SUBMISSION TO THE KARANGAHAPE ROAD ENHANCEMENTS CONSULTATION

The Karangahape Road Business Association (‘KBA’) wishes to make the following submissions to the Karangahape Road Enhancements Consultation.

Introduction

The Karangahape Road Enhancements Consultation material states that Auckland Council and Auckland Transport particularly want feedback on the following design elements.

The KBA has also added the reduction in parking as a design element for feedback.

- **A high quality cycleway on both sides of the road, separated from general traffic, usually by a raised island with sections of planting.**

- **Reduced parking (including that in some sections of the road, the kerbside parking will be used as bus or traffic lanes during peak traffic times (Monday to Friday, 7am - 10am, and 4pm - 7pm).**

- **Improvements for pedestrians, including wider or decluttered footpaths.**

- **Bus Lanes and Relocation of bus stops.**

- **Changes to traffic lanes.**

- **Rain gardens to help manage and treat storm water run-off.**

- **Tree location to create space. Additional planting.**

- **Relocating loading zones and taxi stands.**

- **Construction**
Key Submissions

Our key submissions, based on our member’s feedback, are:

With the construction of the new City Rail Link (including the K Rd train station) and the potential for light rail, the KBA believes that this project is premature and should be delayed so the money can be better spent in an integrated and less disruptive way.

While a number of our members support cycling, many of those members some had reservations about dedicated cycleways on both sides of the road (especially in addition to dedicated bus lanes). There are concerns this will primarily support commuter bus users and cyclists, who will use K Rd as a thoroughfare and not a destination for shopping, dining or doing business. The KBA would like other options considered (such as one cycle lane/bus lane on one side of the road) if they could be shown to promote K Rd as a destination rather than a thoroughfare.

Many of our members are concerned about the permanent removal of car-parking and the peak hour removal of car-parking as well as removal of loading zones as they believe this will have a significant negative impact on business viability on K Rd. It seems clear that this is required to introduce dedicated bus lanes and cycleways and our members oppose K Rd becoming a highway rather than a destination for shopping, dining or doing business.

While the KBA is supportive of enhancing K Rd, especially for pedestrians who are shopping in the precinct, our members hold some concerns about the enhancements mainly being made to support a thoroughfare for buses and cyclists. If this is the case, unfortunately, the KBA cannot support the enhancements as proposed.

In addition to these key submission points, please find below more detailed points in the remainder of this Submission.
Methodology

Our Submission is based on:

- the results of an Auckland Transport and Auckland Council Survey (Survey) commissioned to understand the perspectives of business owners in the Karangahape Road area on a number of issues relating to the physical environment and proposed streetscape enhancements planned.¹

- the views expressed at a meeting of members of the KBA and staff of Auckland Transport and Auckland Council held on 31 October 2016 at Coco’s Cantina (Member Feedback).

- the views recorded in individual submissions made by KBA members on a Submission Form prepared and collected by the KBA (Member Feedback). Rather than a more neutral survey, the Submission Form was designed to produce clearer feedback on key issues that business members had raised in earlier responses to the two main proposals of dedicated cycleways and reduced carparking.

(1) Improvements for pedestrians, including wider or decluttered footpaths

With regard to improvements for pedestrians, including wider or decluttered footpaths, we understand that the Auckland Council and Auckland Transport proposals are to:

- **Ponsonby Road to Pitt Street (excluding the K Rd Bridge):** Declutter footpaths to create more room (street lights and signage relocated between the cycleway and bus/parking lane). Footpath buildouts and raised tables at non-signalled side street intersections to reduce the speed of vehicles entering side streets and to prioritise the movement of pedestrians and people on bikes. Shorter informal pedestrian crossing distances.

- **K Road Bridge:** Wider footpaths. Shorter informal pedestrian crossing distances.

- **Pitt Street to Queen Street:** Remove existing footpath buildouts along K Road and relocate trees within the project area. Shorter informal pedestrian crossing distances.

- **Queen Street to Symonds Street:** Shorter informal pedestrian crossing distances. Kerb buildouts and a raised table at the Liverpool Street intersection. This will reduce the speed of vehicles entering side streets and prioritise the movement of pedestrians and people on bikes. Reduced footpath width on the southern (cemetery) side of the road.

- **Upper Queen Street:** Shorter informal pedestrian crossing distances.

**Our Observations on this point:**

A conclusion of the Survey was that improvements to the footpaths, including widening and designating pedestrian-only zones, were mentioned by 14% of respondents as measures to increase the attractiveness of the area. 2 Over half of respondents (57%) wanted more trees/planting and for the area/paths to be cleaner and tidier.3

Member Feedback included the following points:

- **The enhancements are minimal. The only enhancement is the dedicated cycle lane with trees and lights. Would prefer the enhancement to be for the existing footpaths. More crossings to be installed and lower the speed limit.**

- **Ensure the pedestrian areas and street features are designed to minimize the impact of some of the activities K Rd is known for (e.g. seat design should not include slats which can be used to dispose of needles). Planting should not be difficult to clear of needles and syringes. The lighting should be good with no “nooks” to hide in or behind for illegal activity. It should be about “reducing crime through good design”. Seating placement is also important as they can be used to sit and watch for or to deal drugs from etc. (This currently happens on the steps opposite 10 East Street, the Needle Exchange). It is very important that the Council considers placing Sharps containers in public spaces for the safe disposal of used needles and syringes.**

