

Wai Horotiu Queen Street Project FAQs

What are the benefits of this project?

- A pedestrian priority shopping street with significantly more space for pedestrians
- A new shared path, the Waihorotiu path, for use by active modes and scooters, while retaining the full width of the existing footpath for pedestrians, creating a safer walking environment.
- An attractive street environment with planters and visible Māori cultural identity.
- Making better use of space for city operations by converting all general car parking on the street into P15 general loading, P5 GSV loading zones or Mobility Parking.
- Moving Queen Street towards a healthier, zero-emission future by discouraging general traffic driving through Queen Street, and prioritising public transport priority.

What's the long-term plan for Queen Street and the wider city centre?

Auckland's city centre is the commercial powerhouse of our city and is critical to the prosperity of Tāmaki Makaurau and Aotearoa. Guided by [The City Centre Masterplan](#) our goal is to regenerate the area to create a greener, safer and more prosperous place that we can all be proud of.

The Wai Horotiu Queen Street valley will become the centrepiece of a greatly expanded area where people have priority, enjoying a better city centre public transport system and cleaner and quieter environment with less emissions from cars and buses.

The Wai Horotiu Queen Street Project has been a key step towards the City Centre Masterplan vision by delivering incremental pedestrian priority and network changes.

What's next for Queen Street?

To ensure continuity with the design of Queen Street, from Mayoral Drive to Shortland Street, we will be revisiting the first section of Queen Street, from Customs to Shortland St. We did an initial upgrade of this section in 2021 as part of the Waka Kotahi NZTA Innovating Streets programme.

The work that we deliver as part of this project will be in place for people to enjoy for the next decade.

There is currently no funding earmarked for significant upgrades of Queen Street. As the City Rail Link comes online and the city centre continues to evolve, future iterations of Queen Street will be considered and prioritized as part of the council's long term plan cycle that occurs every three years. Learnings will be taken from this current project, to inform this process.

The Waihorotiu Path FAQs

How have you made the Waihorotiu path safe for people with accessibility needs?

- We recommend that people who move more slowly and/or have low vision, continue to use the original footpath closest to the shops.
- The new Waihorotiu path is for faster movers, which means the original footpath is a safer walking environment for those with accessibility needs.
- The permanent bus stops and bus shelters will remain in the same locations where they were prior to the start of the project and there are stone tactile directional indicators at each stop to let customers with low vision know where to get the bus.
- The Waihorotiu path has been designed with safety in mind for those who need to cross over it to get to their bus. A strip of stone domes runs between the original footpath and the Waihorotiu path to help people with low vision to know that they are entering a new zone.
- The Waihorotiu path includes zebra crossings in key locations where people need to cross over the path to get to their bus. On either side of these crossings are stone dome delineators to help guide those with accessibility needs safely across the path.
- We have added additional uncovered benches near bus stops for people to rest on.

How do cyclists enter the Waihorotiu path?

- If cycling southbound, the Waihorotiu path connects cyclists from Shortland Street to Aotea Square. When you get to Wellesley Street intersection wait until the pedestrian light goes green before crossing to the western side of the street. The path ends at the double-tier bicycle parking facilities by Aotea Square which provides a place for people to easily store their bikes and enjoy the venues nearby.
- If cycling northbound on Queen Street, we recommend that people on bikes access the path at Wellesley St intersection. Wait until the pedestrian light goes green before crossing the road to the eastern side of the street to enter the path and follow it down to the intersection of Queen and Shortland Streets.

How is the Waihorotiu path connecting to other cycling facilities?

- The Waihorotiu path has opened the connection for people cycling to and from Shortland Street to Aotea Square. The path provides an opportunity for people to cycle more safely through much of the lower half of Queen Street.
- The new section will connect to the existing shared space on Elliott Street and Darby Street through the mid-block crossing on the Waihorotiu path.
- The next phase of the path will be delivered next year, connecting the last section of Queen Street from Shortland Street to Customs Street with Te Komitanga. Then there is direct access to the Quay Street bi-directional cycle path on the waterfront.
- Auckland Council and Auckland Transport are investigating some further plans to provide a cycle connection along the full length of Victoria Street. The goal is to bring all destinations in the city centre within easy reach of cycle paths connecting to the perimeter paths Te Ara Whiti, Grafton Gully, Quay Street, and Nelson Street.

What have you done to reduce general traffic on Queen Street?

