

Your feedback on:

Wellesley Street Bus Improvements

&

Te Hā Noa Victoria Street Linear Park



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1. Summary

What did we seek feedback on?

From 6 October to 9 November 2021, Auckland Transport (AT) and Auckland Council (AC) invited the public to provide feedback on two inter-related projects located in the midtown area of the central city:

- Te Hā Noa Victoria Street Linear Park
- Wellesley Street Bus Improvements

These two projects have key roles to play in the realisation of the City Centre Masterplan. Both align with the principles of Access for Everyone (A4E).

Wellesley Street Bus Improvements

The Wellesley Street Bus Improvements project proposes changes to Wellesley Street that will allow it to become the main east-west bus route through midtown. The improvements would be delivered in stages over the next 10 years and are aligned to the outcomes identified in Auckland's City Centre Masterplan (CCMP).

The proposed changes that are the subject of this report are Stage 1 and are located on Wellesley Street between Albert Street and Queen Street. The proposed changes included:

- Making this section of Wellesley Street a bus priority route (bus and local access only) at all times of day
- Six westbound and six eastbound bus stops and associated shelters
- Wider footpaths on both sides of the street
- A wider and improved pedestrian crossing between Bledisloe Lane and Elliot Street
- New paving and road surfacing
- Street furniture
- Improved lighting

Te Hā Noa Victoria Street Linear Park

This proposal starts east of Albert Street and extends along Victoria Street to Kitchener Street. The preliminary design was developed with mana whenua to create an attractive public space, with spacious footpaths and places to meet among newly established native trees and vegetation.

It is proposed to make this section of Victoria Street a single traffic lane in each direction with a protected bi-directional cycle lane on the southern side of the road. Proposed new lighting, street furniture and public art are also incorporated in the development. Together these improvements will make Te Hā Noa a safe and enjoyable place for people in the central city.

Please refer to Attachment 3 for the design plans for each project.

For more information on the projects please visit akhaveyoursay.aucklandcouncil.govt.nz/victoria-street-linear-park-wellesley-street-bus-improvements.

About this report

This report, completed independently by Viewpoints NZ, outlines the public feedback received on:

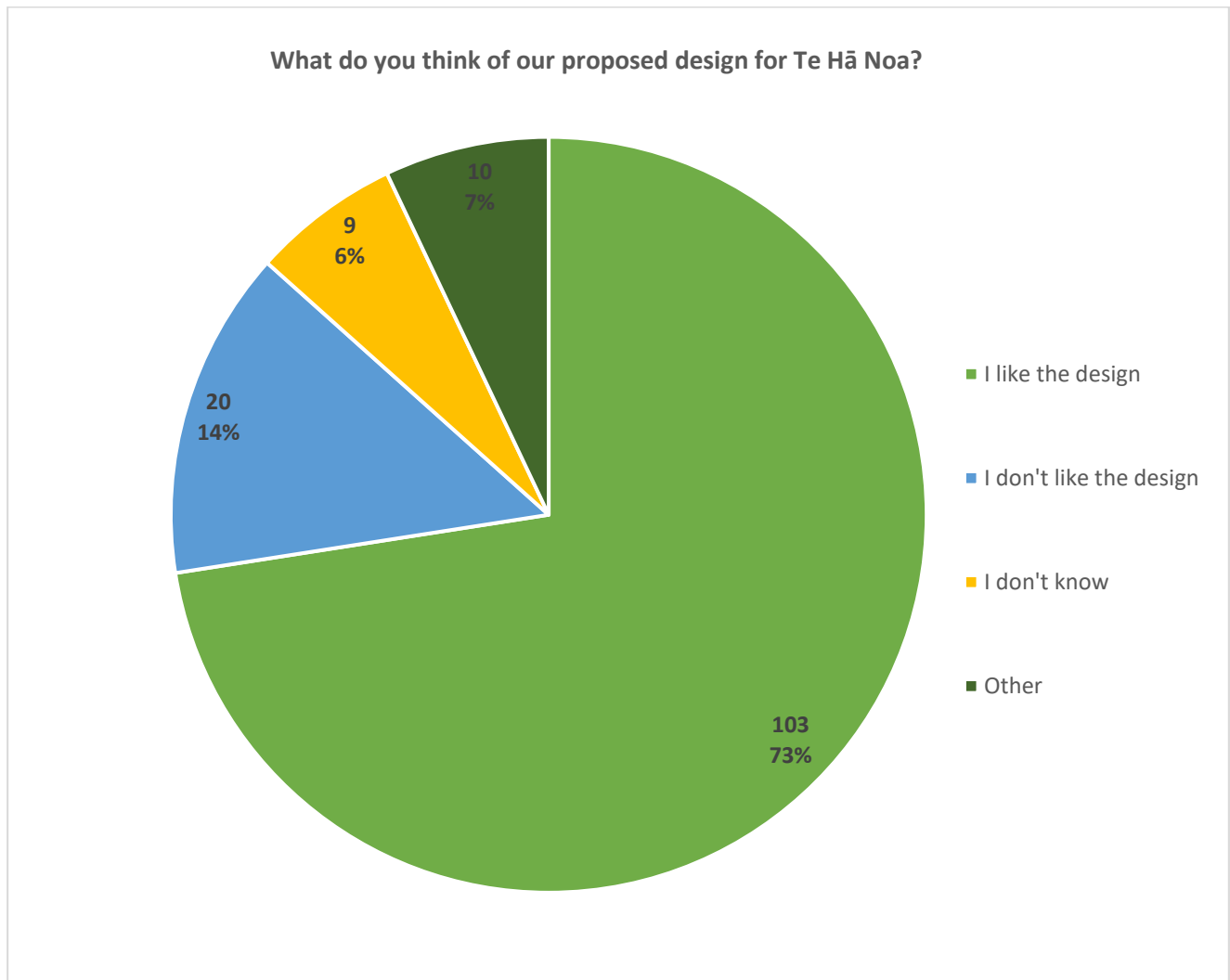
- Te Hā Noa Victoria Street Linear Park
- Wellesley Street Bus Improvements

The public provided feedback via an online or freepost feedback form. In total, **143 submissions** were received on Te Hā Noa Victoria Street Linear Park and Wellesley Street Bus Improvements. The feedback has been analysed and presented in this report as follows:

- A summary of the feedback is outlined below in the [Overview of public feedback](#) sections.
- A detailed analysis of the feedback received is outlined in the [Feedback received](#) section of this report. Within this section there are several key sub-sections:
 - [Key feedback topics and themes](#). Feedback has been grouped into 25 themes for Te Ha Noa Victoria Street linear park and 22 themes for Wellesley Street Bus Improvements. For each project similar themes have then been grouped together and placed under one of the following topic areas:
 - Traffic, service vehicles and buses
 - Pedestrians, cyclists, and scooter riders
 - Trees, gardens, materials, and design
 - Other comments and concerns
 - [Feedback based on respondents' interest in the midtown area](#). Respondents told us their main interest in (or reason for being in) the midtown area; this section outlines the sentiment and top themes towards each project by interest in the midtown area.
 - [Feedback based on how respondents' usually travel to the midtown area](#). Respondents told us how they usually travel to the midtown area; this section outlines the sentiment and top themes for each project by mode of travel.
 - [Feedback from key interest groups](#). This section identifies the respondents that have a strong interest in the proposal and outlines the themes most commonly mentioned by these groups. Many key interest groups did not fill out the feedback form and so did not complete the 'tick-box' sentiment questions, as such we have not reported on key interest group sentiment towards the proposal.

Overview of public feedback: Te Ha Noa Victoria Street linear park

Sentiment (results from all respondents)



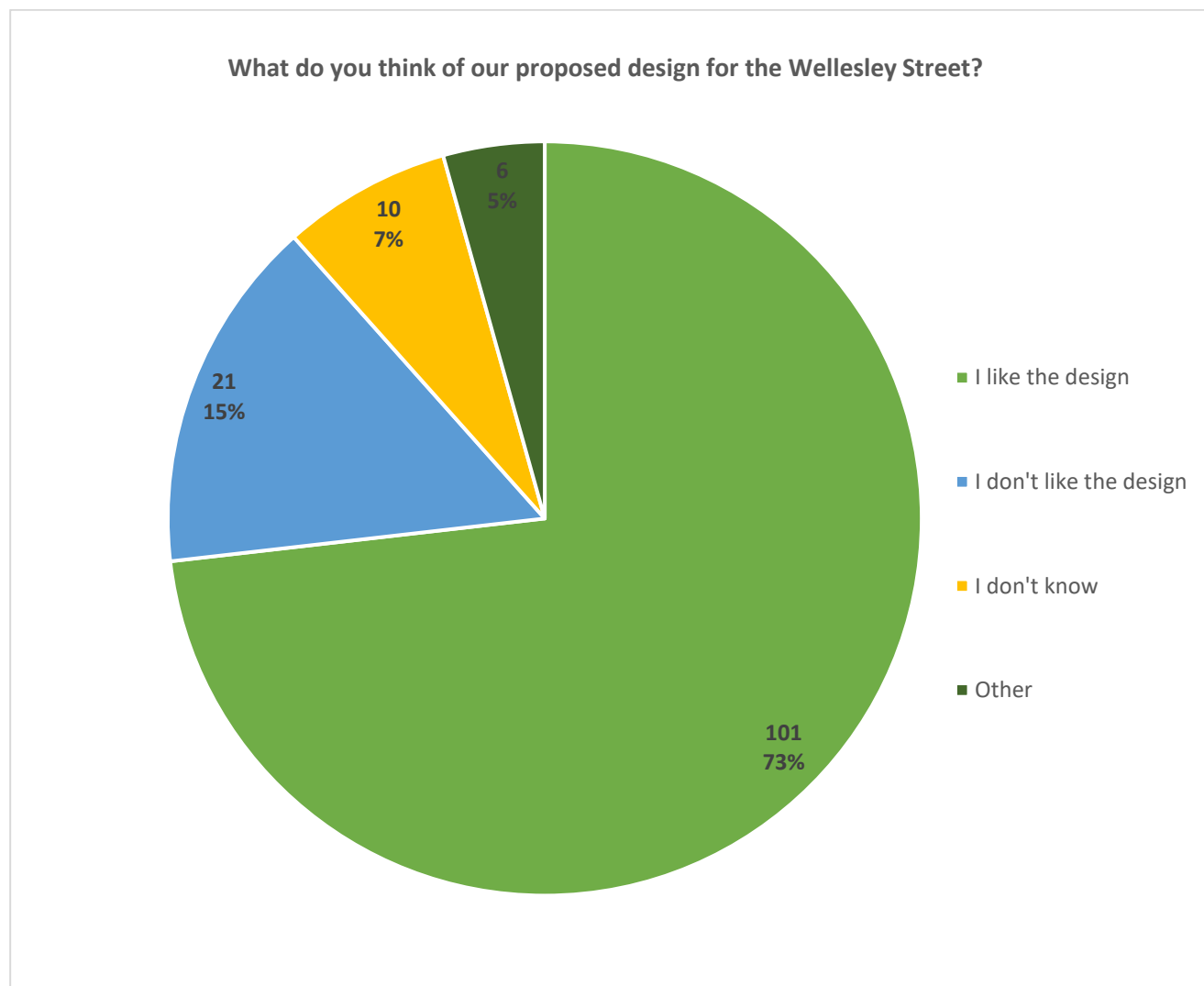
Top 10 feedback themes *(results from all respondents)*

Feedback theme	No. of mentions
 Like the improvements for people on bikes	44
 Like the improvements for pedestrians	43
 Include more greenery in the way of plants / trees / gardens	33
 Like that proposal improves the street for people rather than cars	31
 Like the inclusion of street plants / trees / gardens	31
 Need more improvements for pedestrians	31
 Like that proposal enhances / beautifies the area	21
 Reduce car access through this area	21
 Need more improvements for cyclists / scooters	21
 Do not support the reduced access for cars / vehicles	20



Overview of public feedback: Wellesley Street Bus Improvements

Sentiment (results from all respondents)



Top 11 feedback themes (results from all respondents)

Feedback theme	No. of mentions
	Like that proposal improves public transport 50
	Include more greenery in the way of plants / trees / gardens 22
	Like the improvements for pedestrians 19
	Like location of proposed improvements 18
	Need more improvements for pedestrians 18
	Improve buses and bus amenities / supporting infrastructure 18
	Generally, proposed design needs improving 17
	Like that proposal improves the street for people rather than cars 16
	Other comments/queries/suggestions 15
	Like that proposal enhances / beautifies the area 12
	Restrict cars from Wellesley Street and in the surrounding area 12



2. Project decisions and next steps

Project decisions

The updates below arise from feedback received during the public engagement and will be addressed through the next stages of design for each project:

Te Hā Noa Victoria Street Linear Park

- **cycling and active mode facilities**
 - Space for cycling and active mode parking will be provided at key points along the street
 - Access will be provided onto and off the cycleway for all users
- **parking and loading requirements**
 - Four loading zones will be provided for
 - Further parking, loading and servicing requirements for the midtown area are being developed as part of a midtown network parking and loading assessment currently underway.
- **Places to rest**
 - The steep grades on Victoria Street can be challenging for many people, the design now incorporates more places for rest into the updated furniture zones
- **Pedestrian amenity**
 - Water fountains will be included in key locations in the new development
 - Raised intersection at High Street and Lorne is being investigated
- **Planting plans**
 - Plans will continue to develop to extend the ngahere in the current project area. The planting plan will be predominantly native species of trees and understory planting will be developed with Mana Whenua and Auckland Council through the detailed design phase. This will increase the canopy cover significantly in the pedestrian areas, adding to the current trees which are intended to be largely retained
 - Tree pits will be designed to help manage storm water flow and for passive irrigation in some areas of the linear park
- **Street furniture**
 - A range of street furniture will be available throughout the scheme that will be suitable for different spaces and user requirements including the use of armrests and seat backs.

Wellesley Street Bus Improvements

- **Bus Stop Shelters**
 - Shelters will be glazed for visual permeability, safety, light penetration and visibility of the businesses behind.
 - Shelters will have advertising panels to ends only
 - Seating under the shelters will be maximised
 - Feasibility of creating flat areas under the shelters for people waiting in wheelchairs or with prams etc will be assessed in the next design stage.
- **Cycling and Active Mode Facilities**
 - Space for cycle and active mode parking will be available at key locations on the street.
- **Drinking Fountains**

- Feasibility of introducing drinking fountains will be assessed during the next stage of design.
- **Street Furniture**
 - New seating under existing street trees will be maximised, whilst maintaining the required clear pedestrian movement zones.

Next steps

Te Hā Noa Victoria Street Linear Park

- The feedback received through this engagement will contribute to the detailed design phase, which will run into the second half of 2022.
- Main construction work on Te Hā Noa is scheduled to start early in 2023, with the initial focus being on the section between Albert and Elliott Streets, and Queen Street, to align with the City Rail Link works in the area of the intersection of Victoria and Albert Street.
- The construction programme is envisaged to take circa 20 months.
- The programme will be further developed over the next 6-9 months as we refine the detailed design and coordinate sequencing with contractors, the Link Alliance activities and traffic management requirements during construction activities.

Wellesley Street Bus Improvements

- The feedback received through this engagement will contribute to the detailed design phase, which will run into the second half of 2022.
- Main construction work on the Wellesley Street bus improvements project is expected to start in late 2023 so that the work is completed in time for the opening of the City Rail Link.
- The construction work is expected to take 12 - 18 months to complete. The construction programme will be finalised as the detailed design is finalised and will be coordinated with the contractors, the Link Alliance and traffic management requirements.
- We are also coordinating work with Watercare who are planning to construct a new waste water pipe under this section of Wellesley Street. We are seeking to develop a coordinated construction programme to minimise disruption.

3. Feedback activities

From Wednesday, 6 October to Wednesday, 9 November 2021 the public were invited to provide feedback on both the Te Hā Noa Victoria Street Linear Park project and the Wellesley Street Bus Improvements project.

See [Attachment 2](#) for a copy of the feedback form.

What we asked you

- What do you think of our proposed designs? Why?
- Do you think anything is missing or that we need to consider anything else?

Activities to raise awareness

To let you know about the opportunity to provide feedback on the project, we undertook the following activities:

- A mailout, including the project brochure and covering letter, to approximately 4650 addresses, including businesses, in a radius of 250m around the project areas
- Email project information to approximately 150 key stakeholders, including businesses in the area, Emergency Services, educational institutions
- Project web pages- AK Have Your Say page, which included the online feedback form, Auckland Transport's website (linking to the AK Have Your Say page) and Auckland's Future in progress
- Production and promotion of a project video
- An Our Auckland story
- Presentations and meetings with mana whenua and key stakeholders - Waitematā Local Board, City Centre in Focus, Heart of the City, Bike Auckland
- Separate public and business-focused webinars
- Posters featuring a QR code linking people to the AK Have Your Say page put up around the project area and at Britomart
- Social media campaign promoting the engagement, the video and public-focused webinar
- Utilising City Rail Link/Link Alliance existing networks to reach the Aotea Station Community Liaison Group members and Aotea e-newsletter recipients
- Promotion via AT's Metro and AT HOP (bus, train and ferry) e-newsletters

