

Date: Tuesday 15 July 2025
Time: 1:00 pm
Meeting Room: Council Chamber,
Venue: Auckland Town Hall,
301-305 Queen Street,
Auckland

Waitematā Local Board

OPEN ATTACHMENTS

ATTACHMENTS UNDER SEPARATE COVER

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SHAPING THE FUTURE OF HIGH STREET

SUMMARY OF COMMUNITY ENGAGEMENT FROM JULY-OCTOBER 2024

Guided by the City Centre Masterplan, Auckland Council is shaping a thriving, future-focused city centre, with High Street at its heart. From July to October 2024, we engaged the community to gather aspirations for High Street's future. These insights will inform future design ideas.

Engagement snapshot

Between July and October 2024, Auckland Council conducted engagement to understand the community's aspirations for High Street's future. The engagement resulted in valuable community insights that will shape the development of future design options.

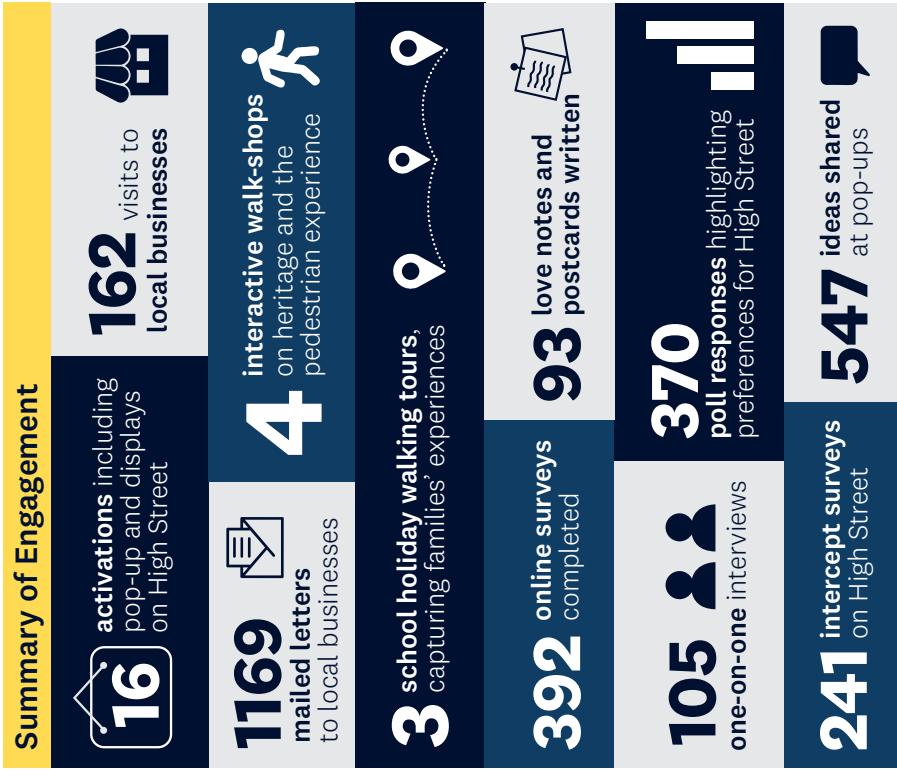
Our engagement sought to understand the community's views, using these key questions:

1. What works well currently on High Street?
2. What needs to be different about High Street?
3. What makes High Street special?
4. What a good future for High Street looks like?

