

# Public Feedback and Decisions Report

## Changes in Grey Lynn Town Centre Area



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# 1. Executive Summary

- Auckland Transport (AT) sought public feedback on several proposed improvements to Grey Lynn Town Centre, including the introduction of a signalised pedestrian crossing, relocation, removal and extension of bus stops, the introduction of a right-turn only lane, the installation of traffic calming treatments, and changes to car parking.
- In February 2015 a scheme was put out for consultation. As a result of the feedback received the scheme was changed significantly and this second consultation undertaken.
- Feedback on this revised proposal was initially invited from Monday 2 November to Friday 20 November, but was later extended to Wednesday 9 December. In total, 315 feedback responses were received: 241 via freepost feedback forms and 74 via the online survey.
- Submitters were invited to give comment on each different aspect of the proposal. A rank from 'strongly support' to 'strongly oppose' was also invited for the proposed traffic calming (in two locations: Prime Road and Selbourne St).
- The support/oppose feedback for the proposed traffic calming on Prime Road (a central island with tactile paving markers and a median strip) was significantly positive, with 26% in strong support, 48% in support, 10% neutral, 3% opposed and 8% strongly opposed. 5% of submitters provided no response to this question.
- The support/oppose feedback for the proposed traffic calming on Selbourne St (a raised speed table with tactile paving markers and associated footpath extensions) was overwhelmingly positive, with 30% in strong support, 48% in support, 8% neutral, 4% opposed and 5% strongly opposed. 6% of submitters provided no response to this question.
- Themes identified in the open-ended feedback were specific to each improvement/ location and have been identified (most to least mentioned) below.
  - **Proposed pedestrian crossing and right-turn only lane (Great North Rd and Surrey Cres):** Like proposed pedestrian crossing (88 comments); like proposed right-turn only (64 comments); suggest other (21 comments); right-turn only will cause congestion/ rat running (12); traffic speed concerns (11); cycling facilities/ safety (11); right-turn arrow required at intersection (10); additional pedestrian crossing facilities required (9); pedestrian safety concerns (7); dislike proposal (general)/ leave as is (5); signal phase timings (5); pedestrian crossing unnecessary (4); proposed pedestrian crossing will cause congestion (4); proposed pedestrian crossing visibility concerns (4); right-turn only unnecessary/ dislike (4); query (2); proposed road marking will confuse drivers (1).
  - **Proposed traffic calming on Prime Rd (traffic island):** Like/support proposal (52); dislike car park loss (33); proposal unnecessary/ no speed issue (19); suggest additional/ other in this location (11); suggest other location traffic calming (10); cycling facilities/ concerns (8); install raised table also (7); other comments (5); dislike proposal (general) (3); will help stop rat-running behaviour (3); support car park loss (specifically) (3); Selbourne St crossing higher priority (3); expect noise to increase (2); expect congestion (no simultaneous L/R turn from Prime) (1).
  - **Proposed traffic calming on Selbourne St (raised speed table):** Like/ support proposal (48); proposed speed calming unnecessary (16); suggest other (13); more speed calming on Selbourne required (12); should have pedestrian facilities in this location (10); dislike proposed traffic calming (6); will help stop rat-running

behaviour (6); dislike car park loss (4); cycle facilities (4); stop sign from Surrey right into Selbourne ignored (3); Selbourne one-way ignored (3).

- **Proposed bus stop extensions, relocation and removal (8116 removal +6 parks; 8894 relocation from 134 Williamson -4 parks; 8115 extension and footpath build-out -3 parks; 8114 extension -2 parks):** dislike loss of parks (102); suggestion/ query (96); relocate bus stops away from main shopping area (91); do not relocate bus stops away from main stopping area (6); support all proposed (39); oppose all proposed (10); cycling concerns (5); like/ no objection to parking restrictions (broken yellow lines) (3)
  - **8114 extension (-2 parks):** dislike proposed 89; relocate to outside 526 Great North Rd instead (84); install footpath buildout for 8114 (6); like proposed (4)
  - **8115 extension and footpath buildout (-3 parks):** dislike proposed (17); like proposed (5); relocate to outside 487 Great North Rd instead (7)
  - **8116 removal (+6 parks):** like proposed (14); 8116 dislike proposed (2)
  - **8894 relocation from 134 Williamson (-4 parks):** like proposed (12); dislike proposed (9)
  
- **Proposed loading bay relocation from 604 to 592 Great North Rd:** support proposed relocation (32); additional suggestions (17); support additional parking (7); oppose proposed relocation (6); cycling concerns (3); unnecessary/ pointless (2); like improved visibility (2).

**As a result of the feedback received on the proposal AT has:**

- Made changes to the diamond road marking and advance warning of the zebra crossing on the left turn slip lane (Great North Rd onto Surrey Cres) to warn approaching traffic.
- Clarified that there will be a 'SLOW' gateway treatment painted on the road outside 623 Great North Road (on the left turn slip lane from Great North Rd onto Surrey Cres) to help reduce the speed of traffic.
- Decided to relocate the current Give Way control sign for the left turn slip lane (Great North Rd onto Surrey Cres); it is currently too far offset from the carriageway.
- Made changes to the diamond road marking and advance warning of the zebra crossing on Surrey Crescent (opposite Selbourne St) to warn approaching traffic.
- Decided to relocate the existing street light pole outside 2 Surrey Crescent slightly further back from the footpath to improve visibility between pedestrians and oncoming traffic.
- Included 'pedestrians to give way to traffic' signage at the intersection of Selbourne Street to clarify who has priority across the raised speed table.
- Included an advanced cycle stop box at the top of Tuarangi Road to assist people on bikes negotiate the intersection.
- Clarified that information displayed at bus stops will be updated in accordance with the changes we are making.
- Forwarded feedback that was out of the scope of this project to the Local Board, other AT business units, and the New Zealand Police for further investigation

During the public feedback period AT also reviewed and shortened the Prime Road traffic island design to enhance the experience for people on bikes and to retain an additional car parking space.

**Following the changes noted above, AT will be proceeding with the project as illustrated in Appendix B.**

For further information on the changes and feedback received please see sections 8 and 9.

## 2. Background

Auckland Transport (AT) sought feedback on a proposed new pedestrian crossing, the relocation of a loading zone and changes to bus stops in Grey Lynn Town Centre, as well as the installation of traffic calming devices on Prime Rd and Selbourne St.

The traffic calming devices for Selbourne Cres and Prime Rd are proposed in response to the Grey Lynn Shopping Precinct Local Area Response Plan developed by the Grey Lynn Business Association.

### 2.1 Key facts

The changes aim to improve pedestrian safety, create a more pedestrian friendly environment and improve the operation of bus services.

See Appendix A for a visual representation of the proposed changes.

### 2.2 Proposed changes

Auckland Transport is proposing:

1. The installation of a new signalised pedestrian crossing on Great North Rd at its intersection with Surrey Cres to improve pedestrian safety and connectivity to the shops on either side of the road.
2. Changing the combined right turn and straight through lane on Surrey Cres to a right turn lane only so the new pedestrian light phase can be accommodated with only slight delays to vehicles.
3. The installation of a short traffic island in the centre of the road and a kerb build on Prime Rd at its intersection with Surrey Cres (requiring the removal of three on-street parking spaces) to slow vehicles down and create a more pedestrian-friendly environment.
4. The installation of a speed table on Selbourne St at its intersection with Surrey Cres to slow vehicles and create a more pedestrian-friendly environment. Both of these traffic calming devices are a response to the Grey Lynn Shopping Precinct Local Area Response Plan developed by the Grey Lynn Business Association.
5. The relocation of bus stop 8894 from 134 Williamson Ave to 144 Williamson Ave to ensure the fire station access requirements are met. This requires the removal of four on-street parking spaces at 144 Williamson Ave. Relocating the stop closer to the shops as opposed to further away provides better spacing between bus stops and improves accessibility to the town centre for bus passengers.

Community feedback in February raised concerns that the proposed fire station would result in the loss of seven on-street parking spaces on Williamson Avenue between Coleridge Street and Northland Street. The Resource Consent does not require the removal of any on-street parking. The only change required for the Fire Station is the relocation of the bus stop.

6. The removal of bus stop 8116 from outside 592-604 Great North Rd (and its combination instead with bus stop 8114) as it is currently difficult for buses to enter and leave stop 8116. Services along Great North Road have difficulties due to traffic flows. Services turning right out of Williamson Avenue can't complete their turn in time to access the stop safely and stop at a significant angle to the kerb, which is unsafe for passengers and impedes passing

traffic. Six new on-street parking spaces (P30 Mon-Sat) are to be created within the space made available.

7. The relocation of the loading zone to 592 Great North Rd to make it easier to access.
8. The extension of bus stop 8114 outside 562 Great North Rd from 25m to 39m to allow two buses to use the stop at the same time as this stop will serve multiple bus routes. The extension will prevent buses from blocking the traffic lane while waiting to access the stop; or board and alighting passengers away from the kerb which is difficult and inconvenient for passengers, and unsafe. This requires the removal of two on-street parking spaces. The closure of bus stop 8116 will increase the number of buses using stop 8114
9. The extension of the footpath build out at bus stop 8115 outside 521-531 Great North Rd from 17m to 35m to allow two buses to use the stop simultaneously. At present passengers are having to board and alight from buses stopped alongside parked vehicles, which is unsafe. The proposed new bus network for the area will increase bus frequency along this route. This extension requires the removal of three on-street parking spaces.
10. The installation of broken yellow lines at the head of bus stop 8897 which will provide manoeuvring space for buses pulling into and out of the stop. Currently vehicles park illegally at the head of the bus stop and prevent the bus being able to fully pull into the stop (the rear of the bus can protrude into the traffic lane).

### 3. Previous activities and investigations

In February 2015, AT consulted on the proposal to modify the Great North Road/ Surrey Crescent intersection and rearrange the bus stops in the Grey Lynn Town Centre. During March and April community feedback was received and public meetings held. In response to the feedback received AT completed a pedestrian intercept survey and a parking occupancy survey to capture a more complete picture of what was occurring in the Centre; the results of which are available at [www.AT.govt.nz/haveyoursay](http://www.AT.govt.nz/haveyoursay).

As a result of the feedback received and these further investigations some significant changes were made to the proposals. The revised proposals were then presented for further community feedback during November and December 2015.

Please note: Community feedback during February 2015 did not raise concerns about the proposed short stretch of cycle lane or the cycle advance stop boxes. As such these changes were not included in the November/December round of community feedback as the decision has been made to progress them towards implementation.

### 4. Activities to raise awareness of the revised proposal

Feedback on the proposal was invited initially from Monday 2 November to Friday 20 November, but the closing date for feedback was later extended to Wednesday 9 December.

Activities to raise awareness of the consultation included:

- A total of 2298 letters/emails and freepost feedback forms were sent to residents, owners and other interest groups.
- Letters were hand delivered to the occupiers of businesses in Grey Lynn Town Centre.
- A project webpage and an online feedback form were set up at <https://at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/>.
- The online feedback form was mentioned in the residents/owners letter as an alternative option for the freepost feedback form.
- Posts were made about the project to Neighbourly and the Local Board's Facebook Page.
- An advertisement was placed in the Auckland City Harbour Newspaper.
- Onsite signage was erected in Grey Lynn Town Centre.

## 5. What were AT seeking feedback on?

Letters/emails sent out to raise awareness of the proposals and the project webpage outlined that community feedback could influence the final decisions on the project as follows:

- **Pedestrian crossing and right turn only lane** – In consideration of previous community feedback AT has made the decision that the safest and most desirable location for the pedestrian crossing is across Great North Rd on the western approach to the intersection (e.g. coming up the hill). *AT wants your comments to help us improve the design of the pedestrian crossing before it moves to construction.*
- **Traffic calming** – AT has not sought community feedback on the proposed traffic calming devices before, as such we want you to *tell us whether you support the proposed traffic calming measures as well as any other comments you have.*
- **Bus stop extensions, relocation and removal** – AT has considered previous community feedback, survey results and the operational needs for the bus stop extensions, relocation and removal. As a result AT has made the decision that the bus stop extensions, relocation and removal will go ahead. *The purpose of seeking community feedback is to see if there are any issues with the bus stop designs that AT may not be aware of.*
- **Loading bay relocation from 604 to 592 Great North Road** – *AT want to hear any comments you have about the loading bay relocation.*

## 6. Feedback received

Auckland Transport received 315 feedback responses: 74 via the online survey and 241 via freepost feedback form included with a letter mailed to residents and owners.

