
HIGH STREET PILOT PROJECT

ENGAGEMENT SUMMARY

JULY-DECEMBER
2019

Prepared by:



VERSION DETAILS

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For:

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1. EXECUTIVE SUMMARY

Auckland Council, alongside key project stakeholder Heart of the City, is using a Co-Design approach to engage with residents, businesses, property owners and managers in the High Street District to create a more accessible High Street that works better for people.

The High Street Pilot Project is one of the first stages of a wider series of trials of Access for Everyone (A4E) for the Downtown East. This area is centred on Shortland, High, Fort and Queen Streets between Custom and Victoria Streets.

By trialling changes in the street, created and tested with the community, the project envisages a High Street where;

- people walking, riding bicycles, and using other mobility equipment can move more freely
- vehicle access is maintained for those that need to be there e.g. deliveries, servicing to homes and businesses, and those with mobility requirements
- it remains a vibrant destination, a great place to do business, and a place to call home

Community feedback has already played an important part in shaping the changes in the High Street Pilot Project and will continue to do so to inform the longer-term changes for the area.

This document provides an overview of the community and stakeholder activities, consultation and feedback that has occurred since July 2019.

KEY THEMES

The key themes emerging through the one-to-one's, survey feedback and the co-design session covered a range of design, parking, loading and servicing, and more general impressions of the stage 1 pilot area:

- 1. Strong overall support of stage 1 implementation.**
- 2. Strong support for the quality of design and use of greenery. Some suggested the addition of seating in stage 1 would be desirable.**
- 3. People are generally happy about the added loading capacity in stage 1, and proposed for stages 2 & 3.**
- 4. Waste collection is still a concern for some business owners - initiatives to improve are welcomed.**
- 5. Improvements are still needed in enforcement and monitoring of traffic behaviour.**
- 6. After hours car parking is a factor for businesses open late in stages 2 & 3.**
- 7. People are generally happy with the opportunities to provide input and feel informed about the project.**

2. INTRODUCTION

Auckland Council and Heart of the City sought feedback from the residents, businesses, property owners and managers in the High Street District on the High Street Pilot Project and a proposed indicative design that aims to create a more accessible place that works better for people.

This has included the proposal to reallocate on-street car parks for different uses such as extra footpath space, and providing improved loading and servicing.

This report presents summary findings of the first and second phases of intensive engagement between July - November with the High Street District community.

The pilot approach has been informed by earlier engagement between Heart of the City, the High Street District community, and Auckland Council. This included Heart of the City's insight gathering in 2018 and in one-to-one conversations to understand needs and issues in the months leading to project kick-off.

It was through this process that a mandate for a co-design, trial approach was established.

WHY HIGH STREET?

The High Street District is recognised and valued as an area with distinctive heritage character, where shops, cafes, restaurants and bars, character offices and residential conversions make great use of historical building stock and streets, lanes and squares that are enjoyable places to be.

Access for Everyone is a concept that rethinks how city centre streets are used – making sure that people walking, riding bicycles and other mobility equipment, and people using public transport can move freely.

Access for Everyone preserves access for people driving that need to be here, such as those making deliveries, servicing homes and businesses and people with specific mobility requirements. It responds to the challenges of a growing City Centre.

The High Street Pilot Project is one of the first stages of a wider series of trials of Access for Everyone (A4E) for the Downtown East.

This area is centred on Shortland, High, Fort and Queen Streets between Custom and Victoria Streets.

PROJECT PURPOSE

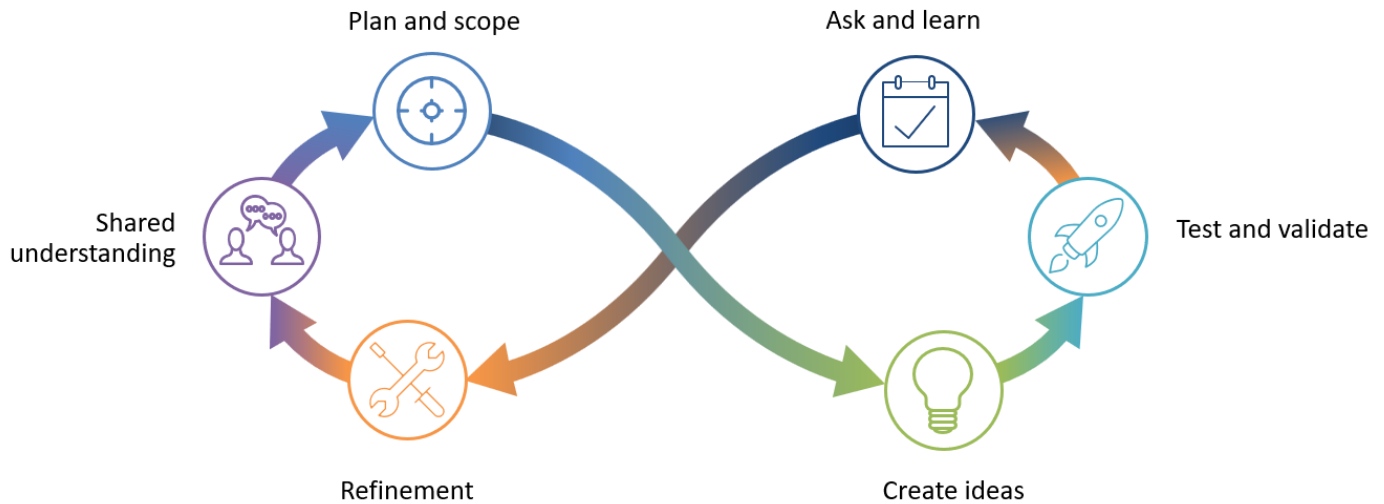
The High Street Pilot Project is working towards a more accessible High Street that works better for people. By trialling changes in the street, created and tested with the community, the project aims to create a High Street where:

- people walking, riding bicycles, and using other mobility equipment can move more freely
- vehicle access is maintained for those that need to be there e.g. deliveries, servicing to homes and businesses, and those with mobility requirements
- it remains a vibrant destination, a great place to do business, and a place to call home.

During the lifecycle of this pilot, the distribution of street space will evolve to prioritise people, operations and street functions.

These investigations and consultation with stakeholders will also inform the longer-term upgrade of High Street for which budget is currently sitting in the 2022-2024 financial years.

3. METHODOLOGY: A CO-DESIGN APPROACH



The stakeholder engagement strategy is underpinned by collaboration as a core principle.

Co-design is the act of creating with stakeholders. In this case, the businesses, residents and property owners of High Street, Heart of the City, City Centre Residents Group, as well as project staff from Auckland Council and Auckland Transport.

SOCIAL LEAN CANVAS

Entrepreneur & Investor, Rowan Yeoman is the creator of The Social Lean Canvas¹. The social lean canvas provides a structure that allows you to break ideas down into its key parts and evaluate where the risk and assumptions are.

The Social Lean Canvas is being used as a guide to help refine the approach, develop the place value, customer segments, and evaluation principles and methods. Resulting in a design brief for the longer-term changes for High Street.

Phase 1 Co-Design allowed us to define the purpose, challenges, opportunities and identify what ideas to trial. Following the co-design session in August we used this to inform the first stage trial, and set an indicative plan for stages 2 and 3.

At the end of the pilot we'll summarise our findings with the community and complete the High Street Canvas, this will be done through a close out session at the end of the trial.

TRAFFIC CONTROL COMMITTEE REPORT

A resolution or approval report is necessary in order to document that a formal and legally enforceable decision was made to implement the parking restrictions and traffic controls installed on the Auckland Transport network.

To enable changes to the High Street road layout, a resolution report was submitted to the Traffic Control Committee (TCC). The resolution recommendation was based on a layout plan that was widely consulted on during the co-design and engagement process between July-October 2019 (prior to stage 1 implementation).

The report summarised overall indicative support to remove on-street parking in High Street and reallocate the space with a parklet and footpath extensions to enhance amenity and create additional space for people movement and increased loading capacity.

The TCC report was approved on Thursday 3rd October 2019².

¹ <https://socialleancanvas.com/>

² Resolution 16119 – High Street Tactical -V2



HIGH STREET PILOT PROJECT CO-DESIGN ENGAGEMENT TIMELINE

The stakeholder engagement strategy is underpinned by collaboration as a core principle. The below highlights our key milestones so far, and looks ahead at what to expect next.

JULY 2019

- Phase 1; Establish the co-design process
- One-to-one kick off meetings with stakeholders

AUGUST 2019

- Community Reference Group kick-off
- Co-Design Workshop #1 - Challenges, opportunities, indicative plan
- Drop-in sessions at Ellen Melville Centre
- One-to-one meetings held with key stakeholders

SEPTEMBER 2019

- One-to-one meetings with key stakeholders
- Letter drop to businesses, properties
- Feedback Survey #1 sent to over 280 businesses, residents and property owners
- Confirmed stage 1 plan, plus indicative plan for stages 2 & 3

OCTOBER 2019

- Stage 1 implementation, 15 October 2019
- Late Night Art, 15 October 2019
- Completed Public Life Survey #1; stage 1 baseline
- Community Reference Group meeting held

NOVEMBER 2019

- Phase 2; Feedback on stage 1, refining the indicative plan for stages 2 & 3
- Drop-in sessions at Ellen Melville Centre
 - Community Reference Group Meeting
 - Co-design session held at Ellen Melville Centre
 - One-to-one follow up with key stakeholders in affected areas
 - Feedback survey #2

DECEMBER 2019

- Completed Public Life Survey # 2; stage 1 follow up, stage 2 baseline
- Late Night Christmas, 19 December 2019

JANUARY 2020

- We'll share community feedback - including stage 1 highlights and confirm plans and timings for stages 2 & 3.
- Waste bin trial in stage 1 area

FEBRUARY 2020

- Drop-in visits to key stakeholders in stages 2 & 3 area to present implementation timeline.
- Community Reference Group meeting
- Public Life Survey #3

MARCH 2020

- Complete implementation of stage 2

APRIL 2020

- Complete implementation of stage 3
- Community Feedback Session - Ellen Melville Centre
- Public Life Survey #4

MAY 2020

- We'll present a monitoring report on trials to date.
- And confirm our Social Lean Canvas for future High Street investment (long-term changes brief)

METHODOLOGY: HOW THE COMMUNITY HAVE INPUTED

The co-design process has included a variety of channels for which the High Street District community can input on changes to be trialled, and be updated on the project. Since July, those that have engaged with the project have done so via;



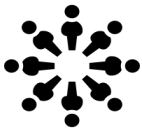
Email broadcast to 300+ businesses, property owners and residents in the High Street District



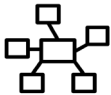
56 one-to-one meetings



7x 2-hour drop in sessions at Ellen Melville Centre



5 community reference group meetings



2 co-design sessions at Ellen Melville Centre



25+ questions via feedback surveys sent to High Street District community



30+ emails received via High Street District email and direct to the project team



Plus letter drops, phone calls and social media posts

METHODOLOGY: ACTIVITIES JULY-SEPT 2019

ONE-TO-ONE ENGAGEMENT

A total of twenty six one-to-one meetings took place between July-September with businesses and property owners in High Street.