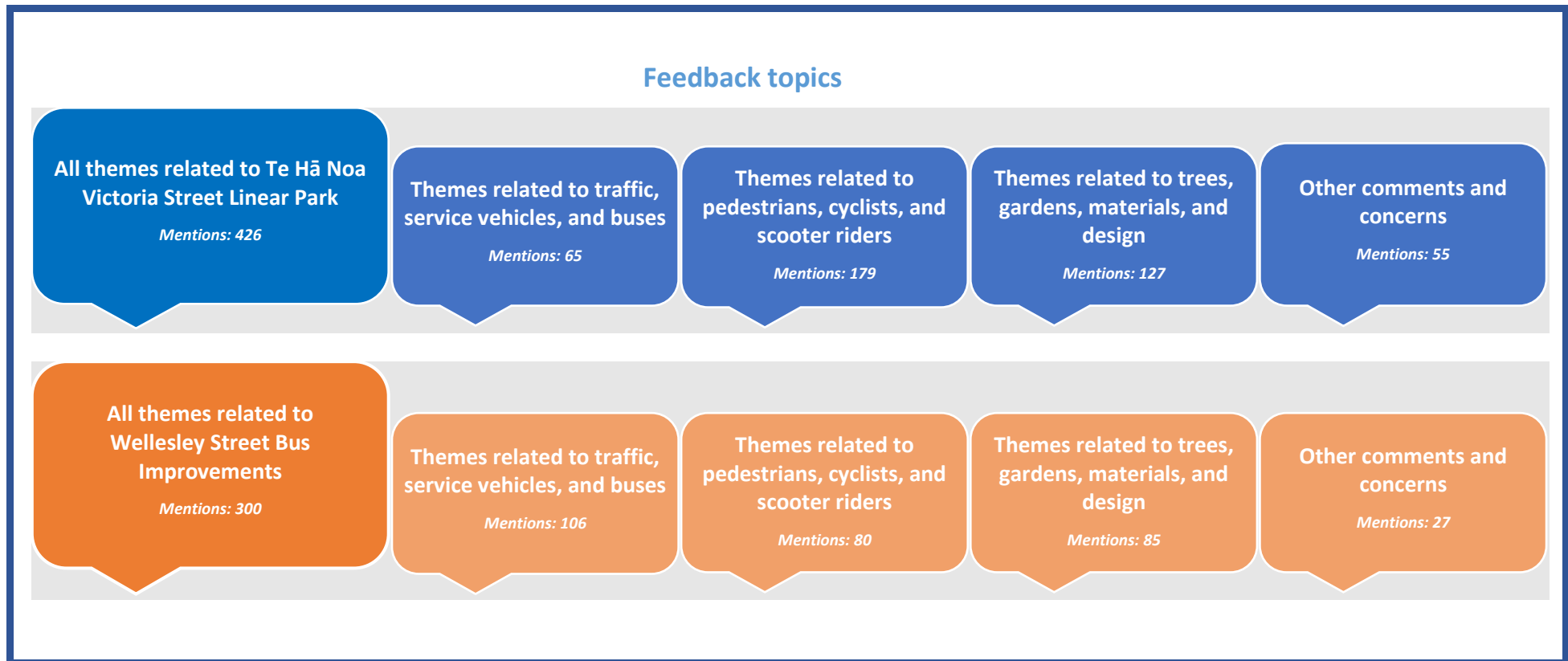
4. Feedback received

Feedback overview

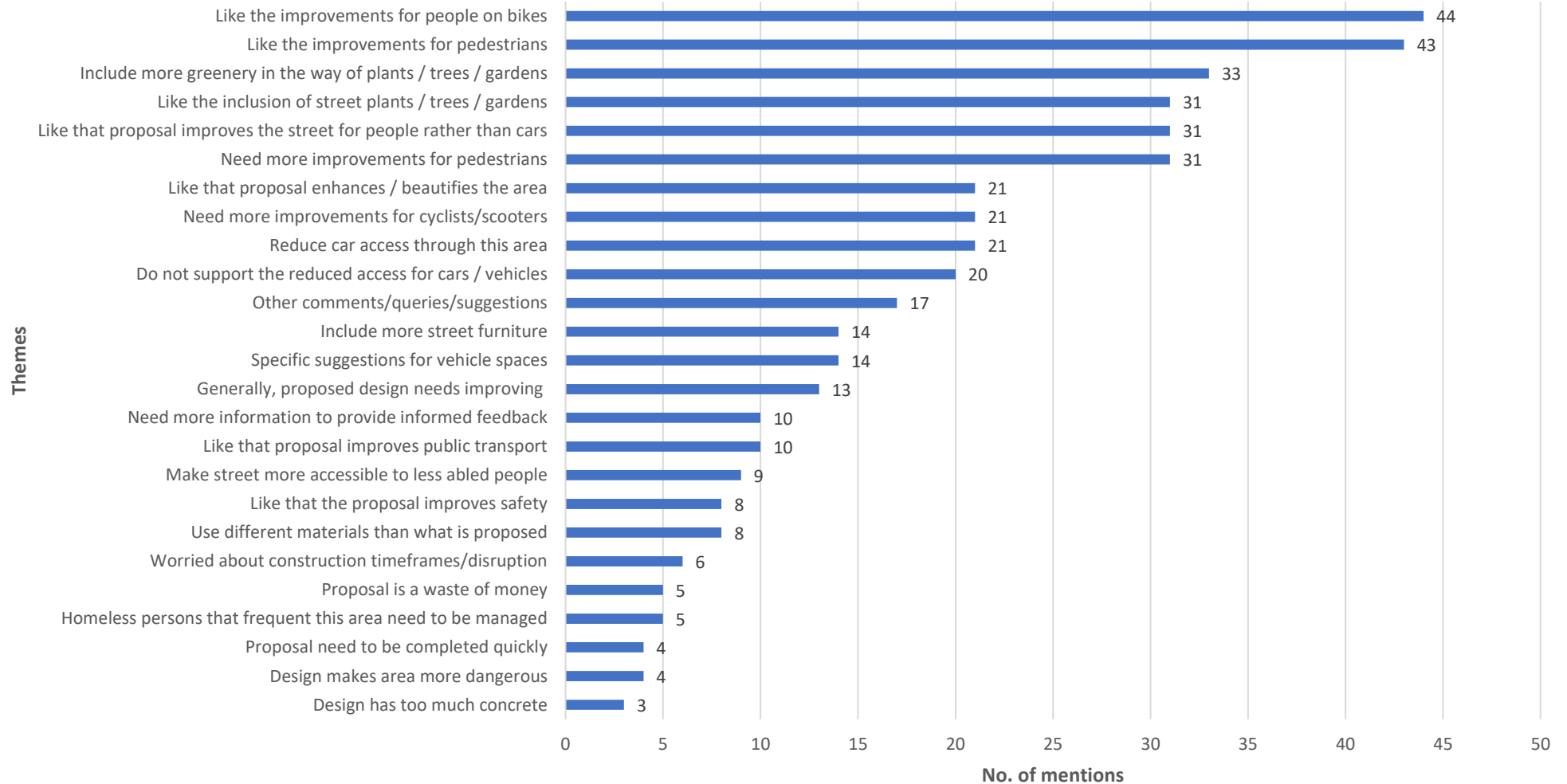
- In total, **143 submissions** were received for both projects
- A detailed analysis of the feedback received is outlined in this section of this report.
- Feedback has been grouped into 25 themes for Te Hā Noa Victoria Street linear park and 22 themes for Wellesley Street bus improvements. The themes have been grouped under one of four topic areas:
 - Traffic, service vehicles and buses
 - Pedestrians, cyclists, and scooter riders
 - Trees, gardens, materials, and design
 - Other comments and concerns
- [Feedback based on respondents' interest in the midtown area](#). This section outlines the sentiment and top themes towards each project by interest in the midtown area.
- [Feedback based on how respondents' usually travel to the midtown area](#). This section outlines the sentiment and top themes for each project by mode of travel.
- [Feedback from key interest groups](#). This section identifies the respondents that have a strong interest in the proposal and outlines the themes most commonly mentioned by these groups. Many key interest groups did not fill out the feedback form and so did not complete the 'tick-box' sentiment questions, as such we have not reported on key interest group sentiment towards the proposal.

Key feedback topics and themes

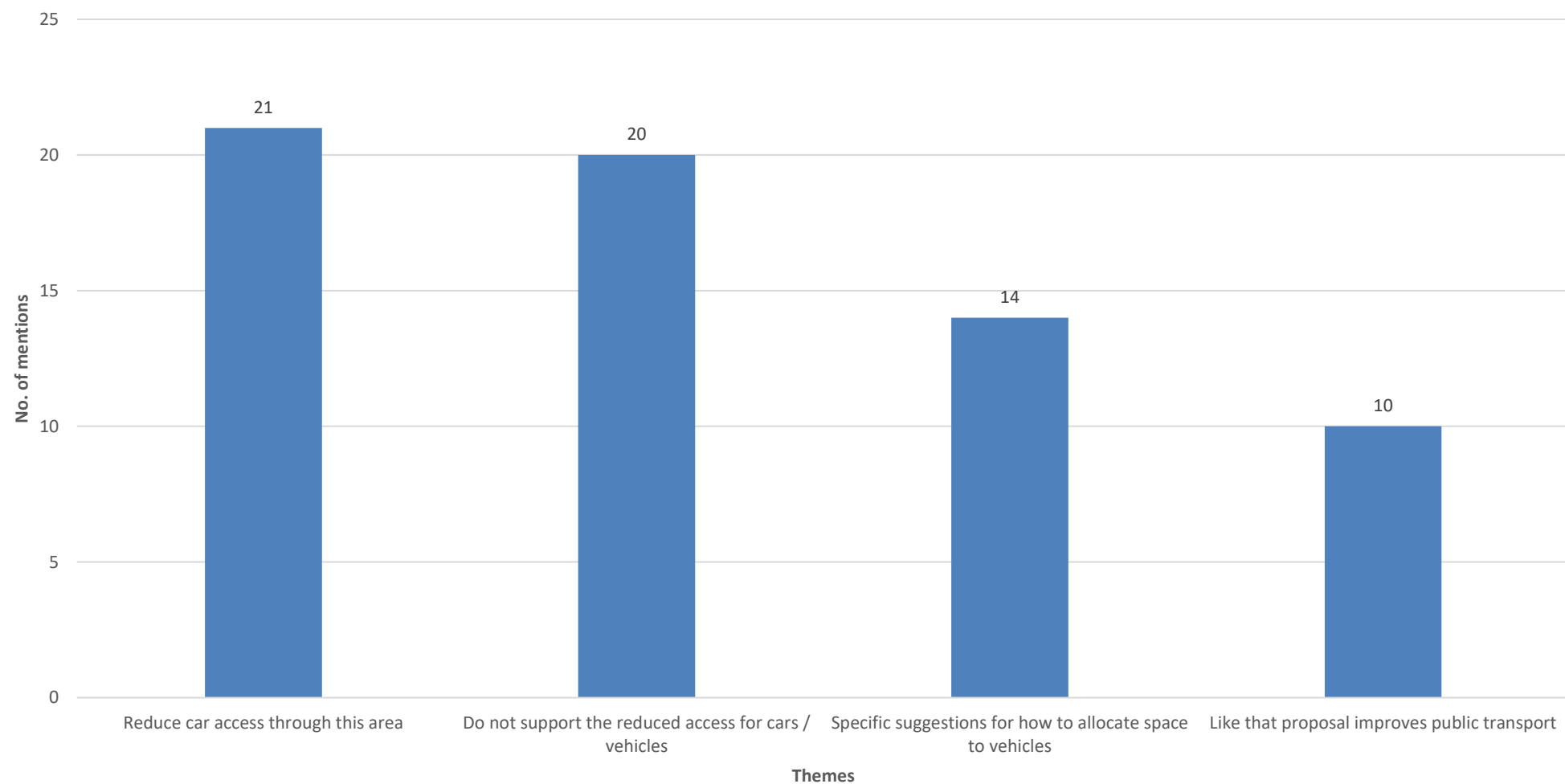
This section outlines the feedback topics and related themes from all submitters, as well as AT and AC's responses to the themes. One person's or organisation's submission can count towards multiple topics and themes.



Themes related to Te Ha Noa Victoria Street Linear Park



Themes related to traffic, service vehicles, and buses



Feedback Theme (THN)	Main points	Auckland Council's Responses
Reduce car access through this area - mentions 21	Too much priority is given to cars.	The road layout was developed during the business case process which shifted the priority away from cars towards active modes. Victoria Street will change from four lanes to two lanes through this section. By increasing the footpath space available to pedestrians, the distance required to cross the street will be reduced and will favour pedestrians.
	General traffic should only be in this section of Victoria Street if it has a specific reason (i.e. access).	The design allows through movements as well as destination access. Traffic lanes are being retained to maintain private property access, loading and network resilience.
	Proposal should be consistent with A4E.	The Access for Everyone (A4E) project team continues to be consulted with to ensure alignment with longer term planning.
	One way system for the entirety of stage 1 (Albert Street to Kitchener Street).	Traffic modelling and network configuration was resolved as part of the business case phase. The proposed change would have a significant impact on the current operations of the midtown precinct. The A4E project team continues to be consulted with to ensure options exist for alignment with longer term planning.
	Through-traffic should be discouraged.	As above
	Through-traffic/traffic lanes should be removed completely.	As above
	Make this a pedestrianised plaza.	As above
	Reduce lane width for cars to 2.7m as per AT guidelines.	Lane widths were determined through consultation with Auckland Transport and cater for Coaches and a range of other vehicles such as rubbish trucks and fire engines. 2.7m width is the minimum local road width dimension. 3.2m has been agreed to cater for the range of vehicles which will be using the street.

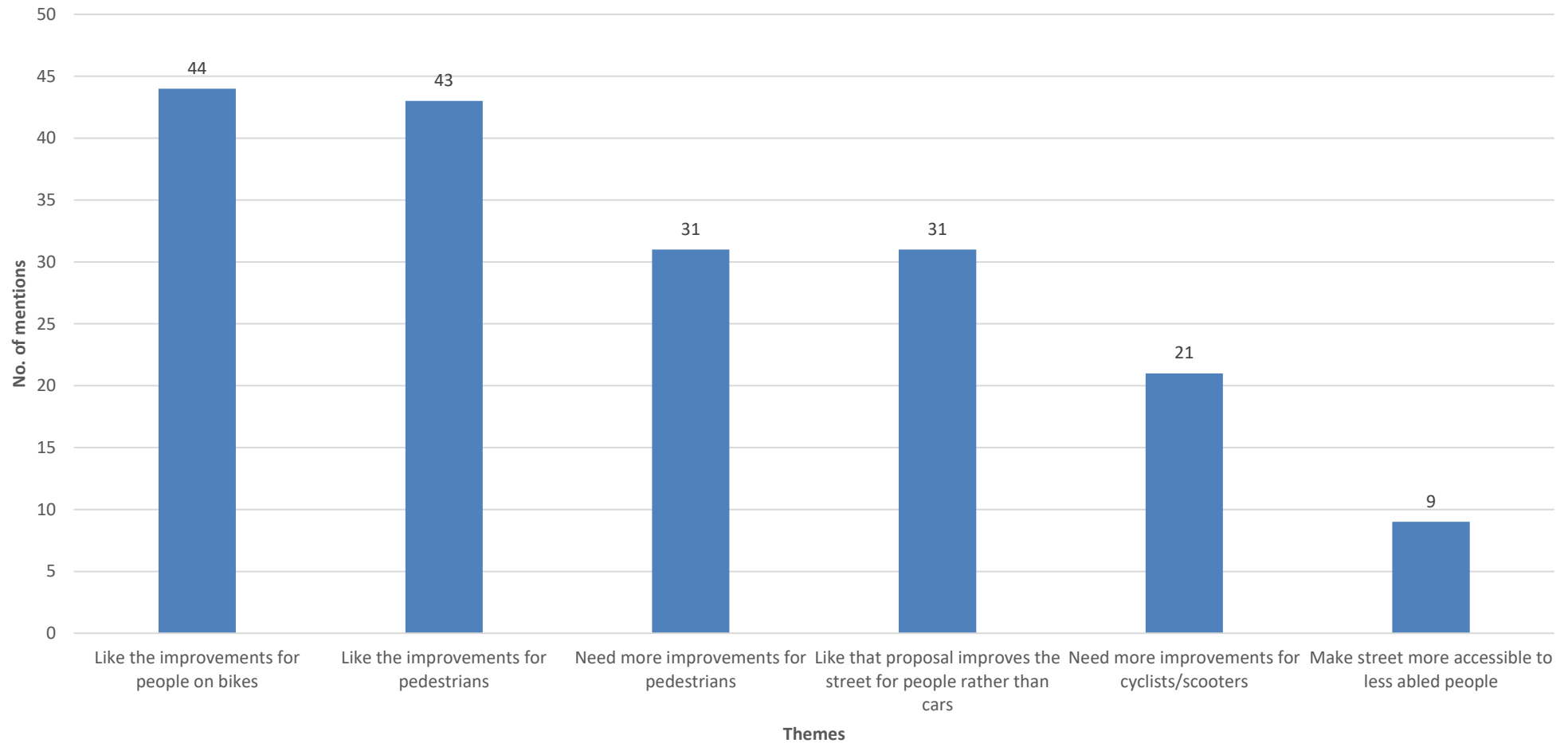
Feedback Theme (THN)	Main points	Auckland Council's Responses
	Traffic calming needed to reduce desire to drive in this area and ensure adherence to 30km/hr limit.	This section is 30km/hr like the balance of the city centre and Te Hā Noa has additional traffic calming features such as raised tables, shift in carriageway alignment in the area of Aotea Station and frequent signalised pedestrian crossings.
	Make roads narrower.	As above
	Light phasing should favour pedestrians so that cars avoid the area altogether.	Light phasing will be programmed to ensure all modes can move across and along Victoria Street.
Do not support the reduced access for cars / vehicles - <i>mentions 20</i>	Will exacerbate an already difficult area for traffic.	Traffic modelling and roading layout was resolved as part of the business case phase. The design accommodates multiple modes including commuter traffic, active modes, increase in pedestrians due to the City Rail Link (CRL) and provide space for servicing and loading.
	Could potentially create a bottle neck for cars.	As above
	Will funnel vehicles onto the other cross-town routes creating congestion.	The design retains two lanes for general traffic which aligns with the vision of the City Centre Master Plan (CCMP) and Access for Everyone (A4E) strategy. The network allows for cross town vehicle movements on Mayoral Drive and Custom Street with connections to Hobson Street, Nelson Street and Symonds Street. Vehicle movement lanes will be reduced to two lanes on Victoria Street enabling the prioritisation of active modes such as walking and cycling, and better access to midtown public transport including the new City Rail Link Aotea Station, Wellesley and Albert Street Bus network. Fairly apportioning the space on our roads for people travelling in buses means they can move in and out of the city centre more easily. This will make choosing to travel by bus an increasingly attractive option, taking more cars off the roads.
	This is one of the only cross-town routes in the city.	As above
	Do not take Victoria Street away as an option to bring cars in and out of central Auckland.	As above

Feedback Theme (THN)	Main points	Auckland Council's Responses
	How do people who live there access the area?	Traffic lanes are being retained which will maintain private property access, loading and network resilience.
	More lanes are needed so cars can pass buses when they are stationary.	In service public busses will not run through this section of Victoria Street as buses have been moved to Wellesley Street.
	Victoria Street East businesses have many deliveries per day and a loading zone is required.	Four loading zones are provided, two in Elliott to Queen Street section and two in Queen to Kitchener. Auckland Transport is preparing a midtown parking and loading assessment and the outcome will be considered in the Detailed Design phase of Te Hā Noa.
	No short-term parking available in proposal.	Two loading spaces will be provided on the Elliott to Queen Street section and a further two spaces to the east of Queen Street. The adjacent sections of Elliott, High and Lorne provide short-term parking with longer term at the Victoria Street carpark (corner of Victoria and Kitchener).
	Do not support reduced parking.	As above
	Proposal disadvantages those that must use cars as they can't walk or cycle.	As above
	Proposal is inconvenient for workers in the area.	The regeneration of midtown will create a vibrant and better-connected place for everyone with improved access to public transport. Te Hā Noa and the Wellesley Street Bus Improvements project will change the way people travel through midtown whether on bus, foot, bike, or scooter - accessing the city through laneways and people-friendly public spaces. They will deliver the vision of the City Centre Masterplan (CCMP). This is the unifying strategy presenting a 20-year vision that sets the direction for all city centre and waterfront projects, ensuring our city is being shaped into a better connected, greener and people focussed city that we can be proud of.
Specific suggestions for how to allocate space to vehicles - <i>Specific mentions 14</i>	Victoria Street could be made one way west bound between High Street & Queen Street and east bound between High Street & Kitchener Street. This would remove through traffic on Victoria Street, to meet the goals of A4E.	The design allows through movements as well as destination access. Traffic lanes are being retained to maintain private property access, loading and network resilience. The A4E project team has been consulted with to ensure alignment with longer term planning.

Feedback Theme (THN)	Main points	Auckland Council's Responses
	Queen Street intersection should only be 2 traffic lanes.	The Te Hā Noa team is working with the Queen Street team to coordinate the intersection design in accordance with the Auckland Transport network requirements.
	Proposed width of Kitchener Street north of Victoria Street appears too wide.	Kitchener street remains as per existing and is outside of the project scope area. The intersection with Kitchener Street will be developed through the detailed design phase.
	Minimise right hand turns on Queen Street to improve signal time for active modes.	Turning movements are to be retained as per existing. Signal phasing will be resolved with AT to ensure efficient movements for all modes.
	Rebuild Queen Street intersection for future one way system.	The Te Hā Noa team is working with the Queen Street team to coordinate the intersection design in accordance with the Auckland Transport network requirements.
	Proposal should not include coach parking on Victoria Street.	Coach parking requirements will be worked through the detailed design phase - considering the needs of nearby hotels.
	Lorne Street should be left turn in only and High Street should be left turn out only.	The Lorne Street intersection is designed in accordance with current network requirements. Once A4E has made its recommendations, the network can be adjusted accordingly.
	Right turn and option for traffic to go straight across into Lorne Street are dangerous for bikes, traffic calming and raised table required for safety.	Conflicts between vehicles and cyclists will be managed through the signal sequencing for the intersections. A number of safety measures including a raised table at the High Street intersection will be investigated in the detailed design phase to manage the speed of cyclists, mode separation, and movement of cars, pedestrians, cyclists and active modes.
	Loading zone by Farmers should be removed, it is not suitable for a linear park as it limits footpath changes.	The parking and loading requirements identified the need for a loading zone in this area. This will be reviewed following the completion of the Midtown Loading and Servicing plan.
	Right turn into Lorne Street and option for traffic to go straight across into Lorne Street are dangerous for bikes, traffic calming and raised table required for safety.	The Lorne Street intersection is designed in accordance with current network requirements. Once A4E has made its recommendations, the network can be adjusted accordingly.
	Proposal should provide access for people dropping off at the library.	This is outside the Te Hā Noa scope project area.
	Proposal should make High Street a shared space.	As above.

