

**Downtown Carpark Site
Development
Demolition and
Construction**

**Draft Construction Traffic
Management Plan**

November 2025

flow

TRANSPORTATION SPECIALISTS

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1 INTRODUCTION

Flow Transportation Specialists Ltd ("**Flow**") has prepared this draft Construction Traffic Management Plan ("**CTMP**") to support the resource consent application under the Fast-track Approvals Act 2024 for the Downtown Carpark Site Development ("**Development**").

As shown in Figure 1, the application site is located north of Customs Street West and east of Lower Hobson Street in the City Centre ("**Site**"). The application Site currently contains the Auckland Transport Downtown Carpark, which provides approximately 1,944 public parking spaces, comprising a mix of short-term and long-term leased parking

Figure 1: The Site location and immediate surroundings



The proposed Development includes

- w A mixed-use scheme including 160 apartments (23,200 m² GFA), 200 hotel rooms (14,100m² GFA), 87,000 m² of commercial offices, and 1,179 m² of retail and restaurant space primarily for food and beverage activities.
- w Vehicle access will be via the existing service lane, upgraded for two-way movement, with modified crossings at Quay Street and Customs Street West. The hotel drop-off area on Customs Street West will include separate inbound and outbound crossings and accommodate two vehicles, with a bypass lane for through movement. Due to clearance constraints beneath the

podium, all truck access will occur via the Quay Street crossing, while redundant crossings from the existing Downtown Carpark will be removed.

- w A total of 463 parking spaces will be provided across four basement levels, with allocations for residents, offices, hotel valet, and the adjacent M Social site.
- w Five loading spaces for 8.3 m trucks will be provided in a dedicated area accessed from the service lane.
- w End-of-trip facilities include 594 secure and 94 visitor bicycle spaces, supported by 38 showers and 388 lockers, and the Development will also deliver a network of pedestrian connections linking Lower Hobson Street and Customs Street West.

The key construction traffic effects associated with the proposal have been identified and include:

- w Removal of the Lower Hobson Street pedestrian overbridge, requiring a full closure of Lower Hobson Street
- w Demolition of the of the Downtown Carpark building
- w Removal of Downtown Carpark ramp over Customs Street West onto Fanshawe Street, requiring a full closure of Customs Street West
- w Bulk excavation to establish basements and building platforms
- w General site works, including underground infrastructure/services
- w The construction basement structure LB4 to L00 and the Main structure L00 and up
- w The construction of new (and upgrade of existing) vehicle crossings from Quay Street and Customs Street West.

This draft CTMP has been prepared to set out measures that will ensure that these transport effects are appropriately managed during the construction period based on an understanding of the construction staging and timing, and focuses on the following transport matters:

- w Proposed construction routes and access to the Site, including an overview of the work zone
- w The amount of construction traffic expected to be generated during each phase of construction
- w Parking provision during construction for contractors
- w Road closures required, including access arrangement for neighbouring sites affected
- w Public transport diversions
- w Pedestrian and cycle access
- w Principles of temporary traffic management.
- w Proposed communication protocols.
- w Contractor obligations for preparing the final CTMP.

Overall, it is intended that this draft CTMP will form the basis of the final CTMP, which will be required to be developed, certified and implemented as a condition of consent for the Downtown Carpark development, as recommended in the Demolition and Construction Transport Assessment.

A final CTMP will be prepared once a contractor has been appointed to undertake the physical works, however the key principles of this draft CTMP will remain.

2 SITE LOCATION

The application site is located north of Customs Street West and east of Lower Hobson Street in the City Centre.

The location of the Site and its connections to the wider road network are shown in Figure 2.

The Site currently accommodates the Auckland Transport Downtown Carpark. It provides 1,944 parking spaces, which are generally available to the public. There is a mix between short-term public use and long-term leased spaces.

The Site has the following access points

w **Two primary access points**

- Vehicle crossings along the road frontage on ground level, with separate crossings accommodating inbound and outbound vehicle movements
- An overhead ramp towards Fanshawe Street, accommodating outbound movements only.

w **Two secondary access points**

- A sliding door access onto the Customs Street West / Quay Street service lane
- A roller door access onto the Quay Street frontage from the M Social site

The Site has good vehicle accessibility to the strategic highway network including

w **Outbound traffic: SH16/SH1 onramp and offramp interchange at Grafton Gully, via Customs Street West and Beach Road**

