

PROJECT	DOWNTOWN CARPARK SITE DEVELOPPMENT - FAST TRACK
SUBJECT	DRAFT HOTEL PICK-UP AND DROP-OFF MANAGEMENT PLAN
TO	PROJECT TEAM
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1 INTRODUCTION

Precinct Properties New Zealand Limited has commissioned Flow Transportation Specialists Ltd to prepare a hotel pick-up and drop-off management plan relating to the proposed Downtown Carpark site development ("**Project**"), located at 2 Lower Hobson Street in the Auckland City Centre ("**Site**").

The purpose of this management plan is to manage the use of the hotel pick-up and drop-off area for exclusive use by the hotel activity, and to prevent queueing onto the road network.

It is anticipated that this draft management plan will be finalised for certification by Council following the confirmation of a hotel operator and before the operation of the hotel.

2 BACKGROUND

The Project includes the demolition of the existing Downtown Carpark building (together with the Lower Hobson Street pedestrian bridge and Customs Street West vehicle ramp located within part of the road reserve) and redevelopment of the Site to provide for a mixed-use precinct providing for commercial, residential, hotel, retail, food and beverage and civic uses. The hotel activity will contain 200 rooms.

The hotel activity will be supported by a dedicated hotel pick-up and drop-off area for vehicles:

- ♦ A drawing of the hotel pick-up and drop-off area is shown in [Figure 1](#) ~~Figure 1~~
- ♦ This contains space for 2 vehicles to park at once. An additional lane is provided for vehicles to pass through [or temporarily wait](#) if both parking spaces are occupied
- ♦ Two vehicle crossings onto Customs Street West are provided, consisting of an inbound and outbound crossing
- ♦ Valet parking will be provided as part of the Project, which will function in conjunction with the hotel pick-up and drop-off area.

Figure 1: Drawing of hotel drop-off area



We have estimated that the proposed hotel drop-off area could generate 18-23 vehicles per hour during weekdays.

The vehicle crossings have frontage to Customs Street West, which currently contains¹ the following features:

- ◆ A footpath on the north side, which provides a high-volume pedestrian connection between the Viaduct to the west and Lower Albert Street to the east
- ◆ Three eastbound vehicle lanes on Sturdee Street / Customs Street West, which includes a bus lane. This bus lane serves high volume bus routes including the NX1
- ◆ An intersection between Sturdee Street and Customs Street West, near the southwest corner of the Site.

Active management of the hotel pick-up and drop-off area is required due to the high pedestrian and bus volumes on Customs Street West, and the capacity of the pick-up and drop-off area for 2 vehicles (either 2 cars at once, or a single larger vehicle up to a 7.4 m long passenger transporter with a trailer).

3 MANAGEMENT PLAN OBJECTIVES

This hotel drop-off management plan has the following objectives

- ◆ To provide a clear framework for ongoing management of the hotel pick-up and drop-off area
- ◆ To ensure the hotel pick-up and drop-off area is used for hotel guests only, or for valet parking

¹ It is noted that the Customs Street West road environment is likely to change if/when the Hobson Street flyover is removed. This management plan will be reviewed and amended as necessary to respond to the new layout.

- ◆ To prevent vehicle queueing onto Customs Street West, including the potential for queueing across the Customs Street West footpath
- ◆ To ensure the drop-off area operates safely
- ◆ To avoid adverse safety and operational effects on the adjacent road network.

It is intended that this management plan will remain a live document and be updated by the Consent Holder, should there be any changes to the adjacent road network, in accordance with the conditions of resource consent.

4 ACTION PLAN DEVELOPMENT AND IMPLEMENTATION

The following actions are proposed to be implemented to ensure the objectives can be achieved. The management plan will be reviewed at 3 months, 6 months, 12 months after commencement of operation and at least every 12 months thereafter to ensure it remains effective and relevant. The plan shall also be reviewed, should the external road network layout along the Customs Street West or Lower Hobson Street site frontages fundamentally change.

