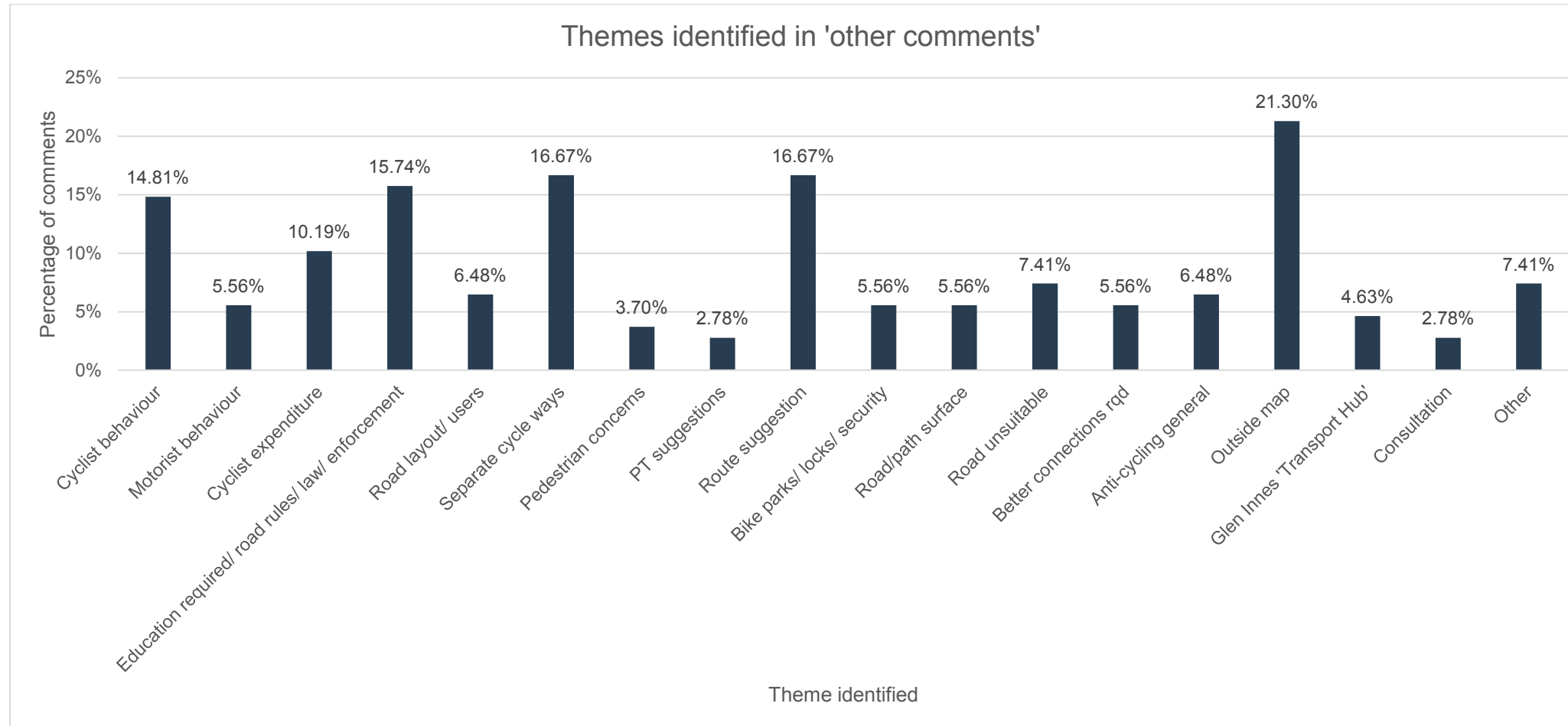


### Appendix 3 - Themes identified in 'other comments'

The Glen Innes Cycle Improvement project invited the public to provide feedback on cycling in the Glen Innes area. A map was provided for submitters to identify routes that they do, or would, cycle. They were also asked to identify barriers to cycling in the area. These aspects have been compiled into maps.

Submitters also had the opportunity to provide 'other comments' on cycling in the area, the result of which has been compiled into themes as below



People were able to comment on more than one aspect, and one comment might relate to more than one theme. 108 total 'other' comments were made, and percentages above are based on this total number of comments.