- **Create a destination with upgraded public space that is safer and more enjoyable. Like Street art, communal spaces, tropical planting, water features, lighting.**

- **Enhance friendliness, accessibility and liveability. Less traffic the better. Pedestrian friendly area. Long term Queen St - Pitt St should be pedestrian only.**

- **Upgrade street lighting - there are plenty of pedestrian areas already.**

- **More seating, alternative use of footpaths e.g. café tables and planting. Green and clean, soft kerbs and pedestrian chicanes.**

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• Enhancements need to be shaped and informed by cultural & social ecology of precinct. Not become "Ponsonbyfied". No barren desert space e.g. Williamson Ave and Ponsonby intersection. K Road is a cultural icon, unique, not to be experimented on. Vibrant retail, social, cultural communities is its Unique Selling Point.

• More wall murals, art and rubbish bins

• Important that it reflects the interesting aspects & character of the area, not bland or boring but focused on art, culture, music and so on. It is important that businesses that make K Road interesting are not driven out while the enhancement is happening so this needs to be managed carefully.

• Important to retain character of K Road. Could be enhanced by continuing the pedestrian crossing island down the length of K Road similar to the ones at Coco’s /Haka Lodge and St Kevins. K Road is essentially the only arts precinct left in the city along with other communities that are represented nowhere else in Auckland. If the proposed changes are extreme and disrupting this could be lost through business forced to move from the area. This could create a cultural void that would make Auckland city much less desirable.

• Regular street cleaning after weekend partying would keep area desirable during daytime too.

• Beautification always positive however must be robust and bulletproof to cope with types of people that use the area. Again quality and durability important for enhancements. Better street lighting, seating, planting and paving that are vandal proof.

• Extended pavements - who will use it? How will it be cleaned and maintained? Rubbish from food outlets - who will ensure it is cleaned?

• Add more public toilets.

• Fine people who drop cigarette butts on the street- too many dropped on the street.

• Enhancements - must not impinge on road traffic and reduce parking.

• Support enhancements - K Road attracts minority groups who are often victims of violence, upgraded lighting essential for safer streets. Safety an important consideration in designs for K Road as good lighting on side streets are where many of the sex workers conduct business. K Road must be reflected in the design, long known as the gay and red light district so both communities must be affirmed in the design. Public amenities - no public toilets for late night customers. Public toilets would promote respect for public space and good lighting would address safety concerns related to people going down dark alleys to urinate. Another factor - how to promote safe practices and good hygiene for sex workers and homeless. A public toilet located in the west end of K Road with a condom dispensing machine and a needle disposal box could support safe practices, while also reducing risk to the community.

• The best use of the space would be narrow footpaths if cycle lanes are wanted. Landscaping - remove ugly & messy magnolias, leave palms alone. Lighting needed on the under bridge. Open up flat building fascias for artists to create murals, similar to one on Beresford Square. Invite buskers, street performers, food carts etc on weekend evenings to give K Road a "New Orleans French Quarter " feel. Should Council & AT continue with this plan to remove necessary parking KBA should stand united in seeking a legal injunction against the project.

• The yellow spots on the road and footpaths are dangerous. Need to capture the diversity - honour and celebrate. Some of the art works on the road are uneven and dangerous -please design with safety. the surface of the foot paths etc.

• Retaining history of area important.

• Security cameras for street, lighting for safety , resting areas and plenty of greenery. Yes to enhancements however not "zany"- not colour for colour's sake. Love public art / rotating murals etc. Would prefer it as a public area like stripmal, like Federal St or Cuba Street . Fear street will get busy with commuters not shoppers.
• Only street in Auckland with character. Increase street art, busking, performing artists to make K road a cultural Hub and unique.

• New lighting – dark areas can be unsafe for those enjoying K Road at night. Retaining flexibility in layout, so some parts of the street can be reconfigured or closed to traffic for special events. The proposed area outside St Kevins makes sense and consideration should also be given to Pitt St \( \rightarrow \) the Overbridge; and to regular closures to traffic on weekends.

• A footpath that you can wear jandals without risking permanent spinal damage from slipping - when wet the pavement is slippery and the texture of the patten (bad on St Kevin’s Arcade side of the road) means high heels cannot be worn over them. Sandblasting a possible modification option.

• Bump outs and speed tables at all intersections, to enhance pedestrian safety and reduce traffic speeds. Make it obvious that pedestrians rule. Bike signals and bike rails at all intersections. ‘Scramble’ pedestrian crossings, like at the K Road/Pitt St/Mercury Lane intersection, to also be installed at the K Road/Queen St and K Road/Howe St intersections. These emphasise that pedestrians have priority. Installing more low-cost ‘parklets’ along the street, similar to outside St Kevins, and outside Leo O’Malley. These would add vibrancy and intimacy to the streetscape and each would only take out 2-3 car parks. A median kerb running the length of K Rd, to provide pedestrian safety for crossing the road, and to prevent vehicles performing risky U turns. Alternatively, installing more islands for pedestrians crossing the road.

• We have concerns about the proposal to locate dining tables towards the curb and not against the building. We believe the inclement weather in Auckland (e.g. wind and rain) means diners would be unnecessarily exposed to the elements by this. Instead we ask that the current arrangement of having diners located adjacent to the buildings be retained.

