

Consultation on wider Grey Lynn improvements for pedestrians,
bus users and people on bikes

Route 2: Richmond Road

Your feedback



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Outcome of consultation

Changes to the proposed design

AT has used your comments to help finalise the design of this route. As a result, we have decided to:

- Redesign the cycleway from a traffic-side cycleway to a kerb-side cycleway for the section of the route between Surrey Crescent and the West Lynn shopping centre. This will require some additional loss of on-street parking. This means the new cycleway will run inside the parked vehicle lane which will improve protection for people on bikes and have greater appeal for less-confident and vulnerable riders. It was not possible to apply this design north of the town centre without removing significant parking, so this section of the cycleway design will remain as proposed.

We will also be investigating the following in the detailed design phase of the project:

- Changes to parking restrictions to improve parking turnover near the shopping centre
- Bike parking opportunities in the shopping area, Countdown, and other popular locations
- Physical separation between cyclists and vehicles in the lead up to intersections
- An upgrade of the pedestrian refuge at 522 Richmond Road to a zebra crossing
- We will seek to minimise on-street parking removal as much as possible

What happens next...

We expect to begin construction in May 2017, once the detailed designs are completed. We will update you once the completed designs are available.

Introduction

Making it easier to cycle in Auckland is one way we are improving your travel options. Auckland Transport (AT) is working with Auckland Council and the NZ Transport Agency to build a network of safe cycle routes across the city. These routes will create greater freedom of movement and connect people with their places of work and education, local shops, parks and other community facilities.



Background

In March this year, we asked for feedback on a proposed network of cycling routes in the area between Point Chevalier and the city fringe, bounded by the Northwestern motorway and the sea. Community feedback strongly supported our proposed network and has helped us make changes and improvements to our designs that will benefit pedestrians, people on bikes and bus users.

To begin development of the network in this area, we proposed four cycle routes in the wider Grey Lynn area as follows:

- Route 1: Surrey Crescent to Garnet Road
- Route 2: Richmond Road
- Route 3: Greenways Route (Richmond Road to Great North Road)
- Route 4: Great North Road

These routes are in a part of Auckland that already has a lot of people on bikes, with potential for numbers to grow. By prioritising this area for cycling improvements, we are catering to people who currently cycle and encouraging others to consider cycling as an option.

Consultation

In September and October 2016, AT consulted on these four proposed routes for the wider Grey Lynn area. The consultation period ran for five weeks, from 16 September to 21 October 2016. You could provide us with feedback using an online submission form (on our Have Your Say website) or a hard copy form that we posted or handed out to interested parties. See Attachment 1 at the end of this report for a copy of the feedback form, and Attachment 2 for a summary of consultation activities for this project.



Proposed improvements on Route 2: Richmond Road

The improvements proposed for Route 2 were designed to slow traffic, provide better pedestrian amenity, enhance the local environment especially at the West Lynn shopping centre, and provide a safe, convenient cycle route that would appeal to people on bikes of all confidence levels.

We proposed a safe cycling connection through the shopping centre, and between Route 1 (Surrey Crescent to Garnet Road) and Route 3 (Greenways Route). The increased convenience to cyclists would encourage more people to consider cycling a viable option for commuting and for short local trips.

The proposed cycle lane would be on-road for the majority of the route, on both sides of the road. It would be 1.5-1.8m width, and separated from vehicles by a 0.5m painted buffer.

The Peel Street, Richmond Road and Kingsley Street intersection would become a roundabout which will help traffic flow and clarify priority at this intersection. An off-road cycle path would be installed (in a shared path arrangement) to help those less confident negotiate the roundabout rather than having to go through.

There would be gateway treatments at the entrances to the West Lynn shopping centre, as well as two new raised speed tables (near Tutanekai Street, and Westmoreland Street West), and the pedestrian crossing near Francis Street would also be raised.

The West Lynn shopping centre parking would be reconfigured, and new plantings would be added to improve amenity in this section.

There would be new high-friction surfacing near Countdown (271 Richmond Road), and other pedestrian improvements such as refuges, tactile pavers, and new or widened footpaths.

The floating bus stop design (where the cycle lane continues behind the bus stop) would be installed in as many locations as space allows, which will be determined in the detailed design phase.

Your feedback has helped us to improve the design for this route, as well as assisting us with designs for future routes. It is particularly helpful for us to learn what you like about our proposals so that we can design walking and cycling facilities that more people will want to use.

We have decided to redesign the cycleway from a traffic-side cycleway to a kerb-side cycleway for the section of the route between Surrey Crescent and the West Lynn shopping centre.

This means the new cycleway will run inside the parked vehicle lane which will improve cyclist protection and appeal more to those less-confident or vulnerable. It was not possible to apply this design north of the town centre without removing significant parking, so this section will be the cycleway design as proposed.

The pedestrian, traffic calming and intersections improvements will proceed as proposed, except where alterations are required for the new cycleway design.

In addition, we will be investigating the following for feasibility in the detailed design phase of the project:

- Changes to parking restrictions to improve parking turnover near the shopping centre
- Bike parking opportunities in the shopping area, Countdown, and other popular locations
- Physical separation between cyclists and vehicles in the lead up to intersections
- An upgrade of the pedestrian refuge at 522 Richmond Road to a zebra crossing
- We will seek to minimise on-street parking removal as much as possible

Your feedback

We received public feedback on the Richmond Road Route from 160 submitters; either online (using our [Have Your Say](#) website) or via a hardcopy feedback form (which we posted or handed out to interested parties), as well as some via email and phone call.

In total, we received 745 submissions on all four wider Grey Lynn routes.

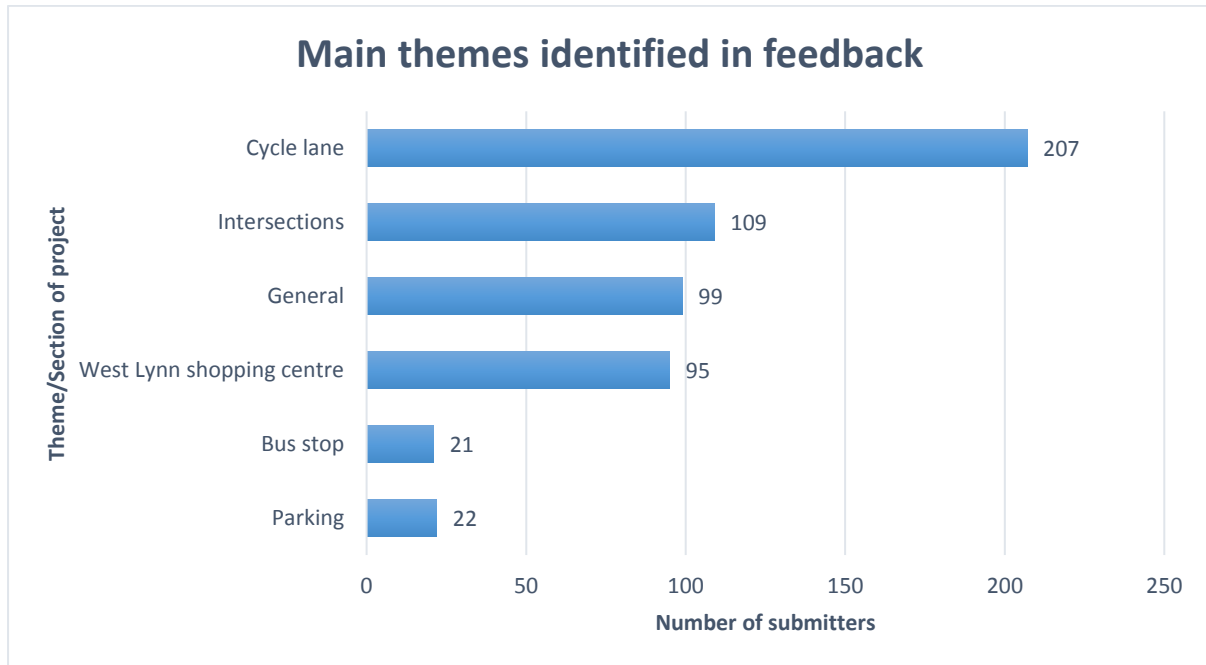
We also received submissions from key interest groups including Bike Grey Lynn, the Waitemātā Local Board, 950 submissions through a Generation Zero online survey, and a petition with 180 signatures. These are addressed in the ‘Other submissions’ section.

Summary of public feedback

From the comments in your feedback, we identified themes based on what you liked about the design of **the Richmond Road route**, as well as your suggestions for improvements.

The themes identified in the feedback were divided into specific parts of the project: cycle lanes, intersections, parking, West Lynn shopping centre, bus stops, and ‘general’. The ‘general’ theme includes comments that were not location-specific, where the other themes are location-specific.

Comments could apply to more than one theme, in more than one part of the project.