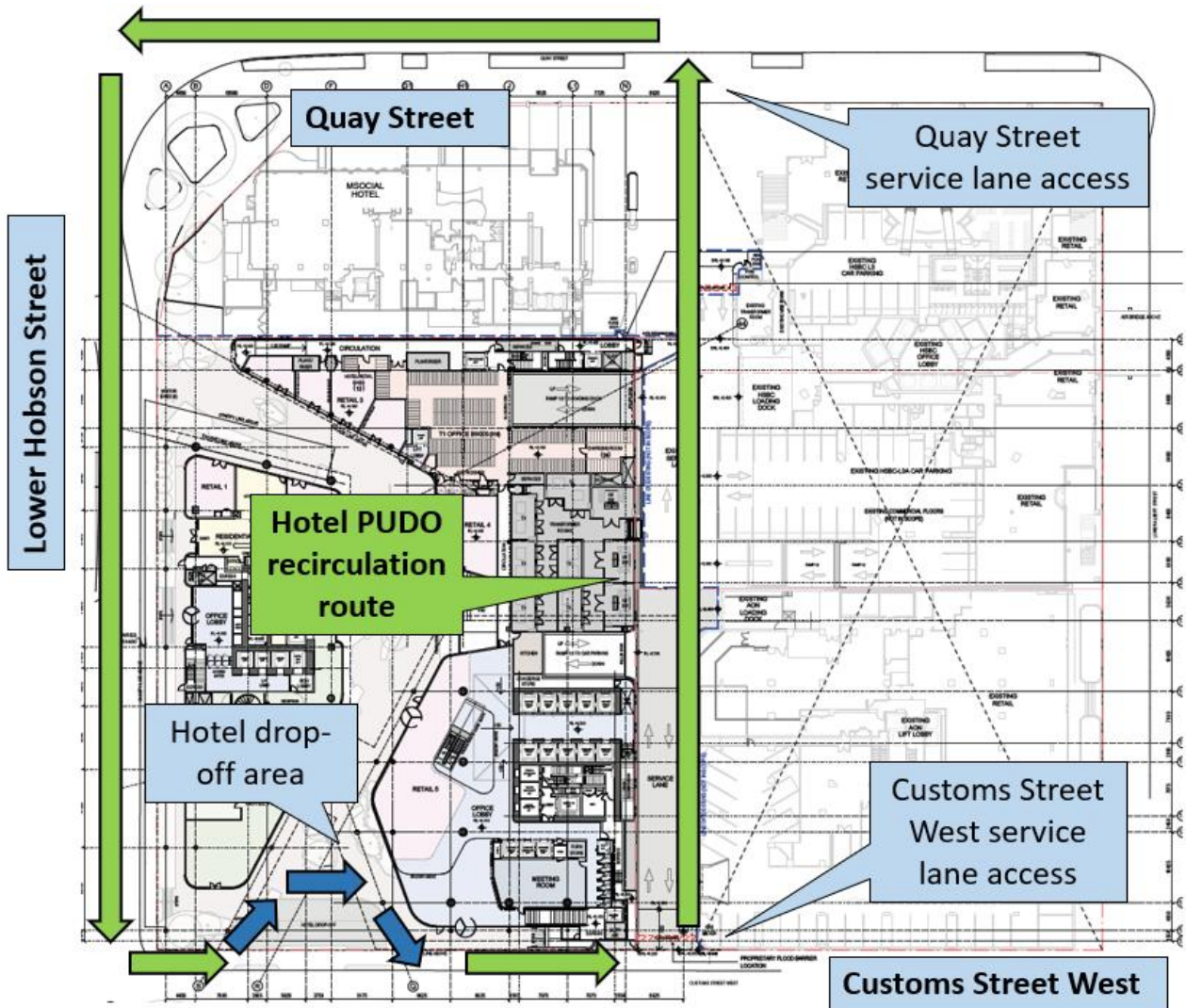
The management plan shall include:

- ◆ Details about the specific signage or markings required to show that the pick-up and drop-off area is for exclusive use by the hotel guest arrival and departure activity, and that will assist in the general operation of the drop-off area. These details should include
 - Signage stating use for hotel drop-off only
 - Time limit restrictions signage proposed for the use of the drop-off spaces of up to 5 minutes for hotel guests and 3 minutes for taxis or ride-share vehicles
 - Signage stating not to leave vehicles unattended, and for valet parking to give keys to hotel staff members
 - Clearly defining signage or markings for entry and exit points for vehicles
 - Vehicle size limitation signage (the maximum vehicle size utilising the drop-off area is a 7.4 m long van with a trailer)
 - Markings/surface treatment defining drop-off spaces and pass-through lane
- ◆ The level of staffing required during the following periods
 - 24/7, the hotel will provide a driveway manager (doorman) to ensure the drop-off area is always under visual observation who would be stationed at the pick-up and drop-off area directly, or by the door where they can see the pick-up and drop-off area
 - 'Core hour' period from 6 am to 10 pm during weekdays, 8 am to 6 pm on weekends
 - In addition to the driveway manager a minimum of one porter (to accept guest luggage immediately) and one valet parking attendant (to quickly remove guest cars from the driveway once the bags are collected). These numbers could be increased based on peak demand times
 - 'After hour' periods (outside of core hours)
 - In addition to the driveway manager, one combined porter/valet parker

