

Tyler Street Community Profile and Impact Assessment

www.progressakl.co.nz/midtown

January 2024 – Tyler St



Prepared for Auckland Council by Stellar Projects

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Contents

Introduction	3
Purpose	3
Background	3
Waitematā Station plaza neighbourhood context	4
A public transport hub	4
A lively entertainment and shopping precinct	5
Parking is a community concern	5
Consideration of events	6
Meeting the needs of those affected	8
Adjoining properties	8
148 Quay Street property access and operational requirements	9
Endeans Building property access and operational requirements	13
Waitematā Station / Chief Post Office Building	15
Te Komititanga	16
Other properties in the neighbourhood	16

Introduction

Purpose

The purpose of this document is to record site-specific information and outline the context of the neighbourhood in the vicinity of Waitematā Station plaza and Tyler Street. It is intended to provide relevant information, as at January 2024, to support the submission of tenders for the upgrade of the plaza and a section of Tyler Street. Updated and additional information will be shared with the successful contractors soon after the contract is awarded.

There has been considerable construction activity in this neighbourhood for the past eight years. Construction fatigue is a very real experience for the residents, workers, commuters and visitors in this neighbourhood. There has been considerable disruption and change over many years, along with an increase in anti-social behaviour in the wider neighbourhood. It's fair to say that the neighbouring residents and businesses have been through a lot so respectful actions at every level are important.

From recent conversations with neighbours, considerate programming of noisy activities will be the single most important action that can be taken to lessen the impact of this project. Careful planning and communication will be required to enable noisiest works to be undertaken at a time that's least disruptive for the most people. Maintaining access to properties will also need to be a focus.

Good working relationships have been established with adjacent property managers, residents and business owners and we will work with the successful contractors to continue to support all people in this neighbourhood during the construction of these upgrades.

Background

Waitematā Station is currently the busiest public transport hub in Aotearoa. The station building and the surrounding neighbourhood has been undergoing transformative upgrades since 2017 as part of the City Rail Link, a major infrastructure project that will transform Auckland's public transport network.

As part of the project, new rail tunnels were built under the historic Chief Post Office building, the main entrance to Waitematā Station. This required the closure of the Chief Post Office from 2017-2021. To maintain access to customer service counters and train platforms during this period, a temporary building was constructed on a public plaza behind Waitematā Station.

In April 2021, the entry to Waitematā Station via the Chief Post Office were reopened, and the temporary station building was closed. The deconstruction of the temporary station building will happen between January and March 2024.

Following deconstruction of the temporary building, the plaza to the east of Waitematā Station will be upgraded, along with a 50-metre section of Tyler Street. The upgrade is guided by the City Centre Masterplan 2020 which seeks to create a pedestrian-scale city full of beautiful public spaces in an expanding laneway network.

Waitematā Station plaza neighbourhood context

The project area, noted by the blue outline in **Figure 1** below, is boundaried by Commerce Street, Galway Street, the rear of Waitematā Station and a mixed-use building at 148 Quay Street.

