

Public Feedback and Decisions Report

Ponsonby Town Centre Improvements Detailed Design Phase



Table of Contents

1. Executive Summary	1
2. Background	3
2.1 Proposed changes to Ponsonby Town Centre	3
2.2 Feedback requested on detailed design elements	4
3. Activities to raise awareness	5
4. Summary of Feedback	6
4.1 Raised table paving material options	6
4.2 Seating options	7
4.3 Bike rack options	9
4.4 Trial planter box tree species options.....	10
4.5 Themes identified in feedback on overall project.....	12
5. Key feedback points and AT responses	13
6. Next Steps	24
Appendix A: Overview maps	25
Appendix B: Design options	32

1. Executive Summary

- Auckland Transport (AT) and the Waitematā Local Board recently requested public feedback on detailed design options to improve Ponsonby Town Centre for pedestrians. The improvements are focused on intersections along Ponsonby Road between Lincoln Street and Pollen Street.
- During November and December 2015 an initial scheme was put out for public consultation. The feedback received was used to finalise the general footpath layouts for the project.
- We invited feedback on the detailed design phase of the project in a second stage of public consultation from Friday 15 July until Sunday 31 July 2016.
- 36 feedback responses were received: 22 via freepost feedback forms returned by post or email, 13 via the online survey and one via the AT ambassadors who delivered consultation material to local businesses.
- Feedback was sought on four detailed design elements that had more than one reasonable option. These are summarised below, along with the levels of submitter support for each option and the themes identified in the comments.
- We also provided information on the paving materials selected for the footpath build-outs, the tree species for the pavement outside 167 Ponsonby Road and the addition of recycling bins to two rubbish bins on Brown and Pollen Streets. Respondents could comment on these elements, as well as on the project as a whole, in the final feedback form question.
- **Paving material for raised table side ramps:** the feedback received was strongly in favour of basalt setts.
 - Basalt setts: 47% strongly support; 25% support; 6% neutral; 0% oppose; 14% strongly oppose; 8% no response.
 - Plain concrete - broom finish: 17% strongly support; 3% in support; 22% neutral; 19% oppose; 8% strongly oppose; 31% no response.
 - Themes identified in the comments: oppose raised tables (2 comments); ambiguity/safety of raised table crossings (2); paving stone durability/safety concerns (2); paving stones as traffic calming (1); no preference (1); suggest other alternative (1).
- **Seating:** respondents demonstrated a preference for traditional park and street benches over the more informal concrete cubes.
 - Park bench: 28% strongly support; 14% support; 22% neutral; 6% oppose; 11% strongly oppose; 19% no response.
 - Street bench: 29% strongly support; 17% support; 14% neutral, 9% oppose; 11% strongly oppose; 20% no response.
 - Concrete cubes: 11% strongly support; 14% support; 8% neutral; 8% oppose; 34% strongly oppose; 25% no response.
 - Themes identified: oppose all/more seating (5 comments); suggest improvements (5); need back support (2); visibility concerns (2); windy seating location (1); out of scope (1).

- **Bike racks:** the feedback demonstrated similar levels of support for both proposed options.
 - Harrogate style: 28% strongly support; 20% support; 22% neutral; 8% oppose; 3% strongly oppose; 19% no response.
 - Sheffield style: 36% strongly support; 8% support; 19% neutral; 6% oppose; 14% strongly oppose; 17% no response.
 - Themes identified: support more bike racks (3 comments); oppose bike racks (2); no preference (2); Sheffield style tidy/efficient (2); Harrogate style tidy/safe (2); proximity of racks to kerb (1).

- **Tree species for the Mackelvie Street trial planter boxes:** respondents showed a strong preference for pōhutukawa trees.
 - Cabbage tree: 17% strongly support; 8% support; 14% neutral; 11% oppose; 25% strongly oppose; 25% no response.
 - Pōhutukawa tree: 50% strongly support; 17% support; 8% neutral; 0% oppose; 8% strongly oppose; 17% no response.
 - Themes identified: cabbage trees unattractive/high maintenance (8 comments); dislike both/prefer other species (7); safety/visibility concerns (4); pōhutukawa trees boring/oversized/high maintenance (3); oppose more trees (2); current tree boxing unsafe (1).

- **Other comments on the Ponsonby Town Centre Improvements project:**
 - Themes identified: want more parking/loading zones (5); suggest improvements to design (4); out of scope (4); general opposition to proposal/process (3); general support for proposal/process (3); specific crossings poorly located (3); drinking/mess-making concerns (2); traffic congestion due to build-outs (2); poor/ unsafe bus stop design (2); general safety/mobility concerns (1).

As a result of the feedback received on the detailed design proposal, AT and the Waitemātā Local Board have decided to:

- use basalt setts to pave the side ramps of the new raised tables and exposed concrete for the table tops
- install a mix of park and street benches on the new footpath build-outs
- install Harrogate bike racks on the new footpath build-outs
- plant pōhutukawa trees in the new trial planter boxes on the central flush median on Mackelvie Street for the trial period of 6-12 months
- remove the existing pedestrian refuge crossing just north of the Brown Street/Ponsonby Road Intersection instead of relocating it south of this intersection.

2. Background

Auckland Transport (AT) and the Waitematā Local Board are proposing several changes to Ponsonby Town Centre to improve the area for pedestrians. The changes are aimed at creating a safer, more appealing environment for pedestrians, improved pedestrian connectivity across the roads and space for street furniture or other amenities. It will also help slow down vehicles turning into and out of side streets.

The proposal forms part of the implementation of Auckland Council's Ponsonby Road Plan and is funded by the Waitematā Local Board's transport capital expenditure fund and AT. The project is being delivered by AT.

2.1 Proposed changes to Ponsonby Town Centre

Feedback from the first stage of consultation, carried out in November 2015, was used to finalise the general footpath layouts for the project. Based on this feedback, we proposed several improvements on intersections along Ponsonby Road between Lincoln Street and Pollen Street. These are summarised below.

- Installation of new raised tables and footpath build-outs on the corners of 8 side streets along Ponsonby Road (Lincoln, Collingwood, Anglesea, Norfolk, Douglas, Brown, Mackelvie and Pollen Streets). New street furniture will be installed on the footpath build-outs.
- Upgrades to street lighting along Ponsonby Road between Collingwood and Pollen Streets.
- Relocation of 3 pedestrian refuge crossings (near Norfolk, Brown and Mackelvie Streets).
- Addition of 2 pedestrian refuge crossings on Ponsonby Road (at the intersections of Douglas and Pollen Streets).
- Relocation of a bus stop into the traffic lane on Ponsonby Road (near Collingwood Street).
- Installation of an additional raised table, footpath build-out and strip of coloured surface on Mackelvie Street.
- Installation of a new central flush median with trial planter boxes on Mackelvie Street.
- A net gain of 4 on-street car parking spaces. We originally proposed to gain 8 new on-street parking spaces, however, additional footpath build-outs on Pollen Street resulted in the loss of 2 spaces. A further 2 car parking spaces have been lost through extension of the yellow broken lines in front of the existing bus stop between Brown Street and Richmond Road.

For further information on the first stage of consultation and the public feedback and decisions report, see <https://at.govt.nz/media/1819275/ponsonby-rd-public-feedback-and-decisions-report.pdf>

2.2 Feedback requested on detailed design elements

As part of the detailed design phase, AT and the Waitemātā Local Board sought to provide businesses and property owners with the opportunity to influence their local streetscape and to identify the most popular options for each design element.

During this stage of the consultation, feedback was invited from local businesses and property owners on the four design elements of the proposal for which there was more than one reasonable option. We also provided information on three additional elements for which there was only one reasonable option, but did not specifically seek feedback on these.

The seven design elements included in this consultation and the proposed options for each are outlined below.

Paving materials for the footpath build-outs

- Asphalt was proposed for Ponsonby Road and concrete for most of the side streets to match the existing paving in each area.

Paving materials for the raised table side ramps

- Option A was top of table paved with exposed concrete and side ramps paved with basalt setts.
- Option B was top of table paved with exposed concrete and side ramps paved with plain concrete (broom finish).

Street seating

- Option A was a park bench, described as a cast iron and hardwood bench with natural wax finish; includes a back rest; durable and easy to maintain.
- Option B was a street bench, described as a cast iron and hardwood bench with natural wax finish; does not have a back rest; durable and easy to maintain.
- Option C was concrete cubes, described as a set of two or three basalt concrete cubes (size – 500mmx550mm); good for informal social seating; fits well into the limited space at the intersections; durable and easy to maintain.

Bike racks

- Option A was Harrogate style, described as easy to use, low maintenance and looks good. Easy to lock bike frame to, but difficult if you want to lock both wheels (size – 350mm width). Existing bike racks located on Ponsonby Road are in this style.
- Option B was Sheffield style, described as easy to use, low maintenance and looks good. Complete bike frame can be secured to stand (size – 800mm width).

Tree species for Mackelvie Street trial planter boxes

- Option A was a cabbage tree, described as a hardy species that has low maintenance requirements.
- Option B was a pōhutukawa tree, also described as a hardy species that has low maintenance requirements.

Tree species for outside 167 Ponsonby Road (close to Collingwood Street)

- A tānekaha tree was proposed to match existing trees on Ponsonby Road.

Recycling bins on Brown Street and Pollen Street

- Recycling bin additions were proposed to two existing rubbish bins.

See Appendix A for the overview maps of Ponsonby Rd and eight side streets.

See Appendix B for the street furniture, side ramp paving material and planting design options.

3. Activities to raise awareness

The detailed design feedback period ran from Friday 15 July to Sunday 31 July 2016.

We carried out a range of activities to raise awareness of the proposal.

