also be picked up or dropped off at the AUT and University of Auckland campuses.
- Trades and services: these activities are required throughout Wakefield for the various residential, hospitality and education activities.
- Waste and recycling: Auckland Council waste and recycling collection is concentrated around the residential activities in Wakefield.
- Parcel/courier delivery: the high concentration of residents may indicate demand for delivery of parcels.

- Food and drink delivery: a concentration of hospitality businesses on Queen Street and the AUT campus require regular food and drink delivery. The catered student residences will also require large deliveries of food and drink.

Current Provisions

Many of the large residential buildings, as well as AUT and the University of Auckland, will have their own off-street loading facilities. However, some older residential buildings are less likely to have loading facilities. Many smaller businesses will also rely on on-street loading zones.

There are approximately 15 loading zones in the Wakefield area.

There are several smaller Wilson car parks (under 50 spaces) in this area mostly within other buildings.

In addition, there are 239 on-street parking bays in the area.

Based on the 75-metre walking catchment of the Wakefield loading zones there are large gaps in coverage, particularly in the central part of the area. On-street parking could be re-purposed to provide additional loading zones.



Analysis and Recommendations

Wakefield

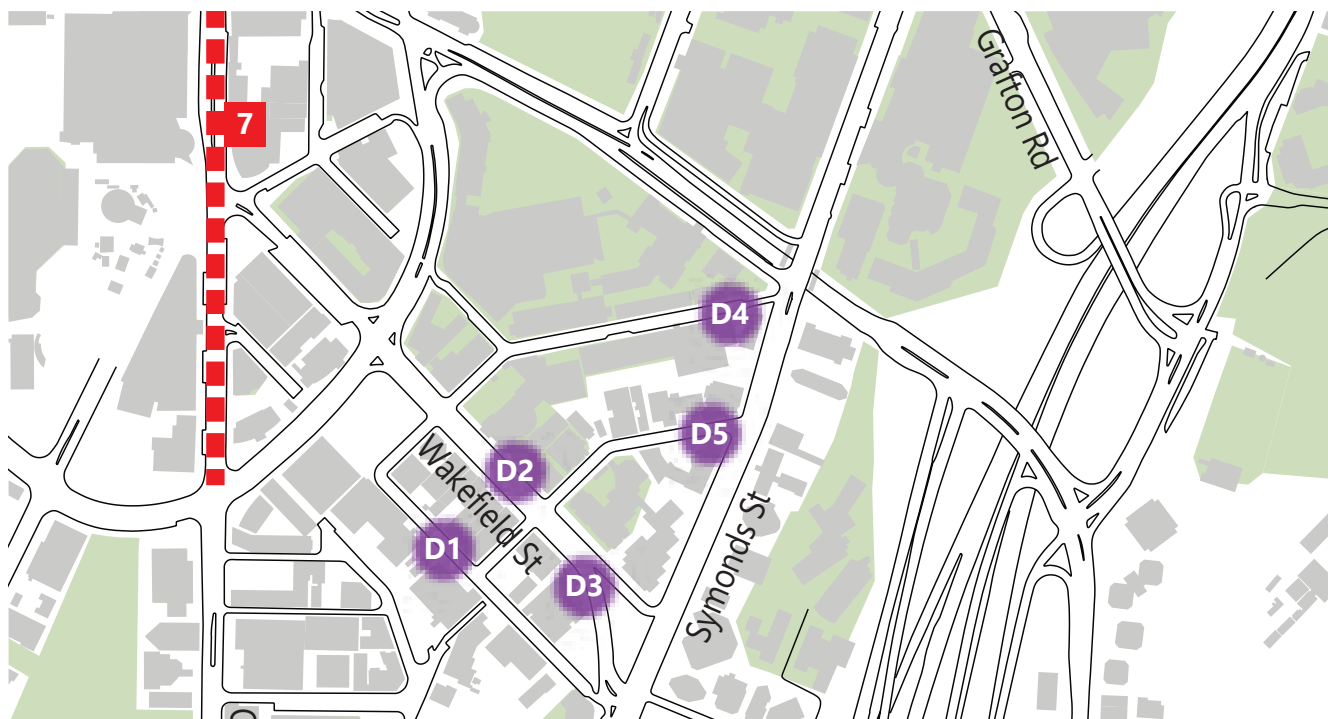
Disruption

There are no major disruptions planned in the Wakefield area for the next 12-18 months that would impact parking, loading and servicing activities. Minor projects which may have an impact include:

- Vector – Mayoral Drive: work beginning late 2021, with completion by 2023 for Aotea Station to operate.

Deficiencies/Problems

- Whole area: Multiple new apartment buildings are changing the nature of parts of Wakefield from commercial to residential.
- Whole area: Most of the loading zones are short and only suited to a standard van or car while larger trucks are generally needed for moving in and out of residential buildings.
- Symonds Street: There is no parking on Symonds Street and a lack of loading zones nearby on side streets (noted as a particular concern by Mojo Cafes in User Requirements stage).
- University campuses: Unique challenges relate to the university halls moving day when thousands of students move in and out of their student accommodation.



Number	Recommended Change
D1 - Airedale Street	Extend the existing loading zone outside 40 Airedale Street from 6m to 17m. This requires relocating the two mobility parks.
D2 - Wakefield Street	Convert general parking near 82 Wakefield Street to create a new 12m long goods vehicle loading zone.
D3 - Wakefield Street	Create a new general loading zone outside 81 Wakefield Street behind the paid parking spaces.
D4 - St Paul Street	Convert the last three parking spaces at eastern end to create a 12m long general loading zone.
D5 - Mount Street	Convert 12 meters of parking on southern kerb near Symonds Street to create a general loading zone.

Analysis and Recommendations

Karangahape Road

Characteristics

The area contains a large part of the Karangahape Road Precinct, parts of the City Centre Residential Precinct around Scotia Place, the southern part of Greys Avenue, Day Street and Beresford Square, and the southern part of Myers Park.

The areas of Residential Precinct include apartment and terraced housing typologies, along with some short stay accommodation, office and retail activities, churches, and the Central Fire Station and the Auckland Central Ambulance Station. The Karangahape Road Precinct includes a high proportion of retail activity including food retail such as restaurants and takeaway shops, along with a mix of residential activity, short stay accommodation, health facilities, offices, commercial services,

A mixture of small scale residential, retail, offices, commercial services, and light industrial uses are also located in the area between the motorway to the south and the Karangahape Road Precinct, which includes Canada Street, South Street, and the southern parts of East Street and Mercury Lane.

The Karangahape City Rail Link Station is currently under construction in the area, with an entrance being built opposite Cross Street on Mercury Lane, and another being built in Beresford Square.