Feedback Theme (THN)	Main points	Auckland Council's Responses
	Victoria Street carpark should only be accessed from Bowen Avenue and Kitchener Street, close off the High Street exit.	Egress points to the Victoria Street Carpark are not intended to be changed as part of this project.
	Ensure service and delivery vehicles have access.	Noted.
	There should be no loading zones on South side of Victoria Street.	There are no loading zones proposed on the south side of Victoria Street.
Like that proposal improves public transport - specific mentions 10	Public transport modes are connected in one space/location.	Thank you for your feedback.
	Encourages using green transport options.	
	Like bus priority.	
	Like separation between cars and buses.	
	Like bus stops at bottom of Albert Street.	
	Like that bus stops are longer.	

Themes related to pedestrians, cyclists, and scooter riders



Feedback Theme (THN)	Main points	Auckland Council's Responses
Like the improvements for people on bikes - specific mentions 44	Proposed improvements for cyclists are great.	Thank you for your feedback.
	Like the separate cycleway.	
	Like the facilities for cycles and scooters.	
	Like that proposed changes will make it safer for people on bikes.	
	Proposal needs more provisions for cyclists.	The project includes a separated bidirectional cycleway. Cycle racks will be located throughout Victoria Street.
Further changes requested for cyclists / scooters - mentions 21	Proposal needs more provisions for cyclists.	The project includes a separated bidirectional cycleway. Cycle racks will be located throughout Victoria Street.
	Bike parking needed at station entrances.	There will be bike parking along Victoria Street. The area around the station entrances sits with CRL Link Alliance. We will pass this feedback onto the CRL Link Alliance team.
	Bike parking needed throughout linear park.	There will be bike parking along Victoria Street.
	Hire bikes and scooters need their own parking area.	While dedicated spaces for hire companies to commercially lease public realm to store bikes and scooters are not provided for the current design does provide general space for active mode parking outside of the main footpath area.
	Cycle lane should link cycleway from Federal Street to Nelson Street.	There are future works planned for a permanent connection. AT is investigating the link to provide connectivity to Nelson Street. Federal Street will be connected to Te Hā Noa through the Aotea Station area.
	Cycle lane should link cycleway to Waterloo Crescent and the northern leg of Kitchener Street.	The Te Hā Noa project will deliver a safe and integrated cycle facility that considers future stages of the network. Future cycle network connections do not form part of the Te Hā Noa scope of works.
	Reduce the car lane width and give more space to micro-mobility.	The lane widths were determined through consultation with Auckland Transport and cater for Coaches and a range of other vehicles such as rubbish trucks and fire engines. 2.7m width is the minimum local road width dimension. 3.2m has been agreed to cater for the range of vehicles which will be using the street.
	Cycle lane should be 4m wide.	Cycle lane width has been developed in line with AT Transport Design Manual and in consultation with AT.

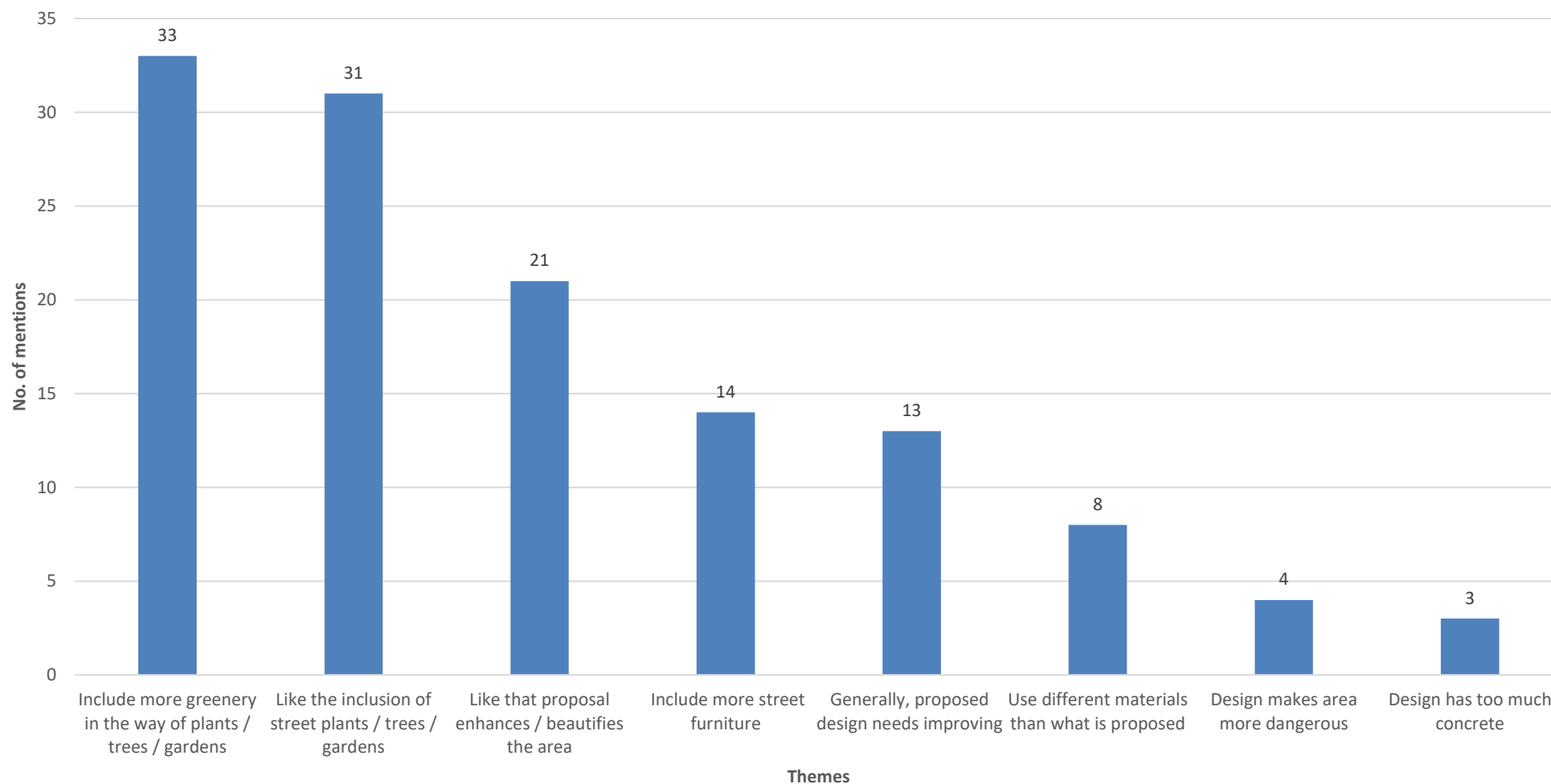
Feedback Theme (THN)	Main points	Auckland Council's Responses
	Separate cycle path safely from turning traffic at intersections.	There will be further investigations during the detailed design phase to resolve safe movements of cyclists and cars through this space.
	Cyclist safety turning onto Queen Street and Bowen Avenue needs to be addressed.	Signal phasing and frequency will be refined by AT to balance the needs of all modes.
	Reduce turning radius for cars so traffic slows on corners.	Turning radii need to consider all vehicle types that are expected in the area.
	Proposal should include blockades to stop delivery vehicles parking in cycle lane on the south side of Victoria Street.	Cycleway is physically separated from the carriageway to discourage parking on the cycleway.
	Ensure separation of pedestrians leaving CRL station and the cycle lane.	Noted
	Ensure that scooters are accommodated in cycle lanes rather than footpaths.	The cycle lanes are designed for cycles and micro mobility users in line with AT Transport Design Manual and in consultation with AT.
	Road is very steep use a Copenhagen style cycle lane so that cyclists can walk up hill if need be.	The design will consider the use of ramps between the cycleway and footpath for cyclists to enter and exit the cycleway.
	Make area available to delivery bikes with trailers instead of vehicles.	Delivery bikes with trailers will have access to the area.
	Extend separated cycle lane concrete into the turn from Queen Street into Victoria Street.	This extension would obstruct other transport modes. This is intended to be managed by line marking and signal phasing.
	Bi-directional cycle lane will be impacted by loading/drop offs/pickups and rubbish collection, this needs to be addressed for cyclist safety.	Parking and loading reviews have identified spaces on the northern side of the street. Servicing for rubbish trucks is typically undertaken from the rear, not the front of buildings.
	Right turn and option for traffic to go straight across into Lorne Street are dangerous for bikes, traffic calming and raised table required for safety.	Signal phasing will restrict conflicting movements at Victoria/Lorne Street.
Further changes requested for less abled people - Mentions 9	Current design doesn't cater enough for mobility impaired.	The site is constrained by the natural topography and existing connections into buildings. Pause points will be developed outside of the main footpath thoroughfare to provide opportunity to rest.

Feedback Theme (THN)	Main points	Auckland Council's Responses
	Ensure project is built to Universal Design standards to cater for the mobility impaired.	Universal design standards will be applied where the site is not topographically constrained.
	Victoria Street is steep and does not cater for mobility impaired.	The site is constrained by the natural topography and existing connections into buildings. Pause points will be developed outside of the main footpath thoroughfare to provide opportunity to rest.
	On steep areas of Victoria Street there should be switch back paths at 1:20 grades.	Providing switch back paths is not feasible due to topographic and spatial constraints both above ground (limited space outside of the carriageway, cycleway and footpath) and below ground (existing utilities).
	Mobility impaired need car access to be dropped off/picked up from area.	Mobility impaired parking is being looked at as part of the midtown servicing and loading plan.
	Proposal should include mountable curbs for mobility aids and prams.	As above
	Proposal should include street furniture with seat backs for disabled, and arms to aid in standing up.	Provision for seat backs and arm rests will be incorporated in the detailed design phase.
	Proposal should include tactile strips on footpaths and outside station.	Aotea station is outside the Te Hā Noa project scope. Tactile design will be incorporated during the detailed design phase.
Further changes requested for pedestrians - mentions 31	Proposal needs more provisions for pedestrians.	The allocation of space on Victoria Street has been designed to accommodate the needs of multiple users. Pedestrian priority is a key part of the design, supported by safer speeds, clear wayfinding and spacious footpaths.
	Make footpaths wider than proposed.	As above
	Use some of the space allocated to cyclists for pedestrians.	As above
	Proposal should include pedestrian shelters and a continuous canopy for pedestrians in rain.	Canopies fixed to private property is outside of the Te Hā Noa project scope. Provision of shelters additional along Victoria Street would restrict tree planting and other amenities.

Feedback Theme (THN)	Main points	Auckland Council's Responses
	Victoria Street's south side footpath should be wider.	The allocation of space on Victoria Street has been designed to accommodate the needs of multiple users. Pedestrian priority is a key part of the design, supported by safer speeds, clear wayfinding and spacious footpaths.
	Raise pedestrian crossings at all intersections.	Raised pedestrian crossings are being considered at intersections.
	A raised crossing at intersection of High Street and Lorne Street as this route has the dominant pedestrian flow.	As above
	A raised crossing at the Countdown mid-block crossing.	As above
	The laneway network should cut across Victoria Street, extending the laneway circuit.	As above
	Provide a pedestrian bridge from Kitchener Street to Albert Park to provide a safe connection.	This is not part of the Te Hā Noa project scope.
	Make Lorne Street and Kitchener Streets more pedestrian friendly generally.	As above
	Please consider the interface between CRL Exit/Entrance and Elliot Street.	Noted
	Narrow the mid-block pedestrian crossing to over 2 lanes not 3.	There is no mid-block crossing, the crossing at Elliott and Victoria is already two lanes.
	Ensure footpaths slope into rain gardens to keep footpaths clear of puddles.	Noted
	Proposal should provide way-finding navigation tools/signs for pedestrians.	Noted
	Ensure planter boxes do not encroach on footpaths.	Te Hā Noa will provide spacious footpaths.
	Area appears over engineered and may confuse pedestrians, specifically small planter opposite Elliot Street and Tactile ground surface indicators.	The planter opposite Elliot Street and interface with tactiles will be resolved during the detailed design.
	Prioritise pedestrians at traffic lights.	Signal phasing and frequency will be refined by AT to balance the needs of all modes.

Feedback Theme (THN)	Main points	Auckland Council's Responses
	Ensure lights on all pedestrian crossings.	Noted
	Ensure there is enforcement of cars blocking pedestrians spaces (night and day).	CCTV monitoring will be designed in partnership with AT to support management of these areas.
Like the improvements for pedestrians - mentions 43	Proposed improvements for pedestrians are great.	Thanks for your feedback.
	Like that footpaths are wider.	Thanks for your feedback
	Like the raised intersection at Elliot Street.	Thanks for your feedback
Like that proposal improves the street for people rather than cars - mentions 31	Like that improvements benefit people rather than cars/vehicles.	Thanks for your feedback
	Like that private vehicle access is reduced (will encourage more pedestrians/cyclists to the area).	Thanks for your feedback
	Like that proposal will reduce vehicle speeds.	Thanks for your feedback
	Less vehicles will make the area a more enjoyable place to walk and/or ride a bike.	Thanks for your feedback
	Reduced vehicles will improve air quality / reduce emissions.	Thanks for your feedback
	Currently this street is just a through-road for traffic.	Thanks for your feedback
	Cars can use Mayoral Drive and Customs Street.	Thanks for your feedback
	Like narrower traffic lanes.	Thanks for your feedback
	Like traffic calming measures.	Thanks for your feedback
	Like removal of parking.	Thanks for your feedback

Themes related to trees, gardens, materials, and design

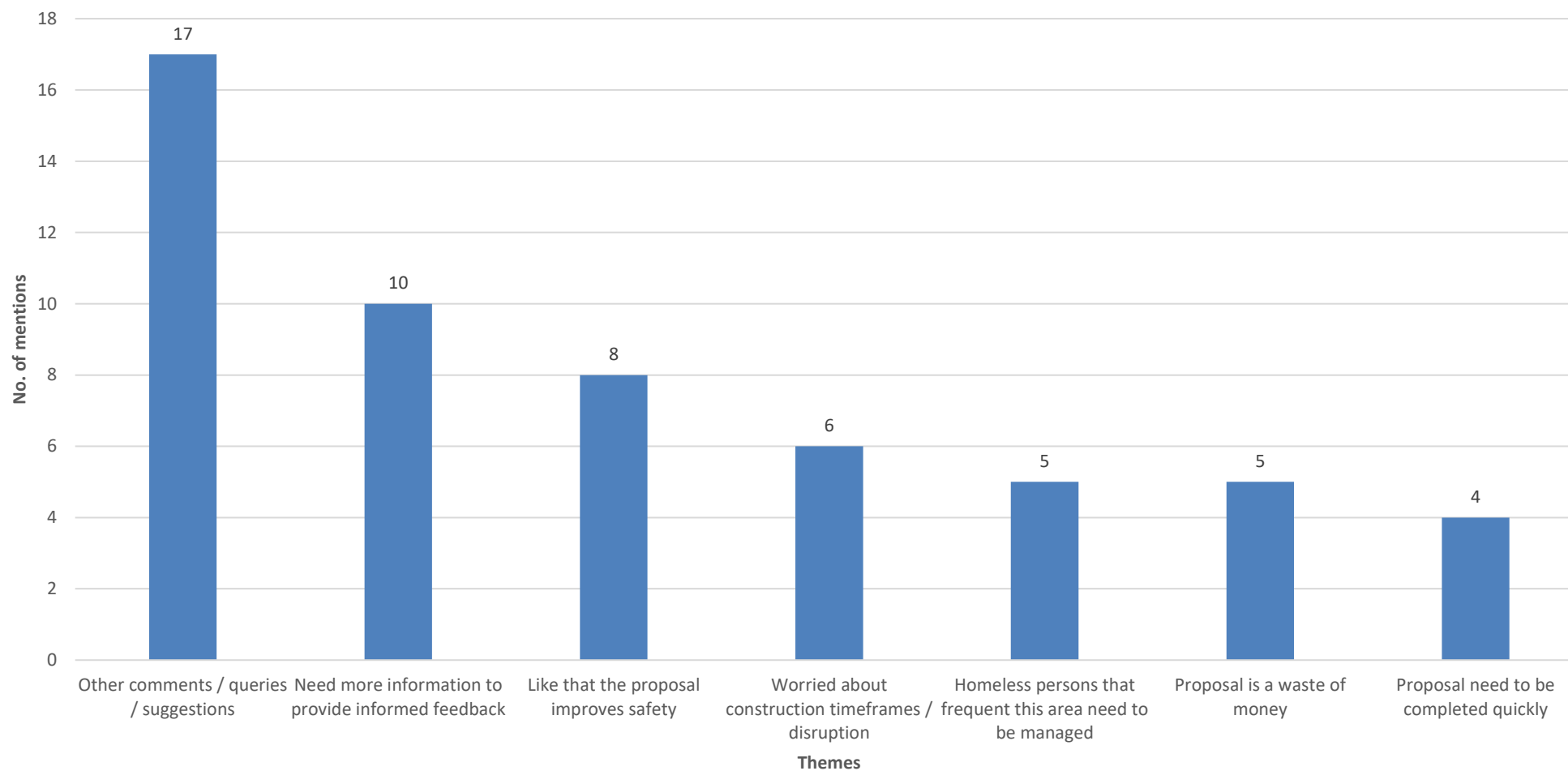


Feedback Theme (THN)	Main points	Auckland Council's Responses
Comments on the amount and type of plants / trees / gardens - mentions 33	Proposal should include lots of vegetation.	Plans will be developed to extend the ngahere (forest) in the current project area. It is likely native species will be selected for new trees and the understory planting. We are working with mana whenua and the Auckland Council Urban Ngahere team to develop the planting plan. Tree pits will be designed to help manage storm water flow and for passive irrigation in some areas of the liner park.
	Proposal should include different kinds of trees/plants to create biodiversity.	
	Proposal should include a variety of natives and exotics.	
	Proposal should include flowers.	
	Proposal should include more green areas and less paving.	
	Proposal should include rain gardens.	
	Select deciduous trees for shade in summer and light in winter.	
	Select trees and plants that encourage native birds to area.	
	Ensure large specimen trees are planted not small trees.	
	Ensure new trees do not lift footpaths with their roots as they grow.	
Like the inclusion of street plants / trees / gardens - mentions 31	Trees/plantings make the area more beautiful.	Thanks for your feedback
Like that proposal enhances / beautifies the area - mentions 21	Like that project improves aesthetics/visual appearance of the area and/or helps to make the city more beautiful.	Thanks for your feedback
	Improvements make this area a nicer/more desirable place to visit and spend time in.	Thanks for your feedback
	Improvements make area a nicer/more desirable place to work.	Thanks for your feedback
	Improvements make area a nicer/ more desirable place to travel through.	Thanks for your feedback

Feedback Theme (THN)	Main points	Auckland Council's Responses
Further changes requested to street furniture - mentions 14	Reduced vehicles will improve air quality.	Thanks for your feedback
	A good balance between free and hard spaces.	Thanks for your feedback
	Create an inviting community space with lots of seating and street furniture.	The design creates an attractive public space between Albert and Kitchener Streets with seating, street furniture and spacious footpaths that would support outdoor dining in areas. We will discuss these opportunities for outdoor dining in more detail with businesses. Street furniture will take account of accessibility needs (backs and arm rests) and comfort and provide a variety of seating opportunities for a range of users. These will be located throughout the street. Buses have been removed from Victoria Street to Wellesley Street.
	Provide more seating near the bus stops.	
	Proposal should include one or more water features.	
	Proposal should include play equipment.	
	Proposal should include one or more drinking fountains.	
	Proposal should include space for businesses to have outside seating for customers.	
	Proposal should include space for busking/stalls/markets.	
	Street furniture could be used to separate cycles and pedestrians.	
	Current street furniture is not of high quality and is being damaged, consider large boulders.	
	Street furniture should include seats with back for disabled, and arms to aid in standing up.	
Use different materials than what is proposed - mentions 8	Proposal should be foot traffic friendly.	The Te Hā Noa project is coordinating with the CRL Link Alliance scheme to ensure continuity between the projects. The paving will meet the appropriate specifications and standards for durability and safety. The pavement between Queen Street and Kitchener will either be concrete or asphalt. The integration of art and cultural design to reflect the history, place
	Use same quality paving as surrounding streets instead of asphalt.	
	Use non slip cement or brick surfaces on footpaths.	
	Use less hard surfaces and more greenery.	
	Use more colour in the design and include artwork.	
	Use local materials with less carbon miles.	
	Soften streetscape with organic and geological forms and patterned surfaces.	