- A total of 172 letters, plans and freepost feedback forms were sent to 101 property owners and 71 business occupiers along Ponsonby Road between Lincoln Street and Pollen Street.
- The consultation material was hand delivered to all businesses close to planned intersection improvements along Ponsonby Road and Mackelvie Street. Businesses were requested to provide their business details confirming that they have received consultation material.
- Consultation material was emailed to the Ponsonby Business Association (PBA) and additional printed copies were posted to them.
- Information was posted on the Waitemata Local Board Facebook page and on Neighbourly.
- A project webpage and an online feedback form were set up at <https://at.govt.nz/haveyoursay>
- The online feedback form was mentioned in the business/property owners' letter as an alternative to the freepost feedback form.

4. Summary of Feedback

AT received 36 feedback responses: 22 via freepost feedback forms returned by post or email, 13 via the online survey and one via the AT ambassadors who delivered consultation material to local businesses.

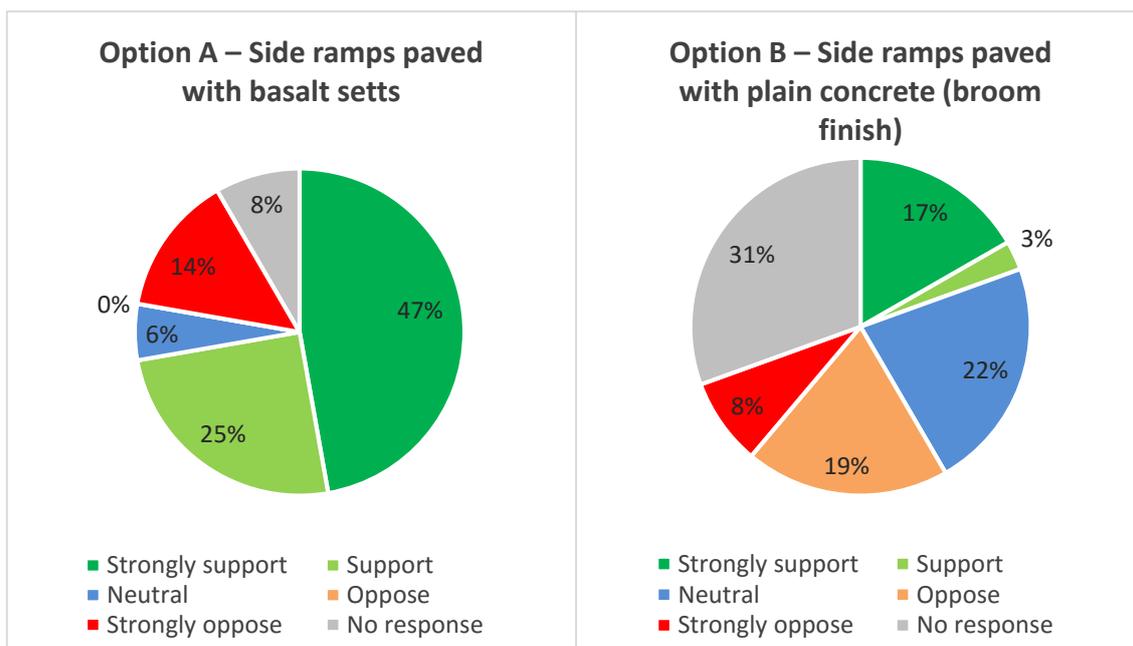
The feedback forms were split into sections for each design element being considered. Submitters were asked to rank their support for each design option from 'strongly support' to 'strongly oppose'. They were also asked if they had any additional comments on the options. In the fifth section, submitters were asked if they had any other comments on the project. Feedback from the comments was grouped into common themes for each section.

4.1 Raised table paving material options

Submitters were asked "Which raised table paving material option do you prefer?" and invited to give comment on the two raised table paving material options.

See Appendix B for further information on these options.

Support/oppose feedback comparison

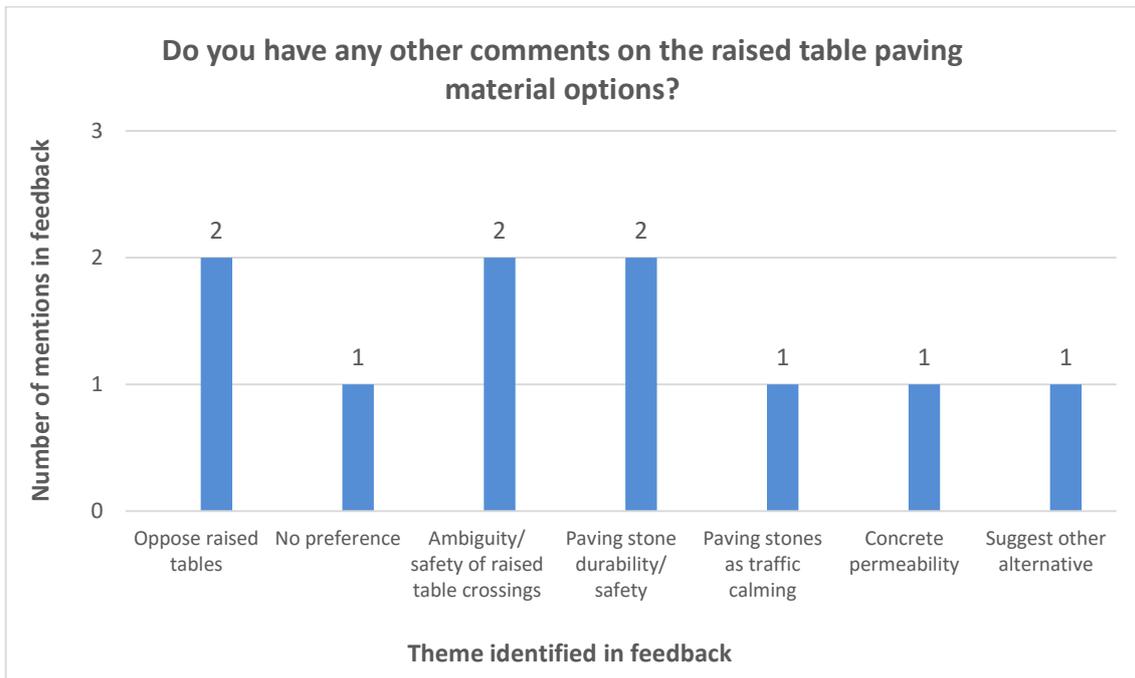


Base of 36 responses.

Overall, basalt setts were much more popular than plain concrete as a paving material for the raised table side ramps, with 72% of submitters supporting this option and only 14% opposed. In comparison, only 20% of submitters supported the plain concrete option, while 27% opposed it.

Respondents strongly favoured the basalt setts option. As a result, AT and the Waitematā Local Board will use basalt setts to pave the side ramps of the new raised tables and exposed concrete to pave the table top.

Themes identified in open-ended feedback



Base of 36 responses; responses could apply to more than one theme so were counted for each.

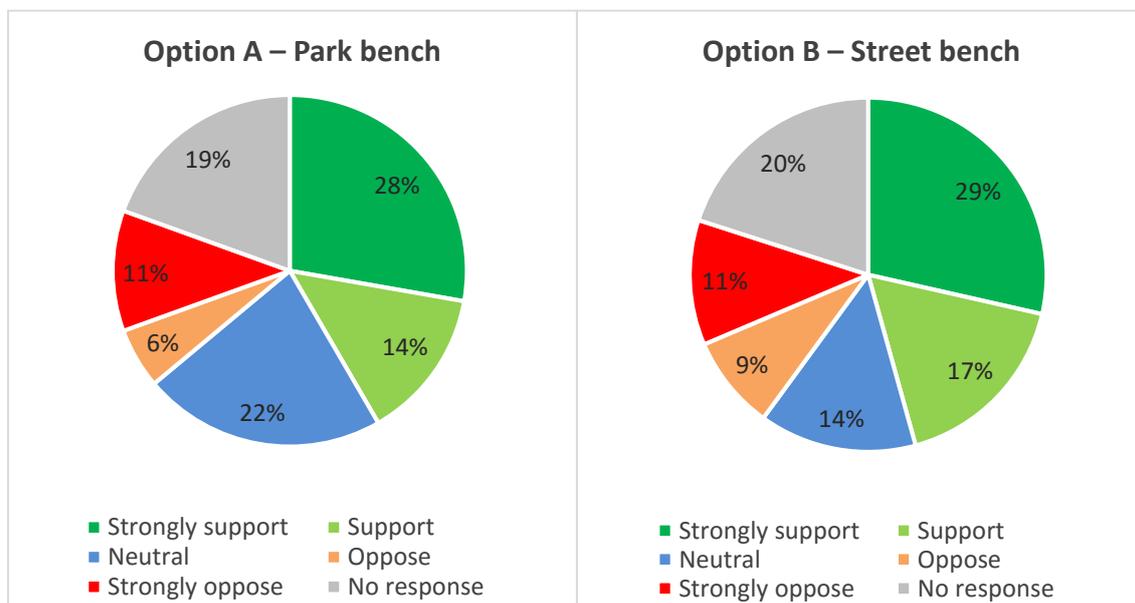
Please see section 5 for further information on these themes and for AT responses.

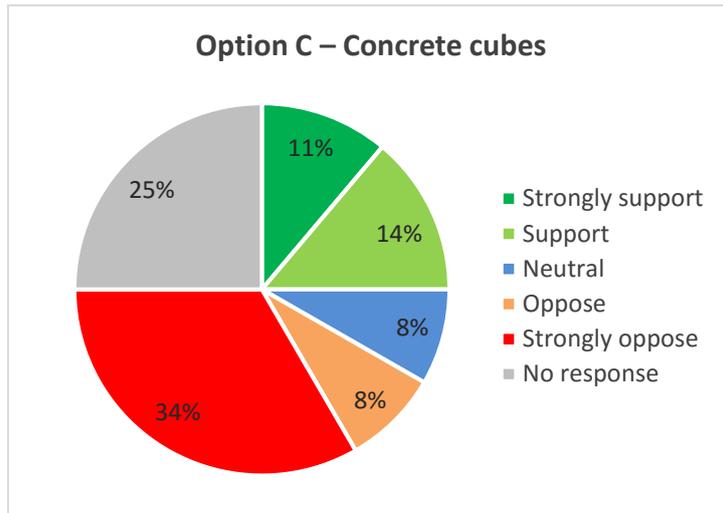
4.2 Seating options

Submitters were asked “Which seating option do you prefer?” and invited to give comment on the three seating options.

