

# Summary Update on City Centre Projects and Initiatives to 31 July 2018

## Programming

### Downtown Programme overview

1. The seawall consent public notification has been paused to enable further exploration of design and construction methodology.
2. JFC Limited are undertaking test trenches along the northern footpath of Quay Street, as part of the utilities investigation to inform the design of the seawall and the Quay Street upgrades. This will be ongoing for the next few months.
3. Engagement is continuing with key stakeholders, such as the local boards, to raise awareness of the programme and alert them to upcoming consultation. The consultation process for the programme is due to begin within the next month.
4. Work continues on the coordination and governance of an optimal programme of works in the Downtown area, noting construction interdependencies between the seawall, transport, streetscape and private sector works.
5. July 2018 saw the beginning of development response activities. Key priorities have been the drafting of the Development Response Action Plan, preparation of the business and residential surveys, and understanding the operational requirements for Queens Wharf.

### Downtown Streetscapes workstream

6. The streetscapes workstream for the Downtown Infrastructure Development Programme covers the section of Quay Street from Lower Hobson Street in the west to Britomart Place in the east. It considers the integration of public realm with public transport and active modes of transport.
7. The concept designs for the Downtown Public Spaces are being progressed.

### Midtown

8. Auckland Transport is progressing the business case for the Wellesley Street Bus Improvements Project, which includes the streetscape and amenity upgrade for Wellesley Street. Auckland Council and Auckland Transport teams are currently reviewing the project concepts and integrating phasing of both the Victoria Linear Park and Wellesley Street projects with the City Rail Link development.
9. Auckland Council and Auckland Transport are in the process of confirming a budget for the business case for the Victoria Street Linear Park.

### Learning Quarter

10. Work on the Albert Park Caretaker's Cottage and band stand started 14 May 2018 and is expected to take 16-18 weeks to complete.
11. Safety improvement work around the Chris Booth sculpture on Victoria Street is complete. Fencing remains in place around the new planting to allow plants to establish, this will be removed shortly.
12. Path improvements and signage are in the final design stage, with delivery anticipated by December 2018.
13. Installation of PlaceKit on St Paul Street is complete. The increased pavement space is working well with the influx of students for semester two and the opening of the new

engineering block. The final ground graphics will be completed August 2018. With the completion of St Paul Street, neighbouring Mount Street is being considered for possibly tactical urbanism interventions as well.

14. Auckland Transport is progressing the process to permanently resolve Alfred Street as a pedestrian mall.
15. Auckland Transport, Auckland Council and the University of Auckland are working on options to improve pavement width and pedestrian crossing amenity on Grafton Street.
16. A student city centre engagement plan is underway for the quarter led Activate Auckland. This will seek to maximise economic and cultural opportunities presented by events such as graduations. The first activity will be activation during the University of Auckland's September graduation. This includes lightboxes showcasing student work and multiple content opportunities at Pā Rongorongo.

### **Homelessness**

17. A separate report, titled Auckland Council's Homelessness Response, has been submitted to the advisory board as part of its August 2018 meeting agenda.

### **Auckland City Mission**

18. The Auckland City Mission opened Te Whare Manaaki Wāhine shelter for women on 1 July 2018 to provide safe, welcoming, temporary accommodation for women and those who identify as women. With construction of the HomeGround development due to being in October 2018, the detox services based at their Federal Street facility have shifted, and the Auckland City Mission saw an opportunity to provide for this urgent need. This site will remain open as a 10-bed night shelter until 30 September 2018.

### **James Liston Hostel**

19. Work started on the refurbishment of the Hostel on 28 June 2018. The refurbishment is due for completion mid-2019.

### **Public amenities**

20. On 23 May 2018 the City Centre and Waterfront Executive Steering Group adopted the City Centre Public Amenities report as an interim framework. The Development Programme Office is facilitating discussions across council relating to interim measures and a regional strategy/policy.
21. A working brief has been written by the community and social policy team with a view to undertaking the policy work.
22. The shower programme at Ellen Melville Centre, supported by the Waitemātā Local Board, started on 5 July 2018 and will run to the 30 August 2018. The service operates from 7.00am until 9.30am on Mondays and Thursdays. On average there are approximately 10 people using the showers each day. An Auckland City Mission employee supervises the programme. A number of city centre volunteers have called in to donate food, towels, clothing and toiletries. The service provides a valuable opportunity to connect people to services and talk about the needs of people experiencing homelessness, and there have been no reported issues. The people using the showers have expressed their appreciation for the service and are keen for the programme to continue.

