

# HIGH STREET PILOT PROJECT SUMMARY ANALYSIS

JULY 2019 – SEPTEMBER 2020

# 1. Executive summary

Auckland Council and Auckland Transport, alongside key project stakeholder Heart of the City, have used a co-design approach to engage with residents, businesses, property owners and managers 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.

By trialing 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 of 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.

Over a series of stages, the distribution of street space has evolved to prioritise people, operations, and street functions.

The physical works were completed in May 2020 after restrictions due to the COVID-19 pandemic were lifted.

At each trial stage, the project team sought feedback from the community, and from loading and servicing operators. This helped to understand the impact of the changes following completion of all stages.

# 1. Executive summary

## Key themes from respondents to survey

- Overall feedback from respondents is positive and people like the changes or think that they are ok.
- People like the extended footpath saying it provides more space for pedestrians and an improved pedestrian experience.
- Delivery vehicles are reportedly illegally driving & parking on footpaths in particular in Vulcan Lane\*. Some loading spaces when used block line of site to retailers on eastern side of the road.
- Some businesses and suppliers say they are finding it hard to complete deliveries.
- The rubbish collection bin in stage 1 area was generally supported – suggests that more could be provided along the street.

- The planters and greenery are great, however, poor maintenance and the suitability of planting could be better managed.
- Businesses have not noticed an increase in spending as a result of the changes, with some suggesting its too early to tell\*\*.
- 2/3<sup>rd</sup>s of respondents believe the changes enable a more positive experience in the street.

\* Since receiving this feedback, concrete planters have been strategically placed to deter this behaviour. Anecdotal feedback from impacted businesses suggests this has since improved the situation.

\*\* The trial period overlapped with the impacts of COVID-19, which also had an impact on consumer spending

## 2. Project purpose

A more accessible High Street that works better for its people:

- 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 buildings, and those with mobility requirements
- It remains a vibrant destination, a great place to do business, and a place to call home
- This is achieved through co-designing and testing ideas along with the community

### Access for everyone

The project supports testing the concept of ‘Access for Everyone’ (A4E) which rethinks how we use our city’s streets.

A4E is a response to growth in the city centre – an increase in pedestrians, public transport, business deliveries, servicing and traffic caused from development. It recognises that as a result of this growth, available road space is more contested and needs to be reprioritised.

### Issues

Footpath Congestion	Vehicles on Footpath
	Rubbish collection
	Poor rain coverage
Lack of Enforcement	Poorly placed furniture
	Maintenance & Cleaning
Loading & Servicing	Scooter obstruction
	Lack of Public Toilets

### Value Proposition

Shopping	Activation
	Vibe
	Street Appeal
Food / Dining	Entertainment
Foot Traffic	Human Scale
	Heritage

### 3. Value Proposition

Contrasting images demonstrating the Access for Everyone value proposition



Before / After

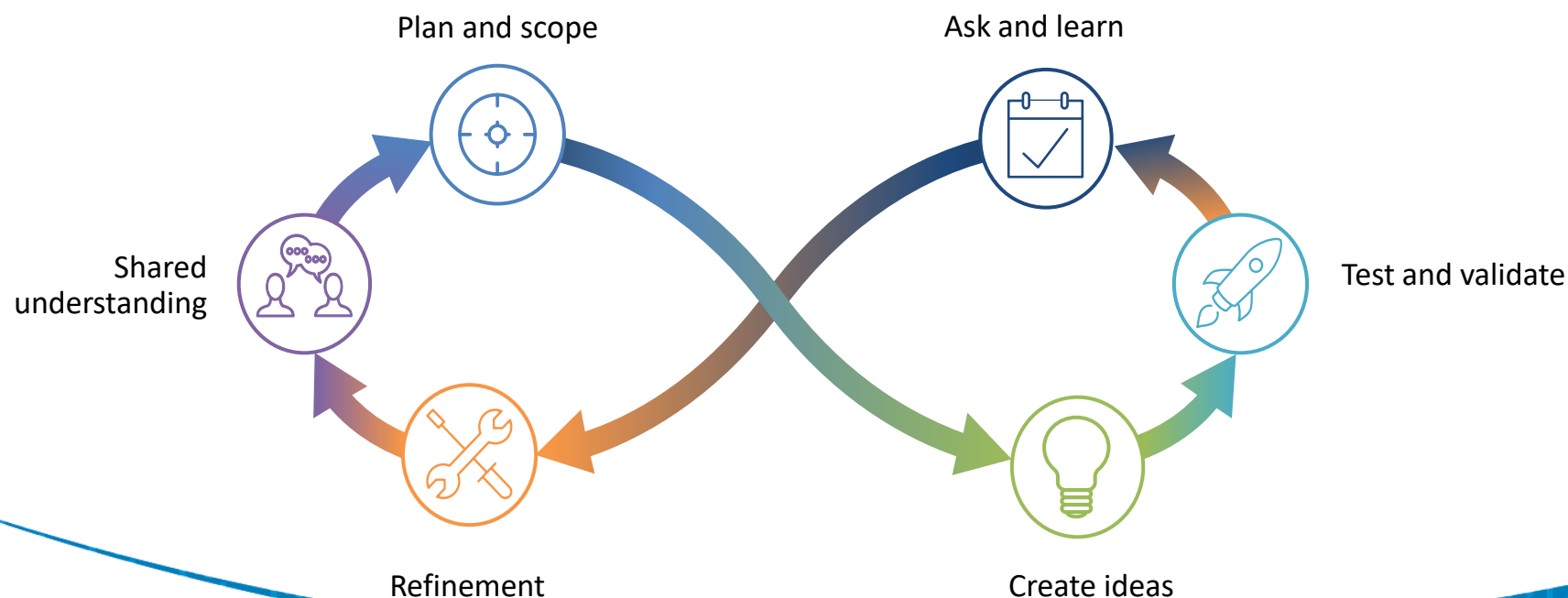
## 4. Methodology – A co-design approach

### Social Lean Canvas:

Rowan Yeoman, an entrepreneur and investor, is the creator of the Social Lean Canvas. This is a tool that provides a structure to break down ideas into key parts and evaluate where the risks and assumptions are.

The Social Lean Canvas was used as a guide to refine the co-design approach by helping the team to understand the place value and developing customer segments, evaluation principles and methods. This will result in a design brief for the longer-term changes for High Street.

Phase 1 Co-design allowed the project team to define the purpose for change, challenges and opportunities for the street. This helped identify appropriate ideas to trial. Following the co-design session in August, this methodology was used to inform the first stage trial and set an indicative plan for stages 2 and 3.



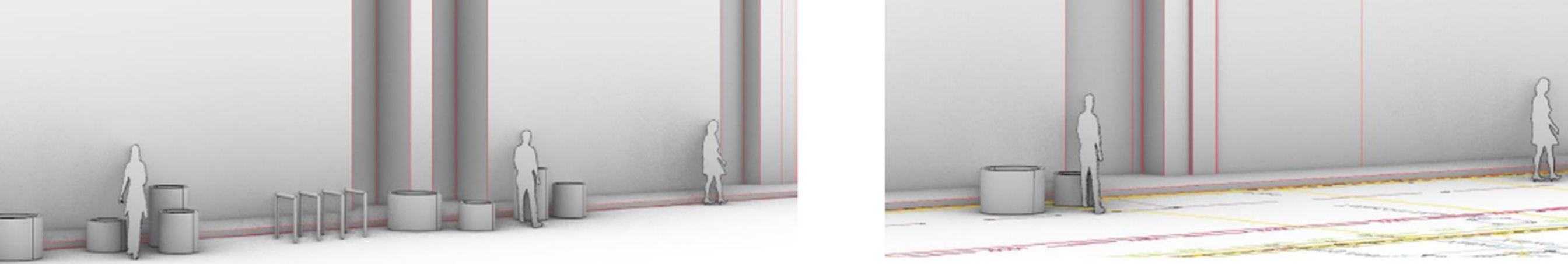
## 4. Methodology – A co-design approach



### Co-design with key stakeholders

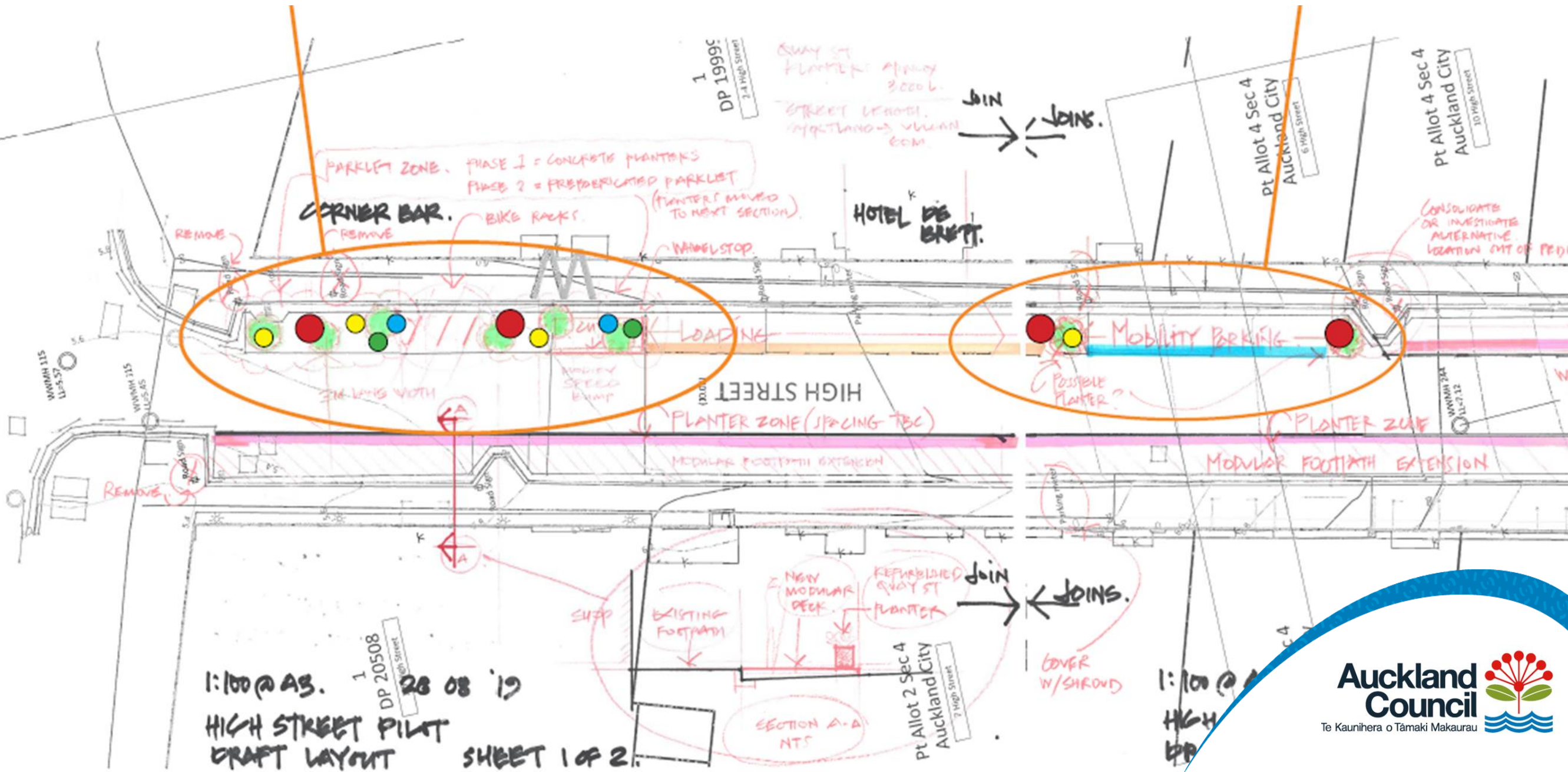
“Co-design is the act of creating with stakeholders (business or customers) specifically within the design development process to ensure the results meet their needs and are usable.”

For the Pilot, co-design involved businesses, residents, property owners of High Street, Heart of the City, City Centre Residents Group, and project staff from Auckland Council and Auckland Transport, all working together to create a new layout that meets the needs of the community as a whole and delivers outcomes that enhance the way the street works for its users.



## 4. Methodology – A co-design approach

The project team progressed conceptual designs straight to construction. Normal council process would have involved significant investment to undertake a formal design development approach, representing significant cost and time savings for the pilot.





## 4. Methodology – A co-design approach

### Traffic control committee report:

The Pilot required both public consultation and a traffic control resolution for the removal of parking.

A resolution report was submitted to the Traffic Control Committee (TCC) for approval for the new layout.

The consultation and engagement process took place between July and October 2019.

The resolution report sought support for:

- removal of on-street parking in High Street;
- footpath extensions to enhance amenity and create additional space for people movement; and
- increased loading capacity.

The High Street Pilot TCC report was approved on 3 October 2019.