See Appendix B for further information on these options.

Support/oppose feedback comparison



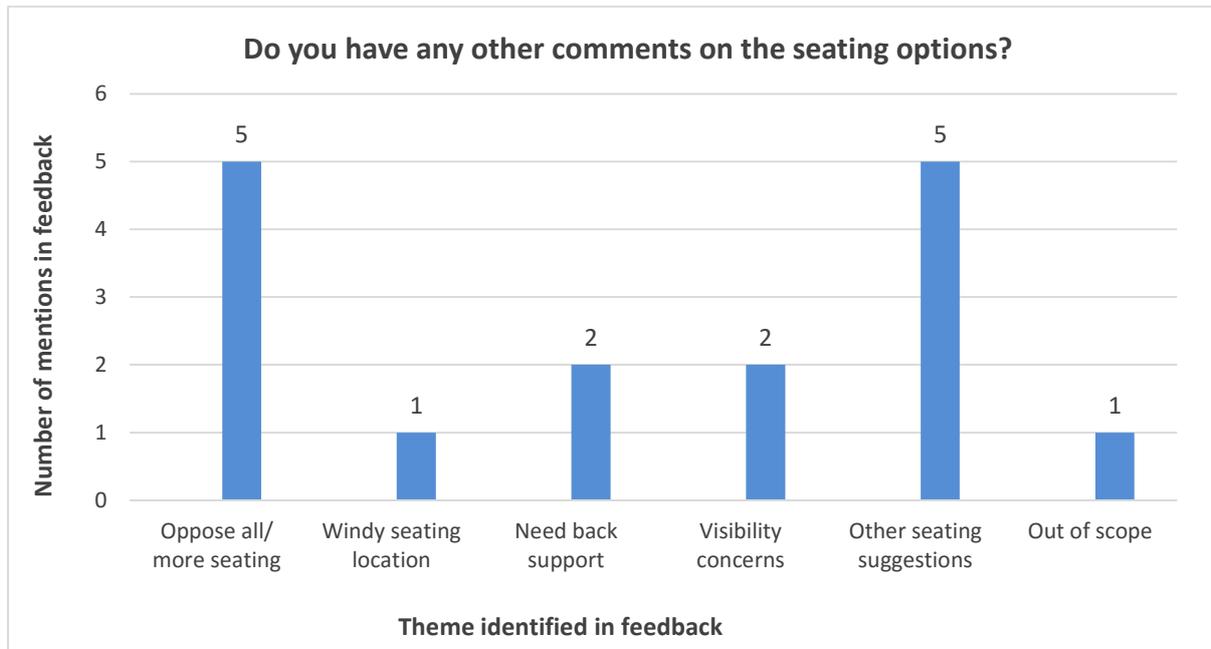


Base of 36 responses.

The park and street bench options were similarly popular among submitters, while concrete cubes were the least popular. 42% and 46% of submitters supported the park and street bench options respectively. In contrast, only 25% were in favour of the concrete cubes. Park benches were opposed by 17% of submitters, street benches by 20% of submitters, while 42% opposed the concrete cubes option.

As the park and street bench options received similar levels of support from respondents, AT and the Waitemātā Local Board have decided to install a mix of these two types of seating. Concrete cubes was the least preferred option among respondents and will therefore not be installed.

Themes identified in open-ended feedback



Base of 36 responses; responses could apply to more than one theme so were counted for each.

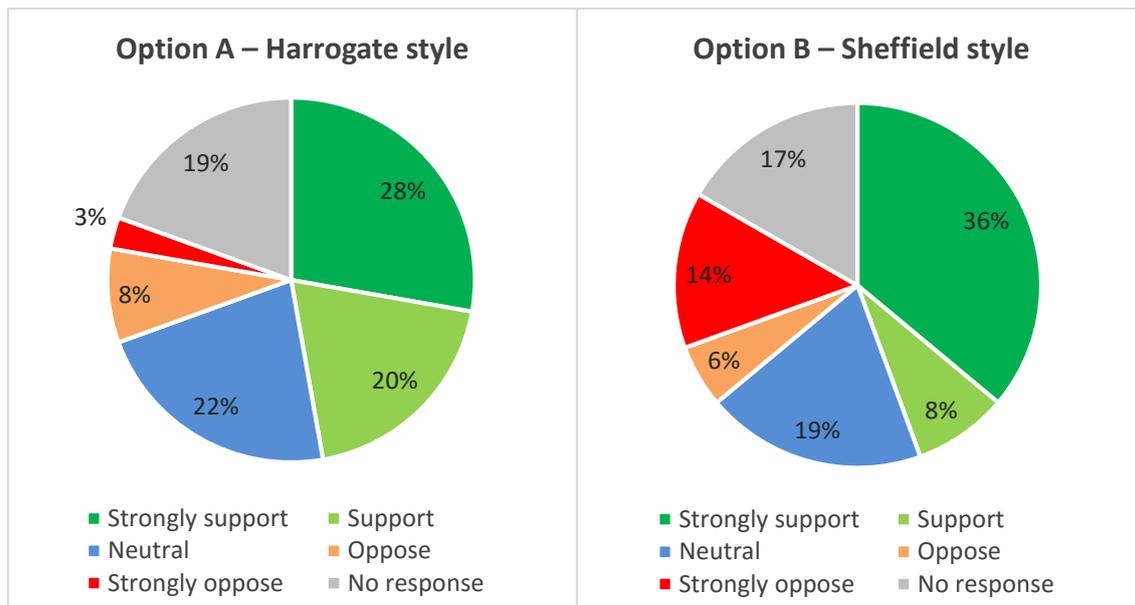
Please see section 5 for further information on these themes and for AT responses.

4.3 Bike rack options

Submitters were asked “Which bike rack option do you prefer?” and invited to give comment on the two bike rack options.

See Appendix B for further information on these options.

Support/oppose feedback comparison

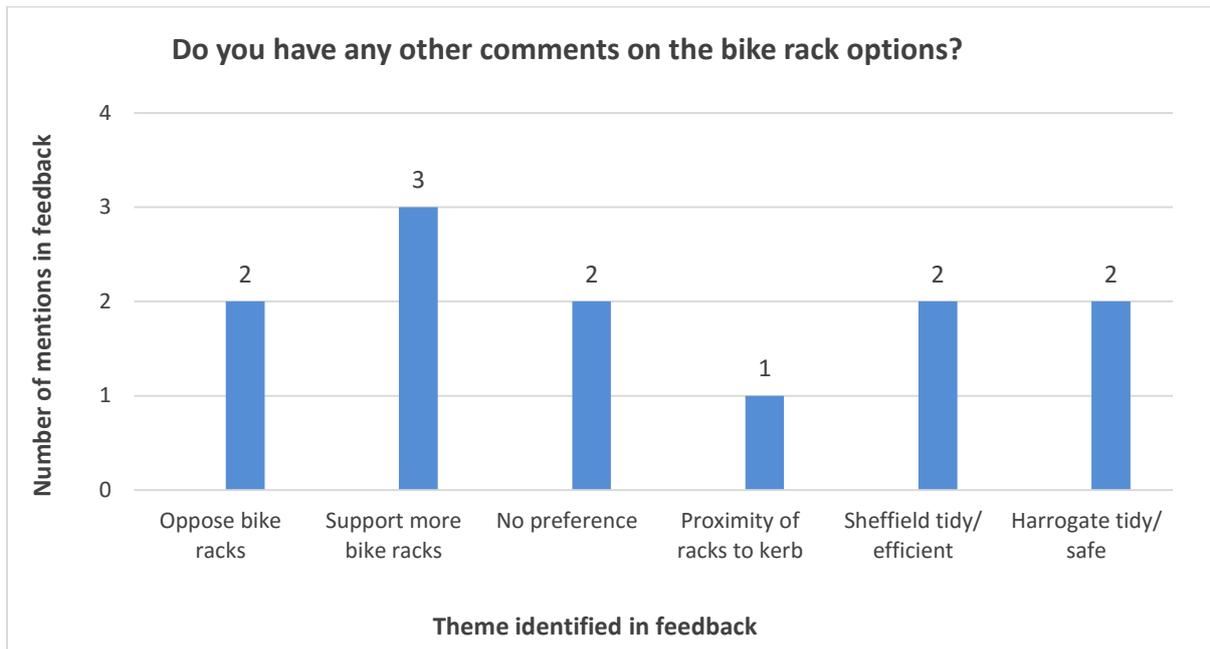


Base of 36 responses.

There was no clear preference for either bike rack style with 48% of submitters supporting the Harrogate style and 44% supporting the Sheffield style. A greater number of submitters showed strong support for the Sheffield style (36% compared to 28% for Harrogate), but more were also opposed to the Sheffield (20%) than to the Harrogate (11%) style bike rack.

As the Harrogate style rack takes up less footpath space and matches existing bike racks along Ponsonby Road, AT and the Waitemata Local Board have decided to install Harrogate racks.

Themes identified in open-ended feedback



Base of 36 responses; responses could apply to more than one theme so were counted for each.