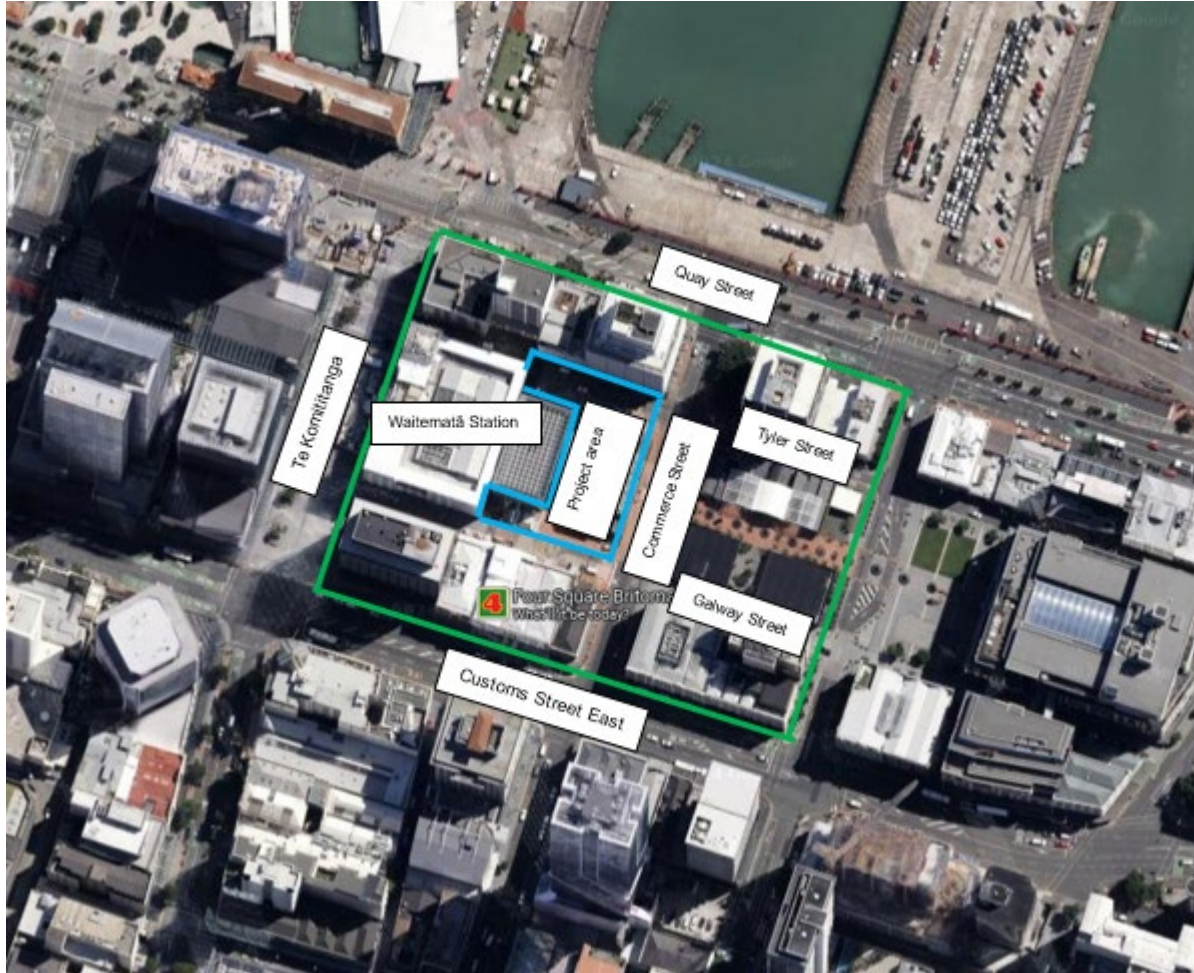


Figure 1: Waitematā Station plaza and Tyler Street upgrade project area and surrounding neighbourhood

The immediate neighbourhood around the project site contains a mix of residential apartments, commercial offices, a hotel, retail and cafes – alongside the Waitematā Station, a busy public transport hub.

The wider neighbourhood includes the Britomart precinct to the east and Te Komititanga and Commercial Bay to the west.

A public transport hub

Tyler Street plays an important role connecting people to public transport and between different modes of public transport – people using different configurations of ferries, trains and buses. This makes the street a busy route throughout the day for pedestrians and e-scooters, particularly in the morning and evening peak and lunchtime.

Because of the relationship with public transport, Tyler Street is used as a connecting route late into the night. The safety of all active mode users, especially at nighttime, will need to be a prime consideration in the site establishment for this project. CPTED matters including lighting, sightlines and entrapment areas will need to be carefully considered.

A lively entertainment and shopping precinct

The upgrade of this section of Tyler Street and the Waitematā Station plaza are almost the final pieces of public realm to be upgraded in this neighbourhood. Recent street upgrades have stimulated investment in nearby properties. The standard of the built environment in this neighbourhood has been set very high by the investment of Cooper & Company in heritage buildings, the quality of tenants they have attracted and the high standard of care and maintenance they apply to the area.

Expectations of a high-quality environment during construction also apply to this project, including cleanliness of the site and adjacent streets, containment of the site, and appearance of the site fences, hoardings and all workers.

Being in the heart of the city centre, people who have consumed alcohol or other substances are part of everyday life. The site set-up needs to take this into consideration, thinking about things like:

- Stability of fences so they are more difficult to push over
- Security of the site, ensuring gates are locked when the site is not occupied
- Ensuring keys are not left in plant
- Ensuring equipment is stored out of sight overnight
- CPTED matters as noted in **3.1** above – good lighting, clear sightlines and no entrapment areas to ensure all users of the neighbourhood feel safe.