A TCC amendment report was later submitted in March 2020 that requested additional changes to the Pilot area following further consultation on completion of stage 1.

- Proceed with a trial of dual-purpose loading and parking zones in all loading zones along High Street.
- The proposed hours to trial the dual-purpose loading and parking from 10pm – 6.00am Monday to Sunday.
- Increase the loading provision for stage 3 pilot area adding a loading zone in the reallocated footpath extension outside Jewellers Workshop and AS Colour businesses.
- Removal of the Goods Service Vehicles (GSV) only signage in all existing loading areas.

## 5. High Street pilot project consultation channels



Email broadcast to 300+ businesses, property owners and residents



3 community feedback surveys sent to High Street community



62 one-to-one meetings



50 + emails received via High Street email and direct to project team



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



Letter drops, phone calls and social media posts



7 community reference group meetings



4 Public Life Surveys



2 co-design sessions at Ellen Melville Centre

## 6. Co-design engagement timeline

The stakeholder engagement strategy was underpinned by collaboration as a core principle. The following are the key engagement milestones throughout the Pilot:

### July 2019

Phase 1: Establish the co-design process

- One-to-one 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 and 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 session at Ellen Melville Centre
- Community Reference Group Meeting
- Co-design session 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 public life survey analysis
- Late Night Christmas, 19 December

## 6. Co-design engagement timeline continued

### January 2020

- Shared community feedback – including stage 1 highlights
- 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 advise implementation timeline
- Community Reference Group meeting

### March 2020

- Stage 2 implementation, February 2020
- Public Life Survey #3

### May 2020

- Phase 3: Feedback on stage 2, refining
- Stage 3 implementation, 4 -7 May, 2020

### July 2020

- Community Reference Group Meeting
- Completed Public Life Survey #4; all stages
- Feedback Survey #3; overall feedback

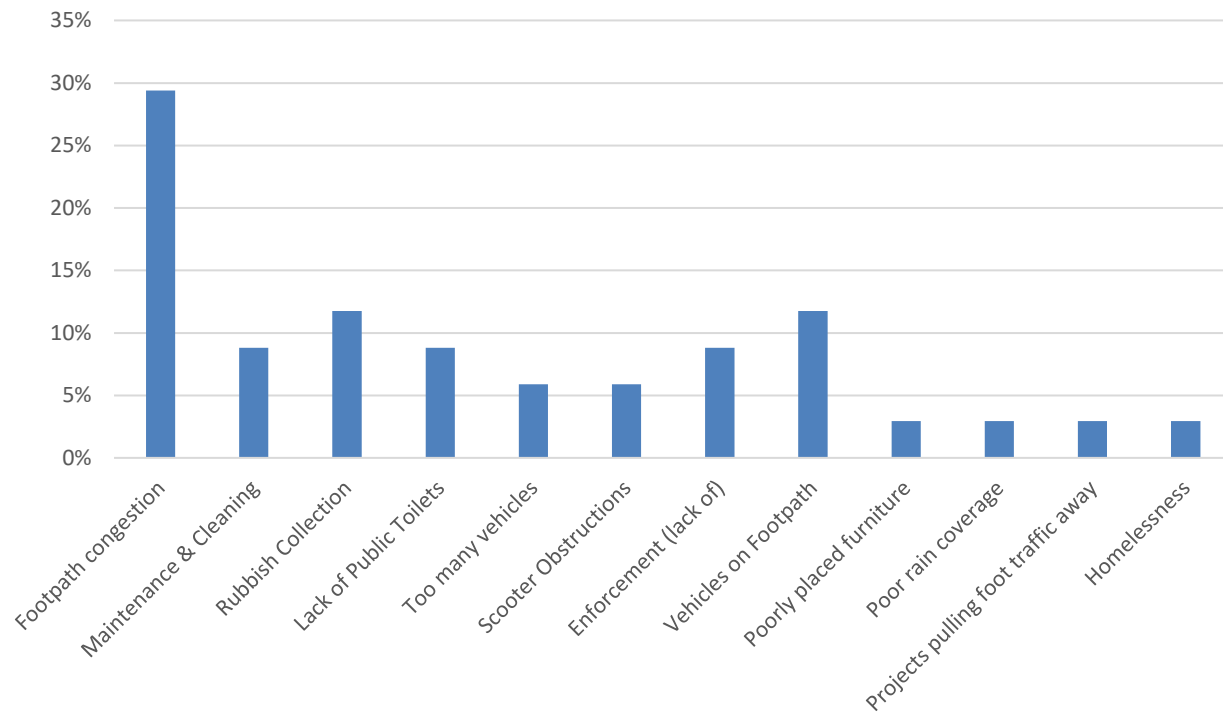
# 7.1. Phase 1 pilot findings July – October 2019

## Co-design workshop and Social Lean Canvas outcomes:

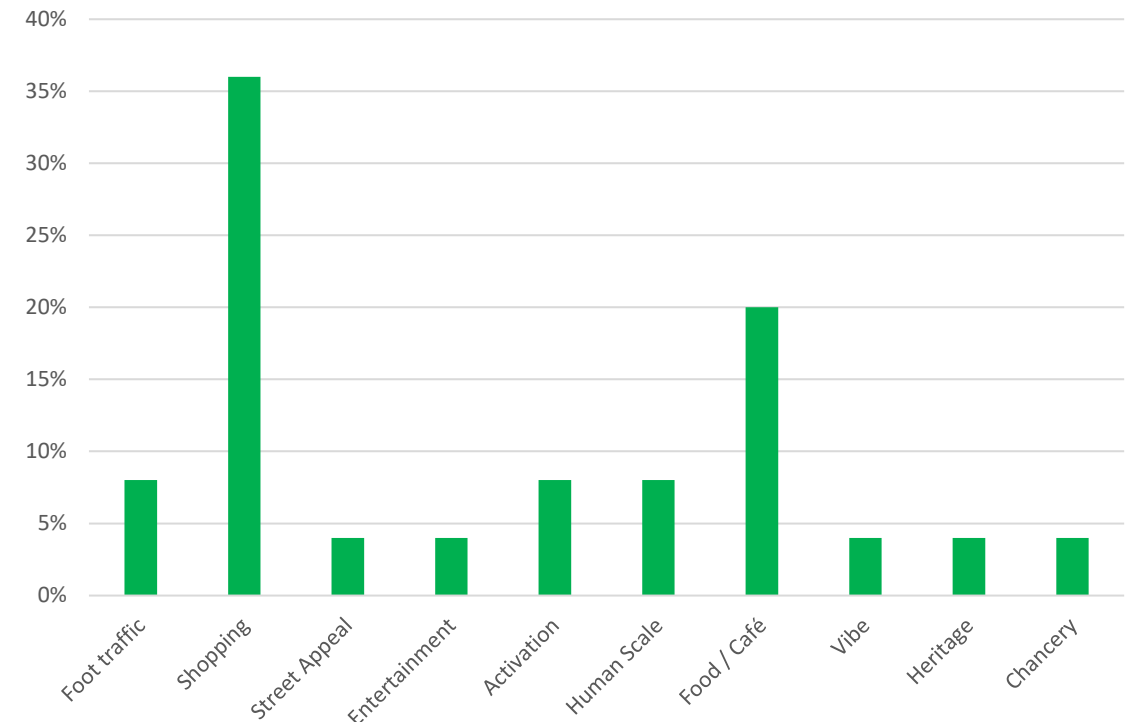
Developed a shared understanding of the issues and challenges, refined the problem definition and created ideas.

Common themes have been summarised as follows:

### Problems - High Street



### Place Value Proposition



## 7.2. Phase 1 pilot findings July – October 2019

### Co-design workshop findings:

#### Plan Maps – Group Co-design exercise

Facilitated group discussion on different stages of the pilot area:

Stage 1 - Between Shortland Street and 19 High Street

Stage 2 - 21 to 47 High Street

Stage 3 - 51 High Street to Victoria Street

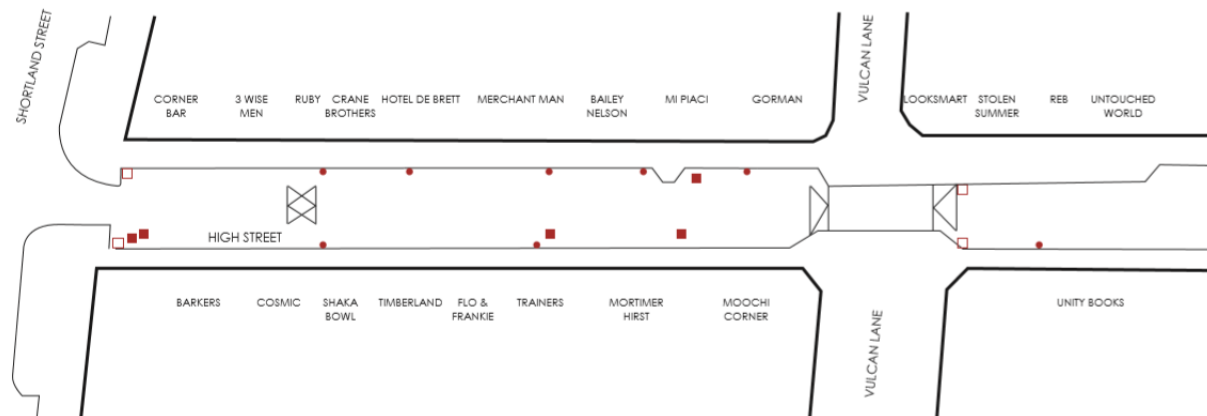
Design Ideas	Commentary	Stage 1	Stage 2	Stage 3
Bollard	Potential design response to prevent vehicles parking up on curbs @ Vulcan Lane	*		
Rubbish Cages		*		
Rubbish & Recycling Cages	24/7 access in Victoria Car Park			*
Public Recycling Bins	Should be available with all rubbish bins (plastics, glass, etc)	*	*	*
Mobility parking	To be fully accessible should have a mobility park in each section	*	*	*
E-scooter parking	Dedicated E-scooter parking or collection zone - declutter footpath			*
Multiple purpose zones	Loading zone between certain times, then extra pedestrian space			*
Widened footpath	Western side		*	

Design Considerations	Commentary	Stage 1	Stage 2	Stage 3
Loading Zones / P 15's or 5's	Accommodate drop offs for customers (3 or 4 times per day)		*	
Footpath extensions	Priority is function - providing more space for movement		*	
	Solid, safe, and appealing aesthetic	*	*	*
Click & collect	Look for opportunities for click and collect spaces on street	*	*	*
Subtle	Enhance the existing character	*	*	*

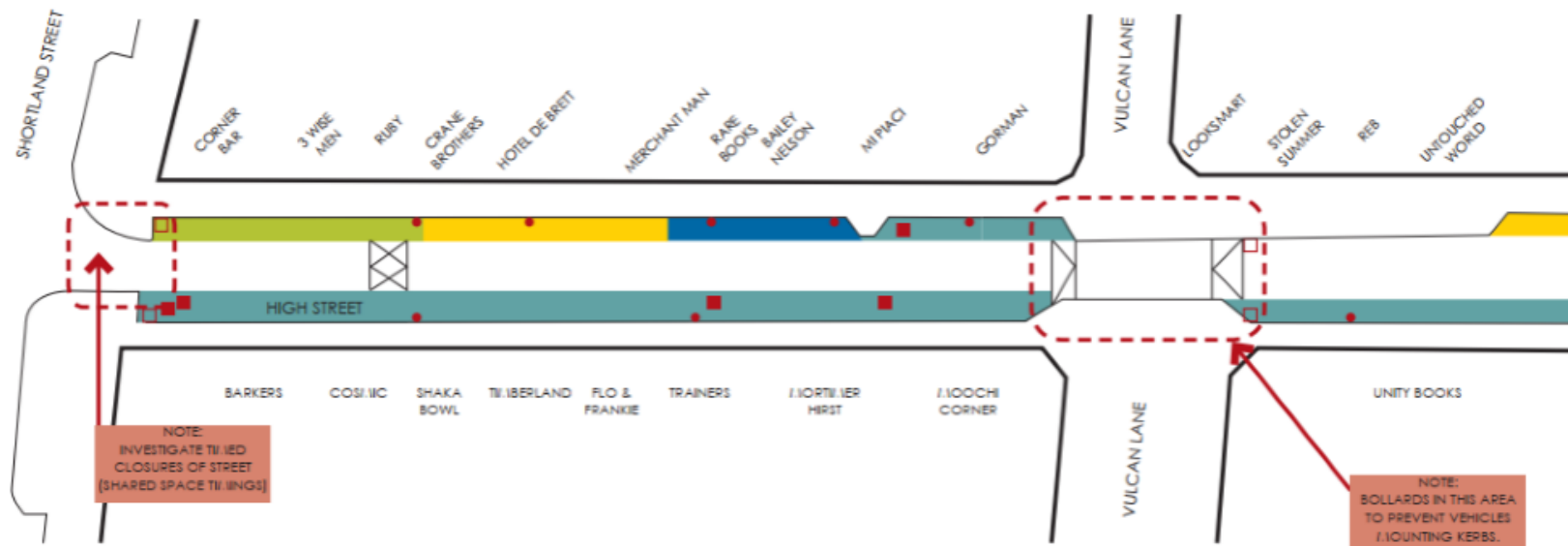
Design / Intervention Concerns	Commentary	Stage 1	Stage 2	Stage 3
Temporary	That temporary isn't left as job done (unless it is)	*	*	*
Parklets	Might get in the way - too cluttered for benefit	*	*	*
Surfaces	Wood might not be the right surface - slippery		*	