Loading and Servicing

Based on the land uses in the Karangahape Road Access Zone, the following loading and servicing activities are likely to be most in demand:

- Parcel/Courier delivery: the office activities located throughout the area create demand for mail and document courier services. Light industrial uses to the south of Karangahape Road can also create demand for parcel delivery and pickup.
- Trades and services activities: these are required throughout the area for retail, residential, office, short term accommodation businesses, and health services. There is regular turnover of shops and businesses in the area, which requires shop fit-outs and the presence of tradespeople to do this work.
- People pick-up and drop-off: likely to be concentrated along Karangahape Road and its side streets and around the rail station entrances in the medium to long term.
- Food and drink delivery: the food retail in the area, which tends to be concentrated on Karangahape Road, includes cafes or restaurants, takeaway shops, and supermarkets and convenience stores. Restaurants along Karangahape Road commonly use online food ordering and delivery platforms like Uber Eats, which involve courier type pick-up and delivery activities.
- Fashion and retail delivery: Like food retail, fashion and other retail like home furnishings,

charity shops and variety stores tend to be concentrated on Karangahape Road and proximate to Karangahape Road on the connecting side streets, e.g., Pitt Street and Beresford Square.

Like food retail, fashion and other retail like home furnishings, charity shops and variety stores tend to be concentrated on Karangahape Road and proximate to Karangahape Road on the connecting side streets, e.g., Pitt Street and Beresford Square.

Current Provisions

Some of the developments in the Karangahape Access Zone have their own spaces for loading and servicing, and many have on-site car parks that can be used to cater for loading and servicing activities. For example, most of the churches, hotels, apartment buildings, and the office developments in the area have off-street car parks, and many shops have access to car parks accessed off rear service lanes like Poynton Terrace, Samoa House Lane, Day Street, Cross Street, or via private lanes ways. Access to off-street loading and servicing parking is not universal, and in some cases even if developments do have access to off-street facilities, these may not be the most convenient or practical for all delivery and servicing activities, and many will rely on on-street loading zones or parking spaces for at least some of their loading and servicing needs.

Analysis and Recommendations

Karangahape Road

There are on-street 23 loading zones dispersed throughout the area, based on the dimensions of a standard van. The loading zone data used in the walking catchment maps didn't reflect the new parking layout for Karangahape Road and so gaps in the coverage were more difficult to determine. However this area has good coverage from existing loading zones.

Major off-street car parks in the area include:

- 20 Upper Queen St Car park: 58 spaces
- 24 Mercury Ln Car park: 856 spaces
- Auckland Baptist Tabernacle Car park: 50 spaces

There are also around 160 general on-street parking spaces, dispersed throughout the area.

Disruption

The main changes for this area relate to the construction and completion of the CRL station entrances, and access improvements and public space upgrades around the station entrances. This completion work will involve changes to Cross Street, Mercury Lane, East Street, Canada street, Beresford Square, and Pitt Street (cycleway plans). This work is expected to be completed in 2024/2025.

Disruption has already occurred to facilitate the construction of the CRL stations, so much of the current layout of parking around the station entrances is effectively the interim layout until the streetscape works are undertaken towards the completion of the project.

The one ongoing disruption in this area before January 2023 is:

- CRL Karangahape Station works: This project is the construction works for the entrances to the Karangahape Road Station and is expected to continue until the end of July 2024. The works have removed loading zones from the following locations:
 - Outside Number 65 Pitt Street
 - Outside Number 14 Beresford Square

Deficiencies/Problems

- Pick up and drop-off along Karangahape Road: Anecdotally, there is strong demand for pickup and drop-off along Karangahape Road, including for online food orders. This can result in illegal parking on broken yellow lines and in front of vehicle access ways, double parking and parking in bus stops on Karangahape Road, Mercury Lane and Pitt Street. Additional loading zones have been established on the northern end of East Street (three spaces) and the northern end of Mercury Lane (four spaces), so there are likely enough spaces provided they are used as intended.

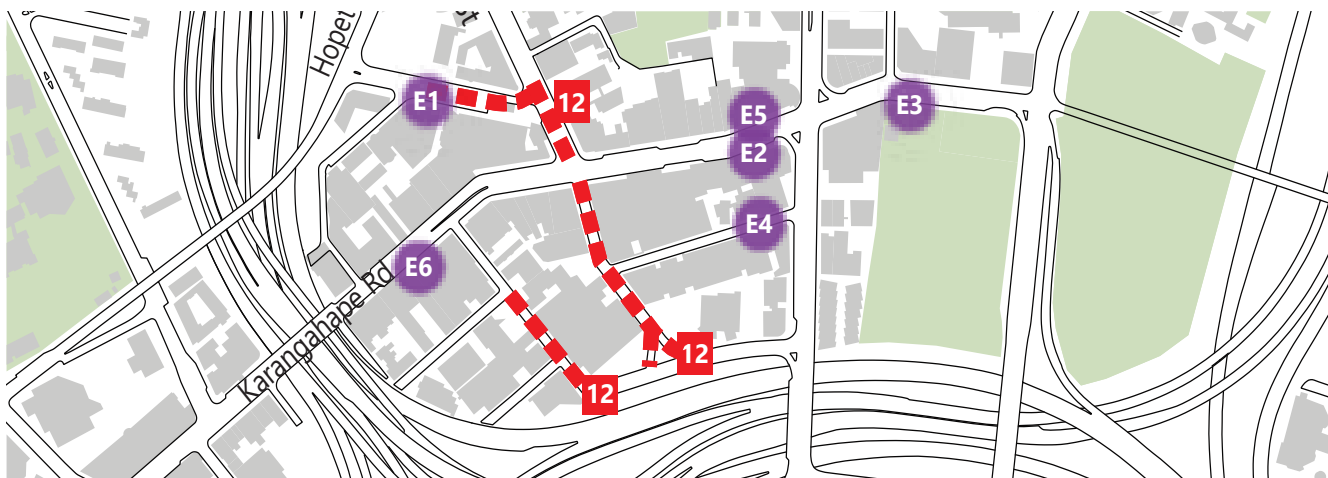


Analysis and Recommendations

Karangahape Road

- Removing the loading zone outside 49-57 Pitt Street (future cycle way) may result in difficulties for loading and servicing in this area, as there would be only one loading zone (Day Street) retained to the north of Karangahape Road.
- Lack of coverage around Upper Queen Street: There are no on-street loading zones in the south-eastern part of the area, around Upper Queen Street, Canada Street, and the eastern end of Cross Street.
- High demand for deliveries on Karangahape Road: This strip is becoming a restaurant and hospitality hot spot which is increasing the amount of deliveries of food and drink goods.