Feedback Theme (THN)	Main points	Auckland Council's Responses
		and identity of Tamaki Makaurau is considered a priority and is being developed with mana whenua and the Council Public Arts Team.
Design has too many hard surfaces - mentions 3	Too much hard infrastructure.	This section between Albert and Kitchener Streets needs to be hard wearing to accommodate the thousands of people who will arrive in the area by bus and train every day. The project has minimum requirements to ensure sufficient space for pedestrian movements. The pavement surface needs to be durable to mitigate ongoing maintenance and disruption issues that arise from more flexible pavements such as asphalt footpaths. Plans will continue to develop to extend the ngahere in the current project area. It is likely native species will be selected for new trees and the understory planting and we are working with mana whenua and the Auckland Council Urban Ngahere team to develop the planting plan.
	Needs more non-paved areas.	
	Use trees to create/separate cyclists space.	
Design makes area more dangerous - mentions 4	Will exacerbate and already confusing and dangerous area for drivers and pedestrians.	The design will go through the appropriate internal and independent safety reviews.
Generally, proposed design needs improving - mentions 13	Proposal falls short of City Centre Master Plan vision.	The design aligns with the vision of the CCMP and A4E strategy to create a welcoming, greener and vibrant city with people-friendly streets and a well-connected, world-class public transport network. This section has been designed with the needs of thousands of people who will be arriving in the city centre via the CRL without compromising the vision of the CCMP for a greener link across the city. The integration of art and cultural design to reflect the history, place and identity of Tamaki Makaurau is considered a priority and is being developed with mana whenua and the Council Public Arts Team.
	Proposal is unambitious.	
	Should be a proper linear park (this is just a street with trees).	
	Public art/visually interesting objects are needed in a "park".	
	Should remove cars/vehicles completely.	
	Concerned Elliot Street's character will not be preserved.	

Other comments and concerns



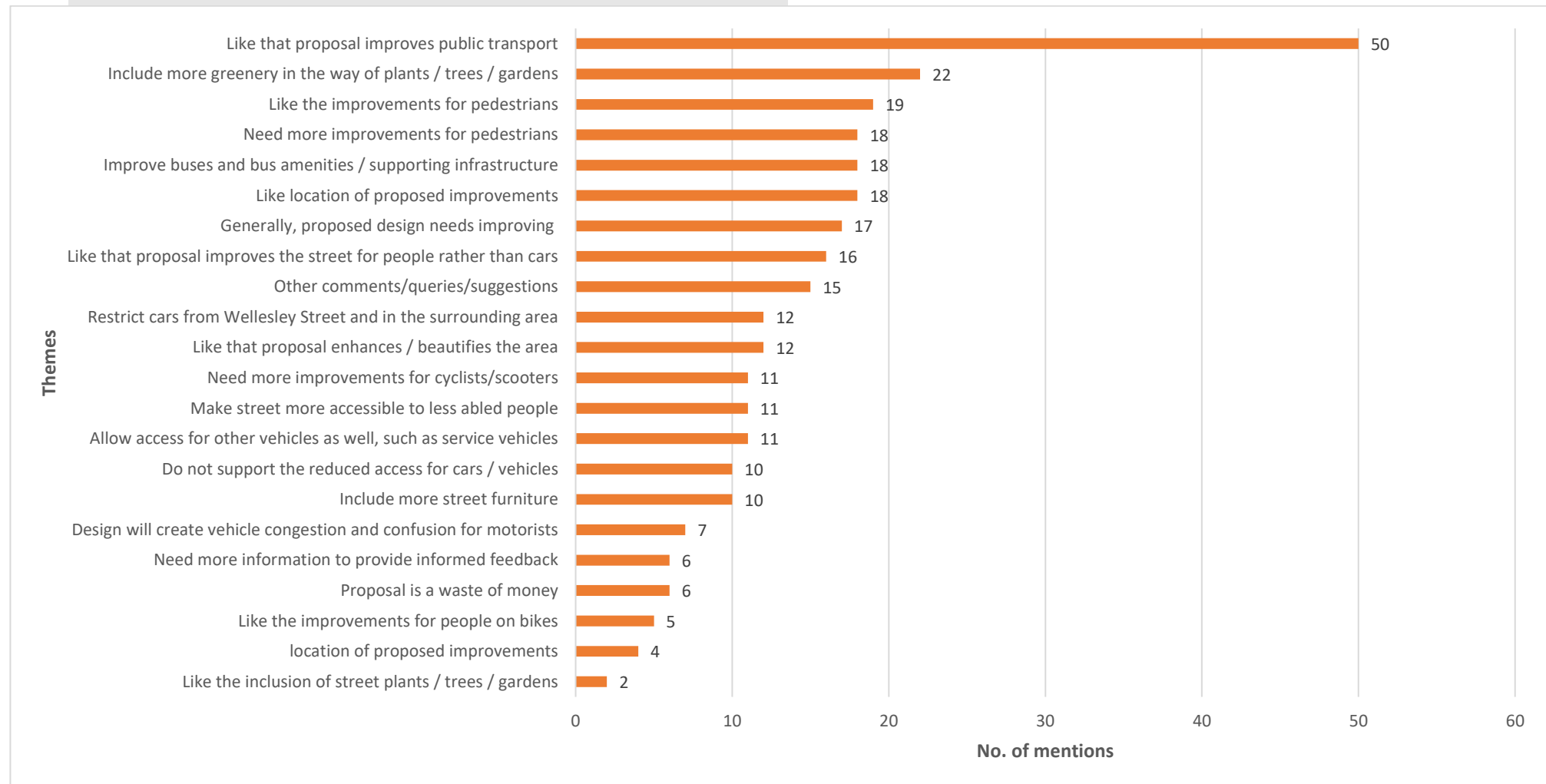
Feedback Theme	Main points	Auckland Council's Responses
Need more information to provide informed feedback - mentions 10	Designs are hard to understand.	Thanks for your feedback. Key design updates will be provided on the Council website.
	Designs should show clearly what is existing and what is new.	noted
	Unsure if bike parking is proposed.	Cycle parking is proposed along the corridor and is being developed in consultation with AT.
	Unsure why east bound traffic lane is set back on Victoria Street.	Setback lines are located to cater for turning movements.
	Unsure if cars can still drive through Lorne Street to get to Wellesley Street.	There are no proposed changes to traffic movements in this area.
	Design should include the plans for Queen Street to give a full picture of the area.	The designs of the Wai Horotiu Queen Street and Te Hā Noa projects will be coordinated.
	More information regarding loading and servicing needs to be provided in proposal.	noted
Worried about construction timeframes/disruption - mentions 6	Road works are bad for local businesses.	We are aware of the effects of ongoing construction disruption in the area, and we will work to minimise impacts from the project. The street will remain open while the works are completed. To help businesses, the Council offers a package of initiatives such as business mentoring and development response strategies to manage the effects of disruption and enable businesses to operate through change.
	Businesses are already suffering.	As above
	Businesses should be compensated during construction.	As above. Servicing and access to businesses will be maintained during this time.
Like that the proposal improves safety - mentions 8	Like that proposal will reduce vehicle speeds.	Thank you for your feedback
	Like that proposal will reduce traffic, which will make it safer for pedestrians/cyclists.	
	Improvements for pedestrians will make street safer.	

Feedback Theme	Main points	Auckland Council's Responses
	Like that separated cycleway will improve safety for people on bikes.	
Homeless persons that frequent this area need to be managed - mentions 5	Don't add furniture that encourages homeless to congregate.	Safety for all users is an important aspect of our design and there will be security features such as CCTV included in the final designs. Council tries to provide a considered, flexible and agile response involving working with organisations like Auckland City Mission and Lifewise to provide outreach, but also to give notice to rough sleepers, in advance of any interventions. Council Staff do intervene where Bylaw breaches occur, including encampment and obstruction of public space and work with City Watch security staff and the Police to provide advice and support as required. It is a very complex situation for those who sleep rough, and the services engaged in supporting them into some form of accommodation.
	Homeless in the area deserve to have their views heard.	
	CCTV, good visibility, and other safety features should be included in the proposal.	
Proposal is a waste of money <i>Mentions: 5</i>	Proposal is a waste of money. Spending should not be on the CBD area. Spending should be on affordable housing instead. Not many cyclists will actually use the cycle lanes.	Thanks for your feedback. The proposal is backed up by several strategic documents including the City Centre Masterplan, Auckland Plan, City Centre Bus Plan, Access for Everyone and AT Cycle Strategy. Undertaking work of this scale in the city centre is expensive but absolutely essential if the city centre is to meet its long term goals.
Other comments / queries / suggestions - mentions 17	Proposal disregards the need to visit the CBD for people that live in suburbs not serviced by train.	The City Centre will be well serviced by public transport with Wellesley Street proposed to become the main east-west bus route through midtown. Whether travelling to the city centre by bus or train, passengers will have easy access to the arts, entertainment, commercial and business precincts.
	The area is a wind tunnel, can this be reduced?	Additional tree planting will assist in mitigating this aspect.
	Question if upgrade is needed, since COVID there are minimal people visiting/working in the city.	Te Hā Noa and WSBI are part of the regeneration of midtown and will help deliver on the vision of the CCMP. By creating spacious and attractive public spaces with wider footpaths. Also, the city

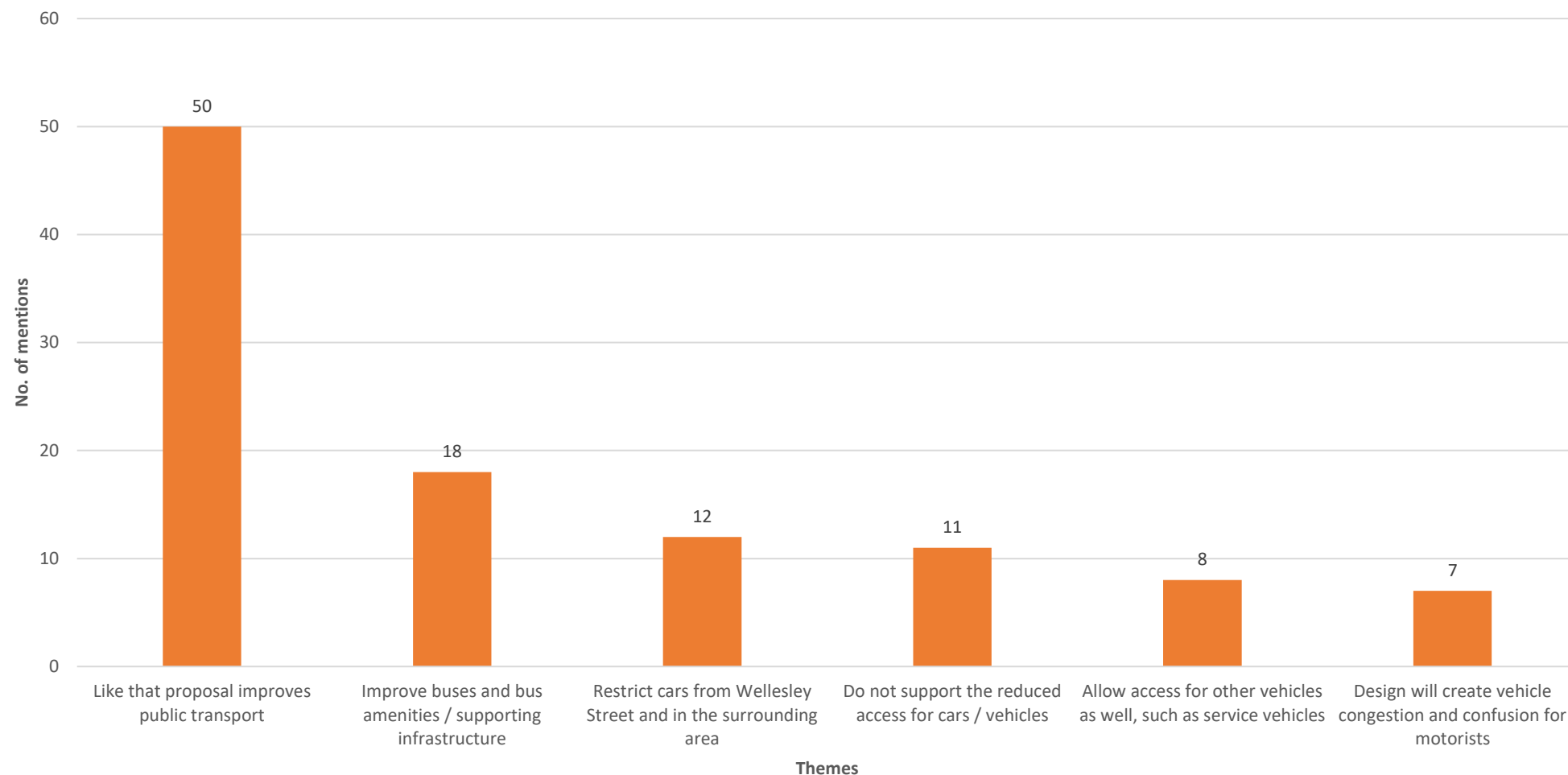
Feedback Theme	Main points	Auckland Council's Responses
		centre has become home to several thousands of residents who spend time on the streets daily - and continues to grow.
	Introduce free trams running from one end of harbour to other.	Thank you for your feedback
	Introduce a bus link that runs in a loop from College Hill to Princess Street area.	There are excellent bus options for passengers travelling between College Hill and Princes St. The Outer Link runs every 12-15 minutes, 6am to midnight, 7 days a week.
	Victoria Street carpark is an eyesore, cover with planting.	Thank you for your feedback
	Victoria Street carpark's lower levels should be developed into retail	Thank you for your feedback
	Accelerate electric buses so there are not bus fumes in linear park.	There will not be public buses in Te Hā Noa. By 2025, 50% of buses operating in the city centre are expected to be electric.
	Wai Horotiu needs to be represented in a meaningful way not just footpath patterns.	The integration of art and cultural design to reflect the history, place and identity of Tamaki Makaurau is considered a priority and is being developed in partnership with mana whenua and the Council Public Arts Team

Feedback Theme	Main points	Auckland Council's Responses
	Does not like name, would prefer an English name.	The project name - Te Hā Noa Victoria Street linear park - represents the freedom to experience ones' surroundings, to breathe and acknowledge the sights and sounds whilst journeying within the city centre. Te Hā Noa was gifted to us by mana whenua with whom we have worked in partnership to develop plans that recognise the city centre as a people centred space that reflects its cultural richness and diversity. The name celebrates this partnership which is also represented in other design elements such as the landscaping and planting plans. Tāmaki Makaurau/Auckland is the largest Polynesian city in the world and draws strength from its European, Asian and diverse ethnic communities. An inclusive city enables all to share in its benefits and reach their potential.
	Name does not represent the other cultures living in the CBD, e.g. Chinese.	See above
	Future proof area by considering in the design the ability to link Bowen Avenue and Kitchener Street to the Albert Park tunnels.	Thank you for your feedback
	Needs signage to nearest public bathrooms (at Aotea Station).	There will be wayfinding signage
	AT/ Council/ Parking staff should be driving cheap hybrids instead of expensive petrol cars.	Thank you for your feedback
	Design needs to be cohesive and integrate with current mana whenua design in Aotea Arts Quarter.	Noted

Themes related to Wellesley Street Bus Improvements



Themes related to traffic, service vehicles, and buses



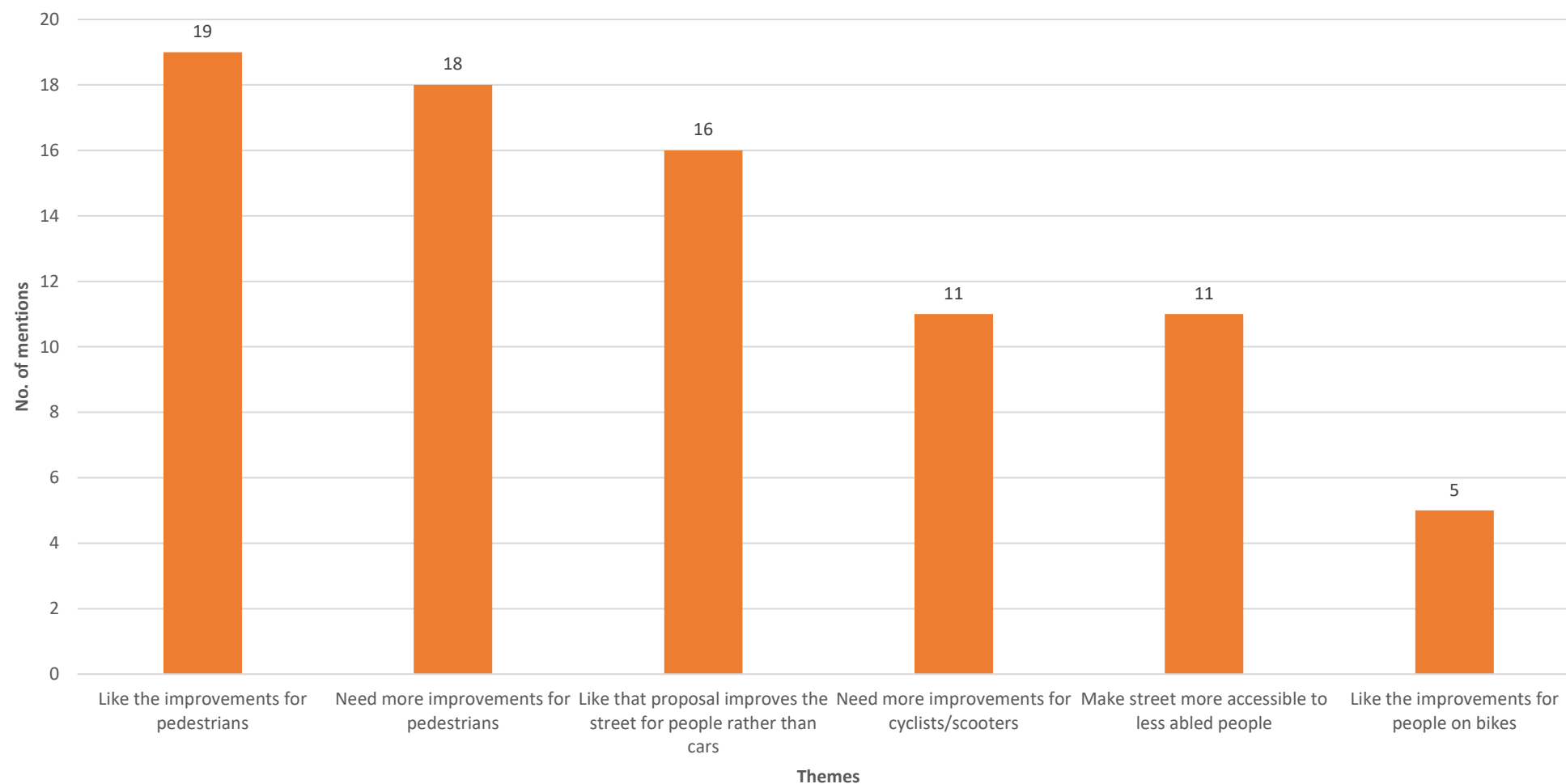
Feedback Theme	Main points	Auckland Transport's Responses
Like that proposal improves public transport <i>Mentions: 50</i>	• Will encourage and increase public transport use. • Buses need as much priority as possible. • Proposal creates much needed east-west route for buses. • Proposal creates a real hub for buses instead of patchwork that exists now. • Proposal will make buses more reliable. • Proposal creates easy integration with trains at CRL stations. • Like close connections with other buses/ routes. • Like that removing loading zones is better for buses. • Like that road cannot be used by cars, only buses. • Proposal will make environment better by reducing private vehicles. • Proposal is consistent with A4E, the CCMP, and CCBP. • Proposal provides safe movement for passengers on and off buses.	Thank you for your feedback. This project is a cornerstone of the City Centre Bus Plan, which aims to boost the number of people choosing to use public transport by providing increased bus priority, making journeys more reliable.
Improve buses and bus amenities / supporting infrastructure <i>Mentions: 18</i>	• Provide high quality/ large shelters from wind, rain, and sun. • Provide seating under shelters. • Ensure shelters are fully glazed to ensure good sight lines for safety and visibility of businesses. • Provide HOP card top machines close by. • Provide ticket machines close by. • Provide excellent wayfinding and bus route signage. • Provide adequate lighting. • Extend bus only zone from Albert Street to the Art Gallery. • Widen intersection with Wellesley Street and Victoria Street to ensure buses can access without hitting island. • Introduce more double decker buses. • Introduce electric buses to remove fumes. • Don't let buses idle creating fumes.	The project will provide a high-quality streetscape upgrade alongside improved amenity for pedestrians and bus customers. While it is difficult to provide protection from all the elements, particularly in windy conditions, and we are still working through exactly what the bus shelters will look like, it is our intension that they will: • Be fully glazed and visually permeable, for safety and light penetration and visibility of the businesses behind • Include advertising panels at the ends only • Include seating The lighting planned as part of the WSBI project will be an improvement on the current provision, while protecting residents and people staying in the hotels and hostels in the area from light pollution. There is a business in the area that sells and can top-up AT HOP cards. When it opens, Aotea Station will also provide this service and at any time you can visit AT.govt.nz/ATHOP for more your nearest AT Hop retailer.