# 7.3. Phase 1 pilot findings July – October 2019

Stage 1 - Blank canvas and facilitated group discussion

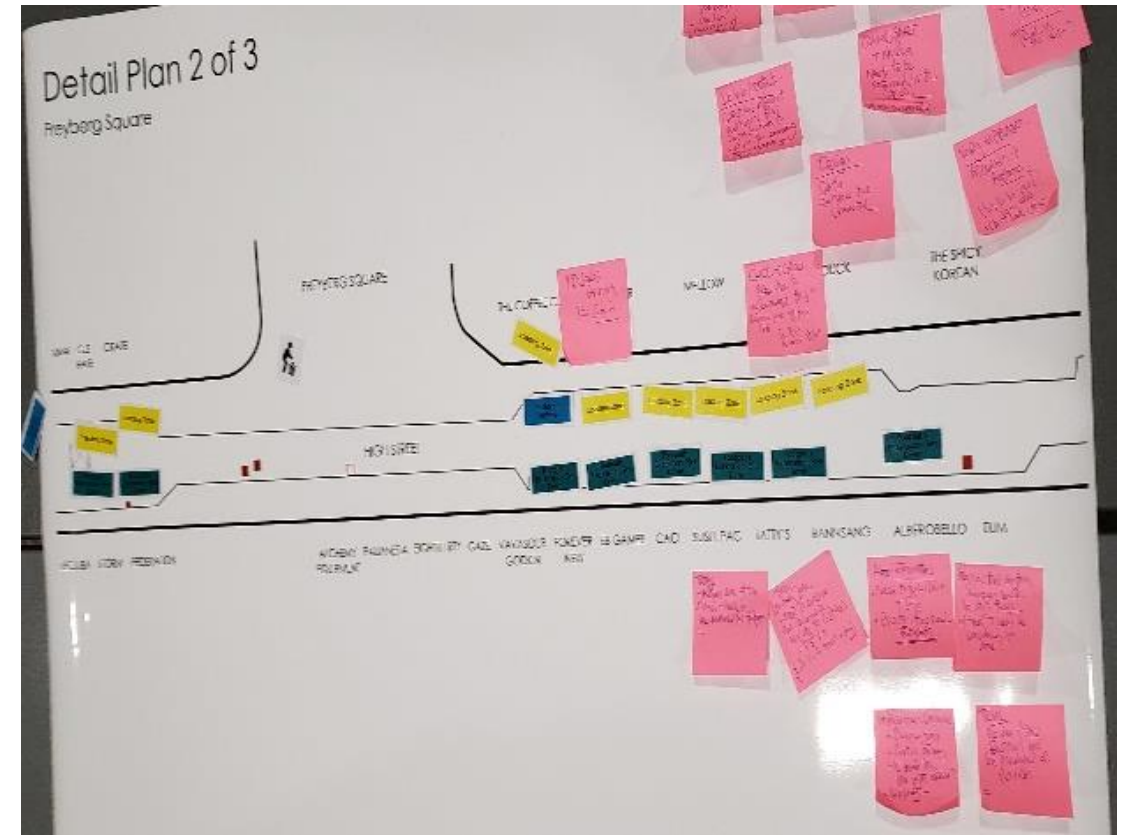
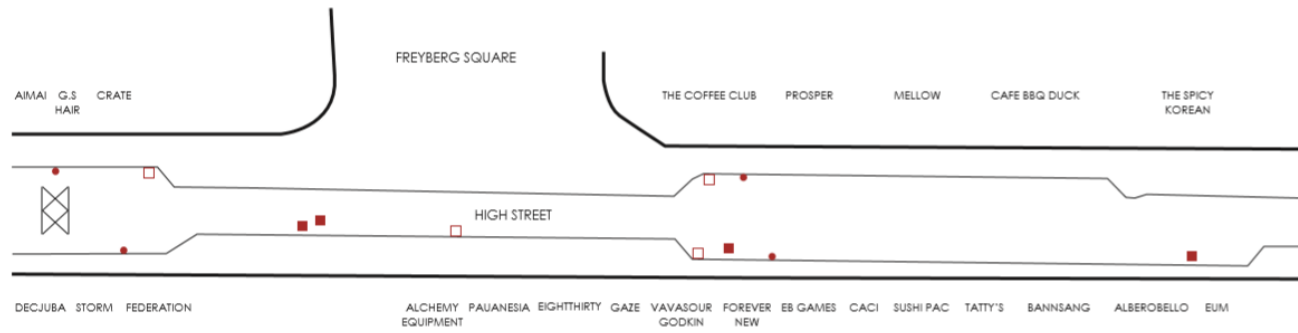


Stage 1 - Co-design outcome for initial trial

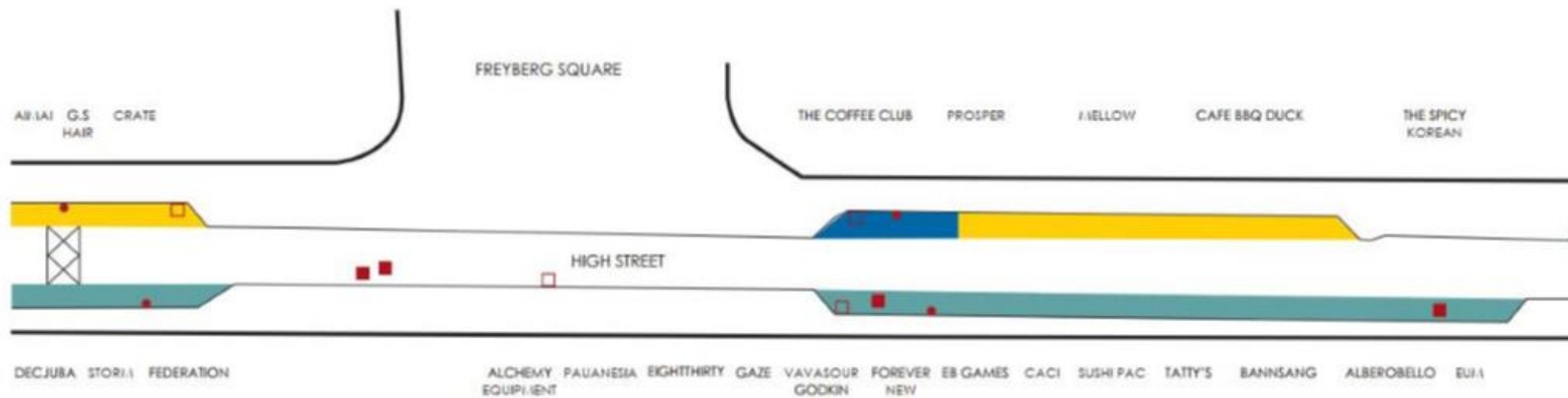


# 7.4. Phase 1 pilot findings July – October 2019

Stage 2 - Blank canvas and facilitated group discussion



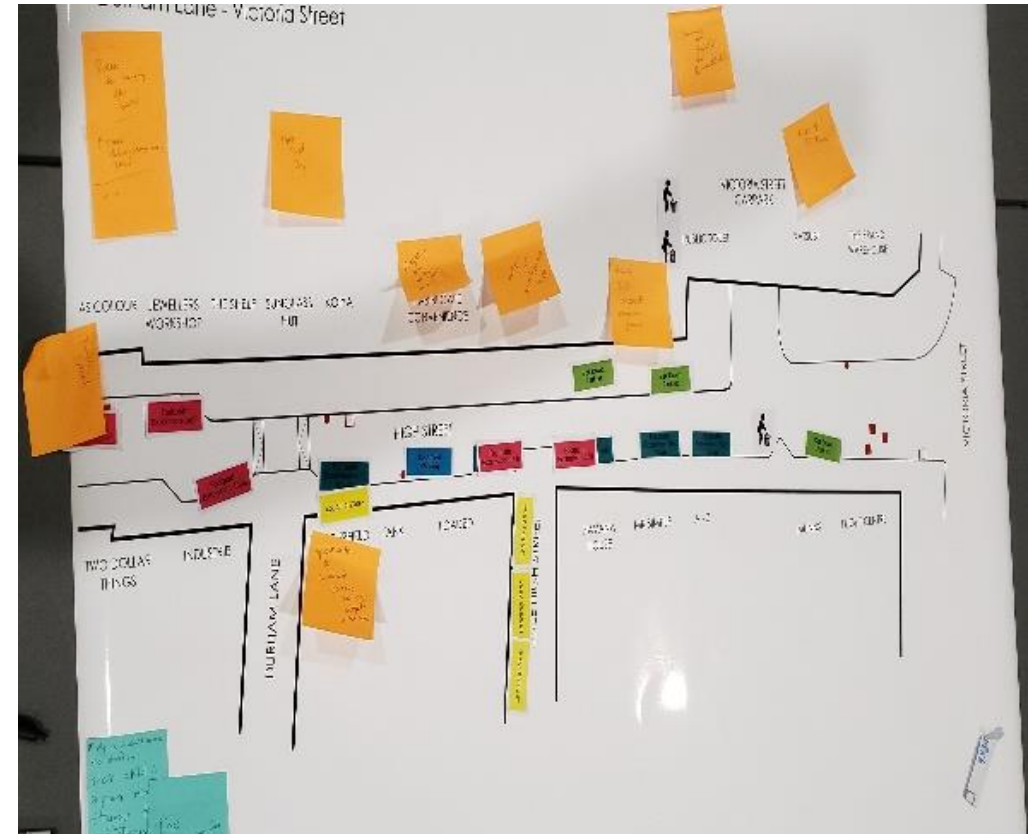
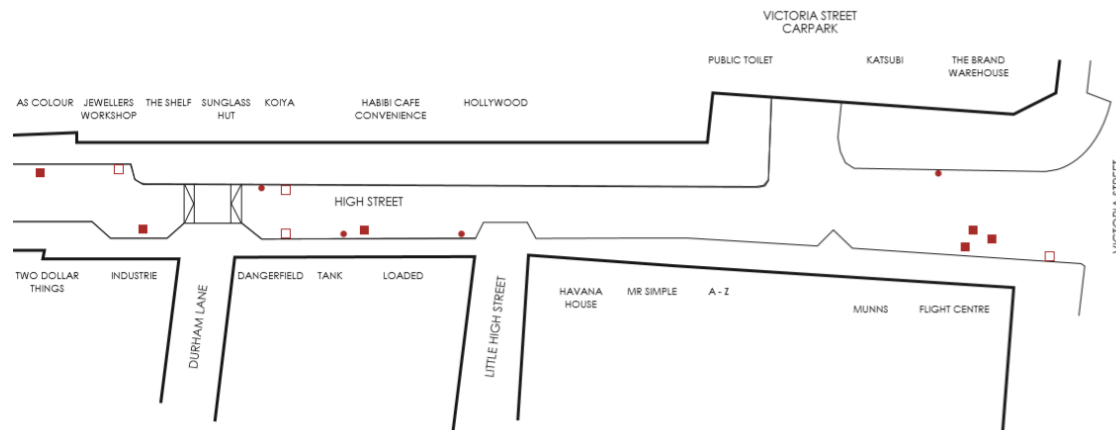
Stage 2 - Co-design outcome for initial trial