Note: Some loading zones were moved during the Karangahape Station CRL which has mitigated the disruption caused by this project.



Number	Recommended Change
E1 - Beresford Square	Convert on-street parking on Beresford Square between Day Street and Samoa House Lane to a general P15 loading zone, at all times.
E2 - Karangahape Road	Reduce the P120 motorcycle parking by 8 metres and increase the existing loading zone by 8 metres outside 170 Karangahape Road.
E3 - Karangahape Road	Extend the existing loading zone on the south side of Karangahape Road outside the cemetery to make it 20 metres by removing broken yellow lines.
E4 - Cross Street	Convert two on-street parking spaces to create a goods vehicle P5 loading zone at the eastern end of Cross Street.
E5 - CCTV Enforcement	CCTV Enforcement of key loading zones on Karangahape Road between Pitt Street and Queen Street. For more information on CCTV enforcement see Loading and Servicing Trial 1.
E6 - Karangahape Road	Convert the parking area opposite Boardman Lane that is currently free parking after 7pm when the Bus Lane finishes, to general P5 loading zone from 7pm - 7am.

Analysis and Recommendations

Cook/Union and Upper Queen

Characteristics

The Cook/Union and Upper Queen A4E areas have been combined in this section.

This area includes the northern part of Myers Park, parts of the City Centre Residential Precinct around Scotia Place and Greys Avenue and includes the Cook Street Depot Precinct. There is a varied mix of activities in the area including residential apartment developments, office buildings, short-term accommodation facilities, building supply businesses, churches, and education sites. There is also a variety of food retailers in the area ranging from small cafes to medium-sized supermarkets. Additionally, there are a variety of other commercial activities like laundromats and car serving and repairers.

Loading and Servicing

Based on the land uses in the Cook Street/ Union Street and Upper Queen Street area, the following loading and servicing activities are likely to be most in demand:

- Parcel/Courier delivery: the office activities spread throughout the area create demand for mail and document courier services, as does the residential activity. Building trade suppliers in the area around Union Street and the eastern part of Cook Street will need delivery and pickup of relatively bulky items and materials loading zone.
- Trades and services activities: these are required throughout the area, including for residential, office, short term accommodation businesses, retail, and education facilities.

- People pick-up and drop-off: likely to be concentrated around the schools and childcare facilities in the area at the beginning and the end of the school day, and around the around the short-term accommodation facilities throughout the day and into the evening.
- Food and drink delivery: the hotels in the area typically include cafes or restaurants which require food and drink delivery, and there are bars, clubs, takeaway restaurants, and cafes in the area that also require this type of delivery. The City Works Depot includes a café/ restaurant hub.

Current Provisions

Large commercial and residential buildings in the area have their own spaces for loading and servicing. Some smaller businesses and residential developments will also have their own dedicated areas for loading and servicing. But access to private loading and servicing parking is not universal, and in some cases even if developments do have access to private facilities, these may not be the most convenient or practical for all delivery and servicing activities, and many will rely on on-street loading zones or parking spaces for at least some of their loading and servicing needs.

There are approximately 16 spaces across this area based on the dimensions of a typical van. There are some gaps in the coverage of loading zones particularly around Nelson Street that has limited on-street parking and the northern end of Vincent Street.

Major off-street car parks in the area include:

- 89 Greys Ave Car Park: 162 spaces
- Saint Matthews Car Park: 130 spaces
- City Works Depot Car Park: 467 spaces

There are also around 413 general on-street parking spaces, dispersed throughout the area.

Disruption

Mayoral Drive will remain the one route providing general traffic access across Queen Street. There is already no parking along this street between Queen Street and Vincent Street, so there will be no disruption to loading and servicing over this portion.

- The CRL Aotea Station works: These works have already disrupted some of the on-street loading zones and parking spaces in the general area. This includes the removal of the loading zone from the northern side of Mayoral Drive at the corner of Federal Street.
- The Vincent Street (Pitt St to Mayoral Drive) Cycleway: This project involves cycling and micro-mobility improvements and is planned to be implemented between 8 November 2022 and 22 February 2023. The current plans show the loading zone located outside Number 135 Vincent Street, along with the general parking on the western side of Vincent Street, will be retained but will be located within a bus lane. Therefore, it is likely that there will be a clearway restriction along this side of the street during peak times.

Analysis and Recommendations

Cook/Union and Upper Queen

- **Federal Street (South) Shared Space:** This project involves converting the existing street to a shared space, including the removal of a loading zone outside 210 Federal Street and paid on-street parking along the balance of the street. Much of this parking and the loading zone have already been disrupted by the construction activity associated with the new Auckland City Mission building at 201-203 Federal Street. The construction associated with this project is expected to run from 15 January 2021 to 31 May 2022. The shared space access rules will apply once the street reconstruction is completed.
- **Cook Street and Union Street Pedestrian and Cycle Improvement** – This is a walking and cycling improvement project that may involve widening footpaths or establishing cycleways, potentially removing the loading zones in the area.
- **Nelson Street Slip Lane Upgrade:** Local pedestrian and place making improvements to the lower level slip lane on Nelson Street between Union and Cook streets. This will encourage pedestrian use and provide better public space in this fast-growing western edge of the city centre. This is starting in December 2022. There are a couple of loading zones in this lane but at this stage it is unsure whether this will be removed.

Deficiencies/Problems

- **Aotea Station / Mayoral Drive / Federal Street South Disruption:** The disruption and the removal of the loading zones along Mayoral

Drive between Cook Street and Wellesley Street, and the conversion of the loading zone outside 210 Federal Street to a shared space may be causing delivery and servicing difficulties.

- **Few loading zones around southern Nelson Street and Cook Street Intersection:** There is a gap in the loading zone coverage in this area, which may be causing loading and servicing difficulties.
- **Few loading zones around the northern part of Vincent Street:** Lack of loading zone coverage in this area may be causing

difficulties for deliveries to the residences and businesses along this part of Vincent Street. Auckland Central Police operations have moved from the building at 67 Vincent Street, so demand related to this building will be suppressed until it is redeveloped.