### **City Rail Link Limited**

23. Britomart: On Lower Queen Street, City Rail Link has started excavating the 14-meter-deep trench that will contain the project's twin rail tunnels between Britomart Station and the Commercial Bay development. This follows two years of preparation work to

protect Britomart's historic central post office building and support the ground, before the trenching and tunnel construction begins. A single 25-meter-wide trench will be excavated on Lower Queen Street and two 10-meter-wide trenches under the central post office building. Tunnel box construction is expected to start at this location at the end of 2018. The weight transfer of the central post office building onto a series of underpinning frames is near completion.

24. Albert Street: Tunnel excavation has begun under the Albert Street and Customs Street intersection. This work paves the way for construction of the tunnel box section that will eventually link the Albert Street trench to the tunnels being built under the Commercial Bay development. Due to the concrete bridge deck constructed over the intersection a year ago, traffic flow will be un-affected by the excavation occurring underneath. Construction of the tunnel structure is expected to start in this area later this year, with full connection being made by Autumn 2019. More than 72 percent of the trench excavation is now complete.

### **Light Rail**

25. Auckland Council is working on an issues and opportunities study for the city centre to Māngere light rail corridor. This will feed into New Zealand Transport Agency's business case for light rail.
26. Joint organisation workshops are underway with the New Zealand Transport Agency, Auckland Council, Auckland Transport and Panuku Development Auckland to finalise the base route from the city centre to Māngere.

### **Cycle network**

27. Quay Street: The civil work to extend the cycle way along the northern side of Quay Street between Plummer Street and The Strand was completed late July 2018. Some minor works involving cycle greening and streetlight power connections will be completed in August 2018.
28. Tāmaki Drive cycleway: The project started detailed design in July 2018. Funding has been signed off by Auckland Transport and is now with the New Zealand Transport Agency for approval. A pre-lodgement meeting has taken place and is anticipated that the resource consent application will be submitted early August 2018.
29. Nelson Street Cycleway: The construction of stage two is now complete. The final section to Quay Street is being delivered as part of the Westhaven to the City cycleway stage two.
30. Westhaven to City (stage two): An integrated streetscape/cycleway project is being investigated for Market Place and Customs Street. This is as a result of consultation feedback received late 2017. We expect to decide on an option in mid-2018. Further consultation may be required following the decision.
31. Victoria Street Cycleway: This project has been delayed as Auckland Transport carries out a detailed urban design review. This is looking at the quality of amenity for cyclists and pedestrians and will ensure the most appropriate facility in the context of future City Rail Link construction staging. The impacts of City Rail Link construction will be more clearly understood when the contractor confirms methodology. It is hoped further details will be known later this year, communication and re-engagement with stakeholders will then take place.

### **SkyPath**

32. The Auckland Transport Alignment Project version two has noted the SkyPath project as being one of the funded cycle projects along a state highway corridor. SeaPath is also noted.

33. Further information will be provided to the board as soon as it is available.

### **City centre public art**

34. The implementation of the Wynyard Quarter Public Art Plan is underway. Heather Galbraith has been contracted as lead curator to work with Auckland Council, Panuku Development Auckland and mana whenua to develop a master brief for the three transformational works identified in the plan. Based on the master brief, she is also developing a brief for the first project of the series located at the intersection of Madden and Daldy Streets.
35. The concept design for a contemporary piece of public art at the southern end of Federal Street is underway. This piece will enhance the shared space environment being created in this area.
36. Opportunities for public art works within the designs of the Ferry Basin and Quay Street projects are being scoped. This area was first recognised as a priority for investment in the 2012 Quay Street Public Art Plan and was re-emphasised in the 2018 City Centre Public Art Plan.
37. *Light Weight 'O'* by artist Catherine Griffiths is a new Auckland Council public artwork that highlights the striking character of O'Connell Street. The artwork consists of a brass-backed, mirror-faceted circular object hanging between two buildings; this encourages those who walk through the street to look upwards and appreciate the heritage architecture of the street. *Light Weight 'O'* was unveiled on 1 August 2018.