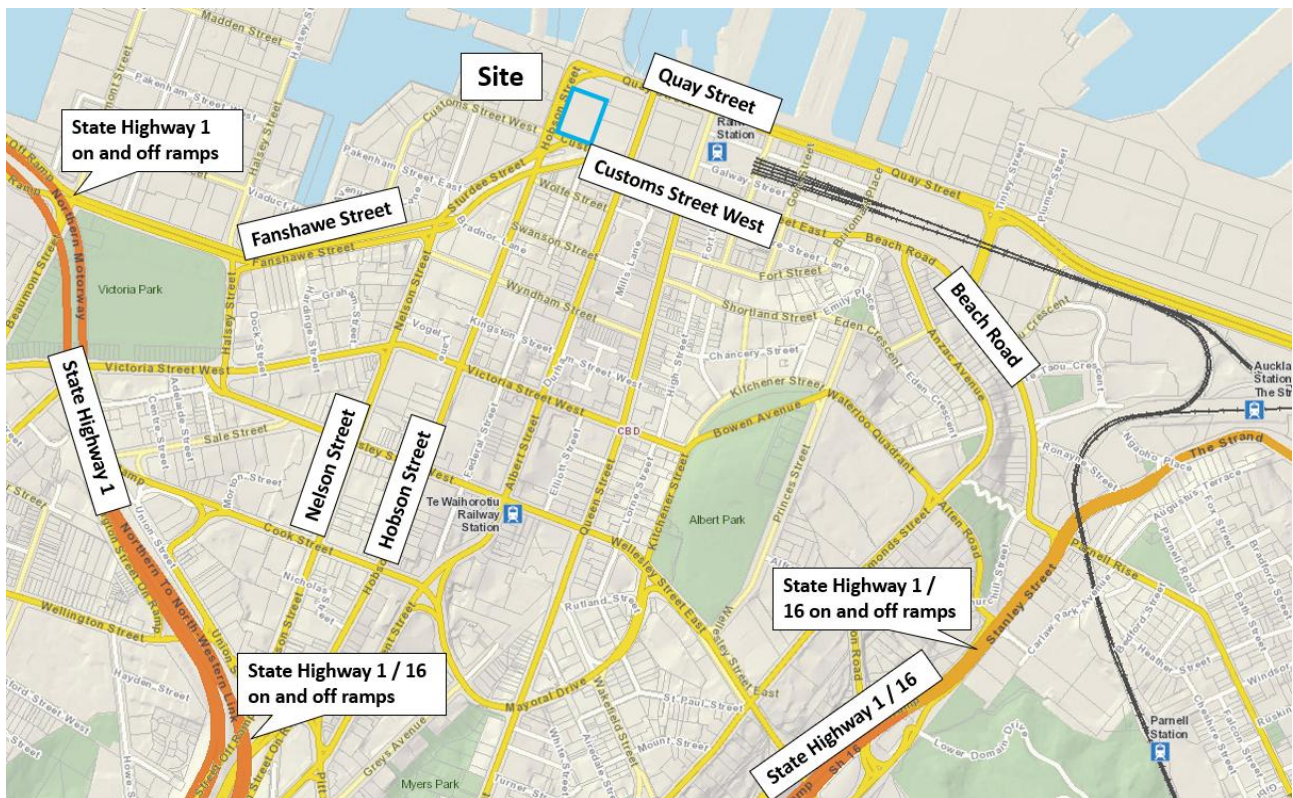
w **Inbound traffic: SH16/SH1 offramp at Nelson Street and SH1 offramp at Fanshawe Street, via Customs Street West.**

The SH16/SH1 onramp and offramp interchange at Grafton Gully is located approximately 1.7 km from the Site, while the SH1 Fanshawe Street off ramp is situated around 1 km away and the SH1 Nelson Street off ramp is about 1.3 km.

These motorway interchanges can be accessed via various arterial roads (as classified within the Auckland Unitary Plan (AUP)). These roads include Nelson Street, Fanshawe Street, Customs Street West, Beach Road and The Strand.

A more detailed description of the roads fronting the application site is provided in the Demolition and Construction Transport Assessment, submitted as part of the resource consent application.

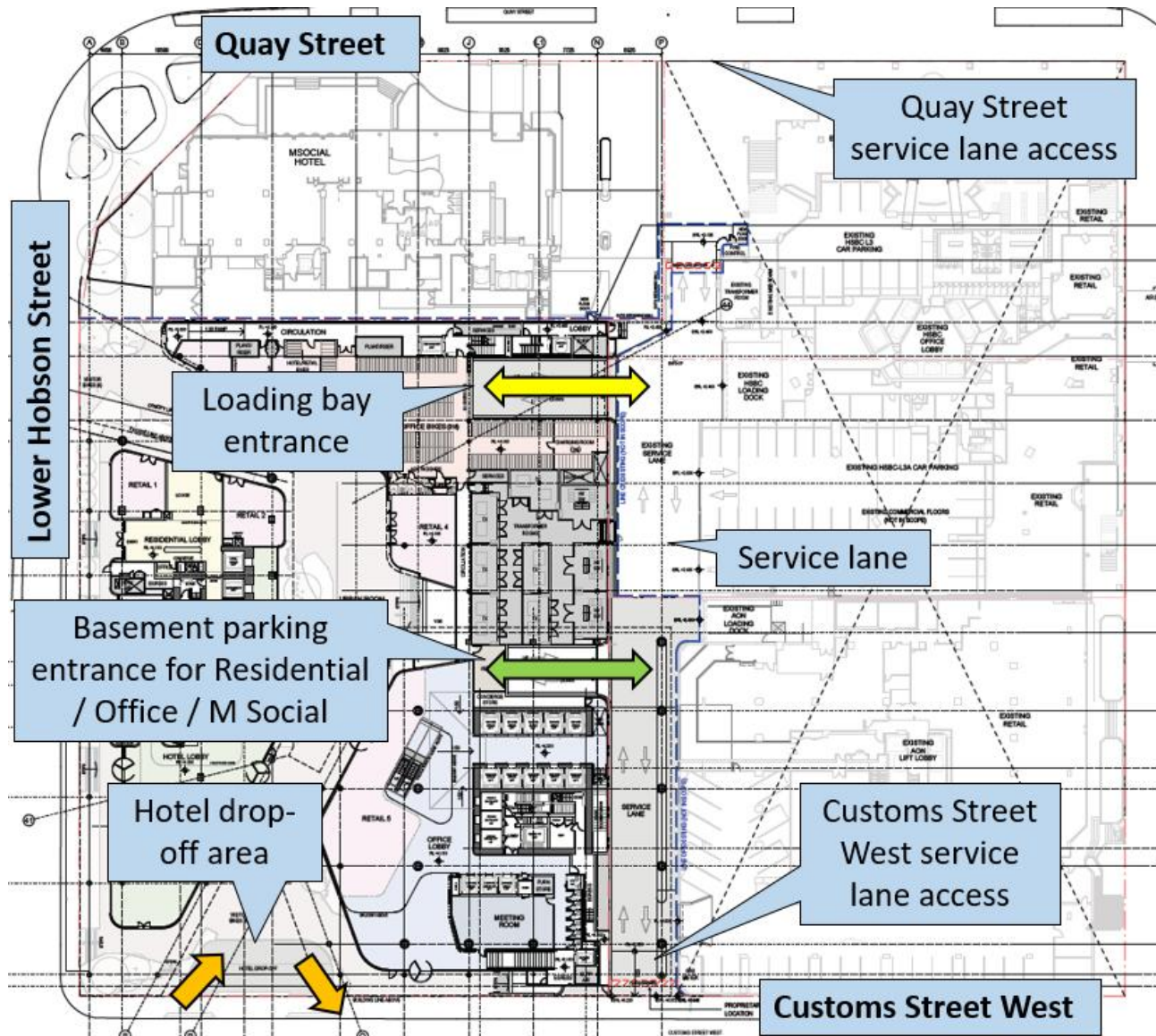
Figure 2: Site location in the wider road network