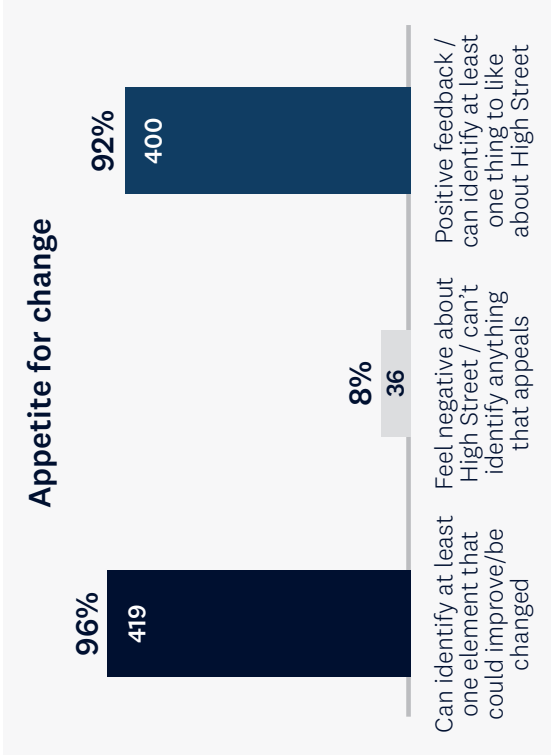
Our goal was to ensure the community is involved at every step of the journey. By understanding their hopes, concerns, and vision, we aim to build on their strengths and passion for High Street.

We spoke to

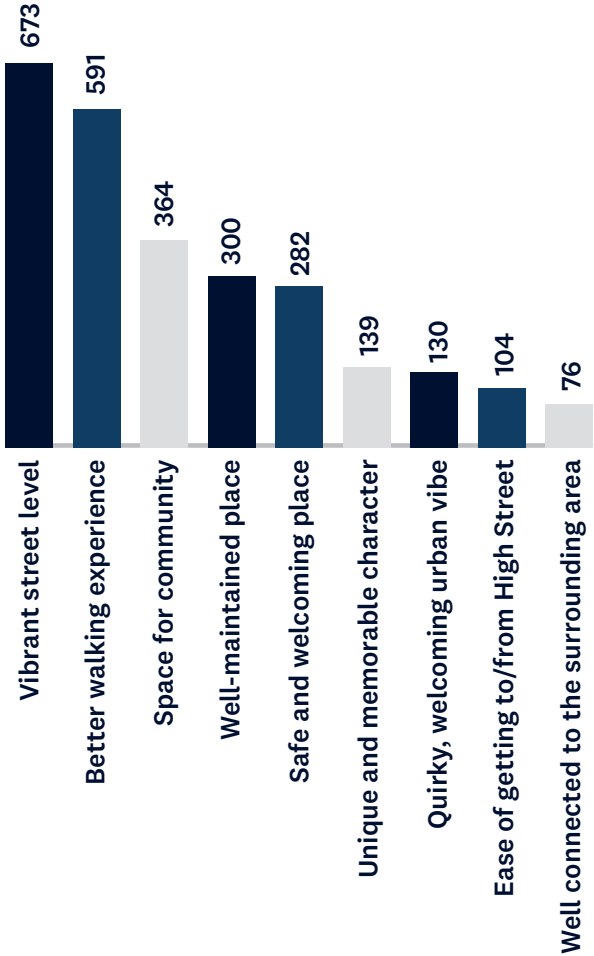
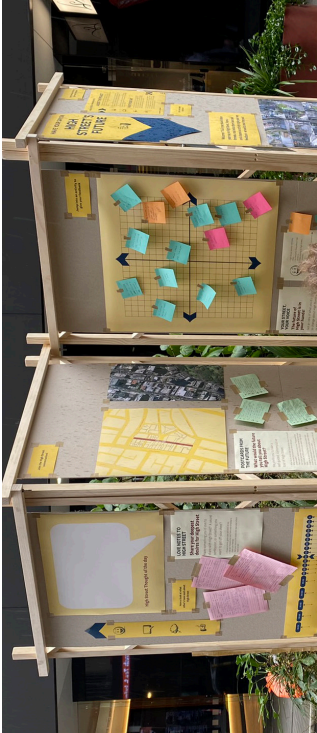
- Business owners
- Residents
- Property owners
- Workers
- Property managers
- Visitors and shoppers
- Commuters
- Delivery people



Key insights from the community



92% of survey respondents identified something they liked about High Street, while 96% noted one area that needed improvement. Nine themes emerged across all groups and highlighted the most important ideas for the future:



- 673 A lively mix of quality retail and hospitality.
- 591 Accessible, safe, and enjoyable pedestrian spaces.
- 364 Opportunities for gathering, events, and social connection.
- 300 Clean, well-maintained streets with greenery and effective waste management.
- 282 Improving personal safety and creating a welcoming environment for all.
- 130 A distinct identity defined by independent and eclectic retailers.
- 104 Ensuring easy access for pedestrians, deliveries, servicing, and public transport.
- 76 Linking High Street to nearby precincts and city landmarks.