### **Wynyard Quarter redevelopment**

38. Wynyard Central: Construction work is nearing completion on the last two stages of this Willis Bond residential development, comprising eight townhouses and 80 apartments.
39. 132 Halsey Street: Construction work is ongoing on this Willis Bond residential development of 51 apartments with ground floor retail. Completion is expected in spring 2018.
40. 30 Madden Street: A new residential development of 91 units, with ground floor retail and hospitality spaces, is due to commence in spring 2018.
41. 10 Madden Street: Construction work on Precinct's third commercial building is due to commence in spring 2018.
42. Park Hyatt Hotel: Construction is ongoing on this Fu Wah development. The hotel is due to open in autumn 2019.
43. Watercare pump station: All works, including commissioning and final connections are now complete.
44. Daldy Street upgrade: Work includes extending the Daldy Street Linear Park from Pakenham Street to Fanshawe Street and creating a neighbourhood park at the corner of Pakenham and Daldy Streets. Work is expected to start in mid/late August 2018, with anticipated completion by the end of 2019.

## **Activate Auckland**

### **Development Response**

45. Activate Auckland is working with Auckland Transport and the Karangahape Road Business Association to deliver a development response programme for the upcoming enhancement project. During July 2018 meetings with the business association led to further development response programme planning and clarity over the associated budgets for these activities.
46. Activate Auckland is working with Auckland Transport to deliver development response activities within the Downtown Programme.
47. The Emerging Auckland website is being curated with the intention of using it as a development response tool.

### **Griffiths Gardens/For the Love of Bees**

48. Nine successful community events were hosted at Griffiths Gardens and other city centre locations by the 'for the love of bees' team in July 2018, including community plantings, bee school and lunchtime classes.

### **Pā Rongorongo**

49. Until the end of August 2018, Pā Rongorongo is hosting content produced by Auckland Central Library for Suffrage 125. The library's residency in the hub features web resources, archival poster and animations.
50. Jen Fuemana, Pā Rongorongo's kaimanaaki (host), provides up-to-date schedules of when rough sleepers and those in need can access free food onsite. There are now many groups that support those in need and more continue to volunteer. Along with the fridge there will soon be a community pantry for dry and non-perishable goods.
51. There are several businesses and organisations that regularly donate to the fridge (and pantry), including the Salvage Army, Auckland Council's Nourish Café and New World.

### **Aotea Quarter**

52. Activate Auckland is progressing with Novembre Numerique (Digital November). This will be a month-long series of activations around digital technologies in the public realm. Activate Auckland will be hosting a French artist at Pā Rongorongo during November. This is a collaboration between the French Embassy and Aotea Quarter venues.
53. Activate Auckland has partnered with the Auckland Central Library to showcase a Suffrage 125 exhibition at Pā Rongorongo, this includes activation of the digital wall, posters and digital content inside.
54. Activate Auckland is supporting Splice to create a series of Sense Walks that are free to the public, these take participants on a multi-sensory walk through the central city, finishing up at Pā Rongorongo.

### **Tactical urban interventions**

55. Projects currently include:
  - Federal Street Contraflow Cycleway – has been completed in collaboration with Auckland Transport. The project is a trial and changes will be made as necessary
  - Federal Street Shared Space – working with SkyCity and Auckland Transport. The second stage of the interim traffic calming and pedestrian amenity trial is due to be installed mid-August 2018

- St Paul Street – working with Auckland Transport and the Auckland University of Technology. The on-street graphics will be painted early August 2018 and the tree planters are due the first week of August 2018
- Alfred Street – working with Auckland Transport and the University of Auckland. The temporary solution has been installed and will stay in situ until the permanent solution of declaring the street a pedestrian mall has been completed. A University-led planting day is being organised to coincide with Eco Day in August 2018
- Eastern Viaduct – PlaceKit installed to complement Panuku Development Auckland's temporary picnic table installation. Investigations are underway for internal lighting in some of the units
- Sale Street / Wellesley Street intersection – A concept design is with Auckland Transport for internal feedback and approval
- Exchange Lane – Temporary installation being considered on the lane to improve lighting and amenity. Neighbouring Mojo Cafe is championing the project from the local business side. Resource and heritage consents are being considered. Once all issues resolved imagery will be shared with the advisory board. Completion is expected by the end of 2018
- Lorne Street pancake parklet – maintenance stage one completed, further works scheduled for early August 2018.

56. City centre cleaning and maintenance feedback, in the form attached, has been given to Community Facilities pursuant to resolution CEN/2018/32.