3 THE DEVELOPMENT PROPOSAL

The ground floor / site plan of the Development is shown in Figure 3.

Figure 3: Level 00 plan of the Development



In summary, those elements of the Proposal that are relevant to the CTMP include:

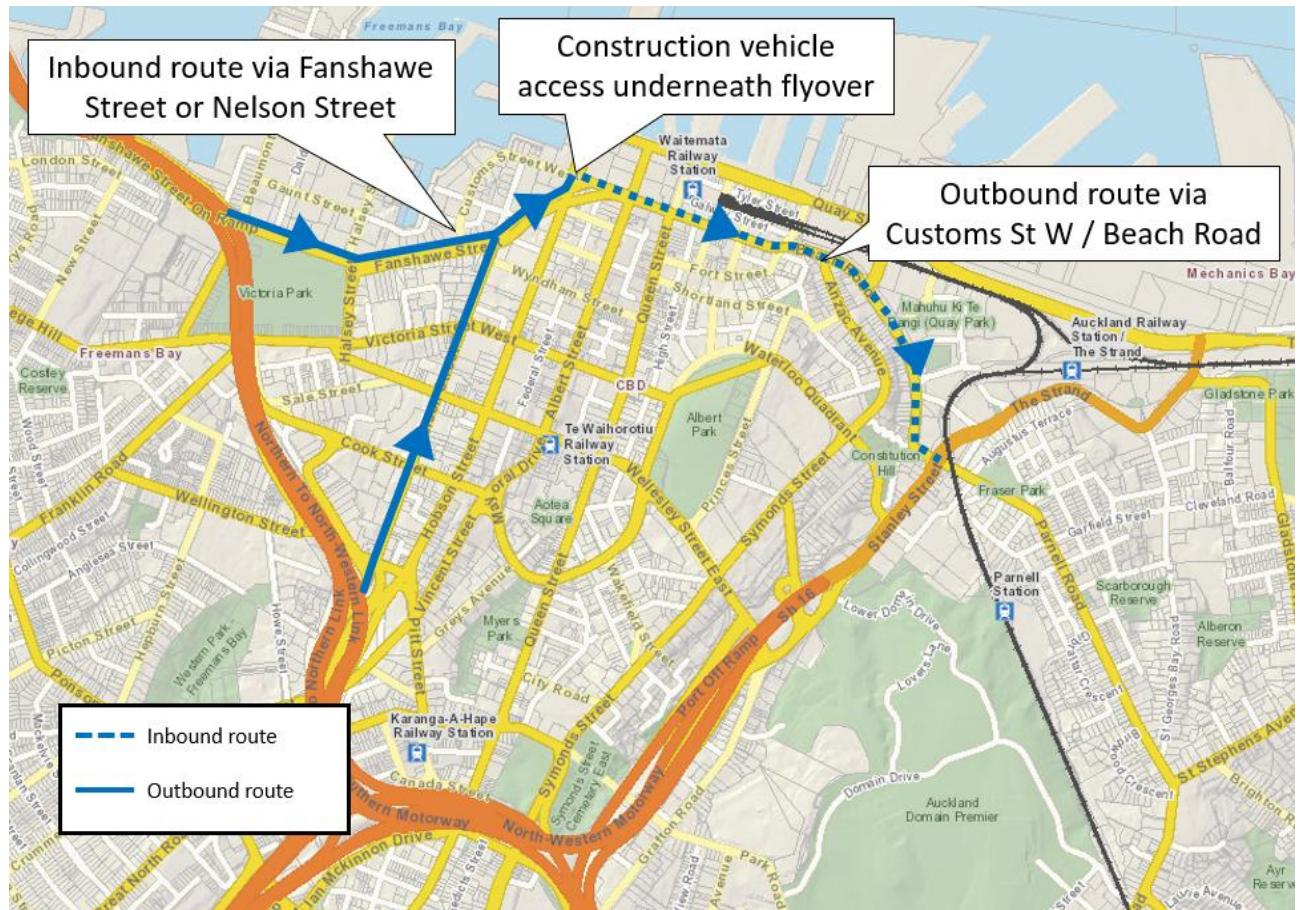
- w Removal of the Lower Hobson Street pedestrian overbridge, requiring a full closure of Lower Hobson Street
- w Demolition of the of the Downtown Carpark building
- w Removal of Downtown Carpark ramp over Customs Street West onto Fanshawe Street, requiring a full closure of Customs Street West
- w Bulk excavation to establish basements and building platforms
- w General site works, including underground infrastructure/services
- w The construction basement structure LB4 to L00 and the Main structure L00 and up

- w The construction of new (and upgrade of existing) vehicle crossings from Quay Street and Customs Street West.