Community feedback

There is a great range of shops on the street – not the usual big brand stores, more the smaller local shops.

Gathering space, events, outdoor dining. We would come into town more if there were more reasons to come in e.g. bandstand with music.

Wider footpaths are great. Making it a nice, safe, wide, space to walk along will be much better.



Timeline

2019 - 2020

Pilot programme to test pedestrian-friendly changes like a widened footpath and added greenery.

July-August 2024

Targeting local businesses, residents, workers and property owners.

September-October 2024

Continued engagement with local businesses, residents, workers and expanding this reach to include visitors, shoppers.

Mid 2025

Deliver draft ideas, based on community input, for consultation.

Late 2025

Preferred option will be presented to an Auckland Council committee for a decision.



ProgressAKL.co.nz/HighStreet

City Centre Advisory Panel Workshop

High Street Improvements project – workshop on long list design ideas

Wednesday 5 March 2025, 1:00 – 2:30pm

Present: Scott Pritchard, Dr Natalie Allen, Patrick Reynolds, Antony Phillips, Noelene Buckland, Genevive Sage, Debbie Summers, Grant Kemble, Cr Mike Lee, Conor Roberts (Auckland University of Technology alternate)

Apologies: Viv Beck, Neville Findlay, Adam Parkinson, Alec Tang, Amy Malcolm, Bernie Haldane, Haehaetu Barrett, Helen Robinson, Kiri Coughlan, Mayor Wayne Brown, George Crawford

Overview

The High Street Improvements project is part of a suite of projects in the midtown area that aim to support local businesses, create a more attractive and accessible district, promote sustainable travel options, and foster a safer and more vibrant community.

The High Street Improvements project is funded by the city centre targeted rate. The level of investment required will be determined through the design ideation process and engagement with the High Street community.

A comprehensive engagement process was undertaken between July and October 2024, where the High Street community shared their current challenges, and future aspirations, for High Street. The results of the community engagement are available [here](#).

An ideation process, to identify and develop ideas for High Street, is underway. The community aspirations, mana whenua values and project objectives are informing the ideation approach.

The ideation process has identified a long list of design ideas. These ideas include operational changes, street improvements and upgrades, and opportunities outside of the street environment.

Feedback on long list design ideas from the City Centre Advisory Panel will inform the refinement of the ideas and support the identification of a short list of design ideas for public consultation.

Workshop format

The workshop began with the project team presenting on the project outcomes, sharing technical insights, detailing the approach to design ideation, and outlining the long list design ideas.

Workshop members were invited to discuss the long-list ideas in small groups, each group shared with the broader group a summary of the key themes and discussion points with respect to the design ideas.

City Centre Advisory Panel workshop 5 March 2025 – High Street Improvements project

Panel discussion

The key themes of the Panel discussion are outlined below:

Alignment with the City Centre Masterplan

The Panel considered the role of High Street, both now and in the future, and reinforced that the City Centre Masterplan remains the guiding vision for the city centre. The City Centre Masterplan identifies High Street as a key part of a network of pedestrian priority laneways.

Some members of the Panel requested stronger recognition of City Centre Masterplan outcomes, including Access for Everyone (A4E), and that the High Street design should reflect these.

“Do-nothing” is not a viable option

The City Centre Advisory Panel reaffirmed their previous position that a ‘do-nothing’ option – reverting the street to its pre-2019 state - removal of the existing boardwalk and the re-instatement of parking/loading zones on both sides of High Street, is not a viable option and does not warrant further consideration as part of the ideation process.

The future of High Street

Some Panel members noted that a high-quality finish on High Street, that prioritised pedestrian movements – such as shared space or pedestrian mall, had the strongest alignment with the City Centre Masterplan. Highlighting the value of encouraging more people to be on High Street, and the economic benefits that this could present for High Street businesses.