## Delivery of City Centre Targeted Rate Funded Projects

Project	Delivery stage	Comments
<b>Downtown Public Spaces</b>	Design and consultation	<p>The concept design is underway for the long-term outcome of the Downtown Public Space project, including integration with the redevelopment of the Downtown Ferry Terminal.</p> <p>There is strong integration with the Quay Street West project, allowing the themes and narrative of the Downtown Public Space to flow through to Quay Street.</p> <p>Planning for the relocation of piers three and four is not delaying the design of the Downtown Public Space. Following the completion of the concept design, a parallel concept will be produced that will allow for a smaller portion of the Downtown Public Space to be built ahead of American's Cup.</p> <p>Activate Auckland is assisting with development response programming.</p>
<b>Britomart Streetscapes</b>	Design and consultation	<p>The next phase of the Britomart Streetscapes project – stage three, Galway Street (between Commerce and Gore Streets), will be delivered as part of the Downtown programme.</p> <p>Preparation for the procurement of the design team is underway, with design expected to commence early August 2018.</p>
<b>Myers Park Upgrade stage 2</b>	Design and consultation	<p>Planning is underway for the re-design based on the approved reduced scope. A revised programme and cashflow forecast is also being developed.</p> <p>Staff are continuing funding discussions with Community Facilities. Healthy Waters have advised that their funding will not be prioritised for this project as it does not increase stormwater management capacity.</p>
<b>Karangahape Road Streetscape Enhancement and Cycleway</b>	Design and consultation	<p>There has been good progress with detailed design, this is now three quarters complete.</p> <p>Engagement continues with the Design Reference Group and the Karangahape Road Business Association.</p> <p>Integration is underway with the City Rail Link Team with regards to their Pitt Street utilities work which will start soon.</p>

<p><b>Federal Street Upgrade – stage 2</b></p>	<p>Design and consultation</p>	<p>The detailed design phase has commenced and is expected to be completed by end of 2018.</p> <p>Trial pit investigation, including geotechnical testing and in-ground service identification, commenced on site at various locations in July 2018.</p> <p>The current project scope and budget exclude detailed design and physical works within the St Matthew’s boundary, including the boundary wall. Budget costs confirm St Matthew’s boundary wall cannot be included. However, the carpark frontage will have minor works done.</p>
<p><b>Poynton Terrace</b></p>	<p>Construction</p>	<p>The project is now in construction. A pre-construction blessing was held on 17 July 2018, and enabling works began on 23 July 2018. Construction is expected to be completed late September 2018.</p>
<p><b>Hobson &amp; Nelson Street upgrades</b></p>	<p>Feasibility and investigation</p>	<p>Phasing and planning options for both streets are being assessed.</p> <p>Auckland Transport has confirmed the location of pinch points where the driveways on the southern half of the Nelson Street service lane intersect with the footpath. Localised kerb buildouts have been identified as a potential solution. This project has been added to Auckland Transport’s minor improvement works programme and will be prioritised against other potential projects. There is no certainty on a timeline, but it unlikely work will be undertaken before 2020/2021.</p> <p>Auckland Transport is working with Freemans Bay Primary School on a baseline survey and modal map (September 2018) to determine how children get to school – this will add to the data being used for planning in the area.</p>
<p><b>Freyberg Place</b></p>	<p>Feasibility and investigation</p>	<p>Auckland Transport is progressing the proposal for a change in status of the square to a pedestrian mall. The public consultation closed on 1 July 2018. Feedback is being assessed and there will be an opportunity for submitters to express their concerns regarding the proposal in a special meeting, if they so choose. A decision on the proposal is expected by the end of August 2018.</p>

<b>O'Connell Street public art</b>	Complete	The O'Connell Street upgrade project is now complete. A welcome event for the new artwork will take place on Wednesday 1 August 2018.
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## ***Attachment – Feedback for city centre cleaning and maintenance services***

### ***b) agree to provide feedback for city centre cleaning and maintenance services:***

Dealing with cleaning of footpaths (and other assets like rubbish lids etc.), loose litter pick up and rubbish bins and although this doesn't address the solid waste management contracts (business waste pick ups) as well as ongoing street asset maintenance (footpath renewals; broken paving; seats etc) and garden maintenance/weeding. Notwithstanding this we have made some comments about these things to as it's the cumulative impact of these things that ladder up to negative perceptions.