**Our Submission**

While the KBA is supportive of enhancing K Rd, especially for pedestrians who are shopping in the precinct, our members hold some concerns about the enhancements being made to support dedicated bus lanes and cycleways. If this is the case, unfortunately the KBA has reservations about the proposed cycleways and enhancements.
(2) A high quality cycleway on both sides of the road, separated from general traffic, usually by a raised island with sections of planting

With regard to the cycleway, we understand that the Auckland Council and Auckland Transport proposals are to:

- introduce a high quality cycleway on both sides of the road, separated from general traffic, usually by a raised island with sections of planting

**Our Observations on this point:**

The Survey concluded that most respondents (73%) feel that people walking should have the highest priority on Karangahape Road, compared with other modes of transport. The proportions of those who indicated that the highest priority should go to cars driving (51%), cars parking (49%), and to people on buses (48%) were similar.  

The Survey also found that less than one-quarter (22%) felt that cyclists should have the highest priority on Karangahape Road. Twenty-seven percent felt cyclists should be only a low priority on Karangahape Road.

![Figure 5.4: Level of Priority for Modes of Transport](image)

In response to questions about the ways in which Auckland Transport could help Karangahape Road businesses, only 6% suggested the introduction of cycle lanes. One respondent said:

> Most cyclists will just use K Rd as a motorway to get to and from places. The only way to offset the negative effects of reduced parks to businesses is to fully upgrade and pave over the road making it a mixed use environment which will make K Rd a more attractive destination and cyclists will stay in the area and benefit the retailers taking up the slack left behind by the reduced carparks.

In response to a question: “How would you feel about dedicated cycle lanes being introduced into K Rd? These lanes would be separated from vehicle traffic”, around half of those who responded (56%) felt positive about the introduction of dedicated cycle lanes on Karangahape Road, with 36% feeling very positive. In contrast, one-quarter (24%) felt negative about cycle lanes being introduced, with 13% saying they felt very negative.

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4 Survey, page 33.
5 Survey, page 33.
6 Survey, page 34.
7 Survey, page 35.
Of those respondents who felt either positive or very positive about dedicated cycle lanes being introduced on Karangahape Road, nearly half (47%) perceived it would improve safety, both for cyclists themselves and for pedestrians. Approximately one-fifth (21%) felt that the introduction of cycle lanes would discourage cars and reduce traffic flow on the road. Fifteen percent of business owners who responded positively to the proposed introduction of cycle lanes felt that it would encourage more people into the area and increase custom to their businesses.\(^8\)

The most common objection raised with regard to the introduction of cycle lanes on Karangahape Road was that the road is already congested with traffic, and cycle lanes will have a negative impact on this by reducing the space available for vehicles (29%). One-quarter (25%) of business owners identified that cyclists might be more likely to be using the road as a thoroughfare, rather than stopping as customers in the area. Eighteen percent of business owners were negative toward the introduction of cycle lanes as they felt that they would take up too much road space. Eighteen percent also perceived that cycle lanes would be dangerous for those using them.\(^9\)

Member Feedback to the Submission Form (which was designed to produce a clearer ‘for’ or ‘against’ response to the proposal for dedicated cycleways) produced a split result, with around half those completing the Form opposed to the cycleway and half in support.

Member Feedback included the following reasons or points:

**Opposed**

- Only 2% of customers to K Road will use the cycleways. We will lose the street car parks; K Road will lose its character and become a main thoroughfare.

- Strongly object to dedicated cycle lanes in both directions and the removal of street car parks. If this project goes ahead it will destroy K Road.

\(^8\) Survey, page 36.
\(^9\) Survey, page 36.
• Insufficient road space to accommodate cycles, buses & traffic. "Condensing" these 3 forms of transport will create a serious health and safety hazard.

• A dual cycleway will not benefit retailers in any significant way as they only represent 3% of the traffic flow, most of this is transitory. AK Council is obviously trying to cram too much into one road. This could have a detrimental effect. An alternative cycle route should be considered. There is already a lack of street parking during peak times. Removal of loading zones, taxi stands and short term parking would be disastrous for small retailers. The only parking building available in the area is owned by Wilsons who have a punitive parking policy which is why no one likes using it.

• Fortunately and unfortunately K Road is indirectly but closely linked to all highways. This project will add further burden for the traffic in the city centre.

• In our view the proposed roading changes are no consistent with the Objectives and Policies of the Unitary Plan or the Auckland Plan. In particular objectives H8.2.7 and policy H8.3.3c of the Unitary Plan

• The addition of the designated areas for cycle ways is not supported as proposed. Whilst it is acknowledged that there is a need for alternative transport modes throughout the central area and surrounding suburbs of Auckland, including the introduction of designated cycle lanes, it is inappropriate to designate this area along K Rd when the Auckland Council has already invested significantly within the nearby Nelson Street Cycleway and these already provide further access to other cycle ways including the Grafton Gully cycleway and the North-Western cycleway to achieve improved and safer routes for cycling.

Support

• Support cycleways but not on both sides of the road. Extravagant use of space for a central city location where businesses are concerned about numbers of customer parking and loading zones. More user friendly for pedestrians and cyclists however balance needs of all users of K Road.

• Good for traffic flow and safety of cyclists . Parking removal necessary for new cycleways . Ensure enough bike parks.

• Joint cycleway with bus lane or non-separated cycleway would not work.

• Totally safer for cyclists with the cycle lane, will encourage others to use bikes.