Other Panel members raised concerns associated with the operation and the perceived success of shared space streets elsewhere in the city centre, highlighting issues with compliance and safety. These members noted that additional data, including for economic activity, would assist in their consideration of these ideas.

Concerns with disruption

The Panel reiterated their concerns with disruption on High Street in the short-medium term, and noted that a staged approach to achieve the agreed vision could be considered.

Some members expressed support for smaller steps to be taken in the immediate period/short-term, such as time-controlled access and a higher-quality footpath extension, highlighting the benefit of less disruption on High Street.

Others questioned whether this was significant enough progress for High Street and supported more comprehensive interventions.

Exploring Street operations and time-controlled access

The Panel expressed their support for considering street operations at a district-level, including opportunities within O’Connell Street, Shortland Street and Chancery Street.

Some Panel members expressed support for exploring time-controlled access on High Street, noting the strong alignment between this idea, the City Centre Masterplan, and the community’s aspirations for a better walking experience and a desire for street vibrancy.

City Centre Advisory Panel workshop 5 March 2025 – High Street Improvements project



Others expressed reservations with the potential impact that time-controlled access may have on High Street businesses, residents, and property owners, and suggested further consideration was required as to who would have access to High Street, and at what times.

Connectivity and place

The Panel members highlighted High Street's proximity to the harbour, Aotea and the arts precinct, the Learning Quarter and the future Te Waihorotiu station, with importance placed on strong connections, and clear wayfinding, to these places.

The Panel supported the opportunity to enhance key gateways to, and within, High Street, including at Shortland Street and Vulcan Lane. The opportunity to consider existing arcade connections to Queen Street, e.g. through Canterbury Arcade, was also identified.

Members of the Panel reaffirmed the importance of High Street's place-character, and that the design ideas, and any material palette, needed to be considerate of this. Some members thought this would be best achieved through a high-quality flush-surface.

Community, events and activations

The Panel continued to support the consideration of opportunities outside of the street environment, with public art, events, and activations all well supported. The Ellen Melville Centre was recognised as an important and high functioning community asset, with the existing operations and management plan for Freyberg Place working well.

Next steps

The feedback provided by the City Centre Advisory Panel will inform the refinement of the long list design ideas, as part of a process to identify a short list of design ideas for public consultation.

Staff will provide an update on the short list design ideas and public consultation approach at the City Centre Advisory Panel's workshop on 5 May 2025, prior to public consultation.



