

Consultation Summary Report

Feedback analysis on Franklin Road improvement options

Report prepared by Buzz Channel for:



2 December 2015

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1. Executive Summary

- Over the past 14 months, Auckland Transport has been consulting with the community on the options to improve Franklin Road to best meet the needs of all users.
- This consultation has included a number of activities and processes, the latest of which is the focus of this report.
- The latest round of consultation occurred between 28 October and 10 November 2015. Approximately 171 feedback responses were received from individuals, residents and different stakeholder groups, including submissions on behalf of Freemans Bay School, Beaumont Quarter Residents Society, Freemans Bay Residents Association, and one from Cycle Action Auckland that included the views of 139 people.
- Residents highlighted concerns about the consultation process for this latest round of engagement, which they felt was flawed, unrepresentative of previously expressed views and in some cases rushed.
- Other general comments (mainly from residents) centred on perceived dangers posed by the proposed cycleway, particularly option 3, with concerns that cyclists would lack visibility, would be in danger from car doors and at risk from encroachment by vehicles into the cycle lane.
- Some were concerned about the potential removal of the median strip, saying this would make it more difficult for cars to turn, less safe for pedestrians to cross, impede general traffic flow and make movement especially difficult for service vehicles, buses and those viewing the Christmas lights. Changes to parking, particularly the removal of parking from between the trees was also a cause for concern.
- There was some support for separate (from traffic) cycle lanes, especially for children or less confident riders, and a call for improved road crossing measures for pedestrians.

Feedback regarding design option 1

- Those who commented on design option 1 preferred retaining the median strip, parking between the trees and a dedicated lane for cycling.
- However, some were concerned about the potential dangers to cyclists, specifically those arising from a lack of separation from traffic, and some disliked the retention of the median strip saying it encouraged faster traffic speeds.

Feedback regarding design option 2

- Design aspects favoured by those commenting on option 2 centred on the slightly wider buffer zone between cyclists and cars.
- Conversely, some commented on the dangers to cyclists due to the lack of separation from cars and the hazards associated with this such as encroachment and lack of visibility. Again, some disliked the loss of the median strip from this design.

Feedback regarding design option 3

- Option 3 elicited larger volumes of feedback, particularly from the cycling community, and included suggested improvements. This design option was considered safest for cyclists and pedestrians because it provided more separation from traffic. Those commenting thought this would attract new and less confident riders, liked the traffic calming aspect narrowing of the road (and removal of median strip) would bring, and thought the design would contribute to an improved overall cycling network.
- Suggestions were made for improving option 3 including: making changes to the curb and further delineating the cycle path to improve safety for cyclists; ensuring a flat surface over driveways for a safer and better ride; raised tables and continuous right of way for cyclist safety at intersections; separate designs for uphill and downhill stretches; reduced speed limit; and education on road sharing.
- Concerns about option 3 centred on a lack of safety for cyclists from cars pulling out of driveways and car doors, the loss of the median strip and reduced parking.

Overall views

- Overall, cyclists generally preferred option 3, while residents had a slight preference for option 1 over the other options (however please note that many comments from residents were general in nature and did not state a preference for one of the three designs or instead stated that they preferred the status quo or a design option presented in previous consultation).

2. Background

Franklin Road is an iconic Auckland street with significant heritage value. It's lined by mature, hundred-year-old London Plane trees that form a canopy over the road during summer months. During the Christmas festival period Franklin Road attracts large crowds every year for its annual Christmas lights event.

However, the existing condition of the footpath and curb and channel of Franklin Road is in poor condition, creating safety hazards for pedestrians, cyclists and drivers. Over time tree roots have damaged footpaths, drainage infrastructure and the road pavement. There is a high demand for parking, but a lack of well-defined parking spaces. This results in drivers parking too close to trees and often driving over exposed roots.

Utility providers are also worried about the infrastructure conditions in Franklin Road and are planning service renewals and upgrades soon.

The street is an important connection between Ponsonby and the Central Business district, with over 14,000 vehicle trips per day on the road, including buses and over-dimension vehicles. Any changes to Franklin Road need to allow it to work in line with Auckland's changing transport network as a whole.

Project objectives

Auckland Transport has plans to upgrade the road to best meet the needs of all users, including:

- Providing improved pavement surface, footpaths and drainage.
- Protecting tree root zones from vehicles by redefining the berm area.
- Providing for the safe movement of pedestrians, cyclists and vehicles.
- Retaining as much street parking as possible.
- Working with utility providers to minimise disruption and deliver an integrated programme of works.
- Improving street lighting.

Project details

To achieve the desired improvements Auckland Transport needs to:

- Provide an urban streetscape that accommodates all road users while retaining natural heritage values.

- Protect trees and minimise tree root disturbance.
- Design a low maintenance berm treatment that keeps with the character and heritage values of the road. It needs to remain attractive in summer when the berm is shaded as well as in winter when there's no vegetation growth.
- Develop a construction method that provides for traffic movements, resident access, parking and enough room for the contractor to work in.

Utility works

In conjunction with the road upgrade, some utility services will also upgrade their infrastructure.

Auckland Transport is working with utility service providers and taking a 'dig once' approach, incorporating their upgrade works into the project. Watercare, Vector, Chorus and Auckland Council Storm water will all be undertaking works to upgrade and/or future proof their infrastructure.

Work in Franklin Road will happen in two stages to minimise the impact on residents and traffic, to fit within annual budgets and to allow the utility services work to be integrated as efficiently as possible. No works will take place over the December Christmas lights period.

Construction will take place according to the following schedule:

- Stage 1, utility works, March – November 2016
- Stage 2, footpath and road upgrade, August – November 2016 and January – June 2017

Please note, Watercare will also be upgrading assets in Collingwood Street over a similar time period.

3. Consultation Activities & Design Development

Auckland Transport has been engaging with the community on plans to upgrade Franklin Road since October 2014. The most recent engagement activity involved presenting the Community Liaison Group (CLG) with the three options that had been rated most highly during the project's evolution.

Project timeline

The project development and delivery timeframe is shown below.



External engagement for the project commenced in October 2014 with a public consultation period. Engagement has continued with stakeholders, including residents, from late 2014 and throughout 2015, and has included the following:

October 2014 – December 2014

Initial engagement with Franklin Road residents, the Freemans Bay Community, and other stakeholders to determine how improvements could be made to Franklin Road. Community information days were held and feedback was received online until 28 November.

Following this consultation, 12 key issues were identified. They were:

- Cycling
- Pedestrians
- Speed
- Parking
- Carriageway configuration
- Detailed design/services
- Flush median
- Trees
- Footpath/berm
- Intersections
- Streetscape
- New World entry

December – April 2015

All feedback received was considered and issues identified. These were primarily associated with safety, in particular relating to cycling, pedestrians, intersections and overall traffic speeds. Parking and the streetscape were also raised as issues.

Revised options were developed taking into consideration feedback and information from technical investigations.

Further investigations to consider safety concerns were carried out – including a site visit and AT safety assessment as well as an external independent safety audit of the revised options. Two further options were developed through internal AT technical specialist discussions.

June 2015

Design options A-D were presented to residents. Following this consultation period, the project team continued with technical investigations to address the safety issues raised by residents and through internal safety audits

August - October 2015

A review of the process by the project team and management determined that some options had been dismissed too soon and needed further consideration. There was also a need for the project team to respond properly to resident's concerns and issues identified in the April 2015 Road Safety Report and Assessment. It became clear that a more informed, balanced and robust decision-making process was required.

A Community Liaison Group (CLG) was formed as a way to more actively bring the community into the project decision making process and included representatives from Franklin Road residents, Freemans Bay Residents Association, Cycle Action Auckland, and the Waitemata Local Board.