• In general we support traffic calming measures and increased safety for cyclists, including cycleways. K Rd is restricted in width and so any cycleway would come at the cost of access by users of other transport modes. Cyclists comprise a tiny fraction of people transiting through K Road and an even smaller fraction of people who stop and shop or use K Road. We believe a separated cycleway on both sides of the road is not warranted. There should be a dual-carriage separated cycleway on one side of K Road only: we suggest the southern (sunny) side of K Road. This would allow the retention of shopper parking, loading zones and bus stops on the northern side of K Road. We support providing a physical barrier between pedestrians and vehicles. Separating the cycleway would achieve this – but so do the vehicles that already park along K Road. A further concern with installing a single-direction cycleway on each side of K Road is that will encourage cyclists to travel faster, and being almost silent that could pose a risk for pedestrians, and at driveways and intersections. In contrast, a bi-directional cycleway on one side would encourage cyclists to travel at a safer cruising speed and to be more observant of pedestrians and at intersections.

Our Submission

While a number of our members support cycling, many of those members had some reservations about dedicated cycleways on both sides of the road (especially in addition to dedicated bus lanes). There are concerns this will primarily support commuter bus users and cyclists, who will use K Rd as a thoroughfare and not a destination for shopping, dining or doing business. However, the KBA would consider other options (e.g. one cycle lane/bus lane on one side of the road) as a compromise if that could be shown to promote K Rd as a destination rather than a thoroughfare.
(2A) Reduction in parking

With regard to the reduction in car parking, we understand that there are currently 609 on-street car parks in the K Road precinct area. Of these, 108 are on K Road and the rest are down side streets. We understand that the proposals are that:

- Current designs require the permanent removal of 15 car parks along K Road and approximately 8 car parks from the top of side streets. This is a permanent reduction in on-street parking of 4%.
- Additionally, all car parks on K Road between Ponsonby Road and Queen Street are proposed to be removed during peak times (7 to 10am and 4 to 7pm).
- When combining the permanent and peak times parking removal, approximately 116 car parks (19%) will be removed during peak times.
- AT will also work with businesses to look at changes to parking restrictions in the area to better accommodate demand. AT states that there are several car parking buildings within 5 minutes’ walk of K Road, which have capacity to accommodate any excess demand for parking during peak traffic periods.
- Loading zones and taxi stands will only be affected between Ponsonby Road and Queen Street during peak times. We understand that at these times, loading zones and taxi stands will not be available. AT states that they will be working with businesses on suitable alternative arrangements for deliveries during these periods.

Our Observations on this point:

The Survey concluded that seven in ten respondents (70%) thought that a reduction in on-street car parks on Karangahape Road would have a negative impact on their business, including 25% who said that it would have a very negative impact. Food and beverage businesses were over-represented (83%) among those saying that fewer on-street car parks would have a negative impact on their business. Seven percent of respondents think that reducing on-street car parks would have a positive impact, including 6% who think it would have a very positive impact.\(^{10}\)

\(^{10}\) Survey, page 37.
In terms of the concerns about fewer on-street carparks, the most commonly mentioned reason was that it would result in fewer customers coming to the area (mentioned by 39% of business owners). Business owners felt that their customers needed somewhere to park when they visit their premises (31%) and that there is already a lack of parking in the area (16%).

### Table 6.3: Reason for Being Negative About Fewer On-Street Car Parks

<table>
<thead>
<tr>
<th>Reason for Negative About Fewer On-Street Parks</th>
<th>Share of Respondents (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would reduce customer numbers/People would go elsewhere</td>
<td>39</td>
</tr>
<tr>
<td>Many customers drive/Parking is necessary</td>
<td>31</td>
</tr>
<tr>
<td>Already lack of parking in the area/Customers complain</td>
<td>16</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
</tr>
</tbody>
</table>

Base N=77 (Respondents who were ‘negative’ or ‘very negative’ about fewer on-street carparks, Q20, excluding ‘Don’t know’ responses), Multiple responses allowed.

**Car parks are necessary for the majority of my customers i.e. destination shoppers.** My customers come specifically to my store – and then they eat lunch, visit other stores and spend quite a bit of money in K Road in general. They are ALREADY complaining about a lack of parking.

**We need high customer count, and a reasonable part of customers come by car and need convenience. It separates us from places like Queen St where it’s hard to park. Business is always hard on K Rd, and we can’t lose customers.**

**Perception is everything.** If shoppers see parks removed, they will naturally think it is more difficult to find a park, and will go to a mall where it is free.

In response to a question regarding the management of car parking in the area, business said they
would like more car parking spaces available in the Karangahape Road area. Forty percent of respondents suggested that an increase in parking spaces for cars would help to manage car parking on and around Karangahape Road. More specifically, some suggested that additional carpark buildings would be beneficial, including underground parking. Six percent (6%) would like the Auckland Council to manage car parking buildings in the area, rather than having these run by private operators. Around a quarter (23%) suggested that car parking in the area should be cheaper and 10% would like some free parking available for visitors to the area. Eighteen percent suggested that an increase in short time limit parking, along with enforcing time restrictions, would be beneficial. Eight percent of respondents indicated that they would like to see no car parking on Karangahape Road, while a further 8% suggested improving public transport and discouraging cars from the area.

