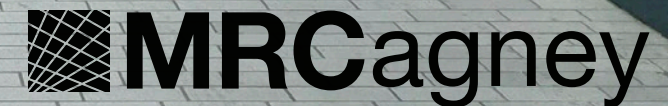


CITY CENTRE LOADING AND SERVICING DISRUPTION MANAGEMENT PLAN

June 2023

Auckland Transport
26 July 2023



BETTER TRANSPORT • BETTER PLACES • BETTER CHOICES

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.

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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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Abbreviations

A4E	Access for Everyone
AT	Auckland Transport
AUT	Auckland University of Technology
CCMP	City Centre Master Plan
CRL	City Rail Link
NZICC	New Zealand International Convention Centre
SPSV	Small Passenger Service Vehicles

Glossary

General loading zone	A loading zone anyone who is delivering something or someone can park in including pick-up drop-off activities by the public.
Goods vehicle loading zones	A loading zone that is reserved for commercial goods vehicles. Waka Kotahi defines a goods vehicle is as being “a vehicle constructed primarily for the carriage of goods.”
SPSV stand	A parking area reserved for pick-up drop-off activities by commercial passenger vehicles, such as taxis and rideshare vehicles.

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 document provides updates to the City Centre Loading and Servicing Disruption Management Plan (August 2022). This update provides analysis of the disruption between March 2023 to June 2024 to understand the impacts on loading and servicing operations.

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 June 2024. 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. Auckland Transport (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. This section includes information explaining the benefits of each approach.



Maintenance vehicle parked on High Street

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

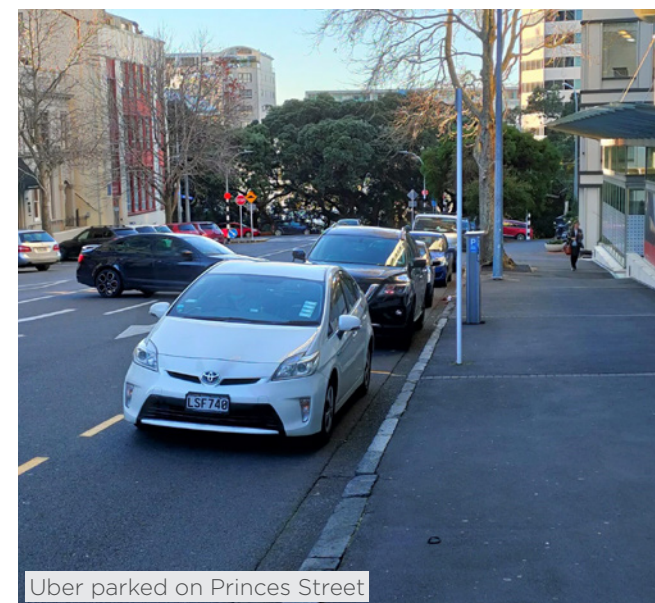
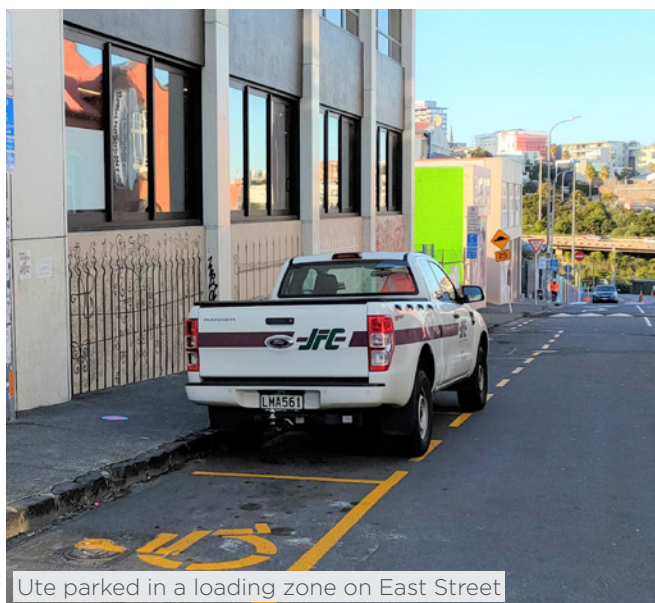
The city centre is home to a variety of land uses including retail, offices, housing, entertainment, and hospitality. All of these require goods to be picked up and dropped off, services to be undertaken and people to arrive and leave.

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

Because of the wide variety of activities in the city centre, loading and servicing needs to compete for kerb space with other uses such as space for people, 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.

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

This section explains the various documents that establish the strategic direction for the city centre.

City Centre Master Plan (CCMP)

The CCMP has been developed under the direction of the Auckland Plan. It outlines the strategic vision for the city centre and includes several key projects to transform 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 more accessible, more attractive, and more prosperous, with pedestrian-friendly streets and better connections to the rest of the city centre.

Access for Everyone (A4E)

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

The key moves of Access for Everyone are:

- 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

Parking Strategy

AT has recently developed a new Parking Strategy called Room to Move. This provides the guiding principles and policies for the planning, supply, and management of on-street and AT-controlled off-street parking in Tāmaki Makaurau / Auckland. One of the strategy's key aims is to help deliver the strategic transport goals that AT and Auckland Council have agreed on for our transport system. AT have recently started work on the City Centre Comprehensive Parking Management Plan. This plan will explain how on-street and off-street parking in the Auckland city centre should be managed over the short to medium term. This plan will be completed around June 2024.

While this future direction will result in 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 plan aims to mitigate the disruption as much as possible.



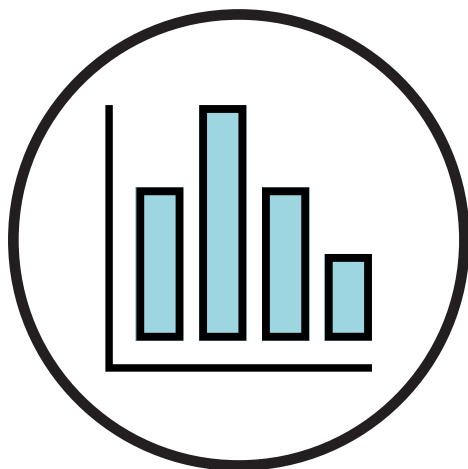
Trucks unloading on Fort Street

Introduction

Project Methodology

The methodology followed for the original City Centre Loading and Servicing Disruption Management Plan (August 2022) is described below.

For the 2023/24 updates we contacted project managers working on projects within the updates timeframe to get more information on their project and understand the disruption to loading and servicing. We also spoke to Heart of the City to understand where businesses are facing challenges.



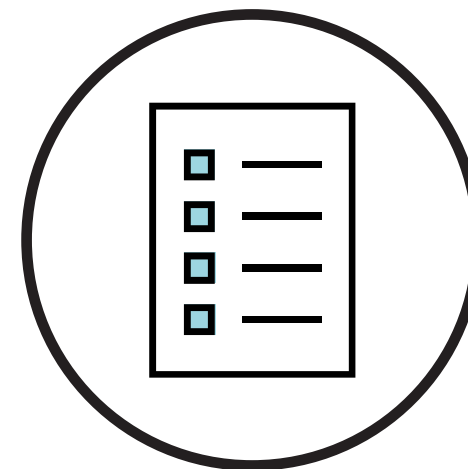
1. Information Collection.

This involved meeting key stakeholders and collecting relevant information required for the project. This included data on parking and loading, parking occupancy reports, previous work carried out, and contacting project managers to understand the level of disruption occurring over the project timeframe.



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

The city centre is home to a variety of land uses including retail, offices, housing, entertainment, and hospitality. Each of these land uses requires goods to be delivered and a range of services to be carried out. The original Loading and Servicing Plan included industry research, interviews and analysis to develop User Requirements for loading and servicing for the city centre. This User Requirements document can be found on the AT website.

The key findings of the user requirements work are shown below. The findings are separated into general loading and servicing activities, as well as the specific findings about the three 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. This is causing challenges for many delivery, servicing, 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

in this survey. There is significant impact when loading zones are not available, including:

- missed appointments
- repeat visits to jobs
- increased costs
- 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
- some service companies are using car park buildings where possible instead of on-street.



Vehicles parked in loading zones on Federal Street near Wyndham Street

User Requirements

Goods Delivery and Pick-Up

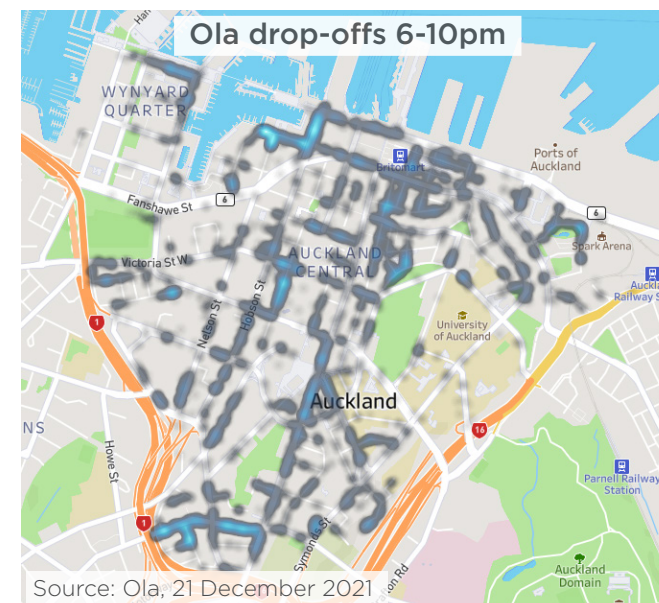
- Most deliveries are concentrated in the mornings however there are deliveries throughout the day. Shared space streets work well for quick deliveries before 11am.
- Bulk food and drink delivery companies are concerned about a lack of loading zone space in the city centre.
- One company suggested a 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.
- Many 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 Queen Street Valley 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.