Parking is a community concern

A regular concern raised by residents is illegal parking at the western end of Tyler Street, near the intersection with Te Komititanga. That end of the street has been upgraded and operates as a shared space. Parking provisions are:

- No Parking 7 – 9am and 4 – 6pm, Monday to Friday
- P5 Loading Zone at all other times.

Anecdotally, vehicles are parking there for many hours and enforcement is not as good as it could be. This has caused frustration for residents and businesses of the Endeans Building and 152 Quay Street as the ability to use the loading zone as intended - for dropping off people and goods, is compromised.

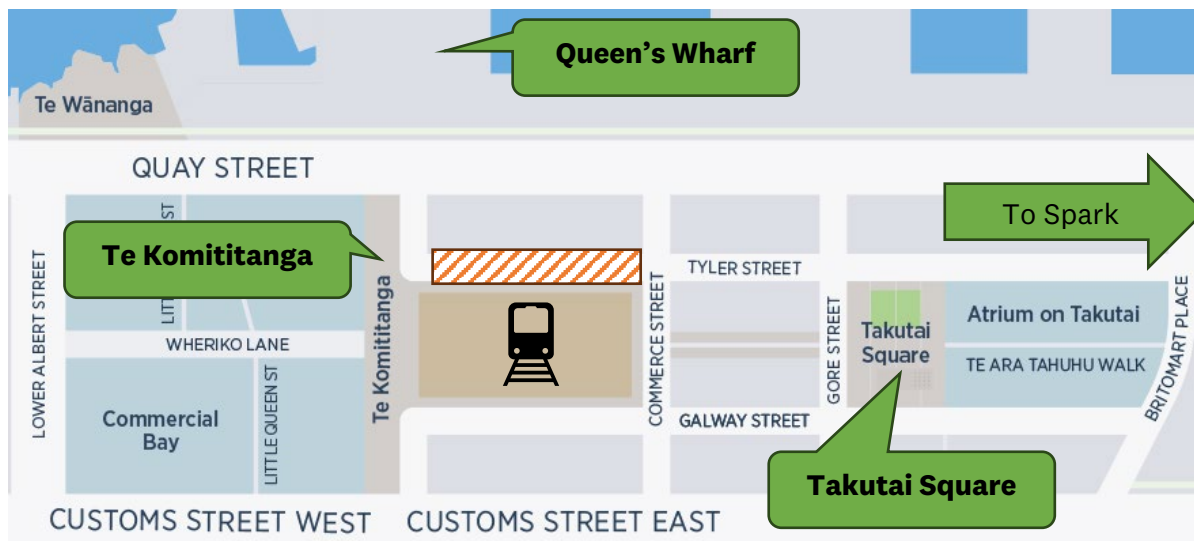
Consideration of how this situation could be improved through a temporary traffic management plan would be appreciated. Retaining access for Tyler Street businesses and residents while limiting access for the general public will help ease some tension in the neighbourhood during the construction phase.

Parking by contractors will also be actively monitored by businesses and residents so please ensure all staff and subcontractors are aware of, and comply with, the parking requirements outlined in the Disruption Mitigation Guidelines.

Consideration of events

Tyler Street is situated near four key gathering and event spaces, and adjacent to the busiest railway station in New Zealand. Assuming that pedestrian/active mode access is maintained along Tyler Street during construction, peak pedestrian flows can be accommodated along Quay, Galway and Customs Streets. The key consideration therefore is any *extraordinary* noise and vibration disruption over and above usual construction activity.

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Takutai Square

This area is managed by Britomart Group and hosts regular events and activations such as:

- Saturday markets from 8am to 2pm <https://britomart.org/market/>
- Food Truck Wednesdays from 11:30am to 2pm

From time to time, the square may be used for public and private events – at the time of writing there are no confirmed events to be aware of and we will notify contractors as soon as possible when we're informed of bookings. Events in the area are publicised here: <https://britomart.org/whats-on/>

Te Komititanga

The only confirmed event we're aware of in Te Komititanga at this stage is the World Choir Games 10-23 July 2024, which will involve impromptu *a cappella* singing groups at various times during that fortnight.

The square is usually typically activated for:

- Matariki (two weeks in June/July)
- Christmas (last week of November to first week of January)
- Buskers Festival (Auckland Anniversary Weekend)
- St Patricks Day parade (nearest Saturday to 17 March)

Spark Arena and Queen's Wharf

Events at these venues are unlikely to be impacted by construction disruption from this site, but increased pedestrian movements may need to be accommodated, especially at night. Spark Arena hosts events which contribute to large groups of people moving through the area at night (sometimes under the influence of alcohol), and Tyler and Galway Streets are key walking routes for post-concert public transport users (consider site safety and security implications).