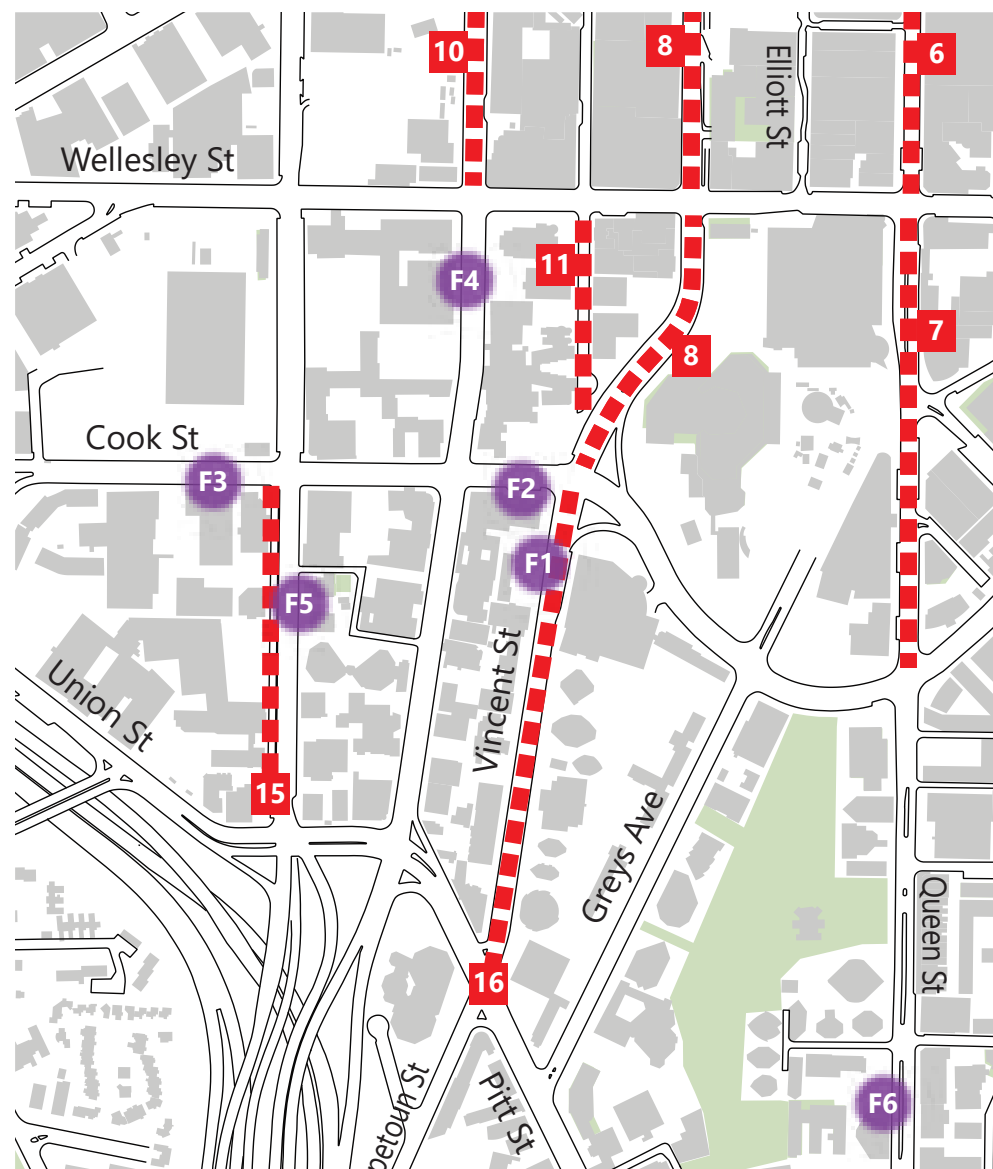
- **Servicing and deliveries for development on Scotia Place:** There are no loading zones on the western side of Queens Street in the vicinity of Scotia Place, and Scotia Place is too narrow to accommodate a loading zone and still maintain unimpeded vehicle access.



Analysis and Recommendations

Cook/Union and Upper Queen

Number	Recommended Change
F1 - Vincent Street	Convert 20 metres of redundant Police Vehicle Parking area at the north end of Vincent Street to a general loading zone.
F2 - Cook Street	Convert the redundant P20 parking area outside the old Police Station on Cook Street to paid parking.
F3 - Cook Street	Convert two parking spaces to create a goods vehicle P5 loading zone outside Number 62 Cook Street.
F4 - Hobson Street	Extend the existing loading zone outside 125 Hobson Street (outside Quest Hotel) by 6 metres to off-set the loss of parking outside the Convention Centre.
F5 - Nelson Street	Convert ten metres of parking to create a general P5 loading zone outside 94 Nelson Street. Note, there is a clearway from 7am – 9am, Monday to Friday.
F6 - Queen Street	Consider an off-peak loading zone on the western side of Queen Street – in front of Number 2 Scotia Place, between the access way for 411 Queen Street and the access way for Number 2 Scotia Place. This section of street currently has a no stopping at all times restriction, but it is recommended the design of the street is reconsidered to match the speed profile required to create a safe and amenable pedestrian and cycling environment, and to at least to reflect the 30 km/hr speed limit. The establishment of the loading zone can be integrated into the re-profiling of the street in this area.



Analysis and Recommendations

Downtown West

Characteristics

This area includes the Sky City Hotel and Casino, the Federal Street shared space and St Patrick's Square. There is a significant amount of office development in this area, including the Auckland Council offices and the ANZ Centre, and the area supports several large-scale residential apartment buildings including the Victoria Building, Park Residences, The Peaks, The Wiltshire on Victoria, Victoria Residences, and Park Residences.

Along with the Sky City Hotel, there are several other large hotels. There is also a varied mix of other activities in the area including smaller scale residential and hotel developments, several churches, education facilities, and food retailers. The Auckland District Court is also in this area.

There is a lot of development underway or planned around Albert Street since the CRL tunnels and street upgrade have been completed. The CRL and Aotea Station will improve accessibility to this area.

Loading and Servicing

Based on the land uses in the Downtown West Access Zone, the following loading and servicing activities are likely to be most in demand.

- Parcel/Courier delivery: the office activities spread throughout the area create demand for mail and document courier services, as does the residential activity.
- Trades and services activities: these are required throughout the area, including for residential, office, short term accommodation businesses, retail, and education facilities.

- People pick-up and drop-off: likely to be concentrated around the Sky City Casino, and around the short-term accommodation facilities throughout the day and into the evening as reinforced by Ola data. Picking up and dropping off people will also occur around the Auckland District Court, which has parking allocated for authorised vehicles associated with the Court activities on the eastern side of Federal Street.

Food and drink delivery: the hotels in the area typically include cafes or restaurants which require food and drink delivery, and there are bars, takeaway restaurants, and cafes in the area that also require this type of delivery.

Current Provisions

Large commercial and residential buildings in the area such as Sky City, Victoria Apartments, the Park Residences, the Hotel Grand Chancellor, and the ANZ Centre have their own spaces for loading and servicing. Some smaller businesses and residential developments will also have their own dedicated areas for loading and servicing. But access to private loading and servicing parking is not universal, and in some cases even if developments do have access to private facilities, these may not be the most convenient or practical for all delivery and servicing activities, and many will rely on on-street loading zones or parking spaces for at least some of their loading and servicing needs.