The majority of these one-to-one meetings were with businesses in the stage 1 implementation area; between Shortland Street and Vulcan Lane.

Some key stakeholders who did not have time to meet for one to one, gave their feedback via email or over a phone call.

FEEDBACK SURVEY

The feedback survey asked submitters to answer questions on what they think about the idea of trailing ways to improve the environment, the proposed indicative layout plan, overall impression of what's proposed for section 1, the removal of all parking spaces, and support in principle of the approach to sections 2 & 3.

A total of thirty-seven survey responses were received from the directly affected businesses, property owners and residents of the High Street District. If more than one person from a business or property responded to the survey, only those who were authorised to speak on behalf of the stakeholder were included. This was typically determined via follow up call or email.

Those that did not directly represent an affected business, property or resident in the area – their responses were not included in the feedback survey findings.

CO-DESIGN SESSION

The first community co-design invitation was sent to the High Street District (280+ people). Thirty-three people attended the session on Thursday 20 August. Attendees comprised of residents, property owners, businesses, stakeholders, Auckland Council and Auckland Transport.

The purpose of the this first session was to provide an overview of the pilot project, collectively identify some of the key issues and opportunities for the High Street, as well as start to design what changes can be trialled to provide an improved High Street.

Feedback from the co-design session included:

- Issues and opportunities including congestion for pedestrians, concerns around waste, access for loading and servicing, lack of enforcement, trucks parking on footpaths, issues around public toilets
- Discussion about the value of High Street and some of its special characteristics such as heritage and its retail offer, and how the pilot project would articulate these place values
- The importance of monitoring for the trials.

At the session participants participated in thinking about the layout for the street, in three sections, and discussed where various temporary elements could be placed on the street - such as footpath extensions; loading zones, mobility parks and waste.

The output of the evening was an indicative draft design that was then circulated to the High Street District community for feedback. This was achieved through one-to-one discussions, the survey, as well through general feedback discussion.

OTHER CHANNELS

- Four phone calls
- Emails direct to the project team

METHODOLOGY: ACTIVITIES IN OCT-DEC 2019

ONE-TO-ONE ENGAGEMENT

A total of thirty one-to-one meetings with businesses and property owners in High Street took place over a six-week period following installation of stage 1 on 15th October 2019. The majority of these occurred from early November to allow for time to experience with the changes in place.

Some key stakeholders who did not have time to meet for one to one, gave their feedback via email or over a phone call.

FEEDBACK SURVEY

The online survey asked submitters for feedback on the implementation of stage 1 including their overall view, impact of loading and parking changes, and then on the indicative plan for stages 2 and 3 pilot areas.

A total of twenty-seven survey responses were received from the directly affected businesses, property owners and residents of the High Street District. If more than one person from a business or property responded to the survey, only those who were authorised to speak on behalf of the stakeholder were included. This was typically determined via follow up call or email.

Those that did not directly represent an affected business, property or resident in the area – their responses were not included in the feedback survey findings.

CO-DESIGN

The second co-design was split into two sessions. The invitation was sent to the High Street District (280 people). The purpose of these were to share feedback on stage 1 (session one), and to finalise the approach for stage 2 and 3 pilot areas. The sessions had low attendance, with session one only receiving one attendee, and session two, five attendees.

There are a number of factors thought to have contributed to the low attendance. Three considered likely;

- Stakeholders had multiple channels of opportunities to provide feedback and did so via another channel.
- It was approaching a significant retail period – many were preparing for Christmas and so weren't in a position to engage
- Had already provided feedback in phase 1 (July-September)

Attendees consisted of businesses and the Auckland City Centre Residents Group. Overall, while attendance was low, the feedback received was positive about the changes to stage 1 and were positive on the indicative plan for stage 2 and 3 to be installed from February 2020.

OTHER CHANNELS

- 2 phone calls
- 20 emails to the High Street email address or direct to the project team
- 7 posts on Twitter

PETITION

At the second session, a member of the community presented a petition of signatures not in support of removing car parks in High Street. The petition had over one hundred signatures and included names of people that stated they were from businesses within the District. There were also names not attached to any business or place of work within the District, nor stated they were a resident of the area.

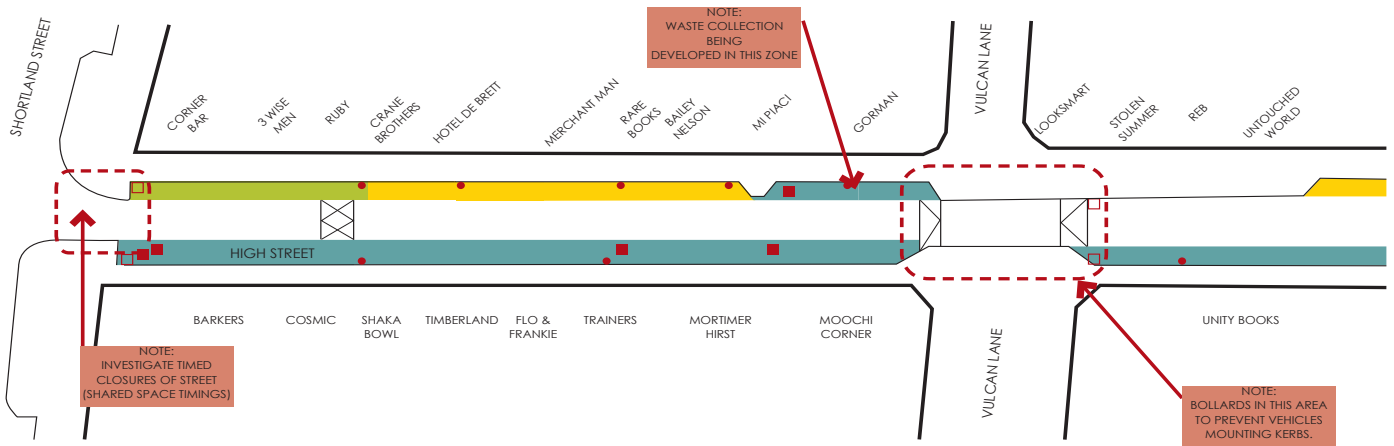
A follow up meeting took place on Monday 25 November where a new petition was received. This submission specifically targeted the removal of car parking in the stage 3 pilot area.

There were thirty-five signatures from people that listed a business name in the High Street District. These signatures came from ten businesses in total. All other signatures on the petition were from people that either listed a business outside of the High Street District or did not mention any business or property at all.

The project team have begun following up with the businesses listed within the High Street District to confirm their position, and to check if feedback had been provided via another channel.

STAGE 1: INITIAL TRIAL DESIGN

Shortland Street - Vulcan Lane



KEY

	Loading Zone		Drain
	Mobility Parking		Service Cover
	Footpath Extension		Kerb Discharge
	Parklet		

PHASE 1 COMPLETE 15 OCTOBER 2019.

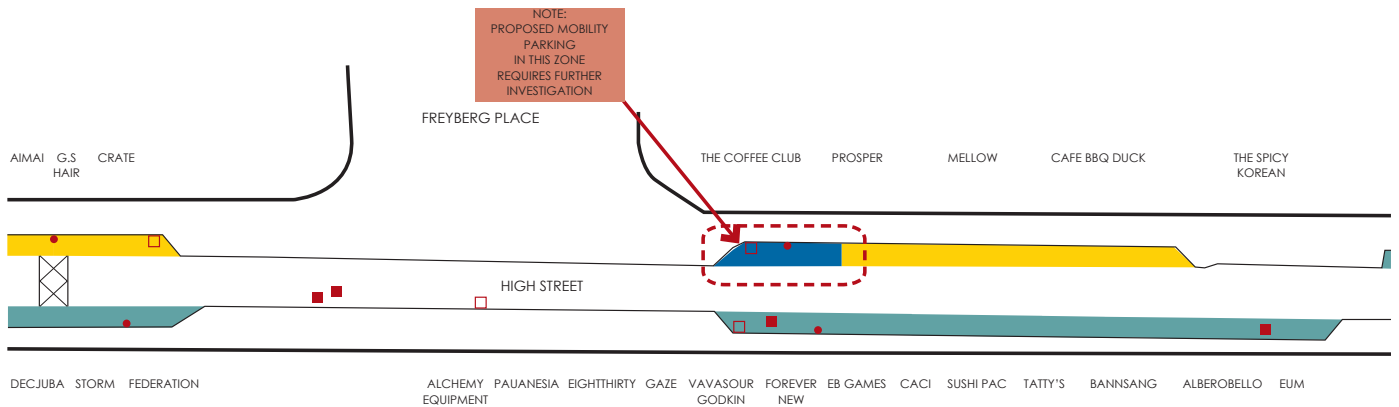
Stage one of the High Street Pilot Project was installed on Tuesday 15 October 2019 between Shortland Street and Vulcan Lane. The changes included the removal of 13 on-street car parking spaces to allow for:

- improvements to the entrance of the street – adding more greenery and planters
- footpath extensions providing more space for people on the western side
- extension of the loading zone on eastern side.
- planters at Vulcan Lane to discourage vehicles from mounting the kerb

STAGES 2 & 3: INDICATIVE PLAN FOR CONSULTATION

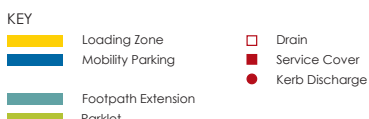
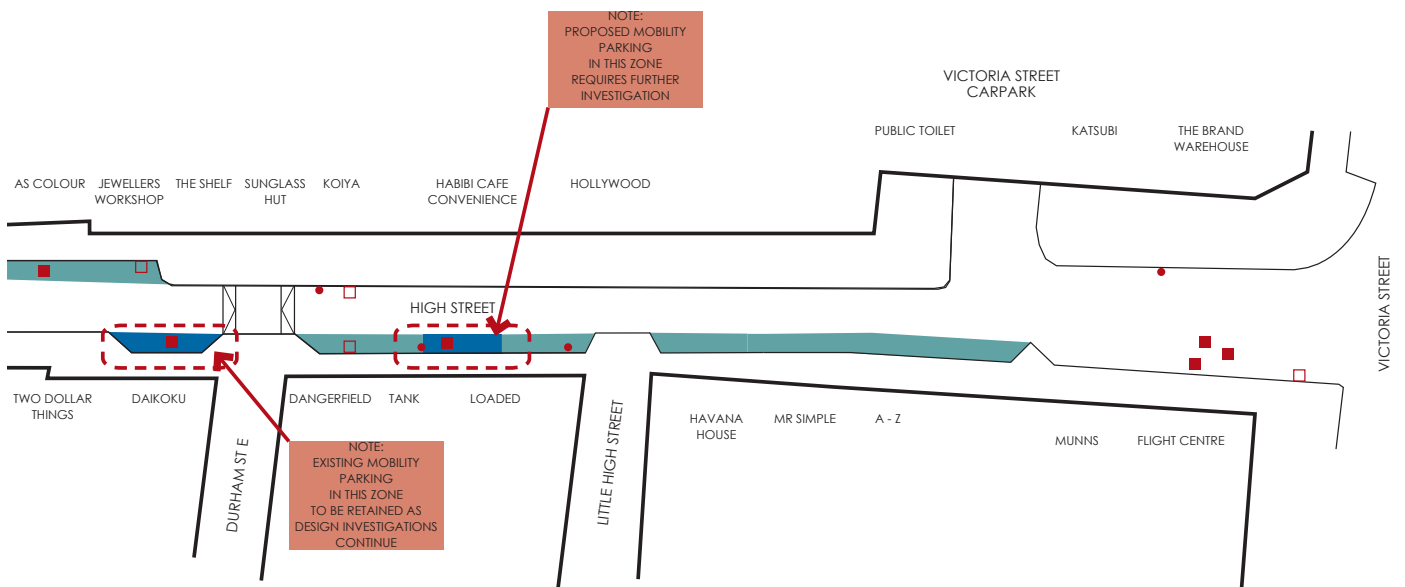
Detail Plan 2 of 3 - Co Design Outcome for initial trial

Freyberg Square



Detail Plan 3 of 3 - Co Design Outcome for initial trial

Durham Lane - Victoria Street



4. FINDINGS

WHAT WE'VE OBSERVED: JULY-OCT 2019

PUBLIC LIFE SURVEY

A Public Life Survey is the study of the physical and social elements of a place. It can encompass many forms of data collection, from mapping benches to counting cyclists to conducting interviews. The "tools" that we have used for High Street are the research methods developed by Jan Gehl, the Gehl practice, and/or Gehl Institutes.

The two public life tools used were the 'Age + Gender Tally' and 'Counting People in Motion'. Shifts were 20 minutes each, each shift = two tasks at 10 minutes each. Each shift started with people in motion, followed by age and gender. Shifts were started on the hour 8am-4pm. (The first shift was at 8am, last shift started at 4pm). The total collection period was 8am-5pm.

PEOPLE IN MOTION

Counting people in motion; people movements are a tally of the number of people moving through a survey area. These movements are tracked against a mode type and were categorised as follows:

- walking
- running jogging
- supported (e.g wheelchair)
- carried (e.g stroller)
- rolling (e.g skateboard)
- people on bicycles

AGE & GENDER

The Age + Gender Tally tool provides a snapshot in time of the age and gender of users moving through an area. The balance between different age groups and gender can be used as an indicator of safety and accessibility. It is about counting people. It involves estimating the approximate age and gender of the people moving through an area or spending time there. It does not require mapping. For this exercise, you do not ask people to state their gender or how old they are; you make your best guess.

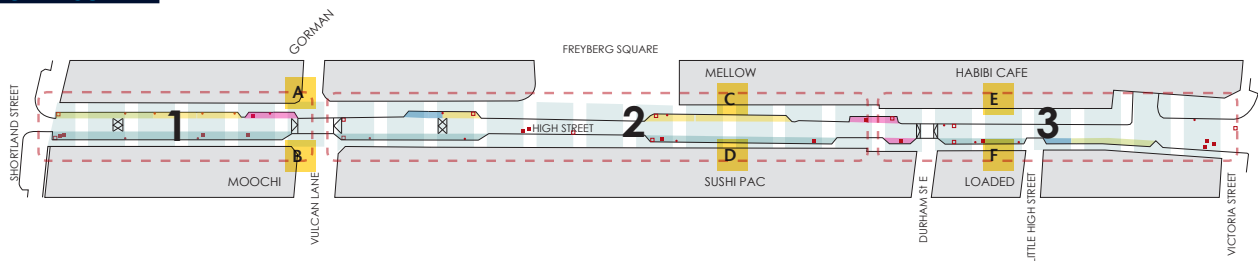
The survey was measured against the following categories:

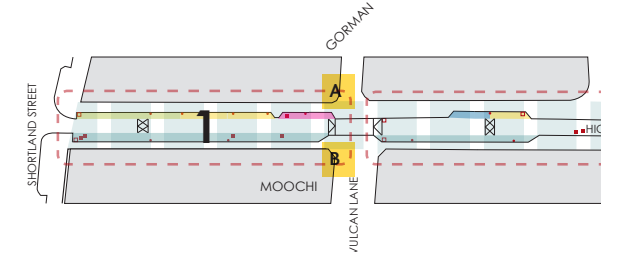
- 0-4 toddlers
- 5-14 kids - Male / Female
- 15-24 young adults - Male / Female
- 25-64 - Male / Female
- 65+ - Male / Female