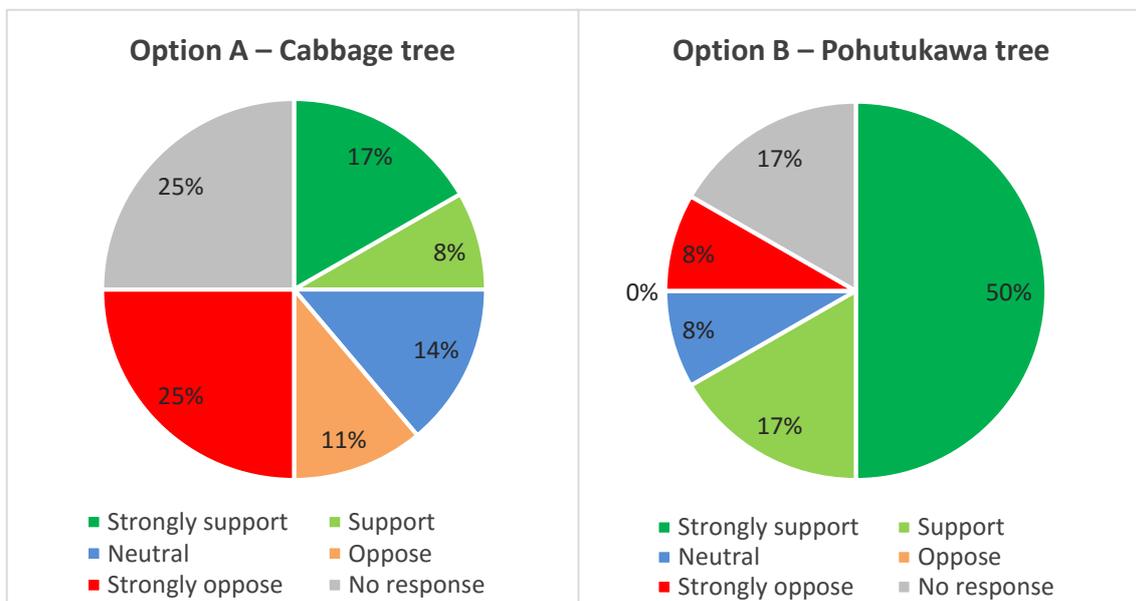
Please see section 5 for further information on these themes and for AT responses.

4.4 Trial planter box tree species options

Submitters were asked “Which tree species option for Mackelvie Street (trial planter boxes) do you prefer?” and invited to give comment on the two tree species options.

See Appendix B for further information on these options.

Support/oppose feedback comparison

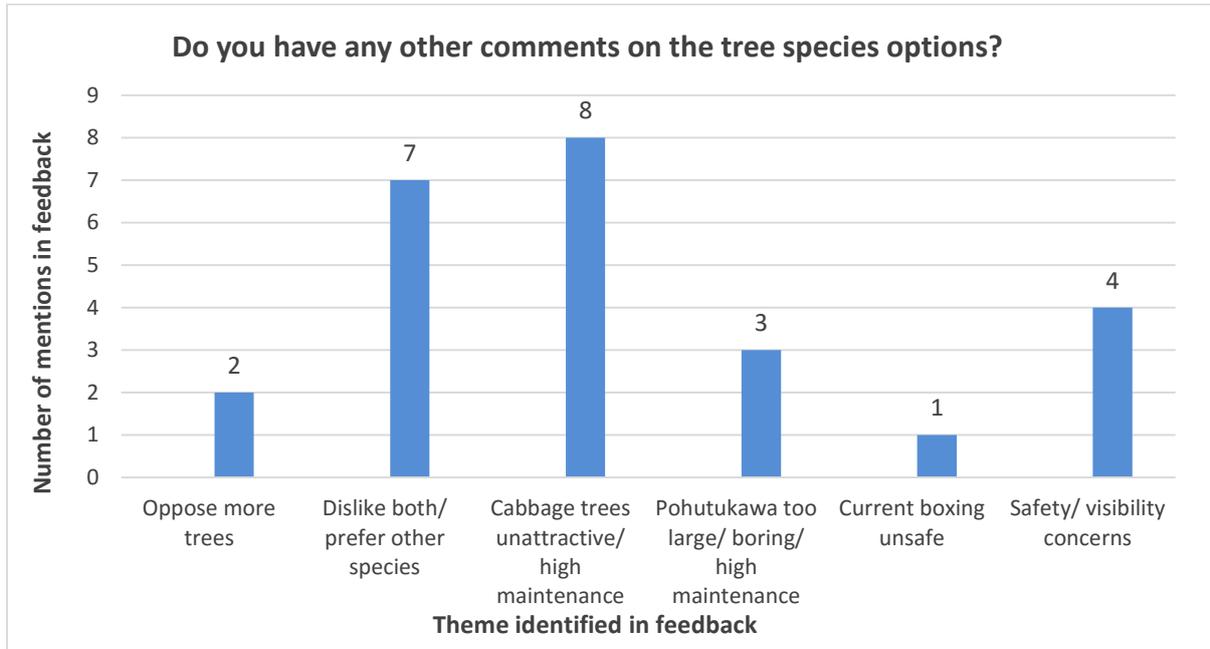


Base of 36 responses.

Pōhutukawa trees were a much more popular choice for the Mackelvie Street trial planter boxes. A total of 67% of respondents supported this option, with 8% opposed to it. In contrast, only 25% of submitters supported the cabbage tree option while 36% opposed it.

As pōhutukawa trees were strongly favoured by respondents, AT and the Waitematā Local Board will use these in the Mackelvie Street planter boxes for the trial period of 6-12 months.

Themes identified in open-ended feedback

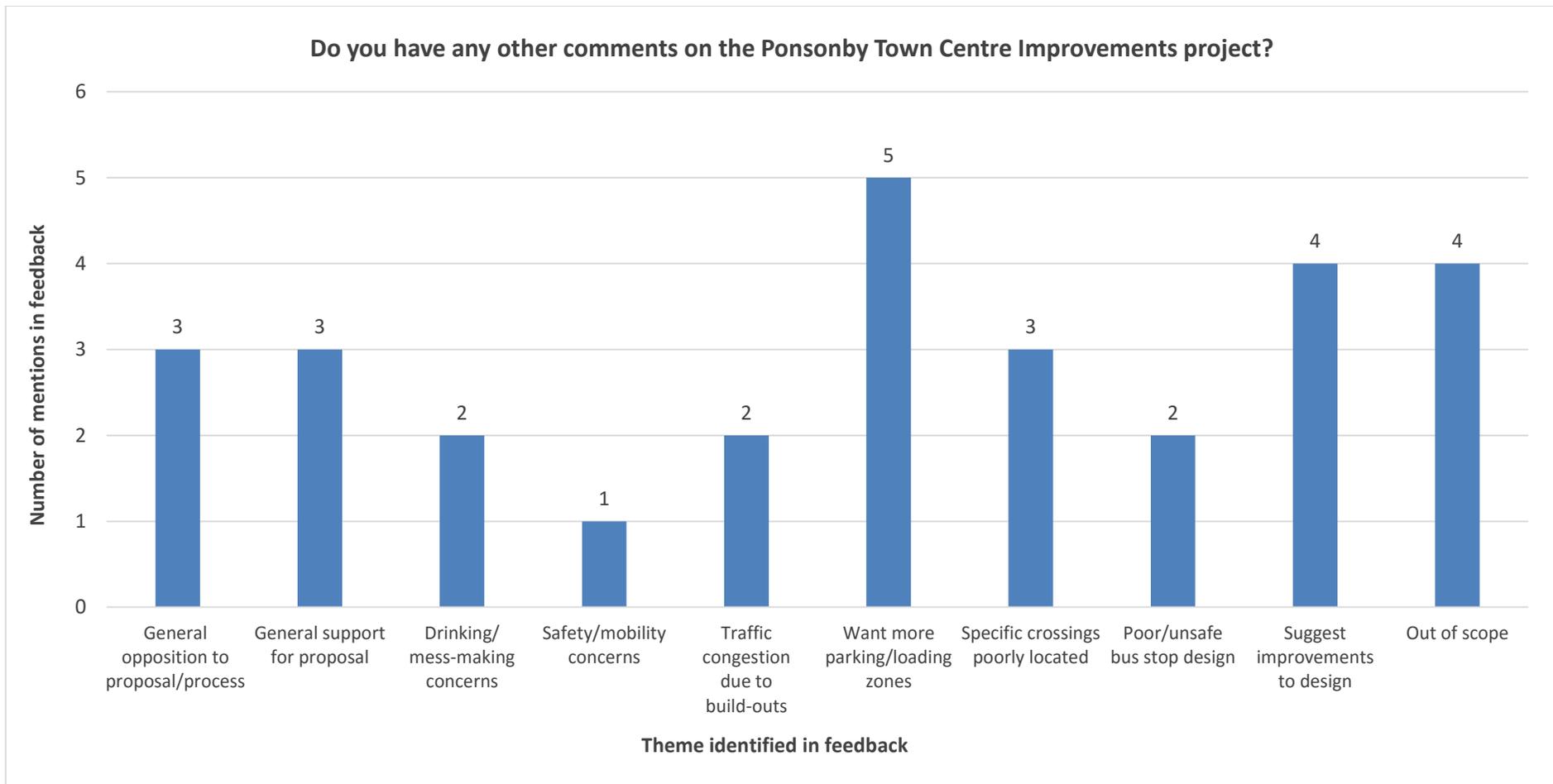


Base of 36 responses; responses could apply to more than one theme so were counted for each.

Please see section 5 for further information on these themes and for AT responses.

4.5 Themes identified in feedback on overall project

In the final section of the feedback form, submitters were asked if they had any other comments on the project.



Base of 36 responses; responses could apply to more than one theme so were counted for each.

Please see section 5 for further information on these themes and for AT responses.

