

Mount Albert town centre upgrade consultation analysis report

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Prepared by Buzz Channel



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Executive Summary

Auckland Transport (AT) has been consulting with the Mount Albert community regarding four potential options for the intersection of New North Road and Mt Albert Road. This project aims to upgrade the road to best meet the needs of all users, and incorporates:

- A safer, more appealing environment for pedestrians, cyclists, commuters, road users and retail and restaurant businesses
- More places to pause and rest and enjoy
- A wider footpath allowing for more street activities and greater opportunity for on-street dining and arts and culture
- A greener, more attractive environment that retains on-street parking wherever possible
- An environment that reflects Māori cultural values.

The purpose of the most recent public consultation was to gather feedback on the four New North Road right-hand turn options that had been developed based on prior feedback and revisions to the original Mt Albert Town Centre Upgrade & Streetscape plans. The four proposed options are:

Option 1 - Design Layout & Right turn allowed at all times

Option 2 - Design Layout & Right turn banned part of the time

Option 3 - Design Layout & Right turn banned at all times

Option 4 - Changed Layout & Right turn allowed at all times

The consultation, feedback process and feedback forms were managed by AT. Buzz Channel's role was to process and analyse feedback, as well as deliver findings to AT for review. Participants were invited to complete a paper or online feedback form. They also had an opportunity to submit feedback directly to AT by post or email. Feedback was also encouraged via other online sources (e.g. on Transport Blog and Neighbourly websites), via media (e.g. the Central Leader) and social media (i.e. Facebook).

The consultation took place between 5 - 16 December 2016. Overall, 1,485 responses to the feedback forms were received, with most of these made online. The overall number of 'pieces' of feedback, from all sources (including Facebook and the Transport Blog) was 1,695.

Overall findings

Overall, three quarters of respondents (75%) said their preference was option 3. Nearly one in five (19%) preferred option 4. Options 1 & 2 were favoured by 3% of participants (respectively).

Of all responses to feedback forms, 98% were completed online and 2% were sent by mail. Of all submissions received by mail, 70% were from other Aucklanders, while 22% were from the wider local community and 9% from locals (the immediate local community). Of all submissions completed online, 98% were from other Aucklanders and 2% were from the wider local community.

Most submissions were made by other Aucklanders (97%) and only 3% were made by the wider local community (i.e. those participants based on McLean St, Allendale Rd and Lloyd Ave, and who are considered moderately affected). There were only 5 responses from the locals (in this case, businesses based south of intersection between Richardson Rd and Mt Albert Rd, and who are considered most affected). In their feedback, they raised concerns about the potential loss of parking, rat running through the side streets and the need for road improvements.

Most participants who submitted their feedback online supported option 3 (76%) and another 18% supported option 4. The remainder supported options 1 and 2 (3% respectively). Of all responses received by mail, 57% were in favour of option 4, 22% in favour of option 1 and another 17% of option 2. Please note that these results are indicative only due to a small sample size.

Option 1 findings

Supporters of option 1 (3%) liked that the right turn would be retained to allow vehicle movements at all times. They felt that this was a balanced option, as it would allow for the cycle lane to be retained as well. Some participants expressed their dislike of option 4. Others felt that this option was the best for residents, safest for all and would have less impact on the surrounding streets. Several participants liked that under this option the car parks would be retained. A few thought that the traffic light sequencing would need to be adjusted (to allow longer times for right turning traffic) to ensure a smooth traffic flow.

When asked if there were any specific issues AT should be aware of, participants most commonly mentioned the need to retain the cycle lane through the intersection. They also said that cars were causing issues at the intersection by turning right on yellow and red lights. Some were concerned about the loss of parking and impact on businesses, while others were worried about the access from Allendale Rd. Some said the traffic light sequencing needed adjusting to ensure a smooth traffic flow. A few suggested introducing speed limits on side streets and implementing peak hour bus lanes.

Option 2 findings

Supporters of option 2 (3%) liked that the cycle lane would be retained and felt it was the best option for the residents. Some participants liked the off-peak flexibility, while others felt cyclists needed more room/safety measures. Some were vocal about their dislike of option 4. A few said this option would allow a smooth traffic flow and have the least impact on surrounding streets.

When asked if there were any specific issues AT should be aware of, participants most commonly said that the cycle lane and safety must be prioritised. Some were concerned about the impact on side streets and highlighted the need for a smooth traffic flow and adequate forewarning signage.

Option 3 findings

Proponents of option 3 (75%) said that the cycle lane was vital for the future of the city and argued that it was the safest option for cyclists and pedestrians. Participants also thought this option focused on a bigger picture, was the best option for all and allowed a smooth traffic flow. Some felt that the right turn into Mt Albert Rd was not needed, while others expressed their dislike of option 4, which was thought to be dangerous for cyclists.

When asked if there were any specific issues AT should be aware of, participants most commonly said that the cycle lane and safety of cyclists and pedestrians should be a priority. Some also said that **option 3 was the best all round solution and that it's important to consider the future growth of the area.** A few mentioned the need for the general streetscape to be updated.

Option 4 findings

Supporters of option 4 (19%) liked that the right turn into Mt Albert Road would be retained. They argued that it would help to improve the traffic flow and ease congestion. Some thought it was safer than option 3 and the best/most convenient option for residents. A few also said that the cycle lane should be a priority and approved the removal of carparks, while a handful of participants argued that the cycle lane should be relocated.

When asked if there were any specific issues AT should be aware of, participants mentioned a number of issues. The most commonly mentioned concerns were about the impact on surrounding streets and safety of all road users. Other concerns centred on a need to update the general streetscape, **cyclists' safety and pedestrian safety.** Some expressed their dislike of cycle lanes, while others highlighted the need for traffic light sequencing, smooth traffic flow and adequate forewarning signage.

Other feedback sources findings

The blog posts on the transportblog.co.nz website called for support of option 3 and generated a total of 178 comments from the public. Most of these comments were in fact in support of option 3. Some raised concerns about the impact the ban of the right-hand turn would have on the residential streets, especially in regard to safety of children and students.

The Generation Zero's communication included an email out to members of the public who are part of their mailing list encouraging them to support option 3. There is no evidence as to what impact, if any, this communication had on the participants' submissions.

The AT's Facebook post invited members of the public to submit their feedback online via a feedback form. It generated a total of 32 comments, most of which were positive about the Mt Albert Town Centre upgrade in general. Some spoke about the need for the streetscaping work to be done and said that the time frames needed to be shortened to complete the overall upgrade.

Background

Auckland Transport (AT) has been consulting with the Mount Albert community regarding four potential options for the intersection of New North Road and Mt Albert Road. This project aims to upgrade the road to best meet the needs of all users, and incorporates:

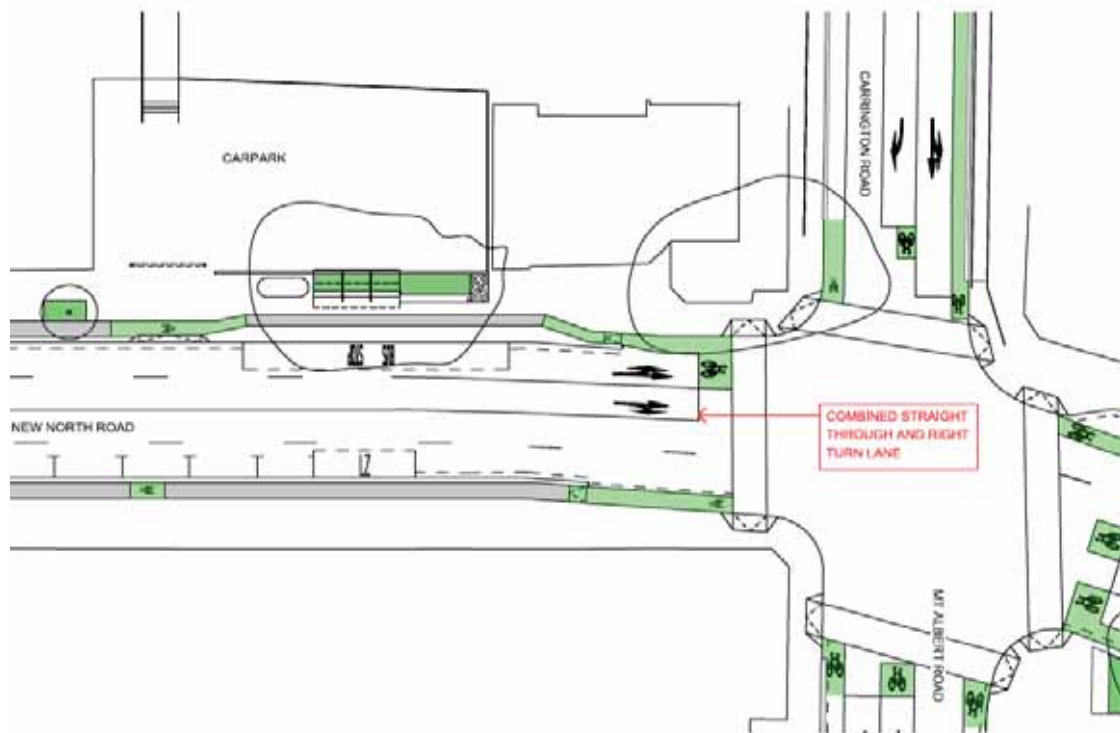
- A safer, more appealing environment for pedestrians, cyclists, commuters, road users and retail and restaurant businesses
- More places to pause and rest and enjoy
- A wider footpath allowing for more street activities and greater opportunity for on-street dining and arts and culture
- A greener, more attractive environment that retains on-street parking wherever possible
- An environment that reflects Māori cultural values.

AT has been engaging with the community on this project since October 2016, and prior to this Auckland Council had engaged with the community since mid-2015. The most recent engagement activity involved presenting the four New North Road right-hand turn options to the wider public and local community for feedback. These options had been developed based on prior feedback and revisions to the original Mt Albert Town Centre Upgrade & Streetscape plans.

The four options include:

Option 1 - Design Layout & Right turn allowed at all times

Figure1: Option 1 - Design Layout & Right turn allowed at all times.



Main positives (based on AT's internal analysis):

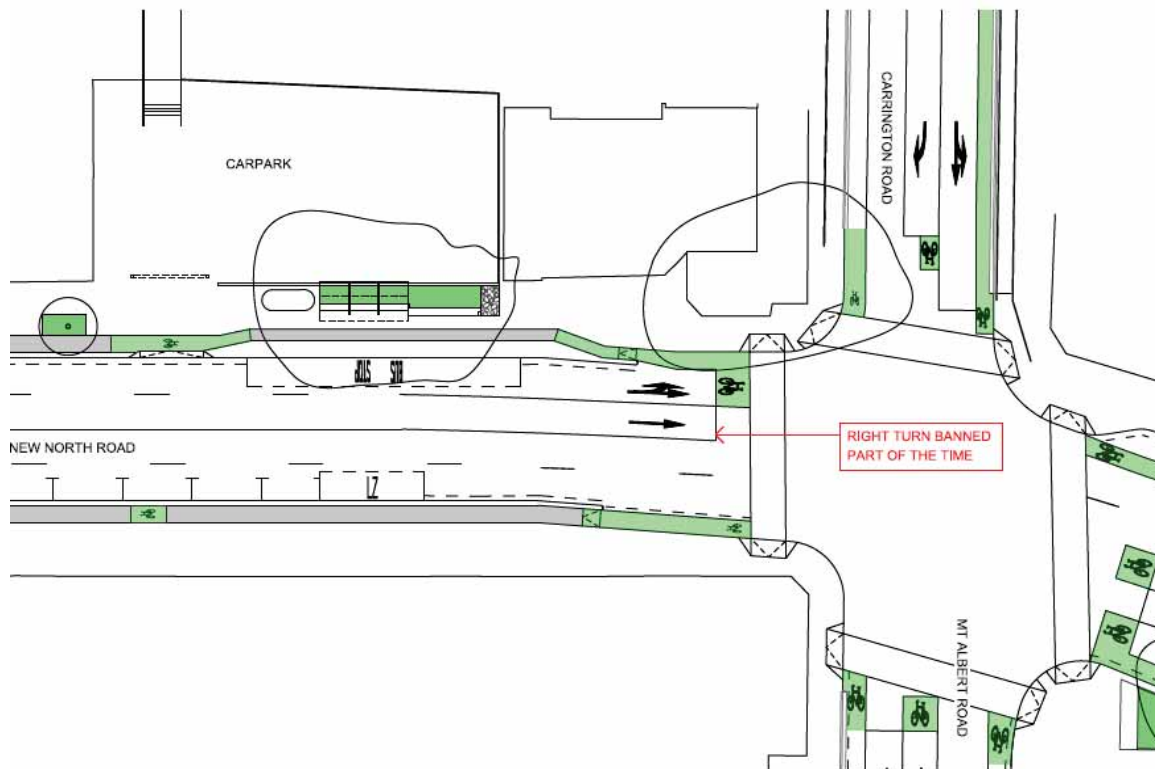
- Right turn into Mt Albert Road retained (from a combined straight through and right turn lane)

Main negatives (based on AT's internal analysis):

- Intersection delays increase by 50% in morning peak
- Intersection delays increase by 300% in evening peak
- Likely to be increase of rat-running through local streets
- Significant delays to bus routes

Option 2 - Design Layout & Right turn banned part of the time

Figure 2: Option 2 - Design Layout & Right turn banned part of the time.