HIGH STREET'S FUTURE IN PROGRESS

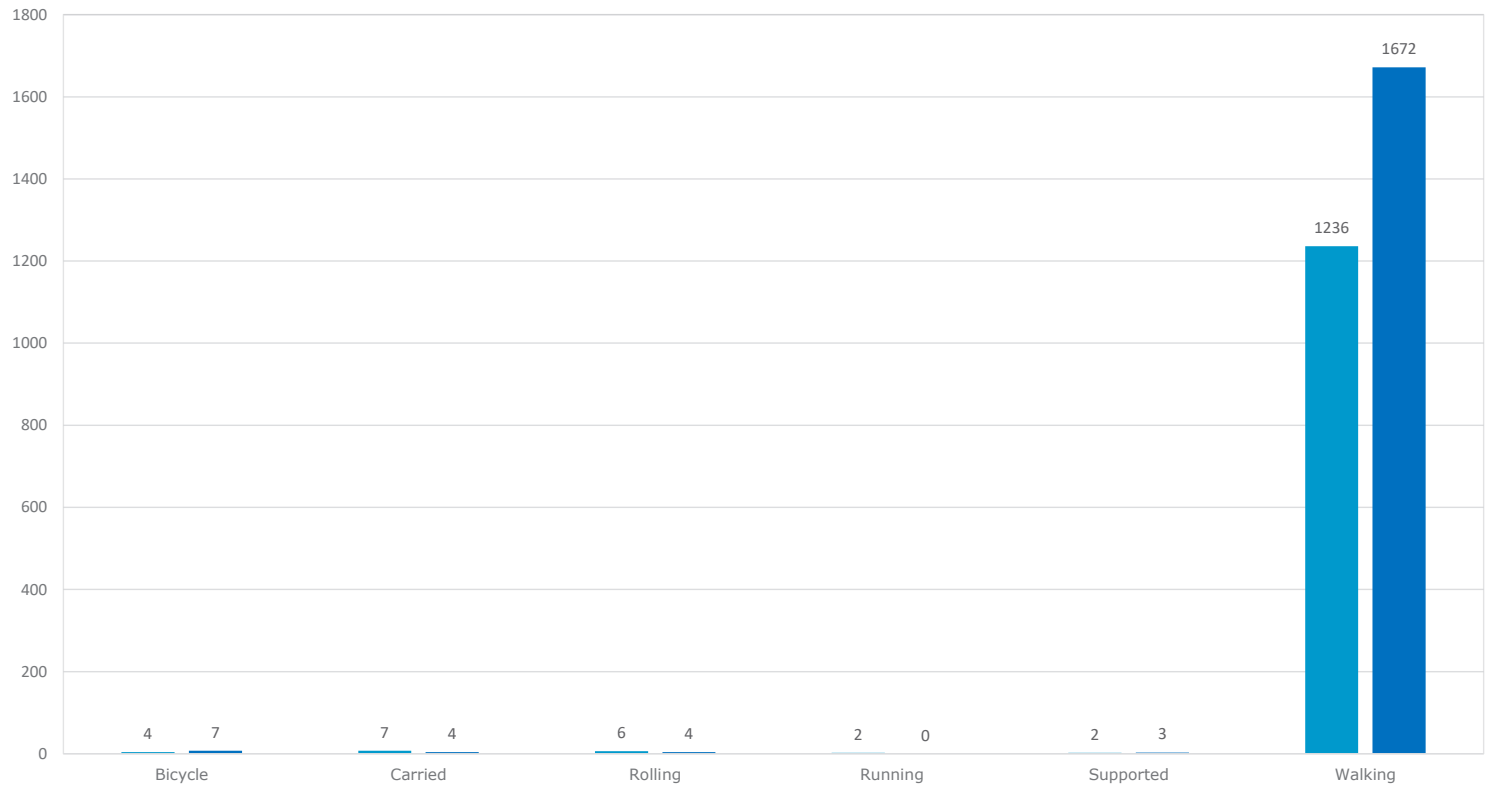


PUBLIC LIFE SURVEY



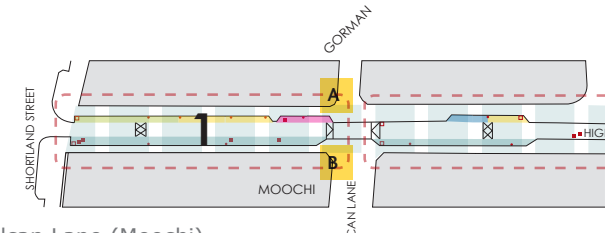


Sum of Daily Total Movements by Activity and Site 8am-5pm

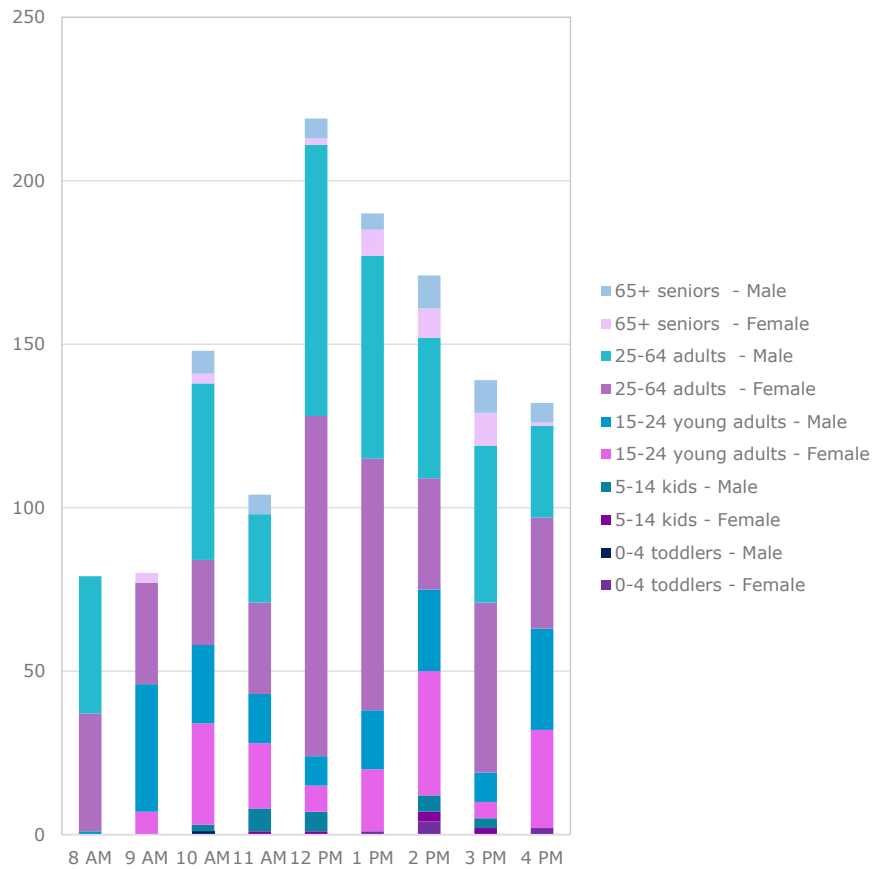


A total
2908
people
movements

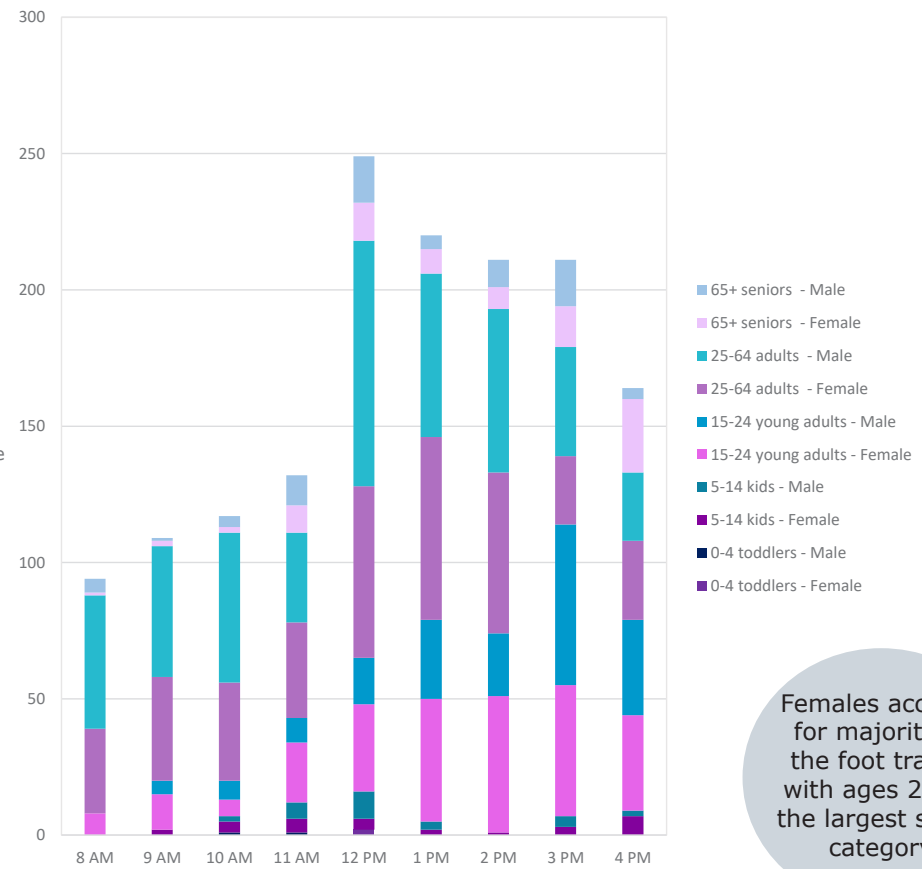
■ 16 High Street
■ 14 Vulcan Lane



Age and Gender - 16 High Street (Gorman)



Age and Gender - 14 Vulcan Lane (Moochi)



Females account for majority of the foot traffic, with ages 25-64 the largest single category

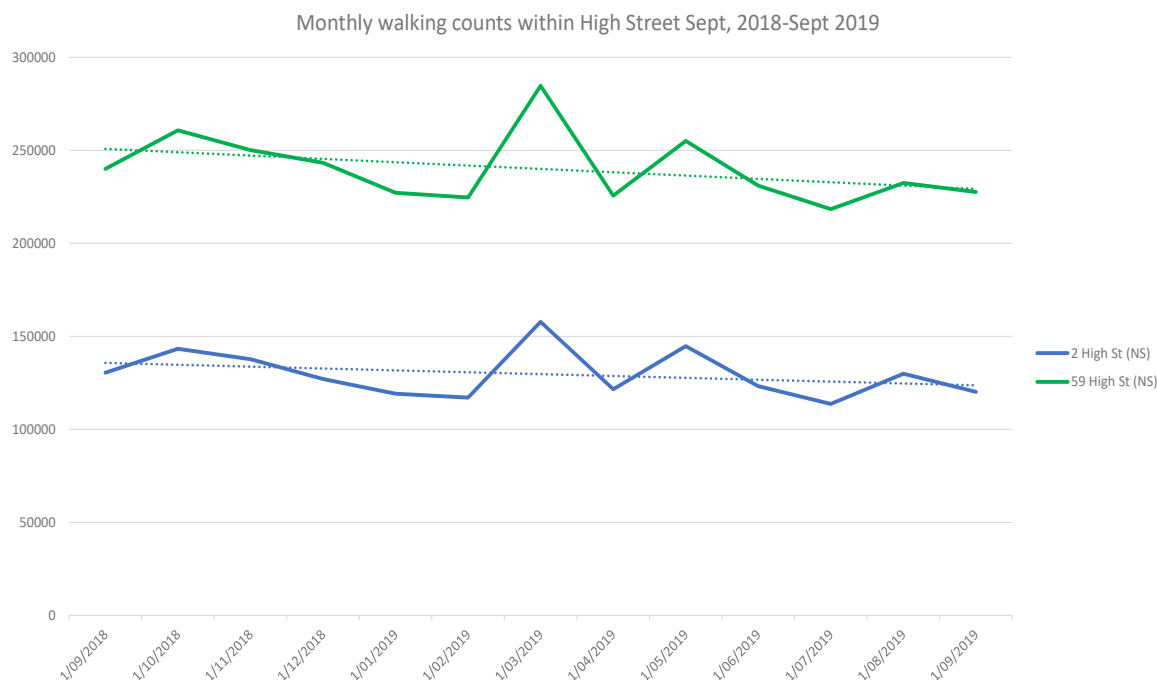
WHAT WE'VE OBSERVED: JULY-OCT 2019

PEDESTRIAN COUNTS

There are two Heart of the City pedestrian counters located in the High Street District. No. 2 High Street is on the eastern side of High Street at the corner of Shortland Street and is within stage 1 area. It counts pedestrians moving north and south.

No. 59 High Street is located within the stage 3 area, on the western side of the street. It also counts pedestrians moving north and south.