Following the presentation of design options A-D in June, AT had brought together a broader group of internal experts, completed further investigation, and put together a set of assessment criteria, incorporating issues identified by residents. Each design option was subject to an independent Safety Audit and assessed against the assessment criteria to identify the top three design options.

The CLG met in October to discuss these revised design options 1, 2 and 3 for Franklin Road.

Following the CLG meeting, resident and stakeholder members facilitated gaining feedback on the three options from their representative groups, including residents. This feedback is the subject of this report.

November 2015

Following the above engagement, subsequent steps in the design development process involved further assessment and analysis of safety considerations concerning the three potential design options, an independent peer review and review of feedback from key stakeholders.

This has culminated in the final preferred design option being presented to Auckland Transport's Executive Leadership Team for approval.

Next steps

AT will meet with the CLG on 9 December 2015 to cover:

- Presentation of independent feedback analysis report findings
- Presentation of the preferred option and discussion of decision-making process
- Discussion of Stage 1 utility works planned to start in March 2016

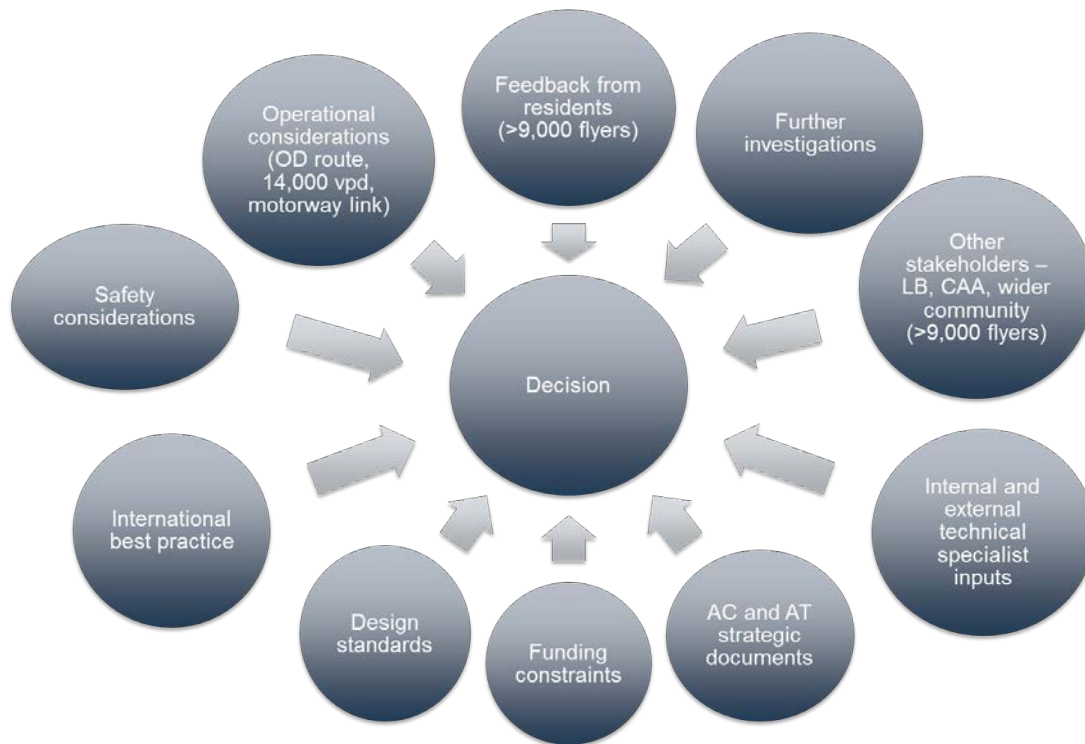
January – March 2016

Further steps will comprise:

- Completing the draft detailed design for the preferred option
- Seeking feedback from the CLG and wider community
- Commencement of Stage 1 utility works

Decision making considerations

The diagram below outlines the factors that contribute to decision making for the Franklin Road design options.



4. Consultation Responses

In response to Auckland Transport's most recent call for feedback on potential designs, as outlined above, members of the CLG have provided feedback on the three options, and in many cases have asked their contacts and networks to do the same.

As a result, AT has received 171 "pieces" of feedback from different individuals, residents and stakeholder groups, including submissions on behalf of Freemans Bay School, Beaumont Quarter Residents Society, Freemans Bay Residents Association, and one from Cycle Action Auckland that included the views of 139 people.

5. General Feedback

Much of the feedback, particularly from residents, tended to be general in nature and commented on aspects of the process, rather than a particular design option.

In particular people expressed concern over the consultation process that had been followed for this latest round of engagement, saying residents' concerns weren't being taken into account, AT's own safety report had been bypassed. A number of residents felt that the process was flawed, and that timings for feedback were too short, as indicated by these comments¹:

"I am a resident of Ryle Street, and I regularly use Franklin Road. I want to voice my concerns re AT proposals for the upgrade: AT are bypassing community consultation and progressing with significantly revised design options in a closed process with feedback requested within one week! AT are ignoring its own safety reports and safety concerns raised by residents. The current designs do not meet project objectives of providing safe movement of pedestrians, cyclists & vehicles. These designs differ significantly from the ones AT had previously shown to the community."

"Prior consultation appeared genuine and appeared to take place with a view to achieving an optimal outcome for all concerned. Residents put a lot of effort into providing feedback to assist in arriving at the options previously under consideration. Personally my partner or I have attended a number of meetings, provided written feedback on a number of occasions and meet with AT personnel on site to explain safety concerns and other issues.

It now appears AT's approach and their "agenda" has changed. Residents are effectively being excluded and it appears that key objectives of the project, key concerns raised in the consultation and significant issues identified by consultants in safety reports commissioned by AT are now being ignored.

The revised plans are a significant move away from those arrived at during the consultation process. As such AT should have an obligation to go back to all stakeholders to update them and explain the rationale for the change. Simply posting 3 new diagrams on a website without full information and allowing an unreasonably short period for feedback (and restricting that feedback to being via the CLG) doesn't fulfil that obligation. One could view AT's approach as disingenuous."

"1. The safety issues highlighted in two AT reposts are serious. They clearly carry civil and potentially criminal liability at an AT Director level. Please do not ignore this.

2. I have serious concerns about the process, specifically:

- AT have ignored their own safety reports.*
- Residents were presented a final solution, AT have then attempted to make significant changes while ignoring resident feedback.*
- These late changes are a clear abuse of process.*
- AT have a statutory responsibility to provide greater weighting on local community feedback, the opposite seems to have occurred.*
- The design amendments are being pushed through without proper consultation.*
- AT appear to be making decisions and then trying to manufacture information to support these decisions rather than making decisions based on fact.*
- Residents and members of the CLG have been misled on a number of occasions. As one example of many just prior to the last CLG meeting I had written confirmation we were using the current safety reports, at the meeting AT then presented an amended*

¹ Throughout this document a selection of verbatim quotes has been included to illustrate key themes emerging from the feedback

one. This report ignored the safest option as detailed in earlier reports, a good example of the point above."

Of those who made general comments about the actual designs, the largest number (of residents) said they disliked the designs for a cycleway, saying cyclists would be endangered by the large volume of traffic, as well as trees obscuring sightlines, dangers from car doors and encroachment by vehicles into the cycle lane. In general residents tended to prefer the status quo, or a previous option D, which provided a wider shared footpath:

"We are opposed to cycle lanes on Franklin Road for safety reasons. Two safety reports, one by Flow Transportation Specialists Ltd, and the other internally by AT have clearly outlined the dangers of poor visibility of residents backing out of their properties not being able to see cyclist "hidden" by the trees. A question to AT is, why are these reports being ignored and a third safety report offered which is limited to 3 designs already deemed dangerous. AT is suggesting residents should choose the best one of three bad options."