Main positives:

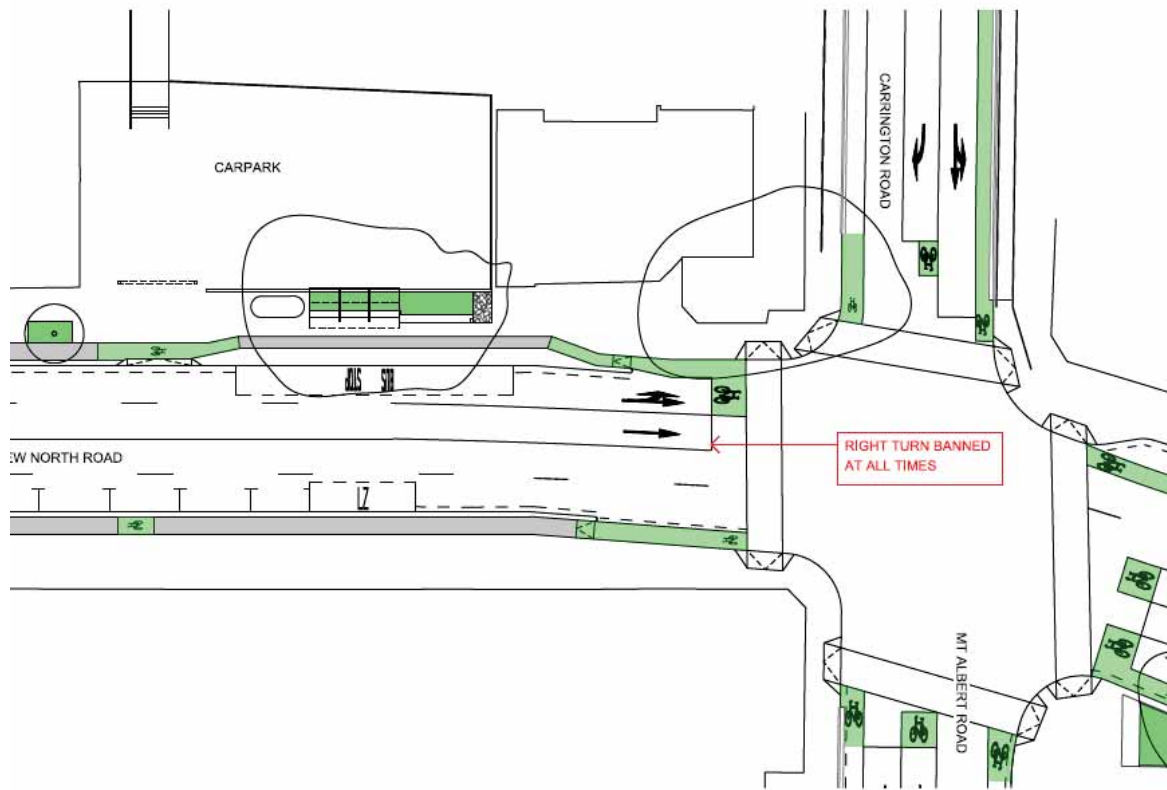
- More flexible approach, allowing right turns at some times of the day to be retained

Main negatives:

- Traffic flows are very high throughout the day – the right turn might need to be banned for say, 12 hours a day to avoid the congestion
- Risk of unsafe manoeuvres when ban is active
- Risk of driver confusion

Option 3 - Design Layout & Right turn banned at all times

Figure 3: Option 3 - Design Layout & Right turn banned at all times.



Main positives:

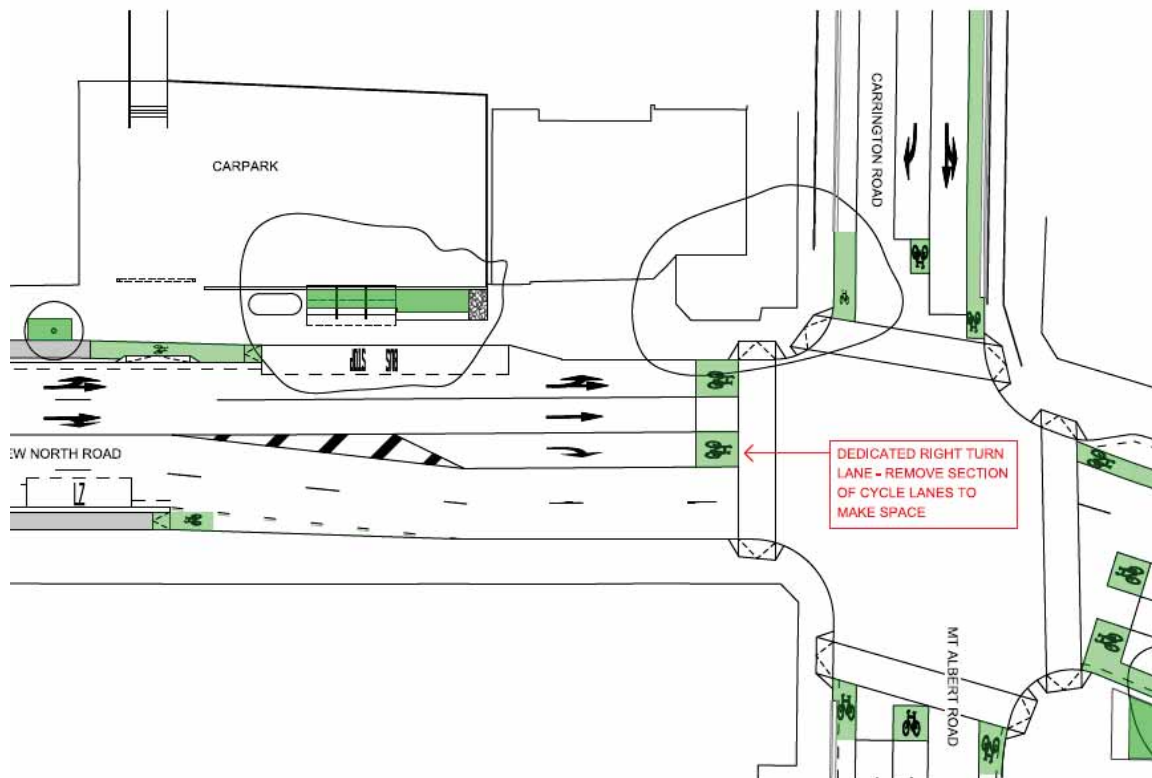
- Intersection delays reduce by 10-30%
- Logical “regional” re-routing option (Richardson Rd -> Owairaka Ave)

Main negatives:

- Wider road network accessibility and movement adversely impacted
- Right turning traffic re-routed through local roads
- Increased right turn movements into Lloyd Ave from NNR
- Increased right turn movements out of Allendale Ave onto Mt Albert Rd

Option 4 - Changed Layout & Right turn allowed at all times

Figure 4: Option 4 - Changed Layout & Right turn allowed at all times.



Main positives:

- Right turn into Mt Albert Rd retained (from a dedicated right turn lane), with associated network benefits
- No additional traffic re-routed through local roads

Main negatives:

- Approx. 40m of the proposed cycle lanes south of the intersection will be removed (creates safety concerns that will require further assessment, mitigation and design amendment)
- Less confident cyclists would likely ride on the footpath in a section already constrained for pedestrians
- Removal of 5 further car parks south of the intersection (out of 39 parking spaces in total)
- Approx. 25m of footpath widening previously proposed south of the intersection returned to existing widths

Engagement Techniques and Methodology

AT designed and managed the consultation and feedback process and feedback forms. Buzz Channel processed and analysed the feedback.

Participants were invited to complete a paper or online feedback form. They also had an opportunity to submit feedback directly to AT by post or email. AT also ran campaigns on Facebook and Neighbourly websites, as well as in the Central Leader community newspaper informing the public about the consultation and inviting people to submit feedback.

Figures 5 & 6: Have your say ad in the Central Leader & Facebook post.



The feedback form asked participants which intersection option they preferred. It also had two open-ended questions that asked participants to explain why they selected that particular option and whether they had any specific issue AT should be aware of. Participants were also invited to provide their contact details including name, address, suburb, post code, email address and phone number.

The public engagement took place between 5 – 16 December 2016. Overall, AT has received 1,485 responses to the feedback form. The feedback included 1,457 online submissions, 23 hard copies of feedback forms received by mail, 1 phone call, 4 emails to AT and Auckland mayor's office. Other feedback covered in this report include commentary posted on AT's Facebook page dedicated to this project which generated 32 comments, the Generation Zero (generationzero.org), Bike Auckland (bikeauckland.org.nz) and Transport Blog (transportblog.co.nz) websites. The blog posts on the transportblog.co.nz website generated 178 comments. The overall number of submissions received from all sources was 1,695.

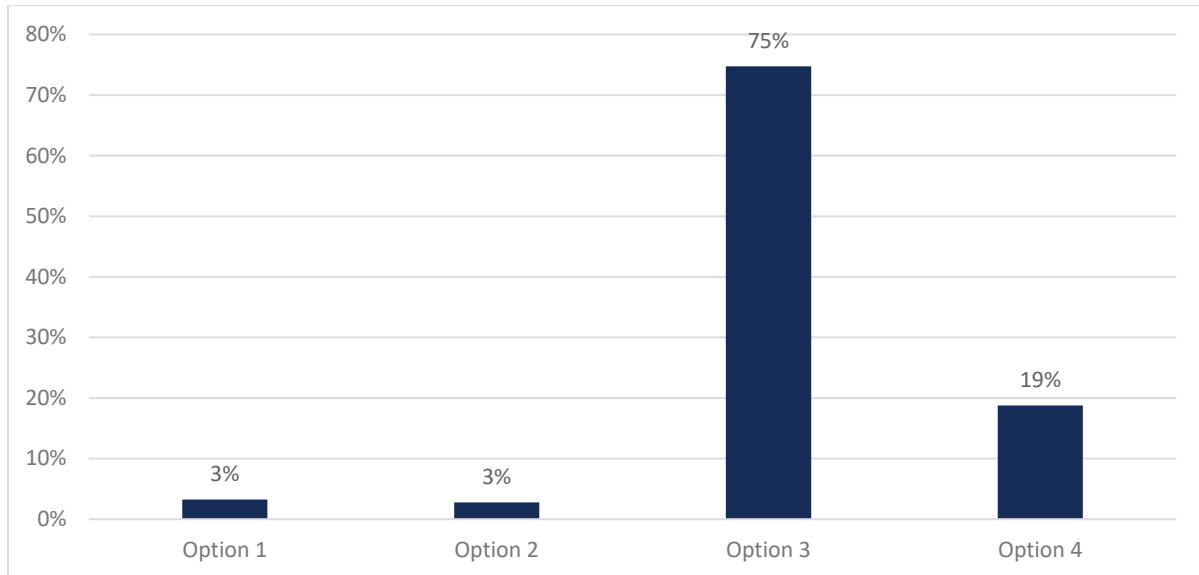
Comments received as part of the open-ended feedback have been coded and 'counted' to present the results shown in the tables in this report.

Those filling in the feedback forms were able to answer as many or as few questions as they wished. Response numbers for each question may therefore vary. Note that some base sizes are low (i.e. less than 50) and results for these questions should therefore be considered indicative only.