The monthly total walking counts for the twelve months prior to installation have been presented in the graph below. As displayed, prior to installation, there was a slightly decreasing trend in monthly counts at both counting sites.



WHAT WE'VE HEARD: JULY-SEPT 2019

OVERALL SENTIMENT

All feedback received in phase 1 came from directly affected people in High Street; the businesses, residents and property owners and managers.

The feedback period was between early July to September 2019.

A global assessment of feedback from one-to-one meetings and survey responses showed most submitters (55 respondents, 87%) indicated support for trials in the High Street Pilot Project and the indicative layout design.

A smaller proportion of submitters (6 respondents, 10%) indicated support with consideration.

The remaining proportion of submitters (2 respondents, 3%) did not support the trials. One stated that it will kill the look of High Street, while the other wanted to push on with the bigger project.

It is important to note that while overall sentiment for the indicative design is positive, the support for sections 2 and 3 is in principle and dependent on the success of the first trial period.

"Agree with the proposal. Pedestrian walk width should be maintained as High St is currently a bottle neck"

THE KEY ISSUES/THEMES RAISED DURING PHASE 1 OF ENGAGEMENT

The key themes that came through from one-to-one meetings and the survey feedback canvassed a range of design, parking, loading and servicing;

- Strong overall support for project and in principle support of indicative design for all stages, especially stage 1 area
- People were generally supportive of providing more space for pedestrians and trialing the changes to on-street car parking.
- People would like to see more and better loading capacity along the street; including the potential for private business loading provision.
- There needs to be enforcement and monitoring the of use of parking and loading
- The aesthetics and general look and feel are very important; it must be good quality to suit the area
- Adding greenery as part of the trial was desired by both businesses and residents
- Rubbish collection and rubbish pinch points along the street was raised by many businesses. People would like to see operational and design trials as part of the pilot
- Construction and installation disruption is a concern to businesses
- Communications and marketing support on the changes is important, encouraging visitation to the area.
- Maintaining access to buildings for tradespeople and future works is important.

"The street could massively benefit from a less cluttered more pedestrian friendly design. The one-way street is obviously required but limit the street parking (as there's a multi-story on the street) and allow more foot traffic and a more open plan shopping experience,"

"Loading zone parking is always at a shortage. All the businesses on High St have constant deliveries including our shop."

PHASE 2 ENGAGEMENT: OCT-DEC 2019

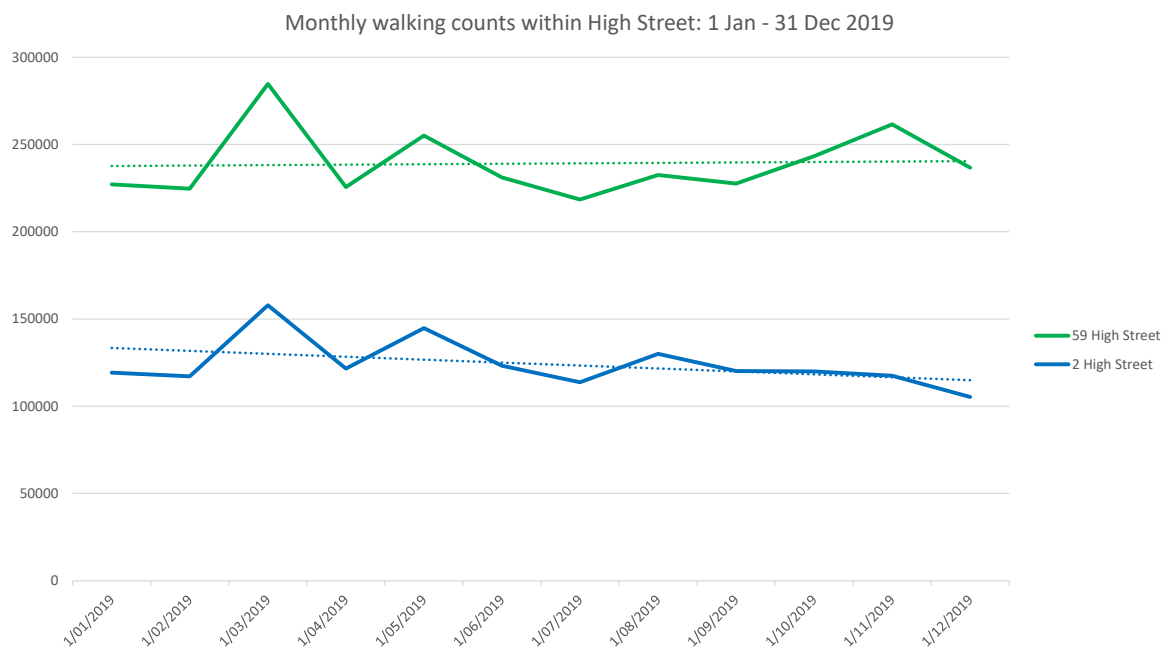
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13 DECEMBER 2019 - POST STAGE 1 IMPLEMENTATION,
PRE STAGES 2 & 3

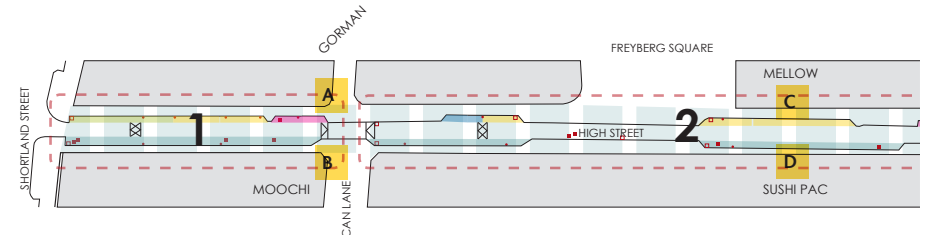
**HIGH STREET'S
FUTURE
IN PROGRESS**



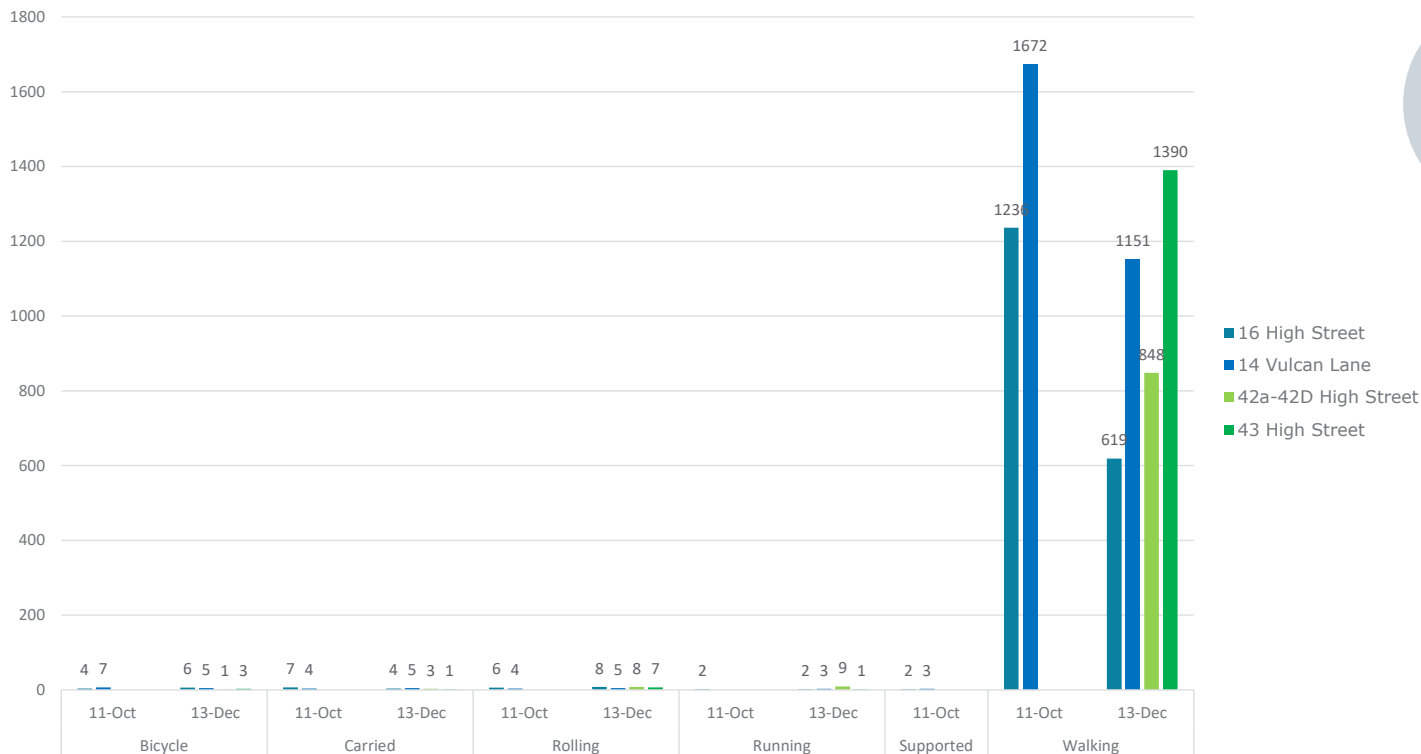
PUBLIC LIFE SURVEY

The total walking counts for sites A & B post implementation of stage 1 show a decrease in the number of people when compared to the October survey. 16 High Street (outside Gorman) is showing a 50% reduction in people walking, with 14 Vulcan Lane (outside Moochi) showing a 31% reduction.