4 PROPOSED HEAVY VEHICLE ROUTES AND SITE ACCESS

Figure 4 below illustrates how trucks are anticipated to enter and exit the Site based on loading areas provided on the Lower Hobson Street slip lane alongside the Site frontage.

Figure 4: Heavy vehicle routes



- w All trucks enter the Site from Fanshawe Street or Nelson Street from the SH network
- w Construction vehicle access will be provided underneath the Lower Hobson Street flyover. The construction loading will be provided on the Lower Hobson Street slip lane
- w Trucks will exit the Site onto Customs Street West/Beach Road towards SH16/Stanley Street.

This heavy vehicle route avoids Quay Street, which is subject to vehicle size restrictions (up to 14.5 m in length).

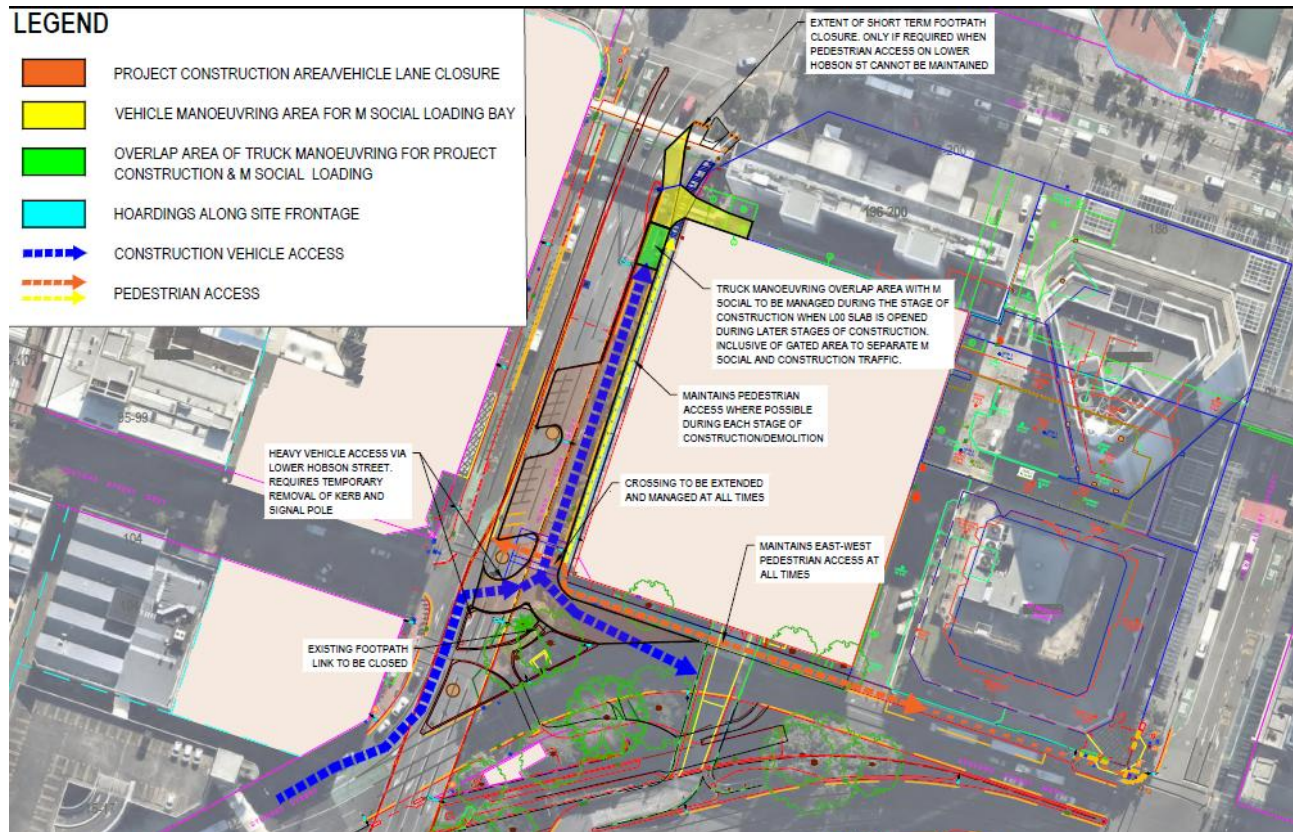
We note that it is not possible for construction vehicles to simultaneously enter and exit the City Centre via the west, which is one of the specifications of the Auckland Transport's Temporary Traffic Management Guidelines (TTMG) document. While construction vehicles can enter via the west, they are unable to also exit via the west (and simultaneously avoid Quay Street) due to the one-way circulation of Customs Street West.

When approaching the Customs Street West/Lower Albert Street intersection, construction vehicles must continue straight through in the east direction, as left and right turns onto Lower Albert Street and Albert Street, respectively, are not permitted. This route results in construction vehicles continuing towards Beach Road towards SH16/Stanley Street.

4.1 Construction work zone and road closure overview

Figure 5 below shows the proposed construction work zones around the perimeter of the Site.

Figure 5: Road closures and pedestrian routes during demolition and construction



The following road closures are proposed

- w The entire Lower Hobson Street slip lane (southbound direction)
- w The 60-degree car parking spaces that are under the flyover, which are accessed off the slip lane
- w At the southern end of the slip lane, both the left turn (up to the intersection with Customs Street West/Sturdee Street) and right turn (up to the intersection with northbound Lower Hobson Street) towards Customs Street West will be closed.

Within the road closures, there will primarily be 3 work zone types as outlined in Figure 5

- w Light orange – Work zone during demolition and construction to provide for vehicle access/circulation around the Site perimeter, as well as an opportunity to load or unload material
- w Green – Overlap zone of M Social and construction truck manoeuvring
- w Yellow – Manoeuvring area for M Social trucks only.