Overall Findings

Responses to feedback forms

Figure 7: Responses to feedback forms



Base: 1485 responses

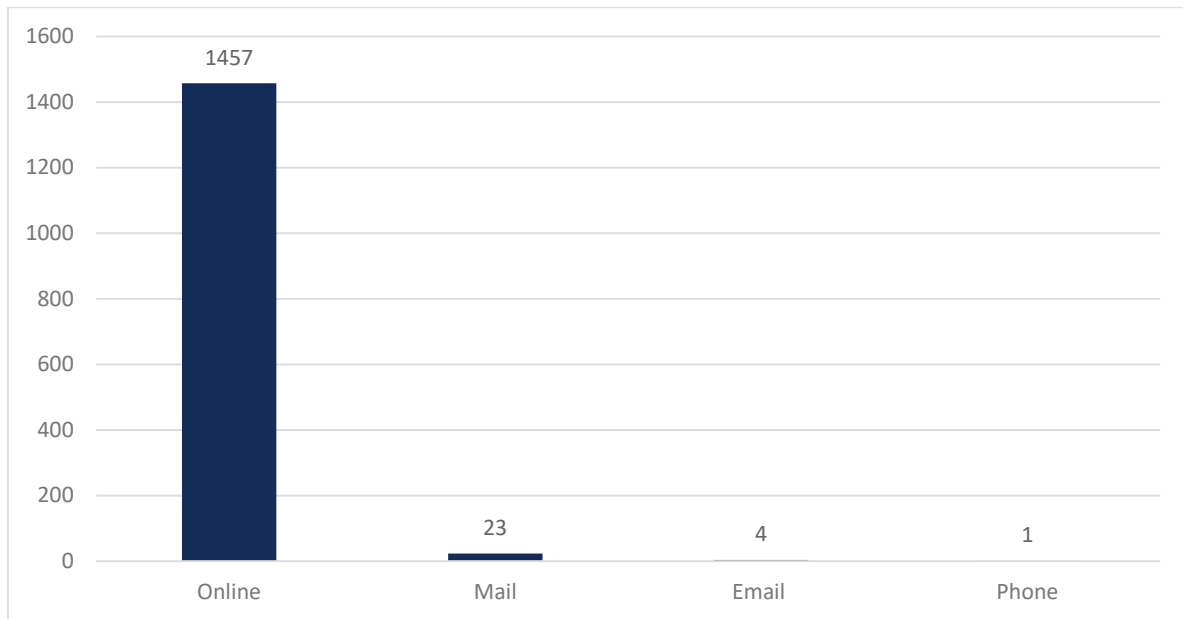
Overall, three quarters of all participants said that Option 3 was their preferred option (removing the right-turn lane altogether). As shown below in the Responses to feedback forms by method and area section, preference for Option 3 was mainly driven by those submitting online feedback and those living in the wider Auckland region, rather than in the immediately affected area.

Nearly one in five participants (19%) said they liked Option 4 the most (having a dedicated right turn lane, enabling traffic to turn right into Mt Albert Road at any time). As shown below in the Responses to feedback forms by method and area section, preference for Option 4 was mainly driven by those submitting hard copy feedback and those living in the local area rather than in the wider Auckland region.

Only 3% supported options 1 and 2 respectively.

Responses to feedback forms by method and area

Figure 7: Responses received from feedback forms by method



Base: 1485 responses

Of 1485 responses to feedback forms, 1457 (98%) were completed online and only 23 (2%) were received by mail. Just 4 were submitted by email and 1 by phone.

Of all submissions received by mail, 70% were from other Aucklanders, while 22% were from the wider local community and 9% from the locals.

Of all submissions completed online, 98% were from other Aucklanders and 2% were from the wider local community.

Figure 10: Key areas relevant to the upgrade



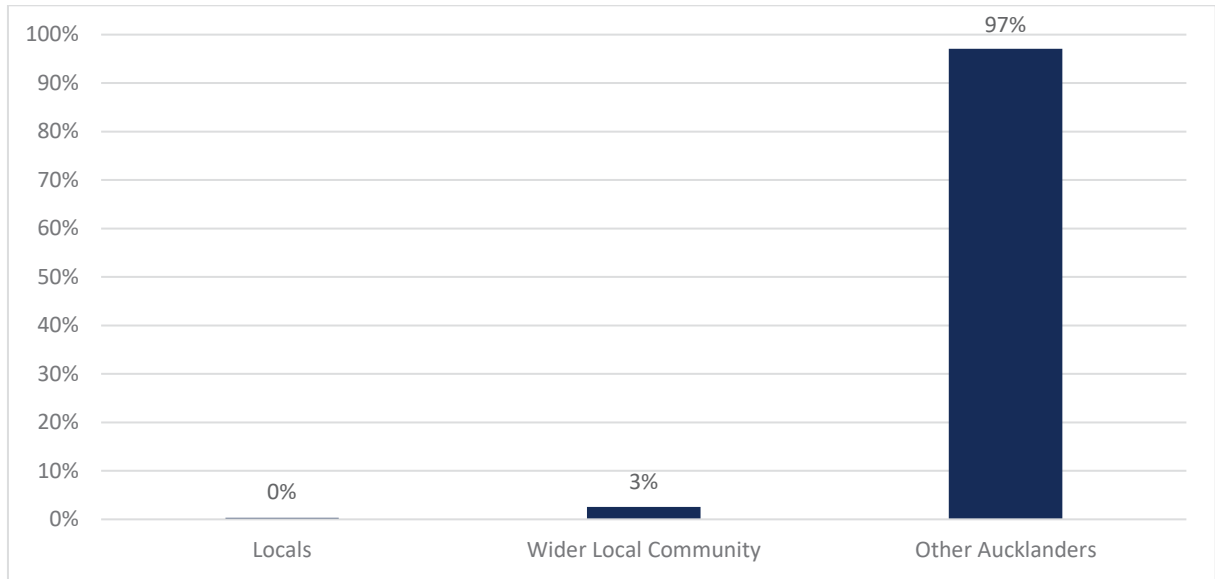
The key areas as defined by AT's project team and relevant to the proposed upgrade are specified as follows: Lloyd Ave (location #1 on the map), New North Road (location #2), Mt Albert Road (location #3), Allendale Road (location #4), McLean Street (location #5), Richardson Road (location #6) and Owairaka Ave (location #7).

The participants were divided into three categories based on the degree of impact the proposed changes are expected to have on them:

- Locals – those residents and businesses based south of intersection between Richardson Rd and Mt Albert Rd, and who are considered most affected.
- Wider Local Community - those based on McLean St, Allendale Rd and Lloyd Ave who are considered moderately affected.
- Other Aucklanders - those based on other streets in the vicinity as well as other parts of Auckland who are thought to be minimally affected.

Please note that, based on the assessment of the traffic flow in the area, it's recognised that those participants based on Richardson Rd and Owairaka Ave may still be affected but not significantly; therefore, they have been classified as part of the wider local community.

Figure 11: Responses to feedback forms by area



Base: 1485 responses

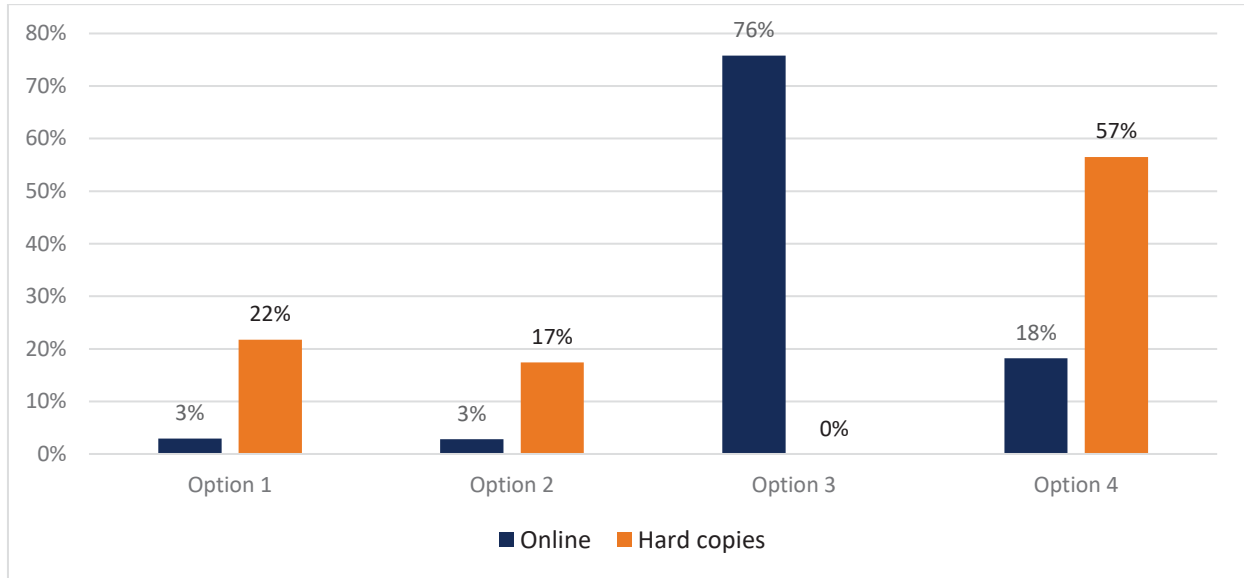
Of all responses to feedback forms, the majority were from other Aucklanders (97%), i.e. those participants who were based outside of the area that is considered to be immediately impacted. Another 3% of responses were from the wider local community.

Other Aucklanders were clearly in favour of option 3 with 98% supporting this option.

The wider local community was largely in favour of option 4 (82%).

Among locals, there were 5 responses in total – 3 were in support of option 1, one in support of option 3 and one in support of option 4.

Figure 8: Responses to feedback forms by option and method



Base: 1457 online responses and 23 hard copies.

Most online responses (76%) were in favour of option 3. Nearly one in five (18%) were in favour of option 4. Just 3% supported option 1 and option 2 (respectively).

Over half of submissions to feedback forms received by mail (57%) were in favour of option 4. Nearly a quarter (22%) of responses received via hard copies favoured option 1 and another 17% were in favour of option 2. In contrast to the online forms, none of those who submitted a hard copy form were in favour of Option 3. Please note that these results are indicative only due to a small sample size.

Detailed feedback from local businesses

There was a total of 5 responses from local businesses located south of the intersection between Richardson Rd and Mt Albert Rd, and who were considered most affected.

Figure 12: Local businesses who provided detailed feedback



The locations of local businesses who provided feedback are as follows: Ray White (location #1 on the map), Hell Pizza (location #2), New North Pharmacy (location #3) and Mount Albert Indian Takeaways (location #4).

In their feedback, local businesses raised concerns about the potential loss of parking, rat running through side streets and the need for road improvements. Their comments were:

"Makes more sense to have the continuous cycle lane to safety. Option to get to Mt Albert Rd thru Richardson Rd to Owairaka Rd which has better intersection now as well." (Supporter of Option 3 and New North Rd resident).

"Because it works at the moment, leave as is, do not take away car parks. No clear way between 4 to 6pm as we rely on people stopping in my case for prescriptions. Why not build a 2-story carpark where the tennis courts are?" (Supporter of Option 1 and New North Pharmacy business owner).

"Without doubt this is the most common sense option. I am the Manager of [local business] in Mt Albert and our entire office use this right-hand turn option many times a day. Rat running as you call it is already out of control in and around this suburb and any of the other options will only increase this which is unacceptable. We must retain a designated right hand turn option along with two free flowing lanes. If you take away the designated right hand turn option you will dramatically increase, dangerous manoeuvres, confusion which then leads to frustration and thereby a dangerous environment and as stated above more unnecessary rat running." (Supporter of Option 4 and Ray White manager).

"I don't see a reason. There is a road work needed. Just need to get smart traffic lights that handle the peak times wisely. I want to keep the car parking spaces and don't remove any of them. Local businesses need car parks for the evening trading

time. There are not even enough for now. If there is one less car parking, it will become a big problem for me as a business owner." (*Supporter of Option 1* and local business owner).

"It has all the road open but need to make sure that at this intersection right turn should be given for at least 1 minute. At the moment, it gives I think only 15 secs so that only 3 or 4 vehicles pass during their time and need at least 2 speed breakers between 912 - 1056 on both sides of the road." (*Supporter of Option 1* and local business owner).

Summary of findings by option

Option 1

Supporters of option 1 (3%) liked that the right turn would be retained to allow vehicle movements at all times. They also liked that under this scenario the cycle lane would be retained, which was seen as vital for the future of the city.

Key themes:

- Like that the cycle lane is retained.
- Like that the right turn into Mt Albert is retained.

Secondary themes:

- Oppose option 4.
- Less impact on surrounding streets.
- Best option for residents.
- Safest option for all.
- Traffic light sequencing needs adjusting.
- Like that car parks are retained.

Supporters of option 1 raised a number of concerns. The most commonly mentioned concerns were about the need for the cycle lane to be retained and cars causing issues by turning right on yellow/red lights and speeding through the intersection.

Key concerns:

- The cycle lane must be retained.
- Cars are an issue.

Option 2

Supporters of option 2 (3%) liked that the cycle lane would be retained and felt it was the best option that would be convenient and beneficial to the residents.

Key themes:

- Like that the cycle lane is retained.
- Best option for residents.

Secondary themes:

- Like the off-peak flexibility.
- Cyclists need more room/safety.
- Oppose option 4.
- Allows smooth traffic flow.

- Least impact on side streets.

Supporters of option 2 argued that the cycle lane must be prioritised and it must be safe to use.

Key concern:

- Prioritise the cycle lane and safety.

Option 3

Supporters of option 3 (75%) most commonly spoke of their desire to see the cycle lane remain unbroken to ensure the overall connectivity of the cycle network around Auckland, which they saw as vital for the future of the city. They believed this option was best for cyclists overall and would encourage cycling in general.

Key themes:

- Cycle lane is vital to ensure connectivity and encourage cycling.
- Safest option for pedestrians and cyclists.