![Figure 6.3: Suggestions for Managing Parking](image)

*Figure 6.3: Suggestions for Managing Parking*

- More carparks needed/BUILD more parking buildings: 40%
- Cheaper parking: 23%
- Short time limit parking/temporary parking/enforce time limits: 18%
- Free carparks: 10%
- Discourage cars/improve public transport/Encourage cycling: 9%
- No parking on K’ Rd: 9%
- Council should run carparking buildings: 6%
- Restrict/remove taxi stands: 3%
- Other: 9%

Base N=77 (All respondents excluding ‘no response’; multiple responses allowed).

*Parking should be on side streets, not on major roads - this is true throughout the city, not just K’ Rd. Parking on busy roads increases congestion and is dangerous to pedestrians and drivers.*

*Need a new multilevel carpark in the middle of K Rd. Save space and profitable in the long run.*

*More car park areas, so people can come from far to shop here without having to find a side street.*

*Improve transport so people don’t feel the need to drive.*

Member Feedback to the Submission Form (which was designed to seek a clear response to the proposal for removal of kerbside car parking on K Road) produced a split result, but with more opposed to the removal of parking than supporting this.

Member Feedback included the following points:
Opposed

- We will lose the street car parks ... Removal of parking detrimental for businesses and the no parking during peak times is too long.

- Short term parking required for customers for drop-off and pick up. Parking crucial otherwise no customers and ultimately no business.

- There is already a lack of street parking during peak times. Removal of loading zones, taxi stands and short term parking would be disastrous for small retailers. The only parking building available in the area is owned by Wilsons who have a punitive parking policy which is why no one likes using it.

- Existing parking situation is terrible. As a doctors practice and other businesses on this part of the road complain about the lack of parking. Parking is always an issue. City Council have not helped. The two Doctors on K Road need a disability parking.

- Parking will be non-existent - general "balls up". Where will couriers park during peak time? Emergency vehicles - major issue? K Road businesses need every bit of parking and this project will mean many will suffer and even close down. Reduction in car parks, courier stops and taxi stands will have disastrous consequences.

- Rely heavily on pick ups of cakes by customers plus accepting deliveries from right outside the store. Already have issues with this. New proposal will make this impossible for our customers. Parking is vital for our business.

- If the busway/cycleway proceeds, then we support removing street parking only during the peak hours proposed, and only from Monday to Friday. Parking must return during non-peak hours. These should be aligned to peak shopping hours: 9am-3pm. The bus lane/clearway should not operate during the weekends. Maximum parking times should be 60 minutes, with plenty of 10- and 30-minute parks in the mix.

Support

- Depends on proposed plans to divert increasing traffic through the area. Will increased accessible parking be available nearby? Business customers need parking.

- Parking removal necessary for new cycleways.

- Some parking will still be available in off-peak times

Our Submission

The KBA is concerned about both the permanent removal of car-parking and the peak hour removal of car-parking as well as removal of loading zones as many of our members believe this will have a significant negative impact on business viability on K Rd. It seems clear that this is required to introduce dedicated bus lanes and cycleways and our members oppose K Rd becoming a highway rather than a destination for shopping, dining or doing business.
(3) Bus Lanes and Relocation of bus stops.

With regard to bus lanes and the relocation of bus stops, we understand that the proposals are to:

- To include dedicated bus lanes along the length of K Rd on both sides.
- Relocate bus stops 7132 and 7133 (outside 278 and 261 K Rd) to Pitt Street.
- To continue investigating whether the bus stops on one or both sides of the road on the K Rd bridge can be relocated to sit within the traffic lane. This would allow the footpath to be widened, creating more space for walking and cycling. To continue assessing whether having the bus stops in the traffic lane would significantly delay other buses. The cross-section below shows a possible outcome, where one side of the road has bus stops in the traffic lane and the other side has indented bus stops.
- Bus stops retained in the kerbside lane (between Pitt Street and Queen Street).
- Retain bus stops on both sides of the road (between Queen Street and Symonds Street).

**Our Observations on this point:**

Member Feedback was that:

- **Bus lanes:** Buses are noisy, large, heavy and risky for pedestrians. Consideration should be given to removing them from K Road, rather than providing dedicated bus lanes. If bus lanes are provided, they should only operate in peak hours on one side of the street only: 6am-9am on the northern (incoming) side of K Road, and 3-6pm on the southern (leaving town) side of K Road. The bus lanes do not need to be on both sides of the road for both peak times.

- there needs to be improvements to the bus shelters on bridge so they actually provide shelter for bus passengers.
Our Submission

Careful consideration should be given to the impact of the operation of bus lanes on K Road businesses and users of the street.

There also need to be improvements made to the bus shelters on the K Rd bridge so that they actually provide shelter for bus passengers.
(4) Changes to traffic lanes

With regard to the changes to traffic lanes, we understand that the proposals are to:

- **On the K Rd Bridge:** One general traffic lane in each direction rather than the existing two lanes. Retain off-peak loading and parking in the kerbside lane.

