

Contents

1. Background information.....	1
About the proposed safety improvements	1
About this report.....	1
Activities to raise awareness of the proposal	2
What we asked you	2
2. Overview of public feedback.....	4
Submitters' interest in the strategy	4
Overall level of support for the safety improvements	5
Top 13 themes: All feedback	6
Typical comments supporting the proposal	8
Typical comments opposing the proposal	9
Typical changes suggested to the proposal	10
Responses to key feedback points	11
3. Project decisions and next steps	16
Project decisions	16
Next steps	16
4. Detailed summary of public feedback	17
All feedback – Level of support, themes, and main points	17
<i>Apirana Avenue – Feedback on proposed side islands, a raised table, and a pedestrian crossing.....</i>	<i>18</i>
<i>Apirana Avenue and Merton Road – Feedback on red coloured surfacing</i>	<i>21</i>
<i>Line Road – Feedback on speed table and red coloured surfacing.....</i>	<i>23</i>
<i>Maybury Street and Point England Road – Feedback on pedestrian crossing and red coloured surfacing</i>	<i>26</i>
<i>Point England Road (east) – Feedback on red coloured surfacing</i>	<i>28</i>
<i>Taniwha Street – Feedback on red coloured surfacing.....</i>	<i>30</i>
<i>All roads – Feedback on the whole proposal</i>	<i>32</i>
Feedback from key interest groups	35
Appendix 1: Overview map.....	36
Appendix 2: Feedback from key interest groups.....	37

1. Background information

About the proposed safety improvements

From 14 June to 3 July 2022 the public were invited to provide feedback on proposed safety improvements in Glen Innes Town Centre.

Within a 5-year period (2016 to 2020) there were 12 deaths in the Maungakiekie-Tāmaki area and 164 serious injuries. To start to address this Auckland Transport, in partnership with Glen Innes community representatives developed proposed improvements that will make it safer to walk, bike, and drive around Glen Innes Town Centre. These included:

- Installing 30/50km/h signs with red coloured surfacing on Line Road, Taniwha Street, Apirana Avenue, Maybury Street, Point England Road, Merton Road, Tamatea Avenue, Riverside Avenue and Kawiti Avenue (subject to the outcome of Proposed Speed Limit Changes Phase 3).
- Installing side islands, a raised table, and a raised pedestrian crossing on Apirana Avenue.
- Installing a raised pedestrian crossing on Maybury Street.
- Installing a raised table on Line Road.
- Adding five car parking spaces on Apirana Avenue, removing five parking spaces on Maybury Street, and removing four parking spaces on Line Road to enable these improvements.

For an overview map of the proposals please refer to [Appendix 1](#), for more information please visit the project [webpage](#).

About this report

This report outlines the public feedback received on the proposed Glen Innes Town Centre Safety Improvements. This report and the feedback analysis that form it were completed independently by Viewpoints NZ.

The public, businesses, and other organisations provided feedback via an online feedback form, freepost feedback form, or email. In total, **55 submissions** were received. The feedback has been analysed and presented in this report as follows:

- A **summary of the feedback** is outlined below in the section [Overview of public feedback](#). This section includes:
 - An overview of submitters' interest in the proposal
 - The overall level of support for the proposed safety improvements
 - A summary of the most mentioned themes
- A **detailed analysis of the feedback** received is outlined in the section [Detailed summary of public feedback](#). This section includes:
 - [The levels of support, feedback themes, and main points](#) for each area and the overall proposal
 - [Feedback from key interest groups](#)

Activities to raise awareness of the proposal

The list below outlines the activities and information used to raise awareness of the proposed safety improvements. The project team:

Briefed Maungakiekie-Tāmaki and Ōrākei Local Board members and provided the consultation material prior to the opening of the feedback period.

Provided updates to our AT partners, the Ōrākei Local Board, Mana whenua, Waka Kotahi NZTA, Watercare and KiwiRail.

Sent email updates to our project mailing list of businesses, residents, and interested stakeholders including TRC, Glen Innes Business Association, Z Service Station and Pak'n'Save.

Made calls, arranged face to face meetings and provided additional information to other stakeholders.

The activities included:

- Mailouts to residents and businesses in the project area
- School and organisation newsletter and media channels
- Setting up a project webpage and an online feedback form on our website
- Door-knocking businesses in the project area
- Placing corflute information boards around the project site with a QR code link to the feedback survey
- Placing an advertisement in the East and Bays Courier newspaper
- Issuing a media release
- Social media posts on Facebook, LinkedIn, Twitter, and Instagram
- Organising and holding public drop-in sessions

What we asked you

The proposed safety improvements were divided into six areas, and we asked the following questions for each area:

- Do you support the proposed changes in this area?
- Why do you support the proposed changes?
- What changes would you make to the proposal that you feel would improve its effectiveness?
- Why do you not support the proposal?

Then people were asked to think about the Glen Innes Town Centre improvements project as a whole. We asked the following questions:

- Do you support the proposed changes?
- What changes would you make to the proposal that you feel would improve its effectiveness?
- Why do you not support the proposal?

People/businesses/organisations could provide feedback via:

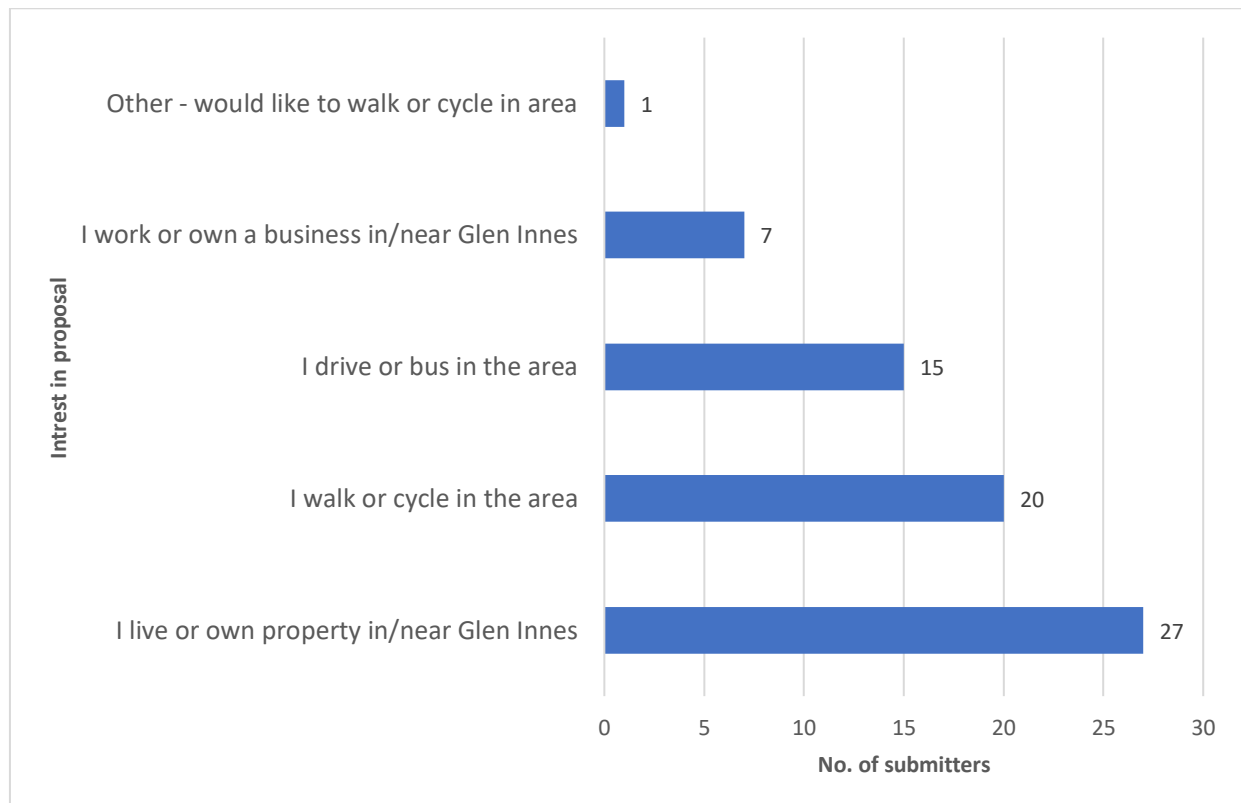
- An online feedback form
- A freepost feedback form, which was mailed out on request
- Email

2. Overview of public feedback

There were **55 submissions** on the Glen Innes Town Centre Safety Improvements. This section provides:

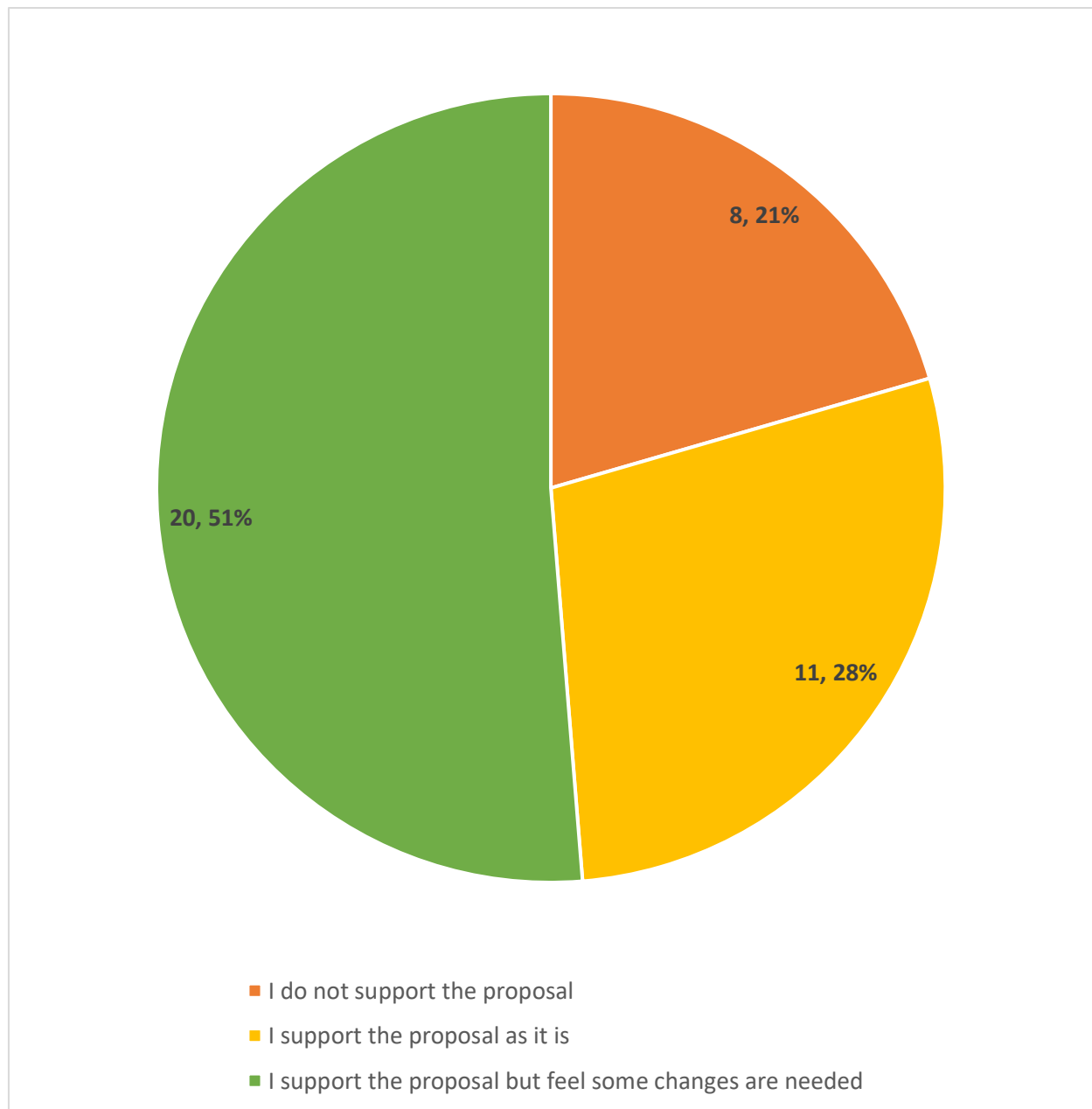
- An overview of submitters interest in the proposal
- The overall level of support for the proposal
- A summary of the most mentioned themes (*a theme develops when several submitters make the same or similar comments*)

Submitters' interest in the strategy



Note: respondents could choose more than one interest in the proposal.