Secondary themes:

- Focuses on a bigger picture.
- Best option for all.
- The right turn is not needed.
- Allows a smooth traffic flow.
- Dislike option 4 - it's dangerous and bad for cyclists.

Supporters of option 3 felt that the cycle lane should be a priority along with safety of cyclists and pedestrians.

Key concerns:

- Cycle lane is a priority.
- Cyclist/pedestrian safety is a priority.

Option 4

Supporters of option 4 (19%) felt strongly about having the right turn into Mt Albert Rd retained and said that this option would have the least amount of impact on the surrounding streets. They also felt this option would improve traffic flow, lessen the congestion in the area and eliminate confusion among drivers.

Key themes:

- Like that the right turn into Mt Albert Rd is retained.

Secondary themes:

- Helps to improve the traffic flow and ease the congestion.
- Safer than option 3.
- Best and most convenient option for residents.
- The cycle lane should be a priority.
- The cycle lane should be relocated.
- Approve removal of car parks.

Supporters of option 4 raised a range of concerns. The most commonly mentioned concern was about the impact on surrounding streets and safety of all road users.

Key concerns:

- Concern about traffic impact on side streets.
- Consider safety of all road users.

Reasons for not choosing any of the options

Some respondents (less than 1%) didn't choose any of the four options and either provided general comments or spoke of specific issues. Some of the general comments were:

"None of above! Just leave as what it is and resurface the footpaths and redo kerbs!"

"Choose which ever option allows a bike lane please."

"We must keep the centre safe for cyclists and pedestrians and slow traffic not increase it."

Reasons for not choosing option 4

An overall sentiment among some participants was that option 4 would undermine the town centre's upgrade and that it was not desirable for the wider local community as a whole and cyclists/pedestrians in general. A few (5%) offered detailed explanations of their reasons for not choosing this option:

"Any option apart from 4 would be OK. According to your website, the main project benefit is a safer, more appealing environment for pedestrians, cyclists, commuters, road users and retail and restaurant businesses, which rightly acknowledges the safety of pedestrians and cyclists as the most important, given their greater vulnerability and the need to encourage greater use of active modes. But option 4 ends the cycle lane before the junction, the most dangerous part, in favour of greater priority for people that choose to drive. The obvious disadvantage to cyclists is not mentioned under the bullets for point 4. I can't feel you've made some sort of mistake? If you really mean this, you will need to explain why you consider the safety of cyclists to be secondary to promoting driving."

"I support option 1 as a compromise to allow the ability to right-turning (which is only a small proportion of northbound vehicles). I do not support option 4 as there is no need for a turning bay that will negatively affect the proposed cycleway on the opposite side. Option 2 is also too confusing for road users. I also support option 3, but understand the concerns removing the ability to right-turn at all times."

"Options 1,2,3 fine, 4 bad, as removes cycle lane. Only slight preference for 1 over 2 or 3."

"I strongly oppose option 4. The idea of removing the proposed cycle lanes, as this fails to achieve the objective of the upgrade."

Other concerns

When asked if there were any specific issues AT should be aware of, a few (2%) mentioned the consultation process/approach. Some of these comments were:

"You've done extensive research - listen to the people."

"Your last design for Mt Albert town centre was stunning: listening to the public, you added proper Copenhagen-style parking protected bike lanes on New North Road, and received much praise for this. Please don't remove the lane now just to allow a tiny portion of the traffic to turn right, when other options are available."

"The process for this current round of consultation has been questionable. The result of the earlier consultation was positive, provided a reasonably balanced solution for all stakeholders, and was supported by the local board. If anything, it seemed as though the design team had bent over backwards to retain general traffic lanes and parking, when a more people-friendly town centre was preferred by many. This current 'backpedal' is therefore incredibly disappointing. My understanding is that it has resulted from residents' concerns about losing the right turn into Mt Albert Rd. However, these concerns are partly due to misunderstanding about the trade-offs and in particular the wider benefits of the whole project - for which some compromises are necessary. The design team and Auckland Transport should have stuck with the agreed design, communicated more clearly why this was the preferred option, and not bowed to pressure from a vocal minority."

Some of the other specific issues mentioned were in regard to car parking and availability of parking spaces (received via a phone call and email):

"Adam Amos of 19/982 New North Rd, Mt Albert called on 29/12/2016 regarding the Mt Albert town centre upgrade. His query is about the car park situated at 984 New North Road, Mt Albert. Adam is advising that there is now only one entrance out and the same entrance to get in. He is concerned that it may cause traffic issues and it could be a health and safety issue as well, due to not having enough room for passing

vehicle traffic. He also advised there used to be an entrance right next to the car park *on a shared driveway coming from New North Road, that entrance is no longer in use.*"

"I am a business owner in the Mt Albert Shopping center and the upgrade of the shopping center is concerning to the business owners. The reason is that the council in their wisdom have decided to take away a lot of the parking and also to introduce a 4 to 6 clearway. How are we expected to survive if this happens? I approached one of the people who came around to tell us what was happening and told this person of my and other business peoples concern and the answer was they will park down the road and to that I replied no they will not as human nature is to go to the next shop where they may be able to park. I have a pharmacy and like many business owners rely on people who in my case may go to the doctor after 4 and see me open and get their prescriptions filled. The parking at the moment is fine there is no problems with traffic flow why fix something that is not broken. I get a lot of business like other business owners after 4 as people can stop and park. New Lynn is a classic example of upgrade gone wrong. You try and get through New Lynn at peak time. It takes you forever, because they (the council) decided to put in trees and gardens and narrowed the road. These upgrades are fine but we rely on parking for business. You put yourself in our shoes and see what it feels like. You consult yes but when we express our concerns you DO NOT LISTEN as the decision has been made and you (the council) feel good with yourself because you have consulted and gave us a chance to express our concerns but what is the point of consulting if you DO NOT LISTEN to logic."

Other Feedback Sources

Transport Blog feedback

The 3 relevant blog posts on the transportblog.co.nz website called for support of option 3 and generated a total of 178 comments.

Figure 14: Defend Mt Albert cycle lanes ad on Transport Blog website.



Analysis of the comments submitted by members of the public through the transportblog.co.nz website revealed that most agreed with transportblog's analysis and supported Option 3 as this was the best (safest) option for cyclists and pedestrians. Some of their comments were:

"As a pedestrian I use that intersection quite regularly. Oddly enough there's little right turning traffic from New North Road into Mt Albert Road, so I suspect the usual gang of traffic engineers are over-egging that particular part of the pudding. I'd go for option 3, no question. It might also improve pedestrian wait times but, as usual with anything to do with AT, that sort of consideration is well and truly at the bottom of the pile. I can only concur with your observation that this is a box-ticking, sham consultation and I trust the Albert Eden Local Board and AC will raise hell."

"Options 1 and 2 just won't work – Sandringham Road/Mt Albert Road used to be like option 1 and people end up changing lanes when the person in front is stopped turning right, it must cause a lot of accidents. They changed Sandringham road to option 3 and it works much better. I think AT are a bit too focused on allowing right turns at every possible location. A lot of intersections would perform a lot better without them (and of course provide extra room for other modes). My guess is that AT actually want option 3 but they don't want to get flak from those who do turn right, hence the 'consultation'."

There were also questions raised by some about the lack of bike lanes on New North Road:

"My first thought was, where are the bike lanes on New North Road?... Seems like a fairly important road to place bike lanes along and if you're not going to do it now during a redesign, well then when are you going to do it? Otherwise, it'll definitely go like this: Fast forward 5 years... Oh. Yeah. We really should've put bike lanes along New North Road while we were ripping it up anyway through Mt. Albert. Hmmm Whoops."

A few were also concerned about the children's safety issues associated with a potential ban of the right hand turn into Mt Albert Road:

"Closing off the right turn will send traffic down residential side streets instead, no doubt about it. Probably Alexis Ave rather than Lloyd. The side streets aren't designed for extra traffic. Honestly, sending traffic down those streets where there are 3 schools, in the name of safety for cyclists, is about as dumb and dangerous idea I've heard."

"We have several schools in the immediate precinct (Mt Albert Grammar, Gladstone Primary, Marist, Hebron College, Te Kura Kaupapa, Marist College, St Mary's, Marist Primary and Mt Albert Primary), so there are a lot of young students using all these side streets, as well as the traffic generated by pre and post school pickups. And there is a real desire within the local community to resuscitate the shopping strip. I think there is a bit of resentment at our being caught up in the wider political fight that gets generated around the cyclists vs traffic stuff."

Generation Zero communication

Generation Zero's communication included an email out to their mailing list calling on people to support option 3. In their email, they said:

"AT had plans for nice Copenhagen style bike lanes through Mt Albert town centre (<https://www.bikeauckland.org.nz/mt-albert-town-centre-cycle-lanes/>). These plans had the support from the Local Board, but of the four options they came up with, they're now pushing for the one option with no bike lane! This is unacceptable. We aren't going to campaign on every local bike lane, Bike Auckland do a great job in that regard. When a blindside like this happens though, we have to do something. AT have set up their own really simple quick submit form here. Just tick option 3 and mention that you want a cycle lane."

There is no evidence as to what impact, if any, this communication had on participants' submissions.

Facebook feedback

AT's Facebook post invited members of the public to submit their feedback online.

Figure 15: Facebook post



The Facebook post generated a total of 32 comments. Most comments were in support of the Mt Albert Town Centre upgrade in general or called for others to submit their feedback. The positive comments included:

"Wow this is amazing ...I spent 22 years of my life in Mt Albert My husband Chris & I were the local barbershop ..We started out at 974 New North Rd & then further down the Road ending up at Rocket Park , WE KNEW eventually that there would be a total 'upgrade' AND Here it is ..Well done Mt Albert & the powers that be for 'creating the changes' looks fab !"

"I been here nearly 20years still the same change is good better bigger new."

Some raised specific streetscaping issues, such as:

"Newer shops as they are getting old and a nice new railway station i think".

"LENGTHEN the New North Rd traffic light sequence for the traffic coming up Carrington Rd. Around 3:30 - 4:00pm and onwards the traffic que quite often backs all the way back to Point Chev ! Disraceful and fully preventable with a longer light sequence."

"A new paint job perhaps, modernise the premises. And please no more traffic lights!!!!"

"Over pass / underpass or just blow it up. Thanks! 😊"

"Can they fix the road works problem first?"

A few spoke about the times frames and called for the upgrade to be completed as quickly as possible:

"Either do it quickly (ie less than a month of work that will effect traffic flow) or dont touch it. traffic is bad enough as it is. you cant make it much better and it wont be worth months of traffic holdups."

"Just make sure it's completed before the new semester starts or you will have a whole uni on your case about poor planning."

There was no clear preference among the Facebook comments for either of the four options.

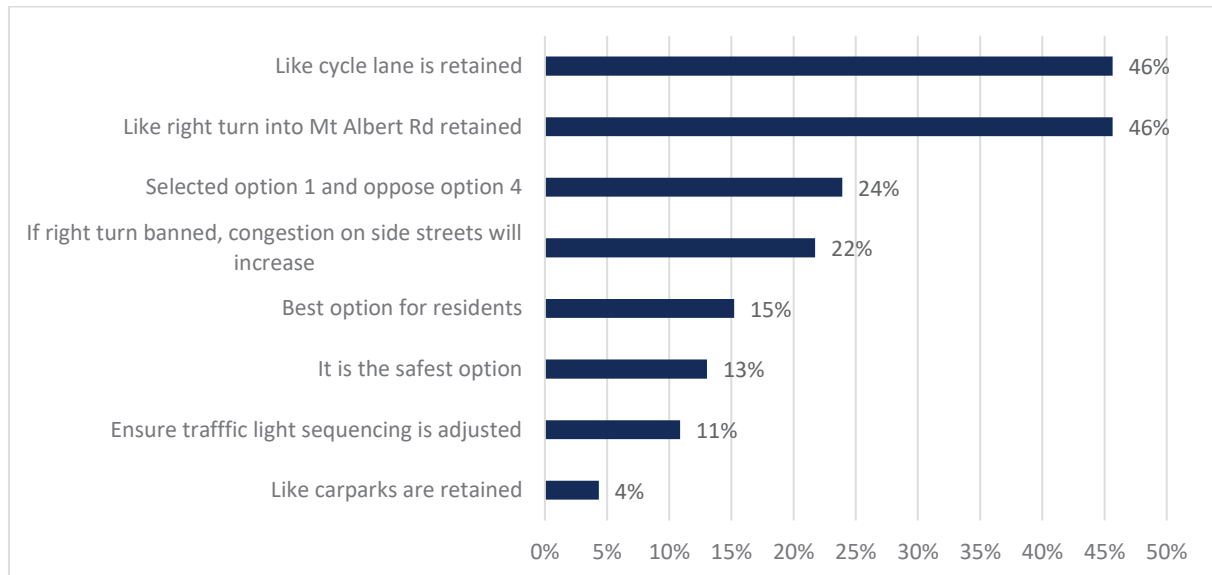
Detailed Findings: Option 1

Key findings

- Only 3% of participants preferred option 1.
- Participants who selected this option liked that the cycle lane would be retained, which is seen as vital for the future of the city.
- Participants also liked that the right turn into Mt Albert Rd would be retained.
- Other reasons mentioned by some were: if the right turn is banned, there will be more impact on side streets; it's better than option 4; it's best for residents and safest option for all; and it allows for carparks to be retained. Some also mentioned that they would have hoped that under this option the traffic light sequencing would be adjusted/extended to allow enough time to turn right.
- Some local residents liked that this option retained the status quo and questioned the need for changes proposed under other options.
- When asked if there were any specific issues AT should be aware of, participants mentioned a range of issues and most commonly spoke about the need to retain the cycle lane through the intersection and about cars causing issues by trying to turn right on yellow and red lights while pedestrians are crossing the street.