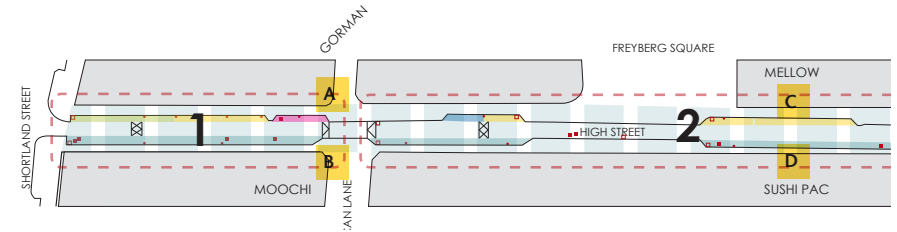
The authors have considered potential factors that may be contributing to the reduction in the numbers, the most significant that university and school had finished for the year. This is reflected in the Age + Gender results on the following page where total counts for people age 15-24 has decreased 64% when compared to 11 October survey.



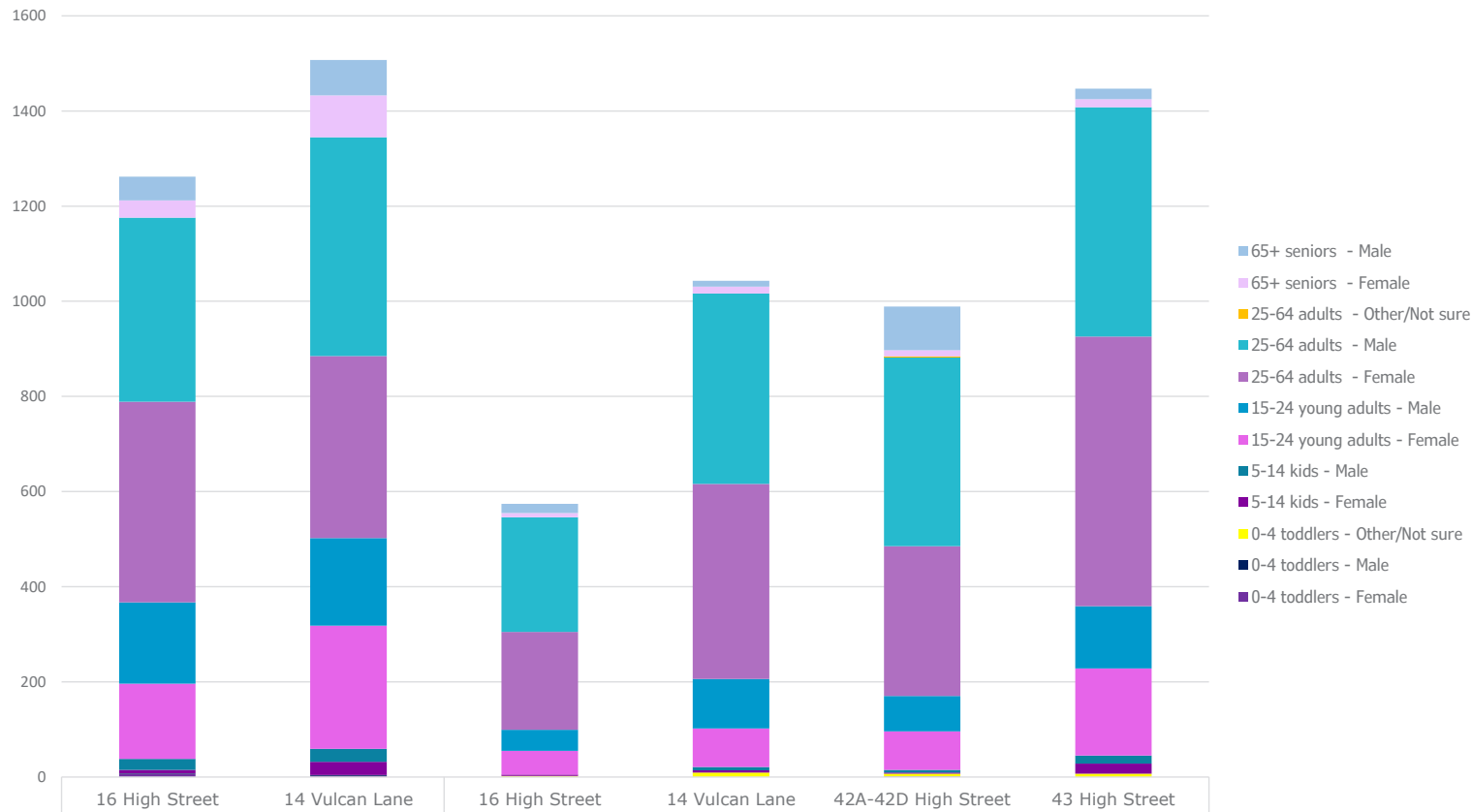
Sum of Total Movements by Activity and Site between 8am-5pm



A total
4079
people
movements



Age + Gender – Comparative Counts; 11 Oct & 13 Dec 2019 between 8am-5pm



Females still account for majority of the people observed.

The number of people aged 15-24 makes up 18% of those surveyed.

In the October survey, people aged 15-24 made up 28%.

WHAT WE'VE HEARD: OCT-DEC 19

OVERALL SENTIMENT

Most feedback came from directly affected stakeholders; the residents, businesses and property owners and managers in the High Street District.

A small number of emails from general public were sent to the High Street District email address, set up by Auckland Council, and were included in the overall sentiment summaries below.

The feedback period was between 15 October 2019-29 November 2019.

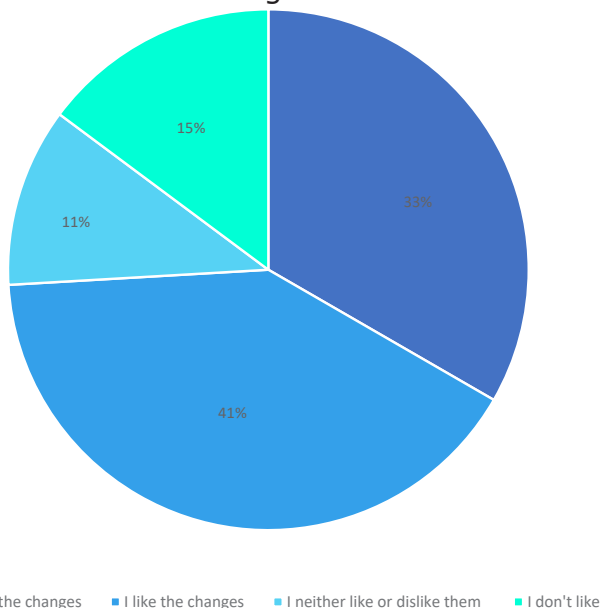
PEOPLE GENERALLY LIKE STAGE 1

When people were asked to explain the reasoning behind their response, those who responded and/or who we've engaged with most commonly suggested;

- Added visual improvements and attractiveness of the district.
- They like the footpath extensions
- They think the changes make the District more people centric
- Like the added greenery and planters

The most common reason across all channels for those who do not support changes is due to the loss of car parking.

Feedback survey responses -overall view of stage 1



The feedback survey results show majority support of the project with a total of 74% who responded that they either 'love' or 'like' the changes made in the Stage 1 area.

"Looks great and the footpaths now mean you are not dodging and diving past someone coming the other way - they were way too small previously."

"I think it is an improvement for the street and visitor experience, I would like to see in further stages this taken further with more personality through bigger planting and more colour."

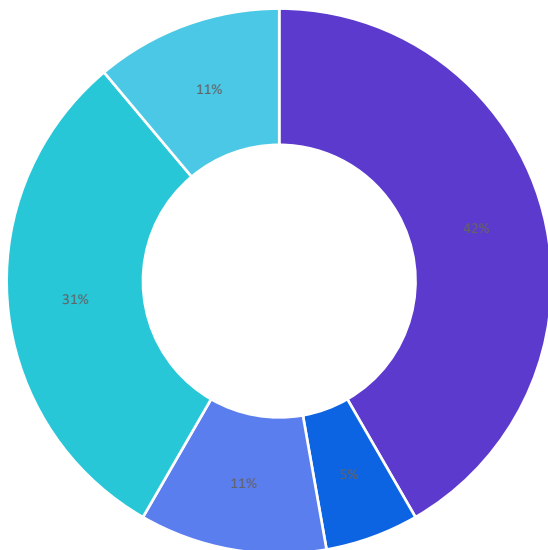
"While aesthetically it looks good, removing parking options is bad for businesses in the street"

Some design changes suggested include;

- Changing the set-down parklet outside Hotel DeBrett to be the same as the western side (footpath extension) - this was supported by businesses within stage 1, a local resident and general public to the High Street Email.
- Replace some planters with bench seating (seven comments across various channels)

This is supported by the feedback received through the one-to-one and other channels where people expressed support for the project without being prompted.

Unprompted feedback in one-to-one and other channels



- Expressed overall support
- Against further implementation
- Reported perceived or actual risk to business
- Pre-existing concern related to O'Connell street (including before implementation)
- Maintained concerned

"Each of our courier drivers (we have 5 different ..delivering to us throughout the day) say they are thrilled with the street upgrade. They are 100% behind the project which surprised me."

"We have received really positive feedback from customers and our national training manager, regional manager."

"Im all for making the street less car focused, but about 30% of the vehicles during the day are trade or delivery vehicles... is there provision for suppling the goods the vibrant street will consume?"

WHAT WE'VE HEARD: OCT-DEC 19

KEY THEMES

A summary of key themes raised by engaged members of High Street since October have been provided below. A matrix with summary of all themes is provided in appendix item 1.

LOADING

People are generally happy about the added loading capacity in stage 1. There are, however, some tweaks to be considered.

The feedback survey asked whether surveyors had observed any changes due to the increase in loading space in the Stage 1 pilot. The results suggest that there are no major issues with loading as 57% of responses are either positive or neutral (seems to be working well or no noticeable impact). This increases to 86% if the "not sure" responses are included.

Feedback from other channels supports this as there are seven instances where people explicitly stated that they were happy with the loading arrangements, compared with three instances where people explicitly stated issues with the loading.