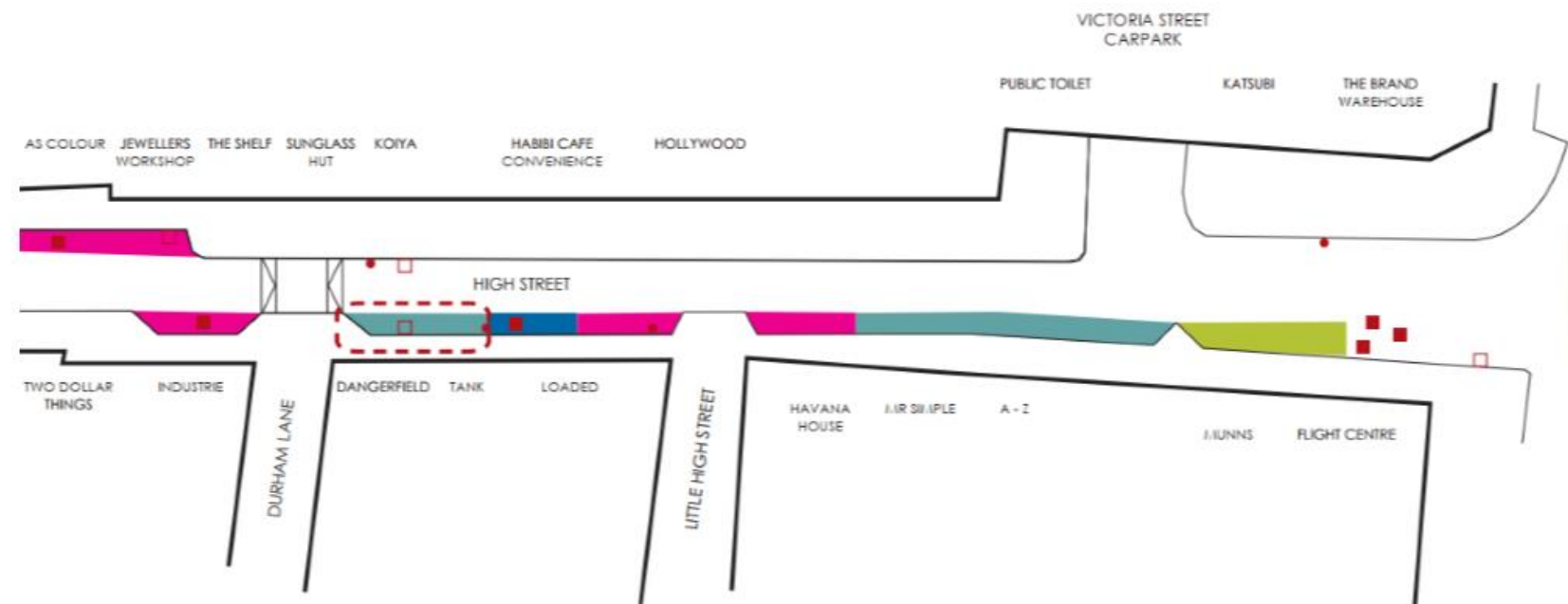


# 7.5. Phase 1 pilot findings July – October 2019

Stage 3 - Blank canvas and facilitated group discussion



Stage 3 - Co-design outcome for initial trial



## 7.6. Phase 1 pilot findings July – October 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, gave their feedback via email or a phone call.

### Feedback survey

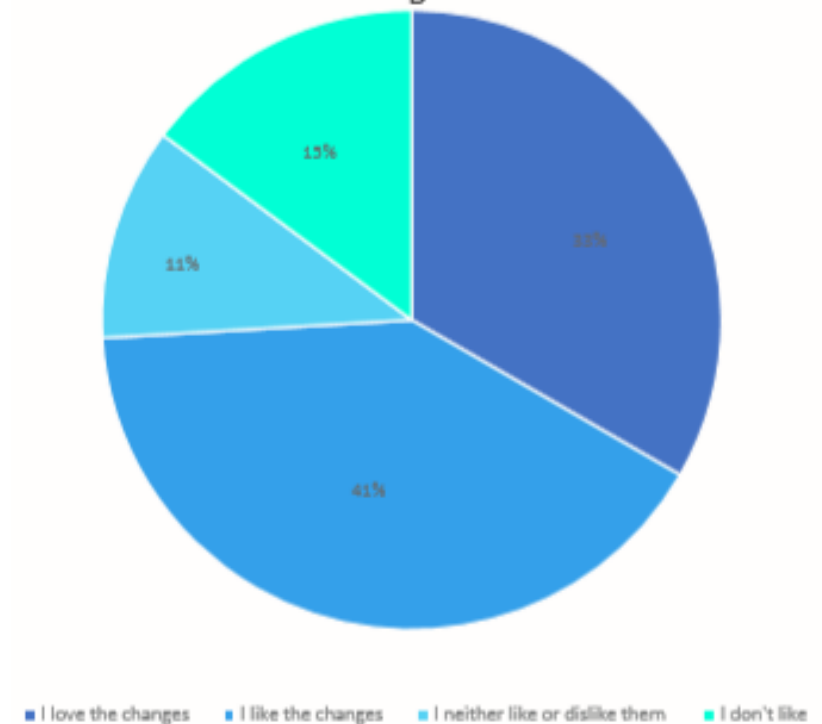
The Feedback Survey asked respondents about ideas of trialling ways to improve the environment, the proposed layout plan, overall impression of what's planned for stage 1 area, the removal of all parking spaces, and support for the extension of the pilot to stages 2 & 3.

A total of thirty-seven responses were received from the directly impacted businesses, property owners and residents of High Street.

### Community feedback survey results – stage 1

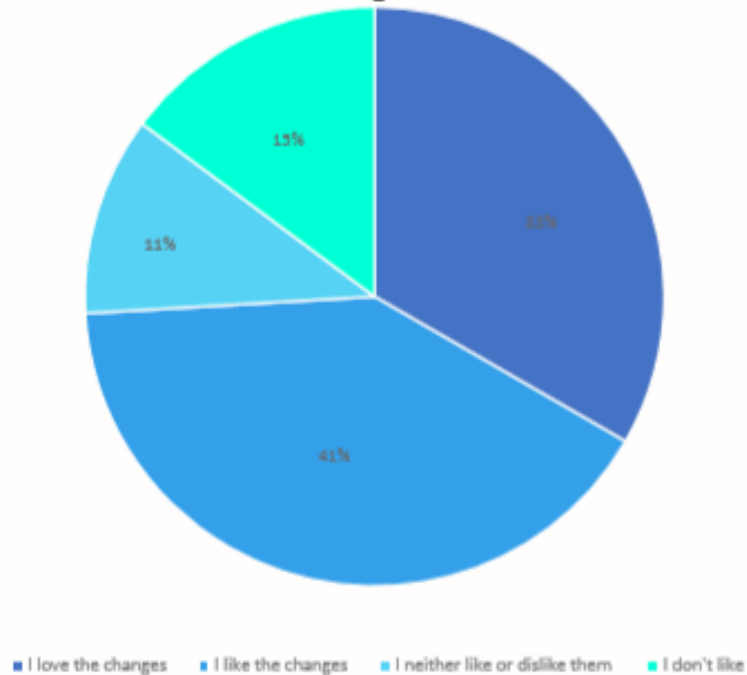
- Added visual improvements and attractiveness of the street
- They like the footpath extension
- They think the changes make the street more people centric
- They like the added greenery and planters
- The 15% who don't like changes is due to the loss of car parking.

Feedback survey responses -overall view of stage 1



## 7.7. Phase 1 pilot findings July – October 2019

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.

"I think it 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"

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

## 8. Phase 2 pilot findings November 2019 – March 2020

### Key themes raised in engagement:

#### Loading

People are happy about the added loading capacity in stage 1.

#### On-street, car parking

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

#### Victoria car park – operating hours

After hours car parking would benefit a number of businesses in stages 2 & 3 who operate late night hours.

#### Design

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

### Implementation

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

### Petition

A petition was received in November 2019 raising concern that the removal of on-street car parking would negatively affect late-night businesses.

The project response included:

- Initiating trial with AT of a dual purpose loading zone, whereby loading zones become paid parking after hours.
- An additional loading zone was added to the layout plan in stage 3 area
- A commitment was given by AT to review the operating hours of the Victoria Street car park building as part of a wider city centre evaluation.

## 8.1. Phase 2 pilot findings November 2019 – March 2020

Network of place champions - group of locals willing to promote and speak on behalf of the project:



## 9. Phase 3 pilot findings April – August 2020

### Feedback survey

These key findings are based on the community survey dated July 2020 and build on findings already captured throughout the pilot project.

#### Things that are working well:

- Extended footpath space for people
- The quality of design and general aesthetic
- The addition of greenery
- The centralised rubbish bin.

#### Things that are not working so well:

- Loading zones; couriers and delivery trucks are reported to be parking on footpaths and others blocking shop windows
- Loading zone in stage 3 – when in use, pedestrians cannot easily pass due to restricted footpath width
- While the centralised rubbish bin is liked, rubbish continues to be a challenge in the street
- Maintenance of planters and plants needs improvement (Planters have not been watered due to drought restrictions)
- Loss of on-street car parking creating challenges for retail businesses, contractors, and deliveries

## 7.8. COVID-19

The COVID-19 pandemic, including the Alert Level 4 lockdown has significantly impacted the Pilot and the metrics which were gathered for the purpose of evaluation.

- 9 March 2020, pedestrian, traffic and spending data are all seen to drop considerably when compared to 4 days prior at the same period last year (2019).
- People began changing their work and travel behaviours, with many opting to work from home as the risk from the pandemic grew.
- 25 March 2020 New Zealand moved into Alert Level 4, requiring people to stay at home for 4 weeks, with the except of essential services.
- 27 April 2020 restrictions moved down until Alert Level 1 was announced on 8 June, allowing people to return to work at their discretion.
- New Zealand borders remain closed to non-residents drastically impacting travel and tourism.
- The pedestrian count graphs on pages 23-25 show a notable increase in May, aligning with the lifting of enforced restrictions, then another sharp decline in August as Auckland moved back to Alert Level 3.
- The spending data on page 27 shows a sharp decline from December 2019 onwards and does not recover with the lifting of COVID restrictions, this reflect the poor economic outlook for New Zealand. .

## 7.9. About the drought

Since the start of the year, the region has received significantly less rainfall than normal. This is having a big impact on Auckland's water supply.

- On 15 April, the total volume of water stored in our dams dropped below 50% for the first time in more than 25 years.
- The drought threw a spanner in the works for maintenance of the planters installed throughout the pilot area.
- Water restrictions were introduced on 16 May 2020 meaning that contractors were unable to resupply water to the planters.

# 10. Public life survey

A Public Life Survey (PLS) is the study of the physical and social elements of a place. The purpose of the public life survey is to measure and understand rhythms of a place, and how these change over time.

A PLS can encompass many forms of data collection, from mapping benches to counting cyclists to conducting interviews. The research methods used for the Pilot were to measure in “Age + Gender Tally” and “Counting People in Motion”.

There were six data collection points in total situated at the locations detailed on the layout plan below: noted A – F. Data was collected using multiple shifts of 20 minutes at these locations. Each shift was allocated two tasks of 10 minutes for each count.

Each count started with People in Motion, then an approximation of Age + Gender. Counting shifts were started on the hour, every hour between 8am to 4pm.

The following pages give a snapshot of age + gender and people in motion over the four collection dates. For the full data collection report, refer to Appendix.

## 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 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.

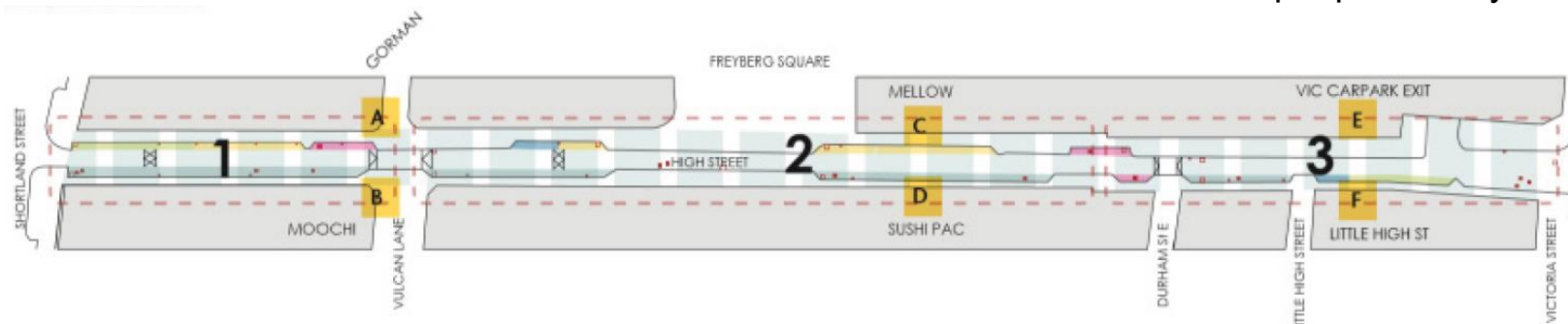
The survey was measured against the following categories:

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

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

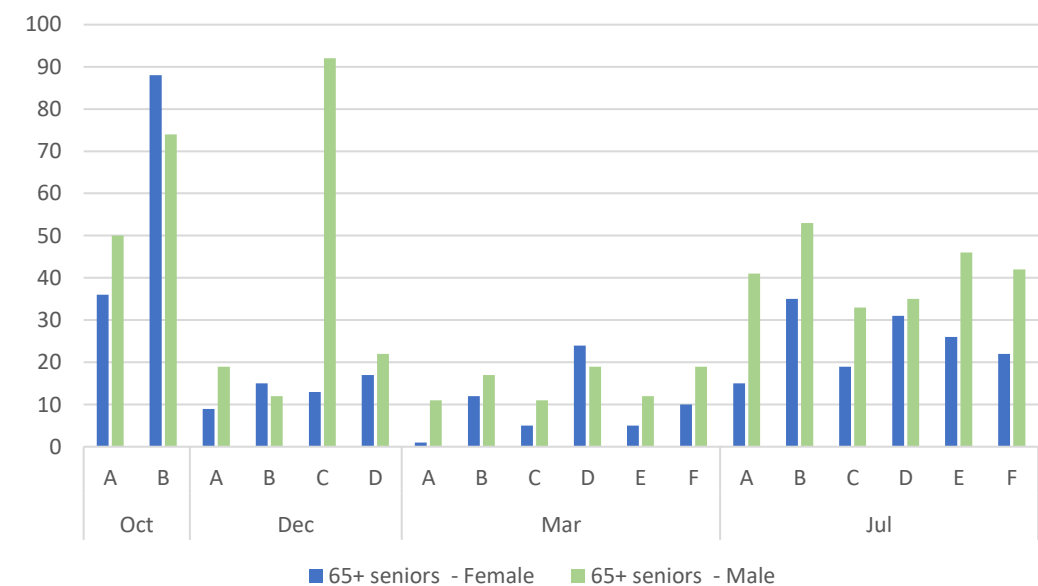
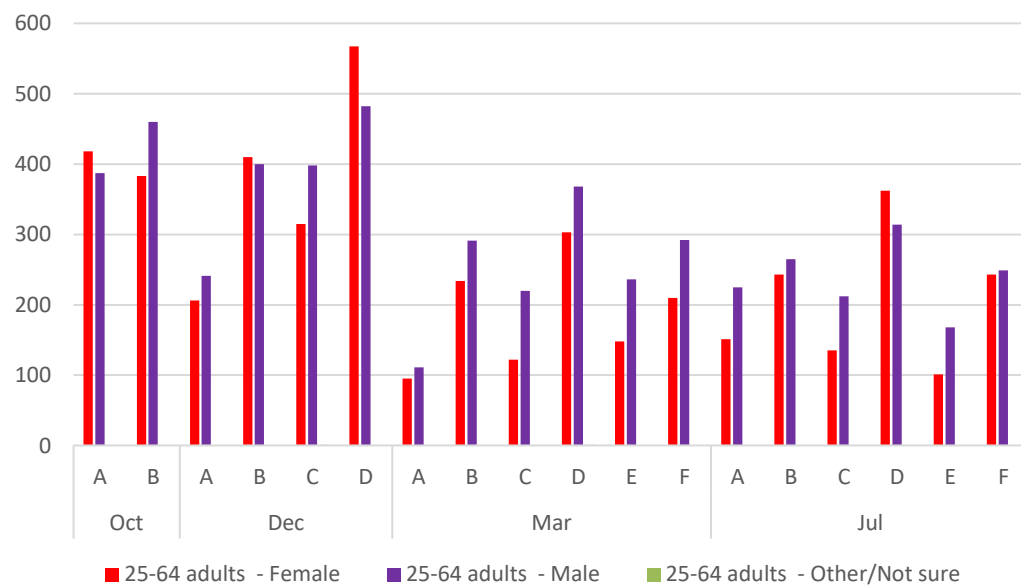
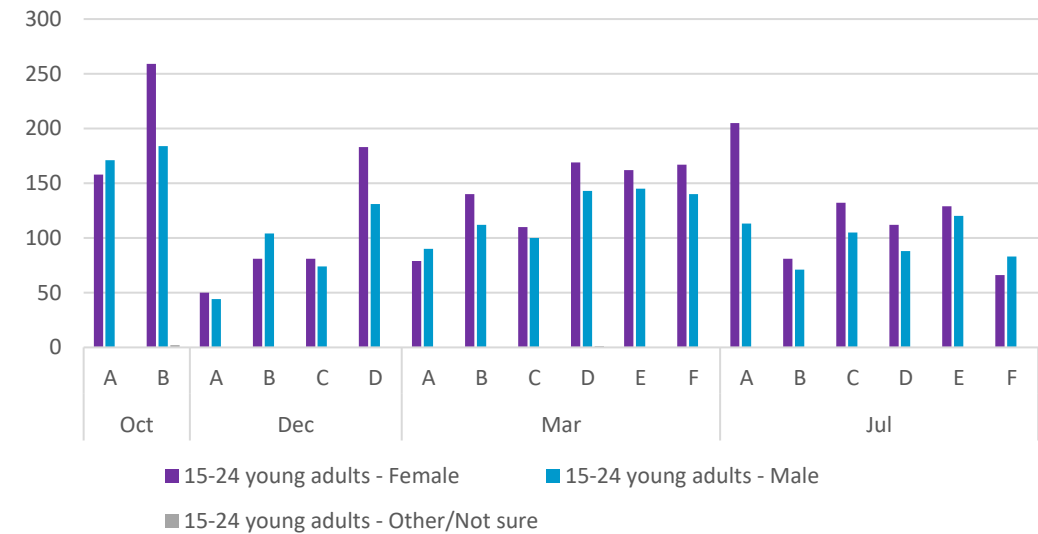
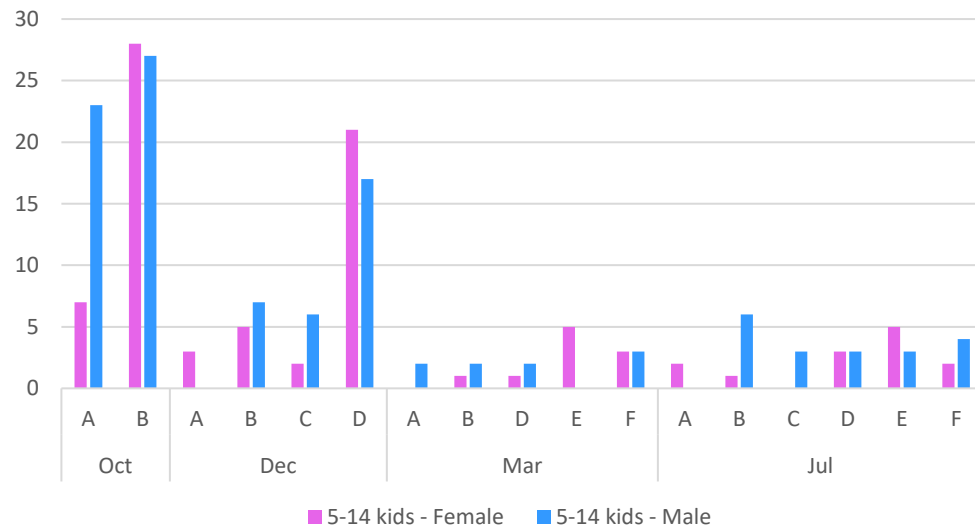




# 10.1. Public life survey – metrics

## July 2019 – July 2020 – Public life survey trends

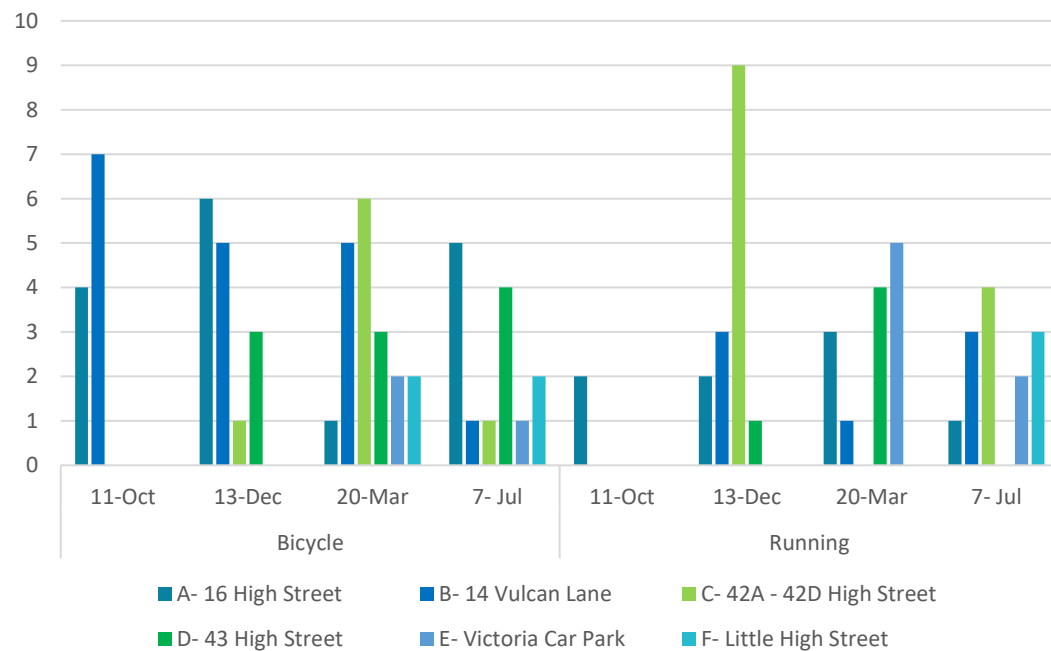
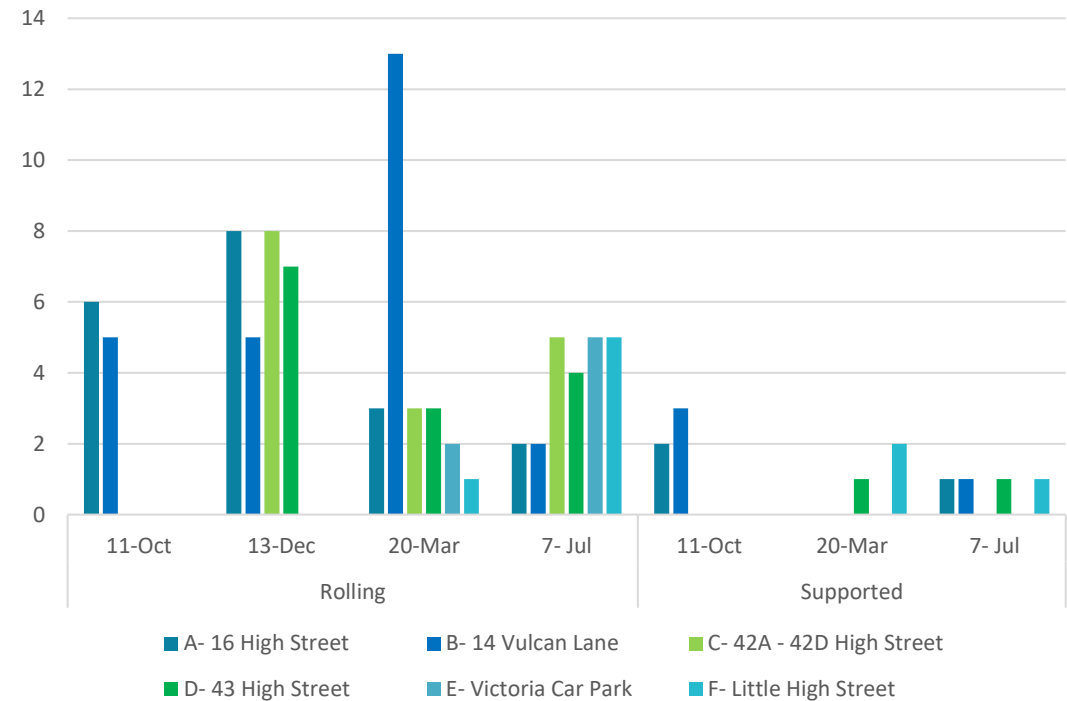
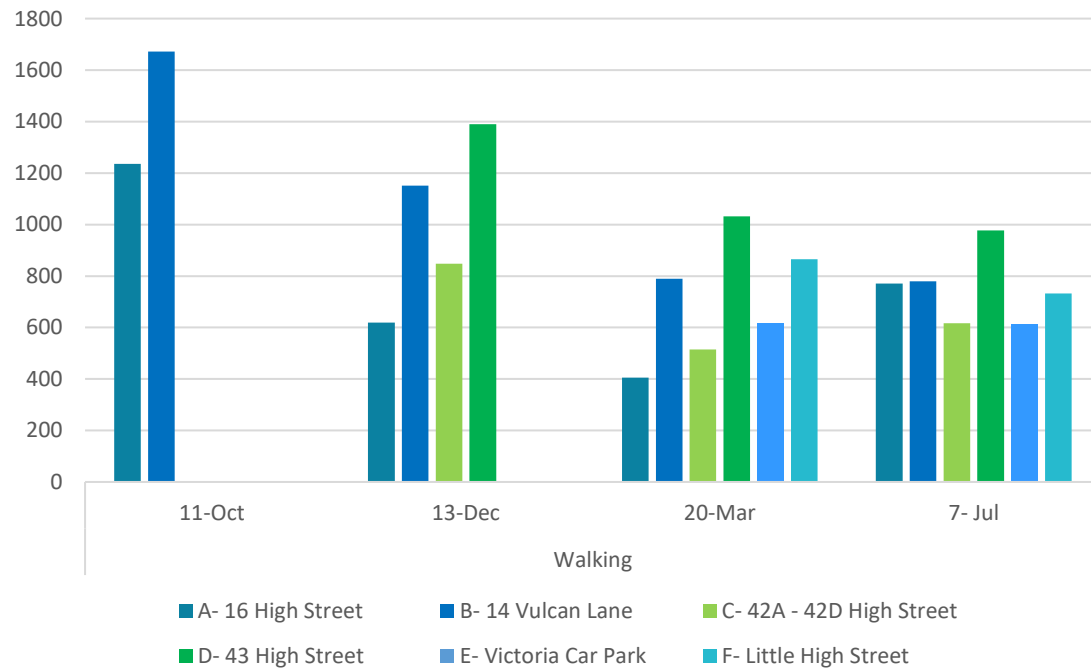
### Age + Gender