- **Between Pitt Street and Queen Street:** Reduce to one single lane in each direction during peak times and revert to two general traffic lanes in each direction during non-peak times (10am - 4pm and 7pm - 7am)

**Our Observations on this point:**

Member Feedback included the following points:

- **K Rd is also a thoroughfare for emergency services - Fire Brigade & St Johns Ambulance.**

- **This plan will create major congestion. The proposal is a total disaster as one lane going and coming is going to create a major bottle neck. Emergency vehicles will not be able to get through.**

- **Too dangerous for emergency vehicles access. K Road major route for Fire, Ambulance & Police. One car lane would make it dangerous.**

- **Emergency Access: installing separated cycleways and bus lanes on both sides of the street, thereby reducing traffic to one lane each way for half the day, may create significant problems for emergency vehicles including Fire and Ambulances located on nearby Pitt St, and access to the Hospital across Grafton Bridge. Two lanes each way should be maintained.**

- **Reduced numbers of vehicle lanes will make it safer and easier for people to cross the road.**

**Our Submission**

Our members have concerns about the proposal to reduce K Rd to one single lane in each direction on the K Rd Bridge and between Pitt Street and Queen Street during peak times because this may create significant problems for emergency vehicles (including Fire Trucks and Ambulances located on nearby Pitt St), access to the Hospital across Grafton Bridge and it will create major congestion on K Rd.
(5) Rain gardens to help manage and treat storm water run-off

With regard to the rain gardens, we understand that the proposals are:

- Where a cycleway is separated from the road by a raised island with sections of planting (the planted areas within the raised island will also be a rain garden to help manage and treat stormwater run-off).

*Our Observations on this point:*

Member Feedback included the following points:

- *Like tropical planting, water feature, lighting.*
- *Planting should not be difficult to clear of needles and syringes.*

*Our Submission*

Our members generally support rain gardens to help manage and treat storm water run-off, but ask that the planting should not be difficult to clear of needles and syringes.
(6) Tree location to create space and additional planting

With regard to tree location, we understand that the proposals are:

- To accommodate the cycle way and footpath widening, it is proposed to relocate or remove 15 nikau palms and 8 magnolia trees along K Road. If relocated, they will be positioned within new rain gardens adjacent to their current locations. However, the magnolias may still need to be removed to accommodate double decker buses. More information on this will be provided by AT when it is available.

- The existing plane trees on Upper Queen Street and between Queen Street and Symonds Street will be retained with the exception of the tree closest to Canada Street. This will be removed to allow for the new cycle way.

- Retaining the single tree at the Mercury Lane intersection will depend on the City Rail Link upgrade to Mercury Lane.

Our Observations on this point:

Member Feedback was mixed and included the following points:

- Like tropical planting ... Love Nikaus.

- Landscaping - remove ugly & messy magnolias, leave palms alone.

- More trees – but not Nikaus, which provide almost no shelter or shade, and have dangerously heavy fronds which must be regularly maintained. Nikaus are also expensive and have deep tap roots, possibly requiring concrete boxes to be installed under the proposed cycleway. The trees should be Plane Trees (like Greys Ave and Symonds St) which are shady in summer, let light in during winter, and can be pruned to fit. Or mid-sized natives with foliage and flowers, eg Kowhai.

Our Submission

Our members generally support more trees on K Rd. We note that while some members support more nikau palms, others have concerns that nikau palms provide almost no shelter or shade (and consequently some members prefer exotic or native trees which provide those benefits).
(7) Relocating loading zones and taxi stands

We understand that loading zones and taxi stands will only be affected between Ponsonby Road and Queen Street during peak times. You have advised that you are working with businesses on suitable alternative arrangements for deliveries during these periods.

Our Observations on this point:

Member Feedback was mixed and included the following points:

- **Loading zones are essential for all businesses in the area. All loading zones should retained. Any loading zones taken from K Road must be replaced with equivalent loading zones in the immediately adjacent streets.**

- **Need some 20 minute loading zones for retailers.**

- **Concerned about losing bays /carparks outside of our shops. Have vans making a number of deliveries a week of large, bulky items and easy access is important to the running of our business. Will loading bays remain? K Road is in much need of an upgrade however important to keep the K road vibe. Support the enhancement project aside from the concerns about loading bays.**

Our Submission

Our members have told us that there are already too few loading zones on K Rd. They also told us that the removal of all loading zones on K Rd for the extended peak times proposed (7am to 10am and 4pm to 7pm) will have a significant detrimental effect on businesses on K Rd.

Our members oppose the removal of loading zones on K Rd and submit instead that the proposal must provide for several loading zones on K Rd throughout the entire day.
(8) Construction

Our Observations on this point:

Member Feedback included the following points:

- Starting work outside a particular store or business only when all contractors and parties to the construction are ready and coordinated to perform what they need to do in the shortest possible time. Once construction starts, there should be no delays waiting for a contractor to be available. Compensation should be available to tenants whose businesses are adversely affected by construction delays.

Our Submission

Our members support the careful and co-ordinated management of the construction phase to minimise impacts on businesses and users. Consideration should be given to compensation for tenants whose businesses are adversely affected by construction delays.
(9) Concerns regarding Research

As noted above, earlier this year, Auckland Transport and Auckland Council commissioned a survey to understand the perspectives of business owners in the K Rd area on a number of issues relating to the physical environment and proposed streetscape enhancements.11

While the survey concluded that most businesses surveyed experienced the highest numbers of customers coming to their premises between midday and 5 pm, the survey also acknowledged that as the personal visits to businesses were conducted between 9 am and 5 pm, businesses operating predominantly after 5 pm may have been under-sampled.12

Further, while the survey concluded that business owners perceived that the greatest share of their customers travel to the area by private vehicle on both a weekday (41%) and on a weekend (45%), a survey of pedestrians found around a third come on foot. However, the survey also acknowledged that the method of data collection differed between the two surveys, with the former being targeted at all pedestrians, regardless of whether they were business customers or not. In addition, the pedestrian intercept survey was conducted during normal business hours (9 am – 5 pm), while some businesses in the Karangahape Road area are open beyond these times and therefore, customers of these businesses may have been under-sampled.13

