

Viaduct Cycleway and Enhancements (Project WAVE)



Connecting the Nelson Street and Quay Street cycleways.
Improving the streetscape, loading and drop-off areas within the Viaduct.

New street layout to be made permanent

From May to August 2021, Auckland Transport (AT) trialled Project WAVE, a new street layout within the Viaduct that includes a cycleway, a one-way system, and increased loading zones.

The Viaduct Cycleway is a success, with around 500 riders on weekdays. The new loading zones and drop-off areas for taxi and rideshare are well used, and the one-way system has calmed traffic.

AT will now work with the community to respond to feedback, particularly the concerns expressed by Viaduct residents and businesses. We will bring the cycleway and street enhancements to a higher quality, permanent standard. This means making it easier for businesses to load and unload

goods, keeping cars out of the cycleway, and making it safer and more pleasant for people walking and biking through the area.

This project is part of a transformation across Auckland's city centre, to put people at its heart and make it greener, safer, and better connected for everyone.

Next steps

Before Christmas 2021, we will make improvements identified during the trial.

From mid-2022, we will make further improvements after investigation.

See pages 8-10 for more detail.

Viaduct Cycleway and Enhancements



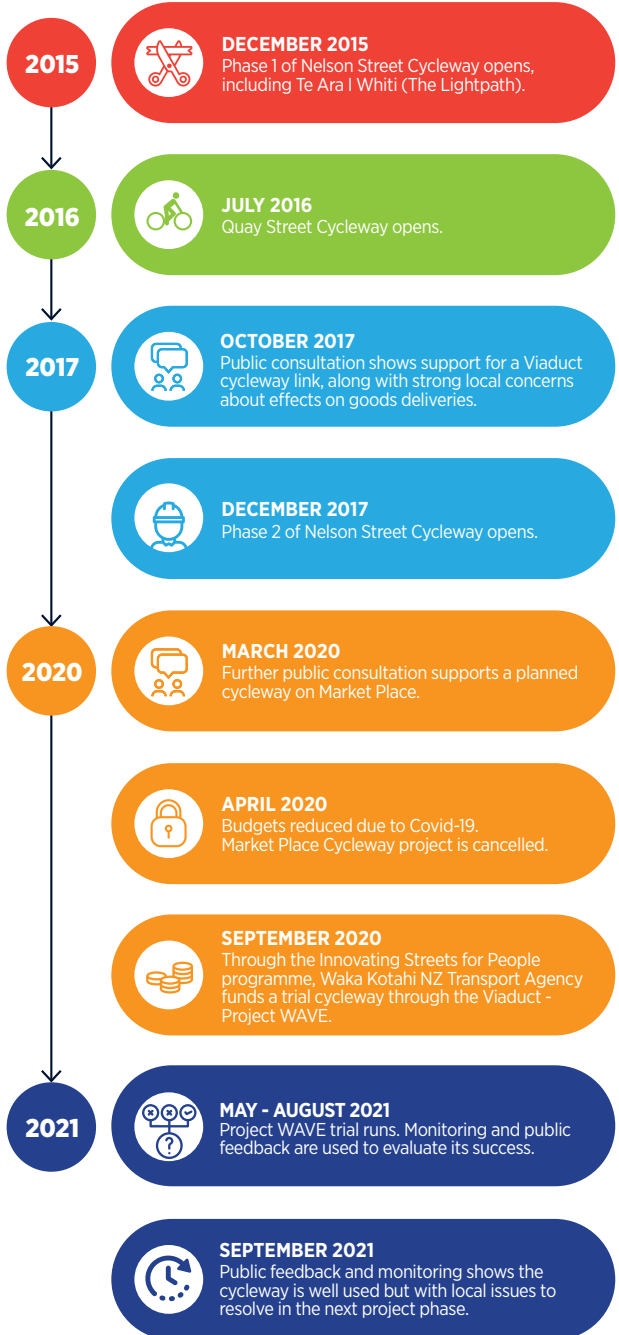


A short history

A cycleway connecting Quay Street and Nelson Street is not a new idea. Since 2017, there has been strong public support for a cycleway along this route.