The feedback form (and online survey) asked the following questions:

**Q1 Do you have any comments on the proposed pedestrian crossing and right turn only lane?**

**Q2a Do you support or oppose the proposed traffic calming on Prime Rd?** *[invited to advise: 'strongly support', 'support', 'neutral', 'oppose', or 'strongly oppose']*

**Q2b Do you have any comments on the proposed traffic calming on Prime Rd?**

**Q3a Do you support or oppose the proposed traffic calming on Selbourne St?** *[options as above Q2a]*

**Q3b Do you have any comments on the proposed traffic calming on Selbourne St?**

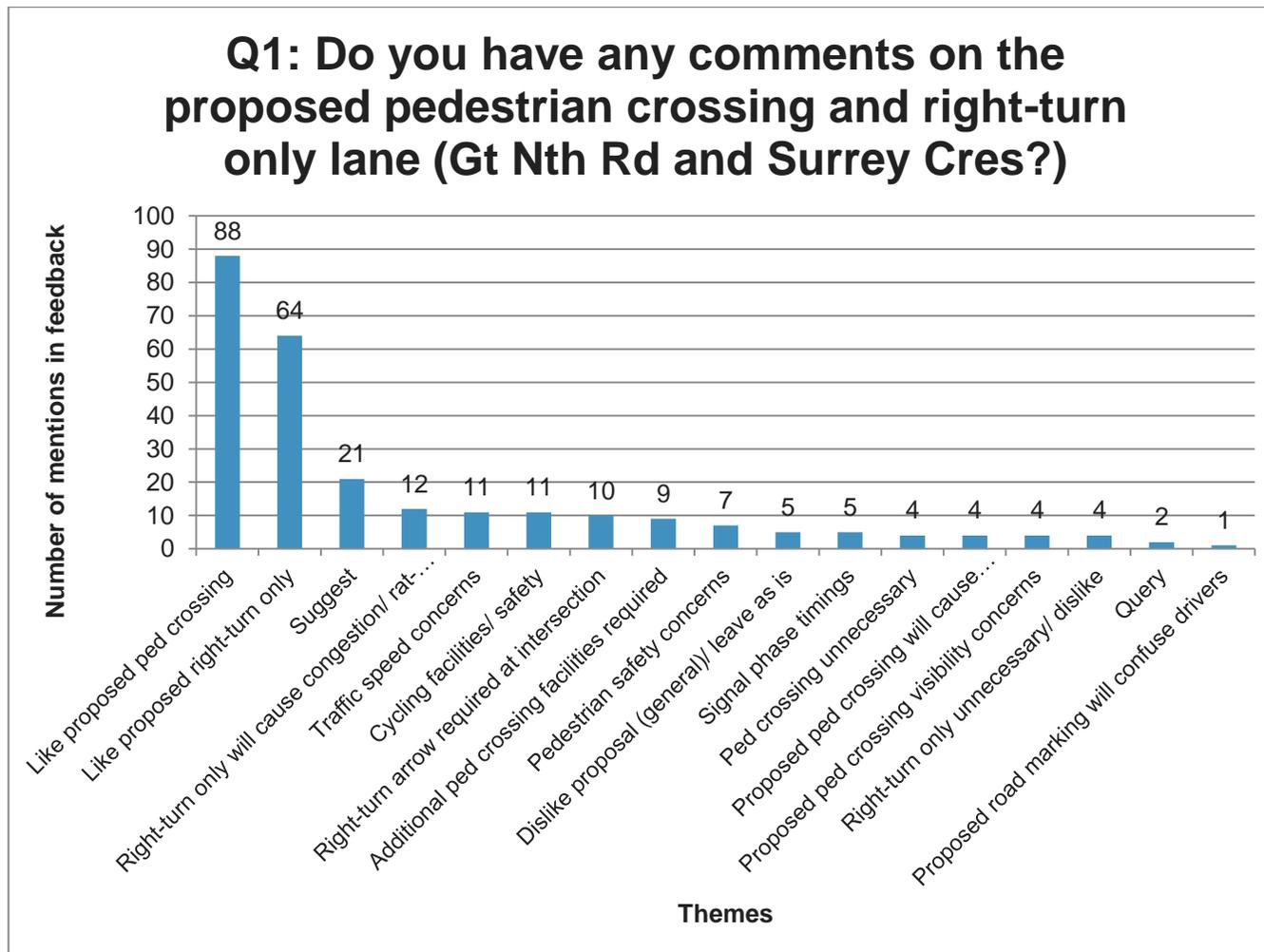
**Q4 Do you have any comments on the proposed bus stop extensions, relocation and removal?**

**Q5 Do you have any comments on the loading bay relocation from 604 to 592 Great North Rd?**

The hardcopy feedback form included a freepost envelope for submitters to return the form.

## 7. Summary of Feedback

### 7.1 Proposed pedestrian crossing; right turn only lane



Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

#### Positive:

- Like proposed pedestrian crossing (88 comments)
- Like proposed right-turn only (64 comments)

#### Negative:

- Right-turn only will cause congestion/ rat running (12)
- Traffic speed concerns (11)
- Dislike proposal (general)/ leave as is (5)
- Pedestrian crossing unnecessary (4)
- Proposed pedestrian crossing will cause congestion (4)
- Proposed pedestrian crossing visibility concerns (4)
- Right-turn only unnecessary/ dislike (4)
- Proposed road marking will confuse drivers (1)

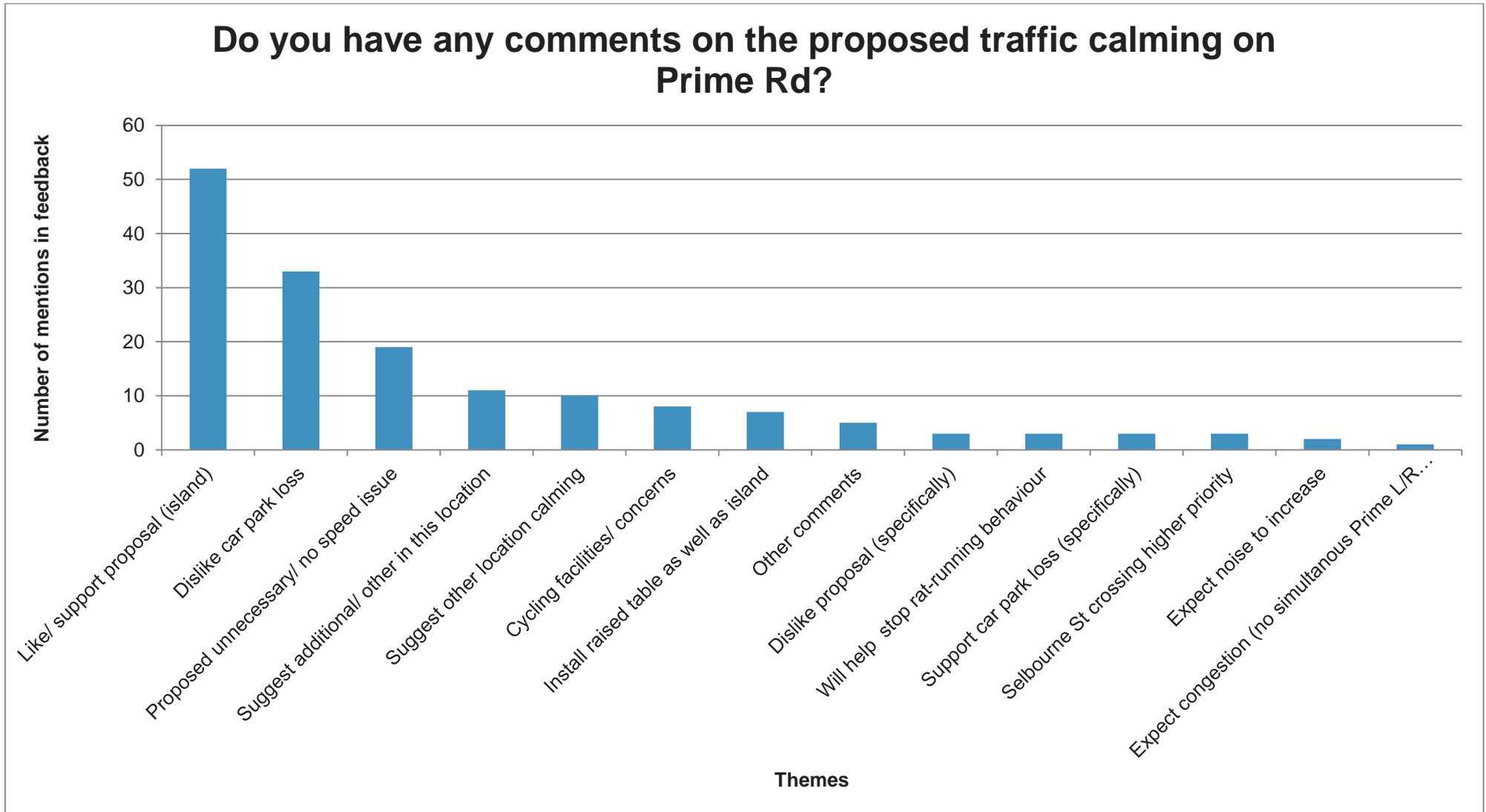
#### Suggest additional:

- Suggest other (21 comments)
- Right-turn arrow required at intersection (10)
- Additional pedestrian crossing facilities required (9)
- Signal phase timings (5)

#### Other:

- Cycling facilities/ safety (11)
- Query (2)
- Pedestrian safety concerns (7)

## 7.2 Proposed traffic calming on Prime Rd (traffic island)



Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

**Positive:**

- Like/support proposal (52)
- Will help stop rat-running behaviour (3)
- Support car park loss (specifically) (3)

**Negative:**

- Dislike proposal (general) (3)
- Dislike car park loss (33)
- Proposed unnecessary/ no speed issue (19)
- Expect noise to increase (2)
- Expect congestion (no simultaneous L/R turn from Prime) (1)

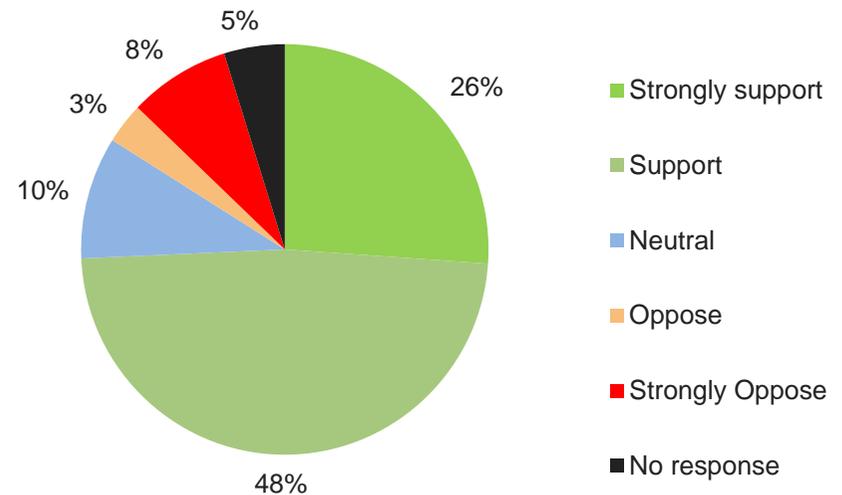
**Suggest additional:**

- Suggest additional/ other in this location (11)
- Suggest other location traffic calming (10)
- Install raised table also (7)

**Other:**

- Other comments (5)
- Selbourne St crossing higher priority (3)
- Cycling facilities/ concerns (8)

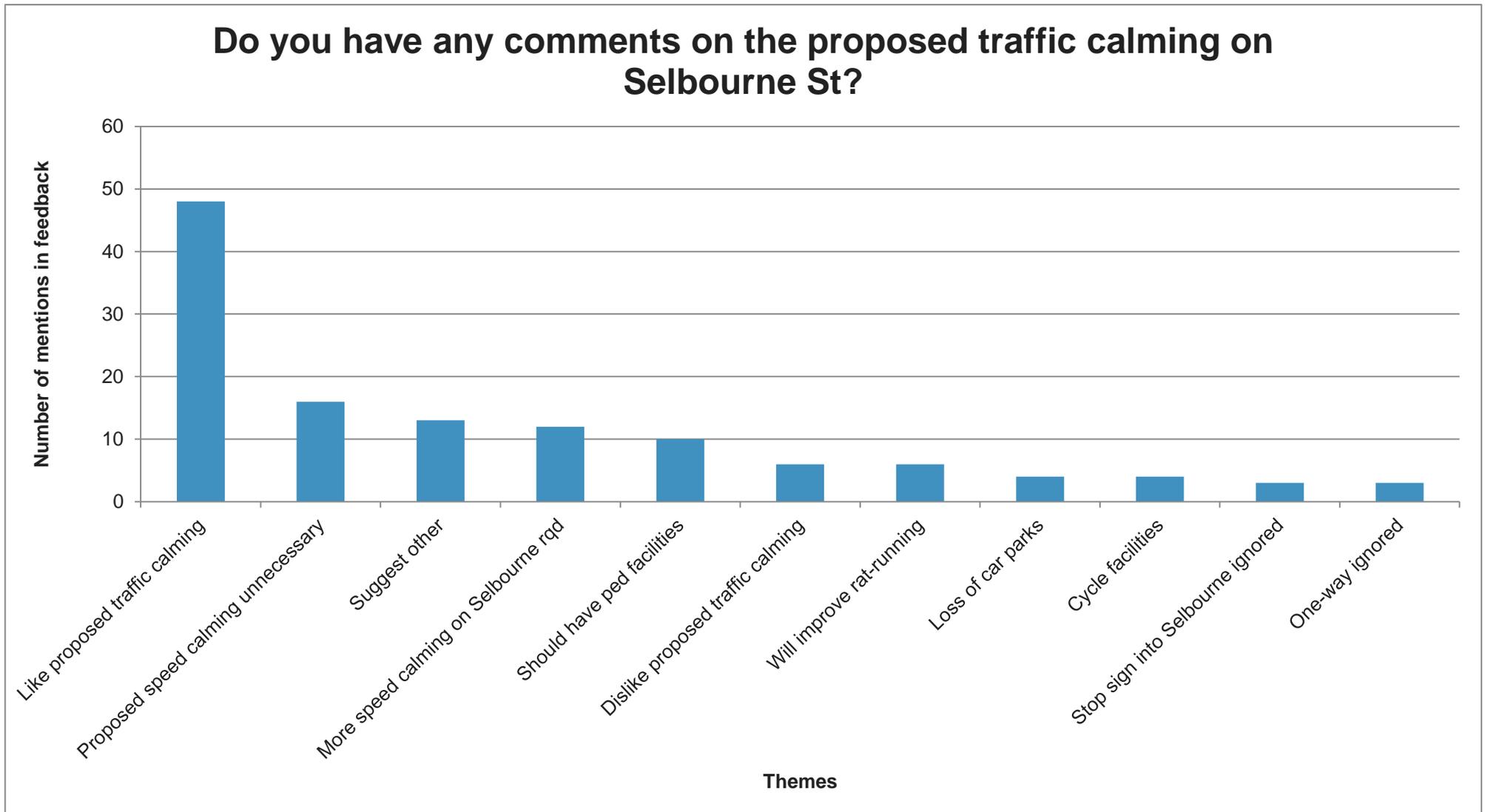
### Proposed Traffic Calming on Prime Rd



Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

The support/oppose feedback for the proposed traffic calming on Prime Road (a central island with tactile paving markers and a median strip) was significantly positive, with 26% in strong support, 48% in support, 10% neutral, 3% opposed and 8% strongly opposed. 5% of submitters provided no response to this question.