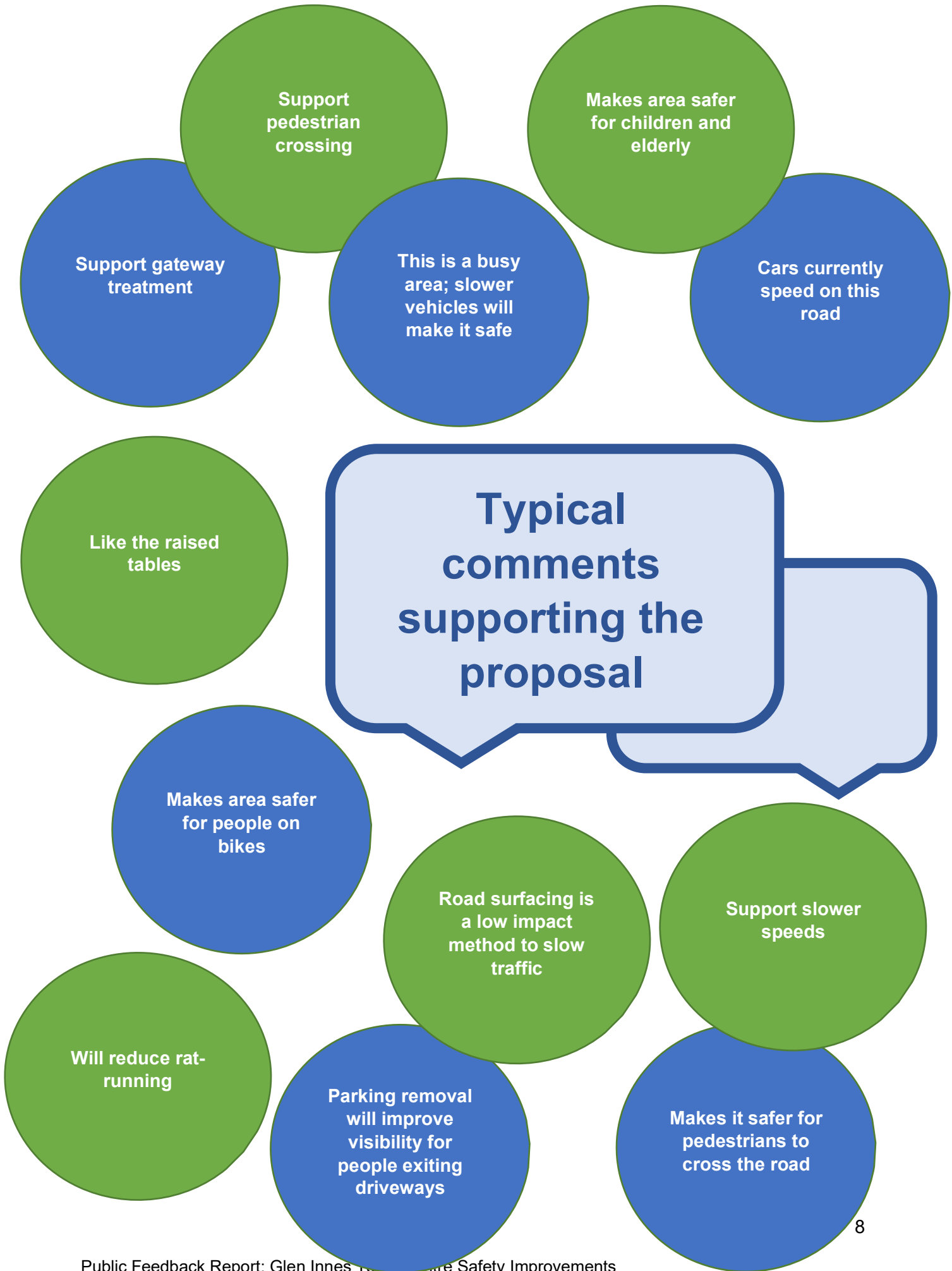
Overall level of support for the safety improvements

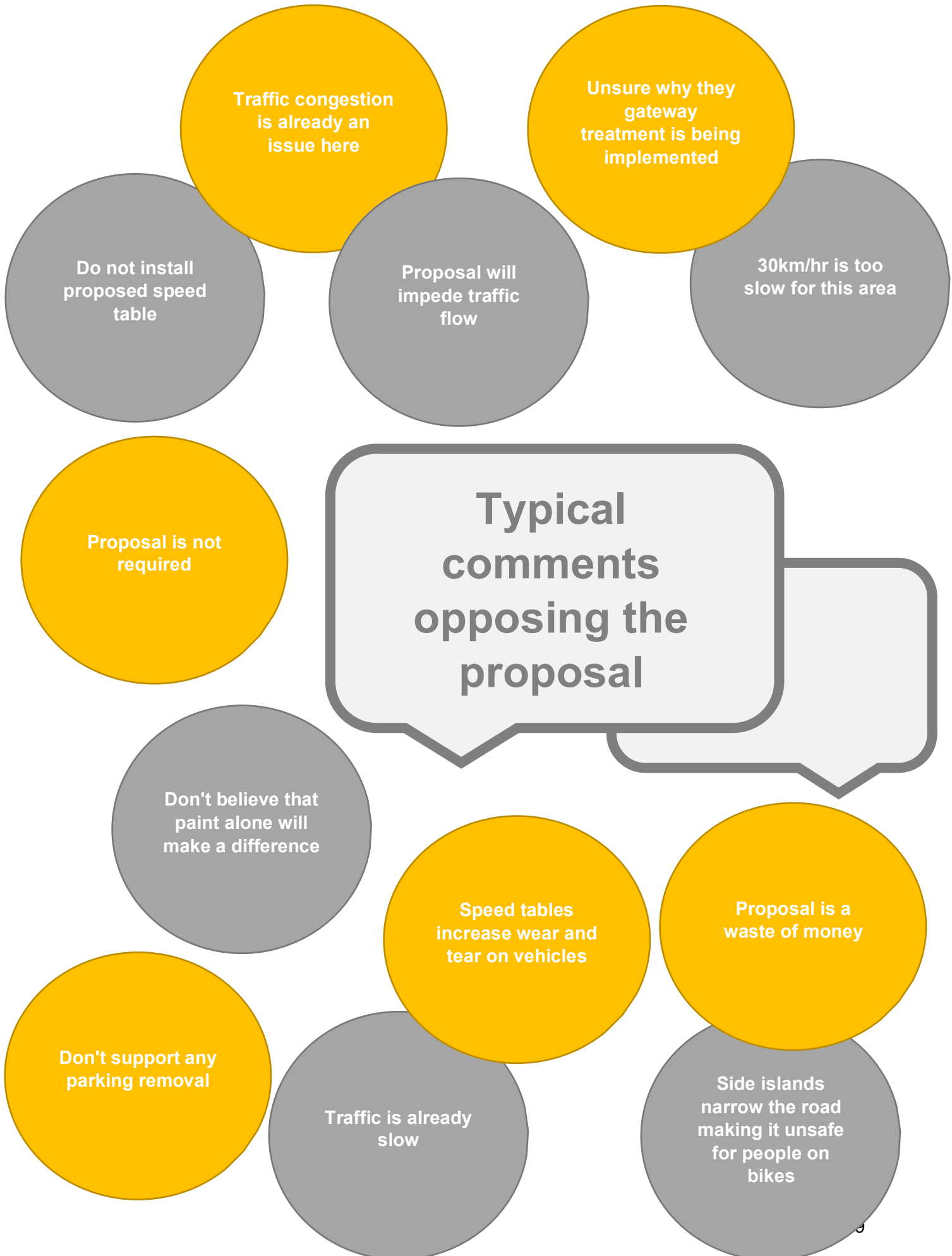


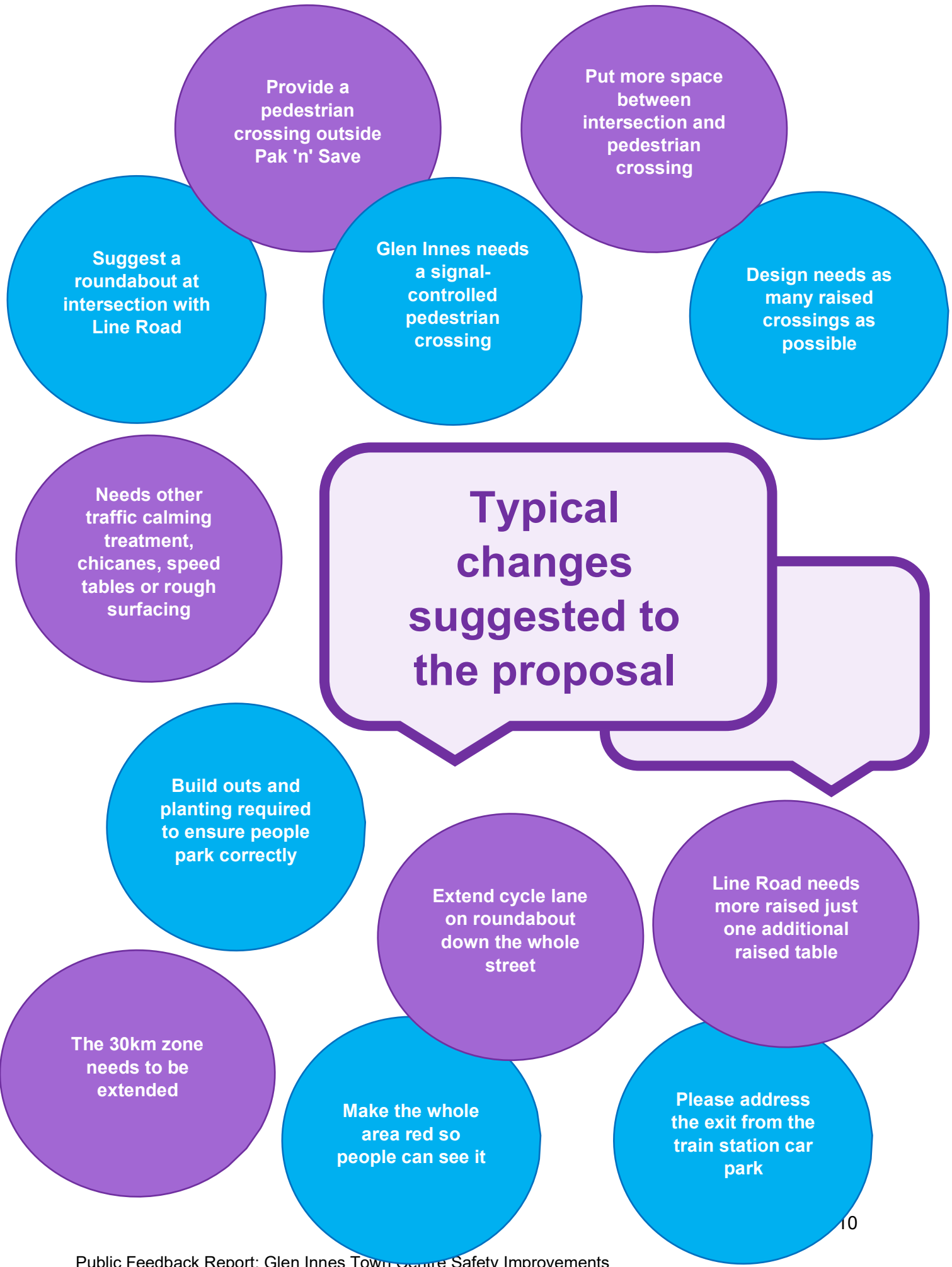
Top 13 themes: All feedback

Below are the top 13 mentioned themes from all feedback received on the proposal.