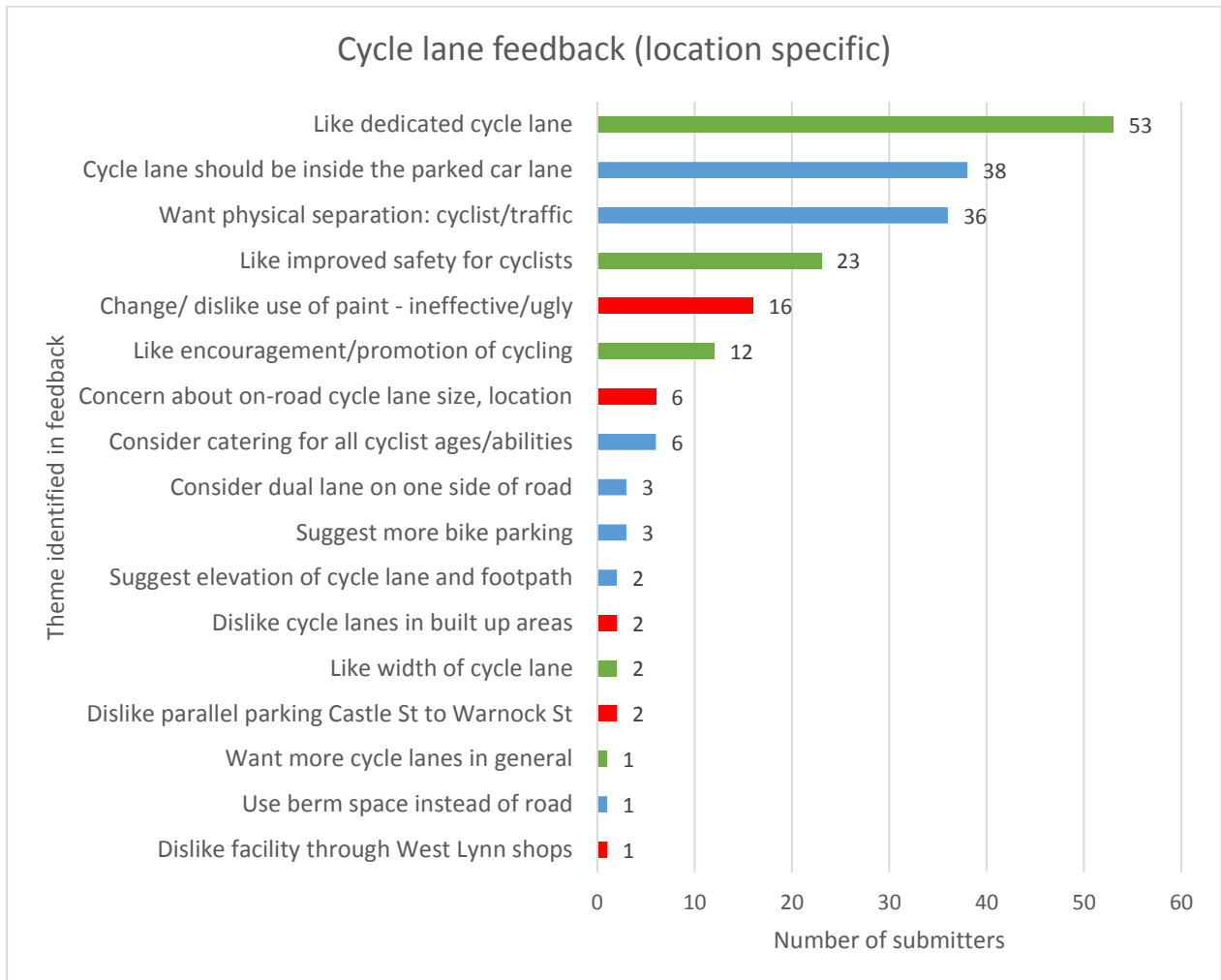


Each of these themes are broken into sub-themes (more information below). Illustrative quotes and AT responses to each sub-theme are included in Attachment 3.

In the graphs below, green represents support of a proposed feature, red represents a dislike of a proposed feature, and blue represents a suggestion made for the proposal.

Cycle lanes

There were more comments regarding cycle lanes than any other part of the project, with a total of 207 submitters mentioning the facility in their feedback. Sub-themes identified for this theme are identified in the graph below.



Most were in support of the proposed facility, others supported improved safety for cyclists as a result of the facility, and some expected the improvements to encourage and/or promote cycling as a viable transport option.

Others disliked the proposed use of paint to identify the facility, citing that it is ineffective or visually unappealing. Some voiced concern about the size and location of the on-road cycle lanes.

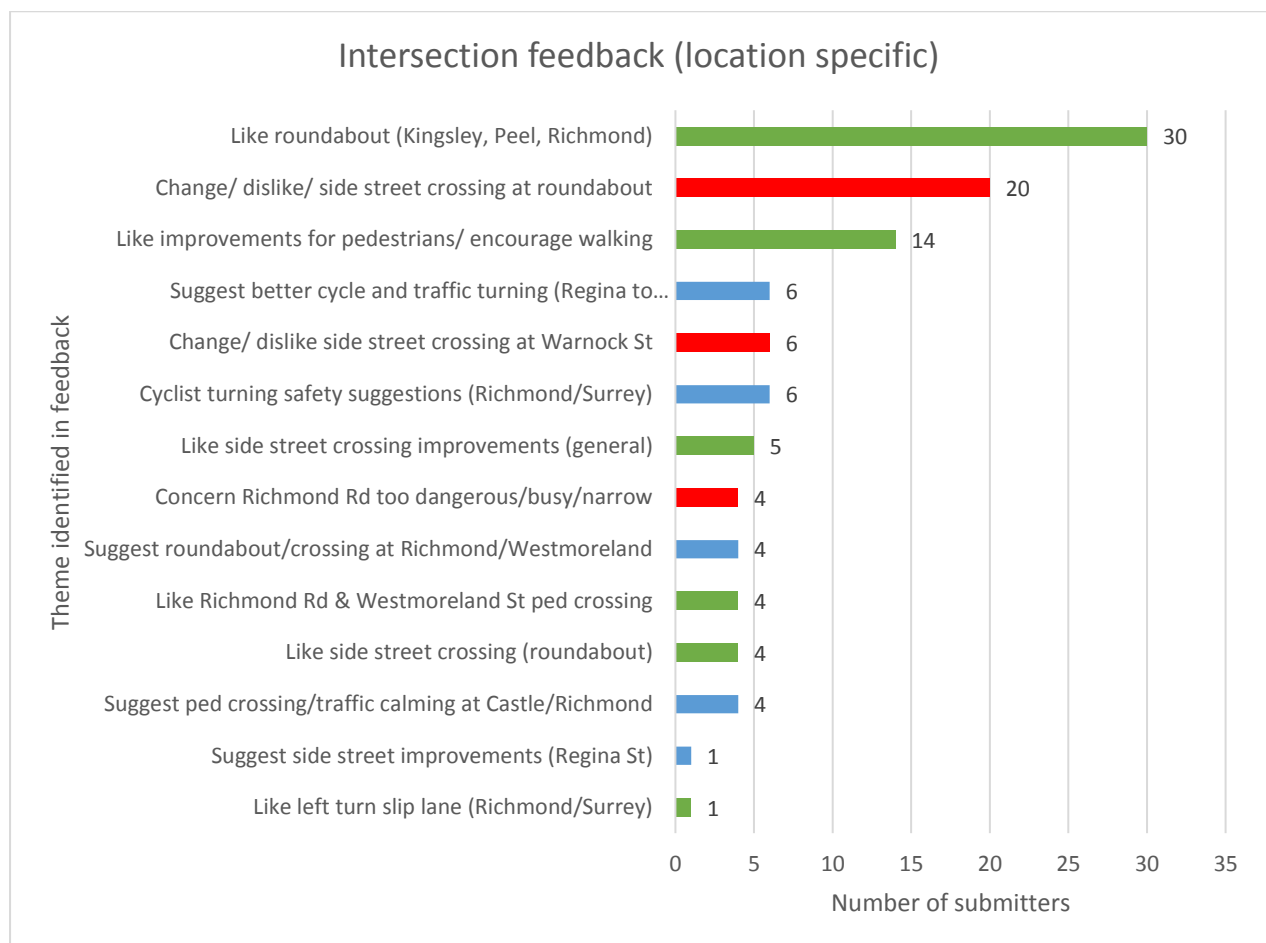
What also came through strongly in the feedback was suggestions to put the cycle lane inside the lane of parked vehicles, or physically separate the cyclists from moving traffic in some way. In addition, some felt that the facility should cater for people on bikes of all ages and ability levels.

As a result of the feedback, we have decided to redesign the cycleway section from Surrey Crescent to the West Lynn shopping centre, to run on the inside of the lane of parked vehicles instead of traffic-side, with a buffer to protect cyclists from passenger doors opening. It was not possible to apply this design north of the town

centre without removing significant parking, so this section will be the cycleway design as proposed.

Intersections

109 comments were made by submitters about specific intersections along the route. Sub-themes identified for this theme are identified in the graph below.