These road closures are expected to be in place for the entire demolition and construction phase.

The east-west pedestrian route along the northern side of Customs Street West will be maintained at all times through the construction zone, while the north-south pedestrian route on the eastern side of Lower Hobson Street will be maintained for the majority of the time.

4.2 Overview of the construction vehicle access points

The construction work zone and Site are mainly accessed as follows (during both demolition and construction):

- w Construction trucks can access the construction work zone underneath the Lower Hobson Street flyover, travelling from Sturdee Street, then turning left into Lower Hobson Street before making a right turn into the construction work zone underneath the flyover. Construction vehicles will be required to turn right in from the Lower Hobson Street bus lane, which is permitted 50 m prior to an intersection. This access will be an inbound-only access
- w Construction trucks can also access the construction work zone by turning right from Sturdee Street towards Customs Street West, then turning left into the construction zone. Construction vehicles will be required to turn right in from the Sturdee Street bus lane, which is permitted 50 m prior to an intersection. This access will serve both inbound and outbound movements to the construction zone
- w During the demolition phase only, there will be a construction truck exit point on the Customs Street West frontage in the same location where the existing Downtown Car Park exit is located
- w Throughout the demolition and construction periods, the Site itself will be accessed from the construction work zones (i.e. only from the work zone) at various points along the frontage of Lower Hobson Street and Customs Street West.

To accommodate access to the construction work zones as outlined above, the following modifications to the existing road environment will be required

- w The signals on Lower Hobson Street will need to be reconfigured to account for the change in circulation. The section underneath the flyover currently accommodates westbound vehicles in a one-way direction, but this will need to change to allow for construction vehicles to travel in the eastbound direction
- w The kerbs will require temporary realignment
- w A signal post and signpost will need to be temporarily removed. Both of these posts are directed towards westbound vehicles underneath the flyover, which will not be served under the proposed construction vehicle access layout
- w The raised pedestrian crossing will require a temporary extension.

Construction vehicle routes will avoid the Viaduct Harbour streets. We note that these roads are not suitable for heavy construction traffic.

Truck movements will be coordinated (where possible) to limit conflict and waiting times on the Site. This coordination will involve the typical structured management system that will be later detailed in the final CTMP once a contractor has been appointed. The final CTMP will involve detailed planning and preconstruction coordination, radio communication devices and GPS tracking of trucks requirements.

This will ensure that the designated truck holding areas will be unlikely to overflow and potentially result in conflicts with the general traffic and bus lanes. In the rare instance where an unexpected truck is approaching when the holding areas are occupied, they would be instructed to circulate around the block until the holding area is available.

5 ANTICIPATED CONSTRUCTION PHASES AND PROGRAMME

5.1 Overview of the demolition stage

The demolition of the Downtown Carpark will occur over an anticipated 11.5 to 12 month period. This will consist of the following stages, with indicative timeframes shown in brackets.

- w Removal of the Lower Hobson Street pedestrian overbridge, requiring a full closure of Lower Hobson Street (x1 full weekend, 48 hours)
- w Demolition of the of the Downtown Carpark building, utilising a top-down methodology (11.5 to 12 months, inclusive of 3 months of enabling works)
- w Removal of Downtown Carpark ramp over Customs Street West onto Fanshawe Street, requiring a full closure of Customs Street West (x2 full weekends, 48 hours each).

5.2 Overview of the construction stage

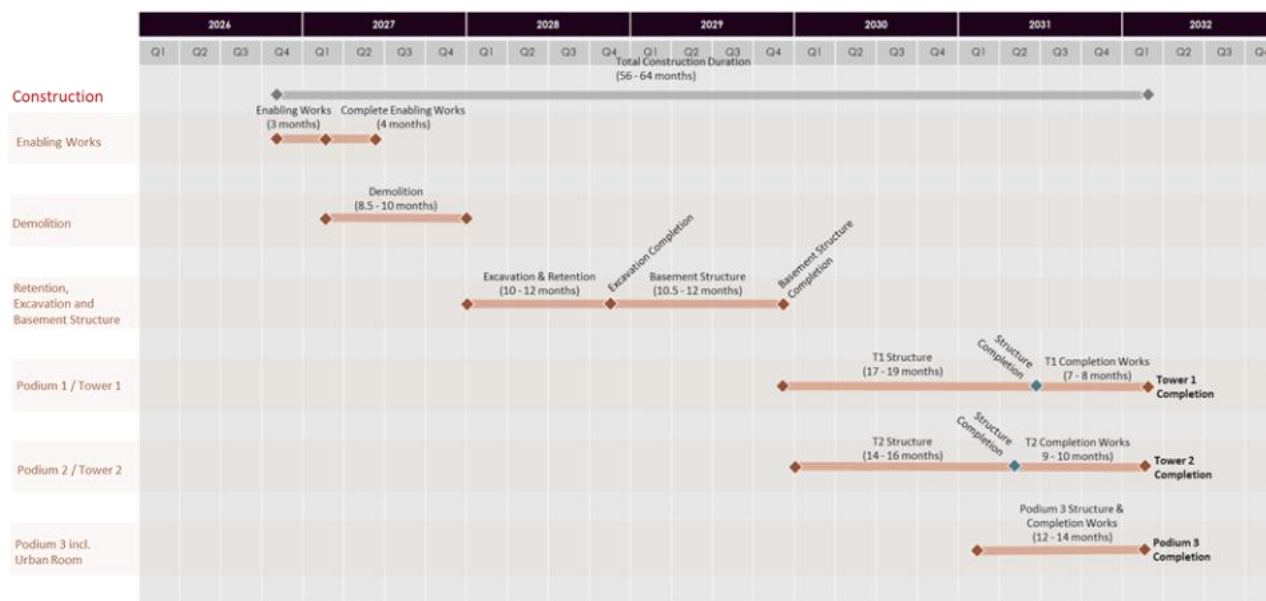
The construction will consist of the following key phases

- w Retention and excavation (10 to 12 months)
- w Basement structure LB4 to L00 (10.5 to 12 months)
- w Main construction L00 and up (including podium and towers) (24 to 27 months)

The precise sequence and duration of each phase will be confirmed through contractor input.