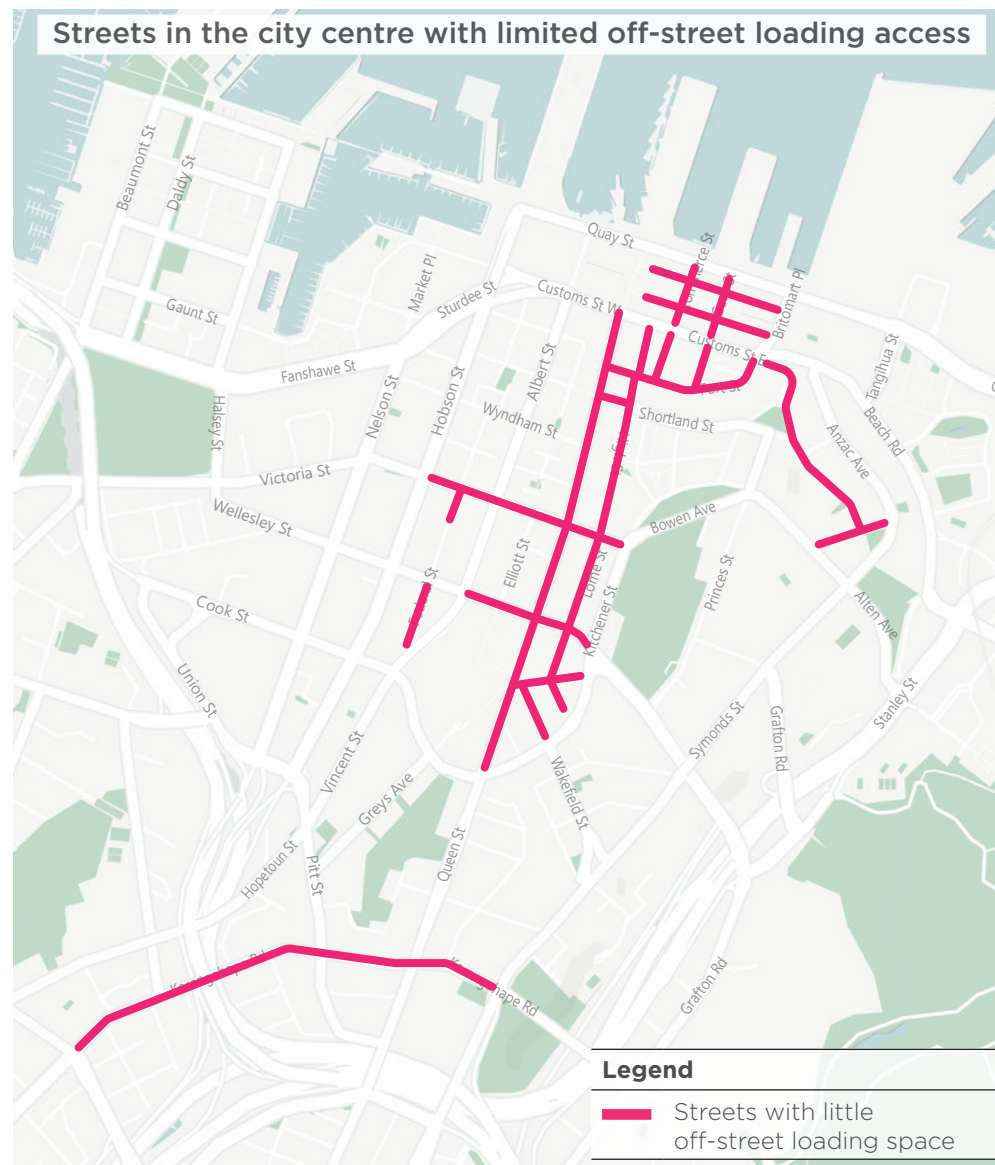
Baseline and Disruption

This section explains the existing context of loading and servicing in the city centre and the disruption that is occurring through to June 2024.

Existing Facilities

AT has a record of parking and loading zones in the city centre. 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.



© Mapbox, © OpenStreetMap

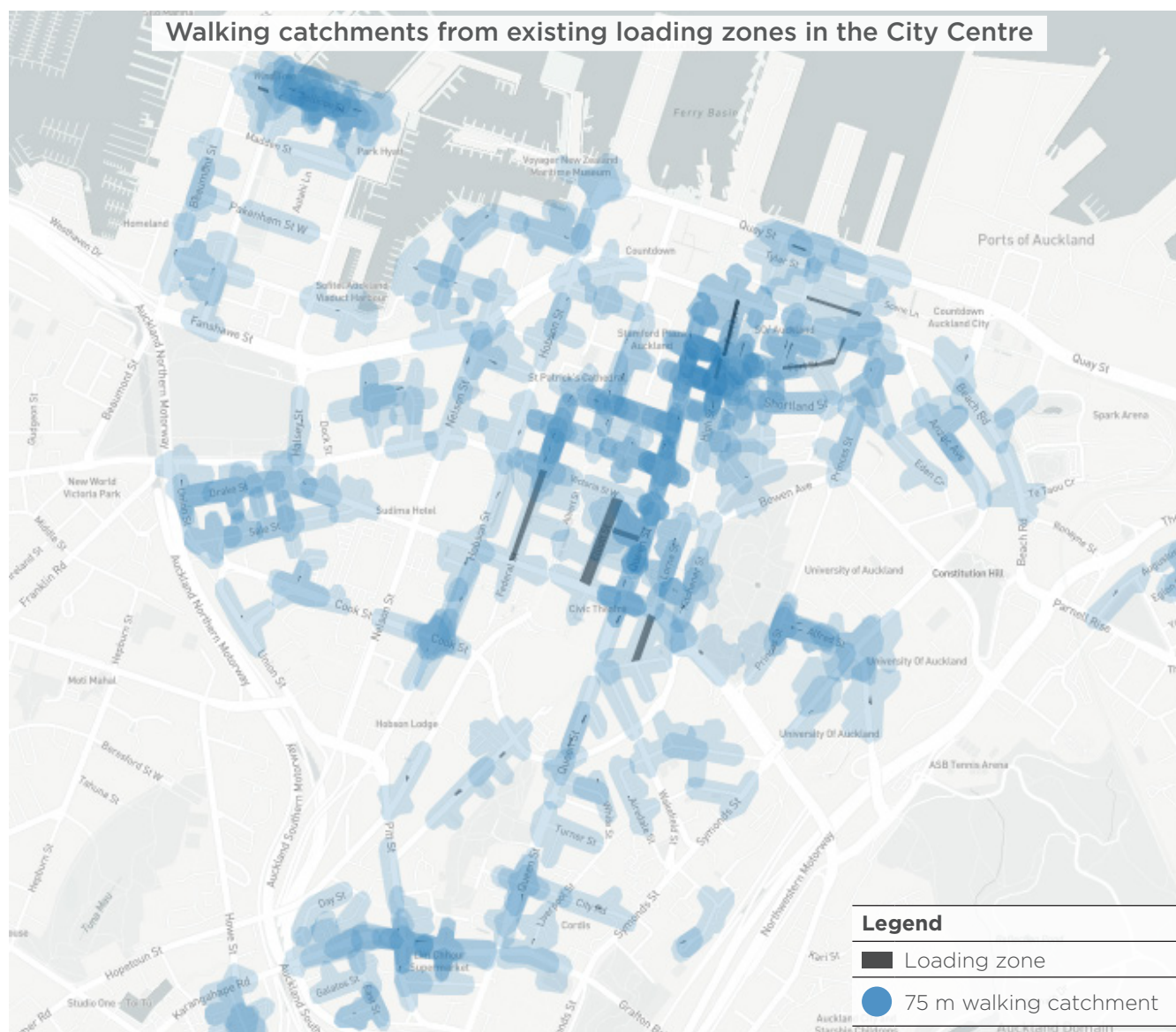
Baseline and Disruption

Loading Zones

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, we mapped a conservative 75 metre walking catchment around existing loading zones. 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.

Note: the data used in the map is from 2021 and some things may have changed.

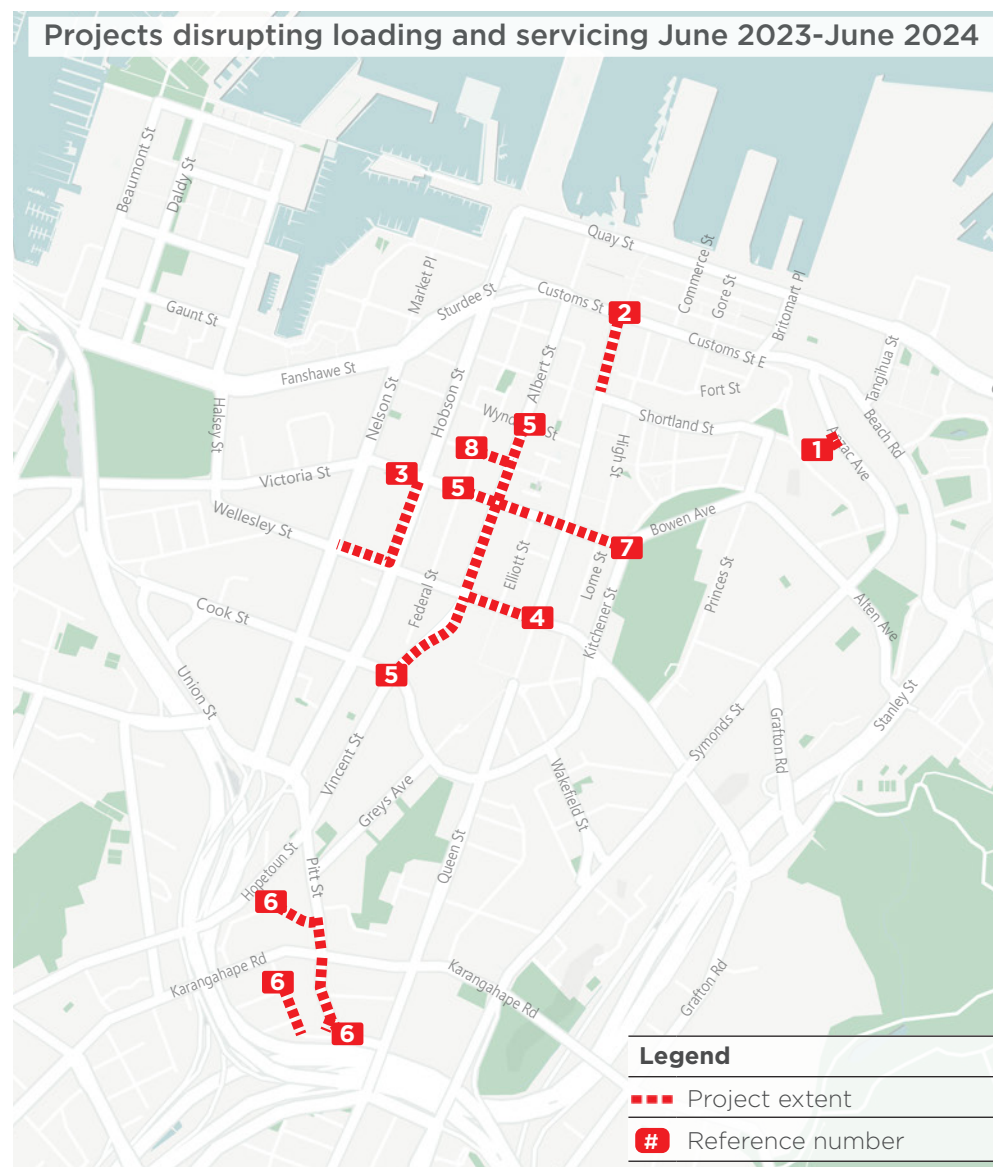


Baseline and Disruption

Several major construction projects and a series of smaller projects are currently occurring or about to commence in the city centre between March 2023 and June 2024. 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 projects that will have a disruption to loading and servicing within the timeframe are shown in the table below and highlighted in the adjacent map. Detailed accounts of the disruption that is occurring within the city centre are covered in the Analysis and Recommendations section.

No.	Project	2023		2024	
		Q3	Q4	Q1	Q2
1	Anzac Ave and Short Street				
2	Wai Horotiu Queen Street Valley Pilot - Zone 1				
3	NZICC - Hobson and Wellesley Streetscapes				
4	WSBI Wellesley St. Bus Improvements				
5	CRL Te Waihorotiu Station works				
6	CRL Karangahape Station works				
7	Te Hā Noa - Victoria Street Linear Park- Stage 1				
8	Kingston Street				
9	CRL C3 Aotea works (Vector)				Unconfirmed
10	Works Package 2.22 KV network (Vector)				Unconfirmed
11	Vector Albert St works				Unconfirmed



Analysis and Recommendations

In this section, we provide 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 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. After the general recommendations we provide analysis of each precinct with information on:

- the current provision for loading and servicing
- the planned disruption
- recommended changes to mitigate the disruption.