Why do you prefer this option?

Figure 20: Why do you prefer this option?



Base: 46 responses (participants who provided a response).

Nearly half (46%) of participants who selected this option said that they liked that under this option the right turn is retained, which allows all movements at all times. Another 46% also liked that the cycle lane is retained, which is seen as vital for the future of the city. Just over one in five (22%) liked that there is no impact on surrounding streets, which would have been

the case if the right turn was banned. Another 24% mentioned that they opposed option 4. Some thought it's the best option for residents (15%) and safest option for all (13%). A few expressed their desire to see the traffic light sequencing adjusted/extended (11%) and 4% liked that the carparks are to be retained.

Detailed feedback

Participants who liked that the right turn into Mt Albert Road is retained (37%), said they were particularly happy that this option would allow all movements at all times. Some of their comments were:

"Because traffic will be hectic if you're only waiting to turn left and you have to wait for 100 cars going straight."

"I turn right a lot so I don't want that banned."

"I wanted to pick option 4 because it is the best option for car flow however it is not safe or forward thinking to remove the cycle lane right at the most dangerous part of the intersection. Banning the right turn would be very inconvenient for too many people myself included."

Participants who liked that the cycle way is retained (35%), said:

"Because it maintains the cycleway all the way through the intersection - which is the most dangerous/scary part. And still allows all movements at all times of the day."

"I have used this intersection at peak evening times and it isn't busy going towards town. I think this retains functionality and leaves space for cyclists."

"Bicycle commuters will still have a bike lane right up to the intersection. The right turn is maintained so that side roads, Lloyd Ave and Allendale Rd, are not used as 'short cuts' as both of these roads are too narrow."

Participants who selected this option and opposed option 4 (20%), said:

"I support option 1 as a compromise to allow the ability to right-turning (which is only a small proportion of northbound vehicles). I do not support option 4 as there is no need for a turning bay that will negatively affect the proposed cycleway on the opposite side. Option 2 is also too confusing for road users. I also support option 3, but understand the concerns removing the ability to right-turn at all times."

"Option 2 and 3 will result in more traffic using side roads to commute so as to avoid this intersection. Option 4 will be hazardous to cyclists."

"Options 1,2,3 fine, 4 bad, as removes cycle lane. Only slight preference for 1 over 2 or 3."

Participants who didn't want to see the surrounding streets chocked by traffic (20%), said:

"New north road is the main road the other streets that people would have to shoot up are not able to take the traffic. Crazy to divert main rd traffic through smaller streets. Allendale road is already a night at to get out of. Yes it's nice to have a pretty town centre but most of all it has to be functional and getting rid of the right turn just does not make sense."

"It keeps the bike lanes, but won't put as much pressure on Allendale road with cars that can't turn right."

Participants who thought it was the best option for residents (15%), said:

"Because as a business owner and resident it's what people want."

"You have not provided good enough reason for the change."

Participants who thought it was the safest option for all (13%), said:

"Right hand turn needs to be maintained at all times for vehicle convenience and smooth travel. Option 1 is good for cyclists and pedestrians as well as vehicles."

"There needs to be an option to turn in all directions as well as providing safety for cyclists & pedestrians."

Participants who thought the traffic light sequencing should be adjusted (11%), said:

"I trust light phasing will be adjusted to make this work as well as possible for people going straight through."

"More sophisticated traffic light phasing could prove beneficial though."

Feedback from wider local community

Overall, the members of the wider local community who selected this option, felt that the changes proposed under other options were not necessary, as everything was seen to be working well already. Some of their comments were:

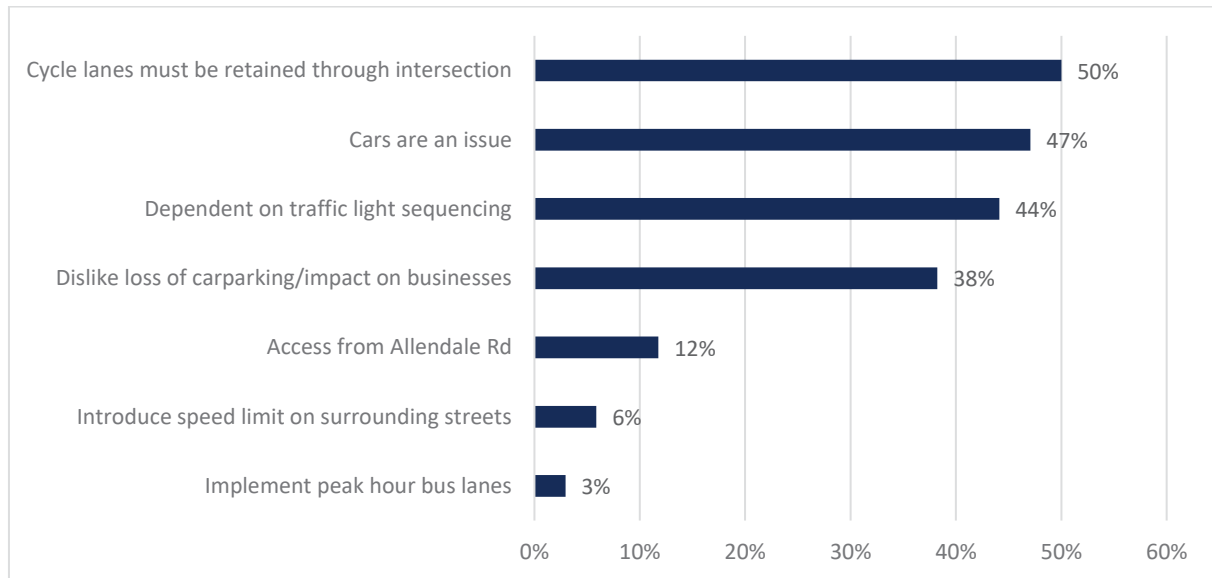
"It works well enough already, and a separate right turn lane isn't needed. There isn't enough alternative routes to utilise if the right turn is banned. Cars will u-turn, and potentially cause safety concerns if the right turn is banned, the resulting traffic will just be bottlenecked somewhere else without the safety/order of the traffic lights. Leaving it this way should also keep the room for car parks and the cycle way." (Richardson Road resident).

"Because it works at the moment leave as is do not take away car parks." (New North Road resident).

"Option one provides the best amenity for the area and avoids confusing peak-time bans." (New North Road resident).

Is there any specific issue we should be aware of?

Figure 21: Is there any specific issue we should be aware of?



Base: 34 responses (participants who provided a response). Treat with caution due to a low sample size.

When asked if there were any specific issues AT should be aware of, participants expressed a range of concerns. Half of participants felt that the cycle lane must be retained through the intersection. Some thought that cars were an issue (47%), and that traffic light sequencing needed adjusting (44%). Nearly two in five (38%) expressed their disapproval in regard to the removal of car parks, which was thought to have an impact on local businesses. Just over one in ten (12%) spoke about the access from Allendale Rd. Some said speed limit on surrounding streets should be introduced and peak hour bus lanes should be implemented (6% and 3% respectively).

Detailed feedback

Participants who thought that the cycle lane must be retained (50%), said:

“Continuation of protected cycling facilities through intersection.”

“For god sake, keep the cycle lanes through the intersection, you may as well ditch the whole project if you choose option 4 as its just retaining the status quo and doesn't actually improve things at all.”

“It is simply unacceptable to remove the cycle lanes in option 4 to reduce the delay for motorists. I am primarily a driver and I would happily be considerably delayed rather than run the risk of injuring a cyclist.”

“Safe, complete cycle lanes are most important for our City's future transport needs. More and more people are choosing this mode of transport and this should be

wholeheartedly encouraged as it is healthy and good for the environment. Our children also need to stay safe cycling to school. If the lanes are there they will be used!"

Participants who thought cars were an issue (47%), said:

"People driving cars/vehicles from New North Road on to Carrington often go through the right-hand turn arrow on orange and red while people (including many school children) are trying to start walking across on a green pedestrian signal. They often drive through at speed which makes this area prone to dangerous near misses."

Participants who thought the traffic light sequencing needed adjusting (44%), said:

"For option 1 to work the traffic light sequence would need to change to avoid right turning traffic holding up traffic behind. This works well going from Mt Albert Road to Carrington Road at the same intersection."

"If the traffic backed up at peak times then the timing of the lights need only to be adjusted accordingly."

Participants who disliked the loss of parking spaces and impact on local businesses (38%), said:

"No clear way between 4 to 6pm as we rely on people stopping in my case for prescriptions. Why not build a 2 story carpark where the tennis courts are?"

"The loss of further Carparking must be taken seriously and avoided."

"The entire upgrade is damaging businesses."

Participants who were concerned about the access from Allendale Rd (12%), said:

"Children crossing Allendale Road for school. Residents not being able to get out of their houses - already a problem for me on the corner of Allendale."

"Traffic would be diverted up Mc Clean St past Hebron the street is so narrow. Allendale road already is a nightmare to get out of let alone diverting more traffic through it. Please make sure the Mt Albert intersection is kept functional!"

Participants who thought a speed limit should be introduced on surrounding streets (6%), said:

"Should also introduce speed limit of 40kph at Richardson Rd to Lloyd Ave to improve cyclist and pedestrian safety."

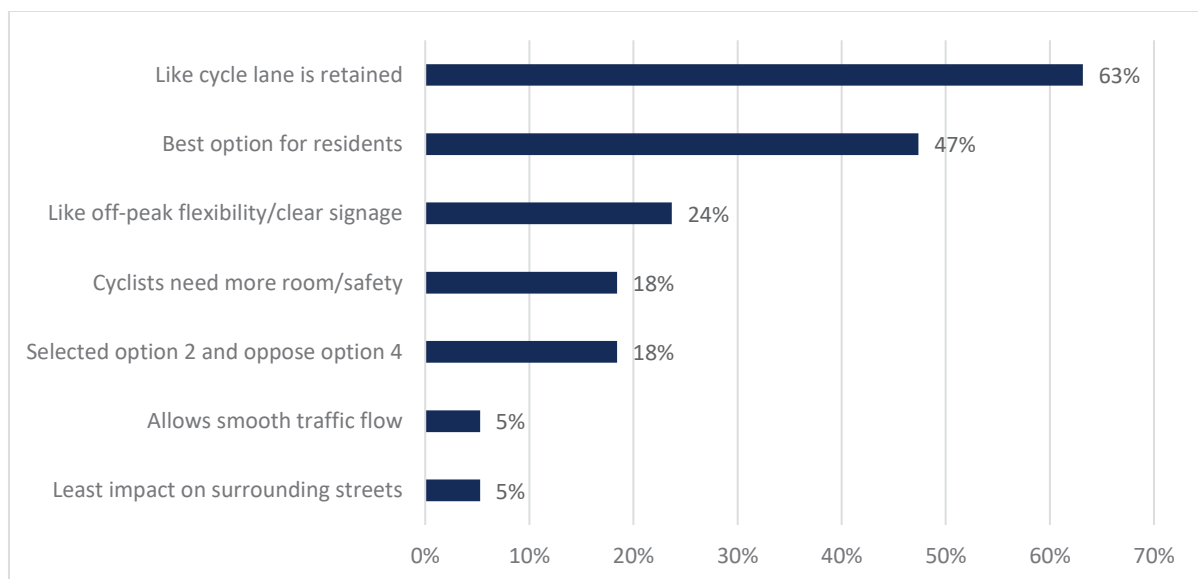
Detailed Findings: Option 2

Key findings

- Only 3% of participants preferred option 2.
- Participants who selected this option liked that the cycle lane would be retained, which was seen as vital for the future development of the city and a foremost priority.
- Participants also believed that this was the best option for residents.
- Other reasons mentioned by some were: cyclists need more room and safety; off-peak flexibility is great; dislike option 4; this option allows smooth traffic flow and has the least impact on nearby streets.
- Local residents generally expressed their support for the cycle lane and said there was a need for a well-connected cycle network and relevant infrastructure.
- When asked if there were any specific issues AT should be aware of, participants most commonly said that the cycle lane must be a priority and that it should be well-connected and safe.