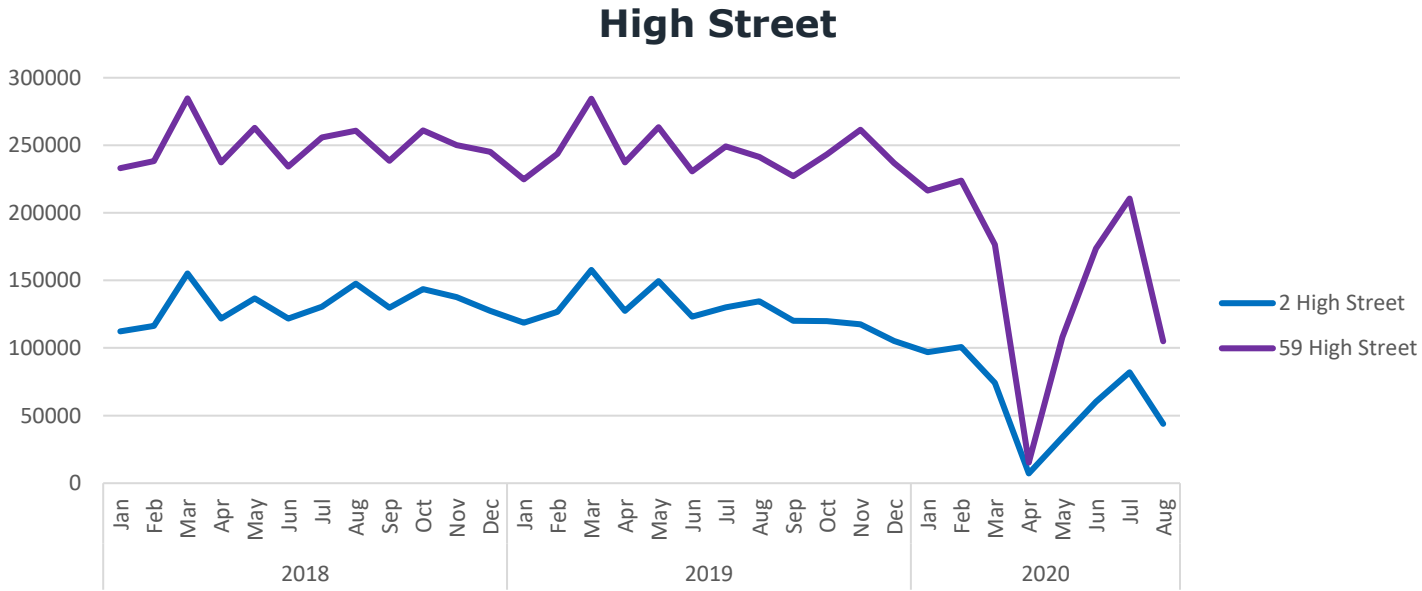
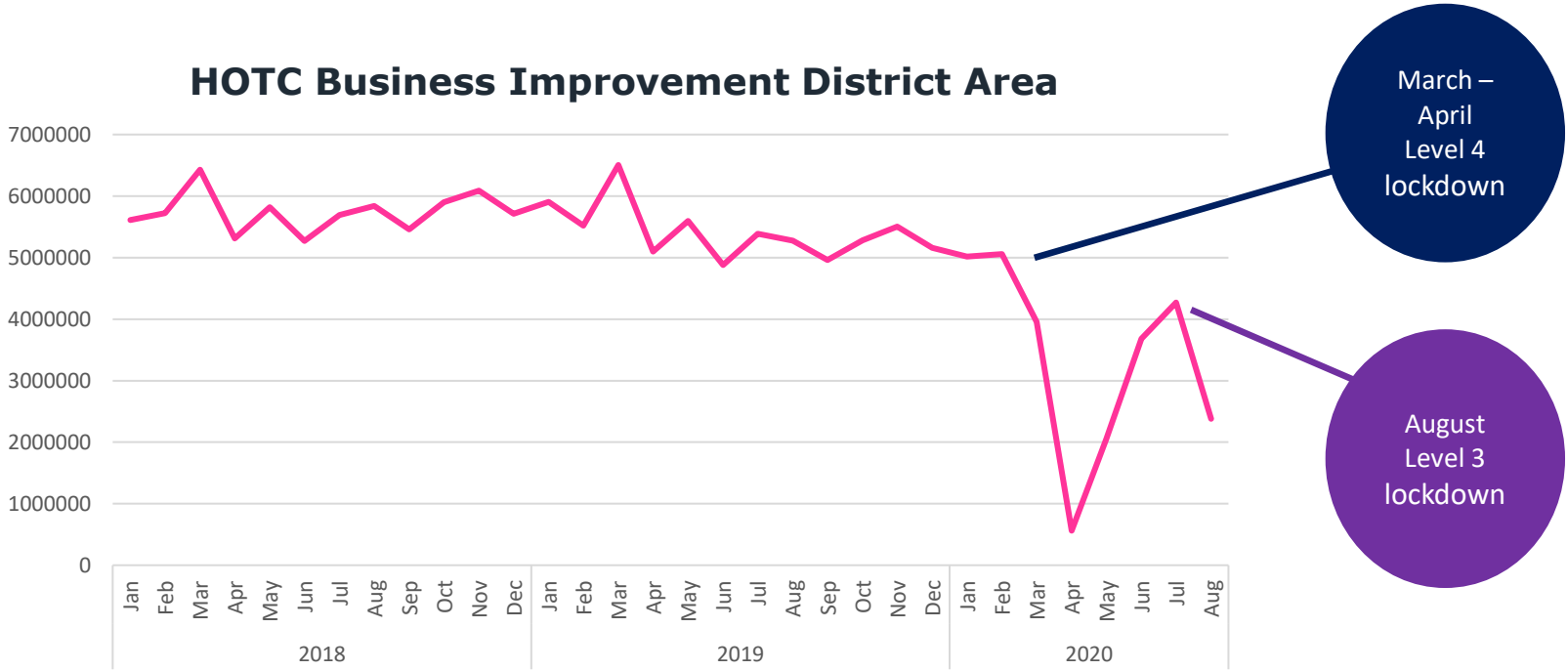
# 10.2. Public life survey – metrics

## July 2019 – July 2020 – Public life survey trends

### People in Motion

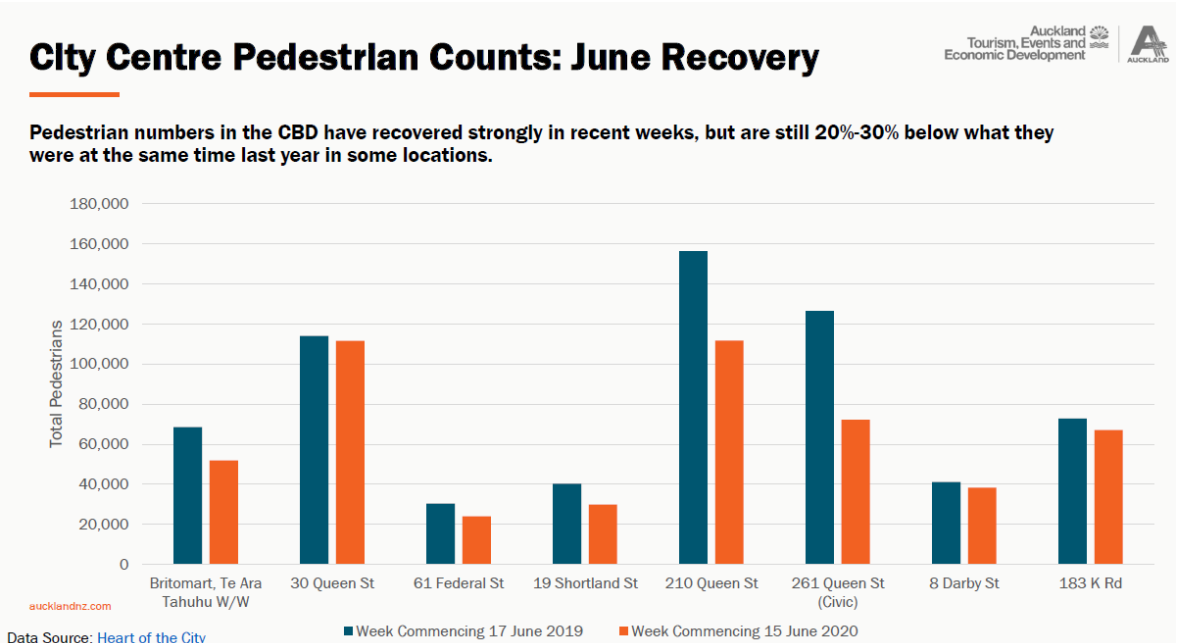
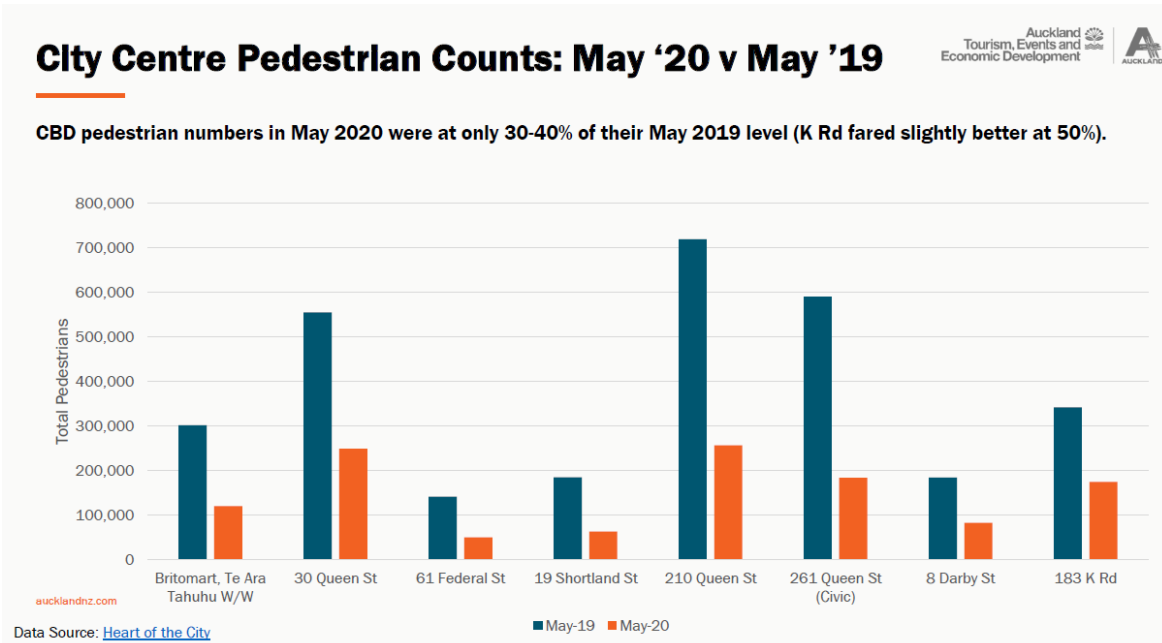