### 7.3 Proposed traffic calming on Selbourne St (raised speed table)



Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

**Positive:**

- Like/ support proposal (48)
- Will help stop rat-running behaviour (6)

**Negative:**

- Proposed speed calming unnecessary (16)
- Dislike proposed traffic calming (6)
- Dislike car park loss (4)

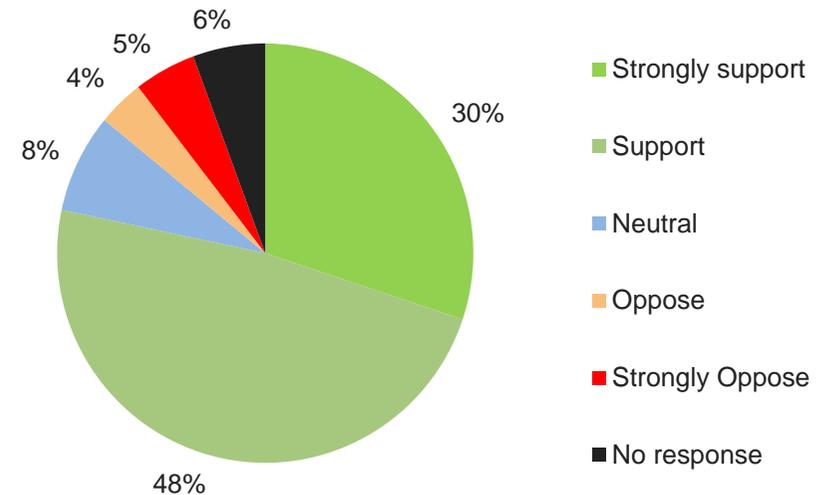
**Suggest additional:**

- Suggest other (13)
- More speed calming on Selbourne required (12)
- Should have pedestrian facilities in this location (10)
- Cycle facilities (4)

**Other:**

- Other comments (5)
- Stop sign from Surrey right into Selbourne ignored (3)
- Selbourne one-way ignored (3)

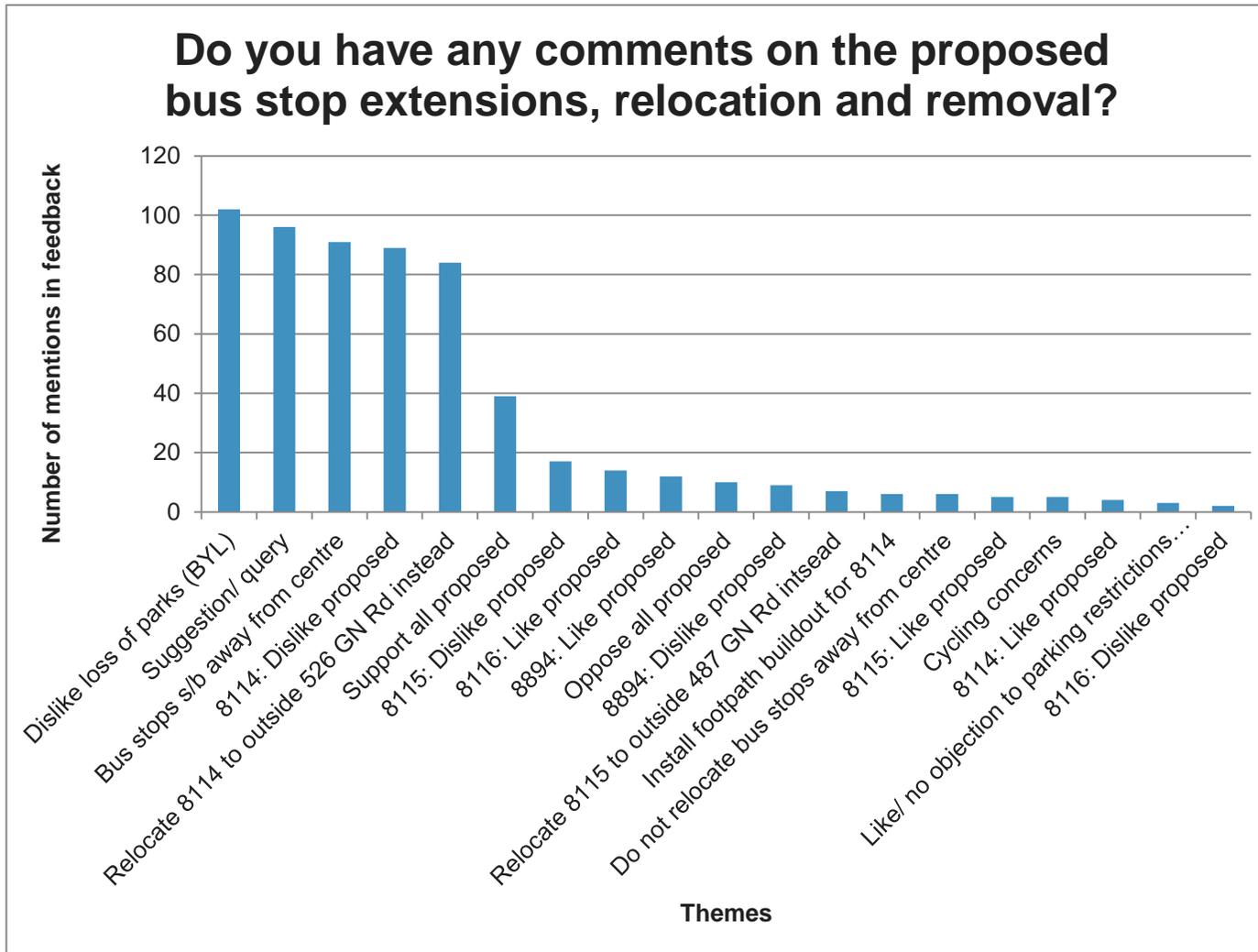
### Proposed Traffic Calming on Selbourne St



Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

The support/oppose feedback for the proposed traffic calming on Selbourne St (a raised speed table with tactile paving markers and associated footpath extensions) was also overwhelmingly positive, with 30% in strong support, 48% in support, 8% neutral, 4% opposed and 5% strongly opposed. 6% of submitters provided no response to this question.

## 7.4 Proposed bus stop extensions, relocation and removal



Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

### Positive:

- support all proposed (39)
- 8114 like proposed (4)
- 8115 like proposed (5)
- 8116 like proposed (14)
- 8894 like proposed (12)
- like/ no objection to parking restrictions (broken yellow lines) (3)

### Negative:

- oppose all proposed (10)
- dislike loss of parks (102)
- 8114 dislike proposed (89)
- 8115 dislike proposed (17)
- 8116 dislike proposed (2)
- 8894 dislike proposed (9)

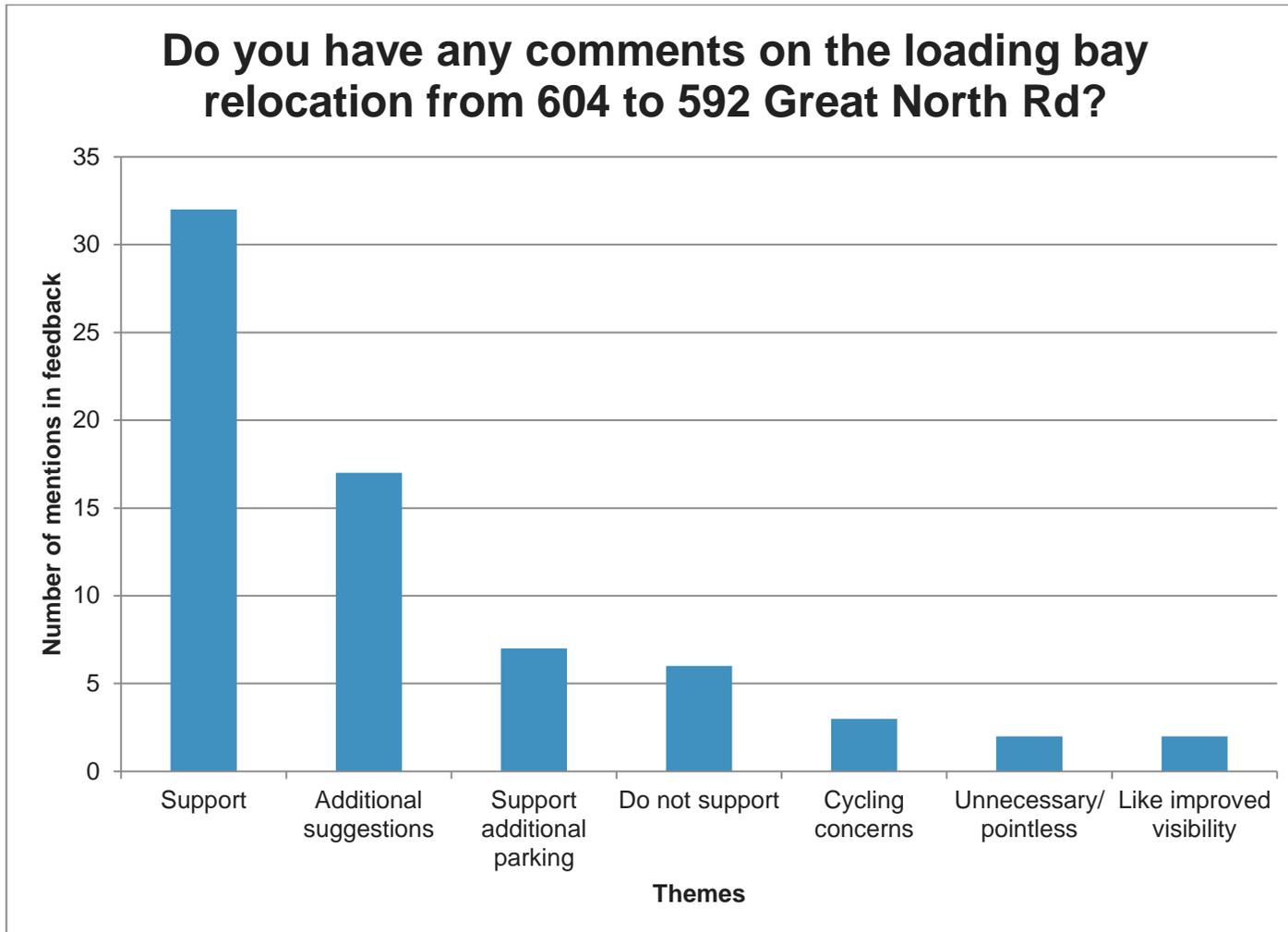
### Suggest other:

- relocate bus stops away from main shopping area (91)
- do not relocate bus stops away from main stopping area (6)
- relocate 8114 to outside 526 GN Rd instead (84)
- relocate 8115 to outside 487 GN Rd instead (7)
- install footpath buildout for 8114 (6)

### Other:

- suggestion/ query (96)
- cycling concerns (5)

## 7.5 Proposed loading bay relocation (from 604 to 592 Great North Rd)



**Positive:**

- support proposed relocation (32)
- like improved visibility (2)

**Negative:**

- oppose proposed relocation (6)
- unnecessary/ pointless (2)

**Suggest other:**

- additional suggestions (17)
- support additional parking (7)

**Other:**

- cycling concerns (3)

Base: 249 responses. Responses on multiple aspects of the project allowed, number of mentions will equal more than base.

## 8. Changes to the project design since feedback period

Below is a list of the changes made to the proposals since the public feedback period. Please refer to Appendix B for plans that incorporate the changes below.

Type of action or change		Map reference	Ref No. (S.9 below)
1	Minor changes will be made to the diamond road marking and advance warning of the zebra crossing on the left turn slip lane (Great North Rd onto Surrey Cres) to warn approaching traffic	Map 2	59
2	There will be 'SLOW' gateway treatment painted on the road outside 623 Great North Road (on the left turn slip lane from Great North Rd onto Surrey Cres) to help reduce the speed of traffic.	Map 2	16, 18, 21, 59, 118
3	The current Give Way control sign for left turn slip lane (Great North Rd onto Surrey Cres) will be relocated as it is currently too far offset from the carriageway.	Map 2	24
4	Minor changes will be made to the diamond road marking and advance warning of the zebra crossing on Surrey Crescent (opposite Selbourne St) to warn approaching traffic.	Map 2	59
5	Relocate existing street light pole outside 2 Surrey Crescent slightly further back from footpath to improve visibility between pedestrians and oncoming traffic.	Map 2	24
6	'Pedestrians to give way to traffic' signage will be installed at the intersection of Selbourne Street to clarify priority across the raised speed table.	Map 2	64
7	During the public feedback period AT also reviewed the design and shortened the Prime Road traffic island design to enhance the experience for people on bikes and retain an additional car parking space.	Map 2	29, 32
8	Install an advanced cycle stop-box at the top of Tuarangi Road to assist people on bikes negotiate the intersection.	Map 1	20
9	Information displayed at bus stops will be updated in accordance with the changes we are making.	Map 1	97

## 9. Key feedback points, AT responses, changes to project design

Ref No.	Feedback	AT Response	Changes to Project
<b>Proposed pedestrian crossing (intersection Great North Road and Surrey Crescent)</b>			
1	The pedestrian crossing is unnecessary due to existing crossings on Chairman Hill, Great North Road end shops, and Williamson Ave.	<i>The proposed pedestrian crossing on Great North Road northern arm, at its intersection with Surrey Crescent, saves pedestrians 200 metres walking distance at its shortest point. We consider there to be sufficient pedestrian demand in this location to warrant a signalised crossing, allowing pedestrians to access each side of the road easily rather than walking a significant distance out of their way to cross Great North Road, or dangerously attempting to cross here without a crossing point.</i>	No change.
2	The pedestrian signal phase will be very long (due to the width of the road) and traffic will be congested as a result, or will short-cut down side streets to avoid the intersection.	<i>We have done extensive modelling on the predicted traffic movements if a signalised crossing were to be installed here, and we expect there to be minimal impact on the operation of this intersection and resulting traffic flow.</i>	No change.
3	The crossing distance is very long: suggest building out the eastern side to slow traffic, reduce width of crossing and improve visibility of crossing to vehicles.	<i>Thank you for your suggestion. We have considered shortening the length of the crossing by installing kerb build-outs and similar, however Great North Road needs to be its current width in this location to accommodate large vehicles and their turning arcs. Great North Road is an 'over-dimension route' (for over-sized vehicles) and arterial route (provides for higher vehicle volumes), and needs to be able to meet these requirements.</i>	No change.
4	Suggest: a pedestrian overbridge instead. Would be safer, especially for children walking to school.	<i>Thank you for your suggestion. A pedestrian overbridge would need to be accessible to all users (i.e. ramps to access the overbridge can't be too steep), and the gradient of the road at this location would make this very difficult. Great North Road is an 'over-dimension route' (for over-sized vehicles) which adds to the required height of any footbridge. These two issues would make the length of the ramps required extremely long, which cannot be accommodated within the streetscape of Grey Lynn.</i>	No change.
5	Sight lines are restricted for/of pedestrians in front of liquor store.  The angle of the bend into Chinaman's Hill and the free left turn on the opposite side of the road endangers pedestrians and cyclists.	<i>Thank you for your feedback. Auckland Transport has measured the sight lines at the pedestrian crossing over the slip lane, and can confirm that is 45m which meets requirements.  In addition, to alert traffic to the upcoming crossing, there is an advanced pedestrian crossing warning sign from the northern direction, and a diamond on</i>	No change.