A trial approach allowed us to test out an option in a busy city centre environment and evaluate its impact using cycle counts and CCTV monitoring, along with community feedback.

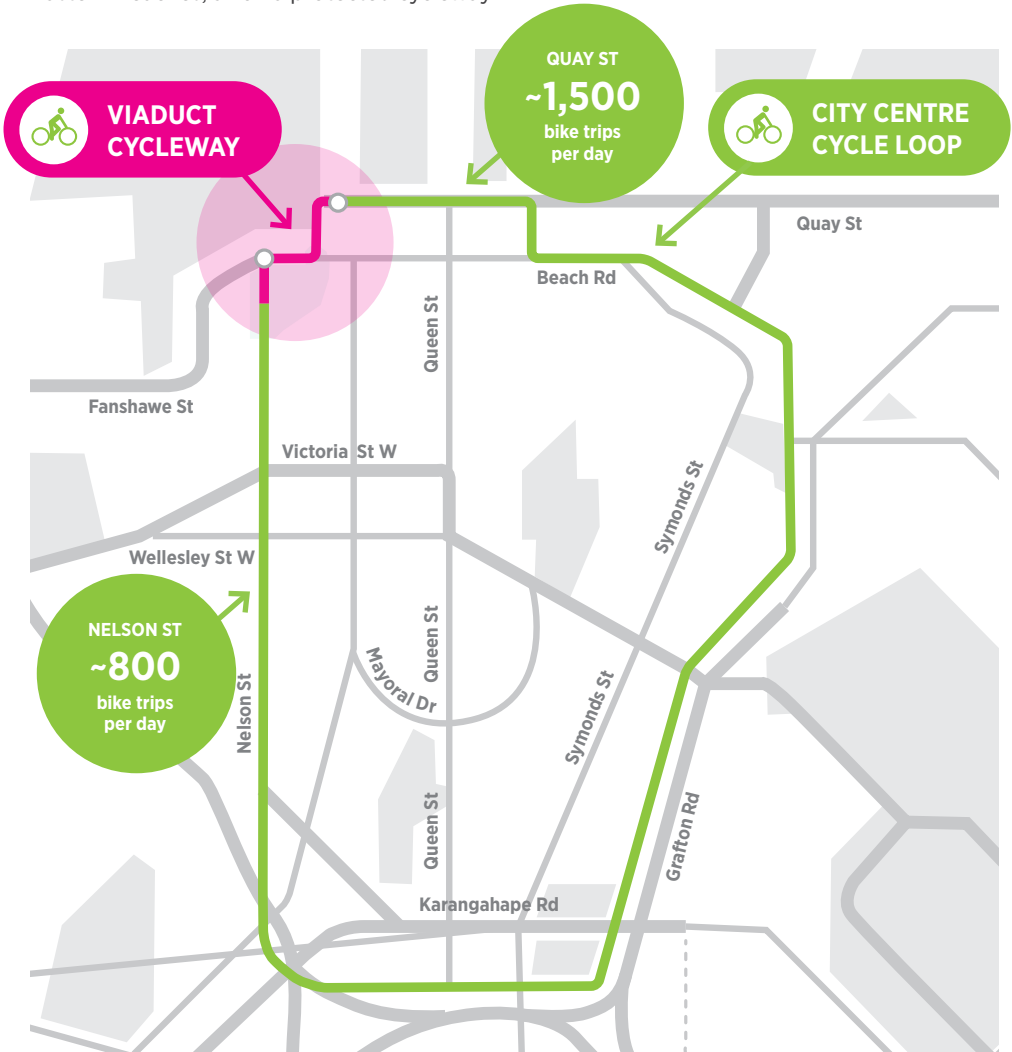
The decision to make the trial street layout permanent is supported by community feedback, the monitoring data we have collected, and is consistent with Auckland Transport and Auckland Council city centre plans.