5. Key feedback points and AT responses

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
Raised table paving material options					
1	Oppose raised tables	2	<p><i>"Just creates an area for derelicts and drunks to loiter"</i></p> <p><i>"I do not see the point at all!!!"</i></p>	<p>The proposal for raised tables at the intersection was part of the previous feedback round where 78% of respondents supported the project.</p> <p>The purpose of the raised tables is to improve pedestrian connectivity across these roads and help slow down vehicles turning into and out of the side streets; slower vehicles will create a safer, more appealing environment for pedestrians.</p>	No change
2	No preference	1	<i>"Either is good"</i>	Thanks for your comments.	No change
3	Ambiguity/ safety of raised table crossings	2	<p><i>"Need to communicate to people that these are not pedestrian crossings. The Three Lamps crossing is ambiguous and I have witnessed some close calls."</i></p> <p><i>"Please ensure pedestrians know that vehicles have right of way when crossing a street"</i></p>	<p>The following measures will be included to show pedestrians that they are entering the road environment and do not have right of way over vehicles:</p> <ul style="list-style-type: none"> * The pavers are only being used for the ramps of the tables, not the top of the tables where pedestrians walk. The top of the table will be a concrete finish that is clearly visually different from the footpath. * The raised kerb that indicates the edge of the footpath will not be removed so there will still be a kerb between the footpath and the raised table. However, it will be level with the footpath and raised table. * There will be tactile pavers at the edge of the road. <p>In addition to these physical measures, AT will monitor</p>	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
				the situation to see if further measures are required e.g. signs or markings.	
4	Paving stone durability/ safety	2	<p><i>"Paving material has to withstand heavy (10-tonne) trucks that deliver goods to bars etc. down the side streets. Hence solid concrete is ideal otherwise loose paving stones will be a pedestrian hazard."</i></p> <p><i>"An uneven surface is difficult to manage for accessibility and those with mobility concerns. Also with time the unevenness tends to degrade further."</i></p>	The pavers are large and unlikely to be disturbed. They are also only being installed on the raised table side ramps, not the top of the tables where people will walk over.	No change
5	Paving stones as traffic calming	1	<i>"As a traffic calming device the cobbles will reinforce this."</i>	Yes, we agree.	No change
6	Concrete permeability	1	<i>"Can we include permeable options or grass edges to aid rain and water pressure on our storm water system. Also will stop trash going to our oceans via drains."</i>	We are upgrading a small section of each intersection. The area required for a functional rain garden would be greater than the additional areas we are creating.	No change
7	Suggest other alternative	1	<i>"What about red chip like on zebra crossings as in Line Road, Glen Innes"</i>	This may give the impression that pedestrians have priority over vehicles, which is not what we want to achieve.	No change
Seating options					
8	Oppose more seating	5	<p><i>"Dumb idea!"</i></p> <p><i>"I strongly oppose seating increasing on Ponsonby Road... Seating will provide more places for 'pre-drinking'"</i></p> <p><i>"Encourages loiterers and a nice seating area for all the late night drunks from bars."</i></p>	<p>Seating is proposed to provide a resting place for elderly and less able visitors, as well as providing a day time resting and meeting spot for all visitors to the area.</p> <p>When we sought community feedback on the designs in late 2015, there was a lot of support for the proposal (63% of respondents) and as a result the decision to progress the design was made. You can find out more information at https://at.govt.nz/projects-</p>	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
				roadworks/ponsonby-road-pedestrian-improvements/#background Please report incidents of anti-social behaviour to the Police when they occur.	
9	Windy seating location	1	<i>"Most of the year the Norfolk Street/Ponsonby Road intersection is a wind tunnel, much more than the others - other than Collingwood. People do not stop for that reason. Even the seat on Anglesea Street corner does not get used very often because of the wind, it is not pleasant."</i>	Concrete cubes, as proposed for the Norfolk Street/Ponsonby Road intersection, were the least favoured by respondents and will not be installed. No other seating type has been proposed for this location. Park/street benches will be installed at the Collingwood and Anglesea Street intersections with Ponsonby Road. These seats capitalise on a view shaft to the city and will still be attractive in summer, and on the many days per year when the wind is not strong or comes from a different direction.	No seating will be installed at the Norfolk Street/Ponsonby Road intersection
10	Need back support	2	<i>"Please place traditional park benches with backs for support. These are necessary for people who want support when they sit down. If you have a physical impairment, or are elderly, this form of seating is essential."</i>	As both park and street bench seats have pros and cons, and were equally supported by respondents, we are installing a mix of the two seats. Concrete cubes were the least favoured by respondents and will not be installed.	No change
11	Visibility concerns	2	<i>"The backless ones (options B [street bench] and C [concrete blocks]) would block cars' lines of site less than option A [park bench]."</i>	The seats will be positioned so they do not block sightlines for vehicles.	No change
12	Other seating suggestions	5	<i>"Add some colour/life to the concrete blocks. Make them colourful and inviting. Enhance the community."</i> <i>"Option C [concrete blocks] is more 'Ponsonby'."</i> <i>"Investigate placement of park bench on Mackelvie"</i>	Concrete cubes were the least favoured by respondents and will not be installed. Park or street benches will instead be installed at some locations (where space permits). However, fewer seats will be installed overall than were originally proposed. A park bench will be installed at the north-western	A park bench will be installed at the north-western corner of Mackelvie Street.

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
			<p><i>Street/corner of Mackelvie Street/Ponsonby Road"</i></p> <p><i>"A mix of the first two [park and street benches] would be great."</i></p> <p><i>"Make sure they are not too big, the chairs always feel like they are designed for big men, women can't sit with their feet touching the ground and end up deep in the bench."</i></p>	<p>corner of Mackelvie Street.</p> <p>Yes we agree, we are proceeding with a mix of the park and street benches.</p> <p>Seats are designed to comply with international accessibility standards (NZS 4121 13.5.2) to ensure they are usable.</p>	
13	Out of scope	1	<i>"How about CCTV cameras overhead!"</i>	CCTV cannot be provided within the project budget. However, if you feel strongly about including CCTV, then please raise a request with the Ponsonby Business Association to install them.	No change
Bike rack options					
14	Oppose bike racks	2	<i>"I don't agree or see the point or believe that they will be used enough to warrant the cost or the loss of car parks that will have to be removed."</i>	As a result of the project, there will be an overall increase of four car parks along or near Ponsonby Road. Where car parks have been lost they have been gained in nearby locations.	No change
15	Support more bike racks	3	<p><i>"Make room for lots of bikes. Encourage more bike use. Lots of bikes locked to sign posts at the moment."</i></p> <p><i>"More the merrier"</i></p>	Thanks for your support. We will install 13 bike racks at various locations on the footpath build-outs.	No change
16	No preference	2	<i>"Either option is ok, what best suits the location."</i>	Thanks, we received similar levels of support for each option. We will install Harrogate style racks because they take up less footpath space and are consistent with existing bike racks on Ponsonby Road.	No change
17	Proximity of racks to kerb	1	<i>"Please site them far enough away from the kerb so our bikes don't have the risk of going over the kerbside when parked."</i>	Yes, we will ensure this doesn't happen.	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
18	Sheffield tidy/ efficient	2	<i>"Harrogate style always end up with bikes falling down hanging by their chain, taking up more space than if it had just been a Sheffield rack in the first place."</i>	Thanks, we received similar levels of support for each option, including comments in opposition to the Sheffield stand. We will install Harrogate style racks because they take up less footpath space and are consistent with existing bike racks on Ponsonby Road.	No change
19	Harrogate tidy/ safe	2	<i>"[Harrogate] is better allowing better mobility of bikes and persons around the adjoining area. [Sheffield] is a hazard style design making getting bikes and bodies out ungainly and risky."</i>	Thanks, we received similar levels of support for each option. We will install Harrogate style racks because they take up less footpath space and are consistent with existing bike racks on Ponsonby Road.	No change
Mackelvie Street trial planter box tree species options					
20	Oppose more trees	2	<i>"Already lots of trees in the area." "I do NOT want planter boxes in Mackelvie Street"</i>	Trees have many benefits such as providing shade, pleasing views and softening the urban environment. They can also assist in the reduction of traffic speeds. The trial planter boxes on Mackelvie Street are for 6-12 months only. Their impact on traffic speeds and the visual appeal of the environment will be assessed before a final decision is made.	No change
21	Dislike both/ prefer other species	7	<i>"How do we support the Tanekaha option if you don't give us the tick box option to do so??" "Prefer low-lying planting" "Neither of the above... I would suggest Nikau Palms." "Neither pōhutukawa nor cabbage trees are a suitable"</i>	The reference to Tanekaha in the information material was to explain that a Tanekaha tree is being planted outside 169 Ponsonby Road. It is a native species and has been selected because we have already planted it at other locations along Ponsonby Road. The trees will grow to have long trunks and a raised canopy (above head height), so they will not obstruct views. The proposal is only a trial to assess the suitability of a permanent planter island (trial period 6 -12 months). If the trial is successful, we will consider your suggestions	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
			<i>selection for urban use... [suggest a number of alternative species such as tanekaha, titoki, olive, silver birch, lacebark or palm trees]"</i>	for other tree species during the design of a permanent planted island.	
22	Cabbage trees unattractive/ high maintenance	8	<p><i>"Cabbage trees are very messy dropping their leaves all the time and prone to bugs eating them."</i></p> <p><i>"Cabbage trees end up looking straggly"</i></p> <p><i>[Cabbage tree fronds] are slippery, and may be a cause of poor braking of vehicles leading to accidents.</i></p>	Pōhutukawa trees were strongly preferred to cabbage trees, so cabbage trees won't be installed in the planters.	No change
23	Pōhutukawa too large/ boring/ high maintenance	3	<p><i>"So bored of pōhutukawa planter boxes ... They're uninteresting trees when little."</i></p> <p><i>"Pōhutukawa grow too large"</i></p> <p><i>"Pōhutukawa are bushy low down and will compromise safety, impeding car's visibility of pedestrians crossing Mackelvie Street at the intersection with Ponsonby Road...Pōhutukawa roots are very destructive of masonry and concrete - look at the footpaths and roads throughout Auckland raised and cracked by the roots of growing trees. They are high maintenance - always dropping stuff - leaves, flowers or nuts, all of which block drains and spouting."</i></p>	<p>Pōhutukawa trees were strongly supported by respondents.</p> <p>The trees will be kept fairly small by being in a planter box.</p> <p>The trees will grow and be pruned to have long trunks and a raised canopy (above head height), so they will not obstruct views.</p> <p>The trees will be in planter boxes so roots will be contained.</p> <p>Debris drop should be minimised because the trees will be kept fairly small by being in a planter box. Also much of the debris dropped will land in the planter box.</p>	No change
24	Current boxing unsafe	1	<i>"Having trouble with tree and boxing surround as customers trip over it - want to know if tree is part of redevelopment and will there be a redesign?"</i>	Thanks for bringing this to our attention. The boxing will be removed as part of this project.	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
25	Safety/visibility concerns	4	<p><i>"Any planting should be low lying to both provide visual connectivity across the street and to provide safe crossing points..."</i></p> <p><i>"They are a danger to motorists (visual impediment, and collision threat) and to pedestrians who try to walk between them when crossing the road (and may collide with vehicles they didn't see)."</i></p>	The trees will grow and be pruned to have long trunks and a raised canopy (above head height), so they will not obstruct views.	No change
Other comments on Ponsonby Town Centre Improvements project					
26	General opposition to proposal/ process	3	<p><i>"The whole consultation time and process has been extremely brief - why is this?...[I do] not support additional footpaths."</i></p> <p><i>"I was not going to put in a submission but I still believe we should be much more careful when we spend public money."</i></p> <p><i>"Yeah the designs are not for a hopeful future of Ponsonby...Auckland more unliveable thanks to the design."</i></p>	<p>We have requested community feedback on this project on two occasions over the last 12 months. The first feedback period took place in late 2015 and was three weeks long.</p> <p>This second round of consultation was on detailed design and was targeted to businesses and property owners close to the intersection improvements. Others who were interested were given the opportunity to provide feedback online. The feedback period ran from Friday 15 July to Sunday 31 July.</p> <p>When we sought community feedback on the designs in late 2015, there was a lot of support for the proposal (63% of respondents) and as a result the decision to progress the design was made. You can find out more information at https://at.govt.nz/projects-roadworks/ponsonby-road-pedestrian-improvements/#background</p>	No change
27	General support for proposal	3	<i>"Look forward to the upgrade!"</i>	Thank you.	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
28	Drinking/ mess-making concerns	2	<i>"The biggest issues facing Ponsonby Road are ... the impact of after-hours drinking on residents and surrounding businesses. All my shops have been affected by the drunkard after-hours behaviour, smashed shop windows (two in the last 6 months), smashed bottles all up the drive ways every week, vomit and defecation - all are regular occurrences."</i>	Please report these incidents to the Police when they occur. We have forwarded your concerns to the Waitemata Local Board, which is better positioned to look at a range of solutions to address the problem.	No change
29	Safety/ mobility concerns	1	<i>"[The designs] do not reflect the increasing requirements for accessibility and an aging population. In most cases safety has been ignored..."</i>	By building out the footpaths around the intersections we have created more space for street furniture, and have been able to keep the footpath free of street furniture. This will make the footpath more accessible and easier to navigate. The raised tables will also provide a level surface at crossings, helping pedestrians to cross the road more easily.	No change
30	Traffic congestion due to build-outs	2	<i>"A bit concerned that the build-outs are going to create congestion at entrance/exit of streets due to smaller area to get vehicles in and out - especially trucks and SUVs. Already problematic with wider street entrances, as is."</i> <i>"I am worried about traffic build-up and safety issues when [delivery trucks] are going to have to double park because the new plan is leaving them no other options... One of your staff suggested they stop in [the side] street which would completely block off the traffic. I am really surprised that this corner option was not better considered given the number of businesses that receive deliveries from large trucks. It will become dangerous for traffic and pedestrians."</i>	The build-outs will make vehicles slow down when approaching the intersections, which should make it safer for vehicles and pedestrians. The design meets design guidelines for such a location, which consider the vehicles likely to use each intersection. Our design should not increase any instances, or encourage more instances, of illegal double parking.	No change
31	Want more parking/ loading zones	5	<i>"Some businesses want more parking spaces for workers as well as public."</i>	This is not a parking project; it is a project to improve the area for pedestrians. However, as a result of the project, there will be an increase of four car parks along	No change