Attachment C – Design ideas for public consultation
Design ideas summary

	Idea A: a refreshed street, keeping its current layout	Idea B: a people friendly central block	Idea C: a people-first street, from end to end
Overview	A lighter-touch idea that largely keeps the street's current layout and look, makes the existing footpath extensions more durable and includes targeted upgrades to help the street function better.	A balanced idea that upgrades the central block around Freyberg Place into a kerbless shared space that can be used flexibly. The rest of the street largely keeps its current layout and look, makes the existing footpath extensions permanent and includes targeted upgrades to help the street function better.	A transformational idea that upgrades the full length of High Street, from Shortland Street to the Victoria Street carpark, into a pedestrian priority shared space, with new pavements, greenery and street furniture.
What you'd experience	<p>Retains current feel</p> <ul style="list-style-type: none">High Street would largely keep its current layout and feel. <p>Targeted upgrades to refresh the street</p> <ul style="list-style-type: none">Road would be resurfaced to repair wear and tear and help extend its life.Existing footpath would largely remain in place, with repairs made to areas that need it.Targeted improvements would build on what's already there – including seating, planting or public art where space allows. <p>Better walking experience</p> <ul style="list-style-type: none">Timber boardwalk would be replaced with a durable, paved footpath.Pedestrian crossings would be rebuilt.Planters would be repositioned to create more space for people. <p>More space when people need it</p> <ul style="list-style-type: none">From 11am–2pm on weekdays, vehicles wouldn't be allowed on High Street, making more room for people and outdoor use, for things like pop-up dining or events.Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm.Outside 11am-2pm on weekdays, deliveries and vehicle access would continue as normal.	<p>Retains current feel, providing more space for people</p> <ul style="list-style-type: none">Northern and southern ends would keep their current layout and feel.Central block would be upgraded to a kerbless people-focused space, drawing people in and improving connections to the wider district.Road would be resurfaced to repair wear and tear and help extend its life. <p>Better walking experience</p> <ul style="list-style-type: none">Timber boardwalk would be replaced with a durable, paved footpath outside of central block.Existing footpath would largely remain in place, with repairs made to areas that need it.Pedestrian crossings would be rebuilt.Planters would be repositioned to create more space for people. <p>More space when people need it</p> <ul style="list-style-type: none">From 11am–2pm on weekdays, vehicles wouldn't be allowed on High Street, making more room for people and outdoor use - for things like pop-up dining or events – especially in the central block.Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm.Outside 11am-2pm on weekdays, deliveries and vehicle access would continue as normal. <p>Reflects unique identity</p> <ul style="list-style-type: none">In the central block, we'd explore additional opportunities for design, planting and storytelling elements to reflect High Street's identity and celebrate its uniqueness. <p>More welcoming</p> <ul style="list-style-type: none">Improved lighting and larger improvements in the central block would help make the area feel more welcoming and safer, especially at night.	<p>A street that's made for people</p> <ul style="list-style-type: none">With more space to walk, sit and spend time, the street would feel more inviting, reinforce High Street as a destination, increase vibrancy and encourage people to stay longer. <p>Better walking experience</p> <ul style="list-style-type: none">The entire street would be a continuous, level surface that reduces trip hazards and supports universal access - making it easier for people walking and using wheelchairs, prams, walkers, or mobility aids. <p>Safer and more welcoming</p> <ul style="list-style-type: none">Improved lighting across the whole street would help make it feel more welcoming and safer, especially at night. <p>More space when people need it</p> <ul style="list-style-type: none">From 11am–2pm on weekdays, vehicles wouldn't be allowed on High Street, making more room for people and outdoor use, for things like pop-up dining or events.Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm.Outside 11am-2pm on weekdays, deliveries and vehicle access would continue as normal. <p>Green and cared for</p> <ul style="list-style-type: none">Additional planting and garden areas would provide a greener High Street and help treat stormwater. <p>Reflects unique identity</p> <ul style="list-style-type: none">Throughout the whole street, we'd explore additional opportunities for design, planting and storytelling elements to reflect High Street's identity and celebrate its uniqueness. <p>Stronger connections</p> <ul style="list-style-type: none">Improved paving, signage and a design that responds to visual cues from Freyberg Place and nearby laneways –