Prior to recent streets projects and disruption there were approximately 21 loading zone spaces across the Downtown West area, based on the

dimensions of a typical van, plus the Federal Street shared space that allows loading from 6am to 11am. Street disruption has removed approximately eight loading zones. Based on the 75 metre walking catchment of these loading zones, there is relatively good coverage of loading zones across the area but some gaps around Nelson Street, Hobson Street and the northern section of Federal Street.

Major off-street car parks in the area include:

- Farmers Car Park: 915 spaces
- ANZ Centre Car Park: 400 spaces
- Sky City Parking: 1,960 spaces

There are also around 147 general on-street parking spaces, dispersed across the streets in the area.

Disruption

There are many projects planned for this area, and this will result in significant amounts of disruption. Some of the disruption has already occurred as part of the CRL Aotea Station ongoing works, and others are related to comprehensive street re-builds of Federal and Victoria Streets. Others relate to smaller scale safety and amenity improvements along Hobson and Nelson Streets. There is a lot of private building development underway and planned in this area as developers take advantage of the CRL and Aotea Station accessibility.

Analysis and Recommendations

Downtown West

Disruptions that are planned to occur before January 2023 are:

- **Te Hā Noa - Victoria Street Linear Park:** The section of this project between Queen Street and Hobson Street is planned to be implemented between 1 October 2022 to 29 December 2025. It will disrupt loading zones on Victoria Street West between Albert and Federal on both sides of the street.
- **NZICC - Hobson and Wellesley Streetscapes:** This project is planned to be implemented between 1 February 2022 and 12 August 2022. The western side of Hobson Street between Victoria Street and Wellesley Street will be disrupted for the duration of the NZICC construction. A number of loading zones, and a few sections of paid parking have been removed as a result.
- **Federal Street Phase 3 (Victoria - Fanshawe):** This project is planned to be implemented between 1 July 2022 and 31 March 2025. It will involve all on-street parking spaces being disrupted as part of a full rebuild of the street to establish a shared space.
- **Vector - Victoria Street works:** This is planned to be implemented between 1 October 2022 and 29 March 2023. The exact disruption is unclear, but it will likely occur within the CRL Aotea Station works area.
- **CRL C3 Aotea works (Vector):** This project is planned to be implemented between 1 November 2016 and 13 June 2023. The exact disruptions are unclear, but they will likely occur in the CRL Aotea Station works area.

- **Chorus - Victoria Street Works:** This project is planned to be implemented between 1 October 2022 and 27 March 2025. It is unclear what the disruptions will be, but they will likely occur within the area of the CRL Aotea Station works.
- **CRL Aotea Station works:** This project is planned to be implemented between 30 July 2021 and 31 July 2024.
- **New Zealand International Conference Centre (NZICC):** This project was planned to be completed in late 2019 but is delayed due to the major fire that occurred. The existing

disruption on Hobson, Nelson and Wellesley Streets will continue for longer as the construction is ongoing. There are streetscape improvements planned.

- **Pop up temporary Victoria Street Cycleway:** This project is planned to be implemented between 2 and 28 January 2022.
- **Federal Street Tower, 65-71 Federal Street:** The timing of this project is unclear, but it will disrupt loading zones on both sides of Federal Street outside the property.