Feedback theme	No. of mentions
 Proposal will make area safer – <i>(Apirana Avenue)</i>	10
 Proposal will make area safer <i>(Apirana Avenue & Merton Road)</i>	7
 Proposal will make area safer <i>(Line Road)</i>	7
 Other roads in area to address <i>(Feedback on whole proposal)</i>	7
 Specifically mentioned support of the pedestrian crossing <i>(Apirana Avenue)</i>	6
 Suggested changes to design <i>(Apirana Avenue)</i>	6
 Proposal will make area safer <i>(Maybury Street and Pt England Road)</i>	6
 Proposed changes are good for the local community <i>(Feedback on whole proposal)</i>	6
 Suggested changes to design <i>(Line Road)</i>	5
 Suggested changes to design <i>(Maybury Street and Pt England Road)</i>	5
 Proposal will make area safer <i>(Pt England Road (east))</i>	5
 Suggested changes to design <i>(Pt England Road (east))</i>	5
 Proposal will make area safer <i>(Feedback on whole proposal)</i>	5







Responses to key feedback points

Responses to feedback on the Glen Innes Cycleway project

Submitter point	AT response
Apirana Avenue	
Apirana Ave - Side islands narrow the road making it unsafe for people on bikes as it forces them into the traffic lane (the number of people on bikes is increasing in this area, and this area links into existing and proposed cycle paths).	The project's proposal ensures a speed limit of 30km/h is achieved within Glen Innes town centre. A 30km/h speed limit is the survivable speed for vulnerable road users if a crash occurs between vehicles and vulnerable road users. The project aims to provide wider safety benefits for walking and cycling road users while recognising the minor impacts on vehicle users.
Apirana Ave - Island at 170 Apirana Avenue will make it difficult for trucks to deliver to businesses on both side of the road.	During investigation of the project, vehicle tracking was checked for delivery vehicles accessing adjacent businesses. Additionally, individual engagements were done with affected business owners and designs were amended to suit.
Having some red bands as pedestrian crossings, and some red bands not pedestrian crossings will be confusing for drivers and pedestrians.	The red colour is for drawing indication only. All proposed pedestrian crossings will have white zebra bars as per AT standards.
Provide a pedestrian crossing outside Pak 'n' Save. There is a lot of pedestrians crossing here, often to shops on the other side.	During investigation of the project, traffic surveys showed no significant crossing demand outside Pak'n'Save. Introduction of raised pedestrian crossing conflicts with delivery vehicle tracking into Pak'n'Save.
<ul style="list-style-type: none"> • There needs to be a controlled pedestrian crossing outside the train station as there are currently huge hold ups to traffic when pedestrians randomly walk across the crossing. • Please address the exit of the train station car park, it is difficult to exit, cars must force their way out. • Need a raised pedestrian crossing for people crossing from East-West and then North-South to access train station on west side of rail bridge across Merton Road. 	<p>The combined proposals in the Glen Innes Town Centre Improvements Project and Links to GI Cycleways Project will create a safer environment.</p> <p>This will benefit all road users including the commuters accessing the train station.</p>
Pedestrian crossing at 222 Apirana Avenue is in the wrong location, hardly anyone crosses the road here, and there is another crossing nearby. The pedestrian crossing needs to be between the two bus stops (125 and 166 Apirana Avenue).	The bus stops (125 and 166 Apirana Ave) are outside of the project area. The project scope is bounded by the natural feel of a town centre. The extent was refined with the Glen Innes community working group during the investigation phase.
Line Road	
Raised table is too close to crossing (Line Road).	The raised table on Line Road is proposed as a speed calming device to ensure 30km/h speed limit is achieved.
Line Road needs more raised tables than just 1 additional one.	The raised table on Line Road proposed by this project and the raised pedestrian crossings proposed by Links to GI Cycleways Project will ensure a 30km/h speed limit is achieved.

Submitter point	AT response
Remove at least one car park from outside 79 Line Road to improve sight lines and safety to people leaving funeral home.	This road section will be within 30km/h zones, creating a safer speed and safer environment. In addition, a new speed located just before the driveway will enable northbound vehicles to lower their speed while approaching the driveway. This will allow sufficient time for road users (incl. vehicles) to respond to surrounding hazards, in particular, when a vehicle is exiting from the driveway. Therefore removing one parking bay is not considered necessary, given the safety measures provided and lower approach speed.
It is unclear if proposed "Links to Glen Innes Project" features are definitely going ahead. If so, the number of speed tables in such close proximity seems a little excessive.	<p>The Glen Innes Cycleways project is going ahead. Information about the project and consultation report is on the project website (at.govt.nz/about-us/have-your-say/east-auckland-consultations/links-to-glen-innes-cycleways/).</p> <p>The combined proposals in the Glen Innes Town Centre Improvements Project and Links to GI Cycleways Project will be required to ensure a 30km/h speed limit is achieved within the town centre.</p>
Maybury Street and Point England Road	
Suggest a roundabout at intersection with Line Road due to shop driveway.	An assessment has been done to create a safer intersection at this location considering the pedestrian demand forecast and the traffic. The assessment outcome concluded that the provision of a raised crossing at this intersection is required, replacing the existing pram crossing. This will allow a pedestrian priority-controlled crossing that creates the intersection safer. Therefore, a raised crossing will be introduced at this intersection instead of a roundabout.
Crossing on Maybury Road is tucked around corner and difficult for turning drivers to see ahead of time.	The location of the proposed raised pedestrian crossing will allow for one car space to wait at the Stop limit line.
Put more space between intersection and pedestrian crossing on Maybury Street for cars to be able to clear crossing when waiting at intersection.	The location of the proposed raised pedestrian crossing is closest to the pedestrian crossing desire line as identified through traffic surveys.
Point England Road (east)	
Needs other traffic calming treatment, chicanes, speed tables or rough surfacing (Pt England Road East).	From traffic surveys, traffic on Pt England Road outside the school travels below 30km/h, therefore no speed calming treatments are required.
<p>Additional speed table is needed prior to school.</p> <p>More needs to be done to encourage traffic away from this area where the school is.</p> <p>Give more pedestrian priority around school.</p>	<p>From traffic surveys, traffic on Pt England Road outside the school travels below 30km/h, therefore no speed calming treatments are required.</p> <p>AT will further investigate speeds in this location to ensure speeds are appropriate, noting the upcoming phases of the Speed Management Programme.</p>
Taniwha Street	

Submitter point	AT response
Needs other traffic calming treatment due to the wide road.	From traffic surveys, traffic on Taniwha Street outside the school travels below 30km/h, therefore no speed calming treatments are required.
Multiple locations and other roads in area	
Consider a different colour 9-15% of men have some red/green colour blindness. Make the whole area red so people can see it (Pt England Road East).	Throughout the project, AT standard colours for surfacing will be used. Certain colour for certain objectives are prescribed by Waka Kotahi. Red: warning; yellow: restrictions, green: special vehicle lanes; blue: accessible parking.
Several comments about installing protected cycleways in area	Cycleways require significant physical upgrades and are out of the scope of this project. The AT cycle programme identifies and implements the improvements required to cycle facilities; you can find out more information here: https://at.govt.nz/projects-roadworks/vision-zero-for-the-greater-good/safe-speeds-programme/safe-speeds-in-town-centres/glen-innes-town-centre-safety-improvements/ We have passed your comments on to the AT team responsible for the cycle programme.
Look into safety on Elstree Avenue (top end after the college) - busy cross suburb route.	The project scope is bounded by the natural feel of a town centre. The extent was refined with the Glen Innes community working group during the investigation phase. Elstree Avenue is outside of the project area. AT will further investigate for speed reviews in the next phases of the Speed Management Programme with special consideration for schools.
Look into safety on Erima Avenue - busy cross suburb route.	The project scope is bounded by the natural feel of a town centre. The extent was refined with the Glen Innes community working group during the investigation phase. Erima Avenue is outside of the project area. AT will further investigate for speed reviews in the next phases of the Speed Management Programme, with special consideration for schools.
More pedestrian crossings required around school. More needs to be done to encourage traffic away from this area where the school is. Extend 30km/hr up to and along Eastview Road to cover primary school and along to Line Avenue.	AT will investigate speeds in this location to ensure speeds are appropriate, noting the upcoming phases of the Speed Management Programme.
Kawhiti Street and Riverside Avenue have been left out of proposal and also need improvements.	AT will investigate speeds in this location to ensure speeds are appropriate, noting the upcoming phases of the Speed Management Programme.
Glen Innes town centre straddles the main throughways from Pakuranga/Panmure to the Eastern Bays and a 4-lane thoroughfare road is required (Erima Avenue and Elstree Avenue) so traffic doesn't go through Glen Innes Town Centre.	This is a residential and town centre area that includes a train station and schools. We are trying to make this a safer community to walk and cycle around so the town centre, schools, train station and other attractions are more accessible. A 4-lane road would create a segregation barrier through the community and also create traffic noise and air pollution for residents along these routes.

Submitter point	AT response
Waddell Avenue needs more parking, remove the gardens.	Removing gardens to create more parking would not contribute to the aims of this project, which are to make the area safer and more accessible by walking and cycling.