"I was not involved in any discussion last year re the Franklin Rd initiative but having had a look at the previous options A to D, my preference would be for a cycle free street. This is not because I have any particular feelings about cyclists, but the Franklin Rd scenario simply does not lend itself to cyclists, a) it is too steep for a road of this type and b) if the ambience of the road is to be maintained and therefore the Council being committed to the trees and other features, then cycling down (and up) Franklin Rd is going to be a very dangerous pursuit (excuse the pun). One doesn't need to be a scientist to arrive at that conclusion. On this basis, option C (no cyclists) is the compelling concept."

"AT's material talks about families cycling in greater numbers to the Wynyard Quarter and Franklin Road being used to get them there. I seriously question the suggestion that families will use the cycle lane as shown in the revised plans (particularly if they have young children) for the obvious safety reasons - proximity to vehicles moving at speed and parked cars and the risk posed by car doors (e.g. our car door when open adds 1.1m to the width of the car) and passengers using the cycle lane as they enter or exit a parked car. An imaginary separation area on either side of the cycle lane is not tangible enough in terms of safety. That being the case unconfident cyclists and/or cycling families with small children are likely to continue to use the pavement. As a result, residents entering or exiting their properties will be faced with triple jeopardy - cyclists on the pavement, cyclists in the cycle lane and cyclists using the road."

Some said they particularly disliked the loss of the median strip, saying this would make it more difficult for cars to turn, less safe for pedestrians to cross, impede general traffic flow and make movement especially difficult for service vehicles, buses and those viewing the Christmas lights:

"We absolutely oppose having a cycleway down Franklin Rd and getting rid of the median strip. It is such a busy and dangerous road and residents living on it and in the streets feeding into it already have difficulties getting out on to it. With a cycleway and no median strip there would need to be traffic lights at each intersection and AT would not like to have to do that."

"The proposed layouts do not [meet] AT's objectives of providing for the safe movement of pedestrians, cyclists and vehicles. For safety reasons I support the community call to retain the median strip and parking between the trees."

"In general, the non-median strip model will result in traffic congestion and its related dangers and should not be contemplated unless commercial traffic is prohibited from Franklin Road. Since AT regard it as a major, route that is impossible but raises the

question of why AT is obsessed with attracting cycle traffic to Franklin Road. It would be far safer to direct it to Collingwood Street--perfect for bikes, with little car or foot traffic."

"What happens when council/transit/vector/contact/metrowater wants to attend to their services down the middle of the road? Currently there is room to do so."

"Where will slow traffic go at Christmas, currently others not wanting to look at lights can pass."

Others disliked changes to parking, especially a reduction in parking and a loss of parking between the trees outlined in Option 3:

"Continuing to allow parking between the trees (in a line drawn as if through the centre of the tree trunks) and next to the current kerb was a key issue for residents in the consultation.

The revised plans have all moved away from this (parking is now all outside a line drawn through the outside edge of the tree trunks) and an increased berm area has been introduced. No doubt this will result in even fewer parking spaces being provided. What is the rationale for the positioning of parking in the revised plans? Previously AT wanted to increase the distance between parking and tree roots, despite a lack of evidence that the trees have been negatively impacted from cars parking on their roots historically. Surely the tree roots suffer greater "trauma" from the vehicles (particularly heavy vehicles) passing over their roots currently than from cars parked in close proximity to the trees."

Some felt that AT needed to make the road safer for pedestrians to cross (particularly in relation to loss of the median strip) with improved pedestrian crossings and table crossings:

"No indication at this stage of the pedestrian crossings in terms of number and locations. Table crossings were mentioned which I would support for slowing traffic and making pedestrian crossings safer particularly speed of downhill traffic. No indication at this stage of pedestrian refuge points with raised medians existing or new."

"Pedestrian crossings should be more visible. Currently, it's often hard to see someone about to step on the crossing, because of the reduced light from overhanging branches, or because they are hidden behind cars or tree trunks."

Some supported the need for safe cycle lanes, especially for novices, and said these needed to be raised, well-marked, and would be safer if they gave cyclists the right of way across intersections:

"Freemans Bay School encourages children to walk or bike to school. The Freemans Bay School has a school cycling programme which will lead to an increasing number of children cycling to and from school. It is important that these younger and less confident cyclists have a safe space within the road corridor where they are separated from higher speed vehicles. I have a nine-month-old son. It's very important to me that he can safely cycle to and from school when he gets older."

"Not having priority at side roads would be extremely lame, especially as it can be hard to start from a complete stop when going up steep hills. It would be great if the cycle paths and footpaths continue as a raised hump across side streets, or something similar, to prevent the need to stop completely at every little intersection."

Others said the number of cyclists who would use a cycle path was small, that they could use the road or the footpath and that cyclists were being put above residents in the treatment of Franklin Road:

“There don’t appear to be many cycles anyway, mostly foot traffic & cars. Surely it is better to improve the footpaths and put a round-about in the middle of Franklin Road at the cross-roads of England St/Wellington St/Franklin Rd junction. It would be much safer, I see so many near accidents in that spot (and adding a cycle way would only make the situation worse).”

“The options outlined will have a serious negative effect on the 14,000 commuters a day that travel down Franklin Road while failing to provide any meaningful benefit for cyclists, quite the opposite they will result in serious injury or death of cyclists.”

Others commented on separate designs for uphill and downhill sections, on the Wellington St intersection and treatment of intersections:

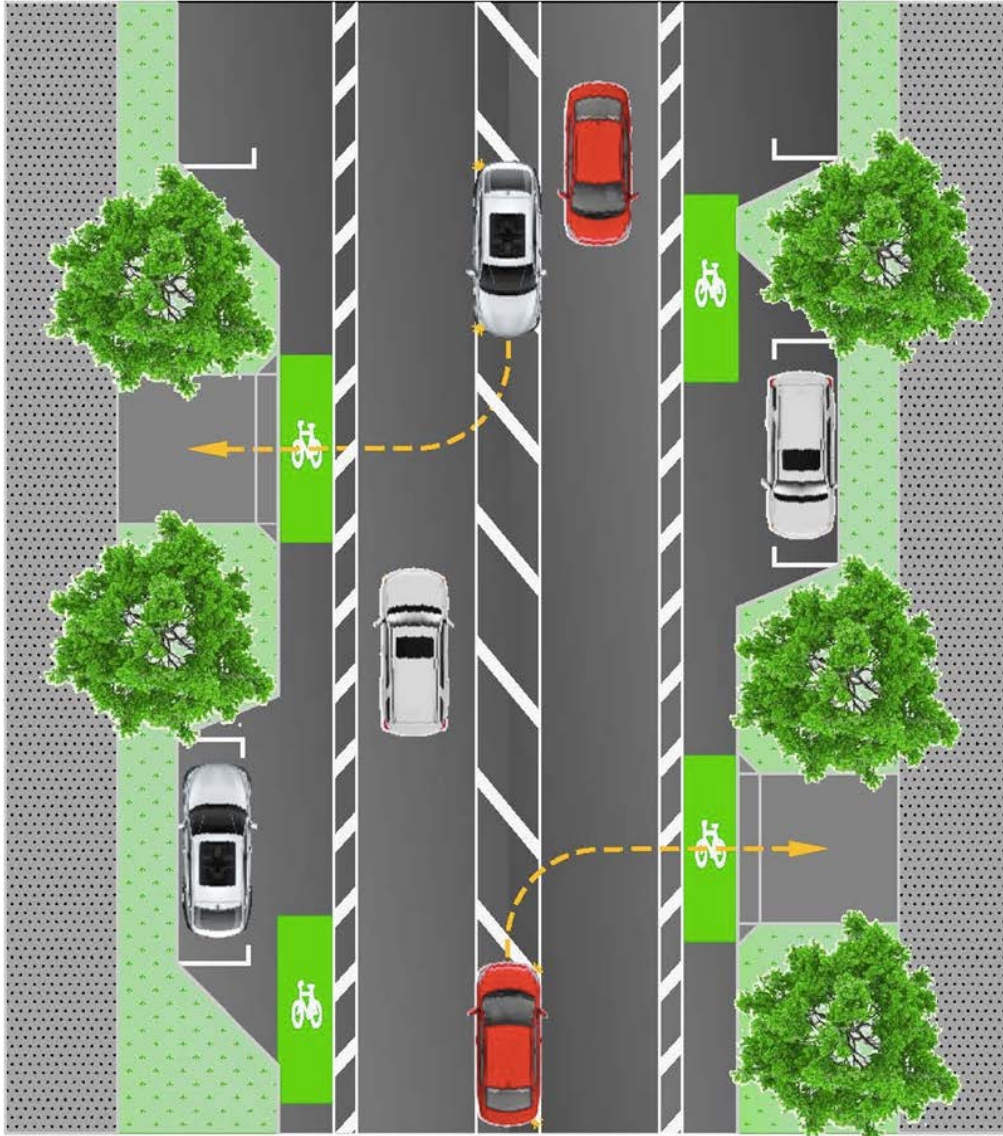
“The allowance for a cycle lane is imperative I think, but I am anxious about the safety of the downhill lane in particular. It is possible for cyclists to achieve high speeds when travelling down Franklin Rd and the safety issues around vehicles reversing, turning across the cycle lane or pulling out of parking spaces are significant. I think the downhill cycle lane should either be accommodated in to the pedestrian footpath or inside the zone allocated for parking. There is no need for both sides of the street to have the same layout - the downhill concerns around speed do not apply uphill.”