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
			<p>"Parking... x200"</p> <p>"Currently our delivery truck parks on the yellow lines on the corner of Norfolk and Ponsonby to drop off our deliveries which are between 9 and 20 large cartons at a time. They have done this safely for 16 years. I have enclosed the map you gave us which shows there is nowhere at all for the truck to now pull over, I have pointed this out previously along with another business, whose trucks park on the other corner. "</p>	<p>or near Ponsonby Road.</p> <p>Our design should not increase any instances, or encourage more instances, of illegal parking on yellow lines. Parking in the location described would block visibility of vehicles using the side street and could create safety issues.</p>	
32	Mistake on plan (parking)	1	<p>"The existing road layout has four carparks less than that shown (three outside Lot 3 and one outside the new development on the opposite side of the street are not actual parking spots). There is also a loading zone in front of [the] shops on Mackelvie Street (marked in red) [submitter has replaced two carparks with loading zone on plan]."</p>	<p>Thanks for pointing this out, we have amended our plans.</p>	No change
33	Specific crossings poorly located	3	<p>"The new crossing from Brown Street looks like it is directly in front of my shop or my neighbour. I have consented use of the kerbside area in front of my shop and we have the Telecom cable box. Can you confirm exactly where the new crossing will be?"</p> <p>"Regarding Brown Street: Why are you placing a "Pram Crossing" on Ponsonby Road when there is a set of traffic lights 20 metres away? ...It will put people and drivers at risk for no reason as well as disrupt traffic flow when it is already constrained and problematic."</p>	<p>We agree this crossing would interfere with the footpath area outside your business. There is no suitable location to relocate this crossing between Brown Street and Richmond Road, therefore, we will not install a pedestrian refuge crossing between Brown Street and Richmond Street. The existing crossing just north of Brown Street will still be removed. Pedestrians can use the existing signalised crossing near Richmond Road and the proposed new pedestrian refuge crossing near Douglas Street to cross this stretch of Ponsonby Road. These two crossings are approximately 100m apart.</p> <p>The pedestrian refuge crossing was proposed to accommodate pedestrian desire lines to cross near the Brown Street intersection. However, due to the issue raised above, we have decided not to install this new crossing.</p>	<p>Proposed pedestrian refuge crossing south of Brown Street will not be installed.</p>

No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
			<p><i>"As proposed, the location of the raised table [on Mackelvie Street - labelled "New coloured calcined bauxite surfacing" on plan] would connect vehicular access with vehicular access, this is confusing and unsafe for pedestrians. We support a raised table in the location shown on the attached plan [submitter has drawn new raised table on plan]. This location would connect our pedestrian laneway with the pedestrian laneway on the opposite side of the street."</i></p>	<p>This is not a raised table: it will be painted only and will remain level with the road. The painting is to create the visual appearance of a speed table to slow down vehicles. It is also to indicate to vehicles where pedestrians are likely to cross.</p> <p>Please note that this is a temporary solution, and connecting the laneways across the side streets has been identified by the Waitemata Local Board as a future project for the town centre.</p>	
34	Poor/ unsafe bus stop design	2	<p><i>"Bus stop outside Ponsonby Central is too short."</i></p> <p><i>"I do NOT agree with having the indented bus stop (bus bay) at 169 Ponsonby Road relocated into the live traffic lane and the footpath built out. This impedes flowing traffic as the lane is blocked while the bus waits for passengers to alight or get on. This will cause traffic accidents as vehicles trapped behind the bus attempt to switch lanes to get around the stationary bus."</i></p>	<p>We are extending this bus stop as part of the project. This will be achieved through creating broken yellow lines at the head/front of the stop to provide more space for the bus to pull into and out of the bus stop.</p> <p>Building out the kerb edge provides more space for people walking along Ponsonby Road at a point where people wait for the bus. It also enables the bus to reach the kerbside more easily without having to restrict parking in front of and behind the stop. Allowing the bus to stop in the traffic lane reduces time delays to bus services, which can occur when vehicle traffic prevents them from exiting indented bus bays.</p>	No change
35	Suggest improvements to design	4	<p><i>"Add compost bins to the rubbish and recycling bins. Help educate smokers to use the bins, not the gutters."</i></p> <p><i>Comments on drawings: "New loading zone [instead of single car park in front of Ponsonby Central bus stop]? Delete two car spaces [one on each side at Ponsonby Road end of Mackelvie Street]"</i></p> <p><i>"We strongly support a planted median island [on</i></p>	<p>This is outside the scope of this project, we have passed your comments onto the Council Waste Management Team.</p> <p>Your comments have been passed onto the Parking Design Team, which is currently investigating changes to parking restrictions in the area.</p> <p>We can't provide a planted median island in this</p>	No change