One of our members also remarked in their Feedback Form that: "We are not convinced by the surveys promoted by the Council, which show a low proportion saying they had parked on K Road, as these surveys were not limited to shoppers but also included commuters and students merely transiting through the area. Among our customers a much higher proportion tell us they park along K Road or nearby streets. We have asked our customers how they would prefer to travel to K Road – almost all said private vehicle was their preferred transport mode. None preferred to travel by bus. Perception is important – if shoppers think there is no parking, or that the only way they can get here is by bus, they will go somewhere else. We are competing with malls that have lots of free parking."

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(10) Feedback on Specific Sections of K Rd:

Ponsonby Road to Pitt Street

On this section, AT are creating a greener-looking environment with less clutter on the footpath.

This will create more room for pedestrians, outdoor dining and street activities. People on bikes will be separated from pedestrians and vehicles to create a safer, more attractive environment for all. Kerbside parking will be used as bus lanes during peak traffic times.

Key features for section 1

- Decluttered footpaths to create more room (street lights and signage relocated between the cycleway and bus/parking lane).
- Footpath buildouts and raised tables at non-signalised side street intersections to reduce the speed of vehicles entering side streets and to prioritise the movement of pedestrians and people on bikes.
- Shorter informal pedestrian crossing distances.
- Remove existing footpath buildouts along K Road and relocate trees within the project area.
- A 1.8m wide cycleway separated from the road by a raised island with sections of planting (the planted areas within the raised island are also a rain garden to help manage and treat stormwater run-off).
- One general traffic lane in each direction.
- Kerbside parking to be used as bus lanes during peak traffic times (Monday to Friday 7am -10am, and 4pm -7pm). Over time as bus use and traffic congestion increase, the time period for the bus lanes may need to be extended. If any further changes are proposed we will seek community feedback.
- Relocate bus stops 7132 and 7133 (outside 278 and 261 K Rd) to Pitt Street.
- Provide a temporary cycleway link along Pitt Street to Nelson Street. More details should be available by the end of 2017.
- Provide off-peak parking (10am -4pm and 7pm -7am).

What do you like about the design for this section of Karangahape Road?

What would you change about the design for this section of Karangahape Road?

Our Observations on this point:

Member Feedback on this section included the following points:

- ‘Scramble’ pedestrian crossings, like at the K Road/Pitt St/Mercury Lane intersection, to also be installed at the K Road/Howe St intersection.

- There should be lots of small spaces – parklets, hidden alleys and secret spaces. Why not actually dress up the more “adult” stretches of K. Road with attractive red lights/lanterns, and have tasteful yet courageous artworks that allude to empowered sexuality or other adult fun? Our point: embrace the tradition of K Road as an alternative but safe area for mature self-expression. The proposed moveable markers proposed in the Pitt St-Queen St section are the only nod to colour, yet they too look generic and predictable. K Road has plenty of artists and creative types to provide input and design expertise.
Our Submission

Consideration should be given to the suggestion that 'Scramble' or 'Barnes dance' pedestrian crossings, like at the K Road/Pitt St/Mercury Lane intersection, should also be installed at the K Road/Howe Street intersection.

We support the suggestion that streetscape enhancements and artwork should reflect the distinctive character and qualities evident in different parts of K Road.
• **Section 1A**  
Karangahape Road Bridge

On this section, AT are creating an attractive, safe and more spacious environment for pedestrians and people on bikes. Removing a traffic lane in each direction and repositioning bus stops and shelters will create space for a cycleway and a wider footpath.

**Key features for section 1A**

- Wider footpaths.
- Shorter informal pedestrian crossing distances.
- One general traffic lane in each direction.
- A 1.5m wide cycleway running behind the bus shelters. Coloured surfacing and a textured edge will separate the cycleway from the footpath and bus stop/shelter areas.
- AT are still investigating whether the bus stops on one or both sides of the road can be relocated to sit within the traffic lane. This would allow the footpath to be widened, creating more space for walking and cycling.
- AT are still assessing whether having the bus stops in the traffic lane would significantly delay other buses. The cross-section below shows a possible outcome, where one side of the road has bus stops in the traffic lane and the other side has indented bus stops.

*What do you like about the design for this section of Karangahape Road?*

*What would you change about the design for this section of Karangahape Road?*
Section 2
Pitt Street to Queen Street

This section will be delivered in two stages - an attractive and functional interim design, followed by a permanent design within 10 years.

When the City Rail Link is completed in 2023, and if the light rail project goes ahead, pedestrian flows will increase and traffic flows are likely to change along this section of the road. An interim solution allows flexibility, so if necessary, the design can be updated as the use of K Road changes.

The interim design includes a cycleway separated from traffic and off-peak parking with moveable planter boxes. These planters allow for the street layout to be changes for special events and for trialling road layout changes.

AT wants feedback on the interim design. Once the City Rail Link has been constructed, and also light rail (if it goes ahead), AT will investigate a permanent solution and seek further public feedback.