“No indication at this stage for options of the Franklin Road and Wellington Street intersection. The resolution of this intersection has a major impact of the street layout above and below on Franklin Road There was mention of a roundabout in meeting but no material presented, have traffic signals been considered for this intersection combined with controlled pedestrian crossing.”

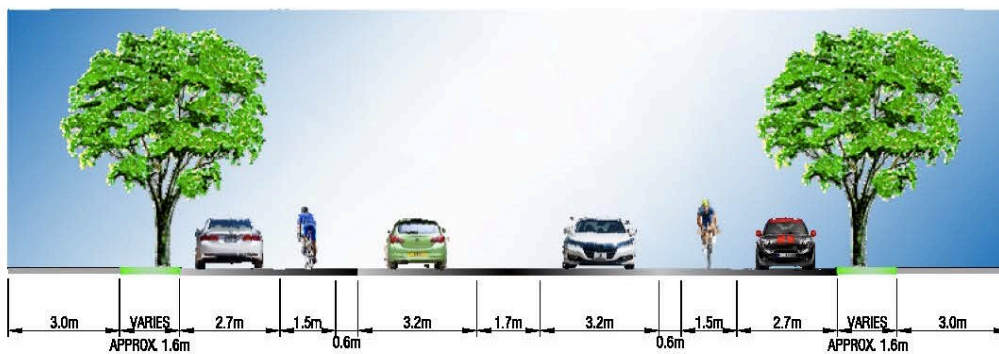
A few mentioned the need for further protection for Franklin Road’s trees, improving the New World entry and exit, better drainage and a need for better lighting to mitigate shadows from trees.

6. Design Option 1.

Bird's eye view



Cross Section



6.1 Comments regarding Option 1.

Those who made positive comments about the proposed design option 1 said they liked the retention of the median strip, retention of parking between the trees, the dedicated lane for cyclists, and the boulevard feel it maintains. Some also said that this option is safer for children exiting cars onto the pavement, and liked that it still gives cyclists the option to use the road.

Specifically, those who were in favour of the retention of the median strip in design option 1 felt it would provide a safe buffer for pedestrians to cross, with ease of turning into driveways and intersections, and that it provides space for work on services (located in the middle of the street), and additional room for extra traffic typical of the Christmas light period:

“The median strip is retained. It provides safe harbour for turning traffic and also pedestrians, particularly in the Christmas Light season. It also provides room to have pedestrian refuges etc.

The residents feel that taking it out will have a knock-on effect down Ponsonby Road, as traffic will venture into the cycle way to go around traffic stopped to turn, where the median strip used to be. There is also a concern, as mentioned in the list of comments from the residents, that at the moment the services are down the middle of the street and any work that is done to these services in the future will close the road as traffic will not be able to pass by any workman.”

Others commented on the dedicated cycle lane, saying it was safer for cyclists, and/or liked the retention of parking between the trees (and the median strip) as this maintained the iconic boulevard feel:

“Preferred option as a good balance of safety for cars, pedestrians and cyclists. Cyclists have dedicated lane and option to use the road if required or desired. Cars have median strip for turning right into driveways or side roads for safety Design.

“There is a need to retain the median strip, keep the parking between the trees, (even reduce the width of the footpath to allow generous parking spaces between the trees). In Option 1 of the three proposed, would probably be the closest with changes as above.”

One comment was made that this option is safer for children exiting cars directly onto the pavement as the car parks are directly adjacent to the footpath:

“I prefer option 1 because having four young children and being mostly a car driver these days, I would feel it is safest to get them out of the car and onto the footpath. I like option 3 visually and it is definitely the best for cyclists but for me option 1 is most convenient.”

However, some comments centred on the potential dangers to cyclists associated with option 1, due to a lack of separation from traffic, parked cars obscuring vehicles' view of cyclists, lack of a curb to alert drivers to a cycle lane, car doors opening, higher cyclist speeds on the downhill, and dangers at intersections. Some also disliked the retention of the median strip encouraging faster traffic speeds:

“Option 1 results in increased hazards to cyclists from cars backing out of drives (or indeed turning into them) and introduces new hazards to drivers and passengers exiting cars adjacent to cycle lanes--particularly the downhill lanes.”

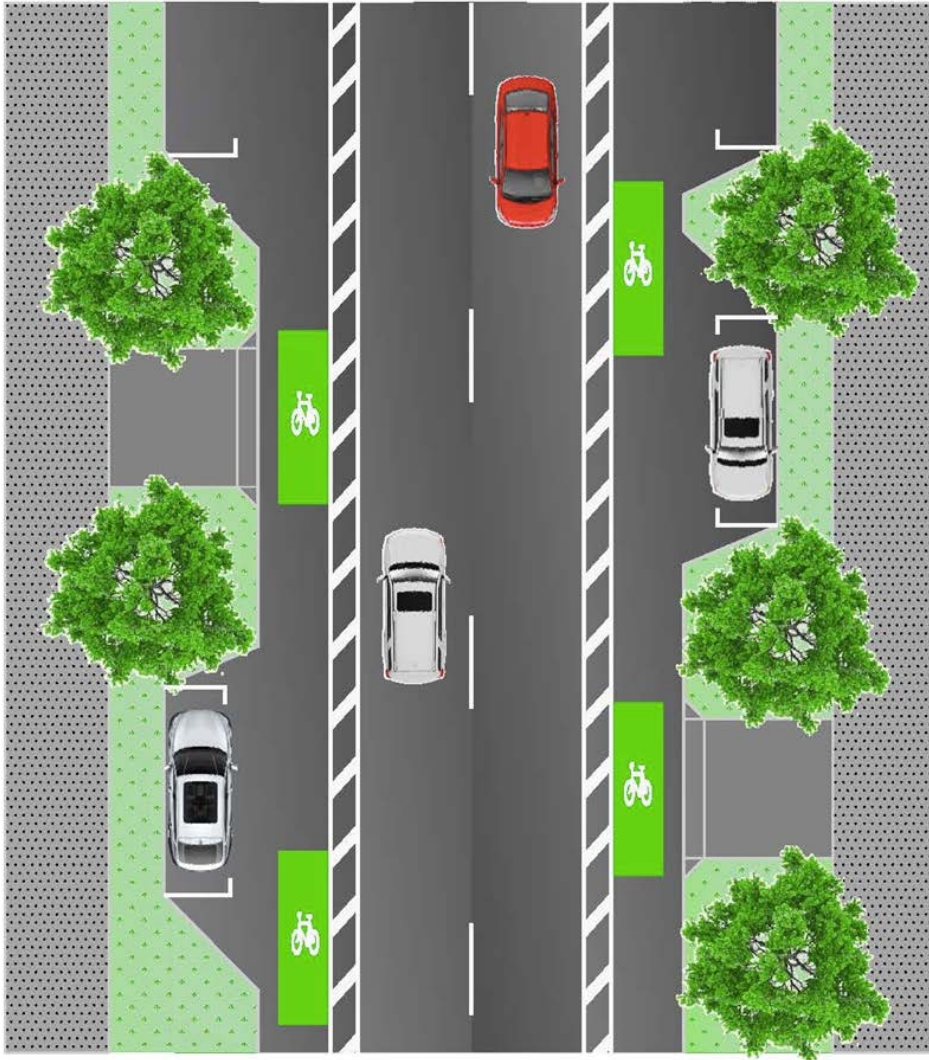
“No physical separation of bikes and motorists. Motorists are likely to drive, park & queue in bike lanes. Downhill may encourage cyclists to ride faster than is safe for the conditions. Cyclists are on driver’s left and behind at intersections with no signalization of intersections there’s a greater risk of left hook conflicts occurring. Wide lanes encourage drivers to speed. Parked cars obscure view of cyclist when residents are exiting drives. Parked cars obscure view of cyclist when motorists are approaching from side roads.”