### **Heart of The City Priorities & Comments:**

1. Taking a 'hot spots' approach to cleaning (over and above the standard) - and ensuring there is a mechanism in place for the public/stakeholders to be able to identify and report on these - as we observe that it's the some of the 'nooks and crannies' in the city centre that are dirty and require extra cleaning.
2. When required, allow Council services to extend footpath cleaning service into private land particularly where it abuts public land for example at store/building entrances (particularly early mornings).
3. The approach in 2. should also be extended to things such as utility boxes – ensuring that they are cleaned of 'illegal' postering/stickering etc.
4. A mechanism for addressing overflowing rubbish bins or anticipating when there is high use for example Freyberg Place in summer.
5. Facilitate and coordinate all Council family 'staff' who are actively working in the city (street orderlies; parking wardens, citywatch patrols) to be active eyes on the street to take action/or report issues of a cleaning and maintenance nature This should also include illegal rubbish dumping as it impacts on perceptions.
6. An observation that street orderlies are very effective and would recommend extending this service where possible.
7. And it may be out of the scope of this contract but we believe that quicker response time to fixing/replacing street furniture (including public artworks that are often confused for street furniture) in the city centre would make a significant difference to the overall feel of the level of cleanliness for the city.

### **City Centre Residents' Group Priorities & Comments:**

1. A primary concern is that all cleaning and maintenance needs to be proactive and not reactive, and that a broken windows approach must be adopted and considered best practice in relation to cleaning and maintenance.
2. One centralised authority point of call is required for the public to report all matters, including much greater use social media to report issues should be encouraged.

3. Damaged street furniture needs to be repaired or replaced within five working days. Broken, askew, graffitied and vandalised street furniture and bins are all too common. There is a feeling that assets damaged assets are removed and not replaced, either in a timely fashion or at all.
4. Storm water grates to be free of detritus at all times. There is insufficient clearing of leaves accumulating in gutters and blocking catch-pits leading to flooding and torrents of water flowing down footpaths and streets. This generally a more seasonal occurrence so should be easily planned for.



5. Liquids spillages and stains are common and persistent across footpaths, but particularly where rubbish is placed for collections, and around rubbish bins. The Grey pavers require a cleanliness specification. We understand that AT has confirmed that pressure washing removes most of the stains.
6. The build up of a grey/black 'crud' around areas not easily reached – under and around bins, street furniture, street poles, building edges, downpipes. Steam, or an effective mechanical cleaning mechanism needs to be used regularly.
7. Rubbish waste is left around the city, collects in well-known wind eddy corners, and roadway surrounds, this occurs on a regular basis at present, indicating a lack of regular rounds.
8. There is just not enough rubbish bin emptying in some spots -they are often overflowing and the rubbish ends up in the harbour.

'Rubbish bins on a good day'



9. Blocked drainage grates that are rarely/never cleaned out. Often these grates are not fit for purpose anyway – their slats are too small and block easily. These are found in many places - particularly bad in Vulcan lane and cause water to flow down like a river flooding the Queen street footpath.



10. There is too much reliance on members of the public being required to inform AC/AT/Watercare etc of the need for corrective actions – it is a too haphazard system for a city this size and it delivers sub-optimal outcomes not befitting the Auckland city centre. Added to this is the confusion that exists around who maintains what in the city centre. This has the effect of dissuading people from contacting the relevant authority to report any issues. One centralised point of call is required for all matters
11. Smashed and broken glass is an ongoing hazard - bottles on the roadsides and footpaths – especially on Saturday and Sunday mornings. Cyclists must swerve around this glass, which puts them at risk. More services need to be provided Friday