Spark Arena events: <https://www.sparkarena.co.nz/all-events>

Queen's Wharf events: <https://www.aucklandlive.co.nz/venue/queens-wharf>

Other events

Two key events which generate exceptionally high pedestrian numbers in the downtown area:

- Farmers Santa Parade (last Sunday in November)
- Round the Bays (first weekend of March)

Meeting the needs of those affected

Construction activities during street upgrades are generally most disruptive for those properties with an adjoining boundary to the project area. Residents, businesses and visitors to those properties are likely to experience disruption to access from time to time, disruption to utility services, and experience impacts from dust, noise and vibration.

Adjoining properties

The project area adjoins two properties - the Waitematā Station building (Chief Post Office building) and 148 Quay Street. These two properties require access for pedestrians and vehicles through the project area. A further two properties, 152 Quay Street and the Endeans Building, are serviced from Tyler Street and require vehicle access and a clear pedestrian route through the project area. These four properties are highlighted on **Figure 2** below.

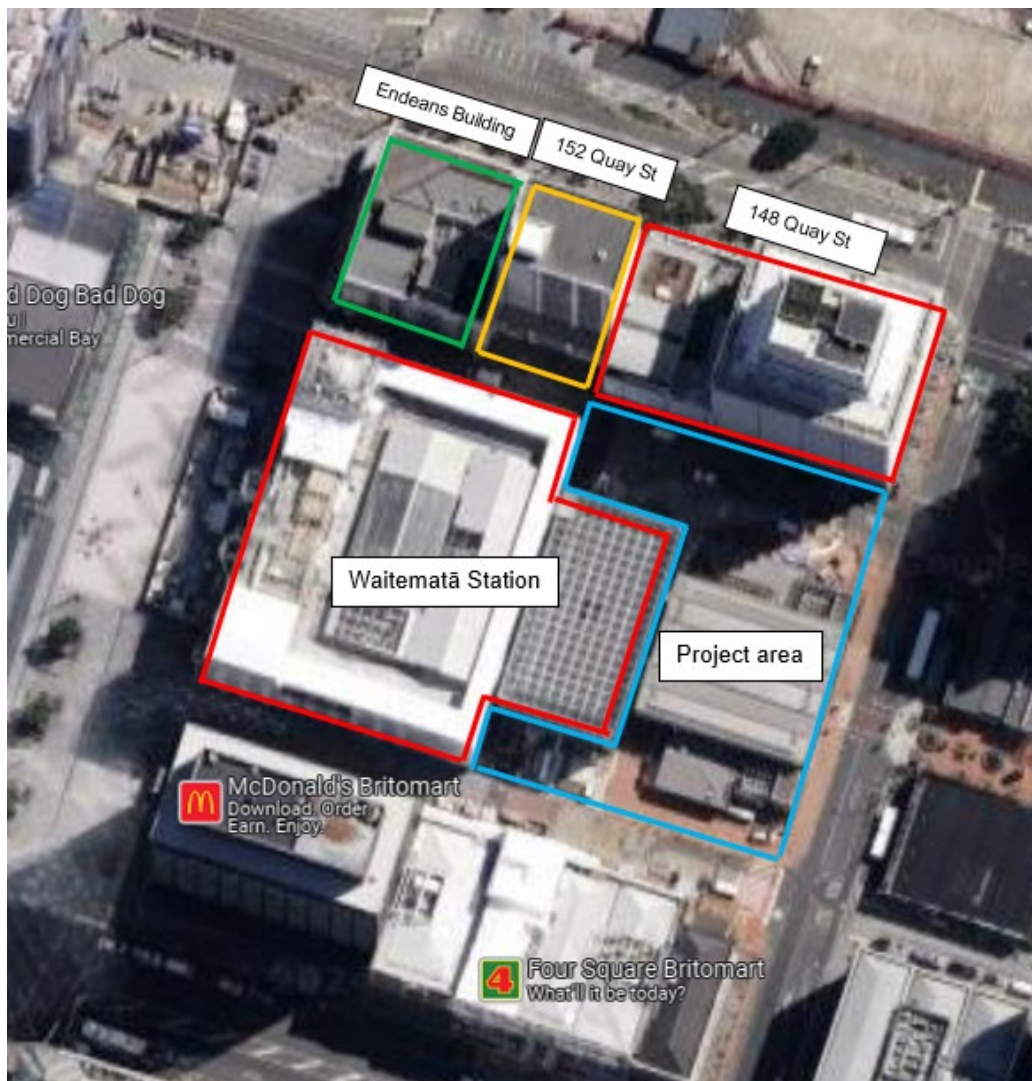


Figure 2: Properties with access requirements adjacent to the project area.