Those with issues commented:

- That that observed there had been vans parked outside their shop for extended periods
- They were generally not in support of a loading zone being located outside their shop in (stage 2)
- Claimed it was now more difficult to find a space for loading

Some comments hinted at improvements such as:

- Restricting hours for loading - early mornings or later evenings most mentioned
- Providing identification for loading vehicles that aren't couriers, such as local business owners dropping off goods – this was also raised pre implementation of stage 1.

The feedback survey then questioned whether the proposed changes to loading would meet their business/ property needs.

Of those who responded, 62% agreed that the proposed changes will meet their loading requirements.

ON-STREET, CAR PARKING

People are generally supportive of the removal of on-street, car-parking in stage 1.

The feedback survey asked whether the removal of the thirteen carparks in Stage 1 had impacted their business/ property and whether they were supportive of the removal of street-parking to provide spaces for loading and wider footpaths. The results suggest there are no major issues associated with the removal of carparks in Stage 1 and that the removal of parking for wider footpaths is generally supported.

This is represented by 68% of responses indicating they had observed no change to their business/ property and 73% of responses indicating that they were supportive of street parking removal. This has dropped slightly from 87% when asked in the feedback survey prior to implementation of stage 1.

The feedback survey also queried whether respondent's views on parking has changed since the first stage has been installed. 92% of those that answered indicated that their view hadn't changed. further suggesting that the implementation of the Stage 1 pilot has not caused any major disruptions or issues beyond those already experienced.

1 business located in stage 1 was against the further removal removal of car parks . All others were from stages 2 and 3 areas.. Their concerns in relation to the removal of carparking include:

- Customers are finding it difficult with the removal of parking with one suggesting a 20% drop in revenue since the install
- Removing car parking from the High Street and throughout the city will likely push more consumers to shop at malls
- Some customers use the parks for quick pick-ups therefore concerned about losing customers
- Some were likely to support removing car parking on-street if Victoria Car Park building operating hours is extended

VICTORIA CAR PARK—OPERATING HOURS

After hours car parking would benefit a number of businesses in stages 2 & 3

Twenty-one people that responded to the relevant feedback survey questions and/or through one-to-one feedback suggested they would benefit from extended hours of the Victoria Street Carpark. All comments were on behalf of businesses or property owner/managers.

The carpark currently operates until 12am. 24/7 access to parking was the most raised theme when given the opportunity for further comments. This was further supported in four of the one-to-one meetings with stakeholders.

DESIGN

People like the aesthetics and quality of the design. Improvements to maintenance of plantings and increased greenery is desirable.

Across all channels people were supportive of the design of the footpath extension, the use of added greenery and the way it 'fitted in with the street'.

More greenery including bigger trees, and better maintenance of planting was the most commonly raised area of improvement.

IMPLEMENTATION

OPPORTUNITIES FOR INPUT AND INFORMATION

People are satisfied with the opportunities to provide input and feel informed about the project.

The feedback survey asked whether the High Street District community were satisfied with the opportunities to provide input and whether they felt informed about the project.

Many respondents to the feedback survey indicated that they were satisfied with the opportunities to provide input and/or feedback on the trial's changes, and felt they were well informed about the project,

During the one-to-one meetings and through other feedback channels, many commended on methodology for implementation saying that it was less disruptive than had anticipated and they

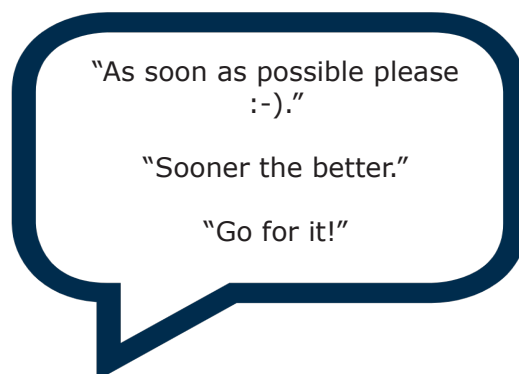
appreciated the many opportunities to provide feedback.

IMPLEMENTATION OF STAGE 2 & 3

The feedback survey questioned whether respondents had any general comments about the plans for Stage 2 and 3.

Seven of the nine comments provided were positive one was neutral and two were negative.

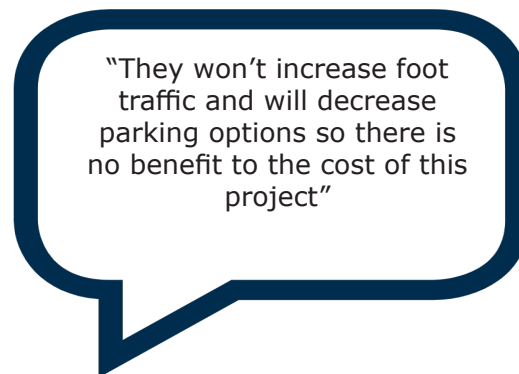
The positive comments were mostly about encouraging progress/getting on with it.



This was reinforced during the one-to-one meetings and emails where only two respondents explicitly stated they did not support further implementation of trials as was currently proposed.

The negative comments were themed around questions the need for extending the footpath due to:

- a lack in confidence that the changes will increase foot traffic (while decreasing parking options)
- the presence of a wider footpath already in stage 3 (on eastern side)



5. CONCLUSION

At the time of reporting, it has been two months since the implementation of the stage 1 trial area.

Broadly, stakeholders who are engaged with the project are supportive of the changes that have been made so far. They are also supportive of further prioritisation of space for people, and increased loading, up the street.

This was also reflected in the feedback collected specifically on the changes proposed in the layout plan for stages 2 and 3.

The most expressed reason for supporting the project is due to the visual improvements and increased attractiveness of the area.

The extension of footpath space has provided more space for pedestrians along the western side of stage 1, and people are generally supportive of continuing this along the street.

People are also favourable of the planting and greenery. Some suggested this could be added to even more by having bigger trees or more planting overall.

A desire for the additional seating, in replacement of some planting in stage 1, has also been raised.

6. RECOMMENDATIONS

Based on the feedback collected since October, and with consideration to items raised in earlier consultation that are still to be addressed, the following recommendations are suggested for the next stages of implementation;

- Continue with the changes in stage 2 per the indicative plan - noting that feasibility of additional mobility space is still to be finalised
- Trial dual purpose loading and parking zones as a means to provide after hours parking to businesses open late. Hours to be confirmed with stakeholders.
- Proceed with suggested changes to GSV only signage and usage for loading zones
- Continue to work on an identification tool for local businesses to use loading zones to service their businesses without penalization (if using within the future agreed rules)

Items that still need addressing include;

- Waste collection - generally, people are supportive of initiatives that improves the visual appearance of rubbish in the street. The centralised waste collection system is a good initiative to trial.
- Enforcement and monitoring is still the most commonly raised issue - improvements are still needed with respect to compliance of use of loading zones (for short stops, not parking all day).

There are some concerns that continuing the footpath along the western side of the street benefits businesses on this side over the east. Most notably, because it attracts more pedestrians to use this side of the street over the other.

Lastly, the removal of on-street car parking continues to be the main reason stated by those who do not support the project.

There are more businesses that are open late in Stages 2 and 3 areas. This loss of carparking was more commonly raised by businesses in stages 2 and 3 which presents an interesting challenge and opportunity to trial dual purpose areas for parking and loading to suit the variety of needs.

- Proceed with after hours installation of changes, however avoid weekends and provide some flow of traffic/access if at all possible.
- Add more greenery and bigger trees to the mix for stages 2 & 3, improve stage 1
- Change set-down parklet with footpath extension on ester side at entrance to High Street, but not at expense of greenery,
- Proceed with waste collection trial boxes to reduce build up in footpaths, identify site within stage 3 area.
- Continue to monitor business sentiment and revenue
- Perform an intercept travel survey to understand how people access and/or arrived to the area across different times of day
- Continue with the colour pallette

6. APPENDIX

High St Pilot Project - Feedback Matrix		
What You've Raised	Detail of Feedback Received	Project Response
Footpath congestion	Impact of narrow footpaths in the street, including inability for pedestrians to stop and linger and look at shops, as well as get from A to B. Importance of making space better for all - including prams or mobility needs.	Footpath extensions are included in the trial design to provide more space for pedestrian access. The design includes relocatable panels at footpath level, or painted asphalt at road level. Involves removal of on-street parking. The first stage was implemented in October 2019, with stages two and three planned for implementation in March/April. The final layout design for Stage 3 is aimed to be completed by end of January 2020.
Amenity of High Street	Desire to see improved amenity for the street, with suggestions around greenery, artworks, seating in some cases. Some concern that the proposed planters will create more footpath congestion. Feedback implementation of Stage one was that amenity of High Street was positive.	The overall design for the pilot project seeks to improve the amenity and experience for the street. This is achieved through temporary footpath extensions, planters and greenery, and dedicated cycle stands in stage 1. Given the feedback on the first stage of the trial, there is no material change planned on the approach to the design such as the footpath extension design and inclusion of planting. More robust and sustainable planting might be introduced. At this point there is no planned seating elements to be introduced into the project however this will continue to be reviewed. The monitoring programme in place will continue to identify if specific elements of the design contribute to an overall improved function for the street. This will identify whether the planters bring any issues associated with footpath congestion.
Vehicle Congestion	Vehicles getting stuck in the road whilst others waiting to park; Inability for emergency vehicles to access; damage to vehicles Having on street parking contributes to street congestion.	Trial to remove parking spaces in section 1 to support increased pedestrian amenity. Monitoring will identify how this may impact vehicle congestion. Feedback during Oct/Nov from community is that the congestion/vehicle conflict at the entrance of Shortland Street has been improved.
Loading	High demand for loading space in the street, with some business identify significant issues for loading (in some cases leading to vehicles mounting footpaths for lack of space) Some suggestions to look at limiting loading times to specific windows The need to ensure that small businesses who do their own loading, can still access the street for loading activity and whether these loading zones will be able to support this Access and space for couriers to park/support businesses in the area Post Stage 1 implementation feedback: Enforcement required to ensure loading is used for loading purposes and not for private parking; Need to allow small businesses to load by removing GSV restrictions; Mixed feedback on whether loading changes have improved loading in the area; Most (2/3rds) businesses who have responded during the Oct/Nov engagement are indicated that the proposed changes in Stages 2 & 3 will support their loading needs; Some concern that the changes will not meet loading requirements, particularly stage 3. A variety of current practices and needs and times for deliveries identified through the feedback Ensure good coms to courier companies and providers Strict monitoring of deliveries	Reallocation of on-street parking to provide more loading space. In section 1, two additional spaces were dedicated to loading. Further exploration with the community about opportunities to look at trialling time limits for loading will be considered as part of the trial over a 12 month period. Auckland Transport have introduced dedicated spaces for loading in the Victoria Street carpark ground floor. Enforcement of loading zones to be undertaken and the GSV restrictions for loading zones removed. Additional Loading will be added to the street in Stages 2. Stage 3 design to be confirmed in in early 2020 (the initial indicative design has no provision for dedicated loading spaces in this stage of the project).
Loading zones	Some concerns that location of loading zones would impact on footpath amenity and give priority to western footpath and encourage pedestrians to the western side of the street over the east Some feedback that private vehicles using loading zones	Enforcement of loading zones; Removal of Good and Service vehicles (GSV) across all loading zone sites to enable small businesses who use private vehicles to use loading zones without penalty.
Implementation	Impact of implementation stage one, and then changes mean stage two and three could be different; inconsistent: Positive feedback on implementation of stage 1 received. Noting that it would be preferable to not undertake implementation over a weekend. Very satisfied community on the overall approach to the project, including 'construction' and engagement.	Next stages of project are planned to continue with approach to date. Notwithstanding the need to confirm stage three design in early 2020. Stage two design with changes (daytime loading/night-time parking) to be implemented from February.