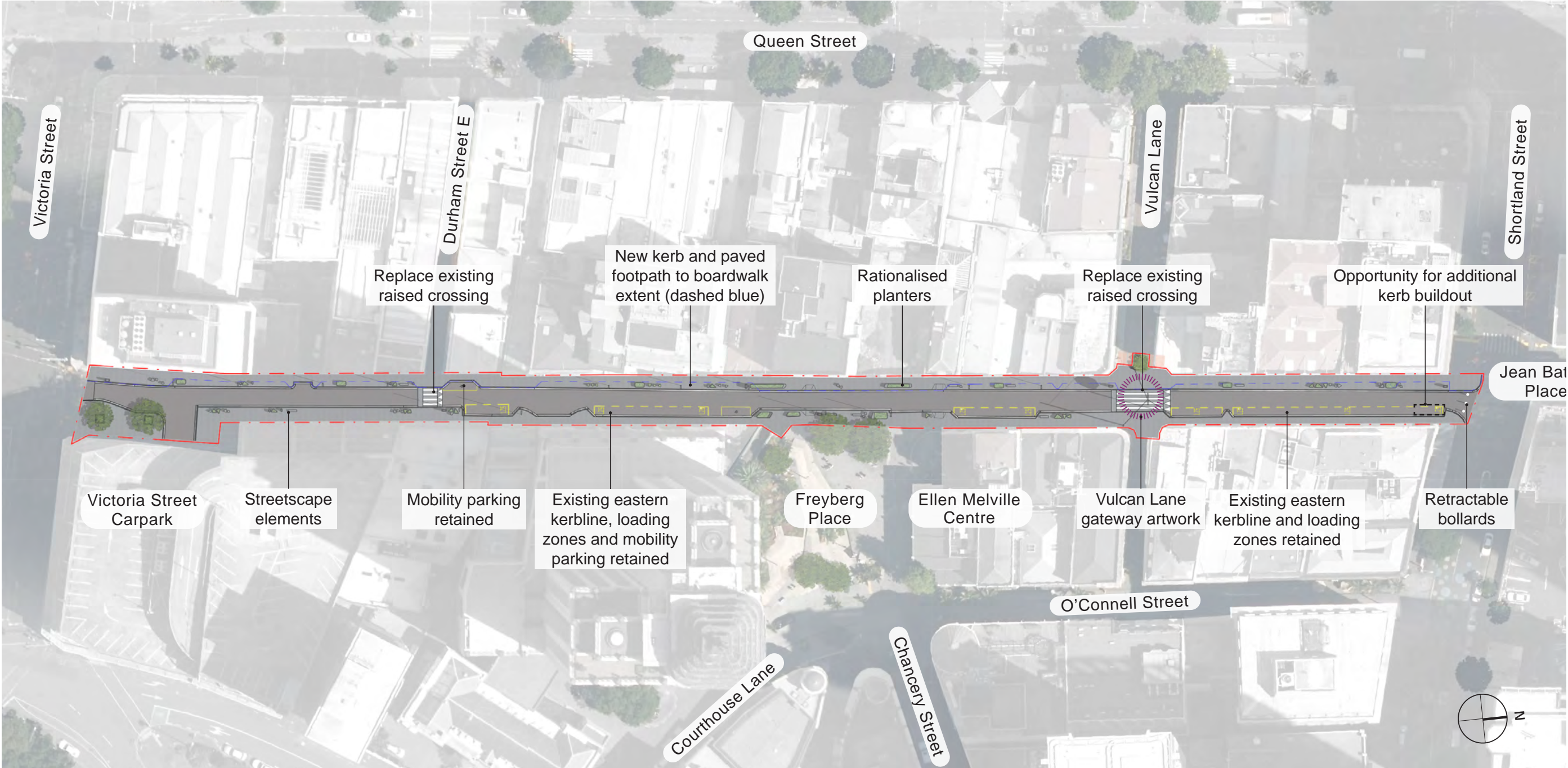
Item 14

Attachment C

	Idea A: a refreshed street, keeping its current layout	Idea B: a people friendly central block	Idea C: a people-first street, from end to end
		<ul style="list-style-type: none"> Outside of the central block, targeted improvements would build on what's already there – including seating, planting or public art where space allows. 	would help people find their way, discover what's nearby and want to return.
Access, servicing and loading	<ul style="list-style-type: none"> Loading zones would remain in their current locations, operating: <ul style="list-style-type: none"> Between 6am-11am and 2pm-10pm on weekdays Between 6am-10pm on weekends Loading and servicing would occur elsewhere between the pedestrian priority hours of 11am-2pm on weekdays. Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm. On-street paid parking would be retained overnight, between 10pm-6am. The two existing mobility parking spaces would be retained. 	<ul style="list-style-type: none"> Loading zones would remain in their current locations (south of Freyberg Place, north of Vulcan Lane), operating: <ul style="list-style-type: none"> Between 6am-11am and 2pm-10pm on weekdays Between 6am-10pm weekends Loading and servicing would be available in the central shared space area between 6am-11am. New loading zones would be introduced on Chancery Street and Shortland Street. On-street paid parking would be retained overnight, south of Freyberg Place and north of Vulcan Lane, between 10pm-6am. Three mobility parking spaces would be provided, including: <ul style="list-style-type: none"> The two existing spaces One new space, north of Vulcan Lane Loading and servicing would occur elsewhere between the pedestrian priority hours of 11am-2pm on weekdays. Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm. 	<ul style="list-style-type: none"> Loading zones would be provided at three locations at all times except for between 11am-2pm on weekdays: <ul style="list-style-type: none"> north of the Victoria Street carpark exit north of Durham Street East north of Vulcan Lane, Loading and servicing would be available in the shared space area between 6am-11am. On-street paid parking would not be available. Three mobility parking spaces would be provided: <ul style="list-style-type: none"> One space north of Durham Street East One space south of Freyberg Place One space north of Vulcan Lane New loading zones would be introduced on Chancery Street and Shortland Street. Loading and servicing would occur elsewhere between the pedestrian priority hours of 11am-2pm on weekdays. Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm.
What construction could involve	<ul style="list-style-type: none"> Construction is estimated to take up to 6 months. Work would be done in stages, moving along the street section by section. We'd explore low-impact methods to manage disruption, building on top of what's already there. You would experience some noise and see temporary fencing around work areas that move along the street as work progresses. Access to businesses and for walking, deliveries and driving would remain open, though there may be temporary changes. We'd continue to coordinate with utility providers to reduce impacts. 	