Further details on these themes and what they included are below. Please note again that a submitter's comment for each theme could refer to more than one sub-theme.

| Theme/ subtheme   | Times mentioned | AT Response   | Result  |
|---|-----------------|---|---|
| <b>Cyclist behaviour</b> <ul style="list-style-type: none"> <li>• Competitive racing/ speeding cyclists on-road hazard</li> <li>• Flashing/strobe lights are distracting/hazard</li> <li>• Cyclists don't use facilities</li> <li>• Cyclists should have bell/ hi-vis</li> <li>• Cyclists need to show more consideration to peds/vehicles</li> <li>• Cyclists on footpath is a hazard</li> </ul> | 10              | <p>We understand that there is a priority disconnect between cyclists and motorists and firmly believe that we can come to a common understanding with patience, acceptance, safe facilities, and an open dialogue.</p> <p>Comments regarding cyclist and motorist behaviour and education have been passed onto our cycling behaviour and transport campaigns team for consideration as part of future education/ awareness campaigns.</p> | <p>Forwarded to Campaigns and Walking &amp; Cycling teams</p> <p>Forwarded to NZ Transport Agency</p> |
| <b>Motorist behaviour</b> <ul style="list-style-type: none"> <li>• Disrespect/ abuse towards cyclists</li> <li>• Parking in cycleways</li> <li>• Driving is bad in general</li> </ul>   | 7               | <p>The issue of cyclist registration and law (including required or banned equipment and mandatory education), is a matter for the NZ Transport Agency to consider, as it would be a national undertaking, not just in Auckland. We have forwarded these concerns to the NZ Transport Agency, as well as comments regarding the content of motor vehicle licence tests.</p>   |   |
| <b>Education/ road rules/ law/ enforcement</b> <ul style="list-style-type: none"> <li>• Cyclists should be registered/ licenced</li> <li>• Cyclists should follow road rules/ enforcement by police</li> <li>• Cyclists should use bell/ wear hi-vis</li> <li>• Should provide cycling lessons/ make them mandatory</li> </ul>  | 17              | <p>The NZ Police are responsible for enforcement of road rules for all road users, including cyclists. Comments relating to road rules, enforcement, and illegal behaviour have been forwarded to the Police. Please register</p>   |   |

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| <ul style="list-style-type: none"> <li>• How to drive around cyclists should be in road code/ licence test</li> </ul>  |    |   |            |
| <p><b>Cyclist expenditure</b></p> <ul style="list-style-type: none"> <li>• Cycling improvements are a waste of money</li> <li>• Cyclists should pay for cycling facilities</li> </ul>  | 11 | <p>We have outlined in the brochure and also on the project webpage why we wish to improve this area for people on bikes <a href="https://at.govt.nz/about-us/have-your-say/cycling-improvements/">https://at.govt.nz/about-us/have-your-say/cycling-improvements/</a></p> <p>We understand that a non-cyclist may not see the benefits of cycling facilities, however cycling improvements will improve safety and accessibility of the city as a whole, removing vehicles from the road and improving congestion and pollution for everyone.</p> <p>Investment in this aspect of infrastructure will further the intent of making Auckland the world's most liveable city as outlined in the Long Term Plan.</p>  | No Changes |
| <p><b>Anti-cycling in general</b></p>  | 7  |   |            |
| <p><b>Road layout/ users</b></p> <ul style="list-style-type: none"> <li>• Cyclists should not use arterial roads/ only use low traffic roads</li> <li>• Heavy vehicles (trucks etc) should not use suburban roads</li> <li>• Buses/cyclist conflict when sharing lane</li> </ul> | 7  | <p>Whenever cycling infrastructure and routes are planned, in-depth investigations are carried out to balance the needs of the users: accessibility, ease of commute, safety, and practicality. For example, while lower traffic roads might be safer in some cases, they may not be the most direct route, which may lead to people on bikes taking a more direct but less safe route without infrastructure.</p> <p>We recognise that heavy vehicles and buses can be perceived as a hazard and make some people on bikes feel unsafe, however their use of the road is often necessary for bus routes, deliveries, and transport of goods.</p> <p>We feel it would be more beneficial to improve facilities and infrastructure so that all road users can safely share the road where required, rather than limiting the movement of some vehicles to improve the experience for others.</p> | No Changes |