Ref No.	Feedback	AT Response	Changes to Project
		<i>the road ahead of the crossing indicating an upcoming pedestrian crossing. The limit line in advance of the crossing also indicates this.</i>	
6	Turn the entire intersection into a T-junction with pedestrian crossings and cycle lanes, improving pedestrian safety, traffic speed, and support integration with urban cycleway developments in coming years.	<i>Thank you for your suggestion. This will be investigated as a possible long-term option for the intersection. Investigations will include wider traffic flow modelling to assess the follow-on effects along the road.</i>  <i>This is a longer term plan and at this stage we are unsure when investigations will be completed.</i>	<i>T-intersection is part of long-term investigations/options for intersection</i>
7	Install mid-road island/ pedestrian refuge to add safety to the crossing, so pedestrians have somewhere to stop if required, especially regarding high speed of traffic around this corner.	<i>Thank you for your suggestion. We have considered shortening the length of the crossing by installing kerb build-outs and similar, however Great North Road needs to be its current width in this location to accommodate large vehicles and their turning arcs. Great North Road is an 'over-dimension route' (for over-sized vehicles) and arterial route (provides for higher vehicle volumes, and needs to be able to meet these requirements.</i>  <i>A mid-road island would be similarly restrictive of the required turning arc and so not possible for this location.</i>	<i>No change.</i>
8	Install pedestrian crossing on all arms of the intersection.	<i>Thank you for your suggestion. A controlled crossing at the western arm of this intersection would be within 50m of another crossing at the junction with Williamson Ave, and so could not be justified.</i>	<i>No change.</i>
9	New pedestrian crossing needs to be as close to the original for blind pedestrians.	<i>The new controlled pedestrian crossing will not be replacing the crossing on the slip lane; it is in addition to that crossing.</i>  <i>Tactile pavers will be installed to direct and indicate to visually impaired pedestrians that there is a new crossing to cross Great North Road.</i>	<i>No change.</i>
<b>Proposed right-turn only lane replacing combined-and-right-turn lane (intersection Great North Road and Surrey Crescent)</b>			
10	Implement same right-turn only arrangement at intersection of Great North Road and Tuarangi Rd. Why do two lanes of Great North Rd get reduced to one lane from 507 Great North Rd onwards?	<i>AT has done modelling that suggests that the current proposed configuration is the most optimal for traffic flow, and a right-turn only arrangement at the Tuarangi Road intersection would impede traffic flow here.</i>  <i>The road width at the bend on Great North Road (507) would not allow this double lane unless we removed on-street parking and reconfigured the lanes.</i>	<i>No change.</i>

Ref No.	Feedback	AT Response	Changes to Project
11	<p>Right-turn only is unnecessary as people already use this lane for this purpose if they need it, and if they do not, they just wait until the right-turning traffic has cleared before advancing straight.</p> <p>Why is the right-only turn being proposed? Submitter feels that the current arrangement is adequate, and the addition of the proposed pedestrian crossing will not make much difference to this.</p>	<p><i>The right-turn only lane is being proposed to protect pedestrians better on the proposed signalised crossing, and the better manage traffic flow due to this facility.</i></p> <p><i>To protect pedestrians on proposed signalised crossing, it is necessary to hold right-turning traffic at a red light, which would unduly delay through traffic if this remains a shared straight and right lane.</i></p>	No change.
12	Right-turn signal is required to clarify current confusion and potential conflict – at the moment straight-through traffic going the opposite direction on Great North Road and right-turning traffic simultaneously have a green signal so the give-way rule applies, but this is not clear and very dangerous.	<p><i>Thank you for your suggestion. The proposal includes a right-turn arrow to clarify and control priority through the intersection and protect pedestrians on the new crossing.</i></p>	No change.
13	The road marking for the right-turn only as proposed in the consultation material will confuse drivers. This lane needs to be clearly signalled before traffic passes over existing pedestrian crossing between Prime Rd and Selbourne St.	<p><i>Thank you for your feedback. Surrey Crescent is only a single lane before the intersection, and will be clearly marked to indicate that ahead the lane divides into a straight ahead only and a right turn only lane. These advanced road markings will be sufficient to help road users to identify turning movements allowed at intersection and choose the correct lane.</i></p>	No change.
14	How will right-only turn impact traffic flow?	<p><i>We have done extensive modelling on the predicted traffic movements if a signalised crossing were to be installed here, and we expect there to be minimal impact on the operation of this intersection and resulting traffic flow.</i></p>	No change.
15	The right-turn only will cause back-log of traffic on left lane to go straight ahead (and also congestion on side streets, particularly in school peak times), due to the full-time parking in the left lane so drivers cannot always queue there – expect rat-running through side streets as short cut around intersection, which is dangerous for children walking to school, and diverts traffic away from the shops.	<p><i>Thank you for your feedback.</i></p> <p><i>We have done extensive modelling on the predicted traffic movements if a signalised crossing were to be installed here, and we expect there to be minimal impact on the operation of this intersection and resulting traffic flow.</i></p> <p><i>We reserve ‘keep clear’ road markings for emergency access for Police and Fire Stations, as over-use of these markings will desensitise drivers to them, or imply that any intersection without these markings exempt drivers from the</i></p>	No change.

Ref No.	Feedback	AT Response	Changes to Project
	<p>This will also make it difficult to exit side-streets: suggest 'keep clear' marking to ensure queuing traffic does not block side streets.</p>	<p><i>requirement not to stop across them. Motorists should not block intersections or side streets, regardless of 'keep clear' markings. We will however monitor the situation and consider installing a white limit line at the intersection to discourage vehicles queuing over the intersection.</i></p>	
<p><b>Other concerns – traffic speed and cyclist safety (intersection Great North Road and Surrey Crescent)</b></p>			
<p><b>16</b></p>	<p>Vehicles coming up the hill and turning left go very quickly – this needs to be understood for pedestrian crossing visibility considerations.</p>	<p><i>Thank you for your feedback. Auckland Transport has measured the sight lines at the pedestrian crossing over the slip lane, and can confirm that is 45m which meets requirements.</i></p> <p><i>In addition, to alert traffic to the upcoming crossing, there is an advanced pedestrian crossing warning sign from the northern direction, and a diamond on the road ahead of the crossing indicating an upcoming pedestrian crossing. The limit line in advance of the crossing also indicates this.</i></p> <p><i>Gateway treatments will be painted on-road to raise awareness that vehicles need to slow down.</i></p> <p><i>We will monitor vehicle speeds going forward.</i></p>	<p><i>Gateway treatments installed.</i></p>
<p><b>17</b></p>	<p>The wide sweeping bend of this intersection encourages high speeds. Suggest a kerb build-out to narrow this, or turn into a T-junction.</p> <p>A T-junction would also support integration with urban cycleway developments in coming years.</p> <p>This junction will connect proposed new cycleways on Great North Road and Surrey Crescent, and thus should be catered to through this intersection.</p>	<p><i>Thank you for your suggestions.</i></p> <p><i>We have considered shortening the width of Great North Road at this location by installing kerb build-outs and similar, however Great North Road needs to be its current width here to accommodate large vehicles and their turning arcs. Great North Road is an 'over-dimension route' (for over-sized vehicles) and an arterial route, and needs to be able to accommodate these vehicles.</i></p> <p><i>Turning this intersection into a T-junction will be investigated as a possible long-term option for the intersection. Investigations will include wider traffic flow modelling to assess the follow-on effects along the road. This is a longer term plan and at this stage we are unsure when investigations will be completed.</i></p>	<p><i>T-intersection is part of long-term investigations /options for intersection</i></p>

Ref No.	Feedback	AT Response	Changes to Project
18	Suggest some kind of advanced 'slow down', 'prepare to stop' warning needed for the safety of pedestrians at this intersection.	<i>Thank you for your suggestion. Gateway treatments will be painted on-road to raise awareness that vehicles need to slow down.</i>	<i>Gateway treatments will be installed.</i>
19	Cyclist safety through this intersection has not been taken into consideration in the design – nothing to make the intersection safer and easier for cyclists.  Suggest cycle lanes separated from traffic.	<i>Turning this intersection into a T-junction will be investigated as a possible long-term option for the intersection. Investigations will include wider traffic flow modelling to assess the follow-on effects along the road. This is a longer term plan and at this stage we are unsure when investigations will be completed.</i>  <i>AT also investigated a cycle stop box on Great North Road westbound for people on bikes heading to Surrey Crescent and Great North Road west. However, it was not progressed due to safety concerns, such as the risk of vehicles tracking/driving over the stop box when turning the corner.</i>  <i>In addition, AT has recently sought public feedback on the cycle network and associated facilities in this area and will use this to determine priority areas for improvements.</i>	<i>T-intersection is part of long-term investigations /options for intersection</i>
20	How will the crossing work for people biking through the intersection? Submitter often bikes up Tuarangi Rd to Surrey Cres but unsure how to get through intersection safely if going towards Westmere/ Richmond Rd. Should submitter 'take the lane' biking from Tuarangi towards Westmere? They wish to be in a place where vehicles will know to see them, but it is unclear under proposed layout where this would be.  Install cycle stop-box at top of Tuarangi Rd. If there is no stop-box, does it mean cyclists cannot stop there?  There needs to be a cycle stop box on Great North Road for cycles going to Surrey Cres.	<i>Thank you for your suggestions.</i>  <i>Cyclist stop boxes are provided to provide a safe waiting space, ahead of traffic but back from limit line. Cyclists cannot stop beyond limit line; however can ride to front of queue if there is room – standard road rules apply in these cases.</i>  <i>We agree that a cycle stop box would be beneficial at the top of Tuarangi Road. AT also investigated a cycle stop box on Great North Road westbound for people on bikes heading to Surrey Crescent and Great North Road west. However, it was not progressed due to safety concerns, such as the risk of vehicles tracking/driving over the stop box when turning the corner.</i>	<i>Installing cyclist stop box at the top of Tuarangi Rd</i>

Ref No.	Feedback	AT Response	Changes to Project
<b>Other suggestions (intersection Great North Road and Surrey Crescent)</b>			
21	Additional traffic calming would be welcome. Suggest: outside Fruit Barn business; on slip lane going left from Great North Rd to Surrey Cres.	<p><i>Thank you for your suggestions.</i></p> <p><i>Gateway treatments will be painted on-road to raise awareness that vehicles need to slow down.</i></p> <p><i>Speed tables would not be appropriate on Great North Road due to high vehicle volumes and the arterial nature of the road.</i></p> <p><i>The gradient on the slip lane (left from Great North Road into Surrey Crescent) is not appropriate to provide a speed table.</i></p>	Gateway treatments will be installed.
22	Hopefully this would mean an upgrade to footpaths – they are very poor quality on the corner at this intersection.	<p><i>Thank you for your suggestion. While a footpath upgrade is outside of the financial scope of this project, we have forwarded your concerns onto the AT Maintenance team to investigate.</i></p>	Forwarded concerns to AT Maintenance
23	Reinstate lost angled parking on Tuarangi St (by the ANZ).	<p><i>Thank you for your feedback.</i></p> <p><i>We have investigated this on Tuarangi Street thoroughly during the project and have determined that angled parking is not a safe option. We are creating six new parking spaces on the western side of Great North Rd (594-604).</i></p>	No changes.
24	Remove free left turn to improve pedestrian safety.	<p><i>Thank you for your suggestion.</i></p> <p><i>We have considered this however removing the free left turn from Great North Road into Surrey Crescent would have significant negative impacts for Great North Road traffic.</i></p> <p><i>However, a change to a T-intersection will be investigated as a possible long-term option for the intersection. Investigations will include wider traffic flow modelling to assess the follow-on effects along the road.</i></p> <p><i>This is a longer term plan and at this stage we are unsure when investigations will be completed.</i></p>	<p><i>T-intersection is part of long-term investigations /options for intersection</i></p> <p><i>Relocate current Give Way control sign</i></p> <p><i>Relocate</i></p>