Why do you prefer this option?

Figure 22: Why do you prefer this option?



Base: 38 responses (participants who provided a response). Treat with caution due to a low sample size.

Nearly two thirds of participants who selected this option (63%) said they liked that the cycle lane would be retained. Another 47% believed it's the best option for residents. Nearly a quarter (24%) thought the off-peak flexibility was a positive aspect of this option. Another 18% said cyclists needed more room and more safety measures. The same proportion of participants (18%) said they opposed option 4. Only 5% (respectively) said this option allowed smooth traffic flow and had the least amount of impact on the surrounding streets.

Detailed feedback

Participants who liked that the cycle would be retained (63%) thought it was vital for the future of the city and should take a priority. Some of their comments were:

"Understandably 1,200 cars make a RH turn into Mt Albert from NNR. However, we should be encouraging higher use of bikes. In giving priority to vehicles, we do nothing to ensure the safety of those who choose to exercise and travel carbon free. Thusly, a removal of bike lanes is unsafe. I don't personally bike to work as my commute is 20-something KM's and so is unfeasible for me. Many great European cities roads are designed around bike lanes and not car lanes, let this be the future."

"Whichever option is chosen must preserve the protected cycle lane through the intersection. I believe option 2 is a good compromise, facilitating right turns when it is possible without adverse traffic effects. I don't believe driver confusion will be a problem - confusion does not arise at other intersections where some manoeuvres are banned at some times, such as Grafton Bridge."

"Because it allows for the retention of the cycle lanes which are one of the key objectives of the upgrade (A safer, more appealing environment for pedestrians, cyclists... A raised cycleway, new cycle racks and improved connections through the town centre.) All options that retain the consistency of the cycle lanes through the town centre are my preferred options."

Participants who thought it was the best option for residents and works much better than option 4 (47%), said:

"Cycle lanes should definitely not be removed. Pedestrian and cycle access to and from the train station should be maximised to make rail a more appealing and safer option. Option 4 disregards the safety of people using active modes of transport. Option 2 is a much more balanced approach."

"I think it is important to preserve the integrity of the upgrade - making the town centre more pleasant for bikes and pedestrian and less of a thoroughfare. I think it makes sense for the right turn to be allowed outside of peak hours, and I think that if it is signalled properly drivers will be able to cope as there are other intersections with part-time right turns in Auckland. I also think *Option 4 removes too much parking.*"

Participants who liked the off-peak flexibility (24%), said:

"Commuters during peak hours will learn to take another route. Allowing turns during off-peak (say 10am-3pm and 7pm-7am) provides the service required without losing carparks or a complete cycleway."

"The right turn would be used less during peak times because people are heading into the city. Also as with Grafton bridge drivers will learn *what they are allowed to do.*"

Participants who thought that cyclists needed more room and safety measures (18%), said:

"I can't cycle in Auckland. I'm half Danish and was raised in London. I live here permanently. I want to cycle with my children. *I can't for safety.*"

"There is no point stopping and starting a cycle lane through intersections as how will my 8-year-old safely ride through here? We need to encourage cyclists to get more cars off the road. If my 8-year-old can ride her bike to tennis, then there will be 1 more car on the road when with us not having to drive her there. "

"No room for cyclists! Please consider safe cycling and give us room on the roads. If you remove cycle lanes from intersections, then the cars and general public will not be *aware of us.*"

Participants who opposed option 4 (18%), said:

"There is no point having a cycleway that stops once it gets near the lights with option 4. Ridiculous. Why have a token cycleway if it doesn't work properly all the way through the town centre? I wouldn't want to use a half arsed cycle way. Option 2 is the sensible compromise. People will find alternative road routes if the need to turn right is so great during peak times."

"This is my preferred, people will get used to it as they did with shared lanes etc. Anything BUT option 4 which has terrible service for the community, bus users & cyclists."

Participants who thought this option allowed a smooth traffic flow (5%), said:

"As a driver if I'm driving on New North Rd with intentions to turn onto Mt Albert Rd I would normally turn onto Richardson Rd, then Owairaka Ave, then Mt Albert Rd anyway. So Option 2 seems the best for me because then it doesn't slow me down on my drive to the city and when I'm biking I'd have all the bike lanes to use."

Participants who thought this option would have least impact on the surrounding streets (5%), said:

"I support keeping the bike lanes but also reduce rat running through local roads all of the time."

Feedback from wider local community

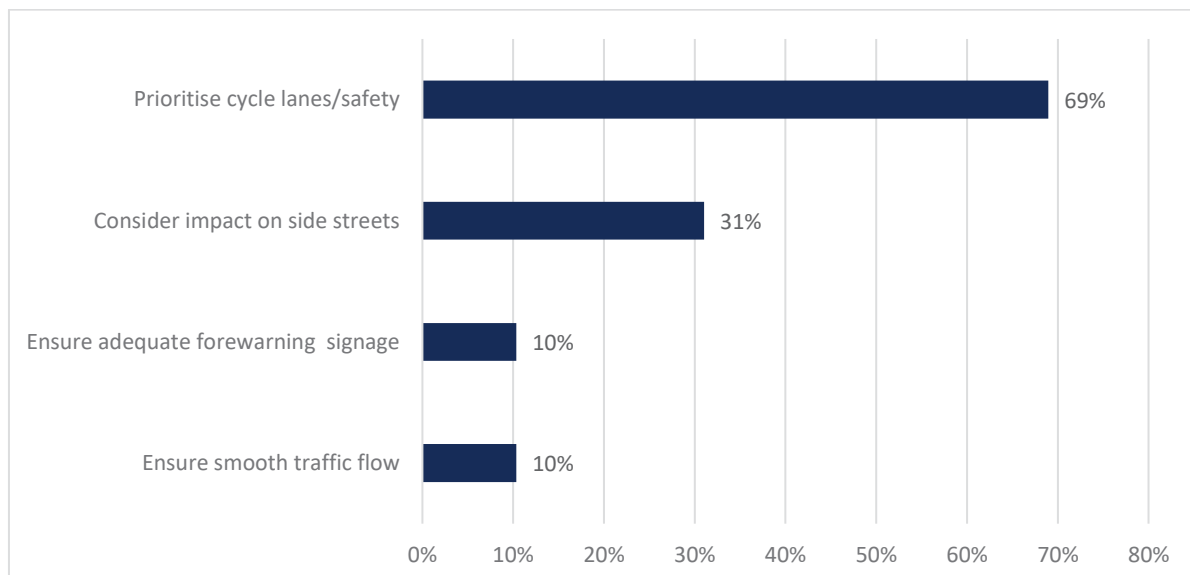
A few members of the wider local community commented on the need for a well-connected cycle network and cycling infrastructure. Some of their comments were:

“I believe that we need to incorporate a cycle lane. Mt Albert needs to take the opportunity to provide better biking infrastructure. As well as a cycle lane there should be safe and secure places to lock bikes and then catch the train similar to the systems that they have in Japan. If there is to be no right turn into Mt Albert road from New North then there will also need to be no right turn into Lloyd Ave as this will merely shift the traffic and is a dangerous intersection.” *(Lloyd Ave resident)*.

“Need cycle lanes. There are alternative routes.” *(Mt Albert Rd resident)*.

Is there any specific issue we should be aware of?

Figure 23: Is there any specific issue we should be aware of?



Base: 29 responses (participants who provided a response). Treat with caution due to a low sample size.

When asked if there were any specific issues AT should be aware of, only a few mentioned any particular issues. Among those who did, participants most commonly spoke about the need for making the cycle lane a priority (69%). They argued it should be well-connected and safe to use. Nearly a third (31%) were concerned about the potential impact on surrounding streets and didn’t want to see the rat running through the residential streets. A few mentioned the need for ensuring a smooth traffic flow and an adequate forewarning signage (both 10%).

Detailed feedback

Participants who thought that the cycle lane must be prioritised (69%), said:

"Safe, complete cycle lanes are most important for our City's future transport needs. More and more people are choosing this mode of transport and this should be wholeheartedly encouraged as it is healthy and good for the environment. Our children also need to stay safe cycling to school. If the lanes are there they will be used!"

"We want safer biking & bus lanes."

"Cycle lanes are essential to the development of the cities reduction of motor vehicles. We need to encourage more commuter cycling."

"Cycling is not safe or practical in Auckland. It is in C hristchurch so people cycle....."

Participants who urged to consider impact on side streets (31%), said:

"Side streets are full of kids going to school."

"Need to accommodate rapid growth of cyclists as well as balancing car movements. Banning the right hand turn full time will mean that people who miss Richardson will then go through Lloyd or Alexis to get back up to Mt Albert Rd. I live here so I know this happens."

Participants who thought smooth traffic flow was a must (10%), said:

"Make room for the bikes - but keep traffic flowing in peak times. I cross that intersection Carrington to Mt Albert Rd every morning and that merge on Mt Albert Rd is tricky, it is short and as the wait at the lights is long, drivers are often impatient and don't merge politely or well."

Participants who thought an adequate forewarning signage was needed (10%), said:

"Signage - if right-hand turns are going to be banned at all, there needs to be plenty of signage EARLY so people can change their route at the time of driving i.e.. before Richardson Road, put a sign saying "No Right Turn Ahead".

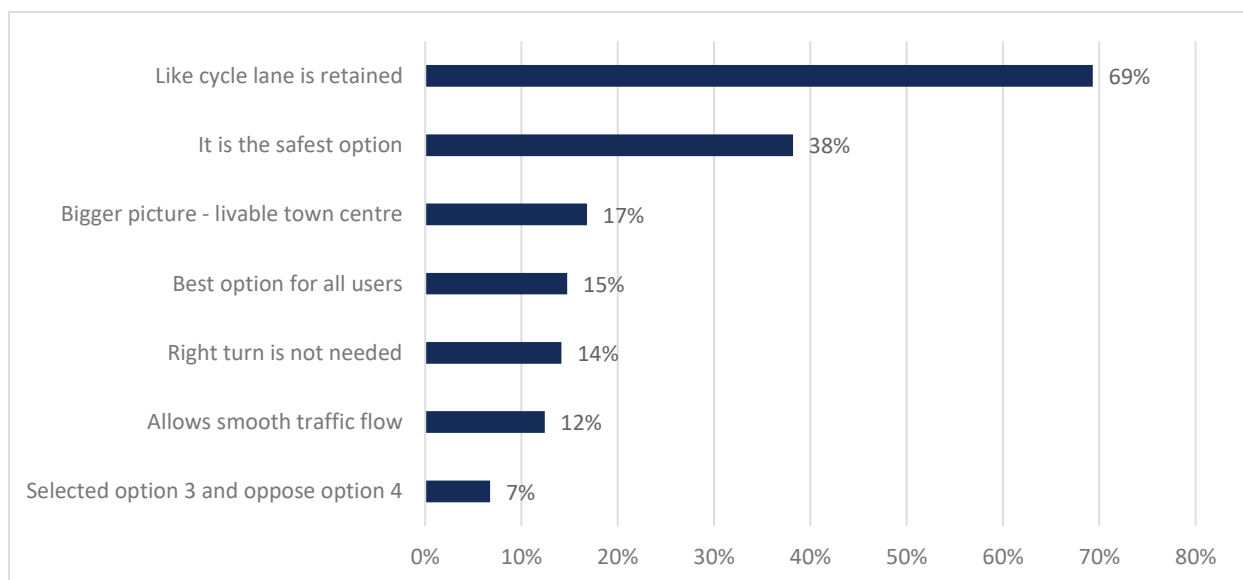
Detailed Findings: Option 3

Key findings

- Overall, 75% of participants preferred option 3 over other options.
- Support was strongest among other Aucklanders.
- Participants who selected this option argued that a continuous cycle lane is vital to ensure connectivity and encourage cycling. It's seen as best option for cyclists.
- This option is also seen as the safest option for pedestrians and cyclists alike.
- Other reasons for selecting this option are: it focuses on a bigger picture, it's seen as the best option for all, the right turn is not needed and it allows smooth traffic flow.
- A few participants who chose this option voiced their dislike of option 4 and said they strongly opposed it because it's dangerous and bad for cyclists.
- The support for this option is also shared by some local residents (those based on Mt Albert and New North Road specifically) although some are worried about the loss of street parking.
- When asked if there were any specific issues AT should be aware of, participants most commonly spoke about the importance of making the cycle lane a priority as well as prioritising the safety and well-being of pedestrians and cyclists.

Why do you prefer this option?

Figure 16: Why do you prefer this option?