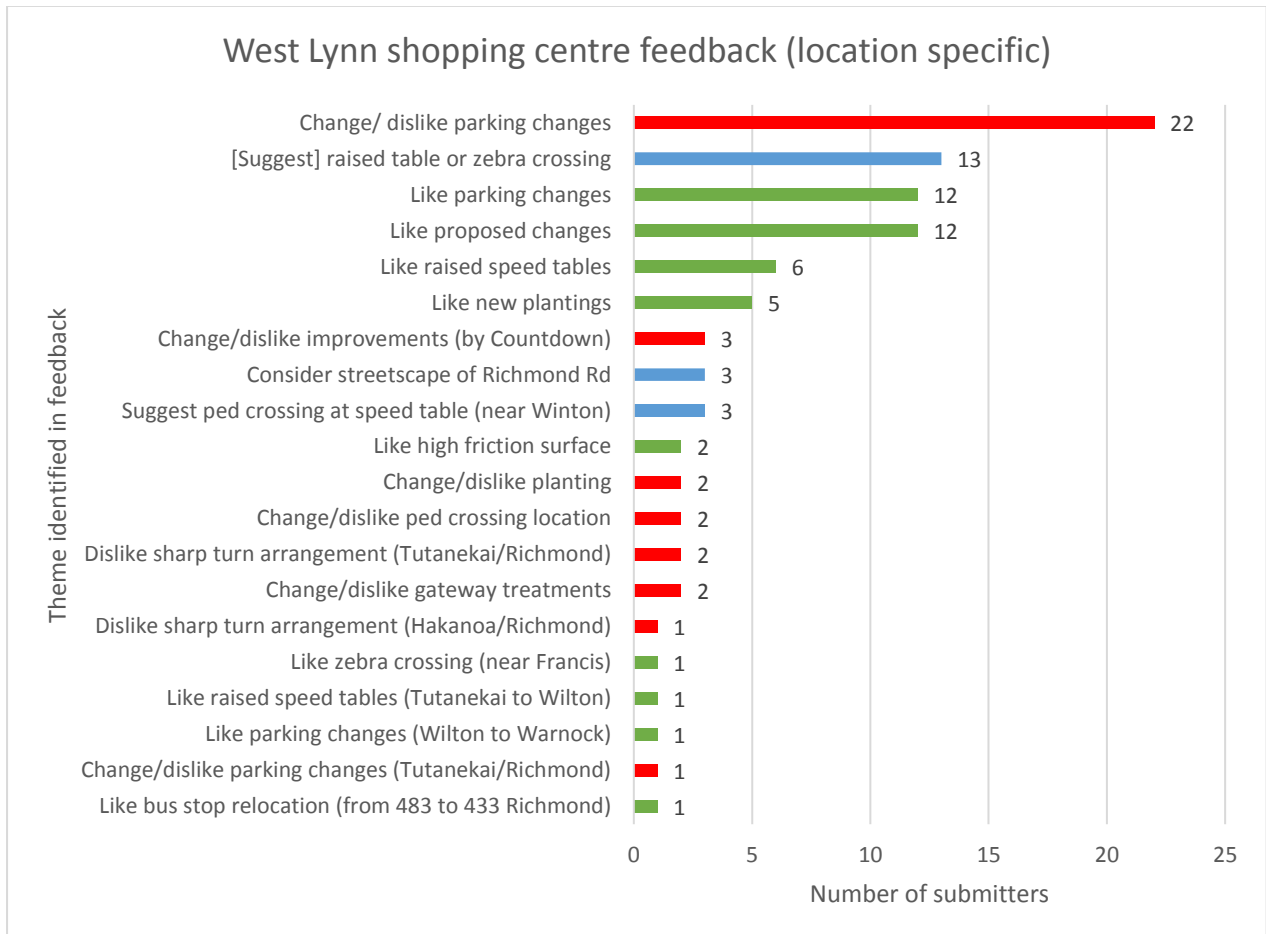
The proposed new Kingsley Street, Peel Street and Richmond Road roundabout received significant support. Other comments regarding this roundabout included some who were concerned about the off-road aspect of the cycle facility at this location and some who liked this method of crossing the side streets.

Some submitters voiced their support of proposed pedestrian facilities or safety at intersections along the route, while others identified intersections they felt were unsafe. There were some suggestions to improve cyclist safety at specific locations.

AT will be investigating a possible additional crossing on Richmond Road near the Richmond/Surrey intersection to provide an alternative for less-confident riders.

West Lynn shopping centre

There were 95 comments overall regarding the West Lynn shopping centre, and proposed improvements for this section of the route. Sub-themes identified for this theme are identified in the graph below.



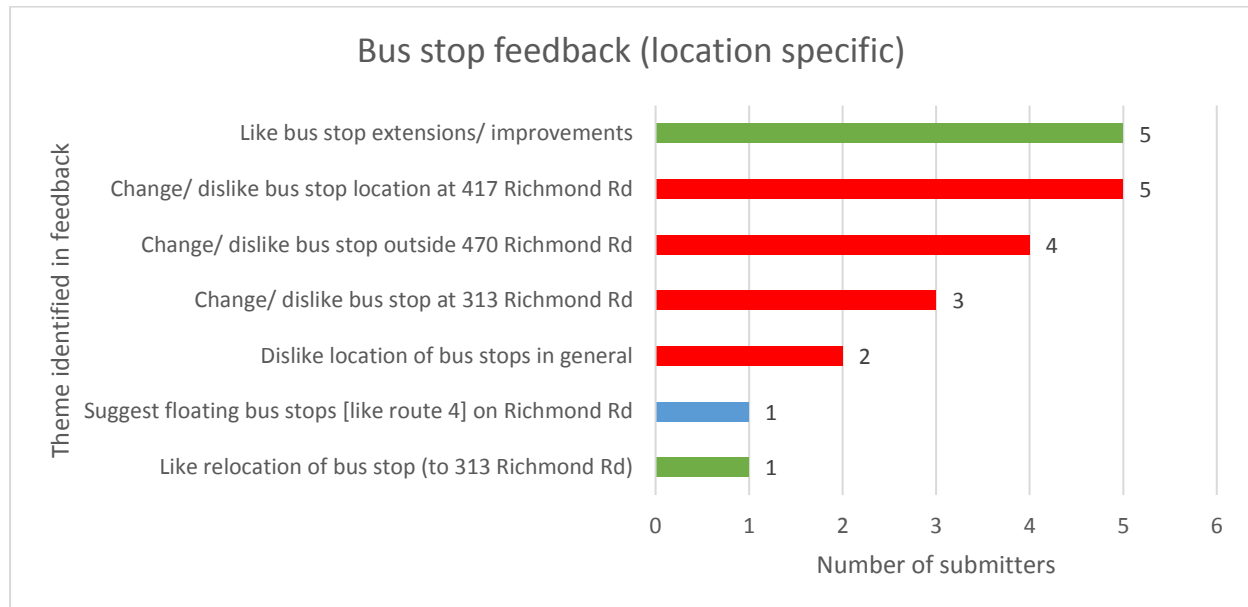
Most common of the sub-themes for this section was dislike of the proposed parking changes to the shopping centre area, mostly regarding proposed parking loss of six parks in this section. Others voiced support for the parking changes, and for the proposed changes in general.

Specific feedback was regarding the proposed new speed tables, new plantings, and improved pedestrian facilities, with both like and dislike for each.

AT will investigate the feasibility of installing a pedestrian crossing on the new raised table, and we will look to retain as much parking as possible through the West Lynn shopping centre area.

Bus stops

There was some feedback regarding the proposed bus stop design and location (21 total). Sub-themes identified for this theme are identified in the graph below.

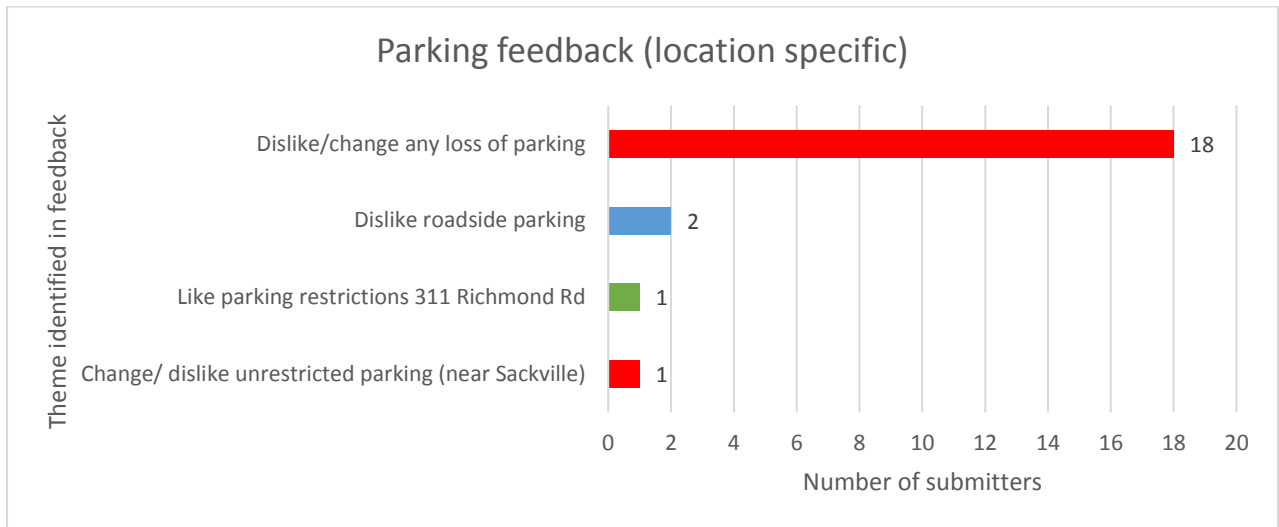


Some liked the proposed bus stop extensions and improvements, but many others were vocal about the specific bus stop locations they did not like (414, 470 and 313 Richmond Road). One person suggested a ‘floating’ bus stop design, as proposed for Route 4, and one person liked the bus stop relocation to 313 Richmond Road.

Floating bus stop designs (where the cycle lane continues uninterrupted behind the bus stop) will be installed wherever space allows on the route. The exact locations (and how many) will be determined during the detailed design phase.