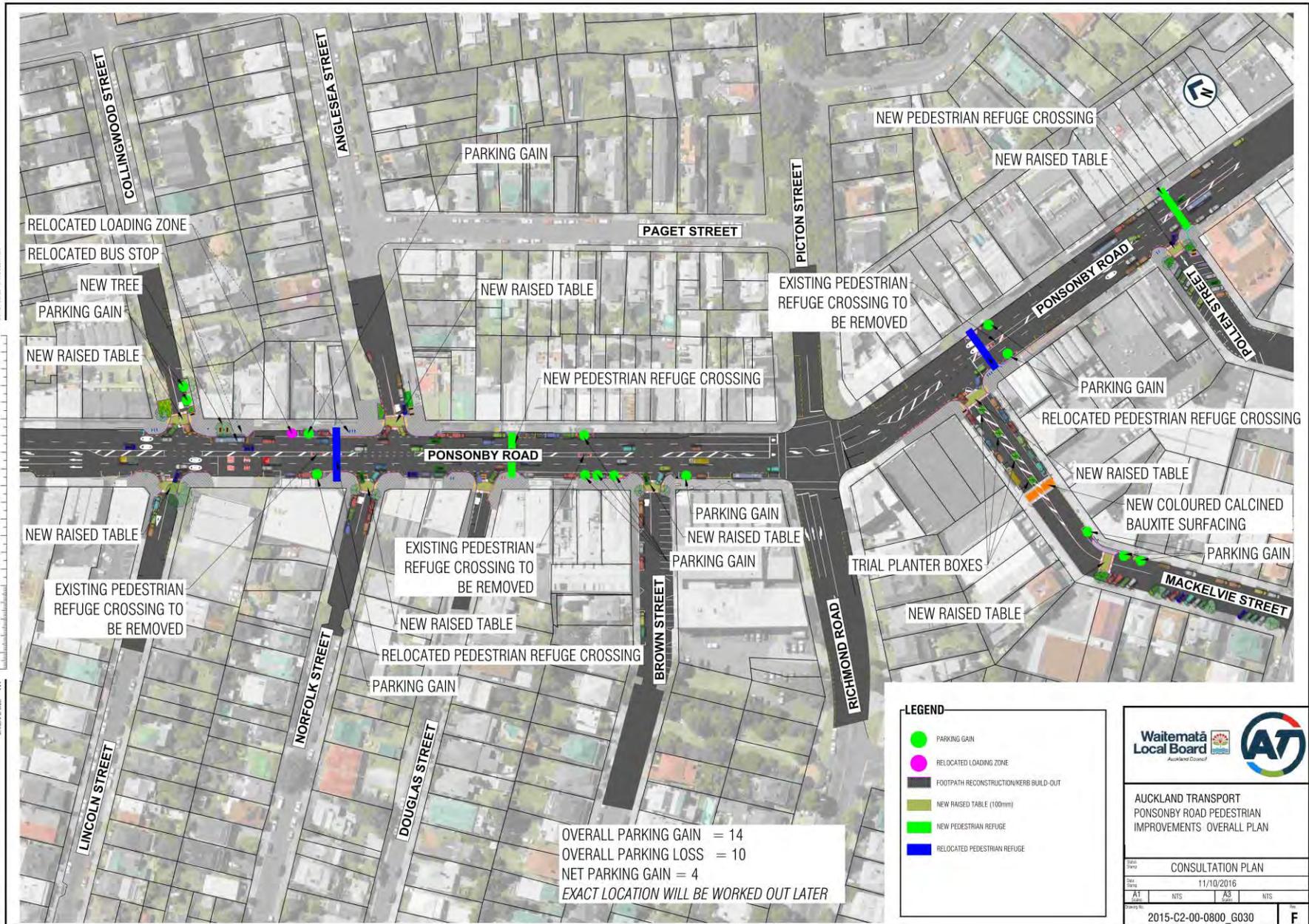
No.	Theme	Number of times mentioned	Illustrative quotes from feedback	AT Response	Changes to Project
			<p><i>Mackelvie Street, where 'New coloured calcined bauxite surfacing' is on plan] to slow traffic, increase pedestrian safety and provide amenity."</i></p> <p><i>"Please ensure that bike lanes are considered in the road crossing designs."</i></p>	<p>location as it would block access to some driveways.</p> <p>There are no bike lanes on Ponsonby Road. Improving access for people on bikes along Ponsonby Road is part of longer term considerations for Ponsonby Road.</p>	
36	Out of scope	4	<p><i>"More parking and CCTV cameras along Ponsonby Road."</i></p> <p><i>"[Suggest] CCTV cameras."</i></p> <p><i>"Make one lane each way a bus lane and bring speed limits down to 30km/h like Queen."</i></p> <p><i>"Public Toilets possibly. Speed cameras as a lot of people cross Ponsonby Road and some cars are going way over 40kmh."</i></p>	<p>CCTV cannot be provided within the project budget. However, if you feel strongly about including CCTV, then please raise a request with the Ponsonby Business Association to install it. Overall, as a result of the project, there will be an increase of four car parks along or near Ponsonby Road.</p> <p>Bus lanes are outside the scope of this project. However, AT is progressively investigating the best places throughout Auckland to increase bus priority. We have forwarded your suggestion for a lower speed limit to our Road Safety Team for investigation.</p> <p>Public toilets are outside the scope of this project, your comments have been forwarded to the Waitemata Local Board. Speeding is a police enforcement issue, your comments have been passed on to the police.</p>	No change

6. Next Steps

The next actions to be taken following this feedback analysis are outlined below.

- The detailed design will be finished by October 2016.
- Construction of the detailed design will begin in early 2017. AT will also be upgrading footpaths for the section of Ponsonby Road from Franklin Road to Williamson Avenue in conjunction with this project.
- Construction is expected to be completed by mid 2017.