Feedback Theme	Main points	Auckland Transport's Responses
	Ensure high quality design and materials are used to enhance area, (unlike Lower Albert St bus exchange)	Wayfinding will be developed during the detailed design phase of both projects. Future stages of the WSBI project will consider whether more bus only sections and/or other improvements are required in other sections of the street. However, as this project is a cornerstone of the City Centre Bus Plan, which aims to boost the number of people choosing to use public transport by providing increased bus priority, i.e., making journeys more reliable, it is likely other bus priority measures will be introduced. This section of Wellesley Street (Albert to Queen Street) will not be a starting or ending point, buses will pull in to pick up/drop off passengers and move away. As such, the proposal will vastly improve the situation in respect to idling buses and reducing fumes. Also, by 2025 50% of buses in the city centre will be zero emission. Auckland Transport's strategy for the types of buses, Auckland's Low Emissions Bus Roadmap, can be found here: https://at.govt.nz/about-us/sustainability/
Restrict cars from Wellesley Street and in the surrounding area <i>Mentions: 12</i>	- Reduce traffic to local access only. - Restrict Uber access too. - Do not have any loading zones, pick up or drop off areas on Wellesley Street. - Generally discourage vehicle access to Elliot Street. - Remove private vehicle access to this end of Elliot Street using bollards. - Install lots of signage and enforcements cameras to prevent vehicle access. - Do not slow buses by making them merge with cars at intersections, make turns for buses only.	We are still working through how we might restrict through-traffic from using this section of Wellesley Street, and make it bus and local access only. It is not possible to close this entire section to general traffic as access is required to properties on Elliott Street and Wellesley Street. It is the project's intention to maintain local access and discourage general, through traffic. We will consult with the community as we develop our proposals for what this might look like. In terms of loading and servicing for businesses in this section of Wellesley Street (Albert to Queen Street), we know this is a vital part of running a business and we are currently working to develop a parking, loading and servicing plan for the midtown area of the central city. Future stages of the WSBI project will consider whether more bus only sections and/or other improvements are required in other sections of the street.

Feedback Theme	Main points	Auckland Transport's Responses
Do not support the reduced access for cars / vehicles <i>Mentions: 11</i>	• Proposal reduces car movement. • This is a key cross-town route that needs to allow private vehicles. • If cars are to be restricted, an alternative east/west route needs to be identified and developed to meet the needs of private vehicles. • Allow private vehicles to reduce traffic congestion in surrounding areas. • Private cars need to access this area for entertainment and recreation. • Proposal reduces parking. • Proposal does not benefit those that can't walk or cycle. • Buses should have to share with all other traffic and should not be prioritised. • Proposal is bad for businesses in area. • With no private vehicle access for local workers, they will work from home and CBD businesses will die. • Reducing car access will result in people not visiting the CBD.	The proposal is supported by several strategic documents including the City Centre Masterplan, Auckland Plan, City Centre Bus Plan, Access for Everyone and AT Cycle Strategy. Undertaking work of this nature and scale in the city centre is essential if the city centre is to meet its long-term goals. In the City Centre Masterplan and AT's Bus Reference Case, Wellesley Street has been identified as the main east-west bus route through the city centre's midtown area. As such, the project is investigating ways of introducing bus priority, particularly in the section between Albert Street and Queen Street. Accommodating the projected number of buses means that we need to reduce the level of general traffic in this area. Buses are an important means of travel for those who cannot drive or choose not to. Currently, around half of the people who travel into Auckland's city centre at peak times arrive using public transport. Every morning, 700 buses bring the same number of people as 25,000 cars into the city centre. As Auckland's population continues to grow, demand for bus services will increase, putting additional pressure on our city centre streets. Fairly apportioning space on the roads for people travelling in buses means they can move in and out of the city centre more easily. Access is still maintained for those who need or choose to travel in a private vehicle. Now more than ever, we need a greater focus on public transport and active modes to contribute to climate change solutions, and we need to steer our transport thinking towards moving people rather than moving vehicles. Local access to all properties will be maintained. There is no reduction in parking on this section of Wellesley Street as a result of this proposal. Throughout the development of the design for this project we have been working with our disability advocacy groups to ensure that the street is fit for all users. The City Rail Link is expected to open in late 2024. The Aotea Station will become New Zealand's busiest train station. The bus improvement measures being added by the WSBI project will make the city centre more accessible than ever.

Feedback Theme	Main points	Auckland Transport's Responses
Allow access for other vehicles as well, such as service vehicles <i>Mentions: 8</i>	• Provide mobility card vehicle access to Aotea Arts Quarter. • Provide taxi access. • Provide vehicle and service vehicle access to Elliot Street. • Need to allow for general drop-offs and pick-ups. • Provide access for drop-offs and pick-ups at accommodation/hotels. • Provide school buses access for drop-offs and pick-ups at Aotea Arts Quarter. • Provide private coaches access for drop-offs and pick-ups. • Provide off peak access for drop-offs and pick-ups at Aotea Arts Quarter. • Provide loading zones on side streets nearby. • Proposal does not address accessibility requirements for Aotea Arts Quarter delivery trucks (including large container length trucks and trailers). Needs to include a turning bay for Aotea Arts Quarter deliveries.	We are still working through how we might restrict through-traffic from using this section of Wellesley Street, to make it bus and local access only. We will be working with local businesses and organisations to ensure access for their business operations and patrons will be maintained. Loading and servicing for businesses is vital and we are working to develop a parking, loading and servicing plan for the midtown area of the central city. A wider loading and serving plan for the city centre will also be explored as part of Access for Everyone initiative.
Design will create vehicle congestion and confusion for motorists <i>Mentions: 7</i>	• Proposal will create private vehicle congestion (generally and on surrounding streets). • Traffic needs to be allowed to flow throughout the city streets. The congestion build-up on Quay Street and Spaghetti Junction which is already diabolical will become even worse. • Cutting off Queen Street to private motor vehicle access will likely double the travel time required for commuters who are travelling from Eastern Bays to the west of Queen Street. • Proposal is confusing to drivers (this will create safety issues for pedestrians). • Proposal will cause pedestrian/passenger congestion on the footpath outside businesses.	Currently, around half of the people who travel into Auckland's city centre at peak times arrive using public transport. Every morning, 700 buses bring the same number of people as 25,000 cars into the city centre. Fairly apportioning the space on our roads for people travelling in buses means they can move in and out of the city centre more easily. This will make choosing to travel by bus an increasingly attractive option, taking more cars off the roads. Access is still maintained for those who need, or choose, to travel in a private vehicle. Now more than ever, we need a greater focus on public transport and active modes to contribute to climate change solutions, and we need to steer our transport thinking towards moving people rather than moving vehicles. We are planning for an increased number of pedestrians on the area by widening the footpaths considerably on both sides of the road.

Themes related to pedestrians, cyclists, and scooter riders

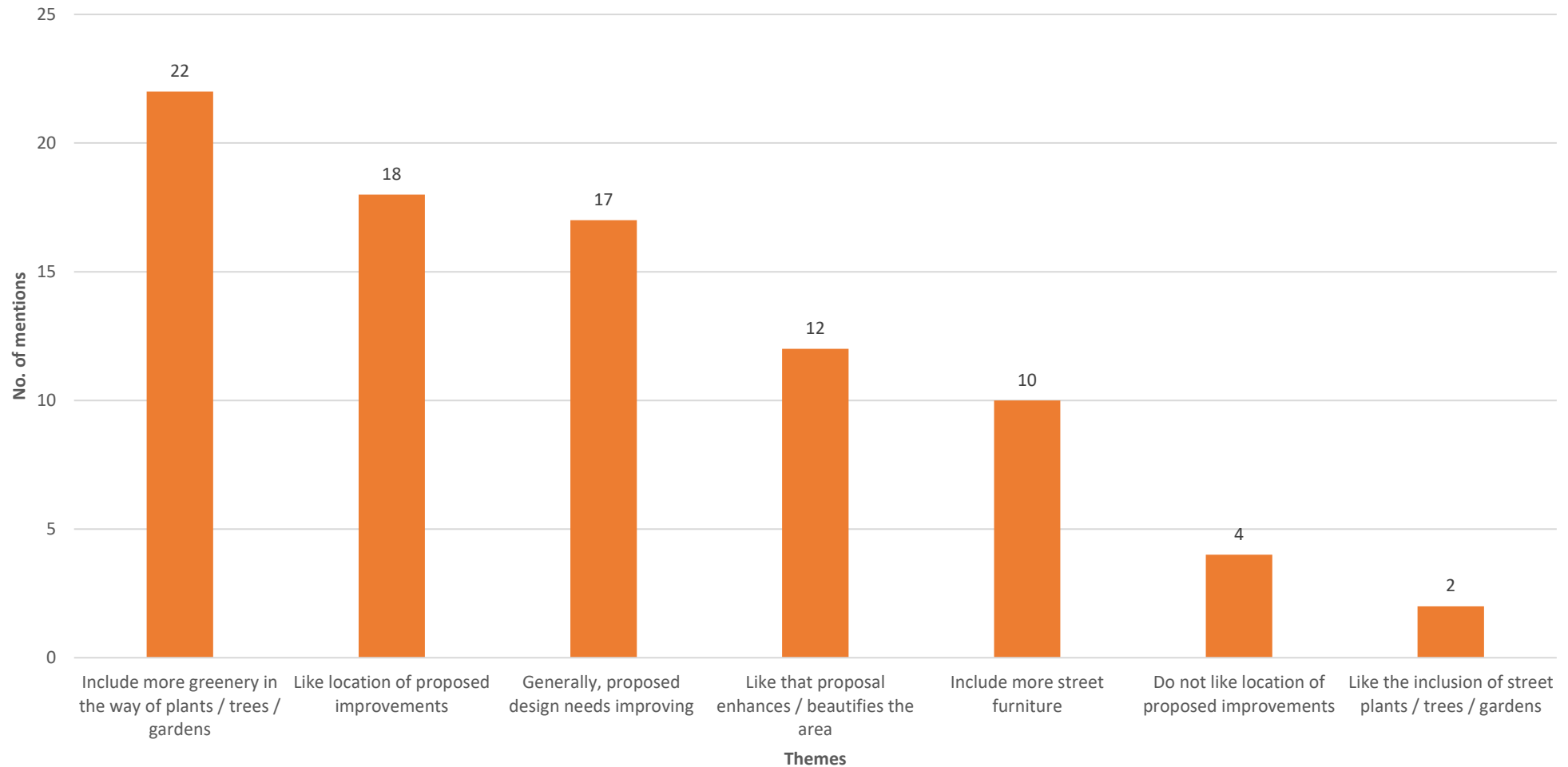


Feedback Theme	Main points	Auckland Transport's Responses
Like the improvements for pedestrians <i>Mentions: 19</i>	- Proposed improvements for pedestrians are great. - Proposal encourages walking. - Like that pedestrians are prioritised over cars. - Like proposed wider paths and more space for pedestrians. - Narrower traffic lanes will make crossing the road easier. - Like that there are no cycle lanes for pedestrians to cross to access buses. - Like proposed raised crossings.	Thank you for your feedback.
Need more improvements for pedestrians <i>Mentions: 18</i>	- Ensure planter boxes do not encroach pedestrian areas. - Ensure bus shelters don't encroach pedestrian areas. - Ensure there is sufficient space when people are arriving and leaving Aotea Station. - Ensure safety of pedestrians where buses enter and leave area. - Ensure tree species do not lift the footpath as they grow. - Proposal should include undercover footpaths to keep pedestrians dry. - Proposal should include underground crossings for pedestrian to keep the traffic moving. - Proposal should include audible, well-lit crossings. - Proposal should include signalised crossings. - Proposal should include ramps for prams and wheelchairs. - Use street furniture to direct pedestrians to crossings out of CRL station rather than crossing directly in front of station exit. - Simply widening footpaths doesn't offer anything more to pedestrians. - Build out footpaths to reduce intersections crossing distance (one submitter suggested this happen rather than extending the bus stop lanes all the way into the intersections). - Improve pedestrian link from Bledisloe to Elliot Street with build outs on both sides.	There are no plans for planter boxes as part of the WSBI project. Bus shelters and all other street furniture, i.e., light poles, bins, etc., will be contained within a furniture zone, which is set back from the kerb to allow buses to pull in and out safely. That will provide, on each side of Wellesley Street, a minimum of 4 clear metres for pedestrians to move along the street, largely under existing canopies. The proposal does not add underground walkways but the streetscape has been designed with accessibility for all users in mind, including those with mobility concerns and those with small children. The widening of the footpath will reduce the crossing distance at intersections and an additional build out is planned for the mid-block pedestrian crossing to further reduce the crossing distance in this location. The WSBI project is working closely with the City Rail Link Limited to ensure that the designs are fully coordinated. The WSBI project is not adding or removing any trees from this section of Wellesley Street. The streetscape upgrade will address the uneven footpath that has been created by existing tree roots, and future-proof for on-going tree growth. The project proposes new bench seating underneath the existing street trees. Reducing the number of cars in this section of Wellesley Street will make it safer for people on bikes, however, there will be a large number of bus movements in this area and the WSBI project does not include separated cycling facilities. It is intended that people on bikes crossing through the city centre will use Victoria Street, where,

Feedback Theme	Main points	Auckland Transport's Responses
	- Ensure pedestrians are separated from cyclists. - Ensure space is allocated to allow for chairs and tables outside businesses, footpaths need to be at least 4.2m to accommodate.	as part of Te Hā Noa Victoria Street linear park, a separated cycleway is to be introduced. We are working with local businesses that have existing outdoor seating to make provision for this to continue.
Like that proposal improves the street for people rather than cars <i>Mentions: 16</i>	- Like that improvements benefit people rather than cars/vehicles. - Like that cars cannot use the area. - Like that people are prioritised over private vehicles. - Like that cyclists are prioritised over private vehicles. - Like that cars are separated from buses.	Thank you for your feedback.
Like the improvements for people on bikes <i>Mentions: 5</i>	- Proposed improvements create are better for cyclists than current layout. - Less cars on this road makes it better for cycling. - Like that cyclists are prioritised over private vehicles.	Reducing the number of cars in this section of Wellesley Street will help make it safer for people on bikes, however, there will be a large number of bus movements in this area and the WSBI project does not include separated cycling facilities. It is intended that people on bikes crossing through the city centre will use Victoria Street, where, as part of Te Hā Noa Victoria Street linear park, a separated cycleway is to be introduced.
Need more improvements for cyclists/scooters <i>Mentions: 11</i>	- Ensure pedestrians are separated from cyclists. - Project likely to attract more cyclists and scooters so needs to accommodate them. - Proposal should include dedicated cycle lanes through Wellesley Street. - If there are no cycle lanes for Wellesley Street, where is the east-west midtown cycle connection. (e.g. Mayoral Drive). - Proposal should include e-scooter parking. - Proposal should include docking stations for hire cycles and scooters to keep area clear. - Proposal should include more cycle parking. - Proposal should include a space that allows for cycles to pass each other. - Cycle lane could run during peak hours only (before 8pm).	See above. There is the intention to provide cycle parking within the furniture zone, near the midblock crossing and Albert St corner. We are working to determine how/if e-scooter parking facilities can be accommodated. However, given the pedestrian demands expected as a result of the opening of the Aotea Station, it may be that e-scooter/e-bike stations may not be able to be located in this area.

Feedback Theme	Main points	Auckland Transport's Responses
Make street more accessible to less abled people <i>Mentions: 11</i>	- Proposed design doesn't cater enough for mobility impaired. - Ensure project is built to Universal Design standards to cater for mobility impaired. - Proposal should include safe crossings for mobility impaired. - Proposal should include audible, well-lit crossings. - Ensure trees and shelters are placed so bus drivers can see passengers in wheelchairs. - Proposal should include drop off and pick up zones for mobility impaired. - Aotea Arts Quarter's existing drop off point will be removed, propose new one on Elliot Street (Smith and Caughey). - Proposal should include ramps for prams and wheelchairs. - Proposed new drop off point needs a wheel chair ramp to footpath. - Proposal should include accessible ramps into retailers' buildings in the area. - Proposal should include wheel chair accessible entry and exit from Aotea Station (not regular turnstiles). - Proposal should include accessible public toilets in the area. - Street is steep, bus shelters/stops should be on flat areas of road. - Proposal should include tactile strips on footpaths and outside station. - Proposal should include quiet spaces for neurodiverse people.	The project has sought input from Auckland Transport's Capital Projects Accessibility Group (CPAG). The design includes safe, well-lit, audible crossings. We are looking to see if we can create flat areas within the bus shelters for wheelchair users, given the steep topography of the street. The intention of the streetscape upgrade is to improve access to the entrances to business premises. For details of the design for the Aotea Station, please go to www.cityraillink.co.nz. As part of the Wai Horotiu Queen Street project a mobility drop off/pick up zone has been created on Queen Street outside Smith and Caughey's. The Loading and Servicing plan currently in development will take a longer-term view of mobility parking needs in the midtown area. While the project is aiming to improve the street for all users, it is not possible for the WSBI project, taking into account the large number of bus and people movements, to provide quiet spaces on the street for neurodiverse people.