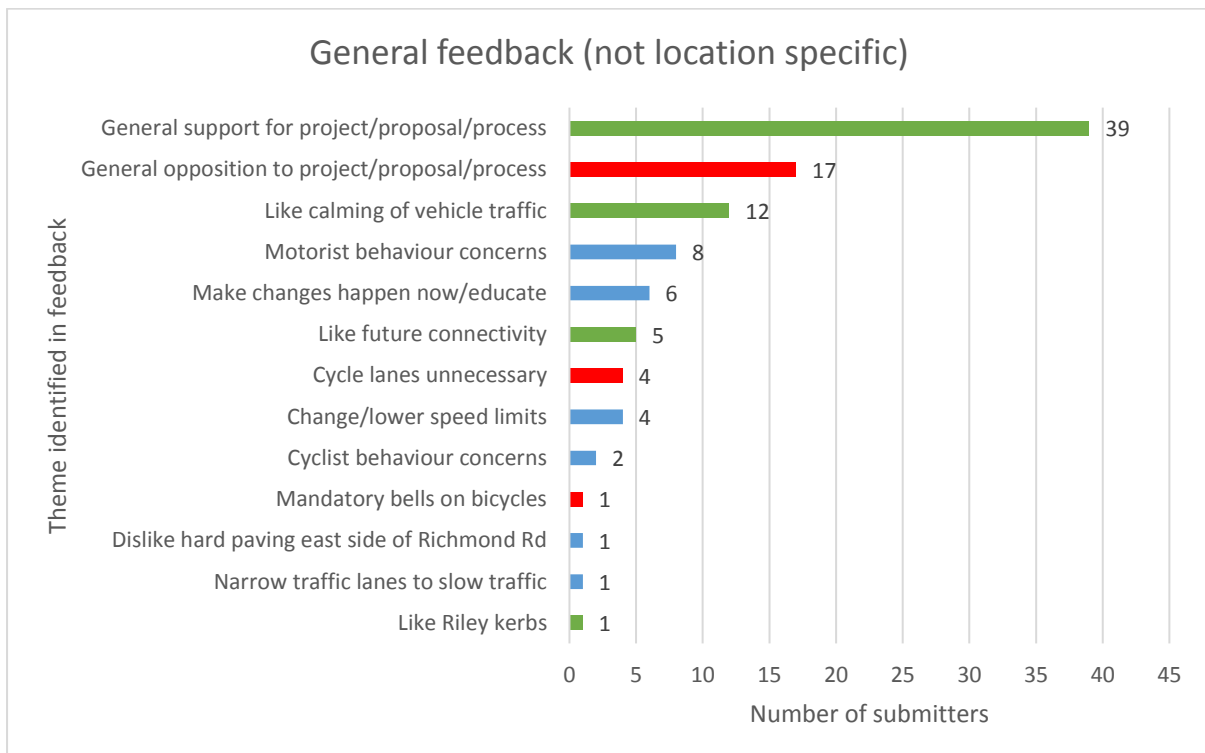
Parking

There were only two location-specific comments regarding parking in this proposal, with the other 18 submitters under this theme voicing dislike of parking loss in general. Two disliked roadside parking and requested it all be removed.



General

While the previous themes covered comments specific to proposed improvement and location, there were also 99 comments regarding the project in general. The graph below shows the spread of topics included in this theme:



By far the most common theme was 'general support' for the proposal or process. Other support included for the traffic calming measures proposed, and possible future connectivity offered by the improvements.

There was some opposition for the project in general as well with a few people who felt that cycle facilities on Richmond Road were unnecessary.

Some suggestions in general included lowering the speed limit, or changing cyclist and motorist behaviour, either by education or enforcement.

Other submissions

In addition to the public feedback we received through our submission forms, we also received submissions from key interest groups. Feedback from the Waitematā Local Board, Bike Grey Lynn, the Grey Lynn Residents' Association and Generation Zero is summarised below. Concerns raised by these groups have been responded to separately.

Waitematā Local Board

The Waitematā Local Board provided feedback on all four routes. AT is working with the board to resolve concerns raised, as designs are developed for construction.

Bike Grey Lynn

Bike Grey Lynn (BGL) provided feedback via a letter sent to AT, which was largely in support of the proposals. Particular aspects of the proposal BGL supported included continuous bus lanes, separated cycleways, improvements to pedestrian facilities, and traffic calming measures. Aspects of the proposal which BGL were concerned about included potential confusion at intersections, a lack of traffic volume control measures and the fact that the route would not continue through the Grey Lynn shopping centre.

BGL also suggested forming a working group of various stakeholders with a vested interest in this proposal, to achieve the best possible design outcomes for all parties.

Grey Lynn Residents' Association

The Grey Lynn Residents' Association (GLRA) provided feedback on all four proposed cycleway routes in a letter to AT. While largely in support of the proposals, they commented that they would like to see more consideration given to improving the streetscapes, and developing the Grey Lynn Shopping Centre in the future. They would also like consideration of P10 parking spaces replacing long-term parks in shopping centre parts of the routes.

For Route 2, the GLRA's feedback mirrored that of the public, with overall support for the protected cycle lanes, traffic calming measures, intersection improvements, and

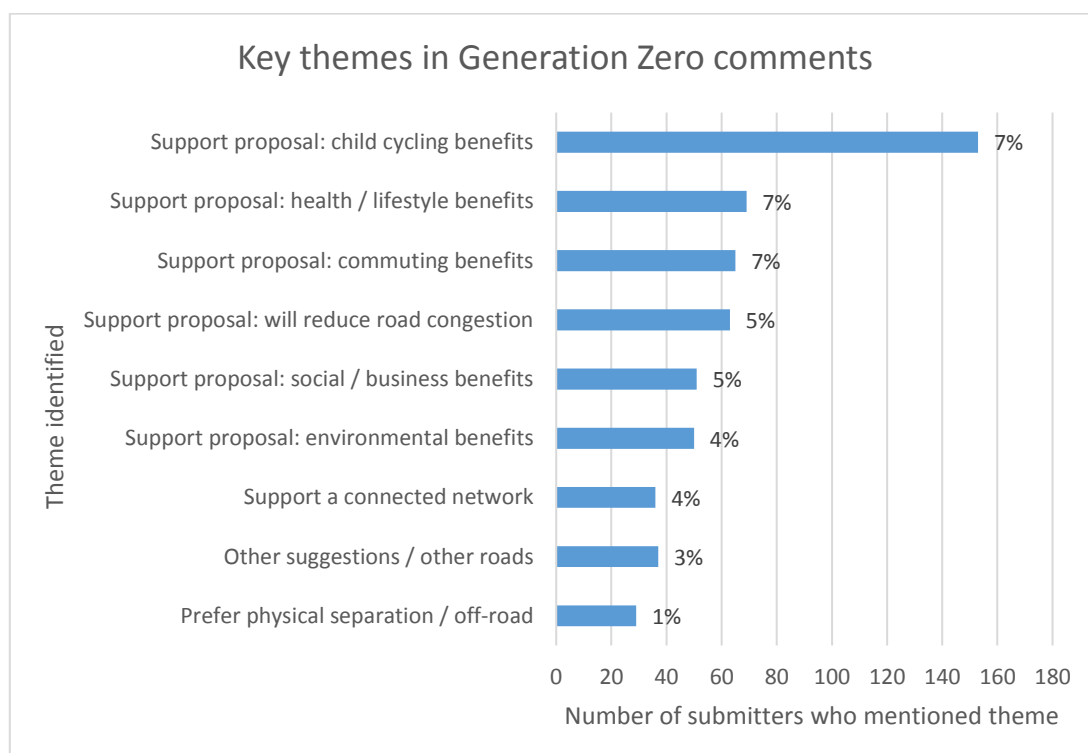
planting in the West Lynn shopping centre. Their concerns were regarding the lack of physical separation for cyclists at the Surrey/Richmond intersection.

The GLRA also had suggestions regarding planting, requesting planting large trees, and more planting on both sides of the side streets for all intersections from Warnock to Fisherton and Baildon Roads.

Generation Zero

Generation Zero created a survey on their website with a quick submit form encouraging people to provide support for the four proposed routes. This form included nine route-specific statements with tick-boxes so that submitters could indicate their support for each design aspect, as well as a comments box for additional feedback.

We received 950 responses through the Generation Zero survey, with the large majority of respondents supporting the proposals. The most frequently-stated reason for their support was that the routes would benefit children and young people cycling in the area.



For Route 2, the most-supported aspect of the proposed design was separated cycle lanes, including requesting extension of the protected sections of the route. Over 98% of submitters showed their support for this aspect of the proposed design,

demonstrating the importance they assign to increased safety for people on bikes. 97% of submitters also supported installation of a “traffic-calmed, slow-speed” roundabout at the intersection of Richmond Road and Peel Street.

Petition

AT received a petition with 180 signatures focusing on the wider four route consultation. The petition expressed concern about removal of residents’ parking, road narrowing, ‘park and ride’ provisions in side streets, traffic slowing strategies and hazardous buffer zones.

The signatories requested that we *“enact a moratorium on the proposed Grey Lynn cycleway until genuine consultation and debate with the entire community can be held, and then heard by the new Auckland Council and the Waitemātā Community Board”*.

Attachment 1: Feedback form

Feedback form

Route 2: Richmond Road



You can also provide your feedback at www.AT.govt.nz/haveyoursay

All feedback must be provided by **midnight Sunday 9 October 2016**.

You are welcome to include your own pages if you need more space to provide feedback. If you do, please make it clear which question you are commenting on.

Personal Information

Providing your personal details is optional, however providing us with your postal or email address ensures that we can contact you with updates to the project following the close of consultation.

Name:

Street Address:

Suburb:

Post Code: Email:

Phone:

1. What aspects of the proposal do you like, and why?

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.....

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2. What aspects of the proposal would you change, and why?

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.....

.....

3. Do you have any other comments or concerns about the proposal?

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Privacy: Auckland Transport recognises privacy is an important matter to all people. You can be assured any information you share with us will be treated with strict confidence, and will only be used for the purpose of this proposal.

Attachment 2: Summary of consultation activities for this project

To let you know about our consultation, we:

- Hand-delivered brochures to 7,800 addresses in the wider Grey Lynn area and posted 2,900 brochures to non-resident owners in the area
- Emailed or posted brochures to all 860 submitters from our March 2016 consultation on the Inner West cycle route
- Posted notices in the newsletters of 10 schools in the area
- Distributed brochures to local shops, businesses and libraries (libraries also received hardcopy feedback forms and detailed design plans for the public)
- Advertised in the Auckland City Harbour News, and on Google and Facebook
- Advertised via the AT, Auckland Council and Local Board Facebook pages, AT's LinkedIn, Twitter and Instagram pages, and the Shape Auckland website
- Set up a webpage with details of our proposal and feedback forms
- Held two open days at the Grey Lynn Farmers Market (as advertised in the brochure) to provide information about our proposals.

Initially a three-week consultation, we extended it by two extra weeks. We posted a letter advising all residents in the affected area of this, and hand-delivered letters to businesses. Another advertisement went in the Auckland City Harbour News, and we also advised schools and key stakeholders of the extension.

In addition, AT met with businesses in the West Lynn shopping centre, and on Great North Road and Richmond Road. We also met with residents and business owners in a public meeting on Richmond Road, and they also met with the Grey Lynn Business Association manager to discuss the proposed parking restrictions.