Completing the city centre cycle loop

Though short in distance, the Viaduct Cycleway is a vital link in Auckland's growing cycleway network. It connects two of our busiest cycleways and allows people on bikes to travel from West Auckland and Karangahape Road to Downtown and the Eastern Beaches, all on a protected cycleway.

Expanding and connecting Auckland's cycleways, means people across our city can choose to get on their bike or scooter to get to work or school, connect with public transport, pop down to their local shops, or just ride for fun and fitness.



Public Feedback

From Monday 17 May to Sunday 13 June 2021, the public was invited to provide feedback via an online survey and at a drop-in session.

583 SUBMISSIONS WERE RECEIVED, WITH

72% SUPPORT FOR THE CHANGES.

We asked survey respondents what brings them to the Viaduct?

75% of survey respondents visiting the Viaduct were supportive.



60% of survey respondents working in the Viaduct were supportive.

35% of survey respondents living in the Viaduct were supportive.



20% of property and business owner survey respondents were supportive.

Community feedback tells us we need to:

- Work with businesses to improve access for deliveries.
- Prevent people driving along the cycleway.
- Work with residents to address concerns around visitor access and parking.
- Make it safer and more pleasant for people walking and biking through the area.

Feedback theme	No. of mentions
Happy with AT and/or with the WAVE Project	170
Cycleway makes cycling safer (and other active modes of transport)	145
Glad WAVE links and improves access to cycleways	100
Safety issues with cycleway - vehicles obstructing cycleway	99
Like parking removal benefits other users and discourages car use	98
Other safety issues associated with cycleway/people cycling	95
Unhappy with AT and/or with WAVE Project	89
Need more parking and/or reinstate parking	87
General and safety concerns with taxi/delivery behaviour	67
Other concerns with cycleway/cycle improvements	66

Improvements before Christmas

Before Christmas 2021, we will make improvements to what has been installed on the street. These improvements are based on feedback and monitoring collected during the trial. We will notify the local community in advance of any work, which is expected to take around one week to complete.

What are we changing?

Changes to parking spaces on Market Place and Customs Street West.

In order to create space for the trial cycleway, parking spaces were removed on Customs Street West and Market Place.

Feedback indicates that a lack of clear signage or physical barriers means it isn't clear to drivers they can no longer park in these spaces.

Some people are driving along the cycleway to use these parking spaces, creating an unsafe environment for people on bikes.

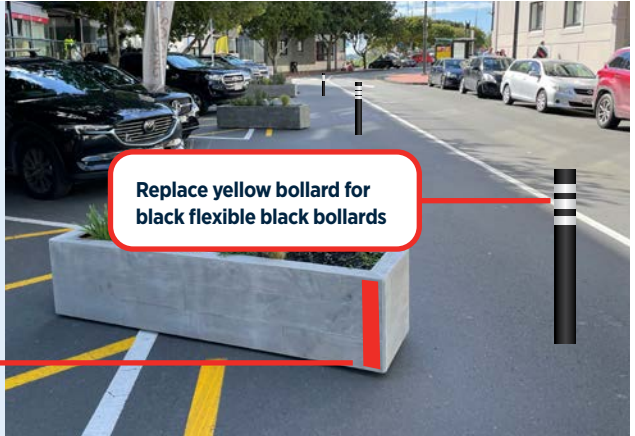
On Market Place and Customs Street West, we'll install flexible bollards and 'No Entry' signs to discourage drivers of vehicles from entering the cycleway.



We'll replace yellow flexi-posts with flexible black bollards, for a better look and durability.

We'll attach reflective tape to improve the visibility of planter boxes.