Themes related to trees, gardens, materials, and design

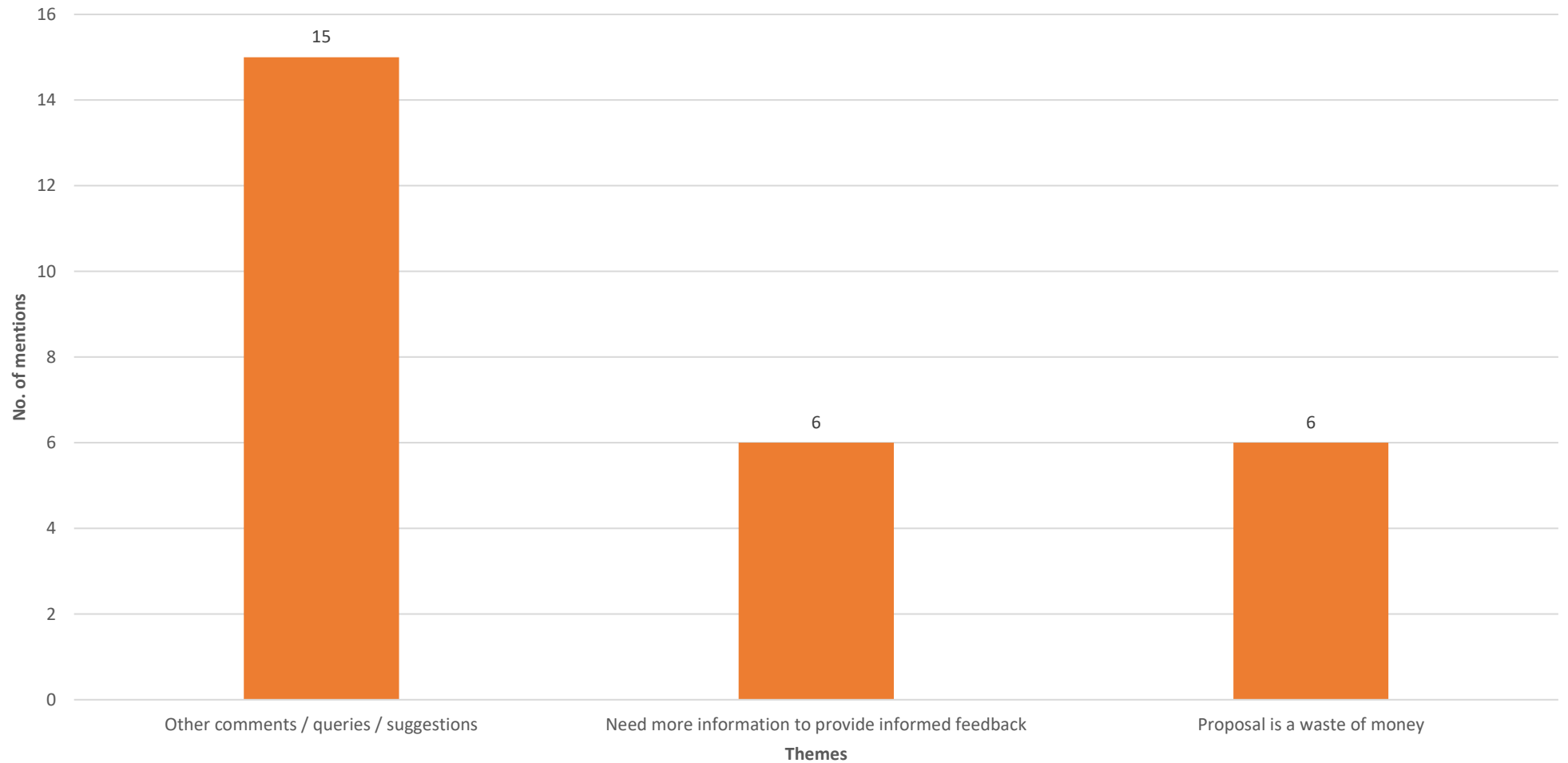


Feedback Theme	Main points	Auckland Transport's Responses
Include more greenery in the way of plants / trees / gardens <i>Mentions: 22</i>	• Proposal appears to have less trees than are currently in the area. • Proposal needs many more trees. • Proposal should include shade trees. • Proposal should include espaliered fruit trees. • Proposal should include hedges. • Proposal should include more green space rather than pavers/concrete. That would improve the sustainability of the project, including reduced CO2 emissions by not using imported pavers. • Don't remove any existing street trees. • Plant small trees to fit into allowed spaces e.g. Nikau Palms. • The previous plans had more plantings.	We are maintaining all existing street trees in this section of Wellesley St (Albert St – Queen St). The project looked at areas where new street trees could be introduced but was constrained by the large existing building canopies and the need to maintain clear footpath space for the large number of people who will be accessing and exiting the Aotea Station and buses in the area.
Like that proposal enhances / beautifies the area <i>Mentions: 12</i>	• Like that project improves aesthetics/visual appearance of the area and/or helps to make the city more beautiful. • Proposal enhances inner city life. • Proposal will make the atmosphere gentler for those not in cars. • Proposal modernises the area.	Thank you for your feedback.
Like the inclusion of street plants / trees / gardens <i>Mentions: 2</i>	• Like that proposal increases greenspace. • Like street trees.	Thank you for your feedback.
Include more street furniture <i>Mentions: 10</i>	• Proposed design needs more seating. • Proposal should include more rubbish bins. • Proposal should include a water feature to represent Wai Horotiu. • Proposal should include drinking fountains (that are wheelchair accessible). • Seating should be at varying heights to accommodate mobility impaired.	We are still developing the design of the street furniture and will consider all of this feedback. Seating is being provided within the bus shelters and additional bench seating will be provided under the existing street trees. The project will include rubbish bins. We are working with Mana Whenua to develop opportunities to incorporate cultural narratives into the design. This will be developed through the next design stage.
Generally, proposed design needs improving <i>Mentions: 17</i>	• Proposal is uninspiring and/or underwhelming. • Proposal is not innovative nor exciting.	The design team have worked hard to create a streetscape that is as interesting as possible while reconciling the competing demands in a tight street corridor.

Feedback Theme	Main points	Auckland Transport's Responses
	- Proposal will not add to areas character. - Proposal spoils the current art-deco architecture of the area. - Proposal design is not innovative enough. - What will happen to the community garden? - Proposal does not include enough trees or plantings. - Proposal has too much concrete, needs more natural features. - Area should be differentiated from other streets in the area. - Proposal needs more tactical urbanism to ensure cars do not enter.	The project needs to maintain a minimum of 4m clear footpath space for the large number of people who will be accessing and exiting the Aotea Station and getting on and off buses into what is a relatively short section of Wellesley Street. Elements of the design that need to be introduced, such as the bus shelters, acknowledge the significant heritage value of the surrounding buildings. The design will use high-quality palette of materials, such as can be found on Albert Street. Auckland Council removed the community garden in 2019, relocating it to the Wynyard Quarter, to make way for the development of the Wellesley Street entrance to the Aotea Station. We are maintaining all existing street trees in this section of Wellesley St (Albert St – Queen St). The project looked at areas where new street trees could be introduced but were constrained by the large existing building canopies and the need to maintain clear footpath space for the large number of people who will be accessing and exiting the Aotea Station and buses in the area. To discourage through traffic, we are planning on introducing bus priority measures, enabling local access but encouraging general through traffic to use Mayoral Drive.
Like location of proposed improvements <i>Mentions: 18</i>	- Wellesley Street is the obvious choice for east west route for buses. - Proposed area is the busiest commuter route in the city. - Like it is in the middle of city to integrate with trains. - Like that it is close to city entertainment areas. - Wellesley Street is currently hostile with so many cars.	Thank you for your feedback.
Do not like location of proposed improvements <i>Mentions: 4</i>	- People living on Wellesley Street don't want a bus station outside. - Businesses on Wellesley Street don't want a bus station outside. - Will create a wind tunnel down Wellesley Street. - Should be on a road that has less demand from other modes of transport. - Should be situated to integrate with train stations.	In the City Centre Masterplan and AT's City Centre Bus Plan (consultation for which closed in October 2021), Wellesley Street has been identified as the main east-west bus route through the city centre's midtown area. This allows public transport users to move easily between modes, i.e. bus to train. Buses have already been moved off Victoria Street to allow for the development of Te Ha Noa Victoria Street linear park.

Feedback Theme	Main points	Auckland Transport's Responses
	Should leave buses on current bus routes.	The movement of people transferring between Aotea Station (set to be the busiest station in NZ) and buses on Wellesley St will make this a busy train-bus interchange. The large numbers of people will bring vibrancy to the mid-town area and to accommodate them will require high quality bus stop facilities. By the end of 2025, AT plans that 50% of buses operating in the city centre during peak periods will be zero emission, contributing to a 53% reduction of greenhouse gas emissions from buses. This project is not altering the buildings on either side of the street and so will have no impact on wind movement along the street.

Other comments and concerns



Feedback Theme	Main points	Auckland Transport's Responses
Need more information to provide informed feedback <i>Mentions: 6</i>	• More information regarding loading and servicing needs to be provided in proposal. • More information showing the general traffic circulation plan needs to be provided in the proposal. • Proposal needs to clarify if cyclists can use bus lane. • More information regarding the volume of buses using this corridor to justify the bus only section needs to be included in the proposal.	Loading and servicing for businesses and residents is a vital part of a successfully functioning city centre. We are currently working with key city centre stakeholders to develop a parking, loading and servicing plan for the midtown area of the central city. More information on this will be provided to affected stakeholders as this work progresses. The project is planning on introducing bus priority measures. General traffic circulation will be considered as part of that process. The design will enable cyclists to use this section of Wellesley Street, however, please note that there will be large number of bus movements in this areas and people on bikes crossing through town may feel more comfortable using Victoria Street, where, as part of Te Hā Noa Victoria Street linear park, a separated cycleway is to be introduced. For information on projected increases in bus numbers over time, please refer to the City Centre Bus Plan, which includes estimates for bus volumes in 2028.
Proposal is a waste of money <i>Mentions: 6</i>	• Money better spent elsewhere. • Proposal does not represent AT's core function of reducing travel times and keeping cars moving. • Buses are not used by many Aucklanders. • Spending should be on affordable housing instead.	Currently, around half of the people who travel into Auckland's city centre at peak times arrive using public transport. As of 2019, every morning, 700 buses bring the same number of people as 25,000 cars into the city centre. As Auckland's population continues to grow, demand for bus travel will also increase, putting additional pressure on our city centre streets. By introducing a bus priority section between Albert Street and Queen Street, the project will reduce travel times for people using buses and, in doing so, will prioritise bringing people into the city centre.
Other comments / queries / suggestions <i>Mentions: 15</i>	• Symonds Street end only has buses on one side of road, will they now go both directions? • AT does not consider ratepayers opinions. • AT have not considered negative effects on businesses of having a bus stop outside their business. blocking of shop doorways by bus passengers, the use of shop doorways as toilets.	Future stages of the WSBI project will consider whether more bus only sections and/or other improvements are required. This consultation only addresses Stage One of the project, which is Albert Street to Queen Street. The intention of the WSBI project is that, when complete, this section will not be a starting or ending point, buses will pull in to pick up/drop off passengers and move off. There should not be any

Feedback Theme	Main points	Auckland Transport's Responses
	- No mention of climate change and how this project helps to counteract it. - AT should explicitly state it is a zero emissions area. - Design needs to be cohesive and integrate with current Mana Whenua design in Aotea Arts Quarter. - Rebuild Queen St intersection for future one-way system. - AT Should be moving people off buses and onto CRL and light rail rather than spending money on a bus improvement project. - Plans need to be integrated for all proposed inner-city changes; this will avoid the possibility of pushing problems from one project onto the next without considering the complete picture of when all projects are completed. - Implement quickly. - Businesses and people are sick of and/or suffering due to the never-ending construction activities. - Businesses need compensation for construction disruption. - Homeless persons that frequent this area need to be managed.	idling buses for more than short periods of time while passengers disembark and embark. The movement of people transferring between Aotea CRL station (set to be the busiest station in NZ) and buses on Wellesley St will make this the busiest train to bus interchange in Auckland. These people will bring additional much needed footfall to Wellesley St. However, they need first-class waiting and stop facilities to allow this to happen. By widening the footpath and creating the clear movement zone of 4m between the furniture zone and the shop frontages, which will include bus shelters for passengers, we hope to discourage passengers from blocking shop frontages. The City Centre Bus Plan, which was out for consultation in the latter part of 2021, states: "Even with the construction of the City Rail Link and the planned new rapid transit corridors to Māngere and Westgate, most Aucklanders arriving in the city centre using public transport will do so by bus." At the time of writing, there is no set delivery date for the Light Rail Project. In the meantime, we need to ensure that bus customers have the facilities they need to make their journeys as reliable and convenient as possible. By making it easier and more convenient for people to use public transport and introducing, where appropriate, bus priority measures, Auckland Transport is working towards increasing the number of people who choose to use public transport, which contributes towards the city's climate change goals. We will be working with directly affected businesses between now and the start of construction to ensure that their concerns are taken into account when a construction programme is developed. The project team is working with Mana Whenua, to integrate appropriate cultural design into the project.

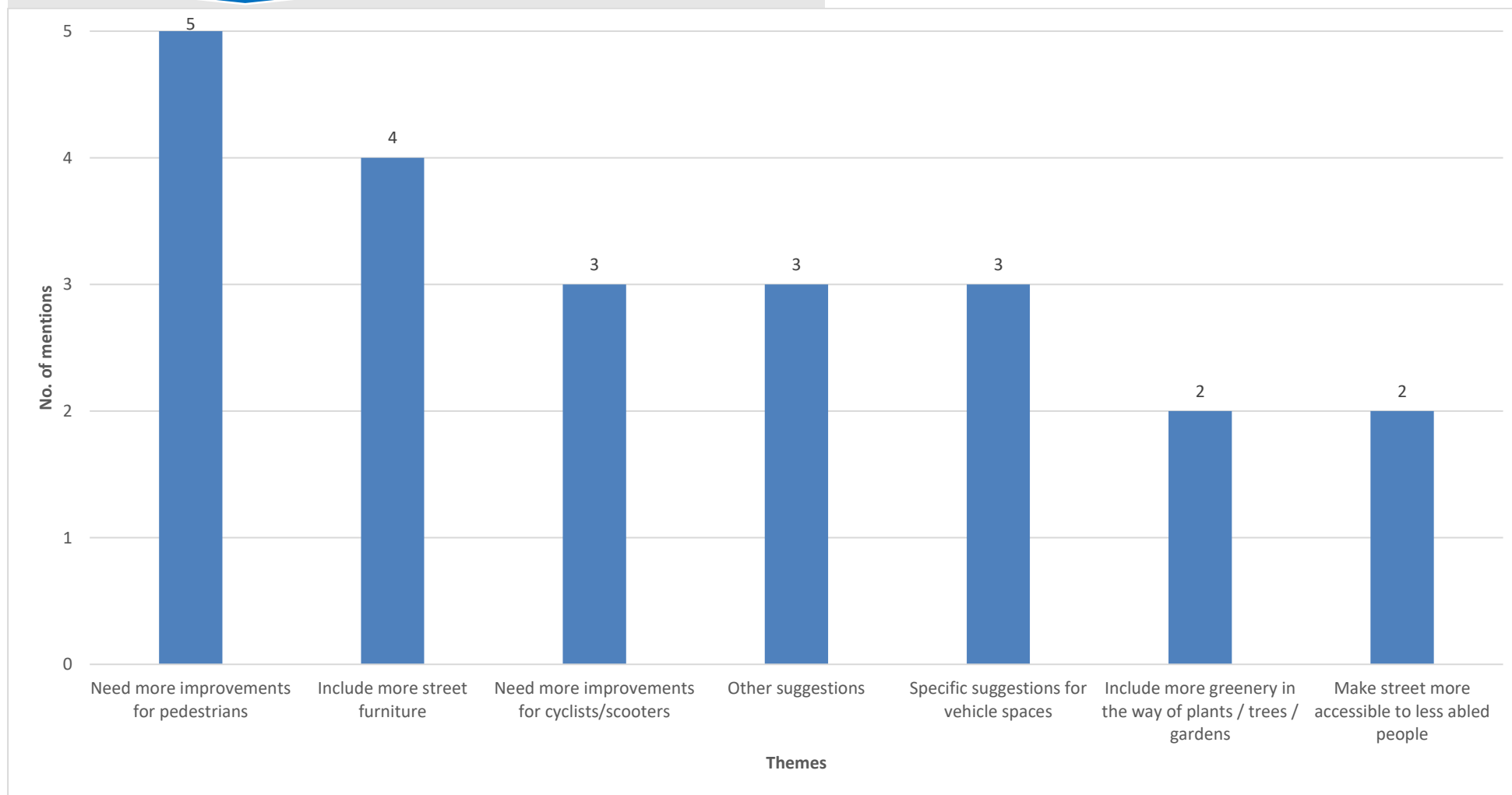
Feedback from key interest groups

The main themes from key interest groups towards each project are outlined in the graphs below and their full submissions are outlined in [Attachment 1](#). Many key interest groups did not fill out the feedback form and so did not complete the 'tick-box' sentiment questions, as such we have not reported on key interest group sentiment towards the proposal.

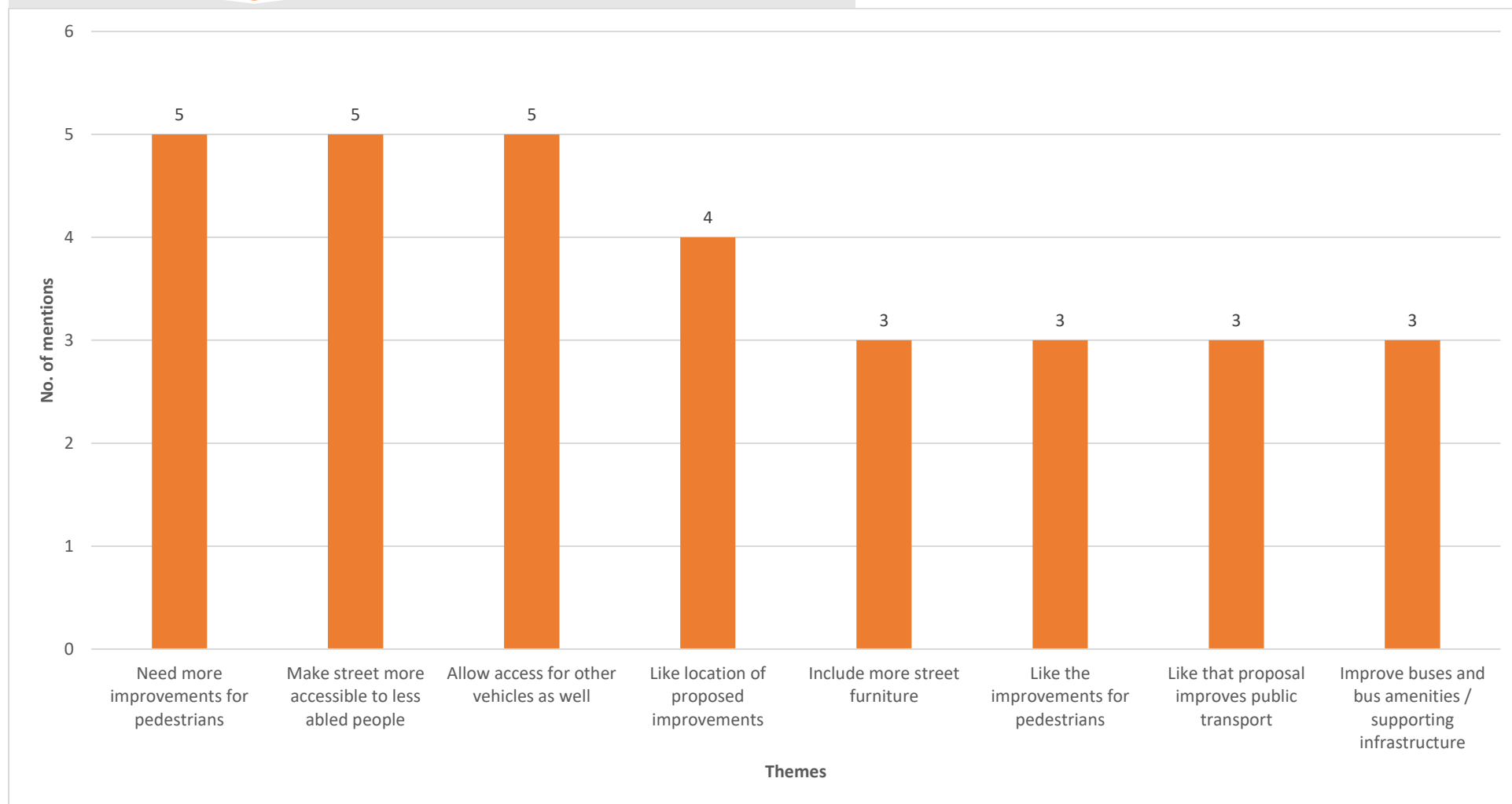
The following key interest groups/organisations provided feedback on the proposal.

- Greater Auckland
- Bike Auckland
- Auckland Live
- Disabled Persons Assembly
- Blind Citizens NZ
- Waitemata Local Board
- Heart Of The City
- Auckland City Centre Residents' Group

Top themes: Te Ha Noa Victoria Street linear park - key interest groups



Top themes: Wellesley Street bus improvements – key interest groups



Attachment 1: Feedback from key interest groups

Greater Auckland

What do you think about our proposed design for Te Hā Noa?

I like the design

Tell us why:

N/A

Do you think anything is missing or that we need to consider anything else?

- *The design needs to take into account the changes proposed for Queen St. The corners on the queen St intersection should also be squared up more given there should not be vehicles turning on to it.*
- *The High/Lorne St intersection should also be a raised table just like the Elliott St intersection.*
- *The City Centre Master Plan suggests a new entrance to the Albert Park tunnels could be created west of Kitchener St. The design needs to ensure this can be achieved in the future*

What do you think of our proposed designs for Wellesley Street Bus Improvements projects?