Responses to feedback on the Glen Innes Cycleway project

Submitter point	AT response
Apirana Avenue and Merton Road	
Remove Merton Road pedestrian crossing, no one uses it since the university campus closed and it impedes traffic flow.	The pedestrian crossing is for the future needs of pedestrians and active mode users (such as people on scooters or other micro-mobility options). The area is growing fast and in future will have a much larger population. We are working with our partners (Tāmaki Regeneration Company, Kainga Ora, Piritahi, and also Tamaki Park City) on the development of a university campus to prepare for this growth.
Proposed pedestrian crossing is too close to the intersection for long vehicles to be able to stop for pedestrians without blocking traffic.	The proposed pedestrian crossing is at a point where people already cross the road. A raised table will increase safety for everyone, and lower speeds. It will have signs and markings, and will also improve safety at the roundabout, as drivers have more time to respond at lower speeds.
Line Road	
It is unclear if the proposed "Links to Glen Innes Project" features are definitely going ahead. If so, the number of speed tables in such close proximity seems a little excessive.	<p>The Glen Innes Cycleways project is going ahead. Information about the project and consultation report is on the project website: at.govt.nz/about-us/have-your-say/east-auckland-consultations/links-to-glen-innes-cycleways/).</p> <p>The combined proposals in the Glen Innes Town Centre Improvements Project and Links to GI Cycleways Project will be required to ensure a 30km/h speed limit is achieved within the Glen Innes town centre.</p>
The proposed pedestrian crossing is too close to the intersection for long vehicles to be able to stop for pedestrians without blocking traffic.	The proposed pedestrian crossing is at a point where people already cross the road. A raised table will increase safety for everyone, and lower speeds. It will have signs and markings, and will also improve safety at the roundabout, as drivers have more time to respond at lower speeds.
The proposed pedestrian crossing near Line Road/Pt England Road is too close to the intersection, a pedestrian refuge would be better in small space.	<p>The proposed formal pedestrian crossings sit on the existing informal pedestrian crossings where the proposal is to improve safety at the specified pedestrian crossings by installing safety features, including raised tables, markings, and signs.</p> <p>The proposal aligns with our Vision Zero strategy to improve safety for all transport users, a goal which makes human safety a priority (over measures such as minor time saving).</p>

Submitter point	AT response
Maybury Street and Point England Road	
<p>The proposed pedestrian crossing is too close to the intersection for long vehicles to be able to stop for pedestrians without blocking traffic.</p>	<p>The proposed pedestrian crossing is at a point where people already cross the road. A raised table will increase safety for everyone, and lower speeds. It will have signs and markings, and will also improve safety at the roundabout, as drivers have more time to respond at lower speeds.</p> <p>Having raised tables will create low-speed zones at the roundabout. Blocked traffic due to long vehicles is not inevitable. A low-speed zone will mean a safer environment for all road users and allow vehicle users to have more response time to react to an oncoming hazard.</p>

3. Project decisions and next steps

Project decisions

After carefully considering public feedback, we have decided to progress the proposal through to implementation, subject to the following changes:

- The original design proposed a raised/Swedish table outside Pak'n'Save at 185 Apirana Avenue and raised crossing outside 222 Apirana Ave. Due to a storm water issue, the locations of these changes have been swapped. The raised/Swedish table will now be outside 222 Apirana Ave and the raised crossing will now be outside Pak'n'Save at 185 Apirana Avenue.

Next steps

- 1 The Local Board will receive a copy of the report.
- 2 The AT project page will be updated with a summary and a copy of the full report.
- 3 There will be a social media posting with a link.
- 4 A letter/ email will go to stakeholders, including schools.
- 5 An email will be sent to all feedback submitters, with a link.
- 6 An update will be provided to the mayor's office, and a short summary for the Bulletin (a monthly briefing for all local boards in Auckland).
- 7 We will also email a copy of the report to anyone in the community who requests it.

Construction will take place over Glen Innes Town Centre and adjacent streets. We are expecting to start construction in January 2023 and to complete it by March 2023.

4. Detailed summary of public feedback

In total, **55 submissions** were received on the Glen Innes Town Centre Safety Improvements. The sections below provide a detailed analysis of the feedback received, including:

- [The levels of support, feedback themes, and main points](#) for each area and the overall proposal
- [Feedback from key interest groups](#)

All feedback – Level of support, themes, and main points

This section outlines the overall and area-based feedback on the Glen Innes Town Centre Safety Improvements. Feedback is reported under the following headings:

- [Apirana Avenue – Feedback on proposed side islands, a raised table, and a pedestrian crossing](#)
- [Apirana Avenue and Merton Road – Feedback on red coloured surfacing](#)
- [Line Road – Feedback on speed table and red coloured surfacing](#)
- [Maybury Street and Point England Road – Feedback on pedestrian crossing and red coloured surfacing](#)
- [Point England Road \(east\) – Feedback on red coloured surfacing](#)
- [Taniwha Street – Feedback on red coloured surfacing](#)
- [All roads – Feedback on the whole proposal](#)

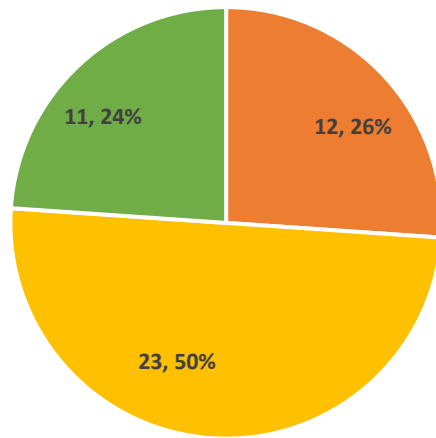
The following information is provided under each heading:

- The level of support for the proposed safety measures.
- The feedback themes and the main points made by submitters related to those themes.

Please note: one person's or organisation's submission can count towards multiple themes.

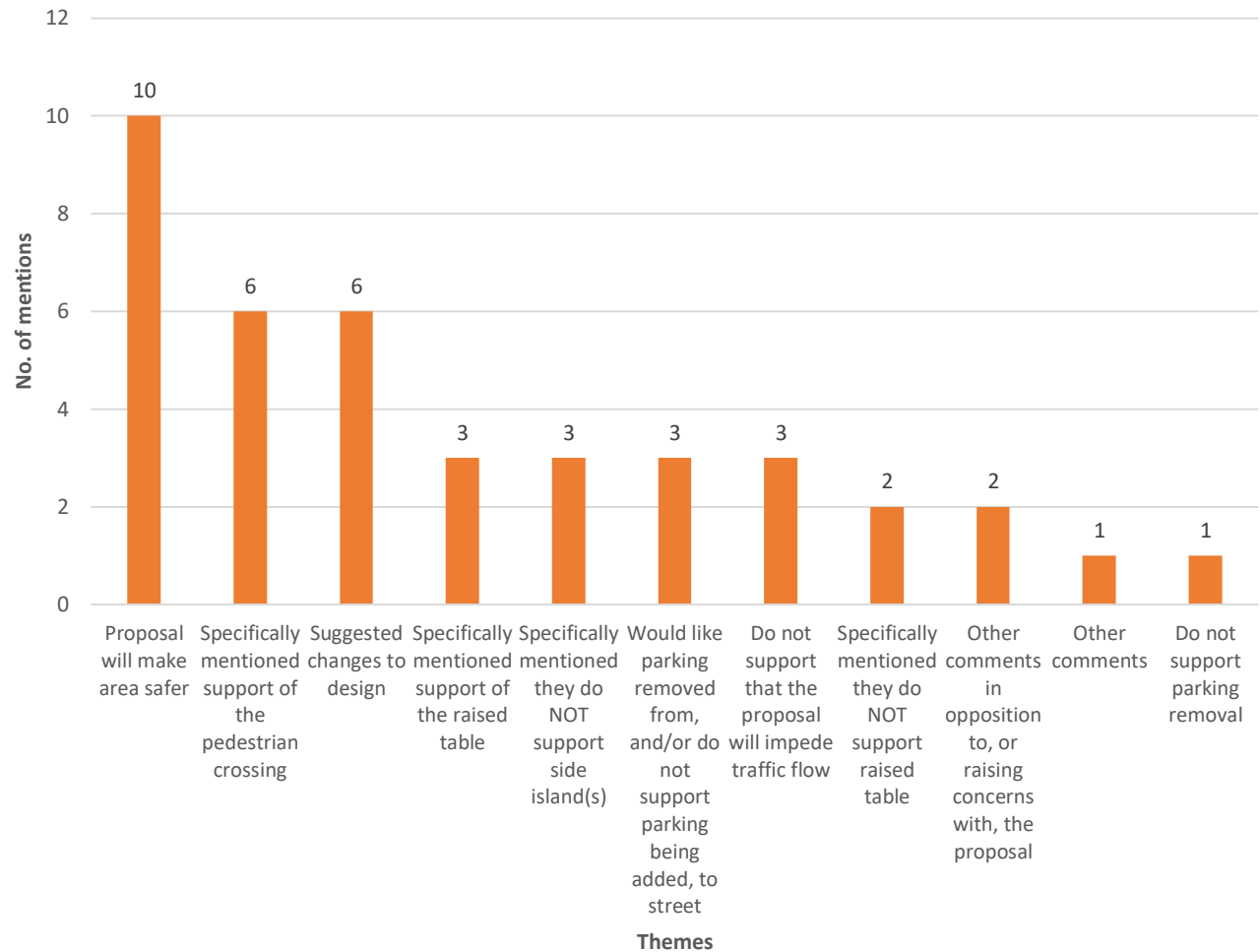
Apirana Avenue – Feedback on proposed side islands, a raised table, and a pedestrian crossing

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

All feedback themes – Ordered by number of mentions



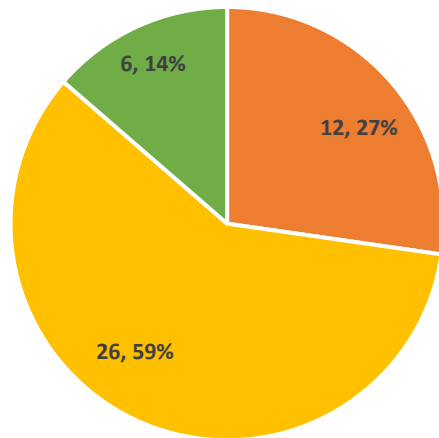
All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	10	<ul style="list-style-type: none"> • This is a busy area; slower vehicles will make it safer. • Makes area safer for children and elderly. • Makes it safer for pedestrians to cross the road. • Makes area safer for people on bikes. • Removing car parking will improve visibility for vehicles exiting driveways. • Buses parked on side of road makes seeing pedestrians crossing the road difficult, slower vehicle speeds should help reduce this safety concern.
Specifically mentioned support of the pedestrian crossing	6	<ul style="list-style-type: none"> • Submitters singled out that they support the proposed pedestrian crossing. • Will improve visibility for people exiting Z Station as parked cars currently block the view.
Specifically mentioned support of the raised table	3	<ul style="list-style-type: none"> • Submitters singled out that they support the proposed raised table. • Will improve visibility for people exiting Z Station as parked cars currently block the view.
Specifically mentioned they do NOT support raised table	2	<ul style="list-style-type: none"> • Raised table will cause disruption. • Speed tables increase emissions and fuel consumption. • Speed tables increase wear and tear on vehicles.
Specifically mentioned they do NOT support side island(s)	3	<ul style="list-style-type: none"> • Side islands narrow the road making it unsafe for people on bikes as it forces them into the traffic lane (the number of people on bikes is increasing in this area, and this area links into existing and proposed cycle paths). • Island at 170 Apirana Avenue will make it difficult for trucks to deliver to businesses on both side of the road.
Would like parking removed from, and/or do not support parking being added, to street	3	<ul style="list-style-type: none"> • Remove parking completely from this section of Apirana Avenue, it is unnecessary. • Do not support parking being added to the road as part of the proposal. • Parking reduces usable road space. • Parked cars create visibility issues for pedestrians and people on bikes, reducing their safety on this route. • Remove parking to improve traffic flow.