An indicative summary programme is provided in Figure 6, accounting for both demolition and construction. The total duration is expected to be 56 to 64 months.

Figure 6: Indicative summary programme of construction and demolition



5.3 Construction hours

We anticipate that standard construction hours will be adequate for the Site throughout the majority of demolition and construction, namely

w 7:00 am to 6:00 pm, Monday to Friday

w 8:00 am to 5:00 pm Saturday.

Some works will be required over a full weekend period (48 hours, which will include Sunday), where the pedestrian overbridge and carpark ramps are removed. These will require full road closures over shorter periods, so utilising a full weekend will minimise any effects during weekday periods.

Construction hours may be extended to Monday to Friday 6.30 am – 10.30 pm (excl. public holidays) and Saturdays 7 am – 11 pm and public holidays to enable high noise works to occur outside sensitive hours of neighbouring buildings.

6 CONSTRUCTION TRAFFIC VOLUMES

The anticipated types of trucks and estimated peak truck movements during each demolition and construction phase are summarised in Table 1 below.

This information is based on the peak truck movement histogram in the Draft Construction Management Plan ("CMP"), which shows the daily peak truck movements per month and phase. We have estimated the peak hour trips as 20% of the daily peak for the purpose of assessing transport effects.

As these movements reflect the daily peak per month, these volumes may not always occur throughout each phase on a daily basis.

Table 1: Summary of expected trip generation during demolition and construction

Phase	Duration (approx.)	Estimated Peak Daily Truck Trips	Estimated Peak Hourly Truck Trips
Enabling works and demolition	11.5 to 12 months	60 trucks per day or 120 truck movements per day	12 trucks per hour or 24 truck movements per hour
Retention and Excavation	10 to 12 months	90 trucks per day or 180 truck movements per day	18 trucks per hour or 36 truck movements per hour
Basement Structure	10.5 to 12 months	80 trucks per day or 160 truck movements per day	16 trucks per hour or 36 truck movements per hour
Tower 1, Tower 2, and Podium Construction	24 to 27 months	120 trucks per day or 240 truck movements per day	24 trucks per hour or 48 truck movements per hour

7 PARKING FOR CONTRACTORS

The Site is located in the Auckland City Centre, where on-street parking on the surrounding streets is limited and in high demand.

Workers and sub-contractors will be encouraged to use public transport to travel to and from the work site where possible. The Site is located very close to the Britomart Transport Centre, the main public transport interchange in Auckland. Many public transport bus and train services to all parts of the city arrive and depart from the Britomart Transport Centre, and ferry services can be accessed directly across Quay Street.

Where construction staff must travel by private vehicle, they will be directed to park off-site in one of the surrounding parking building facilities. Existing facilities include (but are not exclusive to) the Fanshawe Street Carpark and various Wilson Parking areas (Princes Wharf, Federal Street, Hobson Street, Swanson Street, Queen Street, Fort Street, Durham Lane). It may prove practical for some companies with a small number of staff to shuttle staff to the Site via mini-vans or similar.

Workers and sub-contractors will be advised that any off-site parking must comply with standard traffic and parking regulations. They will be reminded that the use of nearby time-restricted parking spaces for all-day parking is not permitted. It is acknowledged that there are concerns from local residents regarding potential parking within the Viaduct Streets; however, this area is outside the control of Precinct Properties, and standard parking enforcement measures will continue to apply.

Further details will be included in the final CTMP.

8 PUBLIC ROAD AND NEIGHBOURING SITE ACCESS

Throughout all of the demolition and construction phases, the M Social access will operate via a managed access arrangement, which will require coordination between M Social and the appointed contractors.

We have prepared a Draft Managed Access Service Arrangement Plan ("MASAP") to ensure that necessary measures are in place to manage scheduling and coordination of access / servicing requirements and delivery arrangements of M Social to and from their service driveway. This MASAP is attached to the application for the Project.

9 PUBLIC TRANSPORT DIVERSION

During the removal of the pedestrian overbridge and the Downtown Carpark ramp, temporary bus route diversions will be required to maintain public transport services and ensure safety during demolition activities. The proposed approach to managing these diversions is outlined below

General Approach

- w Bus movements on Lower Hobson Street and Fanshawe Street cannot be maintained during demolition due to overhead structure removal and associated safety risks.
- w Temporary rerouting of buses will therefore be required.
- w Rerouting generally relies on Commerce Street as the main diversion route, with Tangihua Street identified as an alternative if required (noting that this would increase travel distance).
- w Where possible, existing bus stops will remain in use.

Temporary Bus Stop Changes

- w During the Lower Hobson Street closure, Stop 1006 (Stop E, Lower Albert Street) will be temporarily closed.
- w A temporary replacement stop will be identified in consultation with Auckland Transport (AT).
- w This change will affect how "Not in Service" buses travel to and from the temporary stop location.

Vehicle Tracking

- w Most diversion routes use corridors that already accommodate buses, and therefore do not require additional tracking.
- w Buses can turn left from Customs Street East into Commerce Street without issue.
- w At Commerce Street / Quay Street, buses may need to use both lanes to complete the left turn.
- w At Quay Street / Lower Albert Street, left-turn movements can occur within lane boundaries, with some overlap of the clearance envelope; this is acceptable given opposing phases will not operate concurrently.
- w If Commerce Street is unsuitable, buses may be diverted via Tangihua Street, although this will increase travel time.