Attachment 3: Key themes and submitter comments with AT responses

Theme	Location	Illustrative quotes from feedback	AT Response
Like dedicated cycle lane	NA	<ul style="list-style-type: none"> ▪ <i>"I think it is very important we create more cycle ways throughout all of Auckland."</i> ▪ <i>"I like that this important cycling route is getting the markings to indicate that it is not just for cars."</i> ▪ <i>"On road cycle lane means cyclists can go faster with confidence (relative to shared walk/cycle paths)."</i> 	<p>As a result of the feedback, we have decided to redesign the cycleway section from Surrey Crescent to the West Lynn shopping centre, to run on the inside of the lane of parked vehicles instead of traffic-side, with a buffer to protect cyclists from passenger doors opening.</p> <p>It was not possible to apply this design north of the town centre without removing significant parking, so this section will be the cycleway design as proposed. There will be some off-road sections, utilising the berm.</p> <p>There will also be pedestrian and intersection improvements through the route as proposed.</p>
Like width of cycle lane	NA	<i>"The 1.5- 1.8 metre cycle lanes we support as it is wide making it comfortable to use."</i>	
Like that the change will encourage / promote cycling	NA	<ul style="list-style-type: none"> ▪ <i>"Although I drive a car I am not concerned by the loss of car parking as I believe that it may encourage people to walk or cycle to the local shops rather than drive there."</i> 	
Like improved safety for cyclists	NA	<ul style="list-style-type: none"> ▪ <i>"Finally there is safer cycling provided for in this busy community and local shopping hub."</i> ▪ <i>"Proposals would make this route far safer than the current speed track for cars."</i> 	
More cycle lanes in general	NA	<i>"It would be great to have more cycle lanes!"</i>	

Theme	Location	Illustrative quotes from feedback	AT Response
Dislike cycle lanes in built up areas	NA	▪ <i>"I object to cyclists in built up areas."</i>	The town centre needs to serve the needs of the entire town centre community, including its businesses and customers, whether driving, on foot, cycling, or taking public transport.
Dislike cycle lane through West Lynn shops	West Lynn Shops	<i>"Do not put in cycle way by West Lynn shops."</i>	It is important that there is a safe and continuous cycle facility linking the town centre to other destinations, making cycling an easy option for getting around.
Concern about on-road cycle lane size, location	NA	<ul style="list-style-type: none"> ▪ <i>"[Concerned cycle lanes are] dangerous - hard to see cyclists when exiting a drive way or building especially when is a SUV or van parked or in poor weather."</i> ▪ <i>"Hopefully the cycle lane is wide enough to minimise the risk of parked cars opening doors into the path on oncoming cyclists."</i> 	As a result of the feedback, we will redesign the cycleway from Surrey Crescent to the West Lynn shopping centre, to run on the inside of the lane of parked vehicles instead of traffic-side, with a buffer to protect cyclists from passenger doors opening.
Parallel parking Castle St to Warnock St will be dangerous to cyclists	Castle Street	<i>"All concerns relate to section between Warnock St and Castle St. Cyclists at risk from cycle lane between car and parking lanes. Cars pulling out or reversing out pose big risk."</i>	It was not possible to apply this design north of the town centre without removing significant parking, so this section will be the cycleway design as proposed. This will also improve on visibility of cyclists from cars reversing from driveways, since the cycle lane will now not be obscured by parked vehicles.
Change / dislike use of paint – ineffective / ugly	NA	<ul style="list-style-type: none"> ▪ <i>"At least there is something for cyclists, but paint doesn't help!!! Paint isn't safe!! At least I don't feel safe cycling here!! It needs to be a separated cycle lane!!! So the painted path doesn't get used by cars for driving or parking."</i> ▪ <i>"Paint is a very poor substitute. Painted cycle lanes will not make cycling more attractive to the large number of Aucklanders who want to cycle as a mode of transport but are put off by the lack of safety (perceived and actual)."</i> 	Broken yellow lines indicating 'no parking at all times' are a legal marking, and if a vehicle parks over them, they can be fined or towed, which works effectively as an incentive to not park there. Please call 09 355 3553 to request enforcement if you see a vehicle parked on broken yellow lines.

Theme	Location	Illustrative quotes from feedback	AT Response
		<ul style="list-style-type: none"> ▪ <i>"Dashed yellow lines, indicating no parking, are largely ignored...People constantly park on the yellow lines outside Richmond Rd cafe to collect takeaway coffee."</i> 	
Make the cycle lane inside the parked car lane	NA	<ul style="list-style-type: none"> ▪ <i>"Make the cycle lane inside the parked car lane, Copenhagen style."</i> ▪ <i>Cars pulling out or reversing out pose big risk (visibility of cycle lane)."</i> 	
Physical separation from traffic lanes in general	NA	<i>"I am very unlikely to start cycling on the road on the proposed marked cycle lane. I would be more likely to start cycling on a separated cycle lane."</i>	
Consider catering for all cyclist ages / abilities	NA	<i>"The painted bike lanes will still not be safe enough for an eight-year old or an eighty year-old."</i>	<p>As a result of the feedback, we will redesign the cycleway from Surrey Crescent to the West Lynn shopping centre, to run on the inside of the lane of parked vehicles instead of traffic-side, with a buffer to protect cyclists from passenger doors opening.</p>
Consider dual lane on one side of road for increased safety	NA	<i>"If parking was removed on one side of this section, a two-way, physically separated cycle lane could be provided for, which would be much safer."</i>	<p>It was not possible to apply this design north of the town centre without removing significant parking, so this section will be the cycleway design as proposed.</p> <p>A bi-directional cycleway on one side of the road (as opposed to a single direction, each side of the road) is more suited to a longer journey with less changes in route, so would not be suited to this route.</p>
Suggest more bike parking	NA	<i>"The only thing I didn't see listed in the plans was a proposal to add more places to park bikes. If people are going to start using these new</i>	<p>Bike parking opportunities will be explored in the detailed design phase of this project, particularly in the shopping area, Countdown, and other high-cyclist traffic areas.</p>

Theme	Location	Illustrative quotes from feedback	AT Response
		<i>cycle ways and your goal is to encourage more people to cycle, it is important to build ample places for bike parking."</i>	
Suggest elevation of cycle lane and footpath	NA	<ul style="list-style-type: none"> ▪ <i>"Footpath and Cycle lanes need to be elevated when it meets an intersection so cars slows down and gives way to pedestrian and cyclist."</i> ▪ <i>"Make the south-bound cycle lane opposite Warnock a raised Copenhagen lane."</i> 	<p>While a raised crossing (and associated slowing of traffic) at every intersection would improve safety, this project is limited by funding and other constraints, so not all suggestions are possible at this time, but will be investigated later as part of other projects.</p> <p>Currently, this project is focussing on making the initial connections to begin the safe designated cycle network. As the development of the network will likely change the pedestrian and cyclist demand, additional connections and crossings will be investigated by our Road Safety and Traffic Operations teams for feasibility at a later date.</p>
Use existing berm space for cycle lanes instead	NA	<i>"Why not get rid of the idiotic and unnecessary/unused berms and use THEM as your cycle ways?"</i>	A cycle facility through the berm would be financially prohibitive in this case. In addition, there are several mature trees on the berm which make this route more appealing and enhance the streetscape.
Like left turn slip lane - Surrey & Richmond	Surrey Crescent / Richmond Road	<i>"[Like] The cycle slip lane/free-left-turns at Richmond/Surrey - nice touch let's see more of that."</i>	Thank you for your feedback and support of this project. We have paid particular attention to the road layout and safety of all road users at intersections along the route.
Like roundabout (Kingsley St, Peel St, Richmond Rd intersection)	Roundabout (Kingsley, Peel & Richmond Rd)	<ul style="list-style-type: none"> ▪ <i>"The creation of a roundabout at the junction of Richmond Rd, Peel St and Kingsley St is an excellent idea and well overdue."</i> ▪ <i>"I support the roundabout proposal, provided that it is designed to slow traffic substantially."</i> 	

Theme	Location	Illustrative quotes from feedback	AT Response
	Richmond)		
Like side street crossing improvements (Kingsley St, Peel St, Richmond Rd intersection)	Roundabout (Kingsley St, Peel & Richmond)	<i>"Great ideas regarding wider footpaths at intersections [Kingsley St, Peel St, Richmond Rd intersection]."</i>	
Like Richmond Rd & Westmoreland St pedestrian crossing	Westmoreland Street	<i>"[Like] especially the signalised intersection near Westmoreland intersection [with Richmond Road]."</i>	
Like improvements for pedestrians / encourage walking	NA	▪ <i>"Although I drive a car I am not concerned by the loss of car parking as I believe that it may encourage people to walk or cycle to the local shops rather than drive there."</i>	
Like side street crossing improvements (general)	NA	▪ <i>"[Like] Road marking and raised areas around pedestrian crossing make it easier to see pedestrians when crossing or waiting to cross."</i>	
Make it safer for cyclists to turn at Richmond Rd &	Surrey Crescent /	<i>"Intersection with Surrey crescent of high concern: there is not provision there for people on bikes to safely turn into /out of Richmond Rd and vice versa from/to Surrey crescent."</i>	