Feedback Theme	Mentions	Main points
Do not support parking removal	1	<ul style="list-style-type: none"> • Don't support any parking removal. • This is a growing area and requires on-street parking to support that growth.
Do not support that the proposal will impede traffic flow	3	<ul style="list-style-type: none"> • Proposal will impede traffic flow, which is more important than convenient crossings points for pedestrians. • Apirana Avenue is a major traffic route. • Traffic congestion is already an issue here.
Other comments in opposition to, or raising concerns with, the proposal	2	<ul style="list-style-type: none"> • Proposal is not required. • Unsure why pedestrian crossing is required outside Z Petrol Station.
Suggested changes to design	6	<ul style="list-style-type: none"> • Having some red bands as pedestrian crossings, and some red bands not pedestrian crossings will be confusing for drivers and pedestrians. • Provide a pedestrian crossing outside Pak 'n' Save. There is a lot of pedestrians crossing here, often to shops on the other side. • There needs to be a controlled pedestrian crossing outside the train station as there are currently huge hold ups to traffic when pedestrians randomly walk across the crossing. • Please address the exit of the train station car park, it is difficult to exit, cars must force their way out. • Pedestrian crossing at 222 Apirana Avenue is in the wrong location, hardly anyone crosses the road here, and there is another crossing nearby. The pedestrian crossing needs to be between the two bus stops (125 and 166 Apirana Avenue). • The 30km zone needs to be extended. It needs to start either before the Eastview Road intersection or before the pedestrian crossing by Apirana/Eastview reserves.
Other comments	1	<ul style="list-style-type: none"> • A better solution is to free up traffic flow, remove crossings and replace with over bridge or use existing subway. Shift bus parking. Reroute bike lanes to other streets. Remove car parking and stop right hand turns. Effectively making Apirana Ave a bypass.

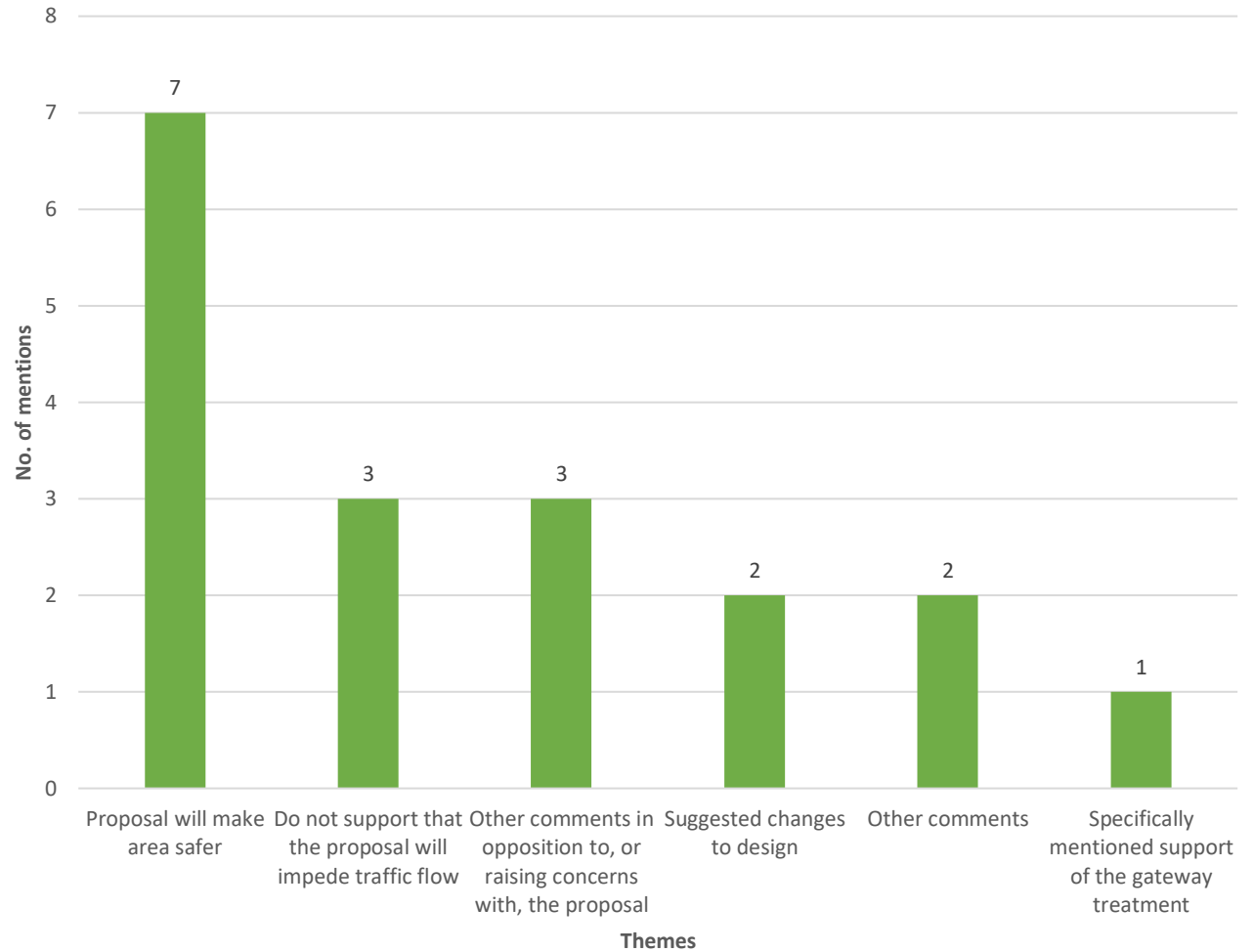
Apirana Avenue and Merton Road – Feedback on red coloured surfacing

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

All feedback themes – Ordered by number of mentions

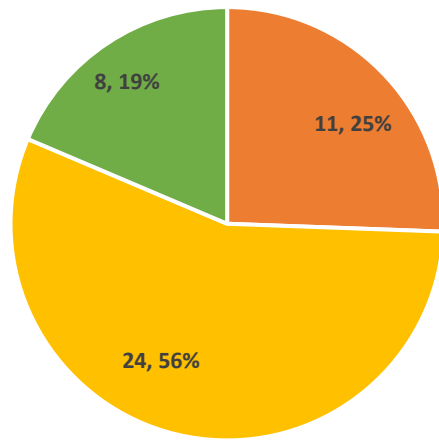


All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	7	<ul style="list-style-type: none"> • Generally, like that it will improve safety. • This is a busy area; slower vehicles will make it safer. • Red bands provide a visual cue to slow down.
Specifically mentioned support of the gateway treatment	1	<ul style="list-style-type: none"> • Road surfacing is a low impact method to slow traffic.
Do not support that the proposal will impede traffic flow	3	<ul style="list-style-type: none"> • Proposal will impede traffic flow. • Apirana Avenue and Merton Road are major traffic routes. • Merton Road intersection is busy. • Traffic congestion is already an issue here. • 30km/hr is too slow for this area.
Other comments in opposition to, or raising concerns with, the proposal	3	<ul style="list-style-type: none"> • Proposal is a waste of money. • Is there any evidence that red paint on the ground makes people drive slower? • Proposal won't make a difference. • Proposal will make area worse.
Suggested changes to design	2	<ul style="list-style-type: none"> • Consider a different colour 9-15% of men have some red/green colour blindness. • Need a raised pedestrian crossing for people crossing from East-West and then North-South to access train station on west side of rail bridge across Merton Road.
Other comments	2	<ul style="list-style-type: none"> • Comment for "Links to Glen Innes Project" – remove Merton Road pedestrian crossing, no one uses it since the university campus closed and it impedes traffic flow. • Comment for "Links to Glen Innes Project" – Proposed pedestrian crossing is too close to the intersection for long vehicles to be able to stop for pedestrians without blocking traffic.

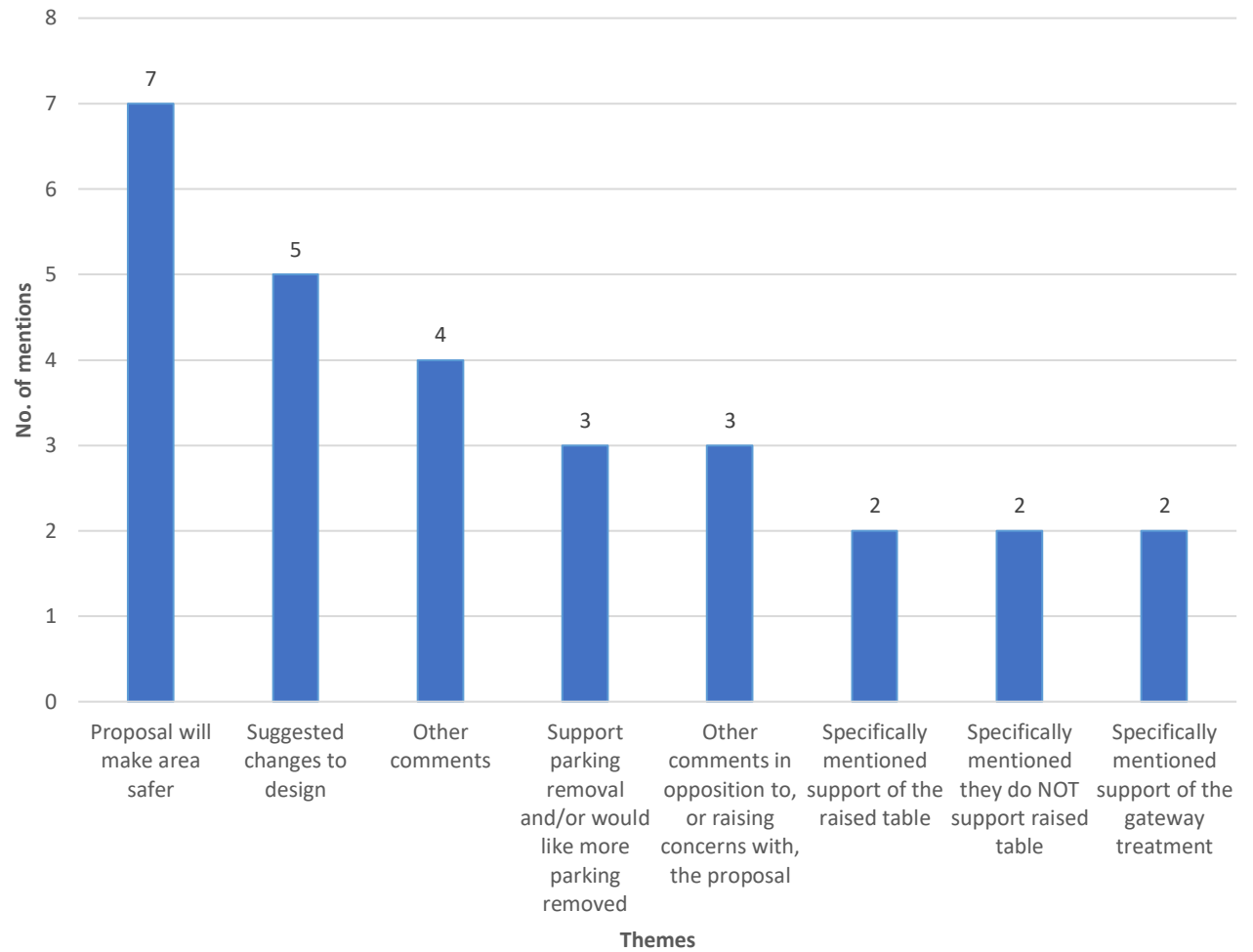
Line Road – Feedback on speed table and red coloured surfacing