Base: 1024 responses (participants who provided a response)

Nearly 70% of participants who preferred option 3 said they liked that under this option the cycle lane would be retained. This option was seen as the best for cyclists and to encourage

cycling in general. Over a third of participants (38%) argued it is the safest option for all, including pedestrians and cyclists. Some liked that this option focuses on a bigger picture (17%), caters well for all users (15%) and ensures a smooth traffic flow (12%). Some said the right turn was not needed (14%), while a few (7%) said they opposed option 4.

Detailed feedback

Participants who argued that the continuous cycle lane must be retained (69%) spoke of its importance for the future of the town centre and the city overall. Some of these comments were:

"A cycle lane is a must. Cycling is increasing in popularity and is a logical alternative to other transport options. We need to continue making this city more friendly to cyclists."

"A cycle lane is a must. I go out of my way to avoid the section between Pak n Save Mount Albert and Kingsland because it is dangerous. Improve Auckland by promoting cycling- better health, less traffic, better city and separate cycle lanes from traffic where possible."

"A cycle lane is needed here (a protected one is even better!). Otherwise, this isn't going to be a human-scale town centre anymore — it'll just be another rat run for motor vehicles. Unpleasant for pedestrians and cyclists."

"A safe cycling lane would benefit commuters, and be more in line with cycle planning as is being done in Europe."

"It's a short-term inconvenience while drivers adjust to the new right-turn ban. It's also more favourable to pedestrians and cyclists, which should get higher priority in city centres and in particular in a place like this where also access to train station (people walk and cycle to it). Finally, it also on a more holistic level improves cycling infrastructure which is having greater and greater effects on reducing congestion (together with public transport)."

Participants who said it's the safest option for all (38%) spoke about the dangers that would arise as a result of not going forward with this option.

"Allowing cars to do right hand turns is dangerous for cyclists and pedestrians at this intersection. Ideally, we need proper Copenhagen style bike lanes to protect cyclists. Please stop prioritising motorists convenience over cyclist's safety."

"As a commuter from Titirangi to St Luke's I have put up with years of riding New North Rd without a cycle lane. It's dangerous. AT finally commit to making a change and then do a u turn at the last moment with a new 4th option which totally contradicts the reasons why option 1 isn't recommended? WHY? I work for a company in Mt Albert that employs 200 people. Many of our staff use New North Rd every day. We provide cycle racks, lockers and showers to encourage a healthy alternative to using a car but

unless AT support our efforts by providing safe cycle lanes people are never going to switch. Traffic will only get worse. Do not cut off the cycle lanes at the most dangerous point of the trip."

"As a grandparent with grandkids in Mt Albert I want to be able to cycle safely in Mt Albert with them."

"Cyclists and pedestrians need a safe, separated lane to travel through at all times. Why should their safety only *be protected during peak times?*"

Participants who thought this option focuses on a bigger picture (17%), said:

"For the inclusion of a bike lane. Please include a bike lane. Facilitating sustainable transport options should be a priority for AT."

"It would be great to include options for carbon neutral transport options such as cycle lanes. Particularly since we signed the Paris *Accord to specifically do this.*"

Participants who thought it's the best option for all users (15%), said:

"Meets requirements garnered from public feedback. Preserves as much parking as possible. Much safer for cyclists. Option 3 is the proposal that meets the transport and safety needs of the wider community best."

"Option 3 gives the best amenity for improving the town centre for people who are actually there, rather than for convenience of cars."

Participants who thought the right turn was not necessary (14%), said:

"The loss of the ability to turn right will affect a small amount of drivers, but the benefit of maintaining the dedicated cycle lane outweigh this."

"The right-hand turn is not essential to this intersection, and the goal should be to make Mt Albert shops a place to visit, not just move through at *pace.*"

Participants who thought this option allows a smooth traffic flow (12%), said:

"To ease traffic congestion through a busy intersection as right turn causes delays to through traffic."

"To keep traffic flowing without having to wait for right hand turning traffic and also to reduce risk of collisions."

Participants who selected this option and said they oppose option 4 (7%), said:

"I don't mind between 1, 2 or 3 as each of these options provide a dedicated cycle lane up to the intersection. Option 4 looks to be dangerous to stop a cycle lane before the intersection which is the most critical part of the whole area for a cyclist, particularly a young or novice cyclist."

"Because option 4 is bad for cyclists, and will directly contradict AT's stated project benefits in a number of respects."

Feedback from wider local community

The support for this option is evident among the wider local community although some are concerned about the loss of street parking. Some of their comments were:

"I have lived on Mt Albert Rd for 20 years and usually avoid turning right at this intersection anyway. To go a bit further and turn up Kitenui or take Owairaka has always been an easy alternative." (Mt Albert Road resident).

"I cycle through the intersection daily, normally travelling west to east on Carrington Road. I have had several close incidences, on the bridge and on Carrington Rd east of the intersection, that could have resulted in a serious accident. Cars turning left from the bridge on to Mt Albert Rd do not always notice the bike in the cycle lane, cars drive into the bridge cycle lane without considering cyclist on the inside and cars cutting cyclist off on Carrington Rd, just over the intersection. None of these issues will be fully addressed by the intersection alterations but, by providing the best road design that provides awareness of other road uses rather than just vehicles, is the design that should be used." (Mt Albert Road resident).

"This will reduce the number of cars in Mt Albert and make it a safer area for pedestrians and cyclists." (New North Road resident).

"Cycle way is comprised in option 4. Drivers will adjust to no right turn and go down Richardson Rd and Owairaka Ave. We already often do this to get to 80 Mt Albert Rd from Avondale." (Mt Albert Road resident).

"If an option reduces parking spaces it will affect the businesses at Mt Albert Town Centre effectively going against the aim of this project." (New North Road resident).

"The issue is parking in Mt Albert is very limited. Look after the residents and not the cyclists." (Mt Albert Road resident).

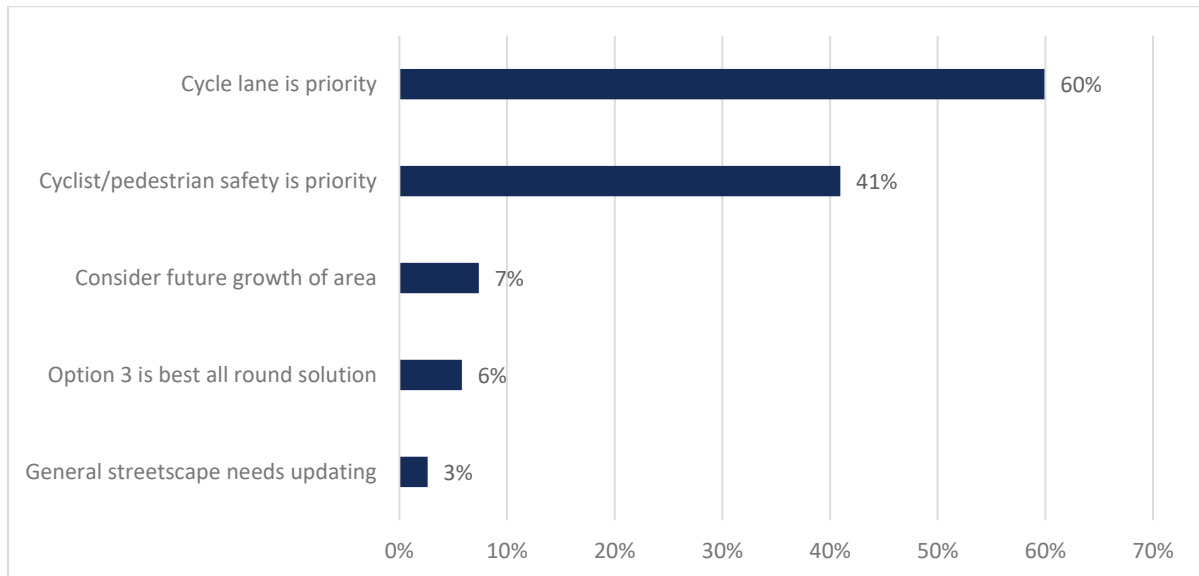
Facebook feedback

There was also one comment posted on AT's Facebook page in support of option 3. This comment was:

"Stick with the original plan you had and stay with Option 3." (Sam Learmonth 10 December at 22:56).

Is there any specific issue we should be aware of?

Figure 17: Is there any specific issue we should be aware of?



Base: 569 responses (participants who provided a response)

When asked if there were any specific issues AT should be aware of, participants most commonly spoke of the importance of making the cycle lane a priority (60%) and about prioritising cyclist/pedestrian safety (41%). Fewer than 10% of participants mentioned other issues.

Detailed feedback

Participants who argued that the cycle lane should be made a priority (60%), said:

"Quit chopping up bike lanes! Quit encouraging cyclists to use footpaths and roads!"

"Cycle lanes and merge safely with traffic before the intersection? If you don't have any space for cyclists at the intersection, what is the point of providing cycle lanes towards it?"

"The necessity to provide continuous cycle lanes in order to promote effective use of them in regards to the wider cycle network and town centre revitalisation."

"There needs to be a cycle lane here, as proposed earlier and supported by the local board. This would keep up with international standard practice and help prevent AT from becoming irrelevant in a transport planning g context."

"With a number of shops, restaurants, schools, tertiary institutions and a train station in close proximity not having cycle lanes installed during upgrade would be totally ludicrous."

Participants who spoke about making the cyclists' and pedestrians' well-being and safety a priority (41%), said:

"Right turning traffic can typically use Richardson Road or St Lukes Road. Continuous cycle lanes through the intersection are necessary in order to meet the project objective of a 'safe environment', and a 'more people-friendly town centre'."

"Protecting and encouraging cyclists should be a priority. Options 1-3 I would happily use to cycle along New North Road with my kids. Option 4 I wouldn't."

"This one of the last town centres left where I don't feel comfortable riding my bike and it's really disappointing as it's a key part of the route I go through to access pak n save."

"Yes, cars turning across a bike lane is the single most dangerous time for cyclists. This is when most deaths and serious injuries occur in all countries."

Participants who wanted future growth of the area taken into consideration (7%), said:

"A plan that doesn't include cycle lanes isn't preparing the city for a future with fewer cars, better public transport and encouragement of pedestrian and cycleways."

Participants who thought option 3 was the best option (6%), said:

"Option 2 is clearly insane. Regarding Option 4 being your preferred option, this is not the 1960's. We do not need five lanes dedicated to cars at the cost of a cycle lane."

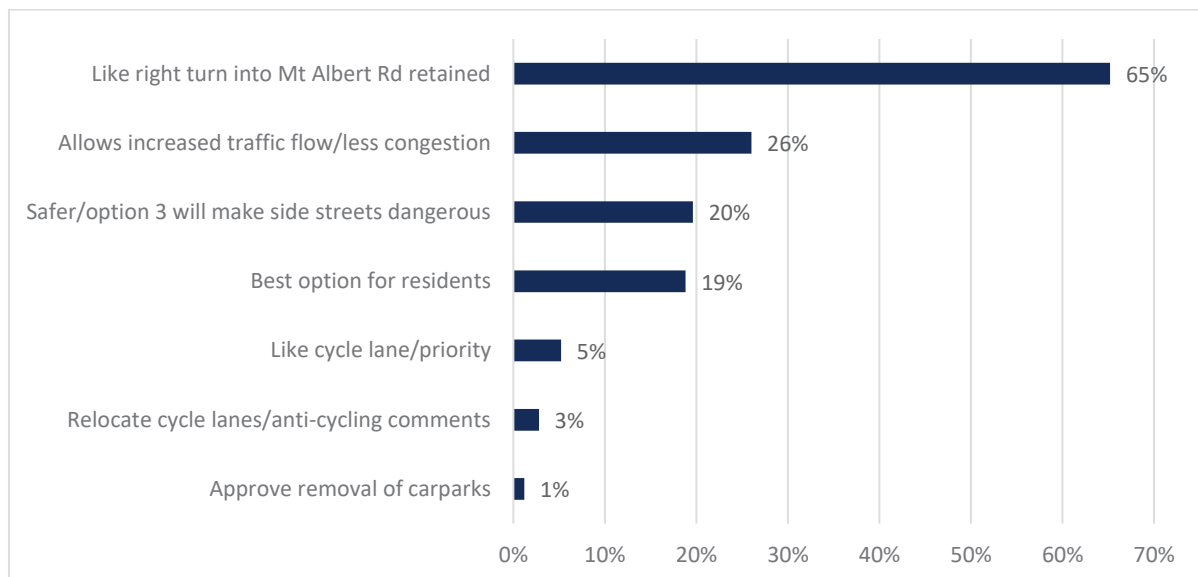
Detailed Findings: Option 4

Key findings

- Overall, nearly one in five (19%) of participants preferred option 4.
- Support was strongest among the wider local community.
- Participants liked that under this option the right turn into Mt Albert Rd would be retained.
- Other reasons mentioned by some were: this option allows a smooth traffic flow; it's safer than option 3; it's best and most convenient option for residents; the cycle lane should be a priority and it's ok to remove the car parks.
- A few participants also made some anti-cycling comments.
- Some local residents felt particularly strongly about this option and about the right-hand turn into Mt Albert Road being retained because **they didn't want to see the surrounding streets (on which some of them live) being bogged down by traffic.**
- When asked if there were any specific issues AT should be aware of, participants mentioned a range of issues and most commonly spoke about the impact on surrounding streets.