Theme	Location	Illustrative quotes from feedback	AT Response
Surrey Cres intersection	Richmond Road		Richmond/Surrey intersection to provide an alternative for less-confident riders.
Change / dislike side street crossing improvements on Warnock St / improve safety	Warnock Street Corner	<ul style="list-style-type: none"> ▪ <i>"The other issue is the intersection of Warnock St and Richmond. There is often a lot of congestion in this area... making it difficult for traffic to get a visual of the crossing. Cars turning right out of Warnock St into Richmond road have to pull well out into the intersection."</i> ▪ <i>"The biggest hazard is the Warnock St corner -a narrow entry point that is perpetually blocked to some degree or made more hazardous on account of traffic choosing to park at an angle outside the Mamata Bakery in a parallel zone marked for Loading only"</i> ▪ <i>"I do not like the refuge at the intersection of Warnock and Richmond. I prefer the proposed refuge location to be a right-turn bay, leaving the left turn as shown. This facilitates the free flow of traffic instead of unnecessary delay waiting for right-turning traffic. The refuge should be moved back down Warnock. I do not agree with widening the footpath and reducing the width of Warnock at this intersection because I want this wide road to be able to accommodate commercial vehicles"</i> 	<p>We are aware of the visibility concerns at the intersection of Warnock Street and Richmond Road.</p> <p>The new layout improves visibility from Warnock Street by tightening the turn with kerb build-outs and the pedestrian refuge replacing the right-turn bay.</p> <p>Replacing the angled parking with parallel parking will also improve this visibility. The angle of the corner will now not lend itself to an easy angle park in the Loading Zone. However, parking in a Loading Zone can result in the motorist receiving a fine, providing an incentive not to park there. If you do see people illegally parking in the Loading Zone, please call 09 355 3553 to request enforcement.</p> <p>Narrowing the entrance to Warnock Street with build-outs will slow traffic and make the area safer for everyone. Commercial and heavy vehicles will still be able to turn into and out of Warnock Street as we have allowed for their turning circle in the design.</p>
Change / dislike / suggestions side street crossing improvements (Kingsley St, Peel St, Richmond Rd intersection)	Roundabout (Kingsley St, Peel & Richmond)	<ul style="list-style-type: none"> ▪ <i>"On the eastern side of the southern approach to the Peel Street roundabout, the shared path is some 5m wide. We suggest that this is excessive, and some more root zones for the nearby trees would be useful."</i> ▪ <i>"We would like to see a green cycle lane added all the way round [the roundabout] the proposed roundabout to give cyclists travelling in any direction priority."</i> 	<p>The path is wide enough to accommodate both the existing footpath and the cycle path next to it. By providing this extra room, it will reduce the possibility of pedestrian-cyclist impact, and increase the confidence and comfort of its users.</p>

Theme	Location	Illustrative quotes from feedback	AT Response
		<ul style="list-style-type: none"> ▪ <i>"While supporting the introduction of the roundabout Peel/Richmond etc – can you confirm that the proposed development on that corner is aware of this and the loss of any car parking that they have counted as available for "their" use in their planning application. The case is before the Environment Court and the planner at AC managing this should be made aware of these changes so that the further shortfall in parking is fully considered."</i> ▪ <i>"Please put up signage that says SLOW DOWN FOR BIKES, especially at intersection with Peel St on the uphill side of Richmond Road."</i> 	<p>We have consulted with all property owners within the area. As a public asset, on-street parking does not belong to any one property.</p> <p>We will investigate bike awareness signage approaching the intersection, and on the new shared paths for pedestrians to share with care around the roundabout.</p>
Concern Richmond Rd is too dangerous / busy / narrow	NA	<ul style="list-style-type: none"> ▪ <i>"Concern that traffic congestion could be increased to create dangerous situations by (for example) making a vehicle turning right into Francis St from Richmond Road backing up traffic."</i> ▪ <i>"I am concerned that Richmond Road, especially from Peel St towards Ponsonby will be too narrow. A lot of traffic flows down this road."</i> 	<p>Narrower streets, or even the perception of a narrow road (by, for example, removing the median strip) has been found to significantly lower the speed of traffic, and improve awareness of other road users.</p> <p>Removing the median lane will result in the loss of the right-turn bay option for some side streets and driveways, however we not consider this will result in traffic congestion.</p>
Suggest side street improvements to Regina St	Regina Street	<i>"[Consider] no parking road markings on one side of Regina street from Richmond to Edgars, and resident only parking permits. Please consider. The other issue is turning right out of Regina on to Richmond...perhaps no right turn out of Regina into Richmond forcing residents to use the proposed roundabout at the top of the hill?"</i>	Changing the flow of traffic and parking restrictions on Regina Street is out of the scope of this project, however we have passed your concerns onto our Parking and Traffic Operations teams for investigation.
Suggest cycle lane and traffic turning improvements	Parawai Crescent	▪ <i>"Add a roundabout to the Parawai / Richmond Rd intersection now instead of later. Turning left into Richmond Rd from Parawai should have its own lane so you are not held up by traffic turning right into</i>	A roundabout or set of traffic signals at the Parawai Road/Richmond Road intersection is out of the scope of this project. We have forwarded your suggestions onto

Theme	Location	Illustrative quotes from feedback	AT Response
between Regina St / Parawai Cres		<p><i>Richmond. A roundabout would fix this and slow traffic from all directions."</i></p> <ul style="list-style-type: none"> ▪ <i>"A set of traffic lights at Parawai Cres would improve the whole length of this road as the phasing of the lights would allow traffic exiting the supermarket and the shops on the other side of the road, thereby improving the safety of the road."</i> ▪ <i>"Give more protection to cyclists between Regina and Parawai - it's a traffic nightmare there often."</i> 	<p>our Road Safety and Traffic Operations teams for consideration.</p> <p>Near Westmoreland Street West, across Richmond Road, there will be a raised, signalised crossing to link with the Greenways Route (Cox's Bay Reserve to Grey Lynn Park, through to Great North Road). This will assist cyclists and pedestrians crossing, and slow traffic coming into the West Lynn shopping centre.</p> <p>We will investigate the possibility of providing physical separation between cyclists and vehicles along the route, where space allows. However, we do expect the signalised and raised crossing, and the high-friction surfacing, will go some way to improving cyclist safety and awareness in this area.</p>
Suggest roundabout / ped crossing at Richmond / Westmoreland intersection	Westmoreland Street	<ul style="list-style-type: none"> ▪ <i>"Why is there no consideration of a roundabout on the Richmond Road - Westmoreland St intersection?"</i> ▪ <i>"Traffic on "Westmoreland Street West" has increased in recent years owing to additional commercial activity down this street. It would accordingly be nice to have a pedestrian crossing across this street."</i> 	<p>A roundabout at the Richmond Road/Westmoreland Street West intersection is out of the scope of this project. We have forwarded your suggestions onto our Road Safety and Traffic Operations teams for consideration.</p> <p>Regarding crossing Westmoreland Street West, as part of Route 3 (Greenways Route), we will be widening the footpath to create a shared path down Westmoreland Street West, and will install a raised speed table across the street near 19 Westmoreland Street West. This will improve the ability for pedestrians and cyclists to cross here.</p>
Suggest pedestrian crossing / traffic	Richmond Road/	<ul style="list-style-type: none"> ▪ <i>"I would also like to see a narrowing of the road with a 'refuge' outside the Grey Lynn Community Centre. There is an existing refuge but it's</i> 	<p>Pedestrian crossing and refuge locations are chosen carefully, taking into consideration a number of factors</p>

Theme	Location	Illustrative quotes from feedback	AT Response
calming at Castle St / Richmond Rd	Castle Street	<p><i>too far from the GLCC to use it if one is carrying a child and supervising another."</i></p> <ul style="list-style-type: none"> ▪ <i>"The road at the intersection of Castle and Richmond Rd is especially wide and cars pick up speed at this point. Some traffic calming initiatives here would be helpful and would encourage the traffic to slow down before approaching the West Lynn shops "</i> ▪ <i>"Install a crossing for pedestrians - at the point of the Grey Lynn community centre crossing [498] Richmond Road"</i> 	<p>including visibility of and from the crossing, pedestrian desire lines, and traffic flow.</p> <p>Pedestrian crossings are only appropriate where there is a high pedestrian demand: an often-empty crossing will be reduced in a motorist's awareness (specifically regular drivers of the route). This reduced awareness, coupled with the increased perception of safety by pedestrians, can lead to an increased risk of pedestrians being hit.</p> <p>This is why sometimes a refuge is more appropriate than a zebra crossing, and why sometimes the opposite is true.</p> <p>Pedestrian refuge islands can create a 'pinch point' for cyclists, we need to ensure they do not hinder the safety of the facilities. In addition, this location is not well suited for a refuge due to it being right on a corner (reducing visibility), opposite a side street (Castle Street) and very near another side street (Edwards Road).</p> <p>The design will adjust the pedestrian refuge at 522 Richmond Road to fit the new cycling facilities. In addition, a new speed table will be installed at 480 Richmond Road, which will slow traffic through the West Lynn shopping centre area. We are currently investigating the feasibility of installing a pedestrian crossing on this raised speed table to further improve the pedestrian amenity.</p>
Like parking restrictions 311 Richmond Rd	311-313 Richmond Road	<p><i>"I like the....parking restrictions around the corner adjacent to 311 Richmond Rd."</i></p>	<p>The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers. Maximising parking availability and streamlining the bus</p>

Theme	Location	Illustrative quotes from feedback	AT Response
			<p>stop arrangement were at the forefront of the proposed town centre layout.</p> <p>Some parking removal is necessary to improve safety for all road users, but we have rearranged the parking to retain as many on-street parks as possible.</p> <p>We will consider additional parking restrictions to improve parking turnover near the shopping centre.</p>
Dislike / change any loss of parking or paid parking	NA	<ul style="list-style-type: none"> ▪ <i>"I live on Wilton Street and most days during business hours I cannot find on street parking near my house. With removal of car parking on Richmond Road I fear it will impact Wilton Street with more people opting to park on it."</i> ▪ <i>"I'd also like to suggest that the historic P10 carpark which is being relocated to 319 Richmond Road to make way for the bus stop is not needed now that there's no longer a dairy on the intersection corner. If this was retained as a standard all-day carpark it would help make up for the loss of other parks across the road and further up the street."</i> 	<p>The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers. Maximising parking availability and streamlining the bus stop arrangement were at the forefront of the proposed town centre layout.</p> <p>Some parking removal is necessary to improve safety for all road users, but we have rearranged the parking to retain as many on-street parks as possible.</p> <p>We will consider additional parking restrictions to improve parking turnover near the shopping centre, and look at the P10 carpark location for practicality.</p> <p>AT's Parking team will also consider resident parking zones for this area, once we understand better how the traffic will behave.</p>
Dislike roadside parking	NA	<ul style="list-style-type: none"> ▪ <i>"I would much rather have the cycling and walking improvements than extra parking. Surely it's more important for children and adults to be able to safely walk and cycle around Grey Lynn than to preserve a few extra parking spaces?"</i> 	<p>The town centre needs to serve the needs of the entire town centre community, including its businesses and customers, whether driving, on foot, cycling, or taking public transport.</p>

