



20 Viaduct Harbour Avenue, Auckland 1010  
Private Bag 92250, Auckland 1142, New Zealand  
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## **Queen Street (Waiuku) Pedestrian Safety Improvements Engagement Summary**

Thank you for helping us make better decisions for your neighbourhood, informed by your local knowledge.

Community feedback showed support for the safety intent of the project, while some respondents also raised suggestions or concerns. These matters have been reviewed and are addressed below.

### **Project outcome**

After carefully reviewing the feedback we received, we are proceeding with the project as proposed.

We expect to have these changes implemented by mid-2027.

### **What we did**

Engagement was held from 4 May 2026 to 25 May 2026

- 910 letters delivered to mailboxes
- 200 postcards delivered to businesses and properties in the proposal area
- AT social media
- AT project webpage: <https://haveyoursay.at.govt.nz/queen-street-waiuku-pedestrian-crossing>
- Emails to stakeholders including emergency services, freight operators, NZ Police and schools
- Franklin Local Board received an email update

We received 90 pieces of feedback.

### **Community Feedback**

People told us:

- They supported the proposed pedestrian crossing on Queen Street and safety investment as a necessary improvement to provide safe crossing points for vulnerable users, families, and the elderly.



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| Feedback themes and AT response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Support for improved pedestrian safety</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Supportive comments recognised the need to improve traffic flow, provide safer crossing opportunities for vulnerable road users, and reduce crash risk.</p> <p><b>Response:</b></p> <ul style="list-style-type: none"><li>• Thank you for your feedback. We acknowledge the supportive comments received regarding the safety benefits of the proposal. While feedback received during engagement was mixed, the project is intended to address existing pedestrian safety and traffic management issues along Queen Street. The concerns and suggestions raised by the community have been reviewed and will be considered as the design progresses where practicable.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Financial &amp; Strategic Value</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Respondents expressed concerns that the project may be unnecessary, may not address a clearly identified need, or may offer limited perceived benefit. Additionally, some respondents raised concerns regarding value for money and potential impacts on ratepayers, while others suggested that funding could be directed towards alternative priorities or noted a desire for stronger supporting evidence.</p> <p><b>Response:</b></p> <ul style="list-style-type: none"><li>• We understand that some people may question whether changes are needed in this area. Queen Street has been identified as a high-risk corridor within the town centre, with six injury crashes involving pedestrians recorded during the investigation period. The proposed treatments are intended to improve safety for people walking in the area and help reduce the risk of death and serious injury on Auckland's road network.</li></ul>                                                                                                                                                                                                                              |
| <b>Pedestrian Safety &amp; Crossing Design</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>Respondents noted that the proposed new or upgraded crossings have the potential to enhance pedestrian safety and accessibility. At the same time, some respondents raised concerns that certain crossing locations, placement, or visibility may not be well suited to local conditions. Others provided suggestions for improvement, including enhancements to crossing design, visibility, lighting, accessibility, and pedestrian guidance.</p> <p><b>Response:</b></p> <ul style="list-style-type: none"><li>• We appreciate the feedback received about crossing locations, visibility, lighting, accessibility, and pedestrian guidance. The proposed crossing locations have been informed by a pedestrian crossing demand survey, which helped identify where people are currently crossing. These locations were then assessed to confirm whether they were suitable for a formal crossing. Visibility has also been reviewed against the safety requirements in Auckland Transport's Traffic Design Manual, and lighting, accessibility, and pedestrian guidance have been considered in line with AT's relevant engineering guidelines.</li></ul> |



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| Traffic Circulation & Access                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>Respondents raised concerns that the proposal could affect traffic flow and contribute to increased congestion. In particular, some feedback noted that lane narrowing and reduced turning capacity at the Kitchener Road / Queen Street intersection may create bottlenecks and impact intersection performance.</p> <p><b>Response:</b></p> <ul style="list-style-type: none"><li>• We understand the concerns raised about congestion, traffic flow, and turning movements at the Kitchener Road / Queen Street intersection. A traffic modelling check was completed for the proposed changes, which indicated that any additional delays are expected to be minimal and are not expected to noticeably affect the overall efficiency of the intersection. The kerb buildouts have also been designed to accommodate the turning paths of the largest vehicles observed using the intersection, based on video survey information collected during the investigation.</li></ul> |
| Parking & Business Access                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>Some respondents raised concerns that the proposal may result in a reduction in available parking, including potential impacts on disability parking and convenient access for nearby businesses.</p> <p><b>Response:</b></p> <ul style="list-style-type: none"><li>• We understand the concerns raised about parking availability and access to local businesses. The proposed changes have been designed to minimise impacts on parking, with an overall net loss of one car park across all proposed treatments. We also note that the proposal does not remove any existing disabled parking spaces.</li></ul>                                                                                                                                                                                                                                                                                                                                                                  |
| Road Design & Implementation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Comments suggested that aspects of the proposed road design may present safety challenges or may not align well with local conditions. Some feedback also suggested that elements of the design could be counterproductive in achieving the intended outcomes.</p> <p><b>Response</b></p> <ul style="list-style-type: none"><li>• We understand the concerns raised about whether the proposed road design is appropriate for local conditions. The proposed treatments have been informed by engineering investigations and traffic surveys, which helped identify suitable treatment types and locations. The design also seeks to respond to the crash trends identified during the investigation and address gaps in the existing pedestrian facilities.</li></ul>                                                                                                                                                                                                              |
| Driver Behaviour & Speed Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Respondents raised concerns relating to driver behaviour and speeding, noting potential safety risks. Some feedback also highlighted the importance of improved safety awareness and education for both motorists and pedestrians.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |



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**Response**

- We understand the concerns raised about unsafe driving behaviours and vehicle speeds in the area. While physical changes alone cannot address all driver behaviour, some of the proposed treatments are intended to help encourage safer driving. This includes the kerb buildouts at the Queen Street / Kitchener Road intersection and the high-friction surfacing on Kitchener Road at the existing zebra crossing, which are intended to improve safety and support more cautious driving through these locations.