Ref No.	Feedback	AT Response	Changes to Project
		<p><i>The current Give Way control sign for left turn slip lane (Great North Rd onto Surrey Cres) will be relocated as it is currently too far offset from the carriageway.</i></p> <p><i>Relocate existing street light pole outside 2 Surrey Crescent slightly further back from footpath to improve visibility between pedestrians and oncoming traffic.</i></p>	existing street pole
25	Suggest: traffic island on Great North Rd in the centre, between 543-559 Great North Rd.	<p><i>Thank you for your suggestion.</i></p> <p><i>We feel that a pedestrian refuge in this location would be unsafe, as it would encourage pedestrians to cross an extremely busy road without signal protection. Additionally, as there is a signalised pedestrian crossing less than 20m from this location, a pedestrian refuge island would not be warranted.</i></p> <p><i>Even if this suggestion had intended this island as a traffic separator, this would also encourage pedestrians to use it which would be hazardous.</i></p>	No changes.
26	Ensure signals are at least 6.5m above road surface to allow freight vehicles to pass underneath without conflict.	<i>Thank you for your suggestion. We wish to assure you that the signals will be compliant with ATCOP requirements, and will be at least 6.5m high where they are over the road surface.</i>	No changes.
27	A pedestrian refuge needs to be installed across Williamson Ave between Occam on Selbourne St and the Countdown to assist pedestrians – supermarket pedestrians tend not to use crossings nearby, and vehicles often cut the corner.	<p><i>Thank you for your suggestion.</i></p> <p><i>A pedestrian refuge in this location would require substantial on-street parking removal, and its benefit would be limited due to other safe crossing facilities nearby.</i></p>	No changes.
<b>Traffic island and kerb buildout (Prime Road)</b>			
28	Pedestrians should be crossing at the formal pedestrian crossing, not at the island, and installing an island here will encourage the neglect of the formal crossing.	<p><i>Thank you for your feedback.</i></p> <p><i>There is no formal crossing on Prime Road, and the formal crossing on Surrey Crescent does not cater to the same movements, so we feel that an island in this location is justified.</i></p>	No changes.
29	The loss of car parks on Prime Road will cause issues for residents who already struggle with lack of on-street parking, and will create problems for	<p><i>Thank you for your feedback.</i></p> <p><i>We are pleased to advise that during the public feedback period we have</i></p>	Design adjusted to remove 2

Ref No.	Feedback	AT Response	Changes to Project
	<p>residents down the road as a follow-on effect.</p> <p>Parking is already at a premium, especially during school pick up and drop off times.</p> <p>People park on Prime during the day and bus to work, taking up residents' parking.</p> <p>Reduction in parks will cause further illegal parking problems on upper Prime Rd.</p> <p>Is there any way to remove less car parks than proposed?</p>	<p><i>adjusted the design to remove one fewer park than proposed, so this traffic island and kerb buildout will only require two parks removed instead of three.</i></p> <p><i>We have done a parking demand survey and pedestrian intercept survey which has found that after the 2 parking spaces are removed there will still be parking spaces available even at peak demand times. The pedestrian intercept survey is available on the project webpage <a href="http://www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/">www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/</a>.</i></p> <p><i>The proposed parking removal is for vehicle tracking (turning arcs) and visibility (safety).</i></p>	<p><i>parks instead of 3</i></p>
30	<p>If limiting car spaces, please at least put 120min max parking along Surrey Cres from 26 Surrey Cres to the Primary School, and across the road, to negate the hide-and-ride behaviour (commuters parking then taking bus to work) and enable school pick-ups and drop-offs safely and easily.</p> <p>Need 120m time limited parking on Surrey Cres to assist businesses in the area – commuters currently park and bus to work – especially considering doctor's office.</p>	<p><i>Thank you for your suggestions.</i></p> <p><i>The suggested parking controls (timed parks) are outside of the scope of this project however we have forwarded these suggestions onto the AT Parking Design team for consideration.</i></p>	<p><i>Forwarded to AT Parking Design</i></p>
31	<p>Proposed speed calming is unnecessary – vehicles are already slowed by left-turning into Prime Rd; parked cars slow traffic; traffic volumes already limit speed; length of street does not allow speed issue; resident never seen speed issue.</p>	<p><i>Thank you for your feedback.</i></p> <p><i>Traffic calming as proposed will benefit pedestrian safety and has been requested by business associations and local community to provide a safer crossing environment for pedestrians.</i></p>	<p><i>No changes.</i></p>
32	<p>Long central island and kerbing will create dangerous pinch point for cyclists: suggest removal or shortening.</p>	<p><i>Thank you for your feedback.</i></p> <p><i>We have reviewed the design and shortened the island.</i></p>	<p><i>Island design shortened</i></p>
33	<p>Nothing at this location is proposed to assist safe cycling.</p>	<p><i>Thank you for your feedback. The proposed measures are intended to reduce the speed of traffic entering Prime and Selbourne, which in turn will make it</i></p>	<p><i>No changes.</i></p>

Ref No.	Feedback	AT Response	Changes to Project
		<i>safer for cyclists on Surrey Crescent.</i>	
34	Central island and kerb buildout will remove the ability to have two cars at the intersection – one turning right and one turning left – so right-turning cars will hold up the queue significantly due to the busyness of Surrey Cres.	<i>Thank you for your feedback.  While the simultaneous right-left queuing at Prime Road will be restricted, the enhanced pedestrian safety is considered to be of more benefit and priority. Prime Road is a small residential side-street, and we do not expect significant delays as a result of the loss of this movement.</i>	No changes.
35	Acceleration/ deceleration due to speed calming treatment will increase engine noise for residents.	<i>Thank you for your feedback. As this is an intersection, if speeds are slowing down, they are slowing down to a speed appropriate for this environment.</i>	No changes.
36	Suggest: Install speed table in addition to traffic island to further slow traffic and assist pedestrians, and deter drivers from short-cutting or 'rat-running' through here to avoid the intersection.	<i>Thank you for your suggestion. A speed table in this location would cause considerable difficulty for vehicles exiting Prime Road, and is not justifiable at this time.</i>	No changes.
37	Suggest: Install formal pedestrian crossing (zebra) across Prime Rd to clarify priority and assist pedestrians (particularly school children) in crossing here.	<i>Thank you for your suggestion. Pedestrian volumes at this location do not justify a formalised crossing at this stage.  At a zebra crossing pedestrians have right of way over vehicles. If a zebra crossing does not have regular pedestrians using it drivers become used to it being empty and can forget to look out for pedestrians. Also the increased sense of security of pedestrians on a zebra crossing (as pedestrians have right of way) can mean that often pedestrian won't even look for vehicles before crossing. As a result the pedestrian crossing can become unsafe.  With a refuge island, pedestrians are automatically more wary of traffic as they need to give way to the traffic, and that is most suitable situation for this current environment.</i>	No changes.
38	Suggest: Install rubber bars or speed humps instead of central island.	<i>Thank you for your suggestion. A speed table or speed humps in this location would cause considerable difficulty for vehicles exiting Prime Road, and is not justifiable at this time.</i>	No changes.
39	Suggest: narrowing of throat/ reducing radii at Prime Rd where it meets Surrey Cres to better improve safety and ease of crossing for	<i>Thank you for your suggestion. The proposed kerb build-out will narrow the radius of Prime Rd to improve pedestrian crossing ability while still allowing entry/exit of vehicles.</i>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
	pedestrians.		
40	Suggest: mark Surrey Cres to assist the right turn from Prime Rd.	<i>Thank you for your suggestion. Due to the limited number of cars from Prime Road making this right-turn movement, we cannot justify the expenditure of reconfiguring and marking Surrey Crescent to assist this right turn onto Surrey Crescent.</i>	No changes.
41	Suggest: replace 'give way' with 'stop' control.	<i>Thank you for your suggestion. We will consider this change in the detailed design phase of the project.</i>	No changes.
<b>Traffic calming in other location (re Prime Road)</b>			
42	Install more traffic calming on northern end of Dryden St: many vehicles cross the centreline, speed downhill past Grey Lynn Park, and road surface is rough and noisy. Submitter has witnessed two accidents and is worried the next will be hitting a child (due to proximity to Grey Lynn Park).  Should be traffic calming all the way down Dryden St.	<i>Thank you for your suggestion. While additional traffic calming for Dryden Street is outside of the financial scope of this project, we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i>	Forwarded to AT Traffic Ops
43	Install similar traffic calming to Prime Rd in Schofield St to deter rat-running traffic avoiding traffic lights, often speeding. With the park and families in the area, there is concern about a child being hit.	<i>Thank you for your suggestion. While additional traffic calming for Schofield Street is outside of the financial scope of this project, we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i>	Forwarded to AT Traffic Ops
44	Prime Rd is not as high a priority as Selbourne Cres.	<i>Thank you for your comment, this has been noted.</i>	No changes.
45	Traffic calming required at intersection of Crummer/530 Great North Road – more urgent than Prime.	<i>Thank you for your suggestion. While additional traffic calming for the intersection of Crummer and Great North Road is outside of the financial scope of this project, we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i>	Forwarded to AT Traffic Ops

Ref No.	Feedback	AT Response	Changes to Project
46	Install two speed humps on Prime between Surrey Cres and Dryden.	<i>Thank you for your suggestion. While additional traffic calming for Prime Road is outside of the financial scope of this project, we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i>	Forwarded to AT Traffic Ops
<b>Other comments (re Prime Road)</b>			
47	On Firth Rd there are 'no stopping at all times' markings between Selbourne St and Surrey Cres but people still park there daily to drop off/pick up children.	<i>Thank you for your suggestion. We have forwarded your concerns onto the AT Parking team for enforcement.</i>	Forwarded to AT Parking Enforcement
48	Grey Lynn should have 'pocket park' area with seating, planting, sculpture, landscaping, possibly on either side of where Prime joins Surrey Cres/Selbourne St.	<i>Thank you for your suggestion. While a 'pocket park' area is outside of the financial scope of this project, we have forwarded your suggestion onto the Waitemata Local Board to consider.</i>	Forwarded to Waitemata Local Board
49	Make the whole Prime/ Selbourne/ Surrey/ Great North Road interchange one signalised zone to ensure safety and efficiency of pedestrians and traffic both.	<i>Thank you for your suggestion.  Due to high traffic volumes, the multitude of different movements, and the wide distance between the junctions, it would not be feasible for these intersections to be one signalised zone and still have an acceptable flow of traffic.</i>	No changes.
50	Stop sign from Surrey Cres into Selbourne St often ignored.	<i>Thank you for your feedback. We have forwarded your concerns onto the NZ Police for enforcement of this stop control.</i>	Forwarded to NZ Police
<b>Raised speed table (re Selbourne St)</b>			
51	Expect it will not calm traffic, but will cause delays getting into Selbourne St at peak times.	<i>Traffic calming as proposed will benefit pedestrian safety and has been requested by business associations and local community to provide a safer crossing environment for pedestrians.  Pedestrian safety is considered a higher priority than the minor traffic inconvenience as a result of these treatments.</i>	No changes.
52	The small benefit offered by the raised table is not worth the loss of car parks.	<i>Thank you for your feedback. We are happy to advise you that no parking loss is required for this raised table.</i>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
53	<p>The 'stop' control is often ignored by drivers when entering Selbourne St – suggest larger signs or clearer markings, as well as enforcement of this.</p> <p>The one-way nature of the first part of Selbourne St is often ignored by vehicles, possibly because it is only marked on the Williamson Ave end and there is nothing to indicate this at the Surrey end. Maybe a 'no entry' or 'no exit' sign could clarify this?</p>	<p><i>Thank you for your suggestion.</i></p> <p><i>We have forwarded your concern regarding the non-compliance of the stop control to the NZ Police for enforcement. We do not expect that this non-compliance is due to ignorance, therefore we feel the current signage is sufficient.</i></p> <p><i>The signage of the one-way nature of Selbourne Street is outside of the scope of this project, however we agree that this could be clearer from both ends of Selbourne Street, and have forwarded your concerns to the AT Traffic Operations department to investigate.</i></p>	Forwarded to AT Traffic Ops
54	<p>Selbourne St should have a dedicated cycleway.</p> <p>Consider cycle improvements, such as separated cycle lanes.</p>	<p><i>Thank you for your suggestion. AT has recently sought public feedback on the cycle network and associated facilities in this area and will use this to determine priority areas for improvements.</i></p>	No changes.
55	<p>More traffic calming required: current proposal not sufficient to slow traffic, deter rat running or improve safety for pedestrians, especially during school peak times - more traffic calming before vehicles enter Selbourne is necessary.</p> <p>Install raised speed table at intersection with Williamson Ave.</p> <p>Install a raised metre strip to prevent traffic from turning onto Selbourne, Prime and Firth.</p>	<p><i>Thank you for your suggestions.</i></p> <p><i>Additional traffic calming – regarding Selbourne Street and Williamson Ave – and a raised metre strip (Selbourne Street, Prime Road and Firth Street) are outside of the financial scope of this project. We have forwarded these suggestions onto the AT Traffic Operations team to investigate.</i></p>	Forwarded to AT Traffic Ops
56	<p>Traffic calming unnecessary – turn from Surrey Cres is a low speed due to kerb radius; speeding is not an issue; already has judder bars so raised table would not change anything; compulsory stop slows traffic.</p>	<p><i>Thank you for your feedback.</i></p> <p><i>Traffic calming as proposed will benefit pedestrian safety and has been requested by business associations and local community to provide a safer crossing environment for pedestrians.</i></p>	No changes.
57	<p>Selbourne St should have proper zebra crossing on proposed raised table.</p>	<p><i>Thank you for your suggestion. Pedestrian volumes at this location do not justify a formalised crossing at this stage.</i></p>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
		<p><i>At a zebra crossing pedestrians' have right of way over vehicles. If a zebra crossing does not have regular pedestrians using it drivers become used to it being empty and can forget to look out for pedestrians. Also the increased sense of security of pedestrians on a zebra crossing (as pedestrians have right of way) can mean that often pedestrian won't even look for vehicles before crossing. As a result the pedestrian crossing can become unsafe.</i></p> <p><i>With a refuge island, pedestrians are automatically more wary of traffic as they need to give way to the traffic, and that is most suitable situation for this current environment.</i></p>	
58	Suggest pedestrian crossing and speed table on Selbourne St, further along than Surrey Cres.	<p><i>Thank you for your suggestion. A pedestrian crossing and raised table further along Selbourne Crescent is not justified, due to traffic volume, road width, and existing traffic calming measures on Selbourne Street.</i></p>	No changes.
<b>Other suggestion (re Selbourne St)</b>			
59	Vehicles travelling west along Surrey Cres, or turning right onto Prime or Selbourne from Great North Rd regularly drive through pedestrian crossing outside Vietnamese restaurant (opposite entry to Selbourne St), due to too many confusing street markings and signs as they come up Great North Road and turn left into Surrey Cres, and driving fast. Could this be looked into for safety reasons?	<p><i>Thank you for your feedback.</i></p> <p><i>We agree that advanced warning for traffic of the pedestrian crossing on Surrey Crescent could be clearer, and also of the crossing of the slip lane from Great North Road into Surrey Crescent.</i></p> <p><i>We will be making changes to the diamond road marking and advanced warning of both of these zebra crossings, to warn traffic and encourage caution and slower speeds.</i></p> <p><i>In addition, there will be gateway treatments installed ('SLOW' on-road marking) to encourage slower vehicle speeds when entering the area.</i></p>	Diamond road marking and advanced warning changes for zebra crossings
60	Look at improved street lighting on side streets to improve pedestrian safety, in particular Coleridge St which connects Williamson to Great North as this is a busy route at night and the lighting is particularly poor, especially around the vehicle entrance to the parking area of the supermarket – many near misses.	<p><i>Thank you for your feedback. The street lighting on side streets is outside of the financial scope of this project. We have forwarded your suggestion to the AT Lighting team to investigate.</i></p>	Forwarded to AT Lighting