“Don’t like option 1 as it retains the central flush median which is just a waste of valuable road space.”

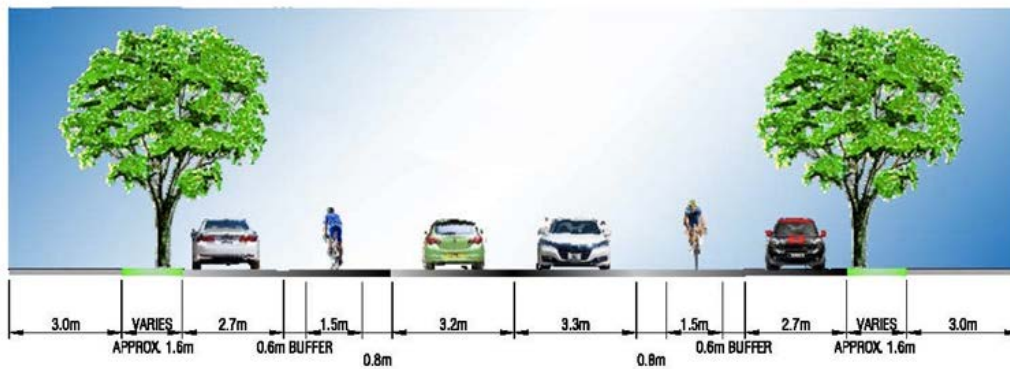
Overall, those residents who stated a preference for one of the three designs tended to prefer Option 1 over the other options (however please note that, as mentioned above, many comments from residents were general in nature and did not state a preference for one of the three designs or instead stated that they preferred the status quo or a design option presented in previous consultation).

7. Design Option 2

Bird's eye view



Cross Section



7.1 Comments regarding Option 2.

While there were fewer comments specifically regarding design option 2, some people said they liked the wider dedicated cycle lane for improved safety generally and the buffer it offered for protection from car doors as cyclists travelled downhill:

“Better for cyclists with wider cycle lanes than Option 1. Dislike: Not as good for cars with lack of right hand turn median strip into side streets with no median strip.”

“Car doors on the downhill are way more scary too. Option 2 seems better for downhill.”

However, some perceived the design to be dangerous due to the lack of separation between the cycle lane and cars, the likelihood of encroachment by cars, the lack of a raised curb to alert drivers to the lane, cyclist speed (due to a more road-like design), and dangers from parked cars obscuring a vehicles view of cyclists:

“Option 1 and 2 are just more of the same old Auckland style infrastructure, they’ll be double parked in, used for left turns and will be regularly encroached by drivers at high speed going up and down Franklin Rd.”

“Both options 1 and 2 would provide an improvement over what’s currently there - there is dedicated space for bikes on the road but it does not appear to be physically separated and both create unnecessary conflicts with cars:

- Both 1 & 2 have the cycle lane sandwiched between car parking and the road. Cars will need to cross the cycle lane to park and unpark - most drivers do not watch for cyclists when performing either of these manoeuvres (regardless of the presence of a cycle lane), making it unsafe.

- Both 1 & 2 do not require drivers to mount the curb before reaching the cycle lane - this allows cars to move faster when entering driveways and does not clearly show who has priority.

- Both 1 & 2 will have problems with cars parking on the cycle lanes. Requiring drivers to slip through the cycle lane to park will indicate to drivers that the cycle lane is somewhere they’re allowed to be, even if they’re not. On the other hand, having a cycleway on a raised surface makes it feel more like a footpath, which is somewhere all drivers instinctively know they shouldn’t be on (except momentarily).

- Both 1 & 2 will make cyclists feel like they can go faster (more road-like design treatment). I don’t think this is an advantage, but some may view it that way.”

Some disliked the loss of the median strip from this design:

“Dislike the lack of median strip. Residents were quite vehement about that in this Option.”

Others however thought the inclusion of a median strip in the design would be dangerous and encourage faster traffic speeds, and they therefore preferred design options without a median strip:

“Wide lanes encourage drivers to speed.”

Some made comments about the potential need for separate designs for uphill or downhill cycling on the road (since cyclists travel faster on the downhill), suggesting that option 2 might be better for faster descending speeds:

“My preference would probably be a mixture between option 2 and option 3. I'd prefer option 2 for descending the road, and option 3 for climbing it. Realistically I would feel unsafe travelling at any normal descending speed on option 3, but would greatly appreciate the extra buffer it provides when climbing up that hill with a heavy laden shopping bike.”