Implementation and Coordination

- w The Lower Hobson Street closure and associated bus route diversions are expected to occur over a single weekend (48 hours).
- w The final diversion routes and stop locations will be confirmed with Auckland Transport prior to implementation as part of the final CTMP.
- w Consultation with AT's Bus Operations team will be undertaken to confirm operational details, including temporary signage, passenger information, and timing, to be included in the final CTMP.

10 PEDESTRIAN AND CYCLIST ACCESS

Pedestrian access will be maintained around the Site as far as practicable during demolition and construction, primarily through the use of Class B hoardings along the Lower Hobson Street and Customs Street West frontages. Controlled access points will be provided for construction vehicles, with contractors managing pedestrian movements during vehicle entries and exits.

General pedestrian arrangements

- w Pedestrian routes along Lower Hobson Street and Customs Street West will largely remain open, except for a short section between the Lower Hobson Street slip lane and Customs Street West, which will be closed for safety reasons.
- w The Customs Street West route will remain open throughout, maintaining a key east-west connection between Lower Albert Street and the Viaduct area.
- w The raised pedestrian crossing on the Lower Hobson Street slip lane will be actively managed during construction vehicle movements.
- w Temporary closures on Lower Hobson Street may occur if necessary but will not affect the M Social frontage.

Pedestrian overbridge removal

- w Both sides of Lower Hobson Street will be closed temporarily during the overbridge removal.
- w Pedestrian diversions will be provided via Customs Street West, Lower Albert Street, and Quay Street.

Downtown Carpark ramp removal

- w The Customs Street West frontage will be closed for approximately two weekends.
- w Pedestrian diversions will be provided via Fanshawe Street, Lower Albert Street, or Quay Street, while the Lower Hobson Street route remains open.

Cyclist access

- w Cycle facilities will generally remain open, except during the Lower Hobson Street pedestrian overbridge removal, when the bi-directional cycleway will be closed for approximately 48 hours (weekend period).
- w Temporary diversions for cyclists may include:

- Dismounting and travelling through the Viaduct,
- Using the Customs Street West bus lane, or
- Following pedestrian diversions with wheeling ramps provided if needed.

The final CTMP will confirm the specific pedestrian and cycle diversion arrangements in consultation with Auckland Transport.

11 PRINCIPLES OF TEMPORARY TRAFFIC MANAGEMENT

Our approach to Temporary traffic management (TTM) is based on the following principles

- w **Protect the public from hazards associated with demolition and construction activities**
- w **Contain the demolition and construction works within the Site where possible**
- w **Minimise unnecessary pedestrian, road and bus lane closures, and provide safe alternatives where any closures are required**
- w **Minimise any required road closures by undertaking the demolition and construction works in an efficient manner**
- w **Consider Auckland Transport's TTM (Temporary Traffic Management) guide in preparing the CTMP**
- w **Manage disruption to the transport network, taking into account other construction related activities occurring in the vicinity, by considering the proposed duration, frequency and timing of demolition and construction works**
- w **Avoid using Quay Street and the Viaduct Streets as heavy construction vehicle routes.**

The Downtown Carpark site has significant constraints relating to the demolition and construction activities.

- w **There are only two direct road frontages, Lower Hobson Street and Customs Street West. Customs Street West contains a high-volume bus lane and a footpath with high pedestrian activity.**
- w **The existing Downtown Carpark building is built up to the property boundary on all sides.**
- w **These constraints mean that some closures and protections are necessary to protect the public from construction work zones, construction vehicles and overhead works.**

The pedestrian overbridge and carpark ramp on Lower Hobson Street and Customs Street West, respectively, both have vehicles and pedestrians passing underneath. For these reasons, it is not possible to remove these structures without avoiding a full road closure.

Detailed TTM measures and layout plans will be provided by the Contractor to Council for approval in accordance with the consent conditions.

TTM is to be flexible and will respond to changing intensities of construction activities and prevailing road conditions.

The contractor will appoint a Site Traffic Management Supervisor (STMS) and will maintain that role for the duration of the demolition and construction works. This may be a specialist sub-contractor.

Further details, as required, will be provided in the final CTMP.

No changes will be made to the approved TTM unless agreed in advance with Auckland Transport or considered necessary to do so by the STMS or NZ Police to maintain the safe operation of the road network. Any such changes will be reported to Council.

12 COMMUNICATIONS PROTOCOL

The following sets out the proposed communications protocol for the project.

Throughout the demolition and construction stages, hazard signs and contact details for the site manager will be provided at the site. The details for the site manager will be confirmed once a contractor is appointed.

The site manager will consult with designated contacts at Council on a regular basis at a frequency to be agreed through the final CTMP to discuss any concerns or issues arising, inform of expected over dimension loads or any variation in traffic demands, and conditions associated with the construction.

Any properties on Lower Hobson Street and Customs Street West likely to be affected by the temporary road closures will be contacted at least two weeks before the restrictions are first put in place. Access to these properties will always be kept available. These temporary measures are typical for construction.

Any complaints received from members of the public or the Council / AT in relation to driver behaviour during construction will be investigated within 24 hours and appropriate action taken in accordance with the complaints procedure within the CMP and the contractor's health and safety policies and disciplinary processes. All complainants will receive a response from the contractor confirming that the matter has been addressed. Council will also be kept informed of all complaints raised in relation to this CTMP.