I like the design

Tell us why:

N/A

Do you think anything is missing or that we need to consider anything else?

The shelter proposed feels fairly basic. The aim should be to avoid the failure to provide proper shelter on the Lower Albert St Bus interchange by ensuring good quality shelter is included in the design.

Bike Auckland

Te Hā Noa Victoria Street Linear Park and Wellesley Street Bus Improvements Projects Project feedback 07 November 2021

Waitematā Local Board

This feedback is submitted on behalf of Bike Auckland

(1) (2) Bike Auckland represents diverse users of Auckland's public space. While we are positioned primarily as a cycle advocacy group, our membership will make use of all transport options to a particular space, and our advocacy extends to safety and general transport improvements for all road users.

(3) Bike Auckland is generally supportive of the design for Te Hā Noa. We are in favour of the separated, protected cycle infrastructure planned for this design, as well as the maximisation of green space and widening of the footpaths.

(4) Bike Auckland would like to make the following suggestions for consideration to improve the design of Te Hā Noa:

- With no south-side loading zones provided, there is a high risk of delivery drivers using the bike path to make deliveries. We believe enforcement will be ineffective at preventing this, and strongly encourage physical exclusion measures are implemented (Suggested: Mountable central island with flexi-post).
- Shared dockless micromobility and its storage should be included as a part of the design. This could include pram ramps between the cycle path and locations designated as storage for micromobility, to discourage users riding and storing devices on the footpath.
- Secure bicycle parking for a variety of cycles, including cargo and adaptive cycles, should be considered in the design. This could include mountable curbs or pram ramps to sheffield stands with sufficient space to manoeuvre larger bicycles/mobility aids.
- We strongly encourage aligning the completion of this project with a link to the Nelson Street cycleway. Without this, Te Hā Noa will likely remain as an isolated, disconnected cycleway and may receive limited use (and subsequent public resentment).
- We are concerned about vehicles making a right-turn or straight-through movement into Lorne Street, and encourage either a traffic calming device before vehicles cross the cycle path, or elevating the cycle path across the top of a raised table at this location (which would have the added benefit of slowing cyclists somewhat). The bike path should be physically and visually delineated to ensure drivers reduce speed and look for bikes.
- The CRL portal located at the corner of Victoria and Albert Street could result in high numbers of pedestrians straying into the cycle path. Physical separation through the use of street furniture (or perhaps bicycle parking racks) could help prevent potential conflict.

(5) Bike Auckland supports the Wellesley Street bus improvements. This is a suitable location for a bus-only street. Maximising pedestrian space is a fantastic improvement.

(6) Bike Auckland is concerned that bicycle and micromobility parking does not seem to have been well considered in the current design. Trends in mobility habits, coupled with necessary changes to transport mode share due to emissions reduction initiatives, are likely to see a considerable rapid increase in the number of users of micromobility devices - particularly connecting with major transport hubs such as the Wellesley Street bus station and CRL stations. We would strongly encourage robust investigation into expected usage of micromobility devices of different types, and appropriate planning for access and storage of these devices alongside the public transport network. As such, a large quantity of different bike and scooter parking facilities for different devices, trips and needs should be included in this location. Good design at this stage can prevent problems and undesirable parking behaviour (such as dockless micromobility being left in busy pedestrian areas) in future.

(7) Bike Auckland was invited to participate in this feedback via email

Auckland Live & Auckland Unlimited

Drop-off and pick-up

Aotea Arts Quarter's historical drop off point for patrons with limited mobility, (and taxis and Ubers) has been at the top of the Wellesley St West bus stop in line with the Civic stage door. With the introduction of Wellesley St West as a major bus transit point this drop off point could no longer be used and the top of Elliot St, (physically on Elliot St itself), was subsequently identified as new drop off location on a trial basis. The indented carparking outside Smith and Caughey's has been identified as an additional drop off point however requires AT compliance enforcement to be a credible option, (it has an accessible car park however no ramp to access the footpath).

Our shows are generally off-peak transit time and we had thought that we could use the existing bus stop infrastructure for patron and coach drop off and pickups outside peak demand which would improve the utilisation of the infrastructure and provide a much improved customer experience. However we are to understand this may not be possible for things like accessibility drop offs due the height of the curb

ACTION: in both a temporary and more longer term via of loading and service delivery assessment that AT undertakes we would like a consolidated short term and long term view of:

- Accessibility drop offs around Aotea Arts Quarter given impact on all sides of the quarter for access to venues

- Bus drop offs for schools around Aotea Arts quarter given impact on all sides of the quarter for access to venue
 - Loading and services around Aotea Arts Quarter given impact on all sides of the quarter for access to venues
- The individual consultation of Queen St, Mayoral Drive and now Wellesley Street are resulting in pushing these key priorities for visitation of midtown to another projects problem. We need to approach solutions surrounding the cultural heart of Auckland as a connected consideration.

Loading requirements

In a “normal” day, between Sky world and Auckland Live there would be:

- 10-12 fixed body trucks, vans, small delivery vehicles etc
- Small show, corporate event with catering, rock show etc. 2-3 Articulated trucks for show build/deconstruction on top of the Skyworld stuff above. Large show, Musical, big corporate with TV etc 2-6 trucks
- Stacking up on the street is not too common but does occur. In the past when we have needed this it's been requested from AT
- Trucks do turn around in the dock – no need to back in

Auckland Live advises that what is proposed is not a workable solution to access to the loading docks. We need A “any” truck to be able to turn in at “any” time, and they need to be able to swing in from either direction.

The largest container commonly used in NZ is 44' 4" / 13.51metres. This is just the container. The trailer is longer by a couple of metres then there is the tractor unit which may be up to 5 metres.

ACTION: These specs should be reviewed to accommodate. If consenting is to commence in December and we need to look at this further, we would like to have a site meeting to talk through the minimum viable options of loading dock access for large show containers.

Connections

We would like to pick up the conversation of connection between crossing the road between Elliot St and Bledisloe Lane and who the council family could look to activating this space to support safer walking environment in and out of the train station. Currently it appears that Bledisloe Lane is lost in ownership of making it a safe useable space and with the lack of commercial or council utilisation of spaces there has been a very unsafe space. Whilst it is not directly linked to work on Wellesley, it is in this project's best interests to work through a facilitation process that would see improvements to support Elliot Street and Bledisloe Lane activation into Aotea Square.

For point of reference Graham Tipene (Ngāti Whātua, Ngāti Kahu, Ngāti Hine, Ngāti Haua, Ngāti Manu) is connected to the mana whenua design integration for Aotea Studios (Preliminary Design) and the Myers Park public art work – we would like to understand if mana whenua require the opportunity for a connected approach to the various elements around Aotea Arts Quarter to ensure a cohesive narrative.

Service and loading

Could you outline the process for our engagement into the city centre loading and servicing plan as it relates to the Aotea Arts Quarter connection points.

Disabled Persons Assembly

Introducing Disabled Persons Assembly NZ

The Disabled Persons Assembly NZ (DPA) is a pan-impairment disabled person's organisation that works to realise an equitable society, where all disabled people (of all impairment types and including women, Māori, Pasifika, young people) are able to direct their own lives. DPA works to improve social indicators for disabled people and for disabled people be recognised as valued members of society. DPA and its members work with the wider disability community, other DPOs, government agencies, service providers, international disability organisations, and the public by:

- telling our stories and identifying systemic barriers

- developing and advocating for solutions
- celebrating innovation and good practice

The submission

DPA is pleased to see that Auckland Council is upgrading this important area of the Auckland CBD to ensure that the needs of pedestrians, cyclists and public transport users in particular are more catered for.

Generally, the plans look good from an accessibility and inclusion perspective given that it is evident that Council has afforded good spatial separation between footpaths, cycleways and roads in its early planning. Therefore, our recommendations will centre around the need to make small refinements/improvements to these plans to make them even more accessible.

The United Nations Convention on the Rights of Persons with Disabilities (UNCPRD) Articles most relevant to our submission are:

- Article 4.3 Involving disabled people and our organisations in decisions that affect us
- Article 5: Equality and non-discrimination
- Article 7: Children with disabilities
- Article 9: Accessibility
- Article 19: Living independently and being included in the community
- Article 20: Personal mobility
- Article 30: Participation in cultural life, recreation, leisure and sport

The New Zealand Government policies and strategies which are relevant to this submission are as follows:

New Zealand Disability Strategy 2016-2026:

- Outcome 5 - Accessibility

DPA's recommendations

Recommendation 1: DPA strongly recommends that the Aotea Station development is fully accessible and built to Universal Design standards which will enable the facility to be used by all people, including disabled people.

Recommendation 2: DPA recommends that turnstiles preferably not be used at the proposed Aotea Station as a means of entry. If turnstiles are to be used, though, we would prefer designs where the turnstile arm(s) can be raised straight up or have mini-doors which can open up on either side to admit people including wheelchair users, people pushing children's strollers, cyclists or people carrying packages. Such terminals must also be able to accommodate all wheelchair, mobility aid and stroller users and be user-friendly for blind and vision impaired people. Turnstiles that operate with a barrier system create un-necessary barriers for mobility-impaired people, which include wheelchair and mobility aid users and also for people pushing children's strollers.

Recommendation 3: DPA recommends multiple accessible seating areas be created. This should be reflected in the selection of street furniture as seating of varying heights (low, high, medium) should be placed along the newly proposed pedestrian corridor and at Aotea Station given the issues faced by some people due to impairment or other factors in either sitting down or lifting themselves off seating.

Recommendation 4: DPA recommends placing tactile strips at Aotea Station and also along footpaths and other parts of the Te Ha No-CBD pedestrian corridor to ensure the safety of blind and vision impaired pedestrians and transport users.

Recommendation 5: DPA recommends that all pedestrian crossings are able to be easily accessed by all users including wheelchair and mobility aid users, children's strollers and, indeed, anyone. All crossings should be audible and well-lit for safety and accessibility reasons. However, we do welcome the fact that these crossings will be elevated.

Recommendation 6: DPA recommends that an adequate number of drop off points be created for mobility vans, service vehicles, taxis, and that additional consideration is given to the placement of drop off points around Wellesley Street.

Recommendation 7: DPA recommends that accessible, wheelchair-user friendly water drinking fountains be placed at strategic points around Aotea Station and along the upgraded pedestrian network.

Recommendation 8: DPA recommends the need for quiet spaces for neurodiverse people and others around Wellesley Street and Aotea Station.

Conclusion

DPA welcomes the proposals made by Auckland Council. However, the recommendations we have made should enhance the accessibility of the new development, especially for disabled people, so that everyone can have easy access to the Auckland CBD. If there are any questions that Auckland Council has regarding this submission, please do not hesitate to reach out to DPA.

Blind Citizens NZ

Submission Te Hā Noa Victoria Street linear park and Wellesley Street Bus Improvements

Who are we?

- 1 Blind Citizens NZ is the oldest disability consumer advocacy group – disabled people's organisation – in New Zealand. We write on behalf of blind, deafblind and vision impaired members of the Auckland Branch. Our members are proud to be Aucklanders and we accept and enjoy our responsibilities to participate in our community as much as we can.
- 2 Auckland Branch membership:
The Auckland Branch of Blind Citizens NZ is made up of:
adults, 16 years of age and over;
ethnicity, primarily New Zealand European;
residents across the Auckland Council area;
all members cannot legally drive cars, so are transport disadvantaged;
all members are print disabled and several are not online, so are information disadvantaged.
- 3 Auckland Branch advocacy about public transport is grounded on the principle of the Accessible Journey – “The accessible journey covers all the steps needed for a person to get from their home to their destination and return. All steps in the accessible journey are interlinked and are of equal importance. If one link is inadequate, the whole journey may be impossible”. See The Accessible Journey: Report of the Inquiry into Accessible Public Land Transport, Human Rights Commission, September 2005, <https://www.hrc.co.nz/our-work/people-disabilities/past-projects/accessible-journey/>.

- 4 New Zealand signed the United Nations Convention on the Rights of Persons with Disabilities (Disability Convention) on 30 March 2007 and ratified it on 26 September 2008. The purpose of the Disability Convention is to promote, protect, and ensure universal human rights and fundamental freedoms for disabled people, and promote respect for their dignity. It recognises the right of disabled people to make free and informed decisions about their own lives. It sets out in practical terms how the rights of disabled people can be realised. All rights discussed in the Disability Convention are also established in current New Zealand law. Local government, including Auckland Council and Auckland Transport, is bound to honour the Disability Convention. Blind Citizens NZ Auckland Branch asks Auckland Council and Auckland Transport to uphold the Disability Convention in its decision-making. See <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html>
- 5 The UNCRPD Articles most relevant to our submission are:
 - Article 4.3 Involving disabled people and our organisations in decisions that affect us;
 - Article 5: Equality and non-discrimination;
 - Article 7: Children with disabilities;
 - Article 9: Accessibility;
 - Article 19: Living independently and being included in the community;
 - Article 20: Personal mobility;
 - Article 21: Freedom of expression and opinion, and access to information;
 - Article 30: Participation in cultural life, recreation, leisure and sport.
- 6 The New Zealand Government policies and strategies which are relevant to this submission are as follows:
 - New Zealand Disability Strategy 2016-2026:
 - Outcome 5 - Accessibility.

Submission

- 7 We are looking forward to the upgrade of this important area of the Auckland CBD. This should ensure that the needs of pedestrians, cyclists and public transport users in particular are way better catered for.
- 8 We are advised that the plans look good from an accessibility and inclusion perspective. It is evident that there is good spatial separation between footpaths, cycleways and roads in these designs. However we wish to raise our general accessibility principles and we trust they will be considered during the developed design and build phases.
- 9 We urge that the Aotea Station development be fully accessible and built to Universal Design standards which will enable the facility to be used by everyone including disabled people.
- 10 We are concerned about the use of turnstiles at the points of entry to the Aotea Station. If turnstiles are to be used, we ask for adjacent straight line walkways to permit easy access for pedestrians with guide dogs, those pushing children's strollers and bicycles, those carrying packages and wheelchair users.
- 11 We ask that multiple accessible seating areas be created. This should be reflected in the selection of street furniture as seating of varying heights (low, high, medium) should be placed along the newly proposed pedestrian corridor and at Aotea Station. Some people with impairments have difficulties either sitting down or lifting themselves up off seating.
- 12 We seek the correct installation of tactile ground surface indicators at Aotea Station and along footpaths on the pedestrian corridor to ensure the safety of blind and vision impaired pedestrians and transport users.
- 13 All pedestrian crossings should be easily accessed by all users including wheelchair and mobility aid users, children's strollers and, indeed, anyone. All light-controlled crossings should have audible traffic signals and be well-lit for

safety and accessibility reasons. We welcome the elevation of these crossings so long as tactile ground surface indicators are installed correctly.

- 14 An adequate number of drop off and pick up points should be created for mobility vans, service vehicles and taxis.

Submission Wai Horotiu Queen Street Valley Pilot Project

- 15 We made a submission on this parallel project.
- 16 We expressed our major concerns about the conflicts induced by bus passengers having to cross a low-speed shared area to get on and off buses. We urge you to resolve this issue consistently across your projects.
- 17 In our view Auckland Transport makes it extremely difficult for blind passengers to use the bus system unless we have sighted guides. We are unable to reliably recognise bus sounds from those made by trucks, and flag down the specific bus we want to catch. And next stop audio announcements are being rolled out but will take perhaps two years before being fully implemented. So we must rely on taxis to drop us off or pick us up at a per kilometre cost some ten times the price of the buses.
- 18 We have asked about taxi drop off and pick up outside The Civic Theatre stage door. This enquiry has still not been answered.
- 19 We ask that additional consideration be given to the placement of drop off and pick up points around Wellesley Street, in particular for taxis. There are several businesses including restaurants in Wellesley Street.

Submission 2022 Signs Bylaw

- 20 We made a submission about the Signs Bylaw.
- 21 We urge you to take the opportunity to promote the use of electronic signs placed out of the way of pedestrian walkways. Electronic signs have the potential to be accessible for blind and low vision pedestrians using smart phones, allowing us the same access to information given to sighted pedestrians.
- 22 For health and safety reasons we urge you to make provision for the enforcement of standards during and after construction, rather than rely on us to lodge complaints following near misses, even collisions with wrongly placed signs and other footpath clutter.

Questions and discussion

- 23 Please can we meet with you to discuss your proposed designs. We seek your reassurance that your design will keep safe both blind pedestrians and cyclists and other micro-mobility device users. Neither group wishes to collide with the other.
- 24 If you have any questions about this submission, please do not hesitate to reach out to Blind Citizens NZ Auckland Branch.

Conclusion

- 25 We ask that you consider this submission in your developed design and build to ensure our points are accommodated so that everyone can have easy and safe access to the Auckland CBD.

Waitemata Local Board

1. Summary

- 1.1. The Waitematā Local Board (WLB) is supportive of this project, as it will increase bus efficiency.

2. General Treatment & Design

- 2.1. The proposed treatments appear appropriate to the situation.

3. Urban Ngahere

- 3.1. No additional trees have been proposed.
3.2. WLB requests far more shade trees and other vegetation are included in the corridor, especially considering the high level of airborne pollutants from diesel buses.

4. Pedestrian environs & amenity

- 4.1. The mid-block pedestrian crossing should be narrowed from 3 lanes to 2 lanes (or 2.5) to improve pedestrian ease of crossing.
4.2. Pedestrian amenity (e.g. drinking fountains) should be included in the plans.
4.3. Signage must highlight the availability of public bathrooms in the area, including those in Aotea Station (currently planned to be behind the gate line).
4.4. As this area suffers from social issues, designs must prioritise safety with good visibility, lighting and CCTV.
4.5. We would recommend working closely with the Public Arts team to ensure that we can enhance the urban realm. This is the cultural centre of Waitemata and there are opportunities to connect to the Art Gallery, library, Aotea Centre etc.

5. Micro-mobility

- 5.1. As there are no cycle lanes proposed for Wellesley Street, please advise of additional planned east-west midtown cycle connections (e.g. Mayoral Drive).

6. Public transport

- 6.1. WLB supports the proposed high-efficiency bus lanes on Wellesley Street. Bus priority is crucial in the city centre to ensure reliability and reduce idling (a major contributor of pollutants).
6.2. Given the high volume of diesel buses using this corridor, and the hill slope requiring high engine revving, air quality is some of the worst in the city. This should be mitigated through use of electric buses, reduced idling, and inclusion of additional greenery.
6.3. The proposed wide footpath at the CRL exit (between Bledisloe House and the CRL building) appears to be suitable, however it should be expected that on exiting, some pedestrians may look to immediately crossing Wellesley Street north (i.e. not at either pedestrian crossing). This may put pedestrians in conflict with buses. Some road furniture may be required to discourage this behaviour (while not preventing it completely).

7. General Traffic, Car Parking & Loading Zones

- 7.1. WLB supports the exclusion of general traffic from Wellesley Street between Albert and Queen Streets.
7.2. Elliot Street is a rat run and suffers from lots of illegal parking. Discouraging vehicles from using Elliot St is very important. Please ensure the “local traffic” restrictions address these issues.
7.3. The Interim City Loading and Servicing Plan, the Queen Street Loading and Servicing Detailed Plan and the Midtown Parking, Loading and Servicing Detailed Plan should include:
7.3.1. Loading zones (for service and delivery vehicles only) should be provided on side streets in the area.
7.3.2. Disabled parking should be provided on side streets.

8. Consultation

- 8.1. The consultation should include the simplified bus route map, showing the volume of buses using this corridor, justifying the bus only section.
8.2. It should also show the general traffic circulation plan, so drivers can understand their options.

Heart Of The City Auckland

Heart of the City Feedback on Wellesley Street Bus Improvements and Te Hā Noa Victoria Linear Park

Please find Heart of the City's feedback on the draft designs for the Wellesley Street Bus Improvements and Te Hā Noa Victoria Linear Park.

Overall

The redevelopment of Victoria and Wellesley Streets presents a significant opportunity to support positive transformation and future investment in the midtown area of the city centre. Success to Heart of the City for this area of the city would be a high-quality outcome and appealing destination where the operational and business needs in the area are well considered and met. There would also be a cohesive and clear strategic approach to access and people know how to get around. The redevelopment will also be done well, with construction well managed and a programme in place to support business disruption. We also want to ensure this part of the city is a thriving daytime and night-time area, that is safe. We have raised a number of the points outlined below directly with the Project Team through our discussions to date. We look forward to ongoing dialogue as the programme moves through the next phases of design.