The recommendations section also provides updates on the recommendations of the previous plan (August 2022) stating whether they have been completed, are in progress or are not progressing. Some of these previous recommendations did not go ahead due to project constraints or engineering feedback.

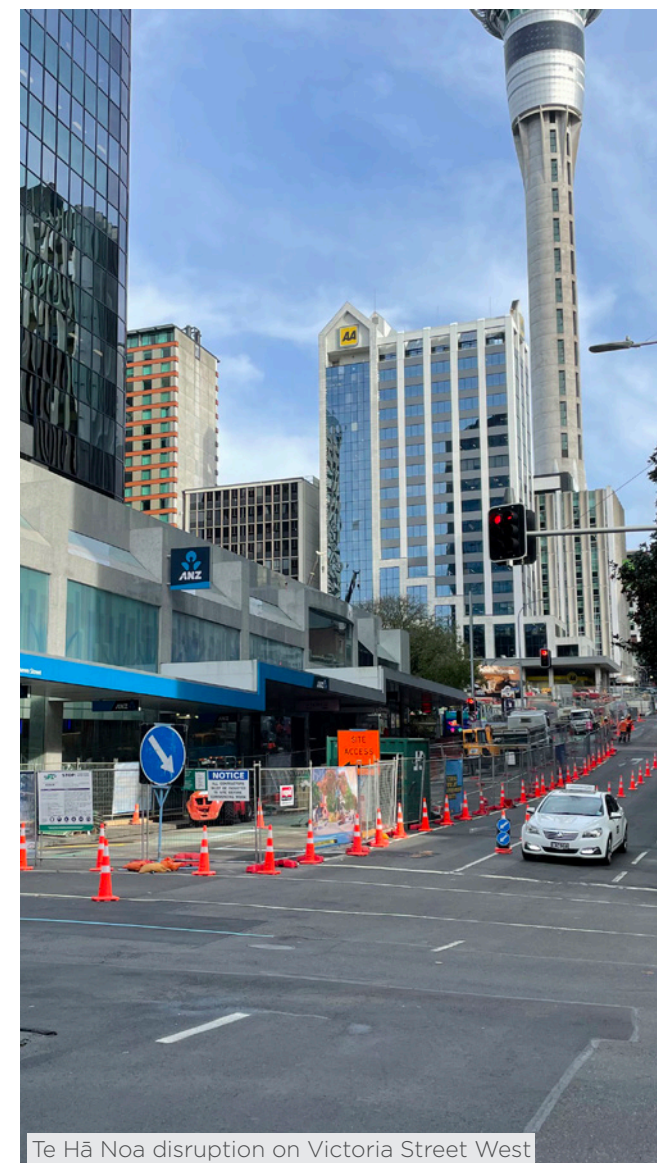


Note: The Upper Queen Area has been combined with the Cook/Union Area for this report.

Analysis and Recommendations

General Recommendations

Recommendation from previous Plan	Progress
Industry Engagement Engage with the loading and servicing industry to ensure they are updated with the latest information on changes to loading and servicing.	The Loading and Servicing Reference Group has been re-established and the first meeting was held on 12th April 2023 with representatives of the loading and servicing industry.
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.	A page has been set up on the AT website with information on loading and servicing and updates on changes. https://at.govt.nz/driving-parking/find-parking/parking-in-central-auckland/loading-and-servicing-management-plan/
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.	AT has commenced work on the City Centre Comprehensive Parking Management Plan. This will explain how parking should be managed in the city centre. This work is expected to be complete in mid-2024.
Paid Parking Information Ensure that loading zone and parking information data is up to date in AT Park.	The AT Park loading zone data is up-to-date and can be used to search for loading zones in the city centre.
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.	The Loading and Servicing Disruption Management Plan has been used to inform city centre projects how they should mitigate their disruption and maintain access for loading and servicing.



Analysis and Recommendations

Queen Street Valley

Characteristics

The Queen Street Valley is home to Auckland's premier shopping street, the cultural hub of the city, and the major transport terminals of the city centre. The Queen Street Valley 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 and the Lower Albert Street bus terminus are all located in the northern end of Queen Street Valley. These stations provide good access to this area by public transport. Also, at the northern end of the area, 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 Queen Street Valley, the following loading and servicing activities are likely to be most common:

- Taxi & ride-share and 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 for maintaining the buildings.
- Food and drink delivery: cafes, restaurants, superettes, and supermarkets are interspersed with the retail activities in this area, they need regular deliveries of food and drink.

Current provisions for parking, loading and servicing

Queen Street itself has no private vehicle accessways between Mayoral Drive and Quay Street, meaning that all buildings on Queen Street must receive deliveries 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.

In shared zones, P5 loading is permitted between 6-11am daily. There are shared zones in the following locations:

- Parts of Federal Street
- Jean Batten Place
- Fort Lane
- The western end of Fort Street
- Part of Lorne Street
- Galway Street
- Part of Tyler Street

In total, there are approximately 59 loading zones within Queen Street Valley.

On-street paid parking is limited to a handful of streets in this area. The streets include Kitchener Street, Lorne Street, High Street, Wakefield Street, Wyndham Street, Shortland Street and Chancery Street. In total there are approximately 184 on-street parking bays in Queen Street Valley that are not designated as loading zones.

Major off-street car parks in the area include:

- Princes Wharf: 280 spaces
- 27 Fort Street: 70 spaces
- Shortland & Fort: 65 Fort Street: 77 spaces
- SAP Tower: 151 Queen Street: 313 spaces
- Victoria Street Car Park: 30 Kitchener Street: 850 spaces

Analysis and Recommendations

Queen Street Valley

- 6-12 Kitchener Street: 330 spaces
- Elliott St/Victoria Street West: 135 spaces
- Civic Car Park: 928 spaces

There is a SPSV stand for three vehicles and general loading zones for pick-up and drop-off on Wyndham Street. There is a new general loading zone on Lorne Street that can be used as pick-up and drop-off for Civic Theatre.

Since the last plan, provision of loading zones has been managed with the aim of providing good coverage and reasonable availability. Wai Horotiu Queen Street has been remodelled and loading zones have been integrated into the design at regular locations for the length of the street. Loading zones or shared spaces have also been added to Mills Lane, and Quay, Tyler, and Galway Streets.

Disruption

Disruption in Queen Street Valley is centred on three major projects:

- City Rail Link: Aotea Station development continues through 2023-2024 centred around the southern end of Albert Street and Victoria Street West.
- Te Hā Noa – Victoria Street Linear Park: Construction works to rebuild Victoria Street between Queen Street and Hobson Street begin in 2023. The work is being delivered in stages with most of the street within Queen Street Valley being affected during the 2023-2024 period.
- Wai Horotiu Queen Street Valley Pilot – Queen

Street between Mayoral Drive and Shortland Street is being upgraded to match the layout and materiality of the remainder of the street. This will commence in July 2023 and will see further adjustment to loading and servicing.

- Wellesley Bus Improvements - A dedicated bus corridor on Wellesley Street including streetscape upgrade and wider footpaths. Stage 1 between Albert Street and Queen Street is starting in early 2024. There will be no parking or loading facilities.

There are other significant projects occurring in the area during the 2023-2024 period, the Wellesley Street Bus Improvements project for example, but these will not be disrupting any loading zones.

Deficiencies/Problems

The Te Hā Noa – Victoria Street Linear Park project will require removing a loading zone from the southern kerb on the eastern part of Victoria Street East. This will occur around the second quarter of 2024. There are loading zones on Kitchener Street and Lorne Street that can cover this area, but these are less conveniently located for some businesses. Removing this loading zone will generally reduce the availability of loading zones in the area for the duration of the construction works.

Te Hā Noa – Victoria Street Linear Park will also require the removal of loading zones from the northern kerb on Victoria Street East and Victoria Street West, around the intersection with Queen Street. This will occur around the third quarter of 2023 for Victoria Street West and the fourth

quarter of 2024 for Victoria Street East. There are several other options for service and delivery for businesses in this area, including Elliot and Darby Street shared spaces (P5 loading zone between 6:00am and 6:00pm, this is a temporary arrangement during CRL construction), four loading zones on Queen Street, and six loading zones in Durham Street West and Durham Lane.

High demand for pick up and drop off of people, particularly around the Arts Precinct and Queen Street. There is a plan to provide pick-up and drop off in the Civic car park.

There is very little public paid parking for service vehicles around the Fort Street, Commerce Street, Gore Street area. However, the Wilson car park on Fort Street is often used by trade and service vehicles, and there is casual parking offered by Secure Parking at the Lumley Tower.