A communications protocol will be developed and implemented as part of the construction management measures, including but not limited to the following matters:

- w Names and contact details of key staff and/or contractors responsible for implementing the CTMP
- w Contact details of key staff within AC, AT, and/or any other third party who have operational interests in the surrounding road network
- w Contact details and location of the main site office and any satellite offices
- w Details of signage to be established, including content and locations
- w Location of all relevant consents, management plans, health and safety plans, and other key project documentation
- w A process for receiving and responding to complaints, including a register for recording all complaints and actions taken
- w A process for scheduling planned heavy haulage and over-sized load vehicle trips

- w A list of people and organisations whom the CTMP will be distributed to. All amendments and updates to the CTMP will then be forwarded to those named on the list.

13 CONTRACTOR OBLIGATIONS FOR FINAL CTMP

The following items summarise the obligations of the contractor in developing the final CTMP to ensure that the recommendations in this draft CTMP are addressed.

The final CTMP is to be prepared by a suitably qualified expert and submitted to the Council for certification a minimum of twenty (20) working days prior to the commencement of any demolition or construction works authorised by this consent.

The final CTMP shall be generally in accordance with this draft CTMP prepared by Flow Transportation Specialists. The objective of the CTMP is to ensure that during demolition and construction, the surrounding road network (including footpaths) operates safely and efficiently for all road users, including pedestrians.

The following information (at a minimum) is to be included within the final CTMP

- w Contact details of the appointed contractor or project manager (phone number, email address, postal address)
- w A general outline of the site clearance, demolition and construction programme
- w Plans showing areas where stockpiles, and storage of equipment will occur so that any obstruction of public spaces (e.g., roads) is minimised
- w Plans showing the location of any site offices and worker facilities during the construction period
- w Details of measures to manage how contractors will travel to and from the site for work, including measures to promote alternative travel modes to driving, such as carpooling, using public transport, or cycling/walking where feasible, providing a shuttle bus from off-site parking, and identifying nearby public car park facilities where workers can park. All staff are to be advised that parking in time-restricted or residential areas is not permitted
- w An overview of measures that will be adopted to prevent unauthorised public access during the construction period
- w Location of traffic signs on surrounding streets and proposed signage for traffic management purposes during demolition and construction
- w Hours of operation and any restrictions on site access at certain times, including measures to manage access
- w A list and description of all heavy vehicle types that will require access to the site, including frequency over the various stages of the project and the associated waiting and loading locations
- w Measures to ensure satisfactory vehicle and pedestrian access is maintained to adjacent properties at all times, unless agreed by private agreement

- w **Temporary protection measures to minimise any damage to public roads, footpaths, berms, kerbs, reserves or other public assets as a result of the demolition, earthworks and construction activities**
- w **Requirements for any road pavement assessment and road pavement monitoring details, and associated road pavement repair measures**
- w **The process to record and investigate all traffic complaints that includes the following steps being taken as soon as practicable**
 - o **Acknowledge receipt of the concern or complaint within 24 hours and record**
 - **Time and date the complaint was received and who received it**
 - **Time and date of the activity subject to the complaint (estimated where not known)**
 - **The name, address and contact details of the complainant (unless they elect not to provide)**
 - **The complainants' description of the resulting effects**
 - **Any relief sought by the complainant**
 - o **Identify the relevant activity and the nature of the works at the time of the complaint**
 - o **Review the mitigation and management measures in place**
 - o **Record the findings and recommendations in a complaints register that is provided to the Project Manager after each and every complaint and made available to the CLG and Auckland Council upon request**
 - o **Report the outcomes of the investigation to the complainant within 5 working days of the complaint being received, identifying where the relief sought by the complainant has been adopted or the reason(s) otherwise**
- w **Identification of haulage routes with Auckland Council and Auckland Transport prior to commencement of works, that minimise the effects of construction-related traffic on sensitive land uses in the vicinity of the site**
- w **Avoid use of the existing loading zones on Lower Hobson Street and Customs Street West (to the west of Lower Hobson Street)**
- w **Provide facilities to clean vehicles' wheels prior to exiting the works area to minimise the chances of mud or other excavated material from being dropped on the road**
- w **Ensure the site access point(s) are clearly signposted**
- w **For each construction phase**
 - o **identify the location and duration of any road or lane closures associated with on-street loading zones for construction traffic (including the dimensions of loading zones) to ensure these are of sufficient size to accommodate the anticipated number of heavy vehicle movements, including during peak demand periods**
 - o **Where road closures are proposed, details of road closure segments and duration of works for each closure, indication of detour routes for each closure and assessment of**

the effects on the road and public transport network of any road closures and a plan to mitigate these effects

- w Measures to ensure that loading zones for construction traffic will be managed to minimise congestion on the surrounding road network**
- w Measures to ensure truck travel to and from the site are staged and sequenced as much as possible. These measures will include (but not limited to) detailed planning and preconstruction coordination, radio communication devices and GPS tracking of trucks requirements. This will ensure that the designated truck holding areas will be unlikely to overflow and potentially result in conflicts with the general traffic and bus lanes.**
- w Identify the relevant Auckland Transport/Auckland Council approvals.**

14 SUMMARY

This draft CTMP has been prepared to provide information in regard to the demolition and construction traffic management requirements associated with the Proposal. It has included:

- w Proposed construction routes and access to the Site, including an overview of the work zone**
- w The amount of construction traffic expected to be generated during each phase of construction**
- w Parking provision during construction for contractors**
- w Road closures required, including access arrangement for neighbouring sites affected**
- w Public transport diversions**
- w Pedestrian and cycle access**
- w Principles of temporary traffic management.**
- w Proposed communication protocols.**

Flow recommends that this draft CTMP be included in the contract documents for the principal contractor appointed to manage the project, and a final CTMP should be prepared once the appointment is made.