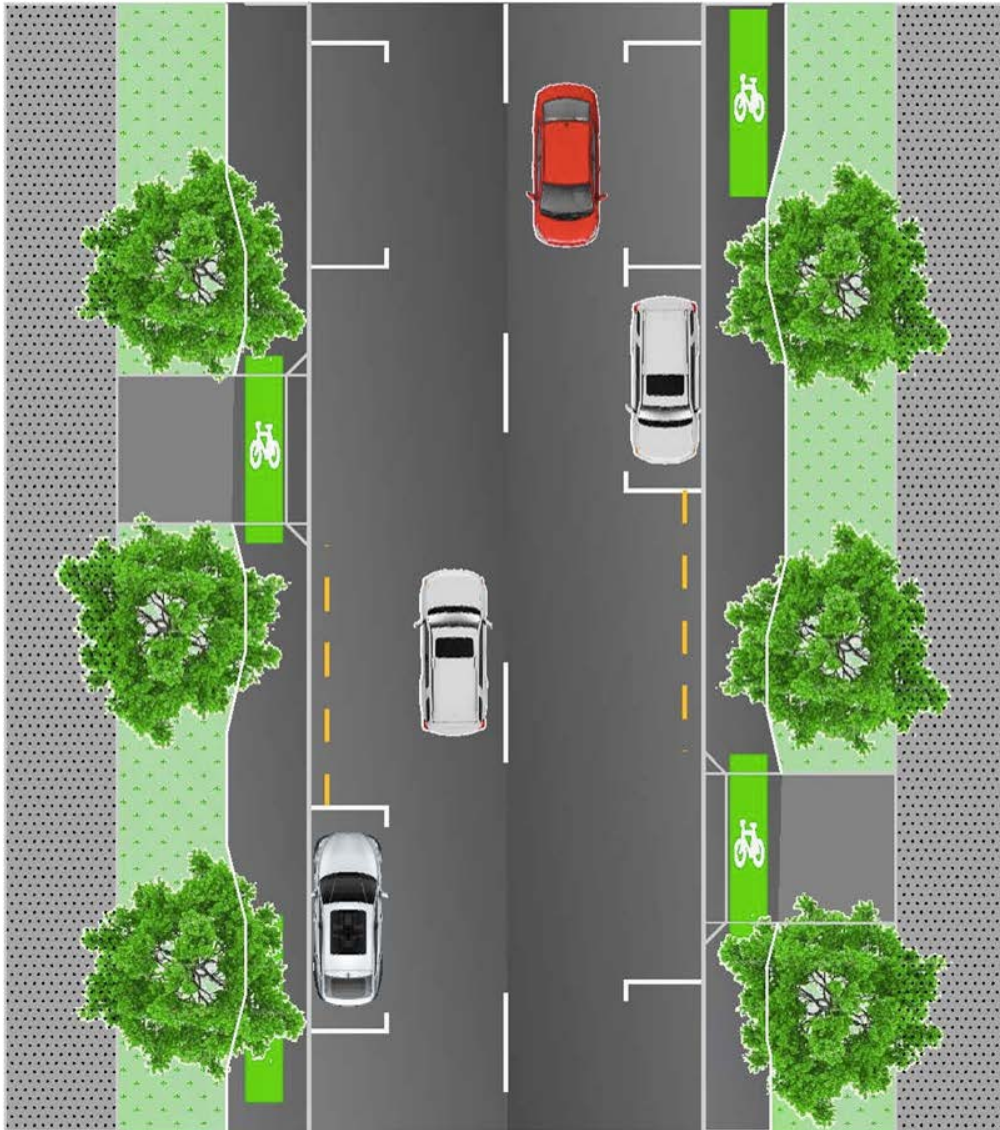
One comment suggested a physical separator between bike and car lanes to improve safety:

“Were option 2 selected, I would like to see physical separators between the bike and car lanes, like Beach road (i.e. the black raised rubber strips).”

Overall, option 2 was not stated as the preferred option by any participants who commented on the three design options.

8. Design Option 3.

Bird's eye view



Cross Section



8.1 Comments regarding Option 3: Likes.

Design option 3 prompted a larger number and a wider range of comments and suggestions than the two previous designs, and these tended to fall more clearly into 'likes', 'suggestions' and 'dislikes'. Consequently, comments on option 3 have been grouped and presented in these sections.

People who liked design option 3 felt it was the safest for cyclists and pedestrians, that it would encourage new and less confident cyclists, provide traffic calming, help build a cycling network across the city and support Christmas visitors. They also thought it would provide better protection for the trees and was the most aesthetically pleasing. Cyclists in particular (especially those part of Cycle Action Auckland's network) tended to prefer option 3 for these reasons.

Those who thought it was the safest option liked the separation from moving traffic and felt it was better for cyclists and pedestrians, providing better sightlines by having the cycle lane inside parking bays and more protection from car doors (by being on the passenger side):

"Option 3 is my preferred option. As a person who regularly cycles in the area that level of protection is the only acceptable option, especially on the up-hill side where speed differential is greater. If money is no object and quality is the desired outcome extending the driveways would be behaviourally clever and aesthetically pleasing."

"Option 3 hands down is the pick of the bunch. It's the only option that meets ALL road users' needs."

"Very keen on option three. After living in Europe and biking everywhere last year, the separated cycle ways are the BEST and a pleasure to ride on. I also feel much more afraid of biking on the road here as the drivers are much less aware of cyclists (as there are far, far fewer) so the separation is especially comforting."

"I think that the work you have done demonstrates clearly a point that is evident in many parts of the city - that parked cars obscure sight lines, and therefore locating the cycle lane inboard of the parked cars will be better for the Franklin Road residents who are worried about backing out."

"The sight-lines are better, the door-opening-accident potential is greatly reduced, the cars as barriers work well, the pedestrians (of which I am mostly one of) are also well served plus it looks good - because it is good. I like the kerb extensions for the residents too.

Congratulations to AT for providing an option that doesn't treat cyclists as second class citizens or assume that cyclists and pedestrians have the same needs and can therefore 'share'."

Others felt option 3 would encourage less confident cyclists, again primarily because the cycle lane is separated from traffic:

"My preference is for option 3. Options 1 and 2 are an improvement on the status quo, but neither of them will encourage new cyclists, more women or children to use them - these riders will continue to use the pavement. In my opinion, keeping the parking on the left of cyclists is the biggest mistake - while there's some allowance for the door zone, having cars scooching across the cycle lane at regular intervals is asking for conflict."

“Option 3 could be a game-changer for Auckland. A proper separated path like this will appeal to less confident riders, and since there's lots of residential, a school and a big park in the vicinity of Franklin Road, this will make cycling (and by this I mean riding a bicycle for transport) immediately more appealing. This could be a great example for the rest of Auckland.”

“I definitely prefer Option 3 for all the reasons covered in CAA's summary of the designs. Also, my mother (62 years) lives on a side road at the top of Franklin road and has recently bought a bike for the first time, since I've known her. I would love to know that she was riding on a well-considered and definitely safer, separated bike lane on Franklin Road.”

Some liked the reduced road width, (partly brought about by the exclusion of the median strip) which people felt would reduce traffic speed and help make the road safer for all modes:

“Removal of buffer and median strip reduces perceived width to discourage motorist speeding. This will improve safety for motorists, cyclist and pedestrians.”

“I really like that the lanes are being narrowed as cars generally drive up and down Franklin Rd above 60kph.”

“The flush median is currently mostly used as a passing lane!! On what should be a narrow, slow, highly pedestrianized inner city street! People do not need to be zooming around each other at 60km an hour because the guy in front is going 40km looking for a spot to park or deciding whether to turn into a drive way. There is absolutely no reason why people need to pass each other on this road! You would not believe the silly things I see being done outside my window each day, as I type this I am watching a large truck park on the sidewalk, next to another poorly parked car backed all the way into a tree. The flush median also encourages other crazy behaviour or double parking and leaving the hazard lights on, leaving a car completely blocking the roadway. The flush median allows other cars to zoom around the stupidly double parked car. This happens weekly outside my window.”

Others liked the connection with the surrounding suburbs provided by the design and felt it would be a welcome addition to a growing cycling infrastructure in Auckland:

“Option 3 please. This is a major link between Ponsonby and Victoria Park/The City/Wynyard and should be very bike friendly.”

“I like option three. Franklin Road is such a special street to Auckland and Aucklanders, and a key connector to the western suburbs, making it the perfect location to debut Copenhagen style lanes.”

Some felt this design provided the best protection for Franklin Road's trees:

“Pushing parking space further out off tree roots is also a gain.”

“I feel all three new proposed options are much safer than the original options C & D, however I strongly support option 3 as this is the only option that will be significantly safer for the 8 to 80 age group, as well as the option that provides the best protection for the trees.”

A few thought option 3 was better for parking, would contribute to reduced noise, was better aesthetically and/or would support Christmas visitors:

“Option 3 will also offer increased room for expansion of the pedestrian realm during the December craziness while clearly demarcating the vehicles space. All round it seems like an ideal improvement for this lovely street. I so look forward to the trees flourishing with the better treatment that this treatment affords.”

“Also, moving the cars further from the houses will reduce general road noise which is problematic on our street. Most of our houses front quite close to the street and it is a very loud road.”

“Aesthetically the whole street will look much nicer than the other options. Have ridden streets like this overseas and they both feel and actually are safe.”