The access and operational requirements for each of these buildings are outlined below.

148 Quay Street property access and operational requirements

Property address	Description	Operational requirements	Mitigation of disruption during construction
148 Quay Street	A 15-level building containing 72 apartments and four retail spaces with frontages on Tyler Street, Commerce Street and Quay Street.	No major building work is planned over the next year. A window clean will be undertaken using abseilers.	See below for notes related to access, dust, noise, and vibration.
Access to retail stores	Two retail stores have customer entrances off Tyler Street: <ul style="list-style-type: none"> Value Vaper 77 Convenience Store Open 6am-11pm daily	Value Vaper has a single entrance off Tyler Street. Pedestrian access to the store is required during all business hours. 77 Convenience Store has two entrances – one off Commerce Street and one from Tyler Street. The Tyler Street entrance may occasionally be able to be closed temporarily with prior agreement from the store manager. Goods are delivered to 77 Convenience Store once a week via a large vehicle. The loading zone on Commerce Street is too small to accommodate the vehicle so it uses Tyler Street.	Safe pedestrian access to both stores is required during all business hours. Clear wayfinding signage and good sightlines to entrances is to be provided if the Tyler Street footpath is closed. Signage templates will be provided by Auckland Council. Agreement to close the Tyler Street entrance to 77 Convenience Store for short durations could be negotiated with the manager. A temporary loading zone for large delivery vehicles needs to be included in the TMP.
Vehicle access	Three vehicle crossings are off Tyler Street, accessing the following: <ul style="list-style-type: none"> Cart dock; First floor carpark – 30 spaces owned by 148 Quay Street residents; 	The cart dock is used for daily rubbish collection – two collections per day, generally between 3am and 8am – 660 litre trolleys on wheels and 240 litre bins on wheels. The cart dock is also used for people moving in and out of apartments.	If access to the cart dock is unavailable, provision for rubbish collection needs to be included at the closest spot. A temporary loading zone on Tyler Street for large delivery vehicles is to be included in the TMP to facilitate this.

	<ul style="list-style-type: none"> Basement carpark – 19 spaces owned by others. 	<p>Very few movements are anticipated. Quay Street access could be used if cart dock is inaccessible.</p> <p>Access to both carpark levels is required at all times, or alternative parking arrangements made nearby for 49 spaces.</p>	<p>Carparks to be accessible at all times. Short delays to access (less than ten mins) could be possible with notification.</p> <p>Consider providing alternative parking nearby if unavoidable disruption to access is required. Duration should be minimised due to cost implications.</p>
<i>Dust, noise, vibration</i>	<p>Due to close proximity to the work site, residents and businesses will be sensitive to the impacts of dust, noise and vibration.</p>	<p>Value Vaper and 77 Convenience Store expect to operate their businesses without dust spoiling their stock or impacting the experience for their customers.</p> <p>Store entry doors are open during business hours so these two businesses will be sensitive to the impacts of dust and noise.</p> <p>Residents have a right to peace and quiet and uninterrupted sleep. Working hours are to be in accordance with those specified wherever possible.</p>	<p>Plan for noisiest works to be undertaken at a time that's least disruptive for the most people.</p> <p>Consider methods for mitigating dust.</p> <p>Limit the extent of excavated (unsealed) areas as much as possible.</p> <p>Notification of excessively noisy work is required, e.g. rock breaking, excavation. hydrovac, compaction.</p> <p>Notification of work outside agreed construction hours is required.</p> <p>Notification of work that causes vibration is required, e.g. rock breaking and compaction.</p>



Figure 3: Location of 148 Quay Street retail entrances off Tyler Street.
Note: The Value Vaper entrance was installed after this image was taken.