Recycling truck parked on Queen Street

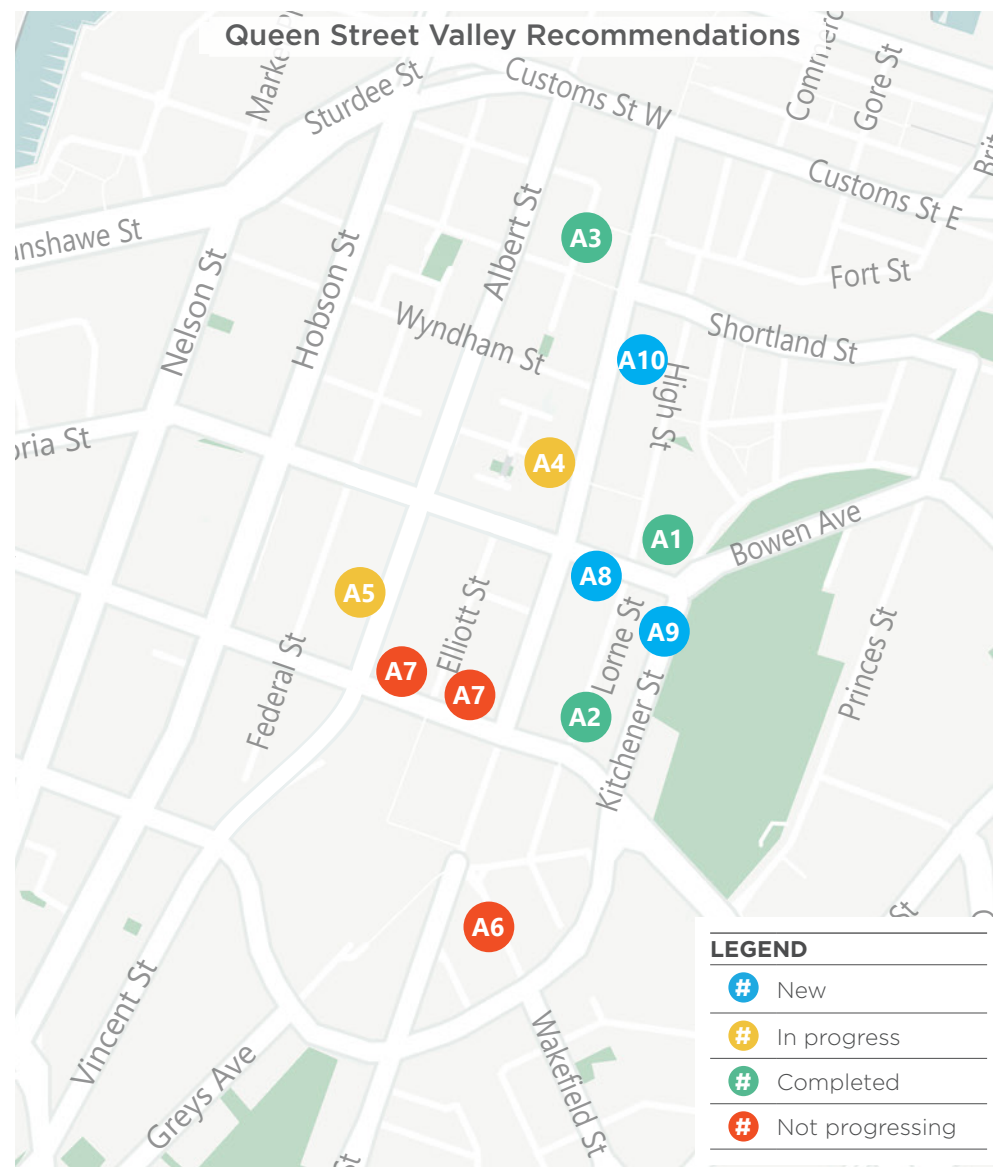
Analysis and Recommendations

Queen Street Valley



NOT TO SCALE

Ref	Location	Recommended Change	Status
A1	Victoria Street Car Park	In 2019, AT allocated spaces within the Victoria Street car park for parking by service and tradespeople who need to carry out work in the Auckland city centre. This was supported by a marketing campaign to inform the industry about the allocated spaces.	Completed
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 pick-up drop-off area for Civic Theatre.	Completed
A3	Mills Lane	Auckland Council is designing an upgrade to Mills Lane which will include some loading.	In progress
A4	Durham Street West	Extend broken yellow lines on loading zone near Queen Street and make temporary loading zone permanent	In progress
A5	Albert Street	Convert bus stop closest to pedestrian crossing to a loading zone from 3am-6am.	AT Metro is looking at feasibility of this
A6	Wakefield Street	Convert three angled parking spaces on the south side of Wakefield Street to taxi stands.	Not progressing
A7	Wellesley Street	Convert bus stops to loading zones from 3am-6am.	Not progressing



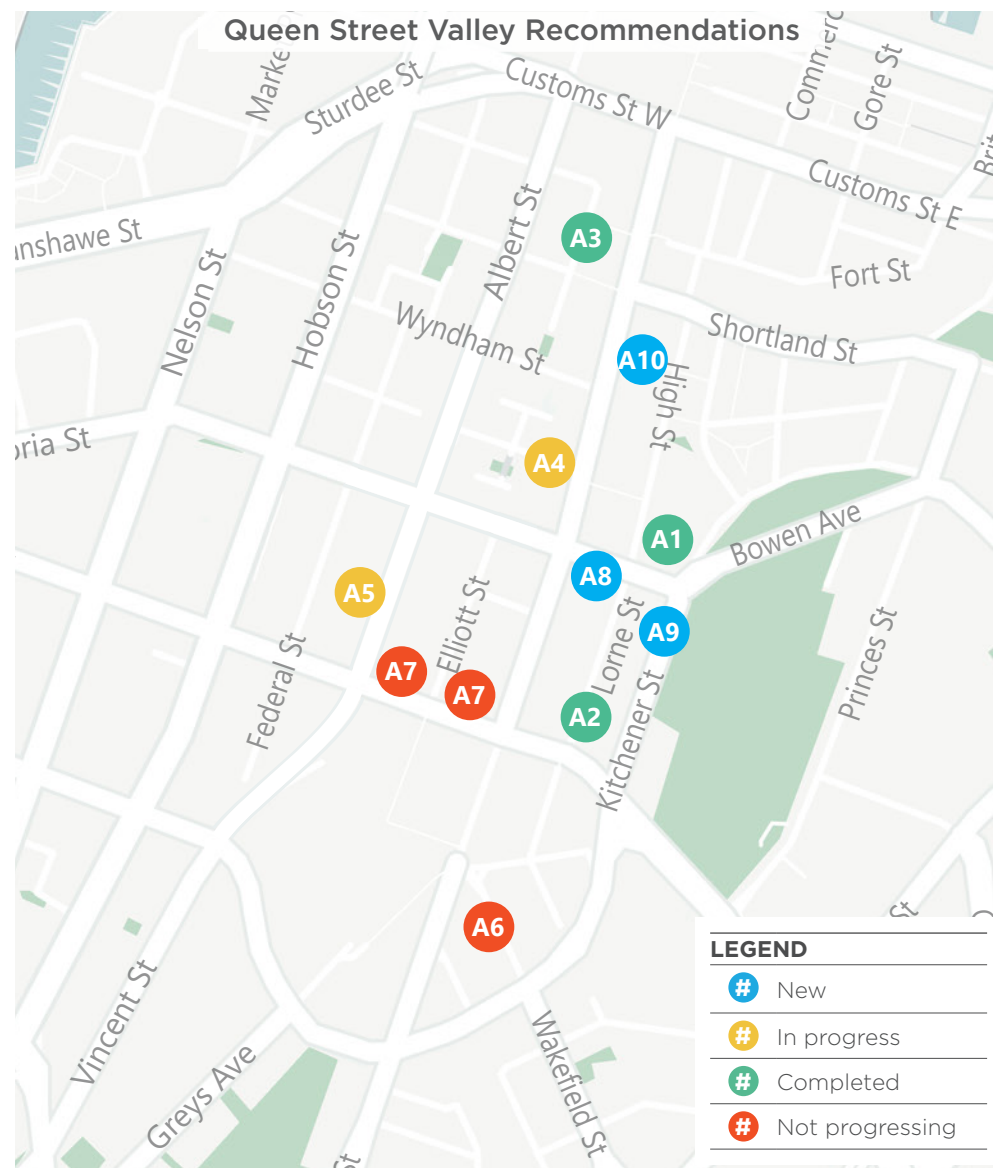
Analysis and Recommendations

Queen Street Valley



NOT TO SCALE

Ref	Location	Recommended Change	Status
A8	Victoria Street East	Create a temporary loading zone adjacent to the bus stop on the southern kerb of Victoria Street East between Lorne Street and Queen Street for the duration of Te Hā Noa – Victoria Street Linear Park Zones 1, 2, 5 and 6 works (mid 2023 through end 2024 / start of Zone 4 works).	New
A9	A9 - Kitchener Street	The Te Ha Noa project is looking into possibility of creating a new loading zone on the west side of Kitchener near intersection with Victoria Street.	New
A10	A10 - Vulcan Lane	Install CCTV enforcement cameras on Vulcan Lane to enforce the new restriction on parking.	New



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. The University of Auckland also has part of its campus in the middle of the block between Waterloo Quadrant and Eden Crescent.

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.

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 for parking, loading and servicing

Large commercial and residential buildings within Downtown East 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 before 11am. Galway Street between Commerce Street and Gore Street has been upgraded and now allows 15 minute parking at all times.

In total, there are approximately 21 on-street loading zones in the area. Three new loading zones have been created since the August

2022 Loading and Servicing Plan. These help to address some gaps in the coverage.

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

There are around 439 on-street parking spaces in this area.

Analysis and Recommendations

Downtown East

Disruption

No major disruption is planned in this area between March 2023 and June 2024 that would impact parking, loading and servicing activities.

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.

Deficiencies/Problems

The new apartment building at 47 Beach Road has created issues with delivery and service vehicles parking on the footpath. The building has parking underneath, but it appears that vehicles prefer to park for a short period of time on the wide footpaths. This causes safety issues, access barriers, and inconvenience for people walking along the footpath.

The parking supply around Britomart has reduced over the past few years due to streetscape upgrades however there is space for short-term (under 15 minutes) parking on the upgraded section of Galway Street. Trade and service companies use the Britomart car park when doing work in the Britomart area and some businesses validate their parking.



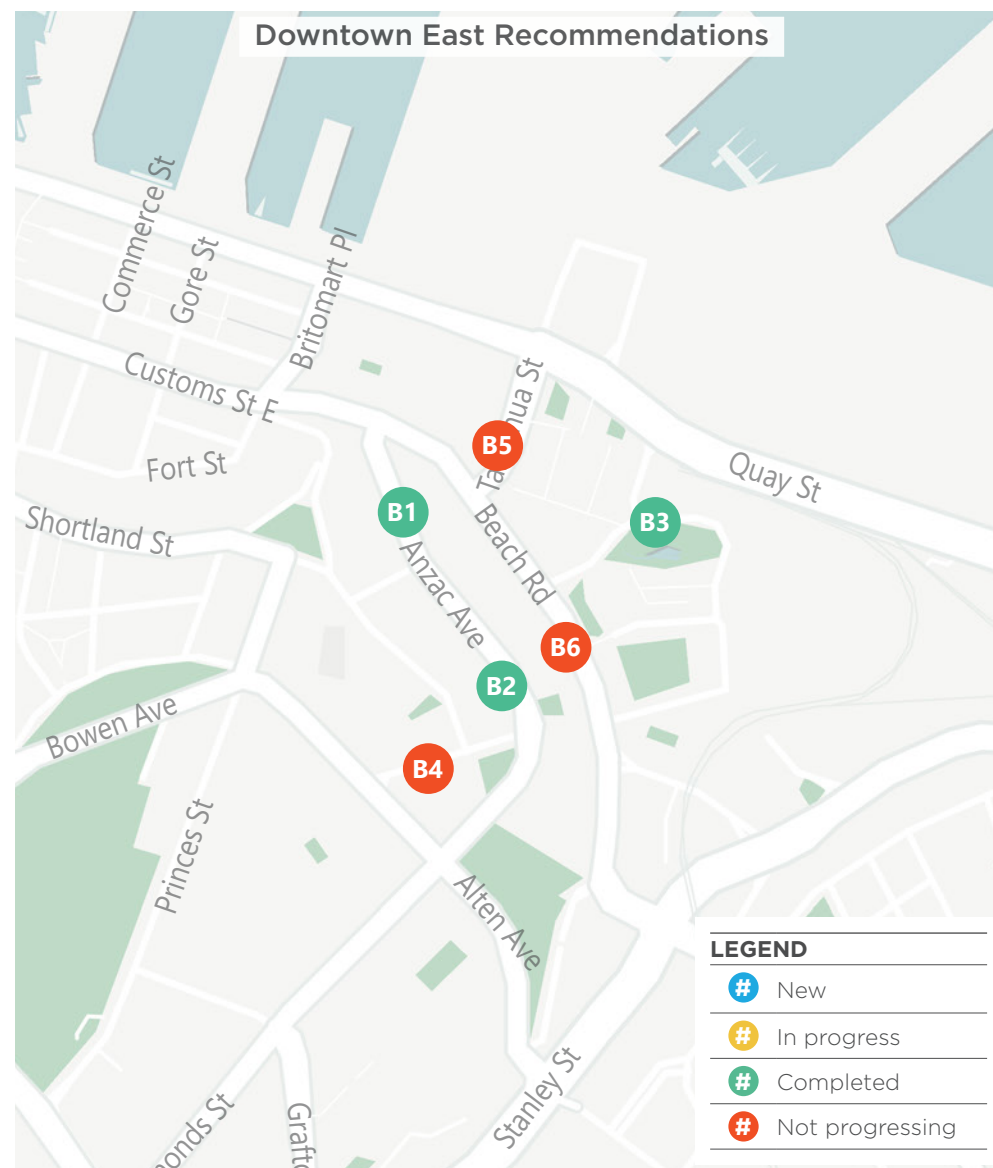
Analysis and Recommendations

Downtown East



NOT TO SCALE

Ref	Location	Recommended Change	Status
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.	Completed
B2	Anzac Avenue	Convert two on-street parking spaces outside 89 Anzac Avenue to create a general vehicle P5 loading zone, 8am-6pm.	Completed
B3	Mahuhu Crescent	Create new general loading zone on Mahuhu Crescent just east of intersection with Taporā Street.	Completed
B4	Parliament Street	Convert two on-street parking spaces to a general loading zone outside 5 Parliament Street as there are none there now.	Not progressing
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.	Not progressing
B6	Beach Road	Convert two on-street parking spaces outside 101 Beach Road to create a general P5 loading zone, at all times.	Not progressing



Analysis and Recommendations

University

Characteristics

The University area is primarily used for educational purposes associated with the University of Auckland. 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 for parking, loading and servicing

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 is a loading zone on Princes Street, three loading zones dispersed down Symonds Street, and an SPSV stand on Grafton Road. There are gaps in coverage to many of the University of Auckland buildings on Symonds Street, Alfred Street, and the northern end of Princes Street, however these buildings are likely to have their own off-street facilities.