Innovative, future proofed and flexible design for access and loading and servicing

- **We believe that the current plans for the area will not meet the operational needs for businesses.**

In addition to the issue we have previously raised about lack of provision of loading on Wellesley Street, we have reservations about the loading and servicing provision proposed for Victoria Street.

- The design for the street must take into consideration the number of accommodation providers in the street, hospitality businesses along with the 'entertainment' offering in the wider area, including the CIVIC theatre.

- **The development of the Loading and Servicing plan for the Midtown Area is critical to ensure that these needs are identified and met through implementation.**

- We understand that the plan will recommend changes to support the parking, servicing, loading, pick-up drop-off, mobility parking, waste collection and other kerbside activities, as well as potential off street opportunities and innovations to support the activities.

- We want to ensure that the design process is future proofed. The loading and servicing plan must be able to contribute to the on-street design for both streets

- This could include a more dynamic kerbside that is flexible based on the needs and considers 24/7 use. This may see the use of this change over this period of time (for example from bus stops, to loading or rideshare drop off).

- We also note the proposed introduction of a bidirectional bike lane on the southern side of Victoria Street. Whilst supporting safe cycling in the city centre, the current design will mean no provision for loading/servicing on this side of the street, including waste collection. Further consideration needs to be given to how this activity can be supported.

- **Auckland Transport have advised that the detailed and final designs for both projects will progress into 2022 and there is opportunity to refine the designs in response to the outcomes of the Loading and Servicing Plan.**

- Given this, HOTC looks forward to ongoing dialogue on the plan as it progresses.

Access

- Auckland Transport has confirmed it is currently investigating how to give priority to buses in the Wellesley Street area while limiting other vehicle movements to local access and essential vehicles only, and they will be undertaking further consultation with affected parties on the access, parking, servicing and loading arrangements over the next 12 months.
- HOTC wants to ensure that there is a strategic approach to developing access, and this must take a wider than Wellesley Street view. This would consider how to maintain important East/West connections across the city centre as well a well-considered legible access experience.
- Consideration needs to be given to the current and future needs for the area, including the land use and attractions such as the CIVIC theatre, and users needs such as mobility users access as well as for taxi and rideshare.
- We welcome ongoing engagement as this approach is developed over the next 12 months.

Space allocation for outdoor dining/street trading and other use

We have raised the need to consider the opportunities to accommodate space for activities such as outdoor dining and street trading in the designs. We believe it's important that this is specifically planned for in the next stages of the design. It is also important that Wellesley Street can maintain provision for outdoor dining. Whilst Auckland Transport has advised that they consider some parts of the street to not be appropriate for outdoor trading due to anticipated pedestrian volumes around the station, (with AT identifying the need to have clear footpath movement of 4.2m), HOTC wishes to work with Auckland Transport to explore how this can be achieved. The provision for outdoor dining is an important aspect of our city's vibrancy and economy and must be maintained and supported.

Quality design:

It's vital to ensure that Wellesley and Victoria Streets become "great streets". The recent Lower Albert Street bus exchange has not delivered a high-quality street environment, with underwhelming amenity for bus patrons. Some key considerations that have been identified by businesses in the area include:

Design of bus shelters to consider possible antisocial behaviour, and site lines into businesses. AT have advised that the shelters will be fully glazed so this will ensure that people can see through into the adjacent businesses.

Auckland City Centre Residents' Group

I like the design

CRG are fully supportive of the vision and intent for Te Hā Noa as expressed in the CCMP 2020, and these current plans go a long way to fulfilling this vision.

Some Concerns and suggestions

Where is Wai Horotiu in this design? We have a big opportunity to represent the stream in meaningful ways, beyond patterns in footpaths.

Pedestrians & pedestrian movement. Amenity and design principles (universal design CPTED,) priority over traffic movement, must be given the highest priority.

These proposals go quite a long way to achieving this but there is room for more.

Cross street intersections. These should all be raised like the Elliot street one. Lorne St - High St should be an all-but continuous experience for pedestrians to emphasis walking connections across intersections. Either raised crossing, or at the minimum paving treatment to emphasise walking priority.

All intersections need to have any signals prioritised for pedestrians at all times - preferably defaulting to green person crossing, with vehicles activating any phase changes rather than the old traffic movement-centric (and current default) other way around.

Blocking of pedestrian spaces by illegally parked vehicle must be designed out of the scheme, and NOT rely on enforcement activities. This is critical given that the city centre is a 24/7 environment for residents, so we expect that intent and vision to be upheld 24/7, and not undermined at night when, to all intents and purposes, enforcement disappears

We think the Southern side of Victoria street footpath should be widened further.

Hire bikes & scooters will need their own parking areas. There should also be plenty of parking for private bicycles.

Trees and gardens - the more of these the better.

Trees - we support as many trees as possible, including fruiting trees to support bird life along with rain gardens. All trees need to be protected from damage by vehicles.

Cycling: definitely support the dedicated bidirectional cycle facility the full length of the Detailed Business Case scope. The cycle path should have a different treatment from the road, and be wider, as mentioned above, to allow for growth and enhanced safety.

Though slightly out of scope for this 'stage', it seems a lost opportunity not to connect the cycle way to Nelson St and the rest of the Vic St 'cycle way'. Tactical/low cost measures could be used to connect the cycle way to the rest of the network, otherwise it won't be very usable (and some may/will complain it's not being used)

Loading Zones, Road Width & parking.

CCRG support the narrowing of Victoria St to one lane each way and the removal of general parking.

Proposed car lane widths on Victoria St between Queen and Kitchener are 3.2m each. These should be reduced to 2.7m, which is the minimum lane width in the AT Urban Street Design Guide due to 30kph speeds. This is our opportunity as envisaged by the slower speeds programme implemented in the city centre (30 kph), to redesign streets to encourage and force slower speeds.

With service and freight vehicles recognised at 2.5-2.55m wide this is absolutely doable.

We could allocate some of the extra 1m to the cycleway so it's a total of 4m - which allows for future proofing as well as providing a safer cycling experience, and/or provide more footpath space.

Re-assess turning movements for vehicles with the potential to remove some of these to reflect the change in mode priority that we are wanting to achieve.

The design needs to take into account the changes proposed for Queen St. The corners on the Queen St intersection could also be squared up more given there should not be vehicles turning on to it.

The Loading zones on the north side need to be for legitimate service & delivery vehicles and enforced with 24/7 cameras. We do not support LZ on the southern side of the street.

There should be no coach parking on Victoria Street. If other buses are not using Victoria Street then it make no sense to allow these as it undermines exactly what is trying to be achieved.

Furniture - we do not support the continued use of the existing city centre furniture suite - which has proven over and over to be of insufficient strength to meet the robust demands of the city centre. The evidence of continuously broken

and damaged street furniture is widespread. This damage is done by ‘determined’ people, not just vehicles. Instead of wasting funds on repairing and replacing (or removing outright), let's commit those funds to a simple design change that permits better durability, and less degradation of street amenity & environment that the current broken furniture creates.

Seating can be created with very large boulders from anywhere around the area - Auckland is not short of these. They can be placed so as to prevent any vehicles from accessing pedestrian areas like those down on Wynyard Wharf.

Future Proofing: please consider and incorporate the Bowen & Kitchener Street connections and a future link to the Albert Park tunnels. The design needs to ensure this can be achieved in the future.

CRL architecture & surrounds:

New Zealand is promoted as being 100% green – but this is not translated to the CRL station entrances. It appears that trees/gardens are considered compromising materials the reflect views away from a well-designed building.

However, that biased notion does not support liveability, or a cleaner environment and, in our view the main role of the public sector is to focus on delivering both. These are not private buildings, they are public buildings and should blend into our local environment that always had lots of trees and greenery.

When we refer to GREEN we don't always mean, or necessarily need, trees as these are problematic above underground services.

However, there are hundreds of other options that can produce green and some of the Te Hā Noa pictures show this. Espaliered fruit trees, and vertical gardens/green walls similar to the one at the Port work well on public streets.

Hedges like AT have used on Quay Street for the cycle lanes etc.

Most importantly, where is Wai Horotiu? – Is there one water feature to reference that water in a more meaningful way?

A key motto is this – “Green is the colour of modern cities – not grey”.

While the focus of this feedback is Te Hā Noa, the streetscapes here need to be replicated on Wellesley Street as they both serve Aotea/Waihorotiu Station.

More importantly for Wellesley Street, there needs to be clear separation between pedestrians and buses as this will be a Bus Boulevard with trees planted all along the sides of the street.

It's disappointing that there is no reference to the climate crisis and the benefits this project might bring in that battle. Cops should be using all the benefits and obvious joys, benefits and pleasures that this project can bring to our city centre.

We also recommend explicit mention of the Zero Emissions Area (ZEA). A critical part of the plan for residents, to improve air quality, reduce private vehicle trips and make the city centre more people friendly. These things need to be being discussed at every step to raise public awareness that they're needed, coming and to help ensure they don't get excluded by project teams as 'someone else's job to deliver'.

CCRG look forward to working with the council family to create the wonderful street space for Te Hā Noa we have all been talking about for years.

Attachment 2: Feedback form

WAYS TO HAVE YOUR SAY:

Fill in this form | Complete the form online at [akhaveyoursay.nz](https://www.aucklandcouncil.govt.nz/transport/feedback) | Email us at ATengagement@at.govt.nz

If you cannot access our website or need assistance completing the form, please call 09 355 3553 and our contact centre staff will fill in the feedback form over the phone with you.

YOUR FEEDBACK:

How do you usually get to the midtown area? (select all that apply)

- ☐ Walk (any mobility aid applies)
- ☐ E-scooter
- ☐ Cycle
- ☐ Motorbike

- ☐ Car (as driver)
- ☐ Car (passenger in a private car)
- ☐ Car (rideshare or taxi)
- ☐ Public transport

☐ Other (please specify):

What is your interest in and reason for being in the midtown area? (select all that apply)

- ☐ I live there or nearby
- ☐ I work there or nearby
- ☐ I study there or nearby

- ☐ I visit for shopping/entertainment/socialising, etc
- ☐ I am a business owner
- ☐ I am a property owner there or nearby
- ☐ I make deliveries or provide a service there

☐ Other (please describe):

Te Hā Noa - Stage 1 is focused on the section between Albert Street and Kitchener Street (refer to plan in the attached brochure)

What do you think about our proposed design for Te Ha Noa?

- ☐ I like the design
- ☐ I don't like the design
- ☐ Other _____
- ☐ I don't know

Tell us why:

Do you think anything is missing or that we need to consider anything else?

Wellesley Street Bus Improvements Project - Stage 1 is focused on the section between Albert Street and Queen Street (refer to plan in the attached brochure)

What do you think about our proposed design for Wellesley Street Bus Improvements project?

- ☐ I like the design
- ☐ I don't like the design
- ☐ Other
- ☐ I don't know

Tell us why:

Do you think anything is missing or that we need to consider anything else?

How did you hear about the project?

(please tick all that apply)

- ☐ Information posted/emailed to me
- ☐ AT/Auckland Council website
- ☐ News article (paper or online)

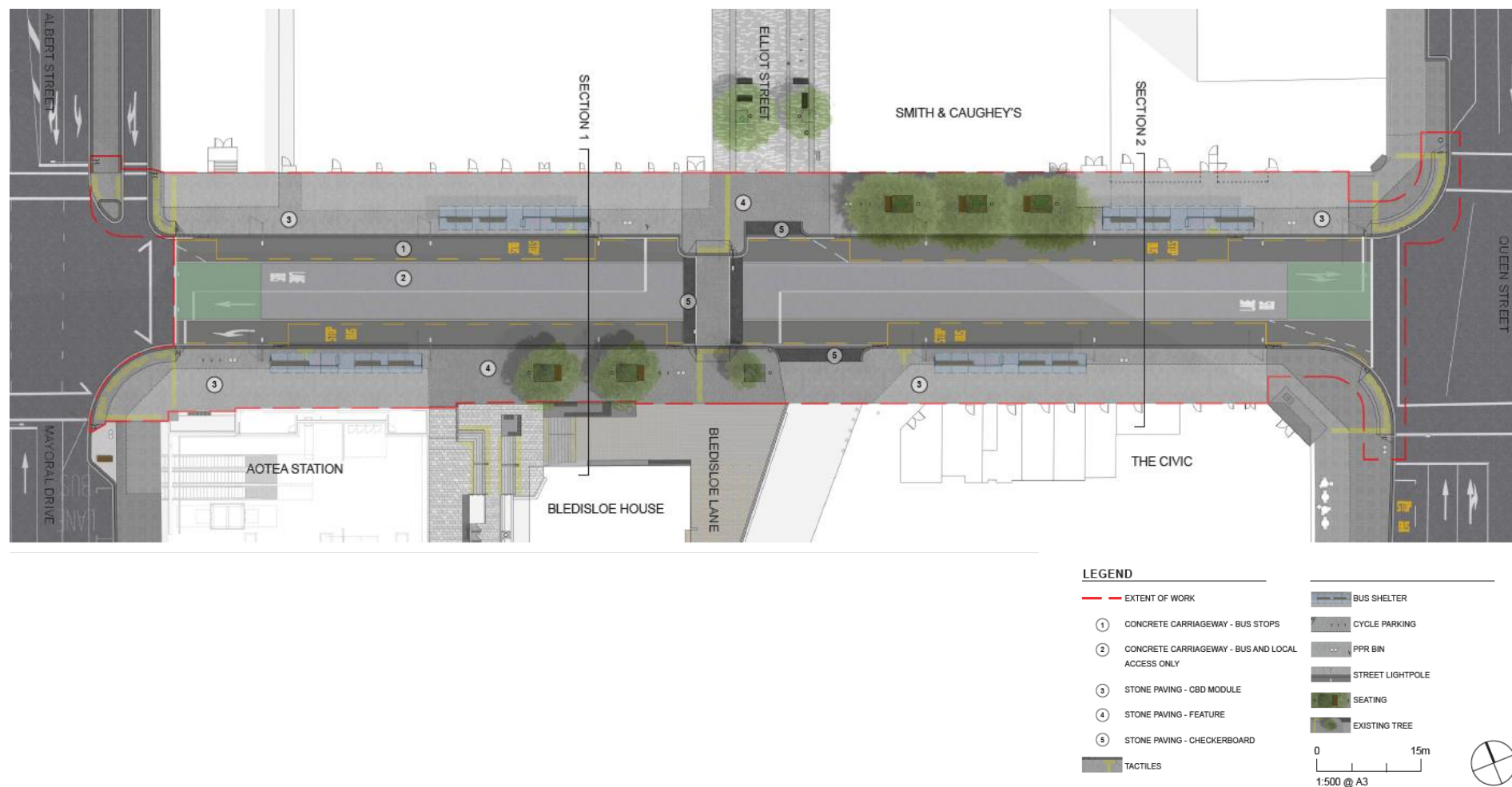
- ☐ Blog e.g. Bike Auckland, Greater Auckland
- ☐ Social media
- ☐ Word of mouth
- ☐ Signage

☐ Local Board

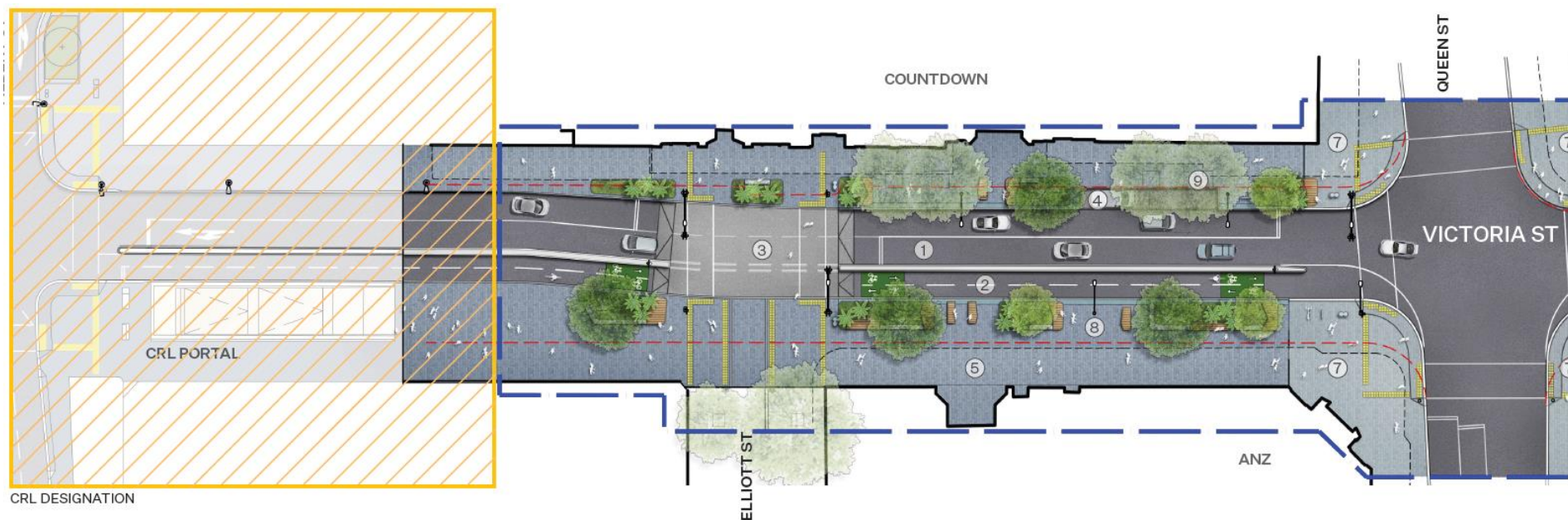
☐ Other (please state)

Attachment 3: Design plans

Wellesley Street bus improvements



Te Hā Noa Victoria Street Linear Park – Plan 1 of 2



LEGEND

- | | | | | |
|---|-----------------------------|---|---|-----------------------------|
| ① TWO 3.2m VEHICLE LANES (EAST WEST) | ④ LOADING ZONE | ⑦ REINSTATED PAVEMENT TO QUEEN STREET | —○— STREET LIGHTING (MULTI FUNCTION POLE) | ┌──┐ AWNINGS |
| ② 3m BI-DIRECTIONAL CYCLE LANE WITH .85m BUFFER | ⑤ STONE PAVING TREATMENT | ⑧ ACTIVITY ZONE - TREES, PLANTING, STREET EQUIPMENT | —●— NEW SIGNALS TO INTERSECTIONS (INCLUDING TRIGGER PADS) | --- EXISTING KERB ALIGNMENT |
| ③ RAISED PEDESTRIAN CROSSING TO ELLIOTT STREET | ⑥ ASPHALT / CONCRETE PAVING | ⑨ EXISTING TREES RETAINED | ⚡ TRAFFIC / SIGNAL LIGHT (MULTI FUNCTION POLE) | — EXTENT OF WORKS |

Te Hā Noa Victoria Street Linear Park – Plan 2 of 2



LEGEND

- | | | | | |
|---|-----------------------------|---|---|-----------------------------|
| ① TWO 3.2m VEHICLE LANES (EAST WEST) | ④ LOADING ZONE | ⑦ REINSTATED PAVEMENT TO QUEEN STREET | —○— STREET LIGHTING (MULTI FUNCTION POLE) | ┌──┐ AWNINGS |
| ② 3m BI-DIRECTIONAL CYCLE LANE WITH .85m BUFFER | ⑤ STONE PAVING TREATMENT | ⑧ ACTIVITY ZONE - TREES, PLANTING, STREET EQUIPMENT | —●— NEW SIGNALS TO INTERSECTIONS (INCLUDING TRIGGER PADS) | --- EXISTING KERB ALIGNMENT |
| ③ RAISED PEDESTRIAN CROSSING TO ELLIOTT STREET | ⑥ ASPHALT / CONCRETE PAVING | ⑨ EXISTING TREES RETAINED | ⚡ TRAFFIC / SIGNAL LIGHT (MULTI FUNCTION POLE) | --- EXTENT OF WORKS |