<ul style="list-style-type: none"> Construction is estimated to take around 12 months. Work would done in stages, moving along the street section by section. Most of the work would happen in the central block and involve excavation to upgrade utilities, improve drainage, and install new paving, lighting and planting. Noise, dust and activity would be present - especially during excavation and pavement works. We'd explore low-impact methods to manage disruption in the northern and southern ends, building on top of what's already there. A temporary vehicle route through Freyberg Place would help maintain vehicle access. Access to businesses and for walking, deliveries and driving would remain open, though there would be temporary changes. 	<ul style="list-style-type: none"> Construction is estimated to take between 18-24 months. Work would be done in stages, with the first parts of High Street reopening after 12 months. Work would involve excavation to upgrade utilities, improve drainage, and install new paving, lighting and planting. Intensive periods of construction would take place, including noise, dust and activity throughout different parts of the street over time. A temporary vehicle route through Freyberg Place would help maintain vehicle access. Access to businesses and for walking, deliveries and driving would remain open, though there may be temporary changes. We'd continue to coordinate with utility providers to reduce impacts.

	Idea A: a refreshed street, keeping its current layout	Idea B: a people friendly central block	Idea C: a people-first street, from end to end
		<ul style="list-style-type: none">We'd continue to coordinate with utility providers to reduce impacts.	
Investment <i>Any budget not needed would go back into the city centre targeted rate fund – to be invested into other improvements across the city centre.</i>	We estimate that this idea would cost between \$5-\$7 million to deliver.	We estimate that this idea would cost between \$11-\$13 million to deliver.	We estimate that this idea would cost between \$22-\$24 million to deliver.

Idea A - A refreshed street, keeping its current layout



A lighter-touch idea that largely keeps the street's current layout and look, makes the existing footpath extensions permanent and includes targeted upgrades to help the street function better

- Road would be resurfaced to repair wear and tear and help extend its life.
- Existing footpath would largely remain in place, with repairs made to areas that need it.
- Targeted improvements would build on what's already there – including seating, planting or public art where space allows.
- Timber boardwalk would be replaced with a durable, paved footpath. Pedestrian crossings would be rebuilt.
- Planters would be repositioned to create more space for people.
- From 11am–2pm on weekdays, vehicles wouldn't be allowed on High Street, making more room for people.
- Emergency service vehicles and vehicles exiting the Victoria Street carpark would still be able to access the street between 11am-2pm.
- Outside 11am-2pm on weekdays, deliveries and vehicle access would continue as normal.
- Loading zones would remain in their current locations. On-street paid parking would be retained overnight between 10pm-6am
- The two existing mobility parking spaces would be retained.