Why do you prefer this option?

Figure 18: Why do you prefer this option?



Base: 250 responses (participants who provided a response)

Overall, 65% of participants who supported this option liked that the right turn into Mt Albert Road is retained. It was a major drawcard for them in choosing this option. Just over a quarter (26%) argued that this option improves traffic flow and eases congestion. Some thought this option is safer than option 3 (20%) and best for local residents (19%). Just 5% of participants

who selected this option said they like the cycle lane, 3% said cycle lanes should be relocated and only 1% approved the removal of carparks.

Detailed feedback

Participants who liked that the right turn into Mt Albert Road is retained (65%) argued that this option would ensure that the surrounding streets are not impacted. Some of their comments were:

"As a motorist, cyclist and local resident, I believe it is important for the right turn option to be kept, to keep traffic on the main roads and reduce rat-running and illegal u turns. I do not see traffic waiting times as more important. As a cyclist I would prefer to see the cycle lane maintained but understand there may not be room. Traffic at this intersection in my experience is slow enough for safe merging with the main lane."

"Because thoroughfare through the local streets is already excessive and any blocking the right turn will just push traffic to block lanes further down as they queue beyond the capacity of the central median to hold them and attempt to turn right into a quiet residential street."

"Because we would like our residential streets to remain safe for kids to play or walk as well as for us as residents to live and park on a daily basis."

"Don't want increased traffic down side streets."

"Ensure continued smooth flow of traffic, is status quo, avoids diversion of traffic into other residential streets."

Participants who thought that this option would allow smooth traffic flow and lessen the congestion (26%), said:

"Easier flow of traffic and we often turn right from new north to Mt Albert road to get home so would have to u turn/ find a new route to get home."

"Efficient option in peak times and balances objectives."

"Ensure continued smooth flow of traffic, is status quo, avoids diversion of traffic into other residential streets."

"I don't think Lloyd Ave has the capacity to cope with the additional traffic. Also, it may not even be possible to turn into Lloyd Ave when the tail of the traffic from NNR is long and snakes back around the corner. I like that it enables 2 lanes to continue straight ahead but enables the right turn of higher volume."

Participants who thought that this option is safer than option 3 (20%), said:

"Limiting any right turn options, permanent or not will increase traffic down local streets assumingly not built to support higher traffic flow. Owairaka Ave has a large park area

frequented by children, increasing or diverting traffic down this road could increase the danger to children as there is no safe crossing area. This could also increase dangerous or illegal manoeuvres from vehicles not following the road rules, increasing potential for accidents. The removal of 40m of cycleway is unfortunate however could there be a cycle light, similar to a bus only light permitting cyclist to lead a green light and move ahead of vehicles safely? "

"Need right turn at all times of day - other options not safe. Option 1 delays unacceptable."

Participants who thought it's the best option for residents (19%), said:

"Makes better sense and safer use of road preventing traffic filtering into the surrounding streets in order to continue their journey."

"It seems the best of a range of not-very-good options. Increasing rat-running in Eastern streets is not desirable in the long term (I live on the west side)."

Participants who thought the cycle lane should be a priority and that this option benefits the cycle lane (5%), said:

"It will enable more people to cycle to work from New North Road area."

"If I'm visualising this correctly, to make things safer for cycle and foot traffic."

Feedback from wider local community

Some members of the wider local community felt particularly strongly about retaining the right turn into Mt Albert road because they were concerned about the rat running through side streets on which some of them live and which they already see happening. Some of their comments were:

"I live in McLean Street. It is already overused as rat run/cut through, from and to Allendale Road. Impossible to get out driveway in the morning with vehicles already parked both sides of road the whole day, who using buses/trains." (McLean Street resident).

"I live on Lloyd Avenue and work in New Lynn so I make the right turn onto Mt Albert Road every day. The right turn onto Lloyd Avenue is tricky to do especially at peak times." (Lloyd Avenue resident).

"I live on Richardson Road and it's busy enough already! During school hours especially it's already very slow, and closing the right-turn lane off will make this worse." (Richardson Road resident).

"I live on the longest part of Allendale Rd and banning the right turn from New North Rd to Mt Albert Rd even if only at certain times means the traffic will take the closest road to turn right onto Mt Albert Rd which is Allendale Rd." (Allendale Road resident).

Facebook feedback

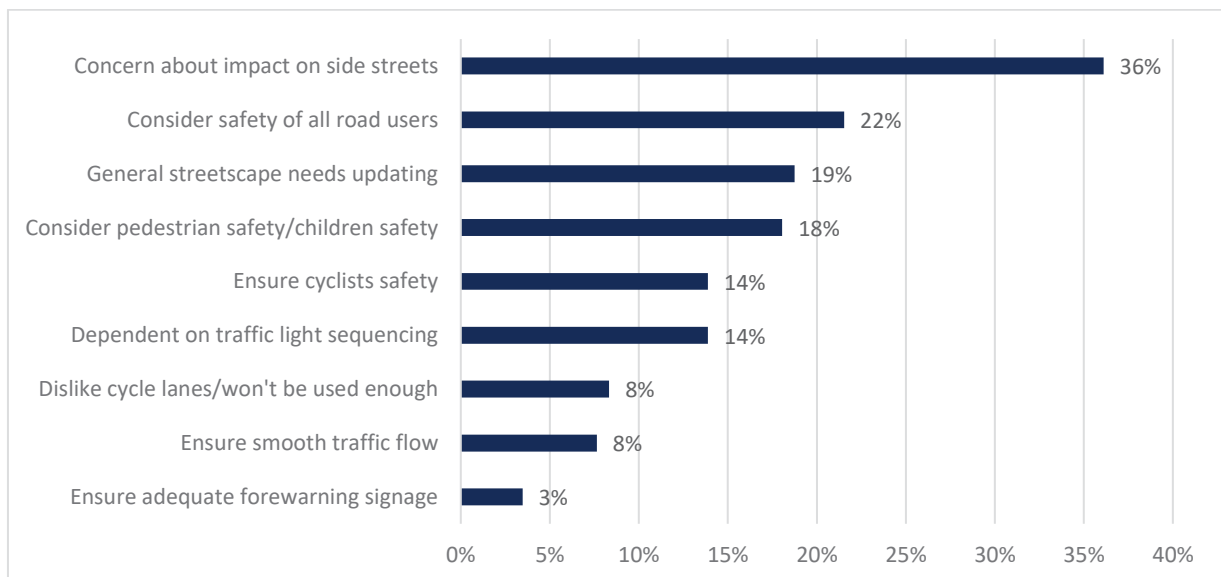
There were a couple of comments posted on the AT's Facebook page also supporting option 4. These comments were:

"Option 4 would be best as the part time turn rights creates confusion. Also no turn rights creates bedlam in Richardson which is already over-crowded. I would hope Option 4 also has a dedicated turn right into Carrington as well." (Brian Laing 12 December at 21:27)

"Option 4 is perfect. Good compromise and makes sense to ensure traffic moves through." (Teresa Smyth 13 December at 06:56).

Is there any specific issue we should be aware of?

Figure 19: Is there any specific issue we should be aware of?



Base: 144 responses (participants who provided a response)

When asked if there were any specific issues AT should be aware of, participants expressed a range of concerns. The most commonly mentioned issue was the impact on surrounding streets (36%). This is something that's seen to be happening and is thought to get worse if the right-hand turn is banned. Other concerns that participants raised were about safety of all road users (22%), condition of general streetscape (19%), pedestrian safety (18%), cyclists' safety (14%) and traffic light sequencing (14%). A few also questioned the real need for cycle lanes (8%) and said that a smooth traffic flow and an adequate forewarning signage were a must (8% and 3% respectively).

Detailed feedback

Participants who were concerned about the impact of traffic on nearby streets (36%), said:

"The corner of New North Road and Asquith Ave is already a traffic hazard with traffic coming down the hill in both directions and traffic pulling out from Asquith Ave. Coming down from the town centre and waiting to turn left into Lloyd Ave, have you ever been in that position? It's not safe with poor visibility as you deal with traffic coming from out from Asquith Ave, traffic coming around the corner at speed."

"The right turn onto Lloyd Avenue is dangerous at the best of times and if there is no right turn option there will be lots more cars turning onto Lloyd Avenue, a blind corner to a steep road with cars on both sides. You have to accelerate hard to cross the main road and then brake hard to navigate parked cars and cars coming down Lloyd Ave."

"Will increase flow through McLean Street, and there has already been 4 accidents at the intersection of New North Road and McLean Street this year with right turning vehicles into and out of McLean Street, one being an injury accident. There is a school in the street too, so high traffic volumes for a narrow, small street already."

"Not sure if this is part of the brief but the right hand turn out of Asquith into New North Road is dangerous. I live right opposite and there are constant near misses and a lot of horn blowing and angry shouting. The problem is the cars turning out of Asquith miscalculating the speed of cars traveling south or thinking the median stripe is wide enough to take a car. I think cars should only turn to the left out of Asquith. They will then use Alexis which has much better vision along New North Road."

Participants who were concerned about safety of all road users (22%), said:

"Stop closing roads to cars until you have a workable public transport system!"

"Many people rely on the 4 crossings to get to where they need to be."

"Your preferred option is not safe. You need to consider safety above all else."

Participants who were concerned about general streetscaping (19%), said:

"Right turning traffic from New North Road to Carrington Road has very short green signal timing and less car space due to a barrier in front of ASB Bank. The right turning cars queue up in the straight going lane and increase unnecessary congestion. The Barrier should be removed or moved further down and green signal timings should be increased so that more cars can turn right to Carrington road."

"Roads need to be widened it's high time to take the parking out and provide limited parking. Mt Albert shops do not need parking on main busy road. Make it like Lincoln Road."

"Sometimes vehicles trying to do 'parallel parking' on the sides of the road (i.e. post office side and pizza hut side) leads to congestion in the junction and sometimes it's difficult to park in that area since the road is narrow, even if it is allowed to park. The other thing is

pavement is very narrow and shop keepers place boards on the pavement which limits wheel chair and stroller *accessibility*."

Participants who mentioned pedestrian and children's safety (18%), said:

"Safety of the students and children who use the residential streets to get to school, as there are quite a lot of them."

"Preventing the R turn at any time could be catastrophic with the number of children that use the side streets to get to and from school. With main thoroughfare traffic in the narrow side streets trying to access Mt Albert Rd would be madness."

"Inadequate pedestrian crossing/safety. I've been 'bumped' by cars a few times while crossing at the lights when they had a red light."

Participants who mentioned cyclists' safety (14%), said:

"Unitec is close so cycling students should be informed well in advance of the changes."

"Yes, cyclist safety, given the loss of the proposed cycle lane. Also, the right turn should be cyclist-sensitive."

"Please keep safe cyclist paths... a right turn means that cyclists might be harmed."

Participants who were concerned about traffic light sequencing (14%), said:

"Also you need to consider that traffic coming the opposite way turning right will probably still need a dedicated turning phase at the lights as they are approaching the brow of a hill with very poor visibility and the right hand turn there without the green arrow would, in my opinion be dangerous."

"Extend the duration of the right hand turn phase from New North Road into Richardson Road. It is too short as only two cars can get through each phase! This needs to be during weekends also. This was discussed at the meeting and now everyone including the council guys agreed this was a good and sensible idea."

"Turn signal at New North and Richardson allows for only 2-3 cars to turn right. Needs to be lengthened so that more cars can turn."

Participants who questioned the need for cycle lanes (8%), said:

"For months now, while stuck in the queues at the Mt Albert intersection, I have been taking notice of the numbers of cyclists who use the existing cycle lanes. Days go by without seeing a single one. I see more motor cycles using the cycle lanes than cycles. Goodness knows where all the new cyclists are going to come from. I hope they do come though, or this focus on cyclists over motorists has been a very expensive waste of time."

“Concerns over weighting being given to the cycling community. They are a tiny minority and this is not Amsterdam or Copenhagen.”

Participants who said that a smooth traffic flow is paramount especially at peak times (8%), said:

“Other options will create problems in side streets and slow down traffic at peak times.”

“Traffic flow during peak times is at maximum. Introducing bike/bus lanes will substantially increase congestion causing vast amounts of carbon to be wasted on this stretch of road.”

Next Steps

Following the public engagement and the analysis of the feedback by Buzz Channel, the next steps are as follows:

- The PCG will meet (in early February 2017), deliberate over the feedback and make a final design decision before proceeding to construction.
- The construction is due to begin in early 2017 and scheduled to be completed in November 2017.
- Post-upgrade traffic monitoring is planned for late 2017 – early 2018.