# 11. Pedestrian counts – January 2018 – August 2020



Data source: Heart of the City pedestrian count data

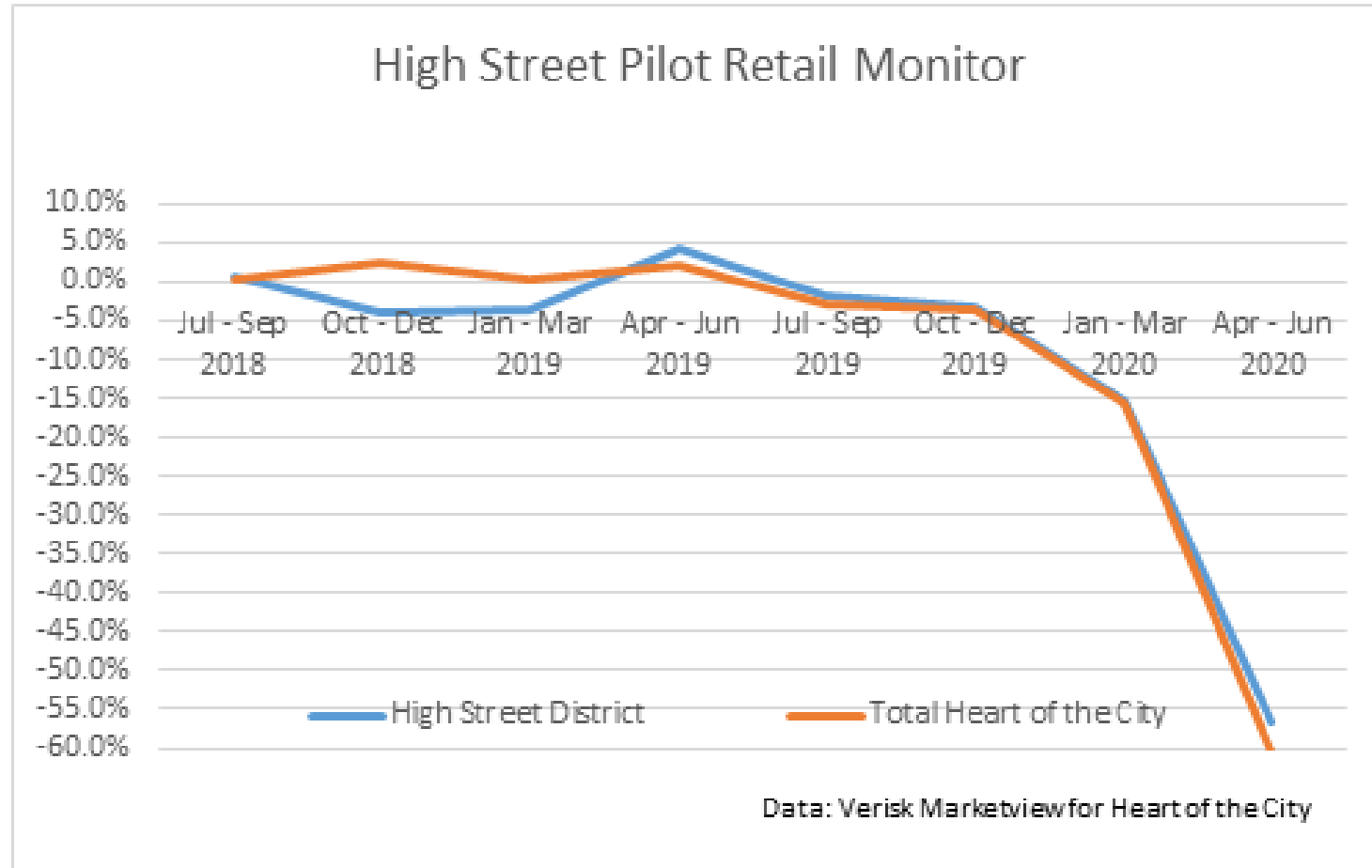
# 11.1 City Centre pedestrian counts



Auckland Tourism Events and Economic Development (ATEED) produced the above graphs to demonstrate the impacts of COVID-19 and the subsequent reduction of people in the city centre.

## 12. Consumer spending data

### Marketview data: July 2018 – June 2020



The consumer spending data collated by Market view shows the per cent change in spending for each quarter over the last two years.

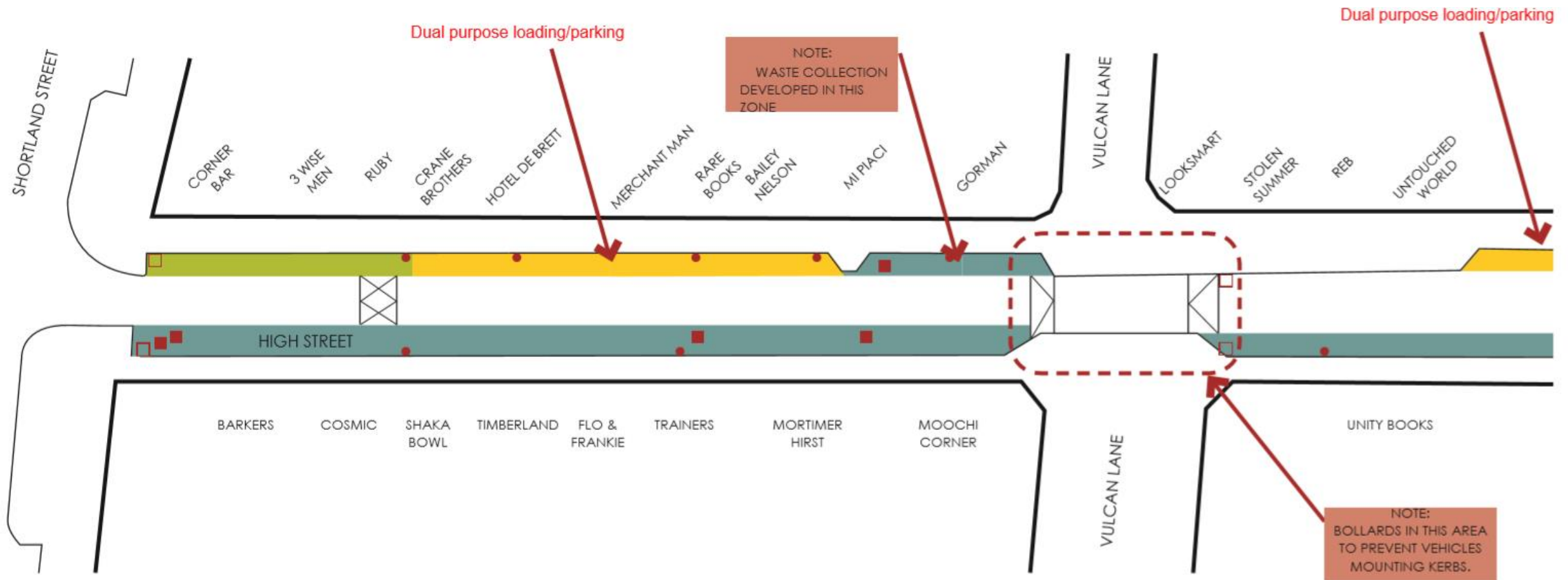
Analysis of consumer spending patterns between Q2 2019 to Q4 2019, show both High Street and Heart of the City BID area indicate that spending each quarter is higher than the same time in the previous year.

The impact of COVID-19 has on consumer spending behaviour is recorded in Q1 2020

Q2 2020 spending patterns indicate further decline as New Zealand enters Alert Level 4 lockdown restrictions.

# 13. Stage 1 final layout plan

## Shortland Street – Vulcan Lane

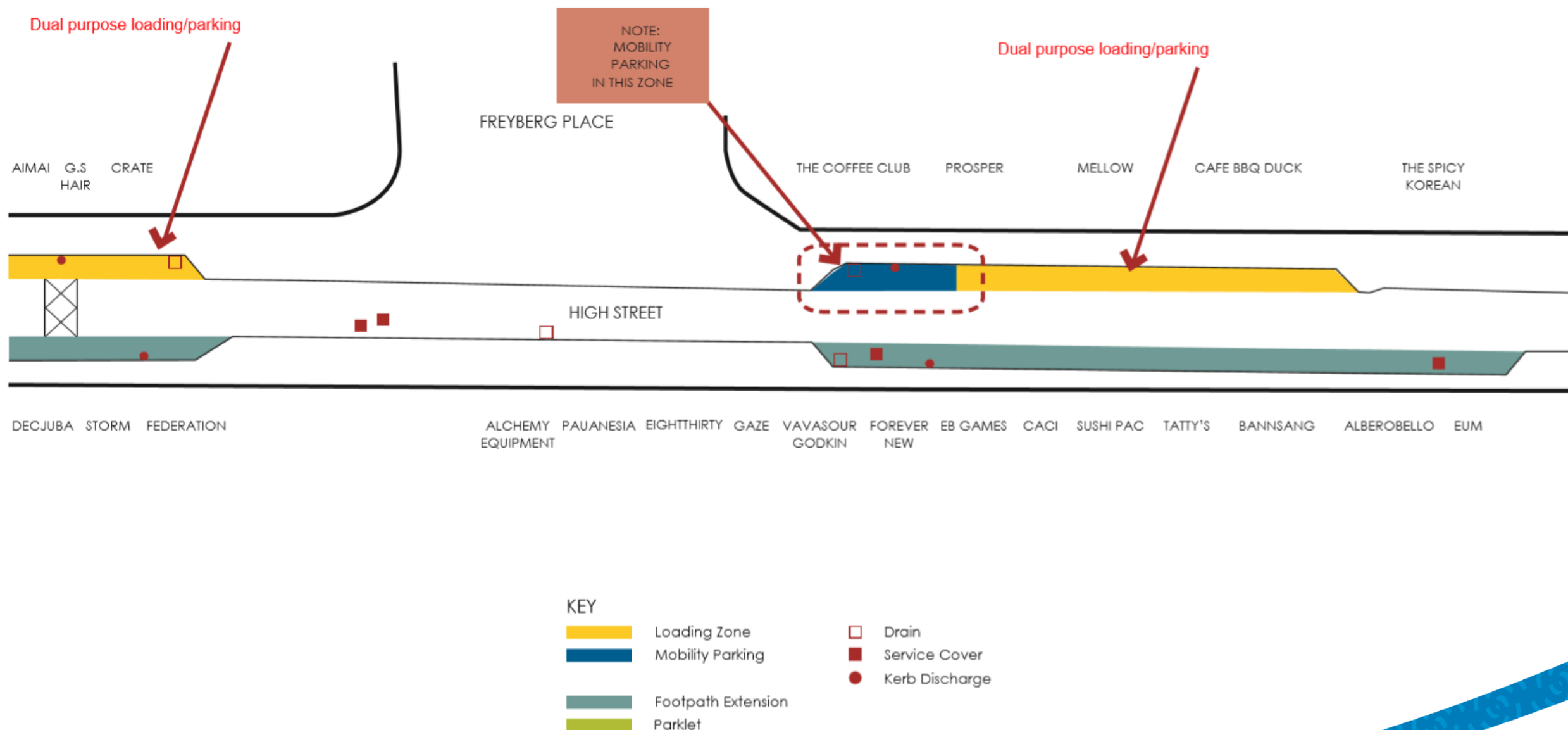


**KEY**

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

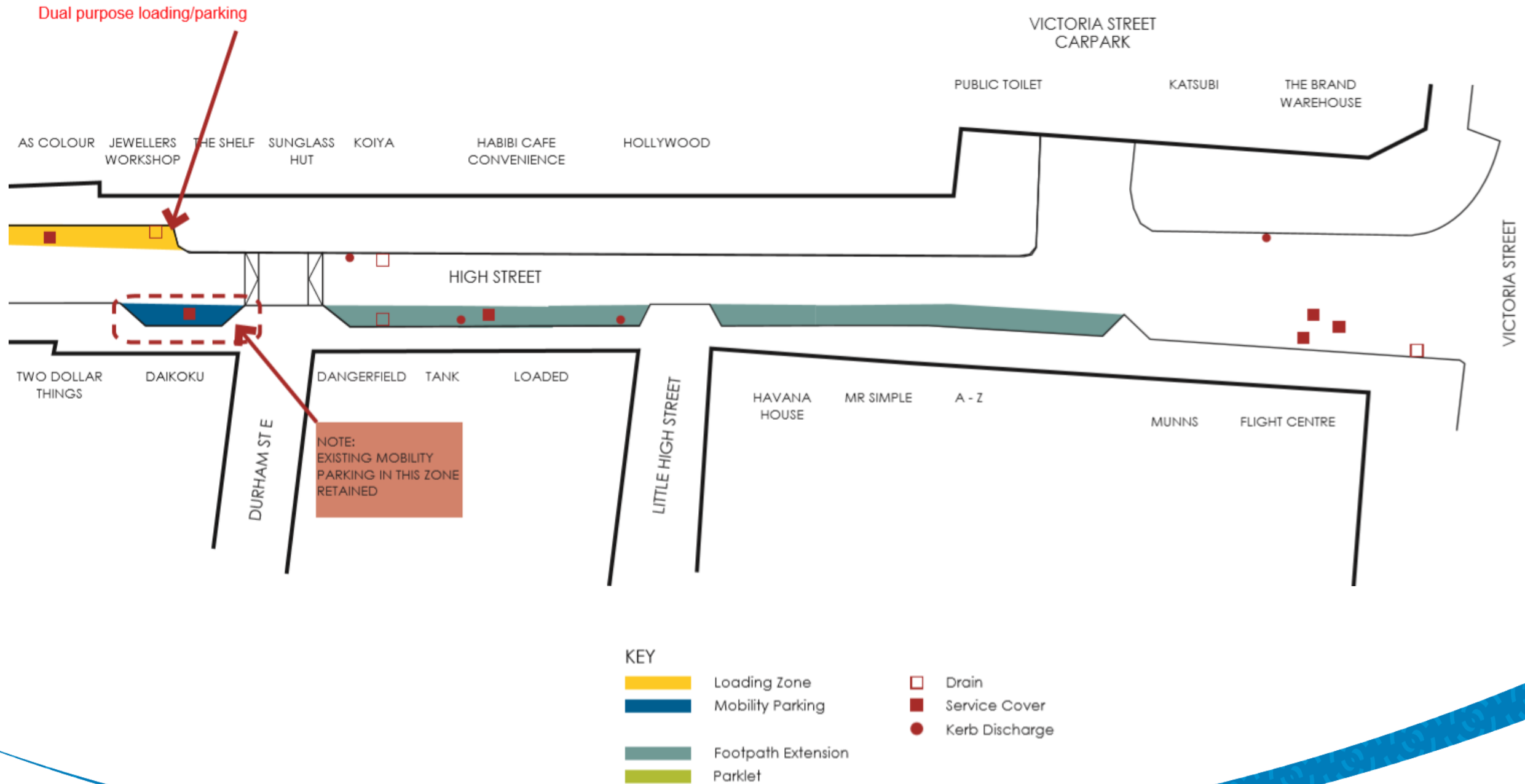
# 14. Stage 2 final layout plan

Number 21 to 47 High Street



# 15. Stage 3 final layout plan

Number 51 High Street to Victoria Street





## 16. Intervention logic matrix

The project team developed an intervention logic matrix which tracked design changes against feedback from the co-design process with the High Street community.