Disruption

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

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.

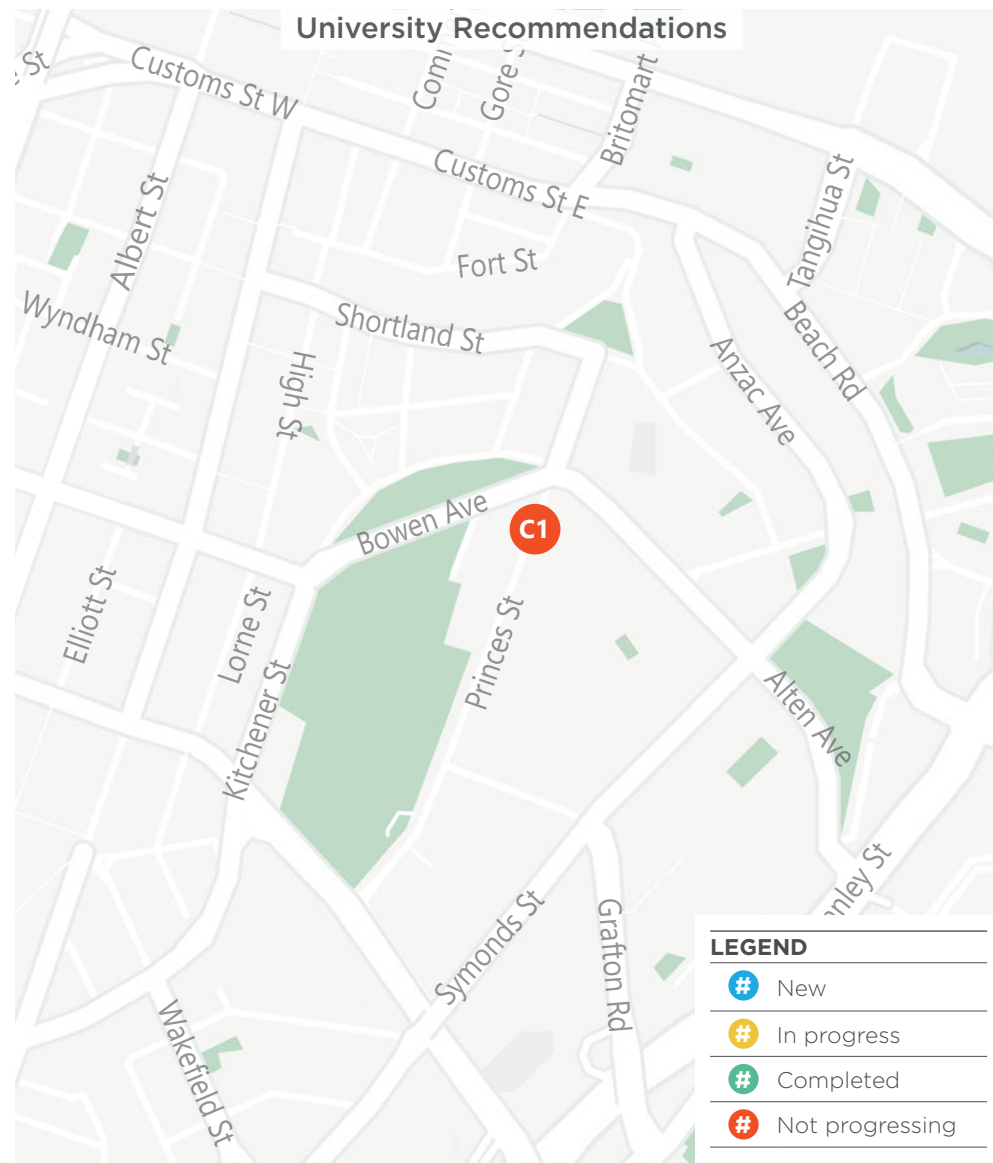
Analysis and Recommendations

University



NOT TO SCALE

Ref	Location	Recommended Change	Status
C1		Create a new 12m long general loading zone on the north end of Princes Street to the north of the Car Share space.	Not progressing



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 also require large deliveries of food and drink.

Current provisions for parking, loading and servicing

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 have been five additional loading zones spaces created in this precinct since the August 2022 Loading and Servicing Plan. Now there are approximately 19 loading zones in the 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.

Disruption

Between March 2023 and June 2024 there are no major disruptions planned in the Wakefield area.

Deficiencies/Problems

With the new loading zones the area is much better served with loading capacity. However, there is still the unique challenge related to the university halls moving day when thousands of students move in and out of their student accommodation.



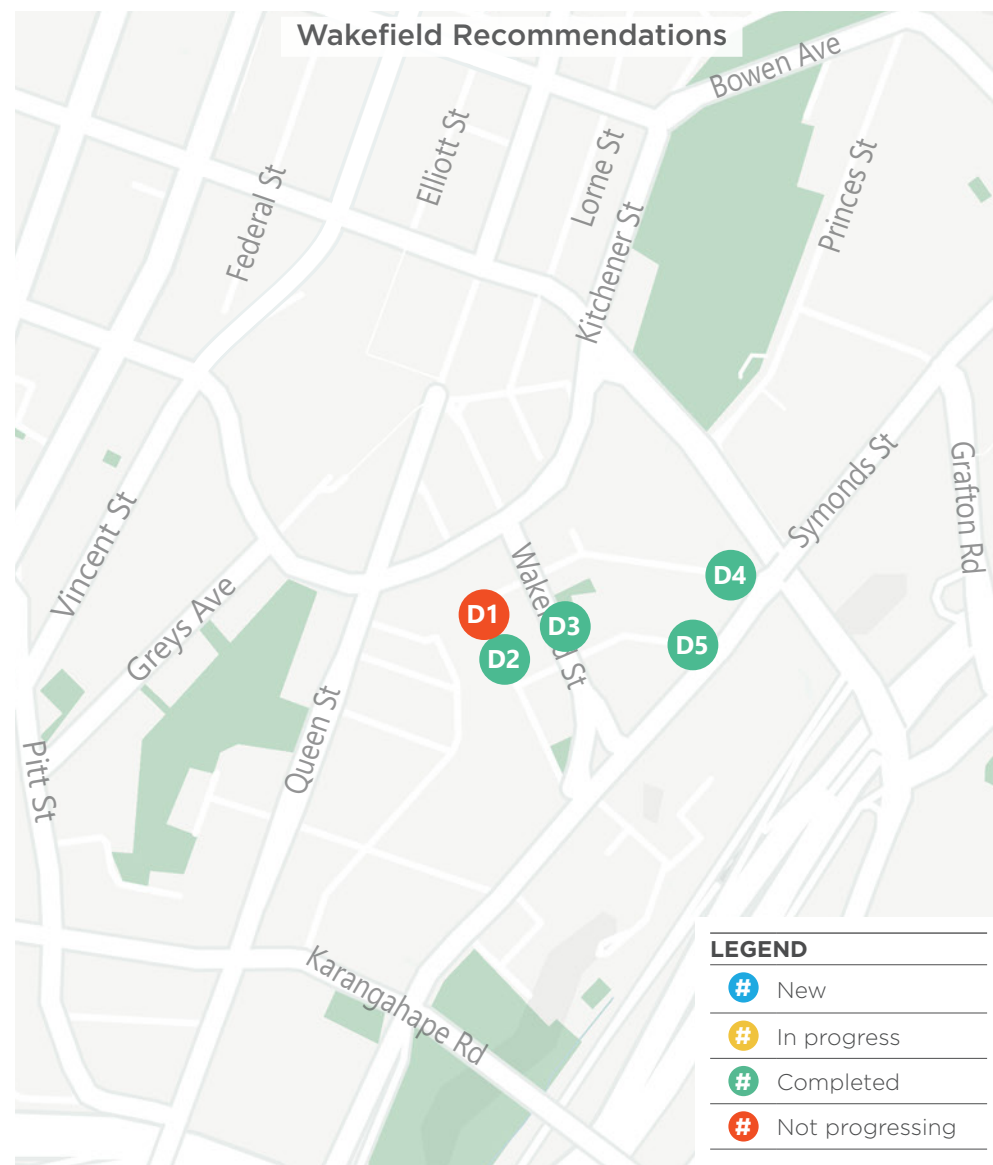
Analysis and Recommendations

Wakefield



NOT TO SCALE

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



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 types, 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, and commercial services.

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

Current provisions for parking, loading and servicing

Some of the developments in the Karangahape Road area 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. Access to off-street loading and servicing parking is not universal. 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. Because of this many will rely on on-street loading zones or parking spaces for at least some of their loading and servicing needs.

On-street loading zones are dispersed throughout the area and provide good coverage.

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 138 general on-street parking spaces, dispersed throughout the area.

Disruption

The main changes for this area relate to the construction and completion of the City Rail Link (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. AT Metro is also looking to introduce changes to bus lane operational hours which will have an impact on operational times for loading zones. This work is expected to be completed in the third quarter of 2024. However, the final form and construction staging of this work is currently being planned and therefore is not confirmed.

Disruption to facilitate the construction of the CRL stations has been happening since July 2021, so much of the current layout of parking around

Analysis and Recommendations

Karangahape Road

the station entrances forms the interim layout until the streetscape works are undertaken. Some of this interim layout includes loading zones, for example, the eastern side of Mercury Lane between Karangahape Road and Cross Street is designated as P5 loading zone.

Deficiencies/Problems

There is a shortage of 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 – see recommended change E4 below.

Karangahape Road 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 CRL Station works and planning is currently underway to inform the final streetscape designs including loading and servicing needs.