8.2 Comments regarding Option 3: Suggestions.

Suggestions were made, particularly from those who liked the design, on how it could be improved:

Changes to curb line, flat surface and lighting

Some said they supported option 3 generally, but made suggestions for improvements, including those presented by MR Cagney (an independent transportation, traffic & planning consultancy) as well as wanting flat paths over driveways (without a raised bump), continuous greening to highlight the cycle path and better lighting for safety:

“Option 3 please. Only issue I would be having to dip down for driveway crossovers. There are a lot of drives on Franklin Rd so would prefer it if the driveways were raised to meet the cycle path.”

“I like option three. But I also like what MR Cagney has to say on the third option:

- Bring kerb line further out into the road.*
- No on-street parking right next to the trees.*
- Build the kerb line further out into the roadway at driveways.*
- Extend the driveway ramp into the roadway to keep the bike path flat so bikes don't have to go down and up when they cross each driveway.”*

“If the surface treatment doesn't explicitly prioritise the cycleway over driveways (i.e. if there is a rise or fall at the level of each driveway, or if the greening is not continuous), then this will be a very poor cycleway to ride on, even for women. The surface treatment should indicate clear priority to cyclists over people entering/exiting driveways, and ideally there should be a small rise from the driveway to the cycleway, to symbolise for drivers that they haven't got priority, and continuous greening of the cycleway.”

“It is important on safety grounds to ensure that pedestrians, cyclists and vehicles using the "road" are all sufficiently well lit - that might help with minimising incidents.”

Treatment of intersections and continuous right of way

As with the comments about driveways presented above, a continuous safe ride across intersections was seen as a priority, with suggestions that cyclists should have right of way and concerns for cyclists at intersections generally:

"I would like to see raised tables at intersections too, so that people walking and on bikes have priority - if they don't have this, then a lot of people on bikes going downhill won't use the lane because it is just too tedious to stop at each intersection. Again, having raised tables would be a great model for elsewhere and hopefully it will become a norm in Auckland (I'm aware Ponsonby road might get some soon too)."

"Hopefully the cycle path will have Right of Way at side streets otherwise no fast cyclist (and let's face it, on a 10% downhill gradient anyone can be fast) would use it. I'm also concerned about plans for a roundabout, I have yet to see one where I feel actually safe and on an uphill it will be difficult for many cyclists to negotiate."

Separate designs for uphill and downhill cyclists

Some commented on the idea of different designs for uphill vs downhill cyclists, because of the different speeds involved:

"I like option 3, it's going to appeal to a wide range of people. I wonder if option 2 downhill and option 3 uphill might make sense as cyclists are better able to mix with traffic when they are going the same speed downhill, though this is catering more to confident/fast cyclists rather than the general public."

"Of the 3 presented options, I prefer number 3. However, with the downhill slope (unlike the Holland examples), option 2 might work better. I think this is why there is indecision - the road is not symmetrical (it's uphill/downhill) but the options presented are (same option used on both sides of the street). Is it possible to suggest a mix of 2 and 3, like this: <http://i.imgur.com/QDqCIWZ.jpg>? This way the uphill cyclists, who are going much slower (and possible weaving a bit), could be up on the raised Copenhagen style platform, more visible to residents leaving or entering their driveways, and away from general traffic flow and parking cars. The downhill cyclists are closer to the road as they are traveling at speeds similar to the cars."

"I'm not sure about an uphill/downhill split suggested in the comments both here and on transport blog. As someone who just learnt to ride as an adult, I feel like it is important to maintain some design consistency across a single route. It will not be clear to everyone why one cycle path is protected and the other is not. I fear that although entirely logical, this tricky design might just be too tricky."

Education about road sharing

Others thought that more education would be needed in order for this option to work.

"I would have the concern of cars moving out of their drive way and then sitting across the bike lane if there is traffic on Franklin road, which we know there will be but this would need to be dealt with through communication with home owners and cyclists."

"Cycles lanes that are separated by a raised barrier are the only option that provides a safe environment for cyclist and clarity for motorists - the rules are clear to all users. Along with building this separated cycle lane some very good and well thought out public education/messaging around sharing the road space would be very valuable."

8.3 Comments regarding Option 3: Dislikes.

People who disliked option 3 thought it was unsafe for cyclists due to cars blocking the pathway at driveways and intersections, and the danger associated with people opening car doors. Others felt the lack of median strip and reduced width would make the road less safe for all modes and disliked the reduction in parking.

Comments about the design being unsafe for cyclists mentioned cars pulling out onto driveways, car doors catching cyclists, encroachment by vehicles, and reduced safety for car passengers exiting cars:

“Dislike: Least preferred option for cyclists with raised cycle path and limited opportunity to manoeuvre in emergencies Potential clash for passenger doors and cyclists narrows down perceived width of the road.”

“While Option 3, on the face of it, is probably safer for cyclists than the other two options there is no way to avoid residents reversing into and blocking the cycle lane while they wait to safely enter the flow of traffic. Cyclists are still at risk from parked cars and opening doors and the cycle lane will be used by passengers entering and exiting parked vehicles, which itself poses risks to both parties.”

Some thought the lack of median strip and road narrowing would be dangerous, disliked the treatment of parking spaces or felt that cyclists would still use the road:

“In addition this option provides no median strip, which negatively impacts pedestrian and vehicle safety and, in all likelihood, it will reduce the number of parking spaces provided on Franklin Road.”

“Also, residents didn’t like the decreased width of roading, the lack of median strip, that confident cyclists will not use the raised area and still be on the reduced road width anyway.”

“Incidentally, the restrictions on parking involved in option 3 will be a concern to traders on Ponsonby Road as well as to residents of Franklin Road. Their customers and staff must rely on Franklin Road parking during the day; this option will be removed with no alternative.”

A small number commented on the raised aspect of the design being unsuitable for the amount of water, tree leaves blocking the cycle path, or said it detracted from the iconic boulevard feel.

Overall, option 3 was the preferred design for the vast majority of Cycle Action Auckland respondents, and please note that some of these were residents also.

9. Summary

Overall, regardless of a stated preferred option, Franklin Road residents feel strongly about the need to retain the median strip in the middle of the road. They have also expressed concern about the consultation process, particularly the most recent round and the way the current options were presented.

Those residents who did state a preference for one of the three designs tended to prefer option 1 over the other options, although in many cases comments were general in nature and tended to prefer the status quo or a design option from a previous consultation.

Conversely, option 3 was overwhelmingly the preferred design option for the majority of Cycle Action Auckland respondents. Additionally, some had suggestions for how this design option could be further improved to provide the safest and most inclusive design for a range of cycling stages and abilities.

10. Appendix 1. AT's response to feedback themes

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
General themes and important points - General comments and suggestions			
1	Dislike cycleway generally/street is too busy/dangerous/problems with trees and car doors interfering with cycleway		Franklin Road is on the Auckland Cycling Network and although the street presents challenges for introducing a cycleway, AT are confident that a safe cycle facility can be implemented
2	Concerns with consultation process/doesn't address concerns/time frame/ignores safety report		A more robust option assessment process was put in place in Aug 2015, which provided the project team with the opportunity to respond to resident's concerns as well as issues identified in the Road Safety Report
3	Dislike loss of median strip/ unsafe turning/too narrow/ruins look of the street		A flush median usage survey was carried out and investigation into which sections could be removed and what the benefits/disbenefits would be
4	Dislike reduction in parking -retain parking between trees/consider angle parking		There is a need to create better defined parking spaces/bays that are safe, properly drained, easily accessible and maintained, provide adequate clearance from the trees and better protect tree roots. This will result in a significant reduction in the current number of parking spaces
5	Want measures for safer road crossing /pedestrian crossings/table crossings		Further design will be carried out to look at opportunities to provide more and improved pedestrian crossing facilities
6	Number of cyclists too small to warrant/putting cyclists before residents/ others		The strategy behind the Auckland Cycle Network is to provide the necessary cycling infrastructure to attract and grow cycling numbers. The design for Franklin Road seeks to achieve a balanced outcome that benefits all road users
7	Need to separate cyclists from traffic/keep cyclists on footpath		Physical separation between cyclist and traffic is generally preferred. It's recognised that this will encourage more people onto bikes. However, site constraints can mean physical separation is not always possible