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61	<p>The really dangerous crossing is on Dryden St, and should be attended to first. There have been a number of near misses with school children crossing on the northern side of the Prime Rd/Dryden St intersection. Need traffic calming/ slowing/ mirrors to improve visibility. Issue is there is poor visibility when looking right if you are walking up Prime towards Surrey – cars often speed here. No-one is willing to take the walking school bus up Prime as there is no way an adult would be willing to take additional children across Dryden.</p>	<p><i>Thank you for your feedback.</i></p> <p><i>The pedestrian crossing on Dryden Street is outside of the financial scope for this project however we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i></p>	<p><i>Forwarded to AT Traffic Ops</i></p>
62	<p>Restrict right turn from Surrey Cres to Selbourne St to stop rat-running behaviour.</p> <p>Is there any way to stop Selbourne and Williamson being a notorious rat-running route?</p>	<p><i>Thank you for your suggestions. The right-turn from Surrey Crescent into Selbourne Street is necessary to provide access for residents and businesses, and access to on-street parking along Selbourne Street. As such restricting this turn is not an option at this stage.</i></p> <p><i>Selbourne Street has had traffic calming installed to discourage this rat-running behaviour and the additional traffic calming proposed is expected to further reduce this.</i></p>	<p><i>No changes.</i></p>
63	<p>Better to attend to upgrade intersection of Crummer/508 Great North Road – very dangerous intersection with illegal behaviour, high speeds, many crashes.</p>	<p><i>Thank you for your feedback. Upgrading the intersection of Crummer Road and Great North Road is outside the financial scope for this project however we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i></p>	<p><i>Forwarded to AT Traffic Ops</i></p>
64	<p>Signage is required to alert traffic to pedestrians crossing at this location, or further speed calming so traffic does not approach so quickly or use Selbourne as a rat-run.</p>	<p><i>Thank you for your suggestion. We agree that priority (pedestrian or traffic) at this location is not very clear. As it is not a formalised pedestrian crossing, pedestrians give way to traffic.</i></p> <p><i>'Pedestrians give way to traffic' signage will be installed at the intersection of Selbourne Street to clarify traffic priority across the raised speed table.</i></p>	<p><i>'Pedestrians give way to traffic' signage to be installed</i></p>
65	<p>Take some footpath and create a turning lane to remove traffic from the lights so that the top of Prime and Selbourne are not so congested.</p>	<p><i>Thank you for your suggestion.</i></p> <p><i>While converting some footpath to improve turning traffic movements might improve congestion at this intersection, it would also degrade pedestrian</i></p>	<p><i>No changes.</i></p>

Ref No.	Feedback	AT Response	Changes to Project
		<i>facilities, reducing pedestrian experience in a pedestrian area, and encourage short-cutting around the signals through mainly residential streets. As pedestrian experience and safety is a main priority of this project, we will not be considering this possibility as part of this project.</i>	
<b>Relocation of bus stop 8894 to comply with Fire Station requirements and improve access (from 134 Williamson Ave to 144 Williamson Ave)</b>			
66	Concern about the manoeuvrability of buses in high traffic (moving across lanes to get to bus stop)	<i>This bus stop location has been carefully assessed to ensure that a bus can safely manoeuvre into and out of the stop, and the bus operators have confirmed that they can use a stop successfully at this location. The intersection layout means that buses will not have to move across lanes, they will just have to enter the adjacent lane to then turn at the traffic lights.</i>	No changes.
67	This bus stop is on a low-use route, and its relocation is not worth the loss of parks required.	<i>The current location of this bus stop obstructs the new Fire Station that is due to come into service, and we are obliged to relocate it to meet the Fire Station access requirements. Merely removing the bus stop to meet these requirements was not an option as Auckland Transport has to provide access to bus services. We have designed its new position to have as little impact on parking as we can.</i>	No changes.
68	The new location of the bus stop will intensify the congestion in the top half of Williamson Ave.	<i>As the relocated bus stop will be replacing current parking spaces and not be obstructing the road, it will not therefore have any effect on the capacity of the road.</i>	No changes.
69	Any parks removed should be replaced at the shops or surrounding Grey Lynn shops.	<i>The proposed changes to bus stop arrangements in the town centre require the net loss of three parking spaces. Unfortunately there is not the roadside capacity to safely provide more spaces to replace the parking spaces within close vicinity. However the parking occupancy survey conducted demonstrated that there is sufficient parking available to absorb this parking reduction.</i>	No changes.
70	The new location of the bus stop will encourage more people to cross Williamson Ave illegally as many people already do, and people will be hurt.	<i>The new bus stop is within 50m of a signalised crossing, which we expect is convenient enough to encourage safe crossing at the formal facility rather than crossing illegally.</i>	No changes.
71	Re Williamson Ave new stop - the Countdown glass verandah leaks at the back in heavy rain.	<i>Thank you for your feedback. The condition of this facility is outside of the financial scope of this project; however we have forwarded your concerns to AT Metro for investigation.</i>	Forwarded to AT Metro

Ref No.	Feedback	AT Response	Changes to Project
<b>Extension of bus stop 8114 from 25m to 39m (outside 562 Great North Rd)</b>			
72	#8114 bus stop creates negative impact on the surrounding businesses (e.g. bus fumes and noise). The location of #8114 is outside a video store and an ATM less than 20m away, which is not appropriate as these areas generate large amounts of short-term high-turnover parking.	<i>Thank you for your feedback. We understand your perspective; however there is a need to provide an outbound (from the city) bus stop in Grey Lynn town centre. Because stop #8116 was difficult to access, we determined that it would be more suitable to remove #8116 and extend #8114. This removal would also provide more parking spaces while retaining the loading zone.</i>	No changes.
73	Why is bus stop #8114 placed over a driveway at 560 Great North Rd?	<i>The decision to have the stop partially over the driveway was in response to the loss of parking cause by the original proposal. Bus stops are situated partly over driveways throughout the city. As buses are only stationary at stops to pick up and drop off passengers for usually between 10 and 30 seconds a time, it is acceptable to have the tail of a bus stop over a driveway.</i>	No changes.
74	Install footpath buildout for bus stop 8114 as well.	<i>Thank you for your suggestion. Installing a buildout would remove one of the traffic lanes, which would reduce the capacity of Great North Road. As this is a major arterial road, there is a high demand for the two northbound traffic lanes. Further, it would require additional parking spaces to be removed as a buildout cannot be built across driveways (and can cause access issues for adjacent driveways).</i>	No changes.
<b>Extension of bus stop 8115 from 17m to 35m, plus footpath build-out (outside 521-531 Great North Rd)</b>			
75	#8115 extension should be deemed dangerous considering its close locality to the corner, and also need to consider that the bus location should provide safe sightlines for oncoming vehicles and bus drivers.	<i>Thank you for your feedback. The extension to the bus stop and kerb buildout was carefully assessed and was determined to be a sufficient distance from the bend to not create a pinch point, and to provide adequate sightline for and of the bus. There is sufficient room for vehicles to safely pass a stationary bus without going over the centreline.</i>  <i>Were car parks to be installed here instead of this proposed bus stop, a similar situation as suggested would result, though on a longer-term basis as cars would park there for longer than a bus would.</i>	No changes.
76	Strongly opposed to this proposal because of documented safety issues with this bus stop due to cars regularly parking on this bus stop. Auckland Transport needs to resolve this by consulting	<i>Thank you for your feedback. Noncompliance of the parking rules in this location is an enforcement issue.</i>  <i>We wish to assure you that all of the changes will go through the AT resolution</i>	Forward to AT Parking for enforcement

Ref No.	Feedback	AT Response	Changes to Project
	further with locals and bus driver representatives. GLBA therefore requests more work be done on the design of this bus stop to mitigate the safety issues.	<p><i>process to ensure they have the correct signage and are enforceable.</i></p> <p><i>We will also forward your comments to the AT Parking department to request enforcement of current and future parking noncompliance.</i></p>	
77	Extension to bus stop 8115 is not necessary – the existing stop seems to cope perfectly with the volume of buses.	<p><i>Buses at this stop are currently ‘stacking’ (multiple buses lining up): there needs to be safe capacity for two buses at a time to accommodate this.</i></p> <p><i>Currently it is unsafe for passengers to have to board and alight through parked cars and it’s difficult for those with accessibility requirements to board/alight the bus from/to road level. This extension will also negate this issue by providing a boarding area that is more accessible and safer for passengers.</i></p>	No changes.
78	There is no need for these two bus stops to be immediately next to the shops, indeed that creates congestion and exhaust fumes that materially degrade the shopping centre.	<p><i>Thank you for your feedback.</i></p> <p><i>We understand your perspective; however AT needs to provide access to people travelling to the shops by bus and there is a need to provide an outbound (from the city) bus stop in Grey Lynn town centre. Because stop #8116 was difficult to access, we determined that it would be more suitable to remove #8116 and extend #8114. This removal would also provide more parking spaces while retaining the loading zone.</i></p>	No changes.
79	The footpath extension of bus stop 8115 outside 521-531 Great North Road is wrong. This situation effectively forces buses to stop in the middle of the road and creates a dangerous road situation. At heavy traffic times (weekday mornings) you have two lanes of traffic travelling up Great North Road, crossing at the intersection with Williamson and Tuarangi. There can be two or three buses at the bus stop, and often a fourth arriving, which have to pull out to pass one another, at the same time as recently merged traffic from the intersection is arriving. The better (safer) option would be to have the buses back towards the normal footpath, and remove the current extension. This would create more road space for everyone, which would be	<p><i>Thank you for your feedback.</i></p> <p><i>The footpath extension enables buses to approach closely to the kerb allowing safe boarding and alighting without needing to take out parking space in front of and behind the stop. The road is designed for traffic to merge to a single lane once past Williamson Avenue and to continue around the curve as a single lane. There is sufficient width for one lane of traffic to pass a stationary bus. If multiple buses were to arrive, the drivers of those to the rear are obliged, as all vehicle drivers are, to wait for a safe gap in passing traffic before attempting to pass around a vehicle in front.</i></p>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
	safer.		
<b>Removal of bus stop 8116 (outside 521-531 Great North Rd)</b>			
80	Find it theoretically an issue that bus catchers will have to choose between the Williamson Ave buses & Great North Rd buses when often they are just after the soonest one for short trips. The eliminated GNR one could have catered for all routes and will now be more accessible with the new ped crossing.	<i>Thank you for your feedback. It is true that there will be two separated stops for bus services westbound from Grey Lynn. This is an unfortunate consequence of the changes, but is necessary as buses turning right out of Williamson Ave find it very difficult to use stop #8116 safely. This also allows the space occupied currently by stop #8116 to be used to maintain a loading zone and to offset parking losses elsewhere in the Grey Lynn centre. Most westbound bus services will use the improved stop #8114.</i>	No changes.
81	Supports the proposal to remove bus stop 8116 and combine it with 8114, and believe that the car parking spaces that replace this bus stop should be 10-minute parking spaces to increase the number of people able to use these car parks per hour.	<i>The parking spaces created by the relocation of bus stops will remain P30 as originally proposed. There are several P10 parking spaces on both sides of Great North Road just south of this location, so P30 parking will create a mixture of parking options for people visiting the shopping centre for various needs. However, if required, AT can review this decision in future.</i>  <i>Please also note that some submitters were asking for more longer-term parking.</i>	No changes.
<b>Relocate 8115 and 8114 to outside shopping area</b>			
82	The locations of bus stops 8115 and 8114 would better serve the shops and their largest customer group (drivers) and improve public safety if they were located approximately 40 metres to 526 and 487 Great North Road.  The Barrington Development will extend the shops by another 20 metres and that the driveway into the Barrington Development is due for removal. The only other driveway at 526 Great North Road.  Moving bus stop 8115 to 526 Great North Road	<i>Thank you for your comments. The proposed locations are over 90m from the current locations of #8114 and #8115 and are not clearly visible from the town centre. The existing five stops cater for nearly 19,000 passenger trips per month and Auckland Transport believes that it is important to provide good public transport connectivity within town centres. The bus stops have been an integral part of the town centre for decades and many people rely on public transport for local shopping, without which they would be unable to supply their households as some do not or cannot drive.</i>  <i>The Intercept Survey of over 1,000 people demonstrated that the percentage spend by transport mode was similar between cars, bus passengers and pedestrians. The project will remove only three parking spaces to improve the</i>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
	<p>(directly opposite 487 Great North Road) creates sufficient space for AT's proposal to extend the bus stop to 35m with no driveway crossings affected (169).</p> <p>Understand and agree that bus stops need to be extended, but bus stop 8114 needs to be moved 35 metres to in front of Grey Lynn Retirement Village and bus stop 8115 needs to be moved 35 metres to in front of Grey Lynn Presbyterian Church.</p> <p>There is no need for these two bus stops to be immediately next to the shops, indeed that creates congestion and exhaust fumes that materially degrade the shopping centre.</p> <p>It is easy to assume that the buses mainly serve local commuters and that the village does not serve as a popular bus destination for people living outside the area. So it makes better sense to extend the bus stops beyond the shopping strip so that they do not conflict with local businesses.</p>	<p><i>pedestrian and passenger transport facilities in the town centre. Given that over 50% of those surveyed access the town centre by modes other than cars these changes are considered important The pedestrian intercept survey is available on the project webpage <a href="http://www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/">www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/</a>.</i></p> <p><i>With regard to the alternatives suggested, outside 487 Great North Road there is insufficient length to accommodate the stop between Crummer Road and the driveway to 495, we would need to remove two trees, and there's no shelter. At 526 we would likely need to remove at least two trees and seven off-peak parking spaces and there's no shelter.</i></p>	
83	<p>The bus stop 8114 is noted by the Bus Engineers Union to be the most dangerous bus stops in Auckland. AT's attempt to discourage drivers from parking in this bus stop short term for takeaways, video rental return, and PO box collection have not worked. Bus drivers are regularly forced to alight passengers in a standard traffic lane.</p>	<p><i>Thank you for your feedback. Non-compliance with the parking rules in this location is an enforcement issue.</i></p> <p><i>We wish to assure you that all of the changes will go through the AT resolution process to ensure they have the correct signage and are enforceable.</i></p> <p><i>AT is aware of the issue and will monitor this stop more frequently.</i></p>	No changes.
84	<p>Bus stops are for people passing through. But Grey Lynn village is our community centre. Move bus stops somewhere else/ outside of town centre to:</p>	<p><i>Intercept Survey of over 1,000 people showed that 16% of visitors to the town centre generally arrive by public transport. The pedestrian intercept survey is available on the project webpage <a href="http://www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/">www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/</a>.</i></p>	Forwarding 'town centre atmosphere' comments to