Karangahape Road looking toward Queen Street

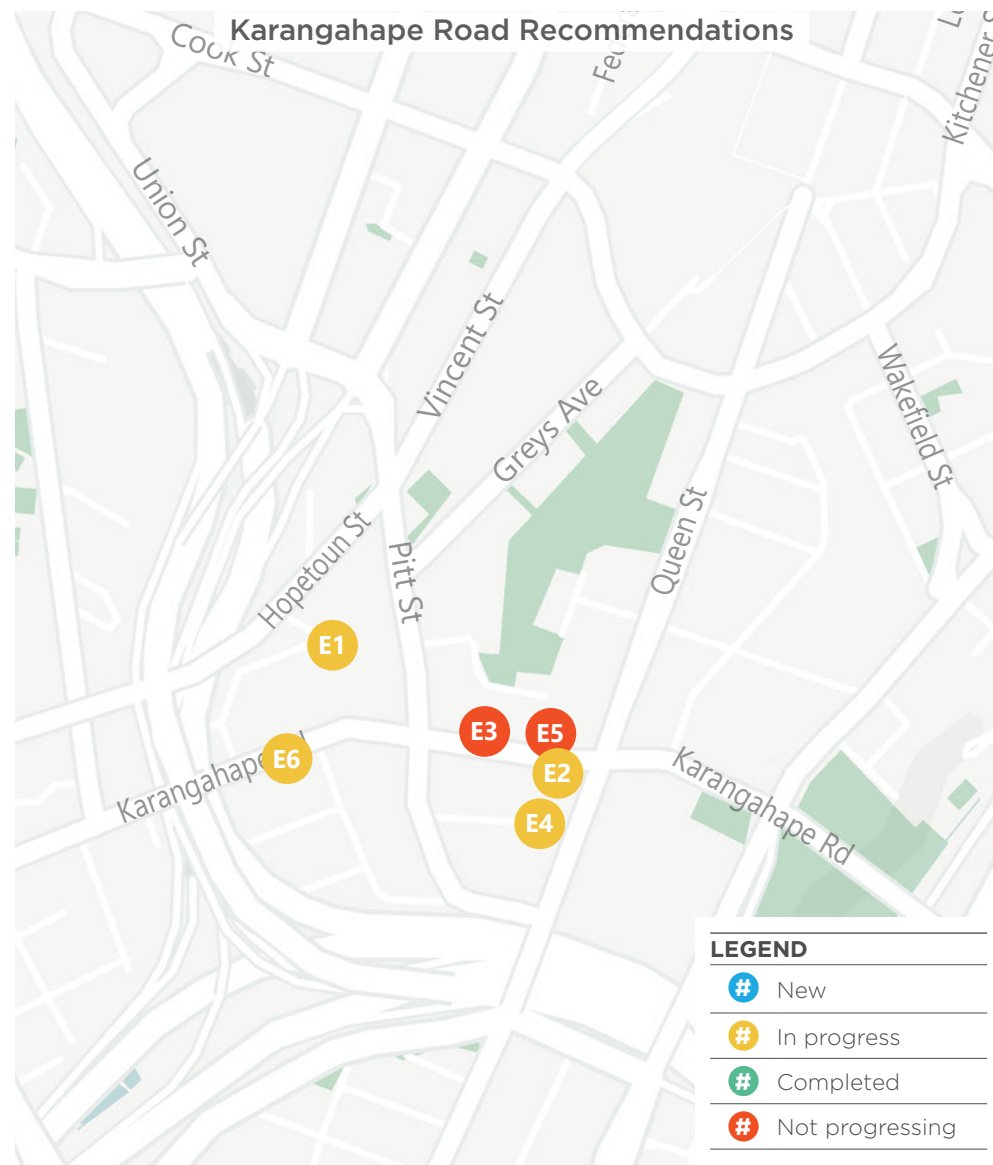
Analysis and Recommendations

Karangahape Road



NOT TO SCALE

Ref	Location	Recommended Change	Status
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.	Will be delivered by CRL
E2	Karangahape Road	Reduce the P120 motorcycle parking by 8 metres and increase the existing loading zone by 8 metres outside 170 Karangahape Road.	Will be delivered by AT Metro
E3	Karangahape Road	Extend the existing loading zone on the south side of Karangahape Road outside the cemetery to make it 20 metres.	Withdrawn
E4	Cross Street	Convert two on-street parking spaces to create a goods vehicle P5 loading zone at the eastern end of Cross Street.	Not started - CRL to do
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.	Not progressing
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.	Not started - CRL to do



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 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 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 for parking, loading and servicing

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. 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 25 loading zone spaces across this area based on the dimensions of a typical van.

Federal Street to the south of Wellesley Street was upgraded in 2022 into a shared space that allows loading before 11am. There has been some additional paid parking created outside of the old

Police Station on Cook 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 405 general on-street parking spaces, dispersed throughout the area.

There is an SPSV Stand on Mayoral Drive near Greys Ave.

Disruption

The CRL Te Waihorotiu Station works are causing disruption including the traffic closure of Albert Street. Work is underway to reopen Albert Street to traffic in late 2023 although this won't include any on-street loading provision.

The CRL Karanga-a-hape Station works include a northbound and southbound separated cycleways along Pitt Street, from Hopetoun Street to Karangahape Road.

Deficiencies/Problems

Te Waihorotiu Station disruption through until early 2024 although this has been improved with the new Federal shared space.

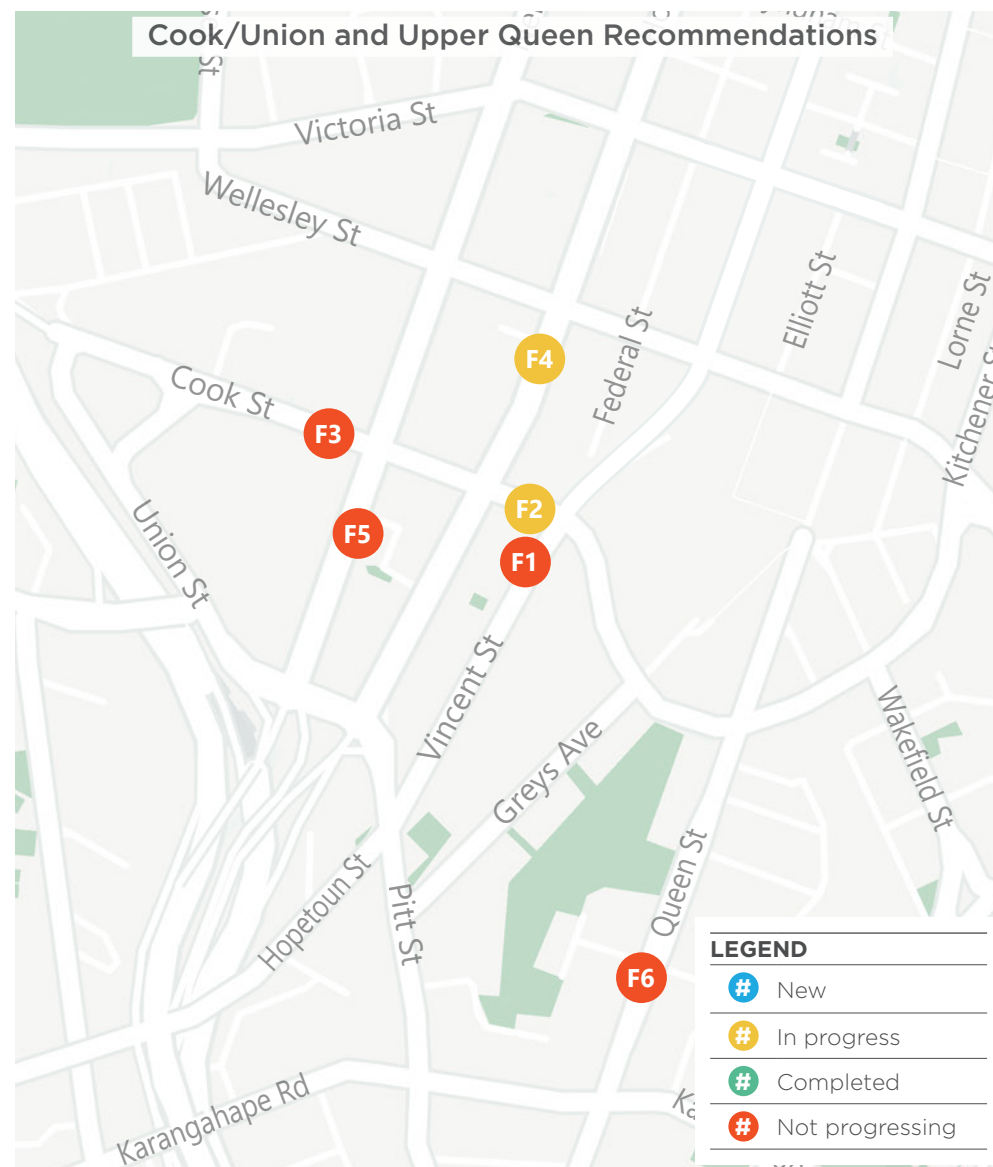
Analysis and Recommendations

Cook/Union and Upper Queen



NOT TO SCALE

Ref	Location	Recommended Change	Status
F1	Vincent Street	Convert 20 metres of redundant police vehicle parking area at the north end of Vincent Street to a general loading zone.	Not progressing
F2	Cook Street	Convert the redundant P20 parking area outside the old Police Station on Cook Street to paid parking.	In progress by AT Metro
F3	Cook Street	Convert two parking spaces to create a goods vehicle P5 loading zone outside 62 Cook Street.	Not progressing
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 New Zealand International Convention Centre (NZICC).	In progress
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.	Not progressing
F6	Queen Street	Consider an off-peak loading zone on the western side of Queen Street (outside 2 Scotia Place), between the access way for 411 Queen Street and the access way for 2 Scotia Place.	Not progressing



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. 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.

Loading and servicing

Based on the land uses in Downtown West, 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 for parking, loading and servicing

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. 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 around 31 loading zone spaces across the Downtown West area, based on the dimensions of a typical van. However, there is a high amount of non-compliance with vehicles using the zones for activities other than loading. There are also several signs missing which makes enforcement difficult, for example outside the Albion Hotel on Hobson Street. AT has recently implemented a new loading zone on Swanson

Street that was recommended in the August 2022 Loading and Servicing Plan.

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 132 general on-street parking spaces in the area.

Disruption

Disruptions that are planned to occur between March 2023 and June 2024 are:

- NZICC - Hobson and Wellesley Streetscapes: The western side of Hobson Street between Victoria Street and Wellesley Street will be disrupted for the duration of the NZICC construction through to at least the end of 2024. A number of loading zones, and a few sections of paid parking have been removed as a result.
- 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.
- CRL Te Waihorotiu Station works: This is causing significant disruption including the traffic closure of Albert Street and Victoria Street West. Work is underway to reopen Victoria Street and Albert Street to traffic in late 2023 although this won't include any on-street loading provision.

Analysis and Recommendations

Downtown West

Deficiencies/Problems

- There is a lot of construction impacting access and on-street parking. There is still a good coverage of loading zones however there appears to be a lot of non-compliance with vehicles parking illegally in loading zones.
- There is a lot of building construction occurring around Albert Street which is disrupting access and parking. There is likely to be construction over the next few years to take advantage of the opening of the CRL Station and improved transport access to large parts of Auckland. This construction will have an impact and should be monitored to maintain access for loading and service vehicles.
- NZICC has removed parking and loading from the western side of Hobson Street through until 2025.