Figure 4: Location of 148 Quay Street vehicle entrances

152 Quay Street property access and operational requirements

Property address	Description	Operational requirements	Mitigation of disruption during construction
152 Quay Street	<p>A 16-level building containing both commercial tenancies and apartments, with frontages on Tyler Street and Quay Street.</p> <p>This section of Tyler Street has already been upgraded so no construction activity</p>	No known major building works – but to be confirmed following a Body Corp meeting in February 2024.	No foreseen need for any specific requirements other than day to day access and mitigation of noise and vibration impacts.

	across this frontage is anticipated.		
<i>Vehicle access</i>	The Tyler Street frontage provides access to four uncovered parking spaces and parking spaces within the building.	<p>Continual access to the Tyler Street frontage of 152 Quay Street is important to:</p> <ul style="list-style-type: none"> • provide unimpeded access to the on-site parking spaces; • provide access for rubbish collection; • provide access for regular courier deliveries • provide access for tenants moving in/out. 	Access through the work area to the western end of Tyler Street needs to be maintained at all times.
<i>Dust, noise, vibration</i>	Due to close proximity to the work site, residents and businesses will be sensitive to the impacts of dust, noise and vibration.	<p>Residents have a right to peace and quiet and uninterrupted sleep. Working hours are to be in accordance with those specified wherever possible.</p> <p>Commercial tenants appreciate notification of excessively noisy work so they can make arrangements to work from home or rearrange meeting rooms.</p>	<p>Plan for noisiest works to be undertaken at a time that's least disruptive for the most people.</p> <p>Consider methods for mitigating dust.</p> <p>Limit the extent of excavated (unsealed) areas as much as possible.</p> <p>Notification of excessively noisy work is required, e.g. rock breaking, excavation, hydrovac, compaction.</p> <p>Notification of work outside specified hours is required.</p> <p>Notification of work that causes vibration is required, e.g. rock breaking and compaction.</p>



Figure 5: Tyler Street frontage of 152 Quay Street, illustrating uncovered parking spaces and access to basement carpark.

Endeans Building property access and operational requirements

Property address	Description	Operational requirements	Mitigation of disruption during construction
Endeans Building, 2 Queen Street	<p>A heritage building with 30 apartments and 7 ground floor commercial tenancies.</p> <p>The main entry to the Endeans Building is off Te Komititanga. There is no vehicle access to the frontage and there is no on-site parking.</p> <p>Some Endeans residents have parking spaces in the basement of 148 Quay Street.</p>	<p>Vehicle access to the western end of Tyler Street is important for the delivery of people and goods to the apartments and the commercial tenancies that front Tyler Street and Te Komititanga.</p> <p>Obstructed access to the building has been a point of frustration during past works in the area.</p>	<p>Access through the work area to the western end of Tyler Street needs to be maintained at all times.</p> <p>A temporary loading zone for large delivery vehicles needs to be included in the TMP.</p>
Dust, noise, vibration	<p>While a bit further away from the work area, these residents are particularly sensitive to the cumulative impacts of noise from various sources.</p>	<p>Residents have a right to peace and quiet and uninterrupted sleep. Working hours are to be in accordance with those specified wherever possible.</p>	<p>Plan for noisiest works to be undertaken at a time that's least disruptive for the most people.</p> <p>Consider methods for mitigating dust.</p>

	<p>There is very little sound-proofing in these apartments and some residents need to leave their windows open for airflow.</p>	<p>Daikoku Ramen and Hollywood Bakery have entrances off Tyler Street. They may be more sensitive to dust, noise and vibration than apartment occupiers.</p>	<p>Limit the extent of excavated (unsealed) areas as much as possible.</p> <p>Notification of excessively noisy work is required, e.g. rock breaking, excavation, hydrovac, compaction.</p> <p>Notification of work outside specified hours is required.</p> <p>Notification of work that causes vibration is required, e.g. rock breaking and compaction.</p>
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Figure 6: Endeans Building entrances onto Tyler Street

Waitematā Station / Chief Post Office Building

Property address	Description	Operational requirements	Mitigation of disruption during construction
Waitematā Station / Chief Post Office Building, 15 Queen Street	<p>A heritage building that houses the Waitematā Station, retail stores and commercial tenancies.</p> <p>The main entry to the building is off Te Komititanga. The building has a boundary with both Galway Street and Tyler Street.</p> <p>There is vehicle access to the frontage by request and there is no on-site parking.</p>	<p>Waitematā Station is the busiest public transport hub in New Zealand.</p> <p>Maintaining pedestrian access along Tyler Street, between Te Komititanga and Commerce Street, enables good connections between ferries, trains and some bus services.</p> <p>Vehicle access to the western end of Tyler Street is important for service vehicles and emergency services.</p> <p>Cooper & Company will be undertaking refurbishment of upper floors of the building. The current plan is for works on the northern end of the building to be completed after the Tyler Street upgrade is complete. A willingness to coordinate construction access will be required if this plan changes.</p>	<p>Safe vehicle and pedestrian access through the work area to the western end of Tyler Street needs to be maintained at all times.</p> <p>A temporary loading zone for large delivery vehicles needs to be included in the TMP.</p>