**NZHHA / heavy haulage**

The Heavy Haulage Association was contacted as a stakeholder given the intersection's potential impact on heavy vehicle movements. They submitted a report which outlined their support for the project.

**Response**

- We responded that we acknowledge their submission and will let them know of the project outcome.



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## What happens next

After carefully reviewing the feedback we received, we are proceeding with the project as proposed.

We expect to have these changes implemented by mid-2027.

We'll be in touch with residents in the affected work areas before construction begins.

For further information, updates and comments, please visit

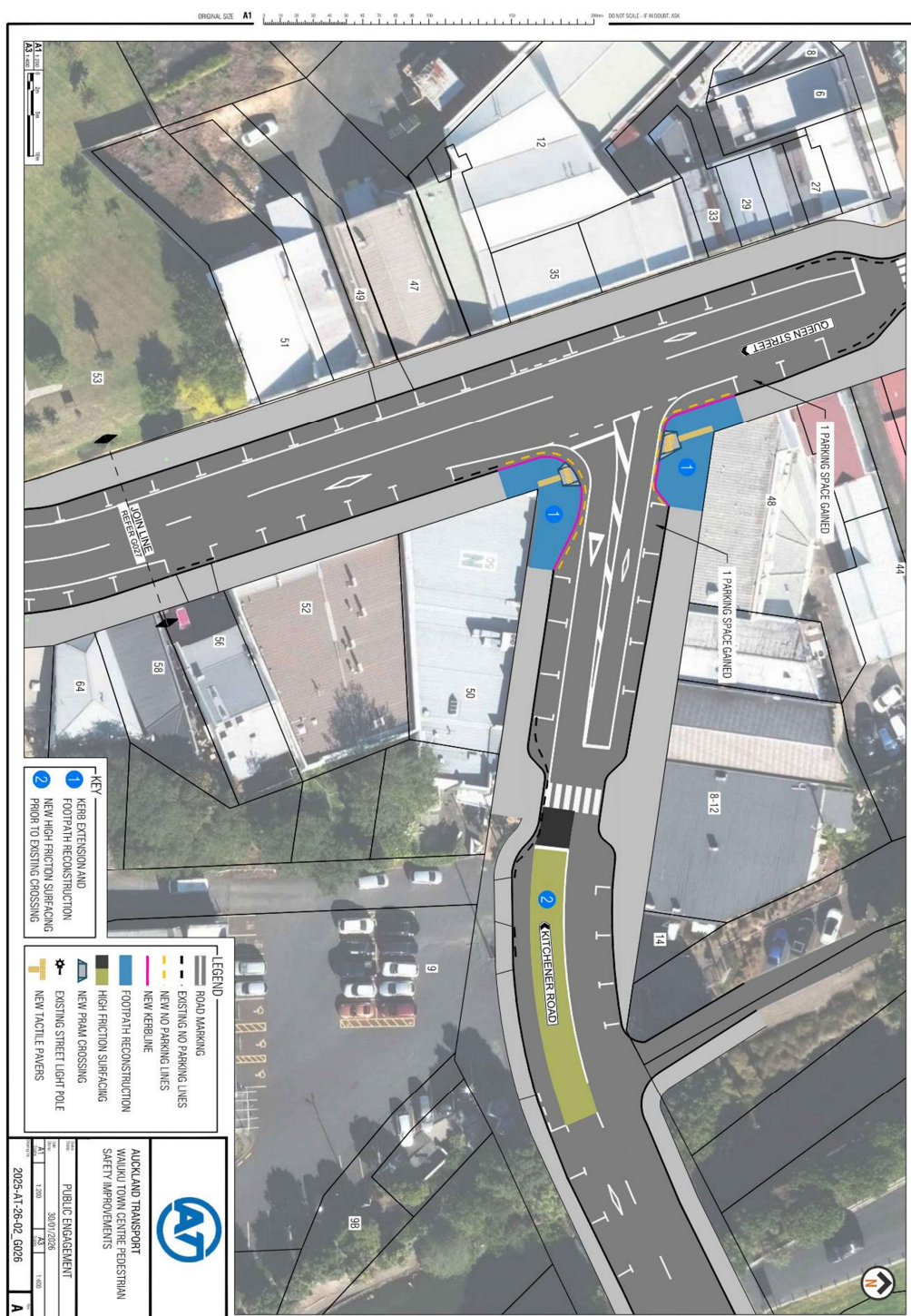
<https://haveyoursay.at.govt.nz/queen-street-waiuku-pedestrian-crossing> or scan the QR code below





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Plan showing the proposed upgrades:





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