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

All feedback themes – Ordered by number of mentions



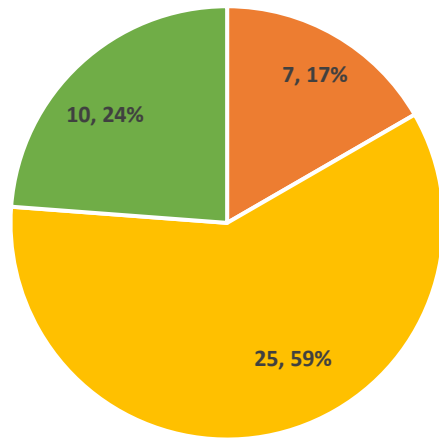
All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	7	<ul style="list-style-type: none"> • This is a busy area; slower vehicles will make it safer. • Makes it safer for pedestrians to cross the road. • Currently a dangerous road. • Cars currently speed on this road. • Makes area safer for people on bikes.
Specifically mentioned support of the raised table	2	<ul style="list-style-type: none"> • Support raised table.
Specifically mentioned they do NOT support raised table	2	<ul style="list-style-type: none"> • If the proposed speed table for the "Links to Glen Innes Project" goes ahead, another is not needed, they will be too close together. • Do not install proposed speed table.
Specifically mentioned support of the gateway treatment	2	<ul style="list-style-type: none"> • Strongly support gateway treatment. • Road surfacing is a low impact method to slow traffic.
Support parking removal and/or would like more parking removed	3	<ul style="list-style-type: none"> • Remove at least one car park from outside 79 Line Road to improve sight lines and safety to people leaving funeral home. • Remove parking from Eastview Road to the town centre.
Other comments in opposition to, or raising concerns with, the proposal	3	<ul style="list-style-type: none"> • Proposal is not required. • Traffic volume is low. • Waste of money. • Proposal won't make a difference. • Proposal could make area worse.
Suggested changes to design	5	<ul style="list-style-type: none"> • Raised table is too close to crossing. • Line Road needs more raised tables than just 1 additional one. • Remove at least one car park from outside 79 Line Road to improve sight lines and safety to people leaving funeral home.

Feedback Theme	Mentions	Main points
Other comments	4	<ul style="list-style-type: none">• Map needs to show more accurately where treatments will be placed on Line Road.• It is unclear if proposed "Links to Glen Innes Project" features are definitely going ahead. If so, the number of speed tables in such close proximity seems a little excessive.• Comment for "Links to Glen Innes Project" – proposed pedestrian crossing is too close to the intersection for long vehicles to be able to stop for pedestrians without blocking traffic.• Comment for "Links to Glen Innes Project" – proposed pedestrian crossing near Line Road/Pt England Road is too close to the intersection, a pedestrian refuge would be better in small space.

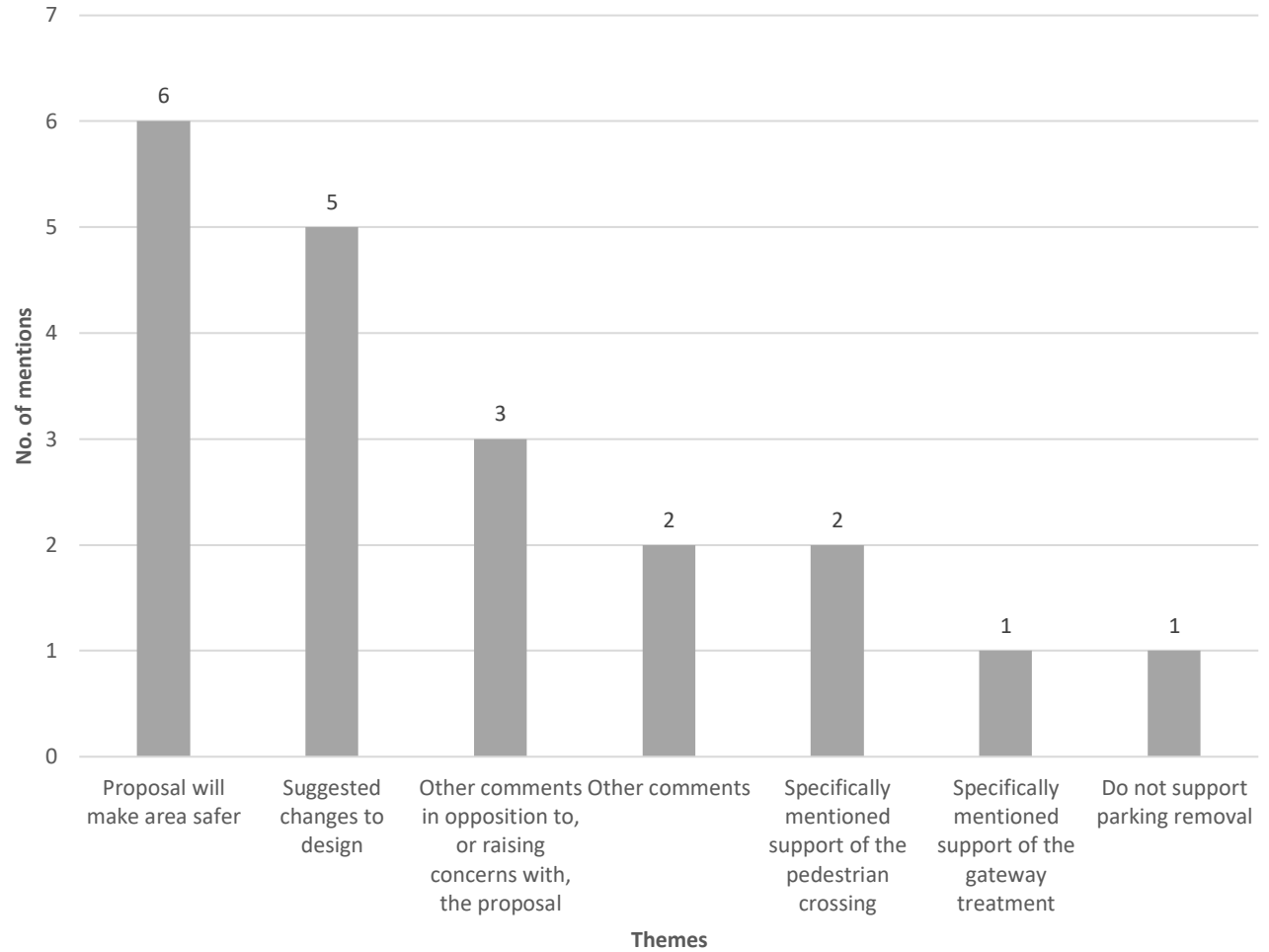
Maybury Street and Point England Road – Feedback on pedestrian crossing and red coloured surfacing

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

All feedback themes – Ordered by number of mentions

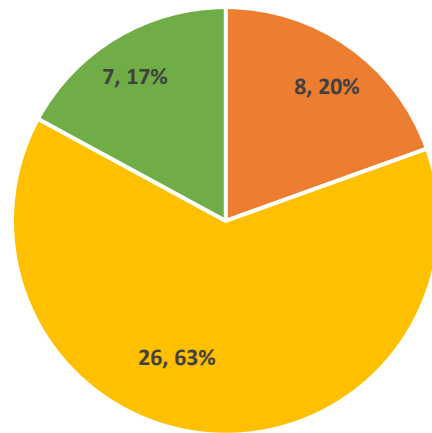


All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	6	<ul style="list-style-type: none"> • This is a busy area; slower vehicles will make it safer. • Makes it safer for pedestrians to cross the road. • Will reduce instances of rat-running between Line Road and Elstree Avenue. • Supports slower speeds.
Specifically mentioned support of the pedestrian crossing	2	<ul style="list-style-type: none"> • Submitter singled out that they support the proposed pedestrian crossing. • Will improve visibility for people exiting driveways and/or intersection as parked cars currently block the view.
Specifically mentioned support of the gateway treatment	1	<ul style="list-style-type: none"> • Strongly support gateway treatment. • Road surfacing is low impact.
Do not support parking removal	1	<ul style="list-style-type: none"> • Don't support any parking removal.
Other comments in opposition to, or raising concerns with, the proposal	3	<ul style="list-style-type: none"> • Creates a hazard. • Waste of money.
Suggested changes to design	5	<ul style="list-style-type: none"> • Suggest a roundabout at intersection with Line Road due to shop driveway. • Suggest implementing protected cycleways with space. • Crossing on Maybury Road is tucked around corner and difficult for turning drivers to see ahead of time. • Remove some of the existing traffic calming in Maybury Street. • Put more space between intersection and pedestrian crossing on Maybury Street for cars to be able to clear crossing when waiting at intersection.
Other comments	2	<ul style="list-style-type: none"> • Comment for "Links to Glen Innes Project" – proposed pedestrian crossing is too close to the intersection for long vehicles to be able to stop for pedestrians without blocking traffic. • Suggest monitoring impact of proposal on traffic congestion, particularly where the pedestrian crossing is.

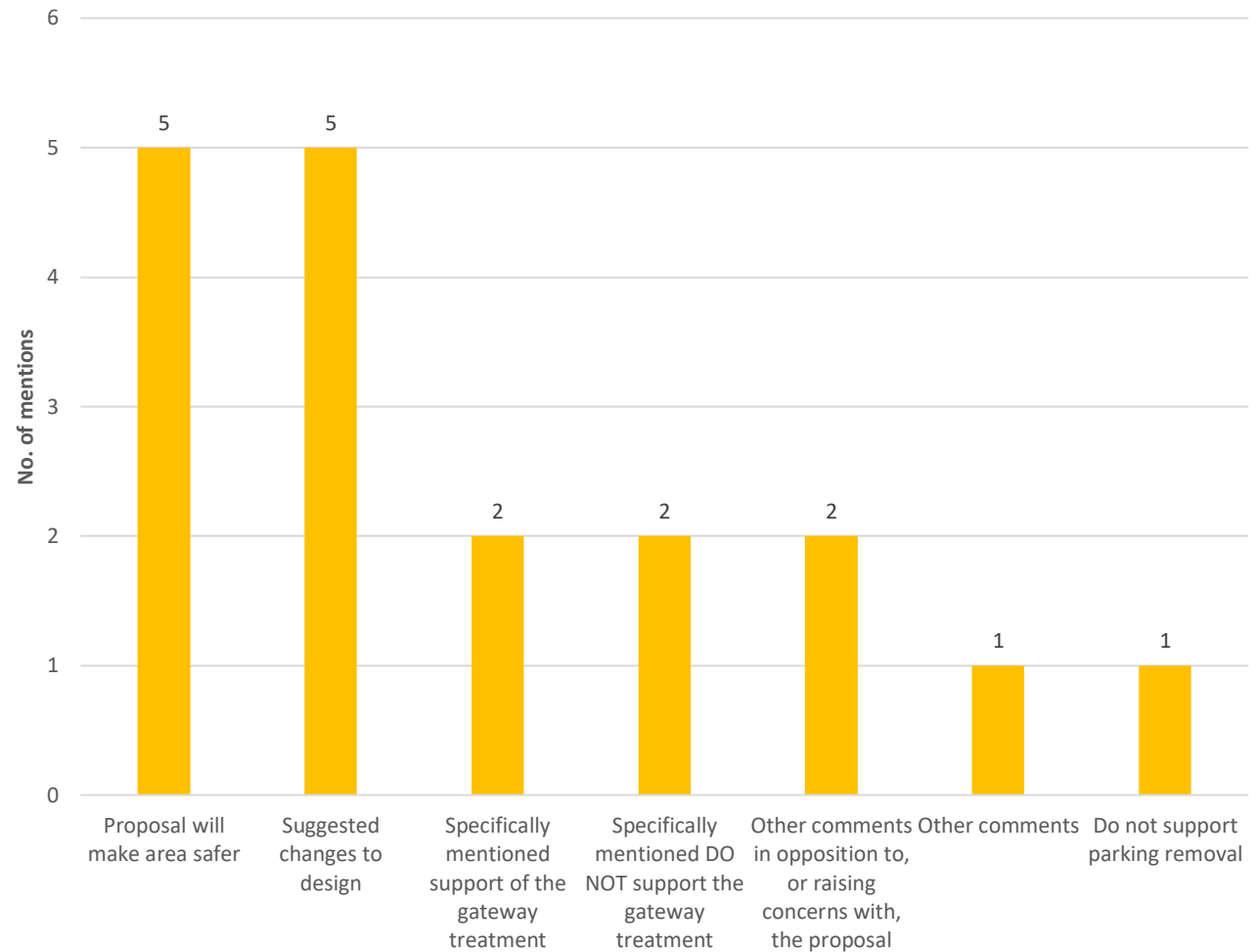
Point England Road (east) – Feedback on red coloured surfacing