Delivery trucks on Federal Street adjacent to the cycle lane

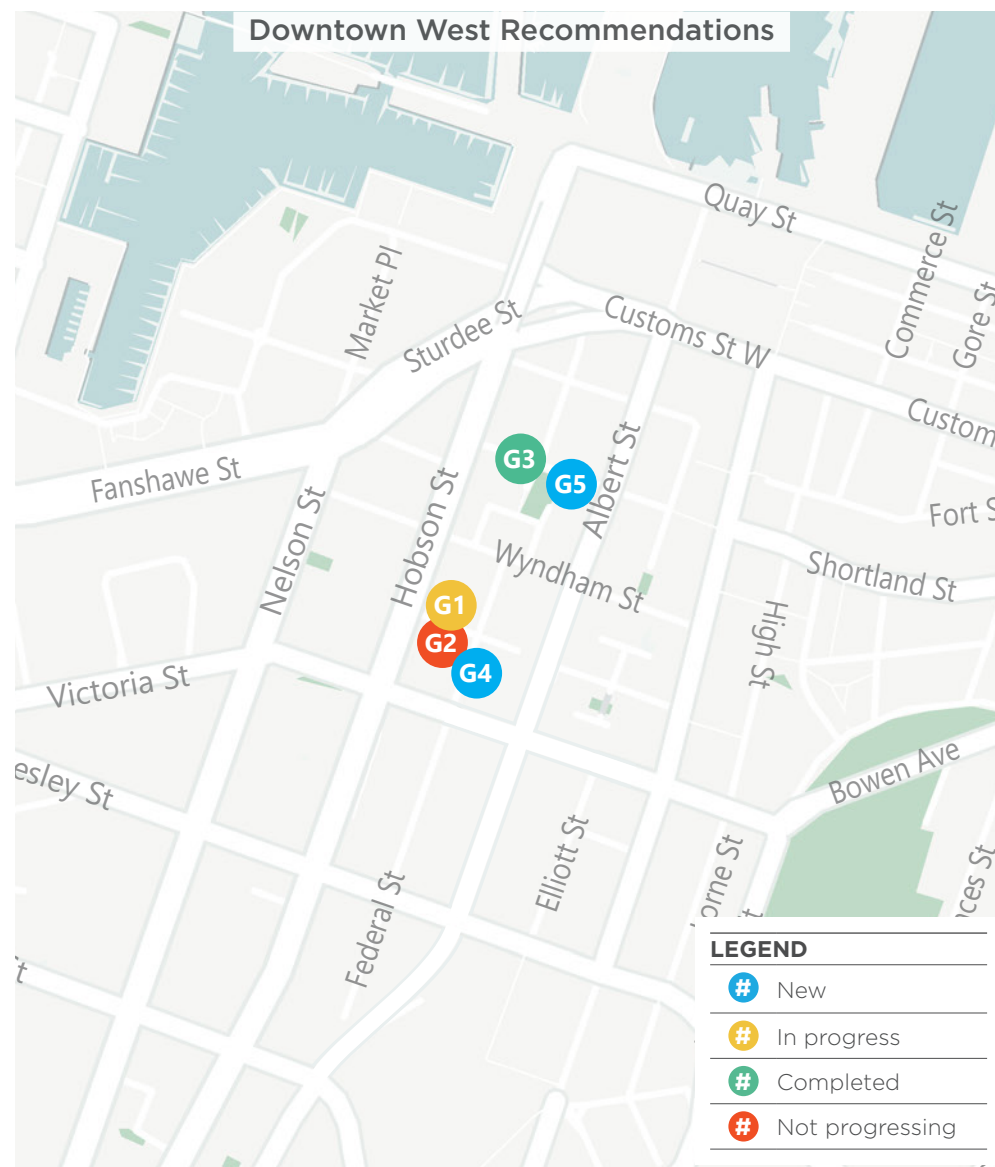
Analysis and Recommendations

Downtown West



NOT TO SCALE

Ref	Location	Recommended Change	Status
G1	Kingston Street (northern side)	On the northern kerb of Kingston Street (between Albert Street and Federal Street) create two P5 goods vehicle loading zone, at all times.	CRL to implement in early 2024
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.	Not progressing
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.	Completed
G4	Federal Street	Convert 12 meters of paid parking to a new P5 goods vehicle loading zone at all times outside 60 Federal Street (on the east side of Federal Street). This should be from early 2024 when Victoria Street is reopened with no loading capacity.	New
G5	Swanson Street	Extend the existing loading zone on Swanson Street near the intersection with Albert Street by six meters.	New
	Whole area	Better enforcement of loading zones in this area. AT could also advise construction crews about the need to keep loading zones available for businesses in the area.	New



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 for parking, loading and servicing

There are many new buildings in this area which mostly have off-street parking for servicing and deliveries. There are currently 24 loading zone

spaces across the Victoria Quarter area, based on the dimensions of a typical van. The Victoria Street cycleway (College Hill to Nelson Street) was completed in 2022 and included two new loading zones on the southern kerb of Victoria Street West however these only operate outside of clearway times. Two new loading zones were installed on Graham Street and Dock Street in May 2023 as recommended by the August 2022 Loading and Servicing Plan. These addressed gaps in the loading zone coverage around Dock Street and Victoria Street West

Major off-street car parks in the area include:

- 17-19 Nelson Street: 165 spaces
- Fanshawe Street Car Park (AT): 509 spaces
- Wellesley Street Car Park: 400 spaces

There are also 226 on-street car parks available throughout Victoria Quarter.

Disruption

There is no disruption to loading and parking planned in the Victoria Quarter between March 2023 and June 2024.

Deficiencies/Problems

There are no deficiencies in this precinct.

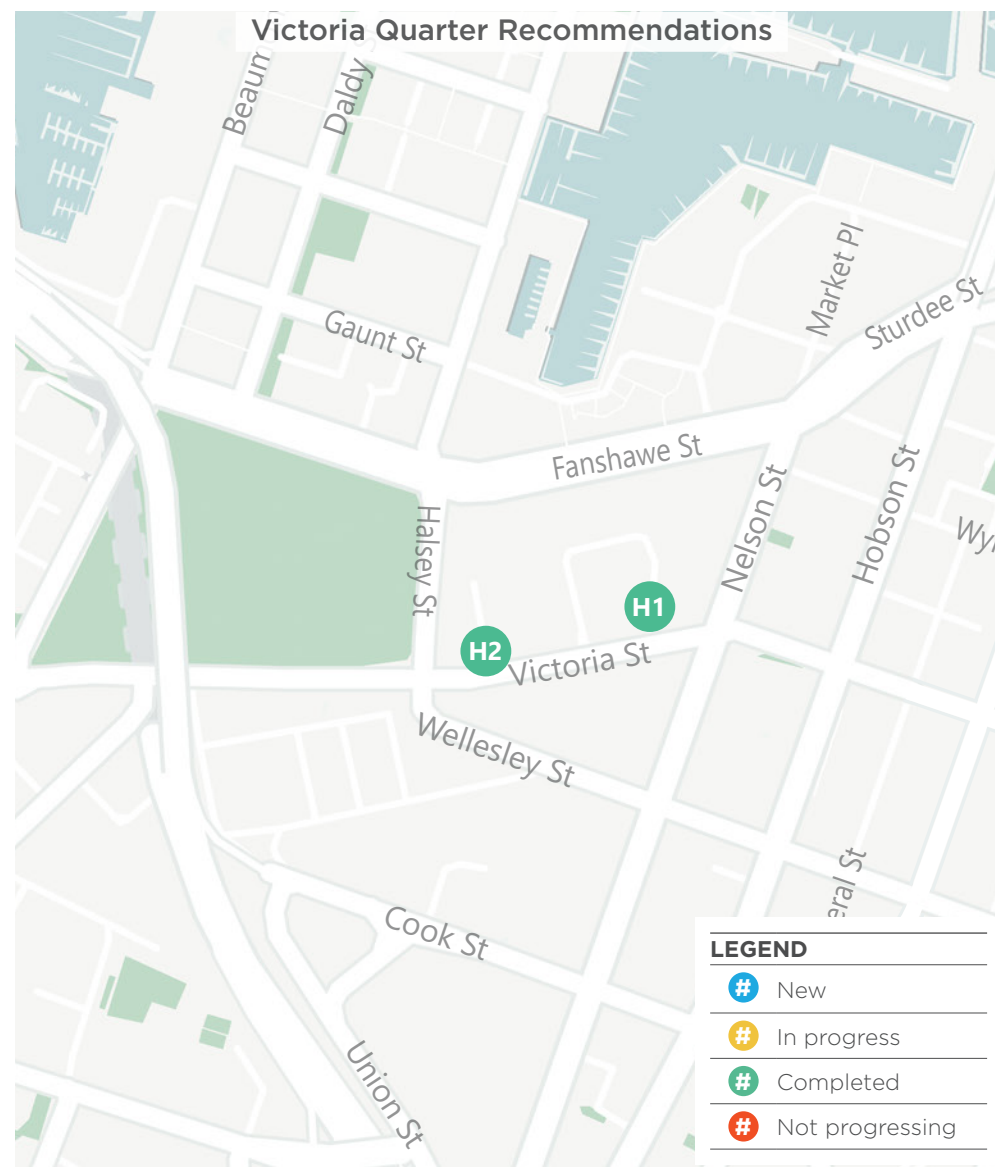
Analysis and Recommendations

Victoria Quarter



NOT TO SCALE

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



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 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 for parking, loading and servicing

Since Project WAVE has been implemented, the

Viaduct area has a good coverage of loading zones. There are around 20 on-street loading zones, based on the dimensions of a standard van, although not all of these operate at all times. There is a large new loading zone outside the Tepid Baths on Pakenham Street East that can accommodate 4 vehicles.

The loading zones on Customs Street West convert to SPSV Stands in the evenings to service the bars and restaurants in the area. This was created under Project WAVE.

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.

Deficiencies/Problems

None.