Ref No.	Feedback	AT Response	Changes to Project
	<p>Improve pedestrian/ passenger safety            Improve the town centre/ shopping area atmosphere            Reduce conflict with local businesses (short-term parking for shops)            Reduce congestion both for traffic and buses            Reduce noise/ fumes in shops and café area</p> <p>The area of stop # 8114 is used frequently by short term parking customers. This in in close proximity to the Chemist, the Dairy, Post Office boxes, Pizza Hut, and Video Ezy. All of these shopkeepers rely on customers who park for generally short term only, and this is their main core of business. The requirement by AT to insist that bus stops be located ALWAYS in the centre of a shopping centre is inconsistent with other suburbs of Auckland such as Balmoral and Sandringham shops. SCWG is most concerned if both stops were located opposite each other that with the additional planned frequency of services (every 7 minutes) the presence of up to 4-6 buses sitting in the town centre will block off the attractiveness of the shopping prescient. It will indeed create the feel of a BUS HUB.</p>	<p><i>Auckland Transport believes that it is important to provide good public transport connectivity within town centres. The bus stops have been an integral part of the town centre for decades and many people rely on public transport for local shopping, without which they would be unable to supply their households as some do not or cannot drive and live too far away to walk.</i></p> <p><i>The proposals are all aimed at improving pedestrian and bus passenger safety. The addition of traffic calming, improved pedestrian facilities and better bus stop facilities will all improve the town centre environment for pedestrians and passengers.</i></p> <p><i>Regarding the comments about improving the town centre / shopping area atmosphere, we have forwarded this request on to the Waitemata Local Board and the Grey Lynn Business Association to consider as it is outside the scope of this project.</i></p> <p><i>The proposed works will reduce the incidence of buses not being able to access their stops, thus reducing the number of occasions when they have to impede traffic while stationary at awkward angles. This should be an improvement on the current arrangement and associated congestion.</i></p> <p><i>Buses will arrive, pick up and/or set down passengers, and depart. They will not be sitting stationary in the town centre for periods of time; and the extension of stops #8114 and #8115 will enable more efficient boarding and alighting thus reducing the time that buses will need to be stationary.</i></p> <p><i>The Parking Occupancy Survey completed for the town centre shows that there will still be sufficient on-street parking available in the Town Centre.</i></p>	<p><i>GLBA and Waitemata Local Board</i></p>
85	<p>The bus would be ok by the Surrey Motel.</p>	<p><i>There is an existing bus stop outside the Surrey Hotel which will remain. No changes are proposed to this location.</i></p>	<p><i>No changes.</i></p>
<p><b>Parking comments (re bus stop relocation/ removal/ extensions)</b></p>			

Ref No.	Feedback	AT Response	Changes to Project
86	<p>The loss of car parks in the immediate shopping area will be of serious detriment to the surrounding businesses, and the extension of the bus stops in this area is not worth it.</p> <p>To date, shoppers have been able to use the Countdown car park when visiting shops on Surrey Crescent, and this was the case when your survey was conducted, but Countdown is due to close shortly and these parks will be lost. Please reconsider removing parking spaces to extend the bus stop. An analysis of available spaces in the area will show you how difficult it will be for residents to visit Surrey Crescent shops in the future.</p> <p>Reducing all the parking to 30 min means customers won't be able to go and eat at the cafés and stopping at the supermarket will be harder and a more dangerous walk as more cars will now be trying to get out of Selbourne Street to Williamson.</p> <p>The loss of car parks is regrettable, can more car parks be created?</p>	<p><i>Thank you for your comments.</i></p> <p><i>We are ensuring that the necessary removal of parking spaces is kept to a minimum. The net reduction from the shopping centre of only three parking spaces will occur as a result of the bus stop relocation/removal/extensions. The Parking Occupancy Survey demonstrates that there is sufficient parking available in the area to absorb this reduction.</i></p> <p><i>The existing five stops cater for nearly 19,000 passenger trips per month and Auckland Transport believes that it is important to provide good public transport connectivity within town centres. The bus stops have been an integral part of the town centre for decades and many rely on public transport for local shopping, without which they would be unable to supply their households as some do not – or cannot - drive.</i></p> <p><i>The Intercept Survey of over 1,000 people demonstrated that the percentage spend by transport mode was similar between cars, bus passengers and pedestrians. The project will remove only three parking spaces to improve the pedestrian and passenger transport facilities in the town centre. Given that over 50% of those surveyed access the town centre by modes other than cars these changes are considered important. The pedestrian intercept survey is available on the project webpage <a href="http://www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/">www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/</a>.</i></p> <p><i>With regard to the Countdown shutting down (and the subsequent loss of its car park), our Parking Occupancy Survey only covered on-street parking, not the Countdown carpark. This survey demonstrated that there is sufficient on-street parking available in the area to absorb the proposed parking removal.</i></p> <p><i>In addition, if the use of the Countdown site is proposed to be used for something other than retail, the Resource Consent process would have to account for the impact of proposed changes to the availability of parking for the area, and for its staff.</i></p> <p><i>With regard to the timed parking, there is no proposal to reduce all the parking</i></p>	<p>No changes.</p>

Ref No.	Feedback	AT Response	Changes to Project
		<i>in the town centre to P30. The existing time restrictions will remain unchanged. The proposal is that six new parking spaces created by the removal of bus stop #8116, these new spaces will be P30. Please note the parking spaces being removed from the shopping centre as part of the proposal are 4 x P10 spaces and 5 x P30 spaces; 6 of them are being replaced by the new P30 parking spaces.</i>	
87	Re bus stop 8116: glad it is being removed, however suggest all parking here be removed apart from loading zone as drivers already use this as a park and pull out dangerously.	<i>The AT Road Safety Team has reviewed the safety of the proposed parking and do not believe it is dangerous.</i>	No changes
88	To negate the loss of parks to the area, AT should purchase the lot near the top of Turangi Rd (previously available as public car park) and turn it into parking.	<p><i>Thank you for your suggestion.</i></p> <p><i>We are ensuring that the necessary removal of parking spaces is kept to a minimum. The net reduction from the shopping centre of only three parking spaces will occur as a result of the bus stop relocation/ removal/ extensions.</i></p> <p><i>The Parking Occupancy Survey demonstrates that there is sufficient parking available in the area to absorb this small reduction in parking, thus additional property purchase is not considered necessary. The pedestrian intercept survey is available on the project webpage <a href="http://www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/">www.at.govt.nz/about-us/have-your-say/grey-lynn-town-centre-transport-changes/</a>.</i></p>	No changes.
<b>Other comments (re bus stop relocation/ removal/ extensions)</b>			
89	<p>Do not relocate bus stops away from the town centre altogether.</p> <p>Moving bus stops away from town centre will have a negative impact on local retailers, removing potential shoppers from town centre. Passengers are an important group of customers.</p>	<i>Thank you for your feedback. AT intend to keep the bus stops in the town centre as shown in the proposal, for the reasons you have identified here.</i>	No changes.
90	Relocate the bus stops closer to the shops to assist passengers when it rains.	<i>Thank you for your suggestion. The proposed and existing bus stops that are being changed all have verandas under which passengers can shelter when it rains.</i>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
91	<p>Concerns about people cycling city bound on GNR having to pass parked buses.</p> <p>The proposal will make this area more dangerous for cyclists as it forces them out and around parked buses into the line of traffic.</p>	<p><i>The proposed changes extend an existing bus stop so do not create a new point where cyclists must pass parked buses.</i></p> <p><i>In addition, AT has recently sought public feedback on the cycle network and associated facilities in this area and will use this to determine priority areas for improvements.</i></p>	No changes.
92	Suggest: designated cycle lanes instead of extensions.	<p><i>Thank you for your suggestion. AT has recently sought public feedback on the cycle network and associated facilities in this area and will use this to determine priority areas for improvements.</i></p>	No changes.
93	The ability of two buses to simultaneously be in the extended stops will not be enough to manage service increase through this area in the new network.	<p><i>The New Network is intended to simplify the route pattern which should make it easier for buses to maintain their separation between one bus and the next on any given route. This should ensure that the capacity proposed will remain sufficient.</i></p>	No changes.
94	There is limited benefit of being able to have multiple buses simultaneously so it is not worth the extension.	<p><i>Where the service frequency is such that two buses arrive simultaneously, customers need to be able to board and alight from both buses. Making people wait aboard the second, or to deny boarding to people at the stop is poor customer service, will delay the bus and will make it more likely that further buses will arrive before the stop is clear again potentially causing congestion on the road. People wishing to board the bus will walk to it and will expect to board, even passing between parked vehicles to reach it which is unsafe.</i></p>	No changes.
95	The bus stop should be recessed back to the footpath and the parking bays adjusted to allow a smooth transition for buses taking off from the bus stops.	<p><i>Thank you for your suggestion.</i></p> <p><i>The footpath extension enables buses to approach closely to the kerb allowing safe boarding and alighting without needing to take out parking space in front of and behind the stop. The road is designed for traffic to merge to a single lane once past Williamson Avenue and to continue around the curve as a single lane. There is sufficient width for that one lane of traffic to pass a stationary bus. If multiple buses were to arrive, the drivers of those to the rear are obliged, as all vehicle drivers are, to wait for a safe gap in passing traffic before attempting to pass around a vehicle in front.</i></p> <p><i>To cut the buildout back to the normal kerb line would require the removal of all of the parking and loading space between 541 and 515 Great North Road.</i></p>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
96	Would like to see more bus routes take Williamson Ave to stop the Great North Road congestion.	<i>Thank you for your feedback. This project is not looking at re-routing the bus network, however the New Network for the Central Suburbs is being re-planned and we will forward your feedback onto the New Network team.</i>	<i>Forward onto New Network Central team</i>
97	Ensure signage for bus routes is clear for elderly passengers.	<i>Thank you for your feedback. Information displayed at bus stops will be updated in accordance with the changes we are making to clarify and inform the public.</i>	<i>Bus stops will display updated information.</i>
98	Request for stronger stand made re stopping/penalising cars parking in bus stops.	<i>Thank you for your feedback. Non-compliance with the parking rules in this location is an enforcement issue. We wish to assure you that all of the changes will go through the AT resolution process to ensure they have the correct signage and are enforceable.</i>  <i>We will also forward your comments to the AT Parking department to request enforcement of current and future parking noncompliance.</i>	<i>Forward onto AT Parking enforcement</i>
99	Submitter uses bus stop 8116 daily. Their destination is to and from Gladstone Primary School on Carrington Road, and the only bus that serves this is the 010. Will submitter still be able to catch this bus?	<i>Thank you for your feedback. The 010 service will call at stop #8894 when it is moved to a new position by Countdown on Williamson Avenue, so you will still be able to use this service, just from stop #8894 instead.</i>	<i>No changes.</i>
100	In the explanation for "Removal of bus stop 8116" AT stated: "We propose removing stop 8116 because it is difficult for buses to enter and leave the stop due to traffic flows on Great North Rd. Removing the stop also creates a simpler bus stop layout and reduces delays, as services from Williamson Ave and Great North Rd will now only have 1 stop in the town centre." Submitter does not understand how "services from Williamson Ave and Great North Rd will now only have 1 stop". Surely they will have separate stops?	<i>This text is from the website not the letter. We apologise that it is misleading but what it intended to say is ".....services from Williamson Ave and Great North Rd will now have one stop each in the town centre, rather than two stops each as they do currently."</i>  <i>The website has been updated with the revised text above.</i>	<i>No changes.</i>
101	The stops need more room as buses can't always stop there and end up dropping you a long way from the footpath.	<i>Thank you for your feedback. By extending bus stops #8114 and #8115, the buses will be able to park closer to the footpath, reducing this distance and thus improving safety for passengers alighting and exiting buses.</i>	<i>No changes.</i>

Ref No.	Feedback	AT Response	Changes to Project
102	Two car spaces are sacrificed to accommodate extra length; also broken yellow lines will be required to ensure safety for buses to enter and exit the bus stop. If the bus stop were designed with platform and build out, this would remove the problem of vehicles parking in the bus stop as is a constant problem now. Reduce traffic lanes for westbound cars from 2 to 1 at peak hours. Enable buses to enter and exit the bus stop area without needing to swing into the kerb and pull out into the traffic lane.	<p><i>Thank you for your suggestion. Installing a buildout would remove one of the traffic lanes at all times not just at peak hours, which would reduce the capacity of Great North Road approaching the traffic signals. As this is a major arterial road, there is a high demand for the two northbound traffic lanes. Further, it would require additional parking spaces to be removed as a buildout cannot be built across driveways (and can cause access issues for adjacent driveways).</i></p> <p><i>We will also forward your comments to the AT Parking department to request enforcement of current and future parking noncompliance.</i></p>	Forward onto AT Parking for enforcement
103	What consideration has been giving to timetabling the many buses that travel along Great North Road so that their arrival in Grey Lynn is staggered? The current timetables have at least three buses arriving within five minutes and then nothing for fifteen minutes. This is particularly noticeable in the evenings.	<p><i>The New Network is intended to simplify the route pattern which should make it easier for buses to maintain their separation between one bus and the next on any given route. A simpler route pattern should also reduce the bunching of services on different routes.</i></p>	No changes.
104	Why, when travelling towards the city on Great North Rd, does the road reduce from two lanes to one at 537 Great North? Why aren't the bus stops closer to the road edge(stop:8115). Why do they stick out into the road?	<p><i>The footpath extension enables buses to approach closely to the kerb allowing safe boarding and alighting without needing to take out parking spaces in front of and behind the stop. To cut the build-out back to the normal kerb line would require the removal of all of the parking and loading space between 541 and 515 Great North Road.</i></p> <p><i>The road is designed for traffic to merge to a single lane once past Williamson Avenue and to continue around the curve and towards the city as a single lane. There is sufficient width for that one lane of traffic to pass a stationary bus.</i></p>	No changes.
<b>Loading bay relocation (from 604 to 592 Great North Road)</b>			
105	Submitter does not support it as is dangerous bus stop.	<p><i>This facility is not intended as a bus stop, it is a loading bay for delivery vehicles to stop temporarily to unload.</i></p>	No changes.