Appendix A: Overview maps

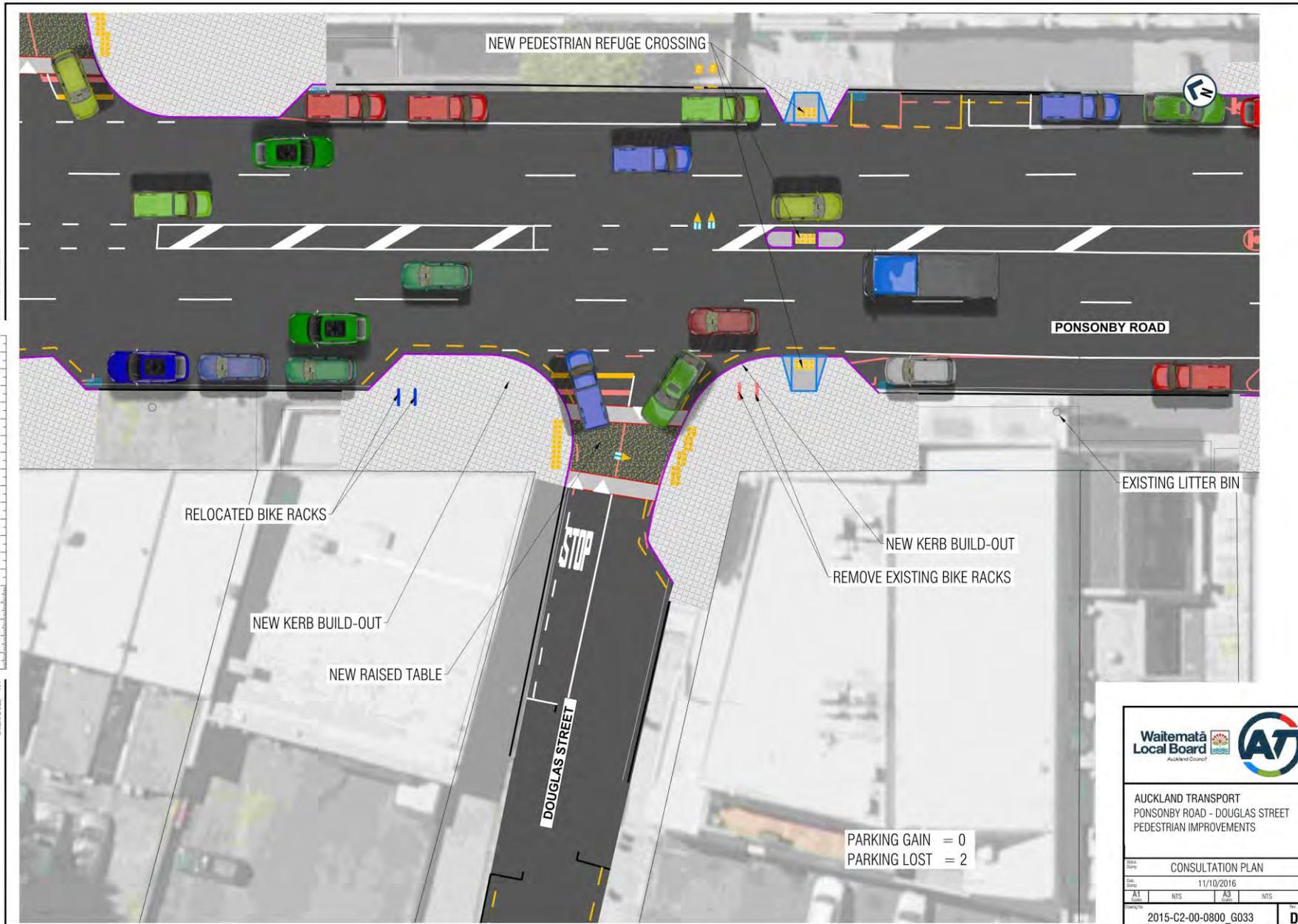




PARKING GAIN = 2
PARKING LOST = 2

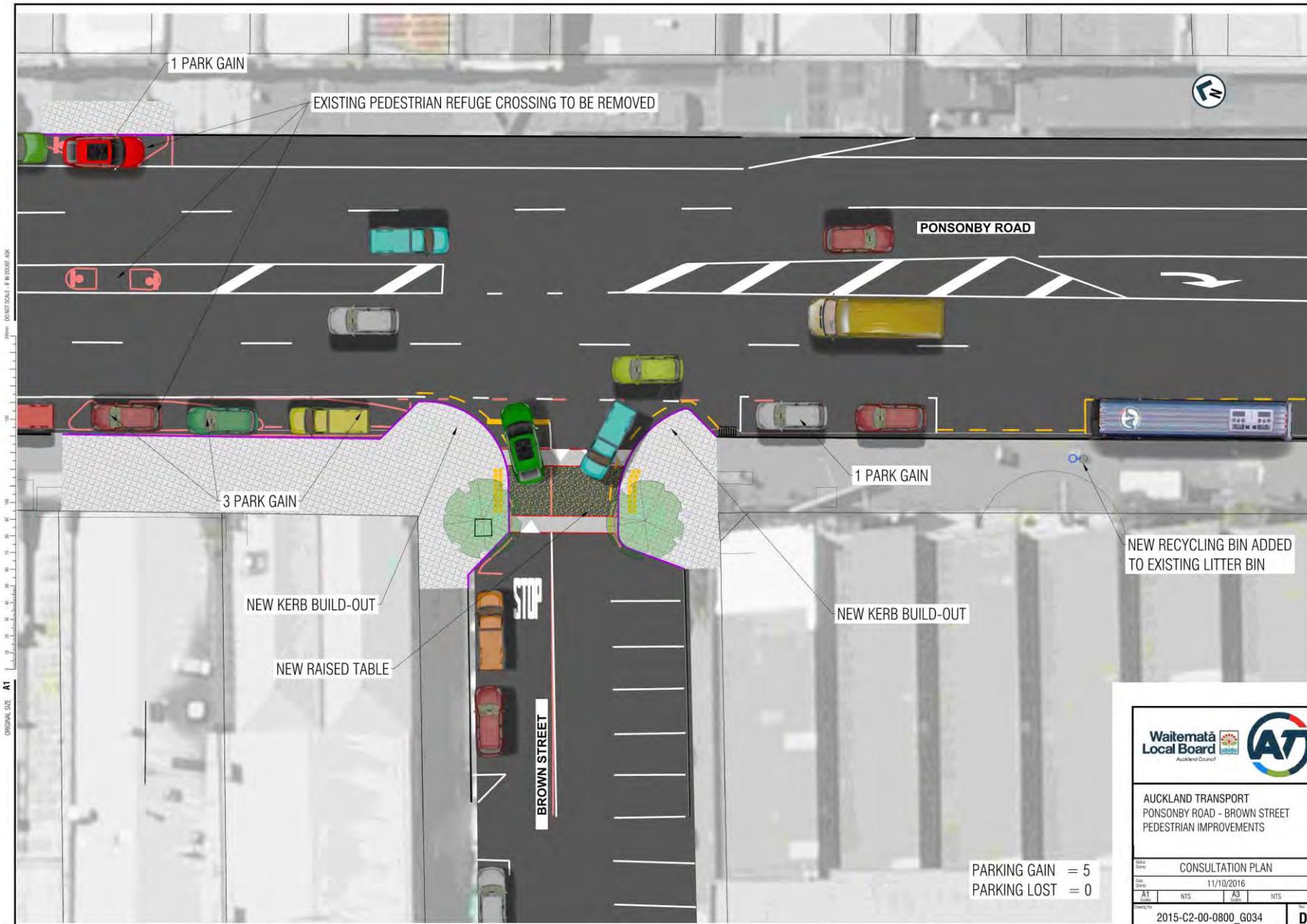
AUCKLAND TRANSPORT
 PONSONBY ROAD - ANGLESEA STREET
 AND NORFOLK STREET PEDESTRIAN
 IMPROVEMENTS

Title			
CONSULTATION PLAN			
Date Issued			
11/10/2016			
AT	NTS	A3	NTS
Drawing No:			Rev
2015-C2-00-0800_G032			D



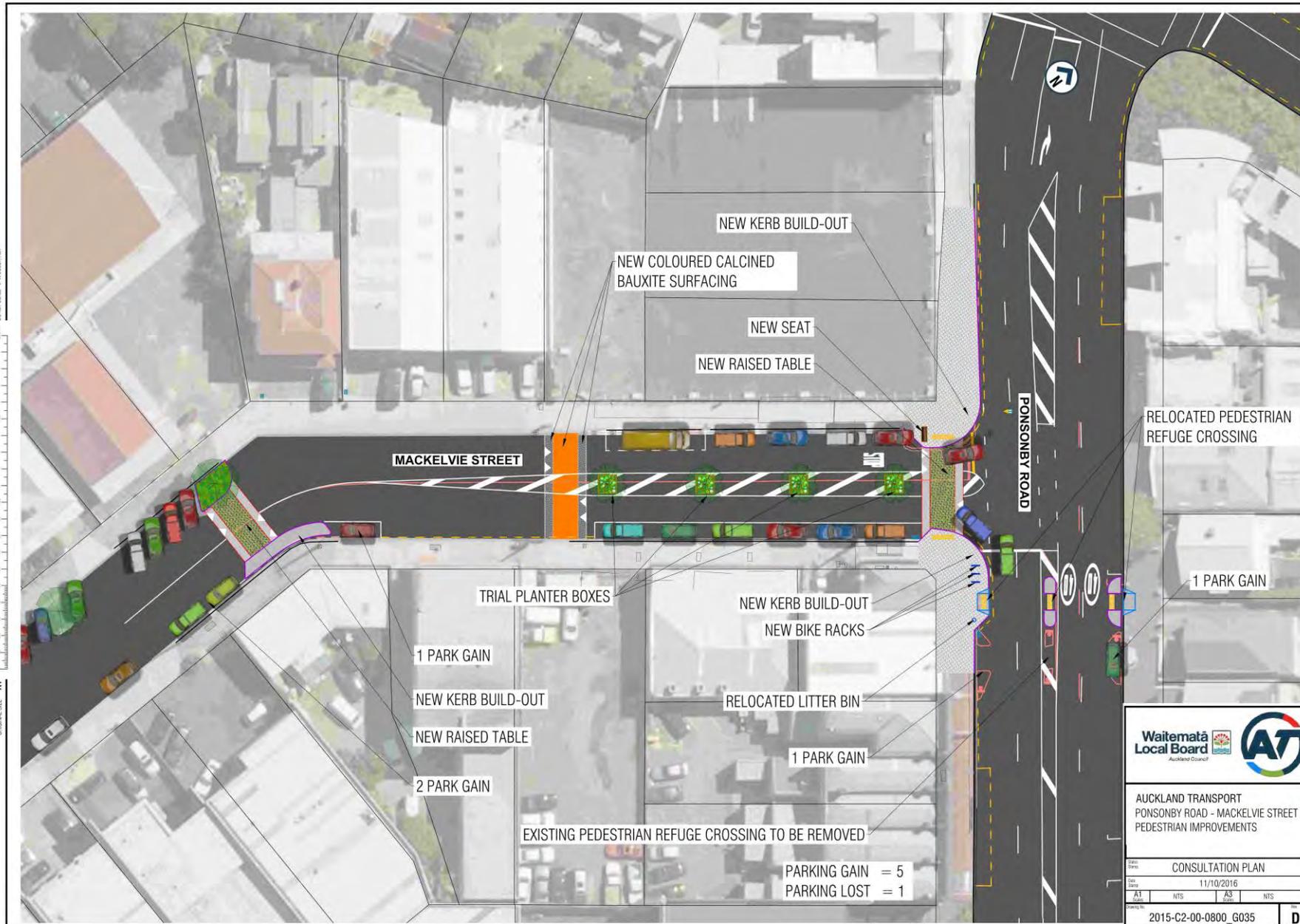
AUCKLAND TRANSPORT
 PONSONBY ROAD - DOUGLAS STREET
 PEDESTRIAN IMPROVEMENTS

Title				CONSULTATION PLAN	
Date				11/10/2016	
AT	NTS	A3	NTS		
Drawing No.				2015-C2-00-0800 G033	
				D	



PARKING GAIN = 5
 PARKING LOST = 0

<p>AUCKLAND TRANSPORT PONSONBY ROAD - BROWN STREET PEDESTRIAN IMPROVEMENTS</p>			
<p>CONSULTATION PLAN</p>			
<p>Date: 11/10/2016</p>			
<p>AT</p>	<p>NTS</p>	<p>A3</p>	<p>NTS</p>
<p>2015-C2-00-0800 G034</p>			<p>D</p>



AUCKLAND TRANSPORT
 PONSONBY ROAD - MACKELVIE STREET
 PEDESTRIAN IMPROVEMENTS

Title: CONSULTATION PLAN			
Date: 11/10/2016			
AT	NTS	A3	NTS
Drawing No: 2015-C2-00-0800_G035			Rev: D

ORIGINAL SIZE: A1
 DO NOT SCALE FROM THIS COPY

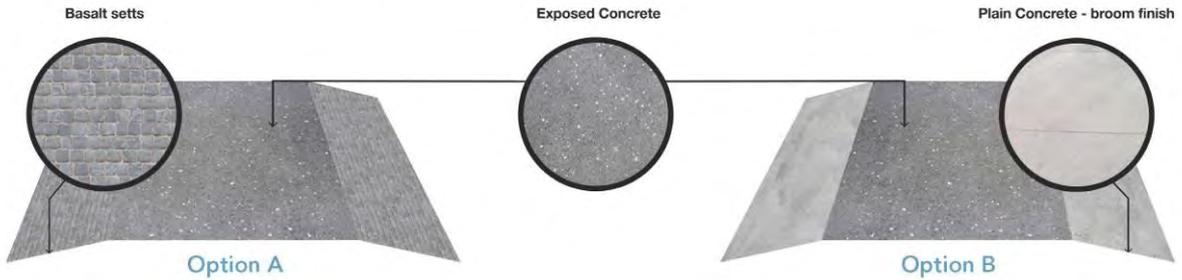


PARKING GAIN = 0
PARKING LOST = 4

<p>AUCKLAND TRANSPORT PONSONBY ROAD - POLLEN STREET PEDESTRIAN IMPROVEMENTS</p>			
<p>CONSULTATION PLAN</p>			
<p>Date: 11/10/2016</p>			
<p>AT</p>	<p>NTS</p>	<p>A3</p>	<p>NTS</p>
<p>2015-C2-00-0800 G036</p>			<p>C</p>

Appendix B: Design options

Raised table paving material options



Seating options



Bike racks



Tree species



Tanekaha - Celery Pine



Dual recycling bin