Theme	Location	Illustrative quotes from feedback	AT Response
		▪ <i>"Parking private metal boxes on a public asset should never take priority over the lives of cyclists. Streets are for movement, not parking."</i>	It is important that there is a safe and continuous cycle facility linking the town centre to other destinations, making cycling an easy option for getting around.
Change / dislike unrestricted parking on Richmond Rd, near Sackville St	Sackville Street	<i>"Why unrestricted parking west of Sackville on North side RR. Residents park there all day but close to shopping centre? Controlled parking could be a bit more extended."</i>	
Like relocation of bus stop (from 483 to 433 Richmond Rd)	Castle Street	<i>"Moving bus stop city bound at Castle St is desirable because of visibility issues on bend."</i>	The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers. Maximising parking availability and streamlining the bus stop arrangement were at the forefront of the proposed town centre layout, which amalgamates two bus stops from either side of the town centre, to one centralised location.
Like parking between Wilton & Warnock St	Wilton Street	<i>"The current angled parking around the shopping area between Wilton and Warnock street is a significant safety issue - this is successfully addressed in this proposal."</i>	
Like raised speed tables between Tutanekai and Wilton St	Wilton Street	<i>"I support the new speed table between Tutanekai and Wilton."</i>	
Like zebra crossing next to Francis St	Francis St	<i>"I strongly support making the Richmond Rd crossing next to Francis St a raised zebra crossing, as proposed in the plans."</i>	
Like proposed changes around West Lynn shops	West Lynn Shops	▪ <i>"[Like] the improvements to the West Lynn shopping area which is currently a car dominated nightmare."</i>	

Theme	Location	Illustrative quotes from feedback	AT Response
		<ul style="list-style-type: none"> ▪ <i>"Love the protected facilities through the main shops area."</i> 	
Like parking changes at West Lynn shops	West Lynn Shops	<ul style="list-style-type: none"> ▪ <i>"We fully support the replacement of the angled parking spaces outside Harvest Wholefoods etc with parallel parks."</i> 	
Like raised speed tables at West Lynn shops	West Lynn Shops	<ul style="list-style-type: none"> ▪ <i>"[Like] the raised crossing points at West Lynn shops."</i> ▪ <i>"I like the cycle lane and slowing traffic in West Lynn shops"</i> 	
Like new plantings	West Lynn Shops	<i>"I support the new planting in the West Lynn town centre. However, I would also like to see more planting of large trees."</i>	
Like high friction surface near Countdown	Countdown	<i>"[Like] High friction surfacing near Countdown."</i>	
Change / dislike 'Slow' road marking Richmond Rd between Fisherton and Castle St	Castle Street	<ul style="list-style-type: none"> ▪ <i>"We can slow traffic [on Richmond Road] without doing [proposed speed calming measures such as "slow" sign near Edwards Rd]. Think about streetscape, landscape and whole area."</i> ▪ <i>"Why put "slow" signs at West Lynn when you could lower the speed limit to 30km/hr?"</i> 	

Theme	Location	Illustrative quotes from feedback	AT Response
			West, to alert drivers that they are entering a slower speed environment.
Change / dislike speed table at Wilton, suggest ped crossing	Wilton Street	<i>"In the town centre, I would like to see the proposed raised table south of Wilton Street changed to a zebra crossing. This would help with traffic calming and make the centre more attractive and people-friendly."</i>	We agree that a pedestrian crossing on this new raised table would improve the pedestrian amenity, and will investigate the feasibility of this improvement.
Change acuteness / diversion from desire lines - Hakanoa intersection	Hakanoa Street	<i>"Some concern at acuteness & diversion from desire lines for bikes & pedestrians on intersections Tutanekai & Hakanoa."</i>	By building out the footpath at these side streets, the mouth to the road is narrowed, which causes a slower entry and exit to the road. A layout like this encourages awareness of other road users such as pedestrians and people on bikes. While the new arrangement might require a minor diversion from a straight line, there are safety benefits.
Change acuteness / diversion from desire lines - Tutanekai intersection	Tutanekai Street	<i>"Buildout at Tutanekai Street requires sharp manoeuvres by cyclists"</i>	The visibility offered by the new layout will also assist cyclists with their manoeuvring at this location.
Change / dislike pedestrian crossing location at West Lynn shops	West Lynn Shops	<i>"The pedestrian crossing at the West Lynn shops needs to be moved rather than raised. It is in a dangerous location as traffic coming up Richmond road does not get a view of it until they are upon it."</i>	The gateway treatments, speed table at 480 Richmond Road, and advanced signage alerting motorists to these facilities (including the newly-raised crossing) will create a slower speed environment and raise awareness of the upcoming crossing.
Change / dislike planting at West Lynn shops	West Lynn Shops	▪ <i>"Please change the plantings in West Lynn so that the corner for the bikes to go around (to go behind the angled parking) is not so sharp - it</i>	We will ensure that any plantings in the West Lynn shopping centre (and in fact, wherever plantings are

Theme	Location	Illustrative quotes from feedback	AT Response
		<p><i>will be hard for the cyclists to see around it to make sure there are not people crossing the cycleway."</i></p> <ul style="list-style-type: none"> ▪ <i>"Also, no further plantings needed in the West Lynn shopping area."</i> 	<p>designed for a route) does not hinder visibility of or from the facility.</p> <p>Any plantings will improve the community environment, creating an enjoyable space for locals and visitors to the area.</p>
Change / dislike loss of parking Tutanekai/ Richmond corner	Tutanekai Street	<p><i>"Concerns: 1) loss of parking [corner Tutanekai Street]."</i></p>	<p>The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers. Maximising parking spaces and streamlining the bus stop arrangement were at the forefront of the proposed town centre layout.</p>
Change / dislike parking reconfiguration West Lynn shops	West Lynn Shops	<ul style="list-style-type: none"> ▪ <i>"I am concerned about removing car parks from the West Lynn shops area - it is a busy area with bars, cafes, hairdressers and retail stores most people drive into the area so there is frequently insufficient parking."</i> ▪ <i>"Taking the angle parking out from the corners of Richmond Francis and Warnock is a dreadful idea and will hurt the businesses. It is hard enough to get a park there now. Reducing parks and changing to parallel parking is even worse as it will halt traffic with people trying to back into the parks."</i> ▪ <i>"There needs to be an increase in parking for shoppers around Harvest not a decrease. It is already very difficult to find a park. There are no disabled parks as I am unable to walk very far."</i> ▪ <i>"Suggest P60 on side streets (Warnock and Francis) to discourage commuters and all day parking."</i> ▪ <i>"More short term parking near West Lynn shops, facilitating shopping"</i> 	<p>Some parking removal is necessary to improve safety for all road users, but we have rearranged the parking to retain as many on-street parks as possible. We will consider additional parking restrictions to improve parking turnover near the shopping centre.</p> <p>We will provide mobility parking in the town centre.</p> <p>With regard to the Warnock/Richmond intersection, the new road layout improves visibility from Warnock Street by tightening the turn with kerb build-outs and the pedestrian refuge replacing the right-turn bay.</p> <p>Replacing the angled parking with parallel parking will also improve this visibility.</p> <p>The current free-flow arrangement of traffic at this intersection is unsafe for people on bikes, which is why narrowing the entrance to Warnock Street with build-outs is part of this design.</p>

Theme	Location	Illustrative quotes from feedback	AT Response
		<ul style="list-style-type: none"> ▪ <i>"Knowing this area well, allows for recognition that this planned reduction in parking is likely to adversely affect shoppers and businesses. Is it way too simplistic to suggest that council land at 4 Warnock St could be developed for more public parking?"</i> 	<p>Developing the land at 4 Warnock Street for public parking is out of the scope of this project, however we will continue to monitor traffic flow and parking in the town centre. We will forward this suggestion onto our Parking department for investigation.</p>
<p>Change / dislike improvements around Countdown</p>	<p>271 Richmond Road/ Countdown</p>	<ul style="list-style-type: none"> ▪ <i>"I would like to see a raised pedestrian crossing between Countdown and Fruit World etc. to calm vehicle traffic and similar 'gateway treatment' measures on the road as at West Lynn"</i> ▪ <i>"Major concern with the proposed layout in the vicinity of Mitre 10/Countdown. Currently this is very congested. Another ped crossing could make this a nightmare."</i> 	<p>Pedestrian crossing and refuge locations are chosen very carefully, taking into consideration a number of factors including visibility of and from the crossing, pedestrian desire lines, and traffic flow.</p> <p>The new speed table at 480 Richmond Road will slow traffic near the Countdown area, and entering the West Lynn shopping centre. We are currently investigating the feasibility of installing a pedestrian crossing on this raised speed table to further improve the pedestrian amenity.</p> <p>Gateway treatments will be installed at the entrances to a town centre area to indicate to motorists that they are entering a slower speed environment. This is why they will be installed at 379 Richmond Road southbound and 252 Richmond Road northbound.</p>
<p>[Suggest] raised table or zebra crossing</p>	<p>NA</p>	<ul style="list-style-type: none"> ▪ <i>"I support the new speed table between Tutanekai and Wilton but believe this should be a formal raised zebra crossing."</i> ▪ <i>"I would like to see all side street intersections on Richmond Rd in the town centre to include a raised table crossing for pedestrians."</i> ▪ <i>"There is no zebra crossing between 470 Richmond Road and Surrey Crescent. We would suggest making the refuge at 522 Richmond"</i> 	<p>Pedestrian crossing and refuge locations are chosen very carefully, taking into consideration a number of factors including visibility of and from the crossing, pedestrian desire lines, and traffic flow.</p> <p>We agree that pedestrian amenity could be improved by a pedestrian crossing on this new raised table, and will investigate the feasibility of this improvement.</p>