Ref No.	Feedback	AT Response	Changes to Project
106	What benefit does relocating the loading bay have?	<i>The benefit of relocating the loading bay closer to the intersection is it will make it easier for larger vehicles (such as small trucks) to access the bay, being able to approach it more directly without manoeuvring around parked cars. Cars being easier to manoeuvre will be able to access the new parking spaces in front of the loading bay.</i>	No changes.
107	Traffic expects cyclists to ride in the 'unrestricted parks' (such as this loading bay) when possible, which creates a nasty pinch point here with loading vehicles parking and pulling out.	<i>AT has recently sought public feedback on the cycle network and associated facilities in this area and will use this to determine priority areas for improvements.</i>	No changes.
108	Do local businesses want this relocation?	<i>There was no specific request to change the loading zone location, however the public feedback period gave businesses the opportunity to comment on the relocation. The relocation is only approximately 20m and is intended to make the loading zone easier to access and more central to the shops.</i>	No changes.
<b>Other suggestions (re loading bay relocation)</b>			
109	Prefer to keep 10min parking for shopper convenience.	<p><i>Thank you for your suggestion.</i></p> <p><i>The loading bay is required to provide a place for delivery vehicles to deliver goods to local businesses.</i></p> <p><i>The parking spaces created by the relocation of bus stops will remain P30 as originally proposed. There are several P10 parking spaces on both sides of the Great North Road just south of this location, so P30 parking will create a mixture of parking options for people visiting the shopping centre for various needs. However, if required, AT can review this decision in future.</i></p> <p><i>Please note that some submitters were asking for more longer-term parking.</i></p>	No changes.

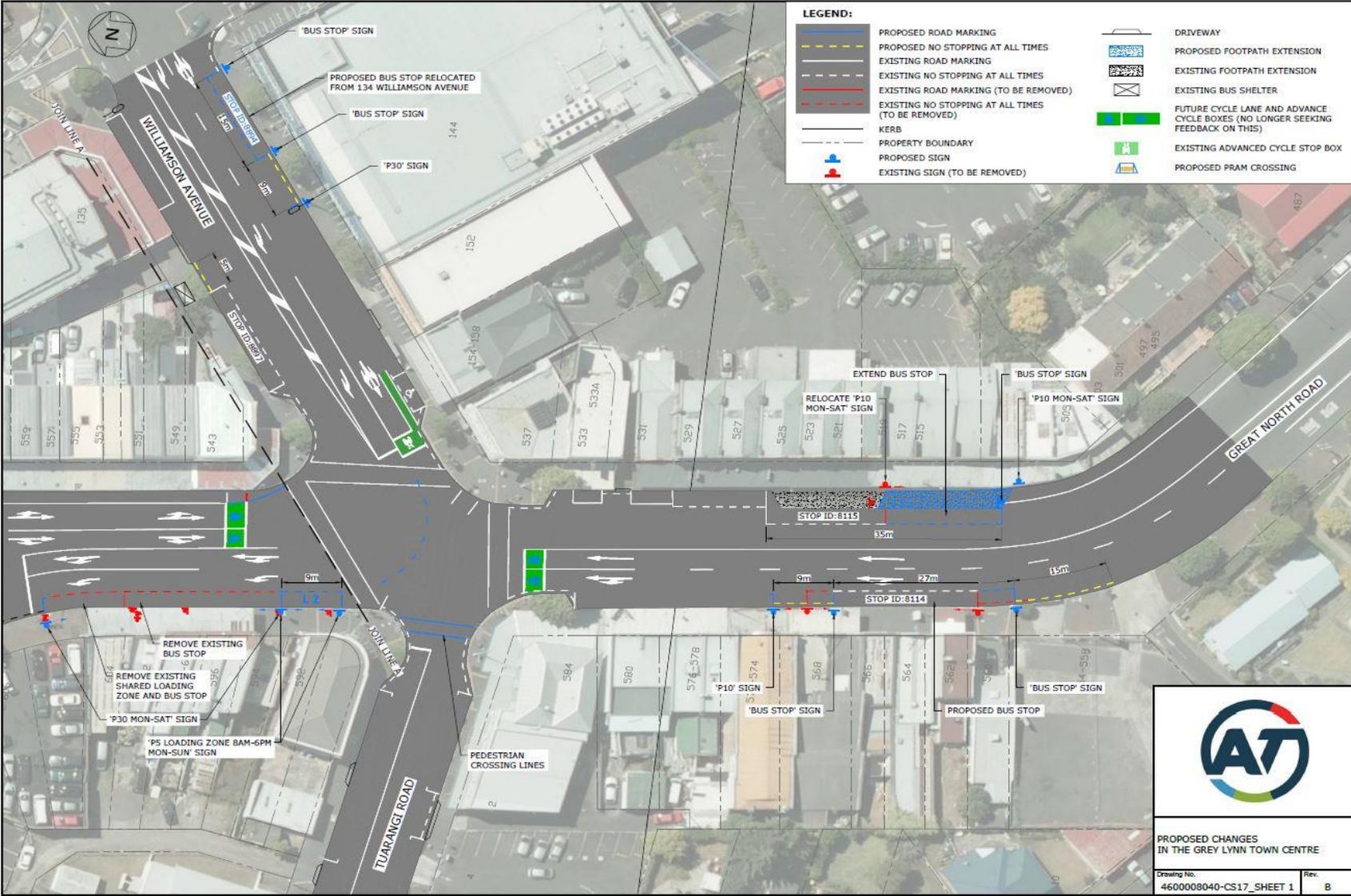
Ref No.	Feedback	AT Response	Changes to Project
110	Is the space outside 533 Great North Rd also a loading bay?	<i>Yes, the space outside 533 Great North Road is also a loading bay, and is being retained.</i>	No changes.
111	Does that location really need a loading bay?	<i>A number of businesses in the area use the loading zone and there is strong support to retain it.</i>	No changes.
112	Mobility parking would be better than loading zone.  Mobility spaces in the area should be reviewed, especially since there is no mobility space outside the doctors' premises at 543 Great North Rd. Currently 1 space is available at the top of Williamson Ave (outside 154-158).	<i>Thank you for your feedback. While mobility parking is outside of the scope of this project, we will forward your concerns onto AT's parking design department for consideration of mobility parks in this area.</i>	Forward to AT Parking Design
113	Is that bit of road not wide enough to allow loading zone for businesses AND 10min parking for shoppers?	<i>No there is not enough space to provide parking and loading side by side. To do so would either remove space from the footpath or require the removal of a traffic lane.</i>	No changes.
114	Concern that it may be a hazard with the loading bay closer to the corner.	<i>The relocation of the loading zone was proposed to make it more accessible. The safety of the location was assessed and it was not considered to be an issue because the intersection is signalised and the radius of the kerb means vehicles turning left out of Tuarangi Rd will clear the end of the bay.</i>	No changes.
115	Clearly sign-post this loading bay so that no unnecessary ticketing occurs.	<i>Thank you for your feedback. We wish to assure you that all of the changes will go through the AT resolution process to ensure they have the correct signage and are enforceable. They will be signposted clearly in line with AT requirements for loading zones.</i>	No changes.
116	There need to be safer crossing points across Dryden St and Richmond Rd and Surrey Cres. There is a push to walk/ride to school and it is not supported by lack of safe crossing points.	<i>Thank you for your suggestion. While additional pedestrian crossing points for these streets (Dryden, Richmond, Surrey) are outside of the financial scope of this project, we have forwarded your concerns onto the AT Traffic Operations team to investigate.</i>	Forward to AT Traffic Ops
117	The loading zone's 8am-6pm Mon-Sun restriction is too wide, and should be reduced to 8am-10am, 5pm-6pm Mon-Fri only.	<i>The loading bay hours coincide with business operating hours, which is when most deliveries occur. The intention is to keep the loading zone hours as similar to the existing ones as possible as there was strong support to retain the loading zone.</i>	No changes.
118	Should be greater traffic calming measures where new signalised crossing meets the pavement outside the fruit shop.	<i>Thank you for your suggestion. Gateway treatments will be painted on-road to raise awareness that vehicles need to slow down.</i>	Gateway treatments will be installed.

## 10. Next Steps

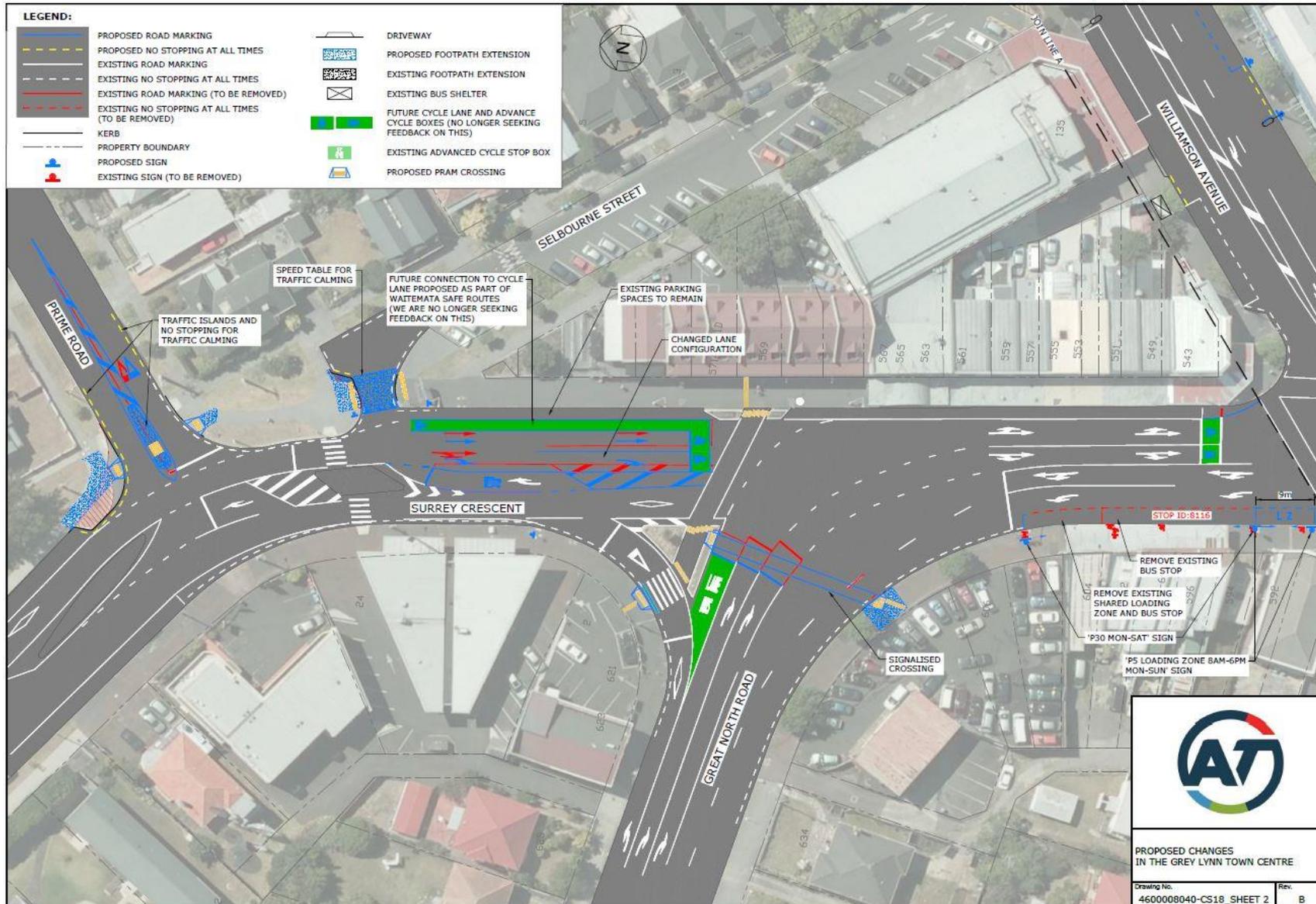
Implementation of the changes is planned to commence in July 2016 and should be completed within a month. Works notification letters will be circulated by AT's selected contractor in advance of works starting.

# Appendix A: Plans as proposed for public feedback

Map 1 of 2



## Map 2 of 2



# Appendix B: Plans for implementation

Map 1 of 2




**FUTURE LAYOUT  
 IN THE GREY LYNN TOWN CENTRE**

Drawing No.	Rev.
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## Map 2 of 2