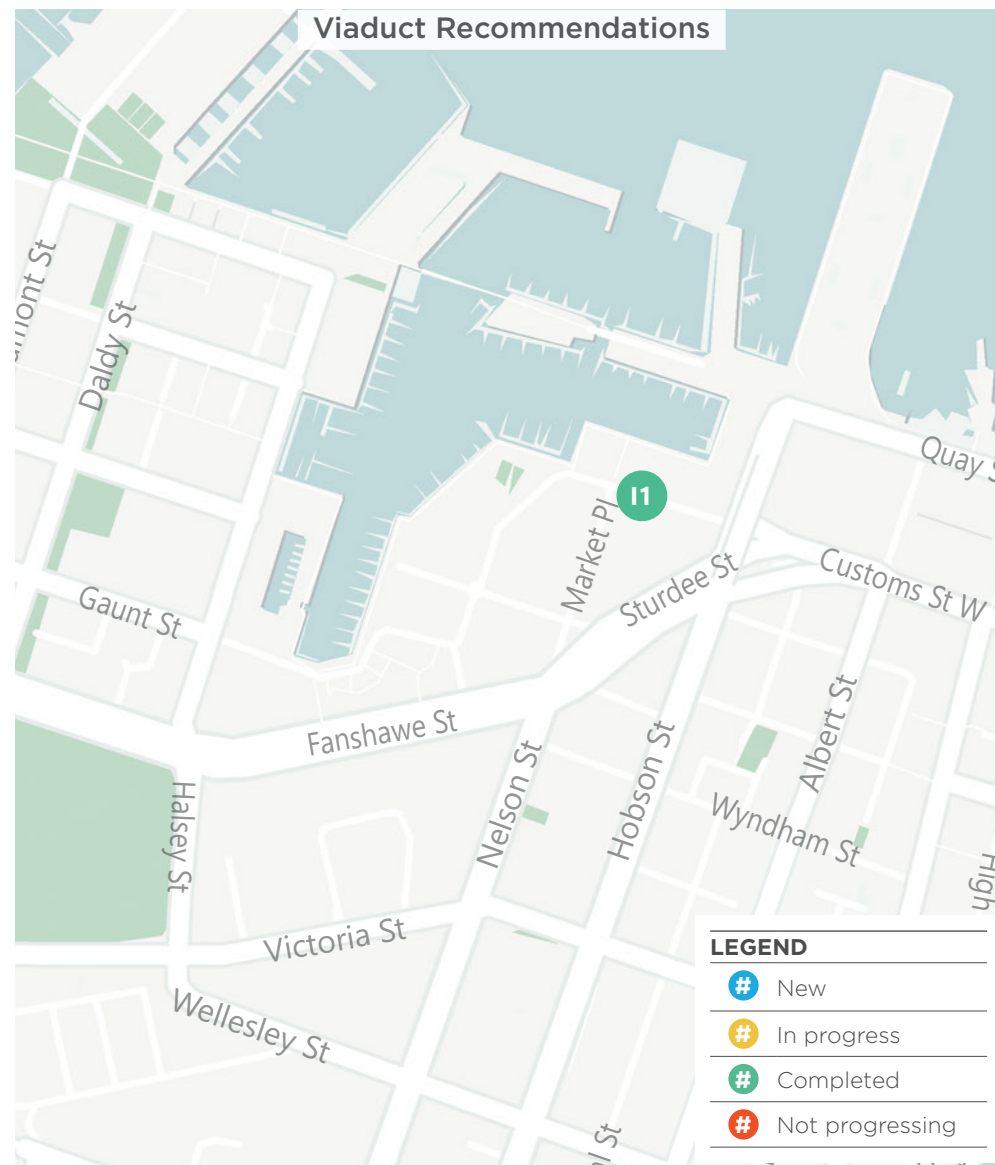
Analysis and Recommendations

Viaduct



NOT TO SCALE

Ref	Location	Recommended Change	Status
I1	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.	Completed as part of Project WAVE



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. 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, 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 for parking, loading and servicing

There are 30 loading zone spaces however these are mostly located on Jellicoe Street and Beaumont Street resulting in some 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.

There are 245 on-street parking spaces in the precinct.

There are some SPSV Stands on Jellicoe Street to service the bars and restaurants.

Disruption

There are no street upgrades planned to occur in the Wynyard Quarter within the time frames of this project. The Beaumont Street and Westhaven Drive upgrade has been pushed back to 2026.

There are these private developments occurring:

- A building under construction at 30 Daldy Street that has taken out parking on Gaunt Street over the project timeframes. Surrounding buildings have on-site parking therefore this is not causing any problems.
- There are apartments being built at 131 Beaumont Street that is taking out some on-street parking over the project timeframes.

Deficiencies/Problems

Building construction is reducing loading zone space around Beaumont Street.

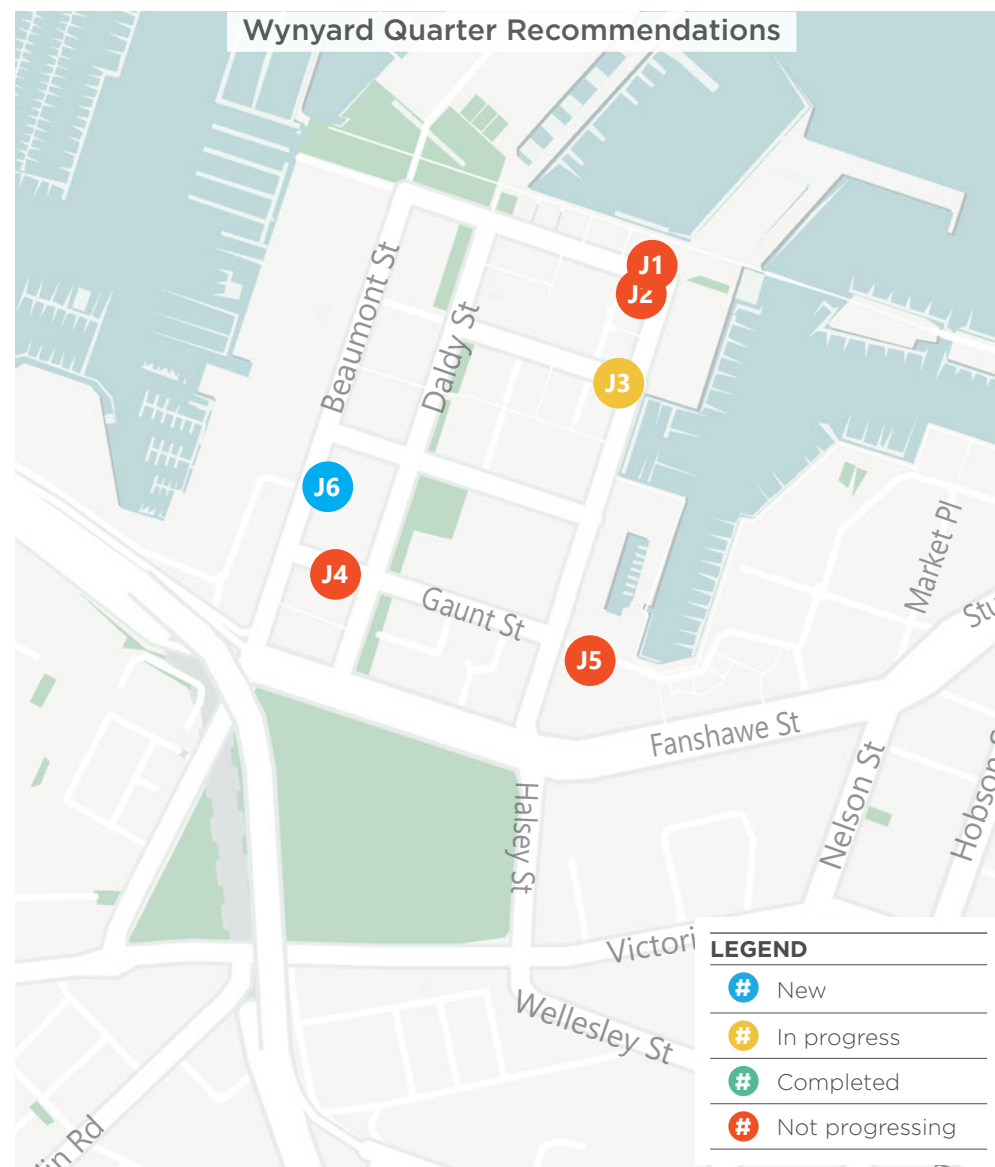
Analysis and Recommendations

Wynyard Quarter



NOT TO SCALE

Ref	Location	Recommended Change	Status
J1	Jellicoe Street	Install CCTV enforcement of loading zones on Jellicoe Street in front of bars and restaurants.	Not progressing - CCTV being used in different locations.
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.	Not progressing
J3	Madden Street	Change the P30 bus parking to paid parking between 8am and 6pm and retain P30 bus parking at other times.	In progress
J4	Gaunt Street	Convert parking bay outside Burnsco and Ocean Hunter to a loading zone.	Not progressing
J5	Viaduct Harbour Avenue	A general P5 loading zone, 8am to 6pm in place of the old entrance for the AT building.	Not progressing
J6	Beaumont Street	Convert 18 meters of paid parking to a new P15 goods vehicle loading zone at all times outside 129 Beaumont Street.	New



Loading and Servicing Trials

The previous Loading and Servicing Plan contained two innovative loading and servicing approaches that AT could trial in the city centre to test their effectiveness. This section provides an update on these trials.

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. This remote enforcement using CCTV could be extended to enforcement of some key loading zone locations in the city centre. Signs explaining that CCTV enforcement is being carried out should be used to deter illegal parking activity.

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.

Update

Ten sites for remote CCTV enforcement of loading zones have been selected and are in the process of being implemented. There are on Federal Street, Queen Street and High Street. Four of these are expected to be in place in late 2023.



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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 reduction of general traffic. However, 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 trial

The trial would test the use of LPR camera-controlled entry at certain times into Te Komititanga (Lower Queen Street). AT would need to work with the local businesses and their delivery partners to determine agreed time windows for allowing entry. This trial would test this type of operation with the view of rolling this out to other pedestrianised streets across the city centre in future.

Te Komititanga 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 manage 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.

Benefits

The benefits of this approach are:

- Test the operation of LPR cameras and retractable bollards and use lessons learned at other streets within the Auckland city centre.
- Establish relationships with the delivery and service industry and demonstrate willingness to test innovation.

Update

The operational details of this trial are still being investigated.



Van parked on Tyler Street near Te Komititanga

Conclusion

The August 2022 Loading and Servicing Plan recommended 38 actions to improve loading and servicing in the city centre. Of these:

- Thirteen have been delivered
- Seven will be delivered by other projects
- Four are on hold due to construction or other decisions
- One is still under investigation
- Thirteen are not going ahead due to project constraints or engineering feedback

There have been two shared space streets created since the August 2022 Plan. One is on the southern section of Federal Street that allows loading and unloading between 6am and 11am, and the other is a section of Galway Street that allows for 15 minute parking at all times. Vulcan Lane also now allows loading and servicing between 5am and 8am. The Queen Street upgrade has allocated loading zone spaces along the length of the street and the new Essential Vehicle Area reduces general traffic on this street making it easier for delivery vehicles.

These changes collectively have improved the coverage of loading zones in the city centre making it easier for delivery vehicles to access businesses.

There are new areas that allow for pick-up and drop-off near hotels and theatres. A pilot is underway to allow for more pick-up and drop-off in the Civic car park.

While there is less disruption occurring over the March 2023 to June 2024 timeframe than during 2022, there is still a lot occurring in the midtown area of the city centre. This is mainly due to the CRL, Te Hā Noa Victoria Street Linear Park, and Wellesley Street Bus Improvements. The CRL street construction should be completed in early 2024 with streets reopening to traffic and new kerbside layouts. While there is less space for

loading there were opportunities identified for more loading zones in surrounding streets.

Overall this plan identifies six new recommendations that will improve loading and servicing across the city centre. These have been identified through looking at project disruption, deficiencies in the coverage and a review of the user requirements for loading and servicing.

Street	New recommendation
Victoria Street East	Create a temporary loading zone adjacent to the bus stop on the southern kerb of Victoria Street East between Lorne Street and Queen Street for the duration of Te Hā Noa – Victoria Street Linear Park.
Kitchener Street	The Te Ha Noa project is looking into possibility of creating a new loading zone on the west side of Kitchener near intersection with Victoria Street.
Vulcan Lane	Install CCTV enforcement cameras on Vulcan Lane.
Federal Street	Convert 12 meters of paid parking to a new P5 goods vehicle loading zone at all times outside 60 Federal Street (on the east side of Federal Street).
Swanson Street	Extend the existing loading zone on Swanson Street near the intersection with Albert Street by six meters.
Beaumont Street	Convert 18 meters of paid parking to a new P15 goods vehicle loading zone at all times outside 129 Beaumont Street.