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
8	Support needed for safe cycle lanes/especially novices/children/prefer raised/demarcated/right of way at intersections		Not every street is suitable for a physically separated or off-road cycleway. A number of criteria and safety considerations have been assessed when determining the best cycleway option for Franklin Road
9	Prefer separate designs for uphill/downhill cyclists /downhill cyclists should still use the road	Some suggested a different design for uphill cyclists where speeds would be lower than downhill where cyclists can go faster	This option was considered as part of the multi-criteria option assessment, however didn't score well in the areas of walking and cycling safety, or in walking amenity and catering for confident cyclists
10	Wellington St intersection an issue/ suggest roundabout at Wellington st/intersections generally/		Further investigation and assessment is required to identify the key issues and options for this intersection
11	Ensure protection for trees		This is a key project objective for all options
12	Concern about the impact of the design on the movement of buses/ large, heavy vehicles/delivery vehicles		The project team is in communication with AT's public transport staff to ensure the design is co-ordination with future plans. Franklin Road is a designated over-dimension route, so must maintain a minimum clear width
13	Keep cyclists on the road/the tree leaves make cycle lane dangerous		The project team will work with the AT maintenance team to ensure increased street sweeping is carried out, especially during autumn, to minimise leaf litter and branches in the cycle lane
14	Concern over changes affecting xmas light visitors/parking/movement		The final design will maintain sufficient flexibility and space to accommodate the crowds that visit Franklin Road to view the Xmas lights.

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
General themes and important points - Design option 1			
	Support the retention of flush median strip/safer for crossing/turning/provides space for work on services/extra vehicles at xmas		Further investigation has found that most of the flush median is still required to access side streets, New World, and the approaches to the Ponsonby Rd and Victoria St intersections. It also provides flexibility for traffic management during the Christmas lights season
	Like dedicated lane/ safer for cyclists		Dedicated lanes remove the need for cyclists to share space with either cars or pedestrians creating a safer street for all users
	Dangerous /no separation/cars pulling out of driveways/car doors/encroachment		Option 1 provides for more confident cyclists and is appropriate for steeper gradient on Franklin Road. It provides good separation between cyclists and cars reversing out of driveways and includes a buffer between the cycle lane and adjacent traffic lane. Indented car parking provides extra space between open car doors and the adjacent cycle lane
	Dislike retention of median strip/encourages traffic speed		Further investigation has found that most of the flush median is still required. Other techniques for slowing traffic speeds will be investigated and incorporated into the detailed design
	Dangerous/allows faster downhill speeds for cyclists	Perception amongst some that cyclists would ride faster on the downhill with this option - mostly just due to the fact that it provides a dedicated cycle lane rather than people riding on the road as is the current situation	The fastest cyclists are the most confident and will likely be using the street currently. The proposed cycle lane will encourage use by less confident cyclists by providing dedicated space for their use

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
General themes and important points - Design option 2			
	Dangerous/ no separation/ cycle lanes will be encroached by cars pulling out of & into driveways		Option 2 provides separation between people on bikes and vehicles which are driving, parked, and exiting driveways and minimises risk to cyclists and pedestrians. It provides the greatest distance between cars reversing out of driveways and the cycle lane
	Dislike loss of median strip/right hand turn/ will clog traffic		Further investigation has found that most of the flush median is still required to access side streets, New World, and the approaches to the Ponsonby Rd and Victoria St intersections
	Like dedicated lane/wider/safer for cyclists & other modes		Dedicated lanes remove the need for cyclists to share space with either cars or pedestrians creating a safer street for all users
	Suggestions regarding having separate designs for uphill & downhill cyclists	Some suggested a different design for uphill cyclists where speeds would be lower than downhill where cyclists can go faster	This option was considered as part of the multi-criteria option assessment, however didn't score well in the areas of walking and cycling safety, or in walking amenity and catering for confident cyclists
General themes and important points - Design option 3			
	Safest option for cyclists & pedestrians/better sightlines/ separate from cars/ safer from car doors		Option 3, with parked cars outside the cycle lane, provides the best separation from traffic of all the options. However, restricted space creates 'pinchpoints' adjacent to trees limiting room to avoid a reversing car blocking the cycleway or a car door opening. This option is not suitable for high downhill cycle speeds
	Support generally but with improvement suggestions (including from MR Cagney) such as: keep cycle lane flat over driveways / more lighting	Some specific suggestions from MR Cagney included:• Bringing the kerb line further out into the road space to create parking bays, which would help eliminate pinch points along	The MR Cagney changes were well thought through and the project team appreciated this input. The suggested changes did not alleviate all the concerns the project team had with the design - the significant gradient, pinchpoints, and the requirement to retain most of the flush median

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
		<p>the cycle path. • Not having on-street parking right next to the trees – this too would eliminate pinch points. • Building the kerb line further out into the roadway at driveways will also help address speed, by giving visual cues about how drivers should behave, even when the street is not full of parked cars. (The more visible tarmac, the higher the speeds). • If you extend the driveway ramp into the roadway (into the line of the parked cars, as below), you can keep the bike path flat so bikes don't have to go down and up when they cross each driveway. This would also enhance visibility for drivers turning in to their properties, avoids people blocking driveways, and slows down traffic, all at once.</p>	
	<p>Support/will encourage new cyclists, women/less confident cyclists - especially children/older people</p>		<p>Option 3 would likely encourage use by less confident cyclists</p>
	<p>Like reduced road width/loss of median/ provides traffic calming/</p>		<p>Further investigation has found that most of the flush median is still required. Other techniques for slowing traffic speeds will be</p>

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
	quieter		investigated and incorporated into the detailed design
	Suggestions for treatment of intersections/continuous crossings/cyclists right of way/ no roundabout	Suggestions that cyclists have right of way at intersections and one continuous lane that provides safety when crossing side streets where cyclists enter the fray with traffic. Some thought a roundabout would make crossing sidestreets unsafe for cyclists	Further investigation and assessment is required to identify the key issues and options for intersections. The intention is to prioritise cyclists and pedestrians where possible
	Suggestions regarding having separate designs for uphill & downhill cyclists/ cyclists will use road on downhill		This option was considered as part of the multi-criteria option assessment, however didn't score well in the areas of walking and cycling safety, or in walking amenity and catering for confident cyclists
	Connects surrounding suburbs for cyclists/improved infrastructure		AT are delivering a Network of cycling improvements, most of which are in the central area, over the next three years
	Provides best protection for trees		This is a key project objective for all options
	Better aesthetically		The local character of the street and its iconic status will be considered in the design for all options
	Need to educate drivers/road users about road sharing		This will be necessary for all options
	Provides better parking solution		On street parking would need to be removed where the flush median is retained - for approximately 70-75% of the road corridor
	Supports Xmas visitors/more room for pedestrians		Option 3 cycleway offers flexibility in that it could temporarily be used by pedestrians during the Xmas lights season
	Unsafe /cars pulling out of & into		This was a key consideration and was a criteria used in assessing

Ref	Theme or important point from the feedback	Further description (where relevant)	AT response
	driveways/car doors/encroachment/passenger safety		the options
	Unsafe lack of median strip/ reduced road width		Approximately 70-75% of the existing flush median would need to be retained to access side streets, New World, and the approaches to the Ponsonby Rd and Victoria St intersections
	Suggest reducing speed limit to 40km/hr		Something the project team will consider going forward
	Dislike/ reduces parking spaces/threat to business		Parking loss is a key consideration and was a criteria used in assessing all the options