Idea A - Shortland Street gateway

11am - 2pm weekdays - vehicle access unavailable on High Street



Idea A - Vulcan Lane

11am - 2pm weekdays - vehicle access unavailable on High Street



Idea A - Vulcan Lane

All other times



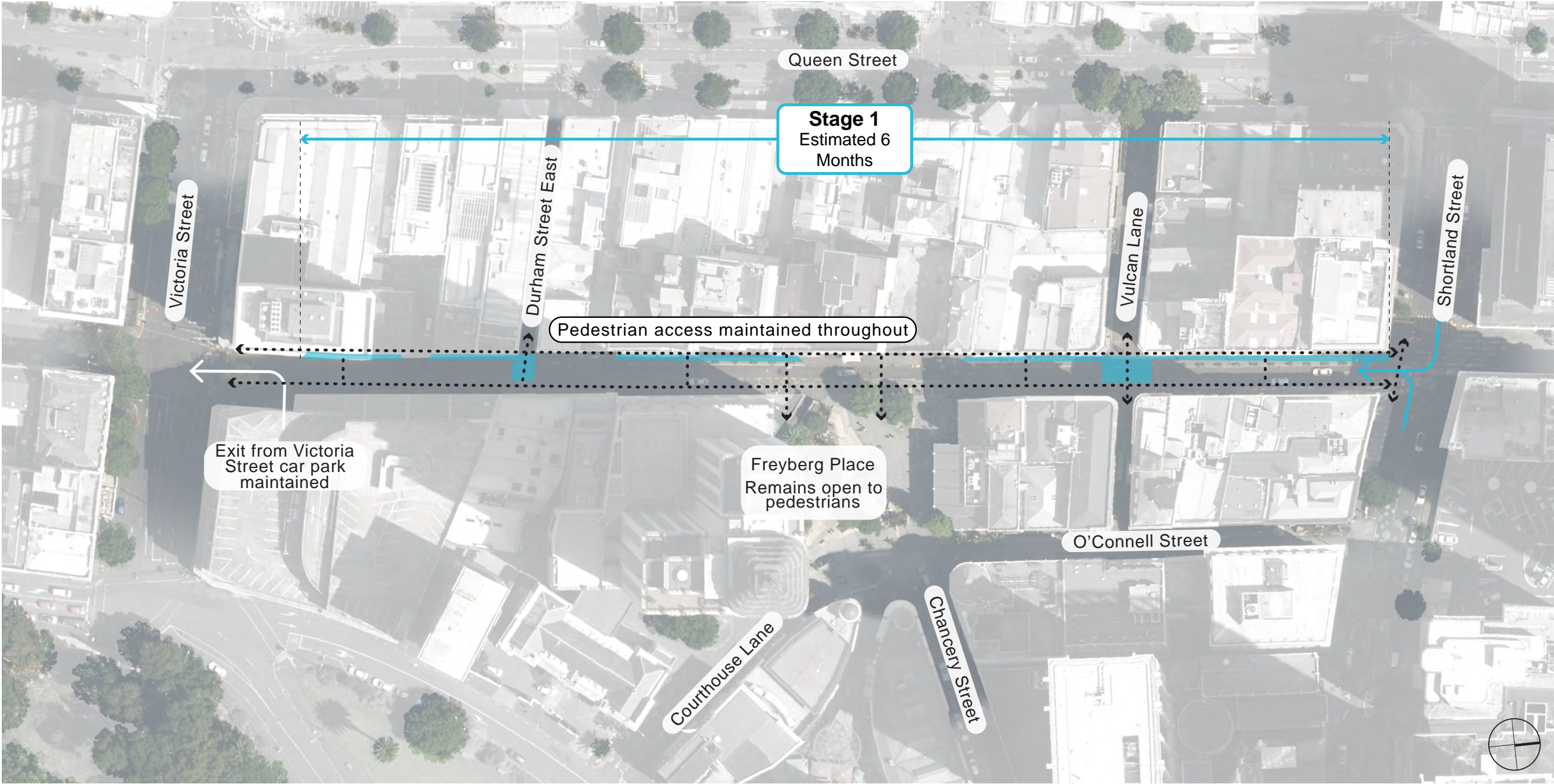
Idea A - Freyberg Place



Idea A - Durham Street East



Idea A - Indicative Construction Phasing



- Notes**
- ◄--> Pedestrian access maintained throughout
 - ← Vehicle access during Stage 1
 - Works include re-surfacing of road and repair of existing footpath (as required)
 - Loading & servicing available in local area