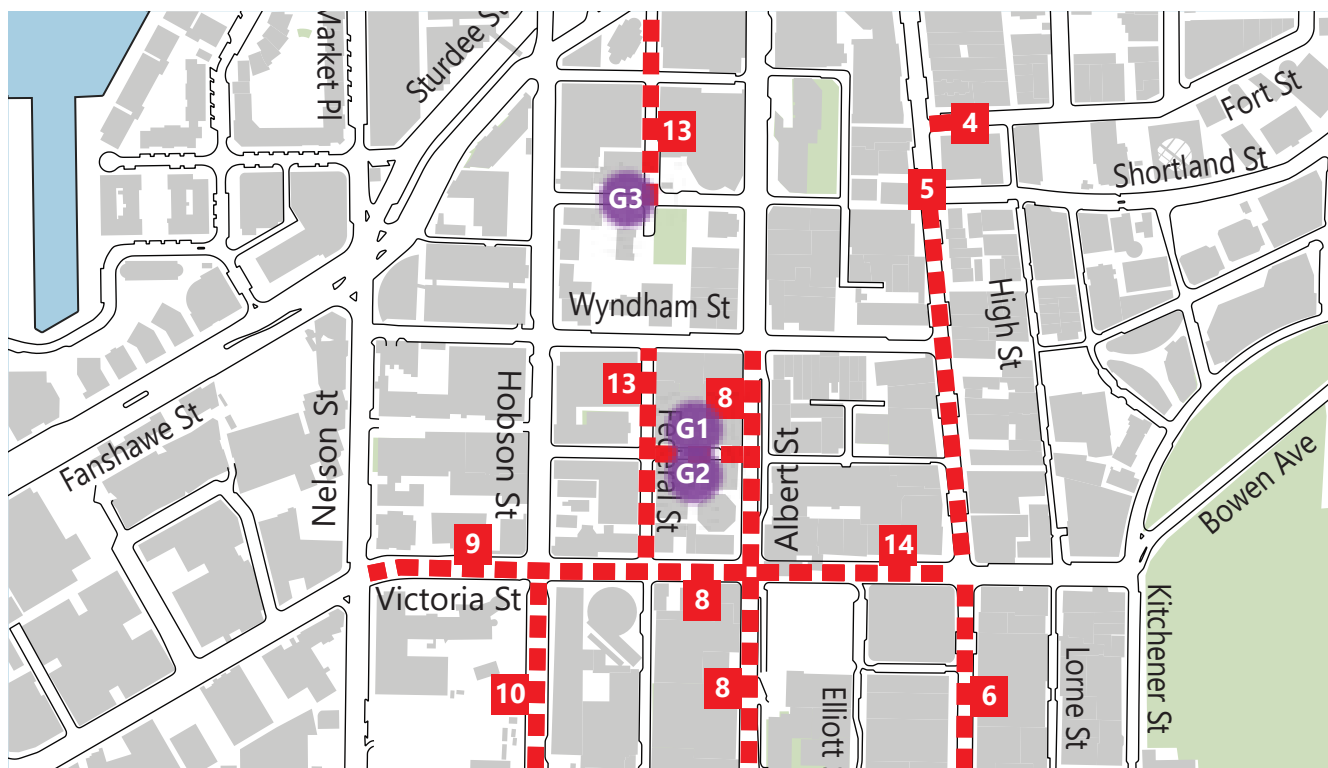


Analysis and Recommendations

Downtown West

Deficiencies/Problems

- Concurrent Federal Street and Victoria Street Works: The rebuilding of both Victoria Street and Federal Street will be occurring concurrently once the Te Hā Noa project starts in October 2022. Loading zones have already been removed from Victoria Street east of Federal Street as part of the CRL Aotea station works, and these will not be able to be re-established if works on Victoria Street are ongoing. This, combined with the removal of the four loading zone areas from Federal Street between Victoria and Wyndham Streets will result in a significant gap in the loading zone coverage for this part of the area. Police and Corrections Department vehicles are also accommodated on Federal and Kingston Streets, proximate to the Auckland District Court, and we assume this activity needs continued provision.
- There is a lot of building construction likely to occur in future in this area due to the opening of the CRL Aotea Station and improved transport access to large parts of Auckland. This construction will have an impact on the could be monitored to ensure access for loading and service vehicles. Additional loading zones and police parking areas were added to the western section of Kingston Street during earlier stages of the CRL works, when the eastern section of the street was disrupted.
- NZICC has removed parking and loading from the western side of Hobson Street and this is likely to continue for a few more years.



Number	Recommended Change
G1 - Kingston Street (northern side)	Convert the general parking on the northern kerb of Kingston Street (between Albert Street and Federal Street) to a P15 goods vehicle loading zone, at all times.
G2 - Kingston Street (southern side)	Convert the general parking on the southern kerb of Kingston Street (between Albert Street and Federal Street) to a P5 general loading zone, at all times.
G3 - Swanson Street	Convert the general parking (three spaces) on the northern kerb of Swanson Street between Federal Street and Hobson Street to a P5 general loading zone, at all times.

Analysis and Recommendations

Victoria Quarter

Characteristics

The land use in Victoria Quarter is predominantly offices. There are several large professional services companies and government offices in the area. These offices are complemented by a range of hospitality businesses which are scattered throughout Victoria Quarter. Some limited residential land use is clustered around Dock Street, with some access off Fanshawe Street.

Victoria Street West and Wellesley Street West are both busy bus routes which connect the City Centre with surrounding areas. These two roads also serve general traffic travelling to and from the City Centre.

Loading and Servicing

Based on the land uses in the Victoria Quarter area, the following loading and servicing activities are likely to be most common:

- Parcel/courier delivery: a high number of professional services businesses can indicate strong demand for mail and document courier, these businesses are spread throughout Victoria Quarter.
- Office supplies delivery: turnover and the high quantity of businesses within the area leads to a likely high demand of office supply delivery.

Current Provisions

There are many new buildings in this area which mostly have off-street parking for servicing and deliveries. Before the disruption there were approximately 23 loading zone spaces across the

Victoria Quarter area, based on the dimensions of a typical van. Based on the 75 metre walking catchment from each of the on-street loading zones, there are large gaps in coverage. There are no loading zones in the central part of the area. This leaves gaps on part of Victoria Street West and the residential buildings around Dock Street. For the residential buildings, either general on-street parking, or off-street loading zones would be relied upon for loading and servicing activities. Victoria Street West has no on-street parking available and only two loading zones outside of clearway times so deliveries rely on off-street areas or side streets.

Major off-street car parks in the area include:

- 17-19 Nelson Street: 165 spaces
- Fanshawe Garage: 509 spaces

There are also 218 on-street car parks available throughout Victoria Quarter.

Disruption

There is no disruption to loading and parking planned in the Victoria Quarter in 2023.

Deficiencies/Problems

- Whole area: High parking occupancy and a small number of loading zones make it difficult for those driving loading and servicing vehicles to find a place to park.
- Victoria Street: The Victoria Street cycleway removed all parking and the two loading zones now only operate outside of clearway times (7 – 9am and 4 – 6pm).

Number	Recommended Change
H1 - Graham Street	Extend the existing loading zone length from 9m to 18m by reallocating general parking spaces in front of the existing zone.
H2 - Dock Street	Convert 12m of parking space to create general P5 loading zone, at all times.



Analysis and Recommendations

Viaduct

Characteristics

The Viaduct is a hospitality destination with a high concentration of bars and restaurants. There is a limited amount of residential land use in the area, concentrated around Market Place.

There are also multiple luxury accommodations and hotels overlooking the harbour. There are often events on in the area which can draw large crowds of people.

The area has wide footpaths and little through traffic. Some streets are blocked to vehicles using bollards, but access can be sought on request.

Loading and Servicing

Based on the land uses in the Viaduct area, the following loading and servicing activities are likely to be most common.

- Taxi and ride-share and general public pick-up and drop-off: the Viaduct is a strong attractor for activities at night time and especially on Thursdays, Fridays, and Saturdays.
- Trades and services activities: these are required throughout the area for accommodation and hospitality businesses, as well as residential buildings.
- Food and drink delivery: the large number of hospitality businesses and hotels means a large number of food and drink deliveries will be made to the area.

Current Provisions

There is a range of new and heritage buildings in the Viaduct area. The newer buildings are likely to

have off-street loading facilities, but many older buildings will rely on on-street loading zones. The Viaduct has reasonable loading zone coverage, with 12 on-street loading zones, based on the dimensions of a standard van.

Many of these loading zones were created as part of Project WAVE which saw a one-way system implemented throughout the Viaduct, alongside new loading zones and SPSV areas. Only parts of Market Place and Market Lane are not within 75m of an on-street loading zone. These two narrow streets predominantly provide access to off-street parking areas and garages so it is unlikely that additional loading zones are required.

Major off-street car parks in the area include:

- Princes Wharf: 280 spaces
- Downtown Car Park: 1944 spaces
- Viaduct Car Park: 350 spaces
- Maritime Car Park: 400 spaces

Disruption

There is no disruption planned for this area, but Project WAVE has made recent changes to the street layout and traffic circulation. It is understood that AT hasn't received any substantial concerns around the new traffic and loading layout on Customs Street.

Deficiencies/Problems

- Customs Street West: Viaduct bars and restaurants mostly get deliveries from the street so there is high demand for loading space on Customs Street West.

- Whole area: High demand for people pick-up and drop-off at night. There is ample space for taxis and ride-share services but not much space for general public pick-up and drop-off.

Number	Recommended Change
11 - Customs Street	Loading zones on the northern side should be for goods vehicles during the day and general purpose in the evenings. Retain the arrangement on the southern kerb where the loading zones change to SPSV Stands after 7pm.



Analysis and Recommendations

Wynyard Quarter

Characteristics

The Wynyard Quarter has undergone significant regeneration over the past ten years. This has changed the land use from industrial to predominately residential and office. One element that has been retained is the marine retail and services in the western side of the area. There are many new buildings or refurbished industrial buildings and most of these provide off-street parking and loading areas.