- A computer terminal (or equivalent handheld device) must be provided so that the staff can check with the hotel reservation system that the guest is arriving at the correct hotel before accepting the bags and parking the car. A luggage store to be provided immediately adjacent to the doorway/hotel entrance so that the driveway porter can store the luggage ahead of other porters delivering it – i.e. to assure the driveway porter does not need to leave the driveway unmanned. Valet parkers, porters and driveway manager to be equipped with discreet radios
- ◆ Measures to encourage high turnover of the pick-up and drop-off area. These measures could include:
 - Turning away unauthorised vehicles and idle vehicles not requiring the use of a drop-off area
 - Staff members directing vehicles ~~away (ie to loop around the block)~~ via the route shown in Figure 2 if the drop-off spaces are fully occupied
 - Targets for staff to remove each vehicle within a time period, e.g. guest cars within 5 minutes and taxis or Ubers within 3 minutes
 - Regular staff training.
- ◆ Management measures to treat the bypass lane as a managed short-term stacking / circulation area only, not as a loading, luggage handling or taxi / rideshare waiting area. This will provide short term capacity if needed, but ensure the bypass lane is not used as a formal loading area
- ◆ Providing a clearly defined route for vehicles to “circulate around the block”.
 - This route is shown in Figure 2, will involve vehicles turning out of the PUDO area, turning left into the service lane, and then circulating via Quay Street and the Lower Hobson Street slip lane in an anticlockwise direction
 - Include wayfinding measures for the approved route. This could include booking confirmation maps, rideshare pin placement, taxi instructions, concierge scripts and any driveway signage
- ◆ Systems for implementation of the following, where practicable
 - Valet users and pre-arranged transfers to book, or at least nominate, an arrival window
 - Pre-book vans, shuttles and any vehicle with a trailer to book, or at least nominate an arrival window

Note: These systems could be implemented when guests are pre-booking online. While it may not be possible to capture all of these trips via booking (as there may be some ad-hoc, early or late arrivals, these measures will still assist hotel staff by identifying potential busy periods in advance, and direct guests to arrive outside of busy periods if already fully booked by other guests.
- ◆ A larger vehicle protocol. These vehicles should be called forward only when sufficient internal space is available, otherwise they will be directed to the defined recirculation route
- ◆ A clear “no informal drop-off” rule within the road reserve
- ◆ A specific “all 4 internal positions occupied” procedure.

Figure 2: Hotel PUDO recirculation route



5 MONITORING PROGRAMME AND MANAGEMENT PLAN REVIEW

Monitoring of the hotel drop-off management will be important to ensure its effectiveness in addressing the turnover of the drop-off spaces, ensuring use by hotel guests only, and to avoid queueing onto Customs Street West. The management will include a monitoring programme to provide a structured way to track performance, assess the outcomes of the management plan, and provide refinements over time.

Monitoring will include at a minimum

- ♦ An annual survey of the drop-off area to assess (which must include one weekday and one weekend):
 - The turnover time (i.e dwell time) for each vehicle using the drop-off area
 - The extent of any vehicle queueing
 - Record each occasion when the bypass lane is used for stacking, a vehicle waits at the Customs Street West entrance, a vehicle is redirected, or any informal vehicle stopping outside the PUDO

- The vehicle types
- The peak arrival periods over a day
- Any complaints or near misses
- ◆ The hotel should record any operational issues that can be referred to in the process of reviewing the management plan after each monitoring cycle
- ◆ A review of crash records within the vicinity of the Hotel PUDO vehicle crossings, with a focus on crashes that could be reasonably attributed to the PUDO
- ◆ Following each monitoring cycle, the management plan will be reviewed to evaluate whether the objectives are being achieved. This will involve:
 - Reviewing monitoring results and commentary on the outcomes of implemented actions
 - Identifying any operational issues that have arisen
 - Review of the action plan annually and making any updates if required, with new or refined actions, based on performance to date and results of the survey.

The monitoring process will be iterative (and carried out annually, at a minimum), allowing flexibility to respond to operational requirements, and confirm the extent of any issues and ensure that the management plan measures remain effective.

Reference: <P:\PREP\002 Downtown Carpark redevelopment\ITA and reporting\Technotes\Hotel drop-off management plan\T8D260521 Draft Hotel drop-off management plan Final.docx>