

Report on public feedback: Improving your area for people on bikes – Glen Innes and surrounding areas

Activities to raise awareness of the project

The public feedback period was open from Monday 12 October to Friday 6 November 2015. Activities to raise awareness of the project included:

- Information brochure (including freepost feedback from) was mailed to all residents/owners in Glen Innes and the surrounding suburbs.
- Information brochures were sent to many other interested groups and organisations.
- A project webpage and an online feedback form were set up at <https://at.govt.nz/about-us/have-your-say/cycling-improvements/>
- An advert was placed in the East and Bays Courier on 14 October 2015.
- There was a news article in the East and Bays courier community newspaper on 19 October 2015.
- Information brochures were distributed by Auckland Transport (AT) Ambassadors and AT staff at Glen Innes train station from 13 - 18 October 2015.
- Information was posted on the Maungakiekie-Tamaki Local Board Facebook page, the Auckland Council Facebook page, the Auckland Council website, and Neighbourly.

Public feedback summary

- We asked people to tell us which routes/roads they would like to cycle along to get to destinations such as Glen Innes station, Glen Innes town centre, local shops, local parks and reserves, community and cultural facilities. They were also asked to identify any issues/barriers or concerns that put them off cycling such as dangerous roads, difficult intersections, high traffic speeds or lack of cycle parking facility. This feedback was provided on a feedback map.
- People were also asked if they had any other comments or any other destinations that they would like to cycle to which are outside the map.
- In total, 293 feedback responses were received: 260 hard copy feedback forms and 33 online responses via our online 'map a comment' tool - where people pin their feedback to a map of the area.
- Feedback was analysed and mapped. The 'other comments' were arranged into themes and have been responded to by AT.
- The public feedback summary map, attached and available online, shows the routes or roads that people told us they want to cycle along. The colour and thickness of the route changes as more people identified it as a desirable cycling route.
- The attached map "AT's Cycle Network for the area" shows those routes that are the priority for improvements (by mid-2018) and those routes that will be considered for improvements beyond 2018.
- The feedback summary map also includes circles representing locations where people identified things that put them off cycling. The colour and size of the circles change as more people mention them. The issues identified at each location/circle

can be viewed in table format online at <https://at.govt.nz/about-us/have-your-say/cycling-improvements/>.

- 1070 issues/barriers or concerns were identified in various locations on the map (some circles represent more than one issue). Common themes identified were:
 - Intersection/roundabout dangerous (199 comments)
 - Parked vehicles/ narrow road (174 comments)
 - Road/route dangerous/ difficult for cyclists – general (136 comments)
 - Busy/ chaotic traffic road (121 comments)
 - High vehicle speed (95 comments)
 - Other cyclist concerns (103 comments)
 - Improvements suggested (82 comments)
 - Signals/ crossings (70 comments)
 - Poor quality road/ path surface (49 comments)
 - Bicycle security/ parking required (44 comments)
 - Shared path concerns (23 comments)
 - Vehicles pass too close (20 comments)
 - Improve signage (9 comments)

- Submitters also had the opportunity to provide ‘other comments’ on cycling in the area. Comments include cyclist behaviour, motorist behaviour, education around road rules/law/ enforcement, cyclist expenditure, anti-cycling in general, road layout/ users, separated cycleways, pedestrian concerns, PT suggestions, road/path surface, road unsuitable for cycling, better connections required, Glen Innes Transport Hub and bike parks/ locks/ security.