Along with the land use changes, there has been a large investment in public space with high quality street upgrades. The street upgrades have significantly reduced the amount of on-street parking. The new design has no kerbs and water run-off from the street flows directly into rain gardens within the road corridor for treatment before being discharged into the Waitematā Harbour. The lack of kerbs has created confusion on what spaces are meant for parking and what are not. Initially vehicles were parking on pedestrian crossings so concrete blocks have been used to deter this. The North Wharf area has been particularly successful in creating a world class public space. There is a growing presence of hospitality venues especially near to the water in the northern sections.

Loading and Servicing

Based on the land uses in the Wynyard Quarter area, the following loading and servicing activities are likely to be most common:

- Parcel/Courier delivery: residential and office land uses indicate high demand for mail and document couriers particularly around Halsey Street, Pakenham Street and Madden Street.
- Goods delivery: this will be in highest around the marine retail areas around Beaumont Street. Many of these premises are older and have limited off-street facilities.
- Trades and services activities are required throughout the area for residential, office, retail and hospitality businesses.
- People pick-up and drop-off: likely to be concentrated around North Wharf at lunch times and in the evenings.
- Food and drink delivery: This is concentrated around North Wharf in the northern area of the precinct.

Current Provisions

Most streets in the precinct have been upgraded in the last ten years, the exception being the southern part of Beaumont Street. On new streets parking is interspersed with rain gardens. There are 245 on-street parking spaces in the precinct, all of which are priced.

There are 16 loading zones however these are almost entirely located on Jellicoe Street and Beaumont Street resulting in large gaps in other areas. Most of the newer buildings have provision for on-site loading and servicing but many of the older buildings in the western parts of the precinct don't.

There are two main off-street car parks in the precinct:

- Jellicoe Street Car Park: 104 spaces
- Wynyard Car Park building: 350 spaces

However, there are several smaller car parks in the precinct that are temporary use on future development sites.

Disruption

There is little disruption occurring in the Wynyard Quarter within the time frames of this project.

- Viaduct Harbour Ave: It is understood that the private parking area out front of the AT building at 18-22 Viaduct Harbour Ave is being pedestrianised in late 2022. This will push some courier and pick-up and drop-off activity to on-street facilities.
- Beaumont Street and Westhaven Drive: There is a street upgrade project planned for mid 2023 which will reduce the amount of parking spaces on these streets from 124 to approximately 50.

Deficiencies/Problems

The Wynyard Quarter Transport Management Association was contacted and gave the following feedback on issues in the area:

- Several comments related to the lack of enforcement of parking and loading bays.
- The lack of dedicated loading and servicing areas has resulted in trucks and vans double parking within the Wynyard Quarter area and causing traffic flow issues and delays.

Analysis and Recommendations

Wynyard Quarter

- Uber pick-up and drop-off points do not exist; therefore, drivers are continually double parking, circulating round the area and causing problems.
- Taxis often park up anywhere and everywhere (including loading and servicing bays) while waiting for pick-ups. These need to be moved on or ticketed.
- Reduce or remove the bus layover spaces currently on Beaumont Street and make these loading zones for commercial vehicles servicing the marine and construction industry in the area.
- At 85 Daldy Street in the Wynyard Central building there is no adequate loading dock for tenants to use. The closest loading dock is on Pakenham Street which is not convenient for tenants or delivery drivers.

Number	Recommended Change
J1 - Jellicoe Street	Install CCTV enforcement of loading zones on Jellicoe Street in front of bars and restaurants. For more information on CCTV enforcement see Loading and Trial 1.
J2 - Jellicoe Street	Convert the motorcycle parking on the southern side of Jellicoe Street in front of the ASB Building to a general P5 loading zone, at all times. All day motorcycle parking shouldn't be in prime parking space with high demand for deliveries. Motorcycle parking can be replaced on the western end of Jellicoe Street and should be priced.
J3 - Madden Street	Change the P30 Bus Parking to paid parking between 8am and 6pm and retain P30 Bus Parking at other times.
J4 - Gaunt Street	Convert parking bay outside Burnsco and Ocean Hunter to a loading zone. It appears to be used as a vehicle entrance at the moment but there is a more suitable vehicle entrance to the off-street parking immediately to the east.
J5 - Viaduct Harbour Avenue	It is understood that the private parking area out front of the AT building at 18-22 Viaduct Harbour Ave is being pedestrianised in late 2022. Presumably there could be additional street parking in front of the disused vehicle crossing. This should be a general P5 loading zone, 8am to 6pm.



Loading and Servicing Trials

This section explains two potential innovative loading and servicing approaches that AT could trial in the City Centre to test their effectiveness. The description of these trials provides the suggested locations and the benefits of using this approach.

Trial 1: CCTV Enforcement of Key Loading Zones

Introduction

Loading zones are critical to enable goods delivery to City Centre businesses. The efficient operation of loading zones is important especially as the supply of car parking in the city reduces as space is reallocated to other more beneficial uses. Once on-street parking supply drops the incidence of illegal parking is likely to increase and parking enforcement will become more important.

Proposed Trial

AT has used CCTV enforcement for bus lanes, cycle lanes and some other instances. The IT systems and processes are set up within AT network infrastructure. This remote enforcement using CCTV could be extended to enforcement of some key loading zone locations in the City Centre. The adjacent map shows some locations that could be used. Signs explaining that CCTV enforcement is being carried out should be used to deter illegal parking activity.

Locations

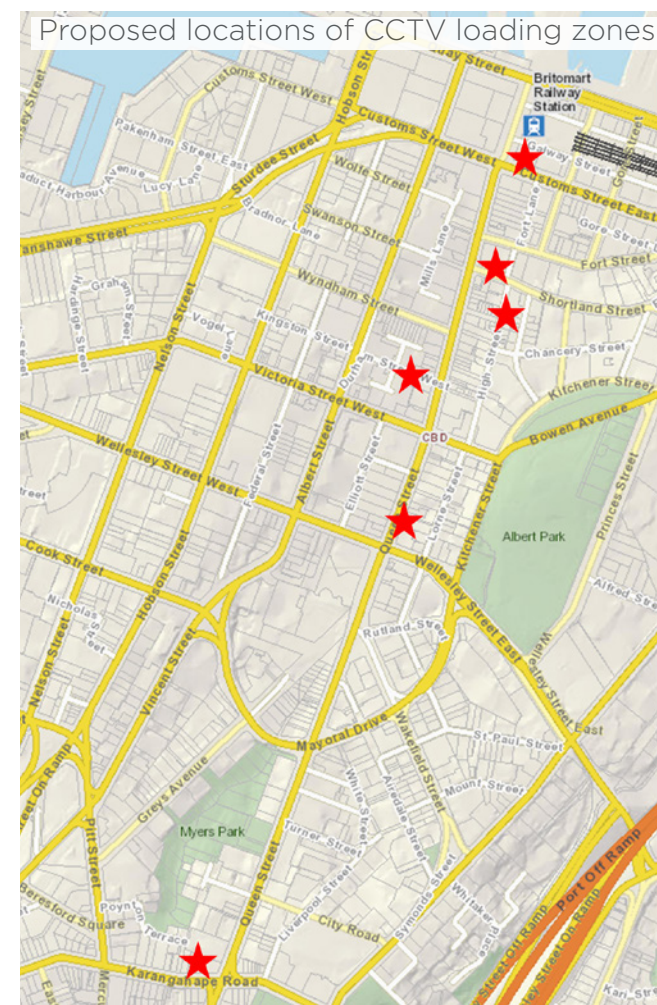
- **Karangahape Road:** CCTV camera could be located on existing light pole near the pedestrian crossing.