Te Komititanga

Property address	Description	Operational requirements	Mitigation of disruption during construction
Te Komititanga Lower Queen Street	<p>Auckland's premier civic space, frequently used for events.</p> <p>Very busy on normal days as it is a key circulation space for people who arrive by train, bus or ferry.</p>	<p>Maintaining safe access to Te Komititanga from all streets, including Tyler Street, is important for the health and functionality of the downtown neighbourhood.</p> <p>Some events or maintenance activities may require vehicle access from Tyler Street to Te Komititanga.</p> <p>Unlikely to experience impacts of dust, noise or vibration.</p>	Safe vehicle and pedestrian access through the work area to the western end of Tyler Street needs to be maintained at all times.

Other properties in the neighbourhood

Assuming that Galway street remains open at all times, no other properties in the immediate or wider neighbourhood are expected to experience access constraints as a result of this project. Construction impacts are likely to be limited to sensitivity to dust, noise and vibration for properties near the work area.

Known sensitivities include the following:

Property address	Description	Operational requirements	Mitigation of disruption during construction
Mövenpick Hotel Auckland 8 Customs Street East	<p>Hotel with some rooms with an outlook over the work area.</p> <p>Conference centre on the first floor.</p> <p>Hosts airline crew and other guests that may require sleep during the day.</p>	<p>Sensitive to excessively noisy works in the day due to the conference centre on the first floor and guests that require sleep during the day.</p> <p>Particularly sensitive to noise and vibration at nighttime.</p>	Notification of noisy works and night works with a long lead-in time so hotel management can move guests to the quiet side of the building.

13 Galway Street 16 Customs Street East 20 Customs Street East	Three heritage buildings with retail frontages onto Galway Street, including: <ul style="list-style-type: none"> • Daily Bread • Four Square • Perch There are five commercial tenancies on upper levels.	Sensitive to dust and excessively noisy works in the daytime. Perch is a hospitality venue with outdoor seating, located on the corner of Commerce and Galway Streets, just a few metres from the work area. This makes them one of the most sensitive businesses in the precinct. Their limited opening hours provide opportunities for undertaking particularly invasive work while they're closed. Opening hours are: Sunday: Closed Monday: Closed Tuesday: 4pm til late Wednesday: Noon til late Thursday: Noon til late Friday: Noon til late Saturday: 4pm til late	Dust mitigation as per the contractor's Construction Environmental Management Plan. Notification of noisy works so commercial tenancies could plan to work at home or rearrange meeting rooms. Plan for noisiest works to be undertaken at a time that's least disruptive for the most people.
28 Customs Street East / 27 Galway Street 31 Galway Street 26 – 40 Galway Street The Pavilions, 18 Te Ara Tahuu Walkway, Britomart Place 33 Tyler Street 25 Tyler Street	Ground floor retail and hospitality businesses and commercial tenancies at upper levels.	No store entrances facing Waitematā Station plaza so sensitivity to dust should be reduced. Sensitivity to excessively noisy works in the daytime.	Notification of noisy works so commercial tenancies could plan to work at home or rearrange meeting rooms. Plan for noisiest works to be undertaken at a time that's least disruptive for the most people.

5.0 Communication and interactions with key partners and stakeholders

There are a few organisations that need a special mention. Maintaining collaborative, positive working relationships with these organisations is critical to Auckland Council and the reputation of the contractors.

Each of these organisations is a neighbour to the Waitematā Station plaza work area and a key stakeholder. There may not be any need for contractors to engage directly with these parties, but if requested to provide access or adjust the programme or retime noisy works, for example, the full cooperation of the project team is necessary.

- City Rail Link Limited (CRL)
- Cooper & Company / Britomart Group
- Auckland Transport/Auckland One Rail

Day to day interactions between the contractors and the neighbourhood will be fully discussed once the contract is awarded. We will share all contact details and support you in the establishment of positive relationships with neighbours, setting you up for success.