A summary of the intervention logic matrix for the Pilot detailed below:

Issue / Opportunity Raised in Feedback	Detail	Project Response
Footpath congestion	Impact of narrow footpaths in the street, including inability for pedestrians to stop and linger, meet needs of and provide better space for all - including prams or mobility needs.	All stages of footpath extensions in place. Some congestion. Unclear of the changes effect on vehicle congestion as COVID-19 has impacted the ability to measure this.
Amenity of High Street	Improved amenity for the street – greenery, artworks, seating and it be of good quality.	Amenity has been approved – some challenges with robustness of planting and movement . Additional seating has not been provided as greenery was prioritised.
Loading	High demand for loading space within the street, some concern on location of zones implemented favour one side.	More loading zones provided, enforcement and GSV / dual purpose arrangement currently being tested with community.
Vehicle congestion	Vehicles were getting stuck in the road, inability for emergency vehicles to access the area. Vehicles being damaged.	Not able to actively monitor against the Pilot changes due to COVID-19 and reduce vehicle numbers on the road.
Implementation (Methodology)	Impact of stages and potential for inconsistencies in delivery quality and method.	Positive feedback on implementation approach, all stages are now in place. Stages 3 & 4 delayed due to COVID. Install took place during weekdays following feedback weekend caused disruption to businesses during stage 1.
Maintain access to services and buildings	Relocatable panels that can be lifted so to maintain access to essential services and move if/when access to building is required. (e.g. scaffold for exterior painting).	Throughout all.
Vehicles on footpath	Bollard or relocatable heavy planters to prevent vehicles mounting footpath in specified areas.	Heavy planters trialled at strategic locations. Three planters have been placed outside Stolen Summer to Untouched World.
Waste management	Dedicated rubbish and recycling areas, aesthetically pleasing rubbish and recycling cages. Work with collection companies and others on innovative collection ideas.	Centralised bin trialled in stage 1 area – larger signage added following earlier teething issues. Generally positive feedback.
Parking (removal of).	Most businesses and residents supportive of removal of parking – some concern on the impact to trade, tenants and customers. Marketing and messaging about Victoria Street carpark.	Messaging within comms to promote and encourage use of Victoria Car Park achieved. Signage about Victoria carpark not achieved. Planned intercept surveys were not completed due to COVID.

## 16.1 Intervention logic matrix

Issue / Opportunity Raised in Feedback	Detail	Project Response
Removal of on street parking and night time business impacts	Some concern raised about the removal of on street parking for late night businesses – noting Victoria St operational hours: 6am to 12am Sun-Fri & Public Holidays, 6am-12:30am Sat	Dual purpose loading and car parking concept introduced. Any updated layout plan was provided – TCC resolution approved May 2020.
Stage 3 Layout Design	Concern expressed via petition in stage 3 area the removal of on street car parks would significantly impact trade and ability to complete deliveries in the area.	One-to-one meetings with concerned stakeholders - stage 3 completed and continue to monitor feedback.
Parking	P – 15mins suggested for shoppers.	No change to date – to be monitored in surveys and interviews with businesses.
Scooter obstruction	Dedicated scooter parking areas.	Not addressed.
Lack of enforcement	Improved signage, increase enforcement during the trial.	Yet to be evaluated against baseline. Reports from AT suggest enforcement is taking place.
Events and activation	Using existing events and campaigns to highlight High Street and draw visitors. Creating space for 'organic' activation. Pedestrianisation trials.	Late Night Art in High Street, Christmas in the City. No further activation since.
Quality of trial design and interventions – recognising High Street as a unique	Furniture, greenery to add warmth, and materials to acknowledge the environment and special character of High Street. Precast concrete planters, metal planters, timber platform panels.	Maintained throughout.
Indicative layout design	Progression of co-design session layout and learnings throughout engagement.	Achieved – adjustments made where possible. Majority of indicative layout maintained. Dual purpose was most significant enhancement.
Planting	Increase greenery in the street	More robust planters introduced during later stages following learnings from stage 1. Challenges with drought conditions in later stages.
Mobility parking	Increase or maintain mobility park.	Maintained – one new place provided to test viability.
Maintenance	Response to damage of planters. Fix monitor encourage	Monitoring underway – replaced damaged planks at Shortland Corner.
Evaluating the impact of the project	Iterative process that allows for regular feedback from community. Pedestrian monitoring, spending data, traffic flow data, sentiment surveys.	Achieved – final report provided.

# 17. How well did the pilot align with the objectives?

## OBJECTIVE 01 - Access management

Historically the street has been dominated by cars.

Now the focus is about 'manaakitanga', a place where people feel welcome and consequently move towards.



Evolving the distribution of street space to prioritise people, operations and street functions

## OBJECTIVE 02 - Reduce the level of discretionary traffic accessing High Street

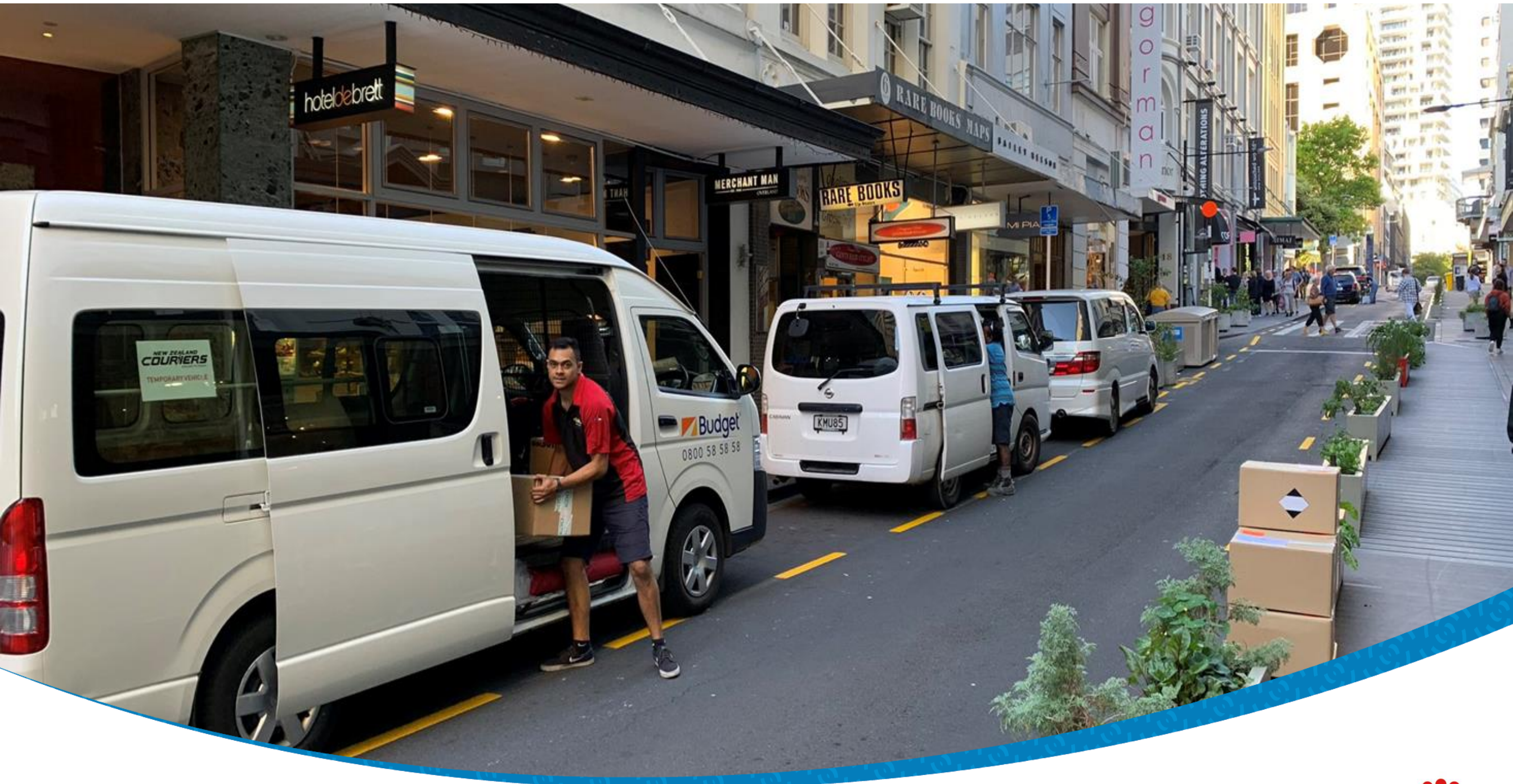
The iterative changes made to the street throughout the pilot have begun changing behaviours, there are visibly fewer private vehicles accessing the street, less queuing traffic in the roadway and clearer visibility of the streetscape.



## OBJECTIVE 03 - Enhance loading and servicing of High Street businesses

The Pilot has repurposed parking bays on the eastern side of the street; delivering goods more accessible provides a better user experience.

The Pilot effectively transformed the on-street-parking into loading zones and pick-up / drop-off areas and has improved servicing behaviours.



## OBJECTIVE 04 - Enhance engagement with the community to manage change

The rubbish on the footpath has been an issue for a very long time. Through successful engagement with the High Street Business Community, Council's Wates Solutions and their partners are trialing a new initiative to address it.



## 18. Recommendations

Analysis of feedback collected between July 2019 to August 2020 and the public consultation submissions, the recommendation for the future of the high Street Pilot are to:

- Continue monitoring business sentiment, consumer spending patterns and traffic & pedestrian counts
- Receive enforcement data from Auckland Transport
- Keep the High Street email address active to ensure the community can continue to provide feedback and log issues
- Continue working with Auckland Council Waste Solutions to ensure the current rubbish issues are managed
- Provide a high standard of planned maintenance for the footpath decking, waste bin and the planters
- Continue to keep the Reference Group and wider community are well informed of the future plans for High Street
- Explore opportunities for the community adopt a planter box
- Follow up with Auckland Transport regarding extending the Victoria Street car park building operating hours to accommodate late night activities
- Monitor how the loading and serving changes have been working for the street and consider iterative changes.

## 19. Next Steps

The project team are commencing the administrative closure of the pilot and tasks such as maintenance of the streetscape will be transitioned to Auckland Transport and Auckland Council's Community Facilities in preparation for assets handover.

- Auckland Council now wish to explore and assess the full range of options for the potential permanent upgrade of High Street to address the identified problems and opportunities and align with the strategic objectives defined in the business case for the A4E Concept Pilot – High Street.
- Unfortunately, there is insufficient provision in the COVID-19 Emergency Budget to fund the continuation of design at this stage, therefore the concept design development for the broader streetscape upgrade will be substantially on hold over the next 10 months. It will re-commence in the next financial year FY2021/2022, from July 2021
- At that point, Council will initiate the feasibility study and indicative design for the broader streetscape enhancement project; collate further information and undertake additional stakeholder engagement with the reference group and the wider community.
- Review the existing learnings, feedback, and insights gathered of the tactical urbanism interventions undertaken for Access for Everyone Concept Pilot – High Street.
- Complete the RFP tender process for the concept design development and option selection through business case of the broader High Street enhancements project.
- Identify a preferred way forward by developing a concept design.

To contact the project team with queries, log issues and provide feedback on the changes please email the High Street pilot team at [highst@aucklandcouncil.govt.nz](mailto:highst@aucklandcouncil.govt.nz)