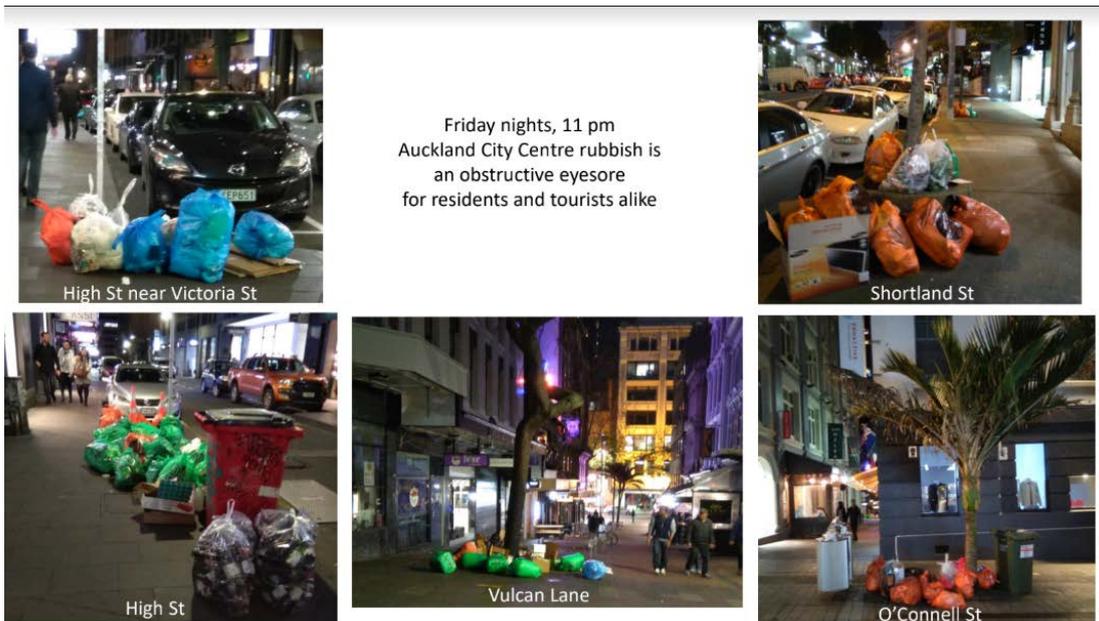
through Sunday to keep the city tidy and clean during these times of high impact and use. There is a feeling that city functions such as cleaning are abandoned in the evenings onwards.

Street sweeping-vehicles need to move around quickly, brushing up the mess on those mornings. Ideally, they would be electric and therefore almost silent. Leaf blowers too need to be electric and quieter.

12. Encourage creatives to paint items habitually graffitied – comms boxes are a good example.
13. The cleanliness of the Britomart precinct with its enhanced cleaning, is a model that the city centre should be aspiring to and seeking to attain as a KPI. There are many reasons why people like going to that area – and attention to functioning assets and clean amenities is one of the key ones. All council staff and contractors need to be allowed and encouraged to take the initiative to report on and act on things they see that need remedying – as happens at Britomart.
14. The damage done by skateboarders and the deliberate tampering to Skateboard protection devices to be remedied asap - ideally within one working day.



15. Commercial Refuse Collection – just has to be sorted out as dumping rubbish onto our streets at 5.00 p.m. every evening is just not OK – High/Lorne Streets are the worst. Other cities take out car parking spaces and put in large bins that are collected late evening/early morning when there is little other traffic Attached is a montage of a typical Friday night in the city centre. 11 pm, prime time for tourism and entertainment, yet the streets look terrible. Street cupboards are needed for storing the rubbish from commercial premises. These can be underground, in place of regular carpark spaces, and in designated parts of municipal carparks. Anywhere is better than on the pavements.



16. Probably outside the scope of this is the common occurrence, even in Queen street, of serious neglect by building owners that cause drainage overflows on or through poorly/un-maintained awnings, or from backed up downpipes.

17. AC monitoring and enforcement of non-compliant street furniture under the Trading and Events in Public Places Bylaw 2015 e.g. Cnr. Victoria/High street where it is difficult for two people to walk between the wind protectors and street trees and impossible for a pram or wheelchair, 20 Lorne Street (Tricky planter boxes on wheels that get moved further out every week, and the Turkish place cnr. Queen/Rutland Street.



**Some Positive Comments:**

There is some great work being done by some manual street cleaners, sweeping up and collecting individual pieces of rubbish. Some really appear to take pride in their work and should be empowered to take and report further corrective actions, along with other staff.

The attention to rapidly removing new graffiti appears to be paying off – well done. Now, the same sense of pride and purpose needs to be applied to cleaning and maintenance

The proposed city centre cleaning of "Streetscapes" seems to be more comprehensive (all the streets and laneways/walkways) and with almost all responsibility being assumed by Community Facilities. This should be a great improvement over the patchwork cleaning areas and multiple agency responsibility that now exist.

The plan to change from frequency based to outcome-based specs for "Streetscapes" cleaning is a welcome step in the right direction (but will bear watching).