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

All feedback themes – Ordered by number of mentions

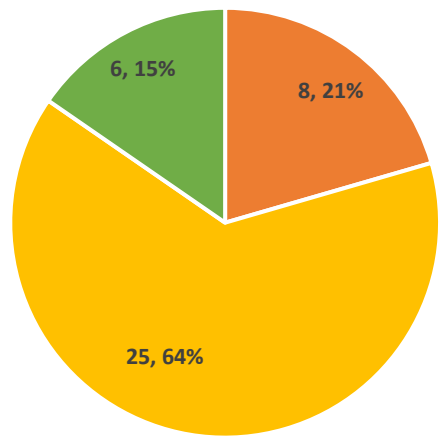


All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	5	<ul style="list-style-type: none"> • This is a busy area; slower vehicles will make it safer. • Makes area safer for children and elderly. • Area is close to school. • Supports slower speeds.
Specifically mentioned support of the gateway treatment	2	<ul style="list-style-type: none"> • Strongly support gateway treatment. • Road surfacing is a low impact method to slow traffic.
Specifically mentioned DO NOT support the gateway treatment	2	<ul style="list-style-type: none"> • Don't believe that paint alone will make a difference. • Unsure why they gateway treatment is being implemented.
Do not support parking removal	1	<ul style="list-style-type: none"> • Don't support any parking removal.
Other comments in opposition to, or raising concerns with, the proposal	2	<ul style="list-style-type: none"> • Proposal is not required. • Don't understand what is proposed here, or why. • What is currently in place is adequate for student safety. • Waste of money.
Suggested changes to design	5	<ul style="list-style-type: none"> • Make the whole area red so people can see it. • Suggest implementing protected cycleways. • Needs other traffic calming treatment, chicanes, speed tables or rough surfacing. • Additional speed table is needed prior to school. • Build outs and planting required to ensure people park correctly. • More needs to be done to encourage traffic away from this area where the school is. • Give more pedestrian priority around school.
Other comments	1	<ul style="list-style-type: none"> • These roads are not part of Glen Innes town centre.

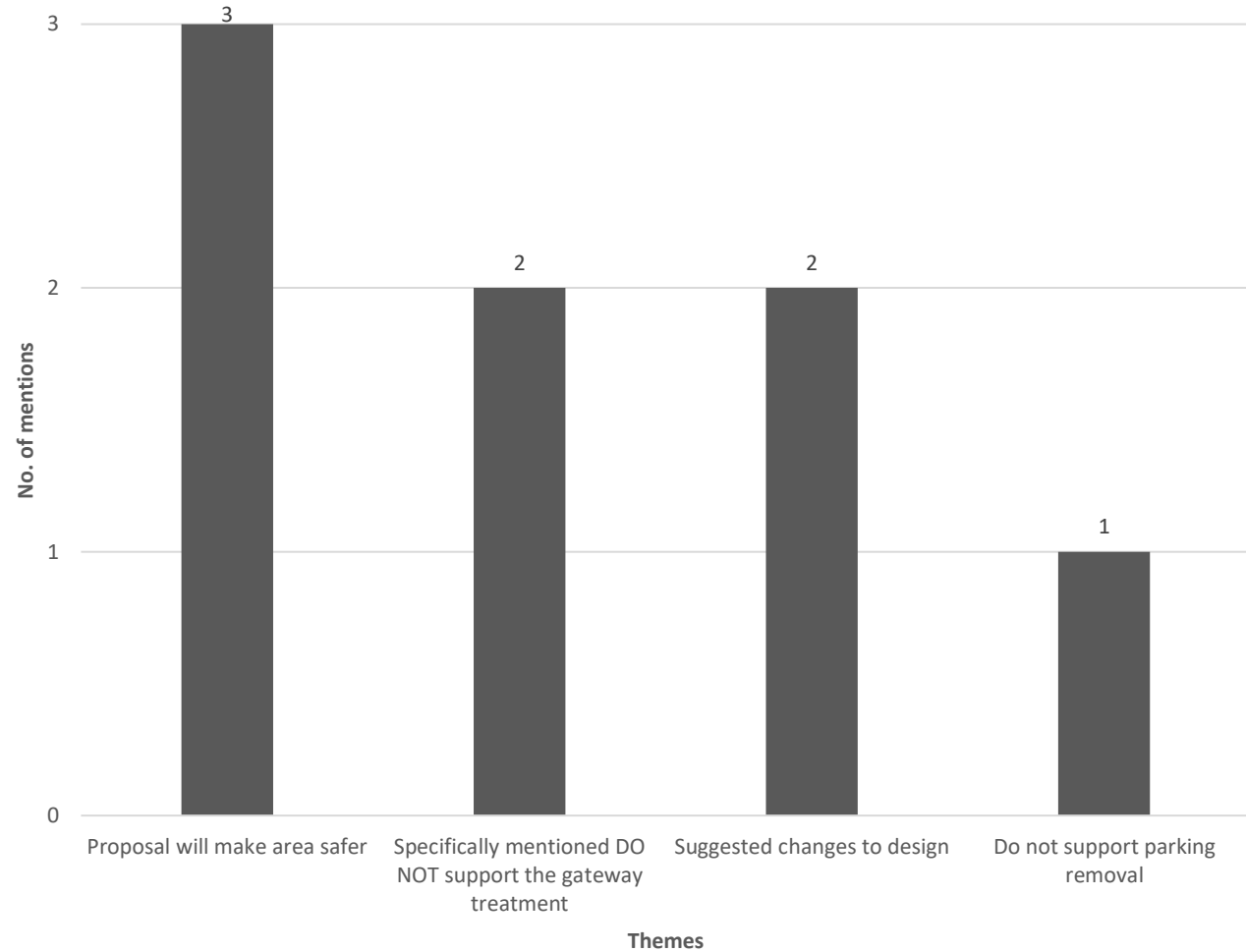
Taniwha Street – Feedback on red coloured surfacing

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

All feedback themes – Ordered by number of mentions

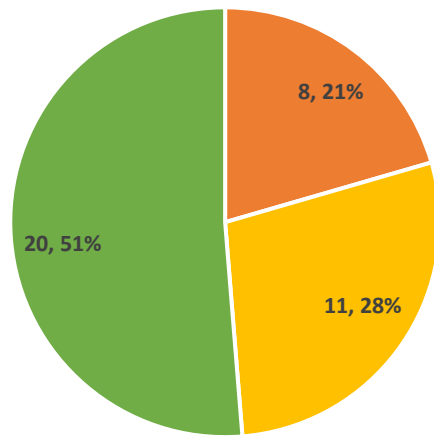


All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	3	<ul style="list-style-type: none"> • This is a busy area; slower vehicles will make will it safer. • Encourages people to use other roads for access. • Supports slower speeds.
Specifically mentioned DO NOT support the gateway treatment	2	<ul style="list-style-type: none"> • Don't believe that paint alone will make a difference.
Do not support parking removal	1	<ul style="list-style-type: none"> • Don't support any parking removal.
Suggested changes to design	2	<ul style="list-style-type: none"> • Extend cycle lane on roundabout down the whole street. • Needs other traffic calming treatment due to the wide road.

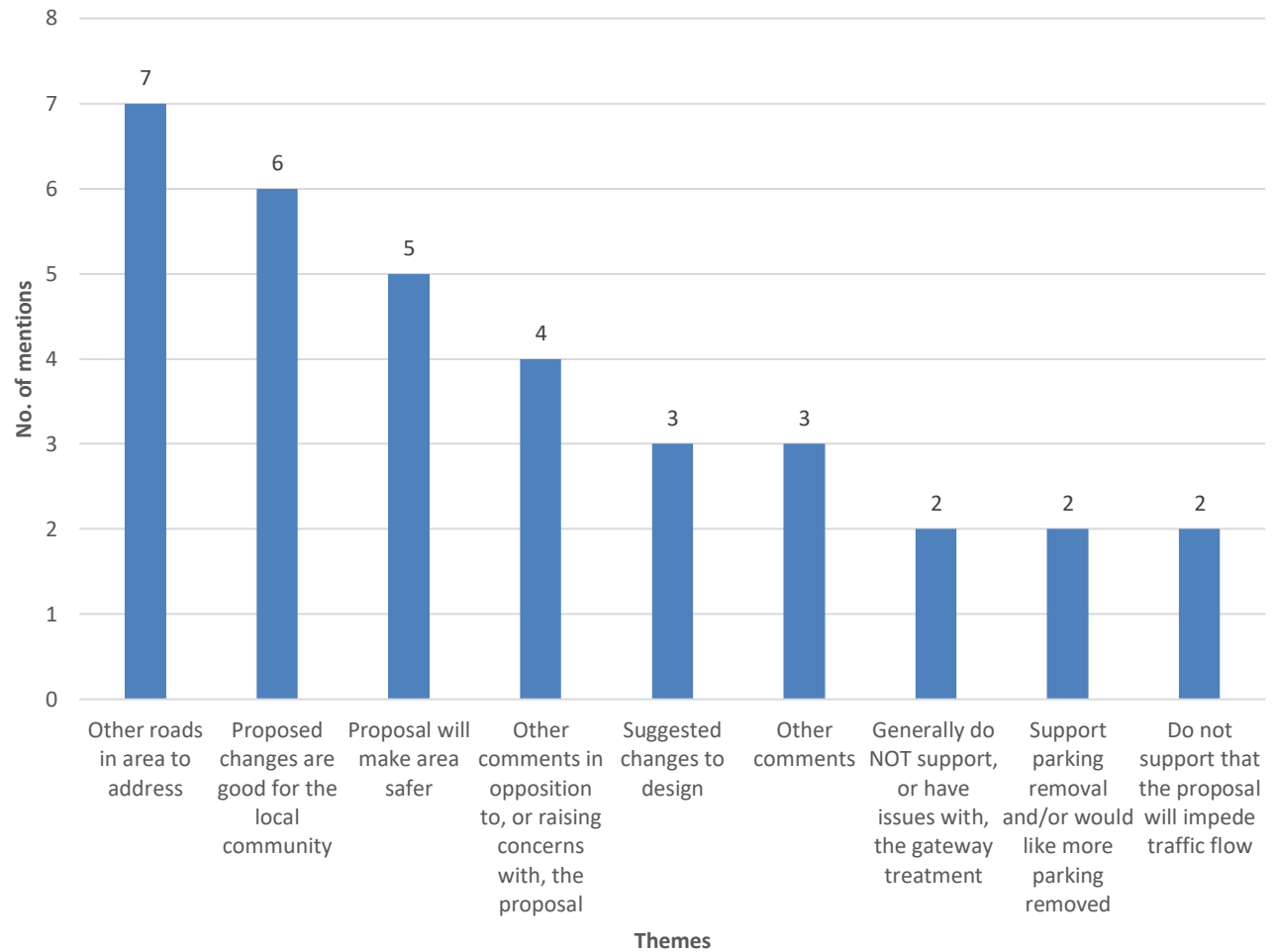
All roads – Feedback on the whole proposal