- **Queen Street:** between Wellesley Street and Victoria Street will become a key area for loading as most loading zones have been removed on those two streets.
- **Durham Lane:** an extended Goods vehicle Loading zone is proposed for Durham Street West to offset the loss of parking and loading on Victoria Street. This location would be suitable for CCTV Enforcement.
- **High Street:** There is high demand for loading on High Street.
- **Shortland Street:** Outside the Deloitte Building is a key loading location that has a historical high level of illegal parking.
- **Customs Street East:** Outside the Mercure Hotel is a key loading location that has a historical high level of illegal parking.

Benefits

The benefits of this approach are:

- Reduction of illegal parking at key loading zone locations resulting in better availability for goods delivery drivers.
- Reduction in congestion caused by delivery vehicles circling streets looking for available parking.
- More certainty to City Centre businesses in terms of goods delivery.



Loading and Servicing Trials

Trial 2: Pilot the use of Bollard Access for Delivery and Service Vehicles

Introduction

Under the City Centre Masterplan and Access for Everyone the Auckland City Centre will progressively become more pedestrian focused with a gradual reduction of general traffic. However, many goods and services will still need to be delivered by trucks and other vehicles. Many cities around the world are managing access to pedestrian streets for delivery and service vehicles through the use of retractable bollards and time windows for access. A good example of this is Brisbane's Queen Street where permit holders can gain access between midnight and 7am to deliver goods or carry out work.

Proposed Pilot

Te Komititanga (Lower Queen Street) is a pedestrian space surrounded by retail outlets and Britomart Train Station. Vehicles are not allowed in this area unless by prior arrangement with AT. There are currently removable or retractable bollards in place to allow managed vehicle access from Customs Street West, Tyler Street, Galway Street and Quay Street. The bollards are managed by a team at the Britomart Transport Centre who can remove bollards to allow access for approved users. There are cameras however licence plate recognition (LPR) technology is not currently used.

The pilot would be to test the use of LPR Camera controlled entry at certain times into Te Komititanga. AT would need to work with the local businesses and their delivery partners to determine agreed time windows for allowing entry. This pilot would test this type of operation with the view of rolling this out to other pedestrianised streets across the City Centre in future.

Benefits

The benefits of this approach are:

- Test the operation of LPR Cameras and retractable bollards and use learnings at other streets within the Auckland City Centre.
- Establish relationships with the delivery and service industry and demonstrate willingness to test innovation.



Conclusion

This project provides a plan to ensure the effective operation of loading and servicing in the City Centre throughout a period of significant disruption. It is expected that AT will use this plan as supporting evidence to ensure that City Centre projects mitigate their impacts.

Key Issues

During the analysis carried out for this project, including the development of the detailed User Requirements, the following issues have been identified:

- Significant disruption to on-street parking, particularly around the mid-town area.
- An overall trend of removal of parking which is planned to continue as parking is reallocated to other uses.
- Concerns from the loading and servicing industry about accessing businesses in the City Centre now and in the future. Some have turned down work in certain areas of the City Centre due to these concerns.
- A perceived lack of enforcement and illegal parking in loading zones.
- The five-minute restriction on loading zones is not seen as long enough for many loading activities especially when loading zones are being moved further from destinations.
- Trade and service companies require on-street parking (rather than a loading zone) to access many businesses in the Queen Street Valley area. They are often not able to access off-street parking due to the height restrictions



Conclusion

Recommendations

To address these issues in the short-term this document provides a series of recommendations. There are detailed recommendations for each of the ten areas that mostly involve the conversion of paid parking to loading zones, both for goods vehicles and general purpose to allow the public to pick up and drop off people and goods. There are also general recommendations that are more systematic and apply across the City Centre. These general recommendations are:

1. **Signage.** Provide clear signage to direct people to pick-up drop-off zones. The ability for the public to pick-up and drop-off goods and people is an increasingly important function in the City Centre as parking is becoming more and more scarce.
2. **Industry Engagement.** Engage with the loading and servicing industry to ensure they are updated with the latest information on changes to loading and servicing. This is also an opportunity to promote the information on AT Park. The location of parking and loading, and the indicative live occupancy information will be very useful to delivery, trade and service drivers however this information within the app is not well known.
3. **Website and Social Media.** Create a page on the AT Website dedicated to loading and servicing. Regular updates can be posted to the website and social media to explain street changes and disruption, and where loading zones are located. Include case studies of businesses that have successfully adapted

the way they deliver goods and services in the city centre such as Coca-Cola or Urgent Couriers to respond to changes. Market this page to the loading and servicing industry.

4. **Parking Sensors.** Deploy parking sensors across the City Centre at key loading zones to get useful data on usage. This information can inform enforcement patterns and can be shared with the loading and servicing industry to inform them of times of best availability.
5. **Manage Occupancy.** Apply demand responsive pricing policy more regularly across the City Centre to ensure that parking is well managed within the target range of 70-90% occupancy. This will reduce congestion and improve options for trade and service companies.
6. **Paid Parking Information.** Ensure that loading zone and parking information data is up to date in AT Park and amend the paid parking polygons to make them more accurate. Consider making changes to the AT Park app to differentiate between goods vehicle loading zones and general loading zones. This information will be useful to the public, delivery and servicing drivers and will make it easier to find a general car park or loading zone.
7. **Regulations.** Work with the AT legal team to investigate whether paid parking can be reserved for trade and service vehicles.
8. **Funding.** Dedicate funding and resources in future budgets to ensure that the initiatives listed above happen.

9. Coordination with Planned Projects:

Coordinate with existing or planned projects within the City Centre to ensure they include the recommendations of this plan where they are within the project extents.



Appendix A: User Requirements Document