- We have reduced the number of traffic lanes on Queen Street from four lanes, to two lanes. This substantially reduced the capacity and discourages traffic from driving through Queen Street.
- A new type of vehicle-zone called an Essential Vehicle Area (EVA) has been introduced on Queen Street between Wellesley and Wakefield Streets. Only buses, motorcycles, mopeds, bicycles, goods vehicles and emergency service vehicles are allowed to use the EVA and this will have the effect of reducing congestion, air and noise pollution, and making it safer for pedestrians and micro-mobility users.
- We have also converted parts of Fort Street and Lorne Street into pedestrian malls, and we are refreshing the Vulcan Lane pedestrian mall. A pedestrian mall is an area of the legal road corridor where the right to use vehicles is prohibited or restricted. The pedestrian mall prohibitions and restrictions have been designed to reduce the movement of general traffic onto Queen Street.
- A peak hour bus lane (4pm – 7pm) has been put in place heading north, between Shortland Street and Customs Street.
- Loading and servicing activities have been prioritised by removing general parking on Queen Street, between Customs Street and Mayoral Drive. Queen Street offers only loading and servicing spaces along the length of the project area with P30 mobility parking around the arts precinct.

Why have you removed key parking spots that businesses need for couriers and deliveries, etc.?

Although the plan proposed as part of the WHQS project reduces the overall parking space available on Queen Street by two spaces, we believe that parking for goods and service vehicles, those making essential trips to support businesses and homes, will be easier, as all general parking spaces along Queen Street have been turned into loading zones, freeing up the parking space for these essential trips.

How is Auckland Transport reducing vehicle movements on Queen Street?

The City Centre Masterplan envisages Wai Horotiu Queen Street as a pedestrian priority area and low-emission zone, delivered by removing non-essential vehicle traffic.

To help achieve these goals, Auckland Transport has introduced an Essential Vehicle Area (EVA) between Wellesley Street and Wakefield Street. The EVA directs discretionary, through-traffic away from Queen Street by preventing access along its full length.

How does the Essential Vehicle Area (EVA) work?

The EVA is for use only by buses, cycles, mopeds, motorcycles, goods and service vehicles and emergency vehicles.

What kind of impact do you expect the EVA will have on traffic on Queen Street, i.e. how many fewer vehicles do we expect on Queen Street as a result of the EVA?

The EVA will reduce traffic along Queen St. While modelling has not been undertaken to assess volume reductions, on-going monitoring is in place to capture the changes in volumes.

What are its hours of operation? The EVAs hours of operation are 24 hours a day, seven days a week, this was decided through consultation with the community.

I make deliveries in Queen Street. How will I access loading zones on the other side of the EVA? As a goods and service vehicle you are able to use the EVA.

I have limited mobility. How will I get dropped off at mobility spaces on the other side of the EVA?

There are still ways of getting from one side of the city centre, and around the EVA. If you want to find the mobility parking spaces on or around Queen Street, you can download the AT Park app and set the filter to mobility parking. This will show you all the mobility parking in the city centre.

If you are trying to access the mobility parking spaces near the Town Hall, you should travel around Mayoral Drive to Wakefield Street, down Wakefield Street to Queen Street. Once you reach Queen Street, turn left and the mobility spaces will be on your left, opposite the Town Hall.

For the mobility spaces nearest the Civic Theatre, there is a drop off space outside Smith and Caughey's. Travel down Wellesley Street from Albert Street, turn left into Queen Street and the mobility parking spaces will be on your left outside Smith and Caughey's.



What are you doing to improve enforcement on Queen Street to help reduce general traffic?

We have two dedicated enforcement officers on Queen Street, one from Customs Street through to Wellesley Street seven days a week, and another enforcement officer that operates from Wellesley Street through to Mayoral Drive from Monday to Friday. We also have a total of seven officers from Monday to Friday that cover the surrounding area, from Hobson Street in the west, to Symonds Street in the east, Customs Street in the north and Karangahape Road in the south. Three officers then cover this area in the weekends and at night.

CCTV cameras also monitor the Essential Vehicle Area between Wellesley Street and Wakefield Street. Anyone who drives through the area for the first time will receive a warning notice rather than a fine. Auckland Transport will then allow two weeks for the fine to be mailed out and received. If the same vehicle then drives through the area after this two-week period, the registered owner will receive a \$150 infringement fee.

What will happen if cars are parked on the widened footpath?

The New Zealand Road Code stipulates that it is illegal to park on any footpath:
<https://www.nzta.govt.nz/roadcode/motorcycle-code/road-code/about-riding/stopping-and-parking/where-not-to-park/>

Cars parking on the footpath on Queen Street, which has been widened as part of the Wai Horotiu Queen Street project, will be towed away, at the owner's expense, and fined.