Key features for section 2

- Remove existing footpath buildouts along K Road and relocate trees within the project area.
- Shorter informal pedestrian crossing distances.
- A 2m wide cycleway separated from the road by moveable planters.
- Moveable planters allow for the trialling of different street layouts.
- Retain off-peak loading and parking in the kerbside lane.
- Two general traffic lanes in each direction during peak times.
- Bus stops retained in the kerbside lane.

What do you like about the design for this section of Karangahape Road?

What would you change about the design for this section of Karangahape Road?

Our Observations on this point:

Member Feedback on this section included the following points:

- Long term Queen St - Pitt St should be pedestrian only. The Queen - Pitt Street section needs to be as close to vehicle free as possible: buses, pedestrians & bikes only.
- I do not support one lane each way for Pitt - Queen Street because of the congestion this would cause at the junctions.
- Emergency Access: installing separated cycleways and bus lanes on both sides of the street, thereby reducing traffic to one lane each way for half the day, may create significant problems for emergency vehicles including Fire and Ambulances located on nearby Pitt St, and access to the Hospital across Grafton Bridge. Two lanes each way should be maintained.
- Bus access to the CLR station could be via Mercury Lane/Canada St, and Hopetoun Street, both closer to the proposed entrances to the station than K Road itself.
- ‘Scramble’ pedestrian crossings, like at the K Road/Pitt St/Mercury Lane intersection, to also be installed at the K Road/Queen St and K Road/Howe St intersections. These emphasise that pedestrians have priority.
- The justification of the CRL seems weak given there are no proposed connections to the station entrances, which are on lower Mercury Lane and Beresford Square, not Karangahape Road itself. It would be better for buses to use Pitt St and Mercury Lane, Upper Queen St, Canada St/East St, and
Hopetoun St to connect with the CLR station entrances. The cycleway could also be on Hopetoun Street and from there link to the Nelson St cycleway.

- Don’t think need bus lanes in each direction along whole of K Road. Long enough street to cater for bus stops. Don’t need them outside St Kevin’s Arcade.

Our Submission

Our members have concerns regarding the proposal to reduce to one single lane in each direction on the K Rd Bridge and between Pitt Street and Queen Street during peak times because it is likely to create significant problems for emergency vehicles including Fire and Ambulances located on nearby Pitt St, access to the Hospital across Grafton Bridge and create major congestion.

We support consideration of 'Scramble' pedestrian crossings, like at the K Road/Pitt St/Mercury Lane intersection for the K Road/Queen St intersection to enhance pedestrian movement.

Members have raised the importance of considering the proposal in relation to the CRL, including connections to the station entrances.

It is important to show the connections of the cycleway to Hopetoun Street and from there to the Nelson St cycleway.

Concerns have been raised regarding the need for bus stops outside St Kevin's Arcade.
Section 3
Queen Street to Symonds Street

On this section, AT are using raised cycleways to provide a safe environment for people on bikes while retaining the existing traffic lanes.

Key features of section 3

- A 1.8m wide raised cycleway, level with the footpath.
- Shorter informal pedestrian crossing distances.
- Kerb buildouts and a raised table at the Liverpool Street intersection. This will reduce the speed of vehicles entering side streets and prioritise the movement of pedestrians and people on bikes.
- Reduced footpath width on the southern (cemetery) side of the road.
- Retain existing traffic lanes.
- Retain existing on-street parking.
- Retain bus stops on both sides of the road.
- Retain existing trees.

What do you like about the design for this section of Karangahape Road?

What would you change about the design for this section of Karangahape Road?
Section 4
Upper Queen Street

On this section, a separated cycleway will connect to the network of existing and planned cycleways which provide access to different parts of the city centre and the wider Auckland area.

**Key features of section 3**

- No changes to the width of the footpath.
- Shorter informal pedestrian crossing distances.
- A 1.8 m wide cycleway separated from the road by a raised island.
- Remove the painted central median and narrow the traffic lanes to create space for the cycleway.
- Retain existing traffic lanes.
- Retain existing on-street parking.

*What do you like about the design for this section of Karangahape Road?*

*What would you change about the design for this section of Karangahape Road?*
(11) Conclusions

Our key submissions, based on our member’s feedback, are:

With the construction of the new City Rail Link (including the K Rd train station) and the potential for light rail, the KBA believes that this project is premature and should be delayed so the money can be better spent in an integrated and less disruptive way.

While a number of our members support cycling, many of those members had reservations about dedicated cycleways on both sides of the road (especially in addition to dedicated bus lanes). There are concerns this will primarily support commuter bus users and cyclists, who will use K Rd as a thoroughfare and not a destination for shopping, dining or doing business. The KBA would like other options considered (such as one cycle lane/bus lane on one side of the road) if they could be shown to promote K Rd as a destination rather than a thoroughfare.

Many of our members are concerned about the permanent removal of car-parking and the peak hour removal of car-parking as well as removal of loading zones as they believe this will have a significant negative impact on business viability on K Rd. It seems clear that this is required to introduce dedicated bus lanes and cycleways and our members oppose K Rd becoming a highway rather than a destination for shopping, dining or doing business.

While the KBA is supportive of enhancing K Rd, especially for pedestrians who are shopping in the precinct, our members hold some concerns about the enhancements mainly being made to support a thoroughfare for buses and cyclists. If this is the case, unfortunately, the KBA cannot support the enhancements as proposed.

If there is an opportunity to speak to these submissions, the KBA would be keen to do so.

Michael Richardson
Precinct Manager
On behalf of the K’ Rd Business Association