Property Access/Maintenance	The need to ensure that buildings can still be accessed for servicing (for example painting the building).	Relocatable panels, which can be lifted so to maintain access to essential services, and interventions that can move if/when access to building is required, has been developed into the design.
Vehicles on footpath	Impact on pedestrian access; visual clutter.	Bollard or relocatable heavy planters to prevent vehicles mounting footpath in specified areas are being trialled in Section 1 at Vulcan Lane. Has been reasonably successful however the size of the planters will be upgraded as there has been some damage to the planters.
Rubbish and Waste	Impact of general aesthetic of waste in the street, compounded by existing collection points and 5pm collection times on narrow footpaths; Some concern about the impact of rubbish cages outside a particular store. Idea proposed for personal rubbish pick service to remove impact of waste having to be put on the pavement.	Dedicated rubbish and recycling areas, aesthetically pleasing rubbish and recycling cages will be implemented in the stage one area in early 2020. The project will work with Auckland Council, and private collection companies and others on innovative collection ideas for the project and work with the community on this.
Removal of Parking	Most businesses are supportive of removal of public parking spaces on the street, particularly in stage one. Some concern about the impact that this parking removal could have on their customers (or tenants customers) . The need to promote the Victoria Street Carpark building (and other off street parking offers in the area) was highlighted by a number of people in the first stage of consultation, and this included the comment to be able to access this 24/7 as well as signage in the High Street area. Supporting for parking removal by some if it bring benefits (more shoppers, foot traffic) Important that the parking removal is replaced by high quality alternatives Some concern about the 'usability' of the Victoria Carpark Building that currently prioritises lease stay parking and has short stay parking in the upper floors. Post stage one implementation, no explicitly reported impact from removal of parking for businesses in the stage one area	Marketing and messaging about Victoria Street carpark will be included in the project. Signage in the Street to indicate where the carpark building is currently being investigated A monitoring programme will be put in place for the trial with metrics such as foot traffic counts, business surveys, intercept surveys with High Street visitors.
Removal of On Street Parking - Impact on Night-time Business Activity	Some concern about removal of on street carparking for businesses operating beyond 12am, particularly in the Stage 2 and 3 areas of High Street. Noting that the Victoria Street Carpark operational hours are 6am to 12am Sun-Fri & Public Holidays, 6am-12:30am Sat	A trial will be introduced within on-street loading spaces along the street. This trial will see loading zones become customer carparking from 10pm to 6am. An updated layout plan has been published to reflect this.
Stage 3 Layout Design - Proposed Footpath Extension - Impact of Removal of Parking and Loading activity	Concern expressed from some businesses, and customers (via a petition) in the area of Stage 3 (Durham to Victoria Street) about the impact of on street carparking removal on access for customers, and the ability to complete deliveries in the area.	The project team will undertake further discussion with businesses in the Stage 3 area to discuss needs and understand operational requirements with respect to loading, with an aim to complete the stage 3 design in early 2020.
Parking	Suggestion to have P15 parking for shoppers; short term parking for shoppers only; Importance of retaining Victoria Street carpark	The overall impact of the removal of carparking will be included in the project's monitoring programme. This will include surveys with businesses and users of the street.
Scooter obstruction	Some raised the issue of scooters being left	Not currently addressed in current design.
Lack of enforcement	Vehicles located in loading zones for long periods of time	Improved signage and increase enforcement during the trial. This is currently being investigated.
Events and activation	A number of comments suggested that activity such as busking would bring vitality into the area A number of people supportive of creating an activation programme for the area - with some noting it didn't necessarily need to be 'over curated'	Specific activations already planned and undertaken for the High Street District included Late Night Art in October and Late Night Christmas in December. Further investigation into additional activation to be undertaken in 2020
Quality of trial design and interventions	The importance of high quality was reiterated through many discussions/submissions; Recognise High Street as a unique Importance of maintenance to maintain quality in the street: positive feedback on stage 1; Some suggestion of adding additional colour to the planters in Stage one	A high quality approach to the furniture and amenity was the focus for the project. Given the initial feedback on stage one the intention is to continue with current approach. Further consideration about additional painting to the existing large concrete planters in the stage one area. This includes greenery to add warmth, and materials to acknowledge the environment and special character of High Street. Precast concrete planters, metal planters, timber platform panels.

Indicative Layout Design (specifics)	<p>Proposed set down parklet at Victoria Street end (stage 3) will be in conflict with egress from Victoria Street Carpark</p> <p>Ensure that the footpath treatment is not slippery; has no gaps;</p> <p>Some suggestion of rain cover;</p> <p>Inclusion of Art (which could be added over time)</p> <p>Possible introduction of some seating in the stage 1 area, instead of all planting.</p> <p>Many support the use of wood for the footpath extensions</p> <p>A suggestion to include an archway as an entranceway</p> <p>Several mentions of decorative lighting</p> <p>Various views about the colour palette for the street- with some recommending some brighter colours, many talking about warmth and the need to reflect and respect the character and heritage of the street</p> <p>A suggestion for outdoor dining to support business: some suggestions to add a footpath extension to the eastern side of Stage where the planters are currently located.</p>	<p>The design for stages 2 and 3 have been developed with the community as part of the ongoing engagement.</p> <p>The footpath extensions are being designed with a slip resistant material, with additional grip being added to the footpaths where there is steeper gradient.</p> <p>The scope of the project does not include rain cover.</p> <p>It was felt that overall the majority of feedback from the engagement lends the colour palette to a more neutral approach that will work well with the heritage of the surrounding buildings. Proposed changes to the set-down parklet in Stage 1 to at footpath grade extension is anticipated in April 2020.</p>
Planting	<p>Increase the amount of greenery in the street; support for trees; more planting; Some operational issues on the robustness of the planting in stage 1</p>	<p>The planting concept was based on a sophisticated edible backyard concept. This included large established fruit trees surrounded by herbs. The plants are hardy to drought and demonstrate food growing in the city centre. More sustainable and robust options are being considered for stages 2 & 3. Trees used are chosen to ensure sightlines to businesses and across the street aren't blocked.</p>
Evaluating the impact of the project	<p>Ensure there is a robust monitoring programme in place; ensure that baseline data is collected</p>	<p>Iterative process that allows for regular feedback from community. Pedestrian monitoring, spending data, traffic flow data, sentiment surveys. The stage 1 learnings and monitoring report will be published prior to stage 2 and 3 implementation.</p>
Mobility Parking	<p>Increase/retain mobility parking in the street; incorporate into all stages of the project (outcome of Co-design session)</p>	<p>A mobility park was included in the draft indicative design following feedback at the Co-Design session held 20 August.</p> <p>A technical review by Auckland Council and Auckland Transport has identified that mobility parking is unable to be included in Section 1, as the current kerb line does not meet the requirements of a fully accessible park.</p> <p>It is not possible for this park to be installed as part of the trials in section 1. Further investigation will be carried out.</p> <p>At this stage, the existing mobility park on High Street will remain. Victoria Street Carpark has six mobility spaces.</p>
Communication and Marketing	<p>Communication of the project positively to ensure positive attention on the area; ensure there is no disincentive to shop</p>	<p>Noted. The objectives of the communications plan is to ensure positive outcome.</p>
Construction Impact/Disruption	<p>Construction must be managed well; on time with little impact; ensure good communications; times for construction/implementation outside of peak retail times; Avoid weekends for implementation.</p>	<p>The first stage of the trial was implemented in October 2019, and took place over three nights. Positive feedback from the community on the approach, however noting that it is preferable to avoid weekends for implementation which will be taken on board for the next stages of the project.</p>
Pedestrianisation	<p>Some suggestions to trial closing the road to traffic at certain times (such as 11-3pm) , or after 9am, removal of vehicles altogether and full pedestrianisation; some noted need for access for loading; others mentioned it could operate like malls do</p>	<p>Further exploration with the community on the idea of trial closures will take place in 2020.</p>
Maintenance - Issues of Trial	<p>Some damage to the planters in the Stage one trial area. Damage to assets</p>	<p>Fix/monitor/encourage community to report issues. There is ongoing review as per the nature of a trial.</p>