**White strip front corner.
Red strip back corner**



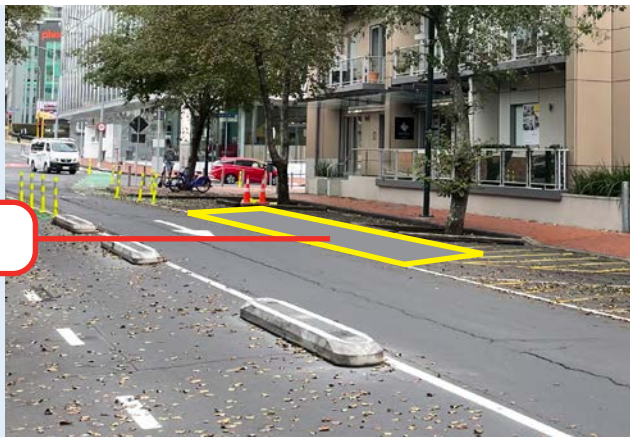
We'll address a safety concern by repairing the cracked road surface near the corner of Market Place and Pakenham Street East.

Cracked and broken asphalt



We'll repurpose the disused space outside 16 Market Place to create a new loading zone.

New loading zone



Investigations for 2022

We are investigating making more significant improvements in 2022.

We will work with the Viaduct Cycleway and Enhancements working group and the local community to further develop these plans.

Below is an overview of what we are considering.

- Adding more planting, seating, and extending footpath space
- Improving loading zones and taxi/rideshare stands
- Improving the intersections to create a safer, clearer road environment
- Improving street crossings for people walking.

Viaduct Cycleway and Enhancements working group

A project working group was formed in late 2020 to enable more effective engagement by Auckland Transport with the local community. This group continues to meet monthly, to provide feedback on the project's planning, communication, and design.

The working group has representatives from:

- Viaduct Harbour Holdings Ltd
- Bike Auckland
- Heart of the City
- Waitemata Local Board
- Eke Panuku Development Auckland
- Local residents
- Auckland Transport.

These images show cycle trips on Lower Hobson Street before and after the introduction of the cycleway. With a separate space for people on bikes, the road environment is safer for everyone.



February 2021

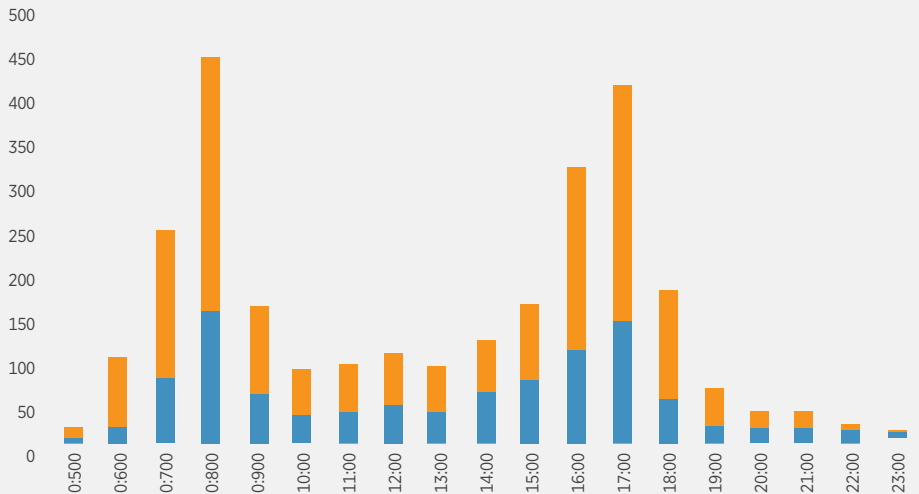


May 2021

Customs Street West electronic cycle counter

Riders per hour over a Monday-Friday period

● CYCLE ● SCOOTER



Talk to us at our Q&A session!

This month we're hosting an online presentation and Q&A session. The project team will share what we learnt during the trial and answer your questions about the project.

**Scan the QR code to register to attend,
or visit shorturl.at/uGJM3**



**4pm-5pm,
Wednesday 17 November.**

Get in touch and sign up
for project updates
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