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| <p><b>Separated cycleways</b></p> <ul style="list-style-type: none"> <li>• Support shared cycleway/ pedestrian footpath</li> <li>• Support separated cycleway</li> <li>• Cyclists should never share lane with traffic</li> </ul> | 21 | <p>We appreciate that a designated cycle lane, separated from traffic, buses and pedestrians is generally the preferred option for safety and comfort of people on bikes, however due to road width, topography, road layout and budget constraints, a separated cycleway is not always possible.</p>  | No Changes  |
| <p><b>Pedestrian concerns</b></p> <ul style="list-style-type: none"> <li>• Cyclists on footpath hazard/ expect right-of-way</li> <li>• Pedestrian safety at crossings with cyclists on bikes</li> </ul>                           | 4  | <p>In the cases where a shared pedestrian and cycle path is being considered, we wish to assure you that we will ensure adequate width and signage to reduce potential conflict between pedestrians and people on bikes, and do our best to propose facilities that offer a favourable outcome for all parties.</p> <p>Your concerns regarding behaviour (people on bikes at pedestrian crossings, and passing pedestrians on the footpath) have been forwarded to our campaigns team for consideration with other behaviour change campaigns.</p> | Forwarded to AT Campaigns team                          |
| <p><b>PT suggestions</b></p> <ul style="list-style-type: none"> <li>• Make trains/buses cheaper/ more efficient</li> <li>• Provide provision to take bike on bus/train</li> </ul>   | 3  | <p>All comments regarding concerns for or suggestions about public transport have been forwarded to our Metro team for consideration.</p> <p>Bikes can be taken on trains and there are designated spaces. However, bikes may be refused at peak times if there is insufficient space for other passengers. A decision is at the digression of the train manager. There is no provision for bikes on buses (except on Waiheke). However, AT is currently looking at opportunities for better integration between bikes and buses.</p>              | Forwarded to AT Campaigns team                          |
| <p><b>Road/path surface</b></p> <ul style="list-style-type: none"> <li>• Maintenance required to clear cycleways of broken glass etc</li> <li>• Road/ path surface uneven/ requires maintenance</li> </ul>                        | 6  | <p>We understand that debris and uneven surfaces can hinder and in many cases prevent people on bikes from having an enjoyable ride or successful commute.</p> <p>Maintenance issues on the road or walkways have been forwarded to AT's maintenance team to investigate and attend to. However,</p>   | Forwarded to AT's Maintenance team and Auckland Council |

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|   |    | some of the comments relate to Auckland Council managed paths and will be forwarded to them.  |   |
| <b>Road unsuitable for cycling</b> <ul style="list-style-type: none"> <li>Road too narrow/ parked cars and other hazards</li> <li>Road too steep for cycling</li> </ul>                               | 8  | We appreciate your comments, and will take them into consideration when determining treatments and route design. <i>NB: If a specific location where the road was narrow/unsuitable was specified, it was recorded as a 'barrier' on the mapping tool. These refer to those mentioned in a generic sense in the 'other' comments.</i>   | No changes  |
| <b>Better connections required</b> <ul style="list-style-type: none"> <li>Cycle facility 'just ends' with no connection/ signage</li> <li>Suggested location for cycle facility to link to</li> </ul> | 6  | The project team will investigate unfinished, unconnected or suggested links to the network for this area, and will consider these for improvement as part of this project to create a cohesive and widely accessible network. We appreciate your comments.   | This will be looked at during investigation and preliminary design stage. |
| <b>Glen Innes Transport Hub</b> <ul style="list-style-type: none"> <li>More car parking required</li> <li>Suggestions for improvement</li> </ul>  | 5  | Thank you for your comments regarding the Glen Innes Transport Hub. Corridors for investigation have been identified around Glen Innes train station. These will be looked at during investigation stage. We will forward these suggestions to project teams investigating potential projects in the area, for possible inclusion.  | This will be looked at during investigation and preliminary design stage. |
| <b>Bike parks/ locks/ security</b> <ul style="list-style-type: none"> <li>Need more bike parks/ places to lock/secure bikes</li> </ul>  | 6  | <p><i>NB: If a specific location where bike parks are required was specified, it was recorded as a 'barrier' on the mapping tool. These are more generic mentions of bike parks in 'other' comments.</i></p> <p>A review of bike parking at Glen Innes will be undertaken as part of the project and it is expected that additional parking will be introduced. We would not be able to specific locations at this stage.</p> | This will be looked at during investigation and preliminary design stage. |
| <b>Route suggestions</b>  | 18 | <i>NB: these are 'from location to location' routes, not road-specific. Routes identified on map are compiled and analysed separately. These referred to routes identified in the 'other' comments, not map-able, so will be investigated separately.</i>   | No changes  |

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| <b>Comments outside map area</b>   | 23 | This project is specifically concerned with the map area provided, however comments made for specific locations outside of the map area will be investigated and forwarded on to the appropriate team for possible inclusion in other projects.  | No changes |
| <b>Other comments</b> <ul style="list-style-type: none"> <li>• More parking required</li> <li>• Ticketing suggestions/queries</li> <li>• Bike hire suggestions</li> <li>• Notification of train/bus delay/cancellation suggestions</li> <li>• Suggestions/ comments out of scope of project</li> </ul> | 8  | <p>Some comments made were outside of the scope of the project, however will be forwarded to concerned teams as appropriate:</p> <p>Corridors for investigation have been identified around Glen Innes train station. These will be looked at during investigation stage.</p> <p>Ticketing suggestions/queries for public transport: will be sent to AT Metro team.</p> <p>There are no plans for bike hire at present. However, it may be the case that a private operator will wish to develop such a facility on a commercial basis. The construction of the GI to Tamaki Path, the Links and the GI and the Tamaki Estuary Path are expected to generate recreation and tourism benefits in the longer term. This could well generate interest in bike hire facilities at a later date.</p> <p>Notification of train/bus delay/cancellation systems and techniques suggestions (regarding text notifications and apps): will be forwarded to Business Technology and Communications.</p> | No Changes |