Theme	Location	Illustrative quotes from feedback	AT Response
		<i>Road a zebra crossing"</i>	<p>Pedestrian crossings are only appropriate where there is a high pedestrian demand: an often-empty crossing will be reduced in a motorist's awareness (specifically regular drivers of the route). This reduced awareness, coupled with the increased perception of safety by pedestrians, can lead to an increased risk of pedestrians being hit.</p> <p>This is why sometimes a refuge is more appropriate than a zebra crossing, and why sometimes the opposite is true.</p> <p>The design includes an upgrade of the pedestrian refuge at 522 Richmond Road to fit the new cycling facilities, but we will also investigate potentially upgrading this to a formalised pedestrian (zebra) crossing.</p> <p>This project is limited by funding and other constraints, so not all suggestions are possible at this time, but will be investigated later as part of other projects. This is the case for suggestions for raised tables at each side street intersection.</p>
Consider Streetscape perspective along Richmond Rd	West Lynn Shops	<ul style="list-style-type: none"> ▪ <i>"Please don't put a cycleway down here. It's hardly the busiest street in town, and is quite wide. They are ugly, annoying and totally unnecessary. Cyclists shouldn't be lulled into thinking that the road is looking after them - they need to be totally focused on their OWN safety. Because Richmond Road is so winding, speeding is not a huge issue - you can't speed. And by removing some parking at the West Lynn Shops. That makes it harder for locals to support their local businesses..."</i> ▪ <i>"Improve lighting if possible especially near the shops."</i> 	<p>The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers. Maximising parking spaces and streamlining the bus stop arrangement were at the forefront of the proposed town centre layout.</p> <p>Some parking removal is necessary to improve safety for all road users, but we have rearranged the parking to retain as many on-street parks as possible. We will</p>

Theme	Location	Illustrative quotes from feedback	AT Response
			<p>consider additional parking restrictions to improve parking turnover near the shopping centre.</p> <p>Research has found that while people on bikes may not buy as much as someone in a car might, they have the ability to stop more often, and easily. Due to this, the amount spent at local businesses per person – car versus bike – averages out to about the same.</p> <p>Evidence from other cycling infrastructure projects, such as The Lightpath (Te Ara I Whiti), shows that if we provide safe, separated cycle routes, people will use them (since opening, The Lightpath averages over 800 cycle trips per day).</p>
Like relocation of bus stop (to 313 Richmond Rd)	311-313 Richmond Road	<i>"I like the relocation of the bus stop from outside 311 Richmond Road to outside 313-315 Richmond Road."</i>	<p>The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers. Maximising parking spaces and streamlining the bus stop arrangement were at the forefront of the proposed town centre layout.</p>
Like bus stop extensions/ improvements	NA	<i>"Strongly support island bus stops, with the bike the lane going behind the bus stop. Clearly a much better option."</i>	<p>The floating bus stop design (where the cycle lane continues behind the bus stop) will be installed in as many locations as space allows, which will be confirmed in the detailed design phase.</p>
Change / dislike bus stop outside 470 Richmond Rd	Richmond Road bus stop	<ul style="list-style-type: none"> ▪ <i>"Fumes and noise from buses. [Customers outside café will be negatively affected by relocated bus stop]"</i> ▪ <i>"Do we need bus shelter at south side bus stop - already shop verandas. Maybe just some great seats/bike locking facilities"</i> 	<p>The town centre car parks, bus stops and cycleway are there to serve the needs of the entire town centre community, including its business and customers.</p>

Theme	Location	Illustrative quotes from feedback	AT Response
Change/ dislike bus stop location at 417 Richmond Rd	Richmond Road bus stop	<ul style="list-style-type: none"> ▪ <i>"Move the bus stop outside #417 Richmond Rd further down as this is a popular stop for the dairy and ATM withdrawals."</i> ▪ <i>"Bus stops compromise traffic flow in the shopping centre by narrowing available road width"</i> ▪ <i>"Moving the bus stop is also not good as the left turn into Francis Street will be more dangerous and cars will be turning directly in front of buses- it is a dangerous left turn when people walk across against tuning traffic they will not be seen when there is a bus there"</i> 	<p>Maximising parking spaces and streamlining the bus stop arrangement were at the forefront of the proposed town centre layout, which amalgamates two bus stops from either side of the town centre to one centralised location.</p> <p>We will consider additional parking restrictions to improve parking turnover near the shopping centre.</p> <p>Bike parking opportunities will be explored in the detailed design phase of this project, particularly in the shopping area, Countdown, and other high-cyclist traffic areas.</p>
Dislike location of bus stops in general	NA	<i>"Why are you proposing to place bus stops in front of quick turnover businesses?"</i>	
Change / dislike bus stop at 313 Richmond Rd	311-313 Richmond Road	<i>"Very concerned about the relocation of the bus stop directly over the driveway of 313 Richmond Road; these residents need to reverse exit and has already had a collision with a bus one this way"</i>	
Suggest floating bus stops [like route 4] on Richmond Rd	NA	<i>"[Want] floating bus stops on Richmond Road where possible for Route 2 (like Route 4)."</i>	Thank you for your feedback. The floating bus stop design (where the cycle lane continues behind the bus stop) will be installed in as many locations as space allows, and will be confirmed during the detailed design phase.
Like calming of vehicle traffic	NA	▪ <i>"I like the slow down tactics such as the raised pedestrian crossing and proposed road markings."</i>	The traffic calming and gateway treatments will be installed, and additional pedestrian amenity investigated, to create a slower speed environment and improve safety for all road users.
Like Riley kerbs	NA	<i>"Riley kerbs look great."</i>	

Theme	Location	Illustrative quotes from feedback	AT Response
Like future connectivity	NA	<ul style="list-style-type: none"> ▪ <i>"It's a good step towards providing a comprehensive network of cycle lanes so we can get rid of our 2nd car."</i> 	
General support for project/proposal/process	NA	<ul style="list-style-type: none"> ▪ <i>"[Like] All aspects. I support all other routes as part of the network for Grey Lynn."</i> ▪ <i>"I am happy that the cycle ways are starting to be connected up along routes that I normally drive on. I would use a bike for doing regular shopping, visiting the library etc. once these cycle ways are completed. I do not like riding on the road currently."</i> 	
Dislike hard paving east side of Richmond Rd	Richmond Road	<p><i>"Very opposed to the amount of hard paving on East side of Richmond Rd. It would destroy a significant urban feature and undermines the health of the Pohutukawa tree that overhangs here from private land."</i></p>	The design will not affect nearby trees.
Cycle lanes unnecessary / patronage of cycleways	NA	<ul style="list-style-type: none"> ▪ <i>"The number of cyclists in Auckland (OR in the future) does not justify the outrageous amounts of money being spent on cycle ways at the expense of vehicle drivers!"</i> ▪ <i>"Unnecessary and no evidence to support increased cycle use in other parts of the city to warrant this cost and disruption. Money better spent elsewhere."</i> 	<p>Evidence from other cycling infrastructure projects, such as The Lightpath (Te Ara I Whiti), shows that if we provide safe, separated cycle routes, people will use them. Since opening, The Lightpath has averaged over 800 cycle trips per day.</p> <p>Research has found that while people on bikes may not buy as much as someone in a car might, they have the ability to stop more often, and easily. Due to this, the amount spent at local businesses per person – car versus bike – averages out to about the same.</p>
Motorist behaviour concerns	NA	<ul style="list-style-type: none"> ▪ <i>"Cars pulling out or reversing out pose big risk."</i> ▪ <i>"Cars go at high speed up hill to roundabout."</i> 	The town centre needs to serve the needs of the entire town centre community, including its businesses and customers, whether driving, on foot, cycling, or taking public transport.

Theme	Location	Illustrative quotes from feedback	AT Response
			It is important that there is a safe and continuous cycle facility linking the town centre to other destinations, making cycling an easy option for getting around.
Change /lower speed limits	NA	<ul style="list-style-type: none"> ▪ "Lower traffic speed to 30kph." ▪ "Speed restriction 40Kph!!" 	Changes to speed limits across a wide area would need approval at a national level; however, in many cases a reduction in speed can be achieved through design, and this is generally more effective than a simple speed limit change.
Consider narrowing traffic lanes to encourage lower speed	NA	"Further narrowing of traffic lanes to naturally encourage lower vehicle speeds."	The general approach for local residential streets on the proposed network will be to reduce speed by designing a slow speed environment rather than introducing a speed limit in isolation.
Mandatory bells on bicycles	NA	"All bikes should have bells like in Japan so that we share space."	Both the NZ Transport Agency and AT carry out education campaigns to promote cycling and encourage considerate behaviour between people walking, cycling and in cars. These suggestions will be forwarded to AT's Campaigns team for consideration with public awareness campaigns.
Make changes happen now / do more / educate	NA	<ul style="list-style-type: none"> ▪ "To make this really successful I feel it needs to be accompanied by a very robust education/public awareness campaign regarding cycle lanes, i.e. that the green strips along the side of the road are dedicated cycle lanes. The taxi companies and drivers/tourist industry need to be well educated regarding these issues and there also needs to be more resources directed to enforcement regarding poor, dangerous and illegal parking. e.g. parking on yellow lines and in loading zones. There is no point in having restricted parking if it is not enforced occasionally." ▪ "We need these improvements now!" 	<p>Suggestions regarding legal requirements (such as mandatory bells on bikes) would require a change of legislation, the decision for which is made at a national level. Submitters can contact their local Member of Parliament (MP) directly to try to influence legislative change.</p> <p>If you notice illegal parking, please call 09 355 3553 to request enforcement. If there are location recorded with multiple reports, they may be included in an enforcement patrol as a problem area.</p>