All feedback – Level of support



- I do not support the proposal
- I support the proposal as it is
- I support the proposal but feel some changes are needed

Feedback themes (two or more mentions) – Ordered by number of mentions



All feedback themes and main points – Grouped by topics

Feedback Theme	Mentions	Main points
Proposal will make area safer	5	<ul style="list-style-type: none"> • This is a busy area; slower vehicles will make it safer. • There have been 12 deaths from 2016-2020 in this local board area. • Supports slower speeds.
Proposed changes are good for the local community	6	<ul style="list-style-type: none"> • Good for the community. • Good for local businesses.
Generally support raised pedestrian crossings	1	<ul style="list-style-type: none"> • Need more raised crossings.
Generally do NOT support raised pedestrian crossings	1	<ul style="list-style-type: none"> • A signalised crossing would be better than a raised crossing. • Pedestrians should be more considerate when crossing busy roads.
Generally support raised tables	1	<ul style="list-style-type: none"> • Like raised tables.
Generally do NOT support raised tables	1	<ul style="list-style-type: none"> • Speed tables increase emissions and fuel consumption. • People should be taught how to cross the road rather than rely on raised tables.
Generally do NOT support, or have issues with, the gateway treatment	2	<ul style="list-style-type: none"> • Not really a tangible safety measure. • Cannot be enforced without cameras and physical traffic calming. • Not enough to ensure 30km/hr limit will be followed.
Support parking removal and/or would like more parking removed	2	<ul style="list-style-type: none"> • Parked cars create visibility issues for pedestrians and people on bikes, reducing their safety on this route. • Removing parking makes the roads safer.
Do not support parking removal	1	<ul style="list-style-type: none"> • General opposition to parking removal.
Do not support that the proposal will impede traffic flow	2	<ul style="list-style-type: none"> • Proposal will impede traffic flow, which is more important than convenient crossings points for pedestrians. • Area has major traffic routes. • 30km/hr is too slow. • Traffic flow in emergencies will be difficult.

Feedback Theme	Mentions	Main points
Other comments in opposition to, or raising concerns with, the proposal	4	<ul style="list-style-type: none"> • Proposal is not required. • Slowing down traffic isn't the problem; traffic is already slow. • Creates hazards.
Suggested changes to design	3	<ul style="list-style-type: none"> • There should be more protected cycleways in the project area. • Glen Innes needs a signal-controlled pedestrian crossing. • Design needs as many raised crossings as possible.
Other roads in area to address	7	<ul style="list-style-type: none"> • Look into safety on Elstree Avenue (top end after the college) - busy cross suburb route. • Look into safety on Erima Avenue - busy cross suburb route. • More pedestrian crossings required around school. • More needs to be done to encourage traffic away from this area where the school is. • Extend 30km/hr up to and along Eastview Road to cover primary school and along to Line Avenue. • Kawhiti Street and Riverside Avenue have been left out of proposal and also need improvements. • Glen Innes town centre straddles the main throughways from Pakuranga/Panmure to the Eastern Bays and a 4-lane thoroughfare road is required (Erima Avenue and Elstree Avenue) so traffic doesn't go through Glen Innes Town Centre. • Matapan Road in Panmure is being used by boy racers for burnouts. • Waddell Avenue needs more parking, remove the gardens. • Young riders on unregistered dirt bikes riding on footpaths, cycle trails, parks, and roads are a problem in Glen Innes.
Other comments	3	<ul style="list-style-type: none"> • Maps and diagrams lack appropriate information, were unclear. • Stop treating Glen Innes as a transport hub (it's too busy). • Parked buses and bus stops make Glen Innes a messy place to travel through. • Offer an option on feedback form "Not affected by proposed change".

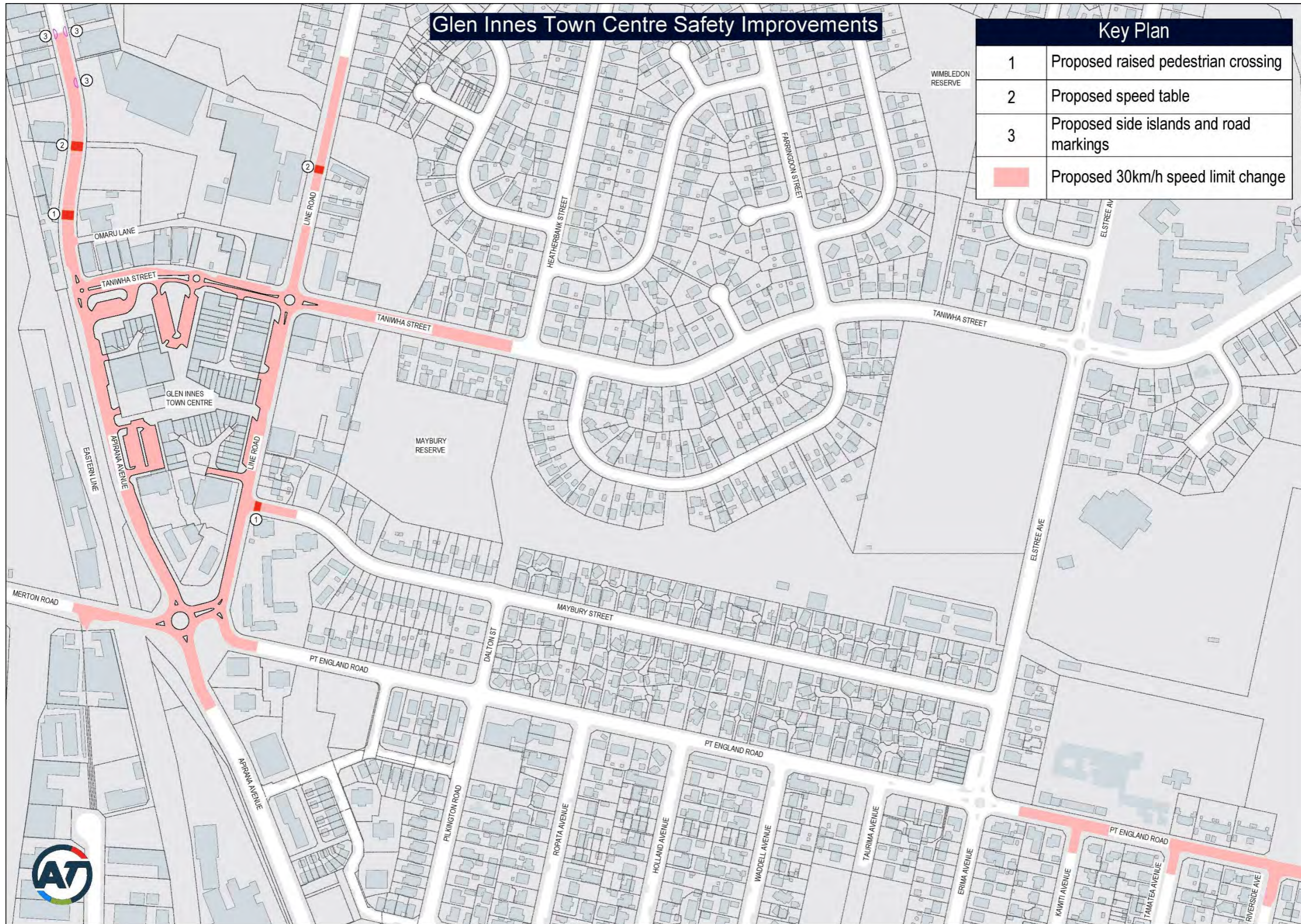


Feedback from key interest groups

The key interest groups that submitted on the Glen Innes Town Centre Safety Improvements are listed below and their full submissions are outlined in [Appendix 2](#).

- Fire and Emergency New Zealand
- Z Energy Limited

Appendix 1: Overview map



Appendix 2: Feedback from key interest groups

Key interest group	Submission/feedback
<p>Fire and Emergency New Zealand</p>	<p>This is a submission on the safety improvements by way of traffic calming measures that Auckland Transport has proposed for Glen Innes. The specific elements that Fire and Emergency's submission relates to is the provision for timely and adequate emergency access through the area.</p> <p>Fire and Emergency's submission is:</p> <p>Fire and Emergency New Zealand (Fire and Emergency) has a responsibility under the Fire and Emergency New Zealand Act 2017 (FENZ Act) to provide for firefighting activities to prevent or limit damage to people, property and the environment. As such, Fire and Emergency has an interest in street upgrades to ensure that, where necessary, appropriate consideration is given to fire safety and operational firefighting requirements.</p> <p>Fire and Emergency has principal objectives of reducing the incidence of unwanted fire and the associated risk to life and property, protecting and preserving life, and preventing or limiting injury, damage to property land, and the environment. To achieve these objectives, Fire and Emergency requires adequate access to developments to ensure they can respond to emergencies. In addition to fire safety and response, Fire and Emergency's functions under the FENZ Act include involvement with transport accidents, medical emergencies and hazardous substances incidents.</p> <p>Fire and Emergency support redesigning streets to increase safety. Improved safety on streets can reduce the demand for Fire and Emergency call-outs to traffic-related emergency incidents. In addition, it can reduce blockages from crashes that delay Appliance response times.</p> <p>On the other hand, safety measures like raised crossings and tables limit the speed of vehicles and so can lengthen the response time for Fire and Emergency Appliances to reach emergencies. The streets included in this proposal are used by Fire and Emergency as an arterial route for back-up Fire Appliances responding to call-outs in St Heliers. In this specific case, the area in question is a busy town centre and so Fire Appliances are already exercising caution and slowing speeds through the area.</p> <p>Given this circumstance, Fire and Emergency consider this proposal acceptable.</p> <p>More generally, Fire and Emergency ask that on similar future projects that include traffic calming measures, Auckland Transport considers the impact on emergency service vehicles.</p> <p>Fire and Emergency welcomes any questions on this submission and looks forward to continuing to work with Auckland Transport to provide for the safety of Auckland communities.</p>
<p>Z Energy Limited</p>	<p>From our perspective (Z Energy (Z Glen Innes) - property 222 Apirana Ave) we are OK with these proposed changes for the raised speed table/pedestrian crossing between our site's two accessways. These changes will help visibility for our customers exiting our site as currently parked cars block the view. Our site retailer believes it is the wrong place for a pedestrian crossing, but he assumes AT have a logical reason for selecting this location.</p> <p>Only requests from Z are:</p>

	<ol style="list-style-type: none">1) provide advanced notice before works commence and ensure access is provided at all times to our site for customers and our fuel tanker deliveries and2) stage the building of the speed table in two phases to allow continued access to the site including our fuel tankers.
--	---