



Summary of your feedback on the Ōtāhuhu Town Centre Upgrade project



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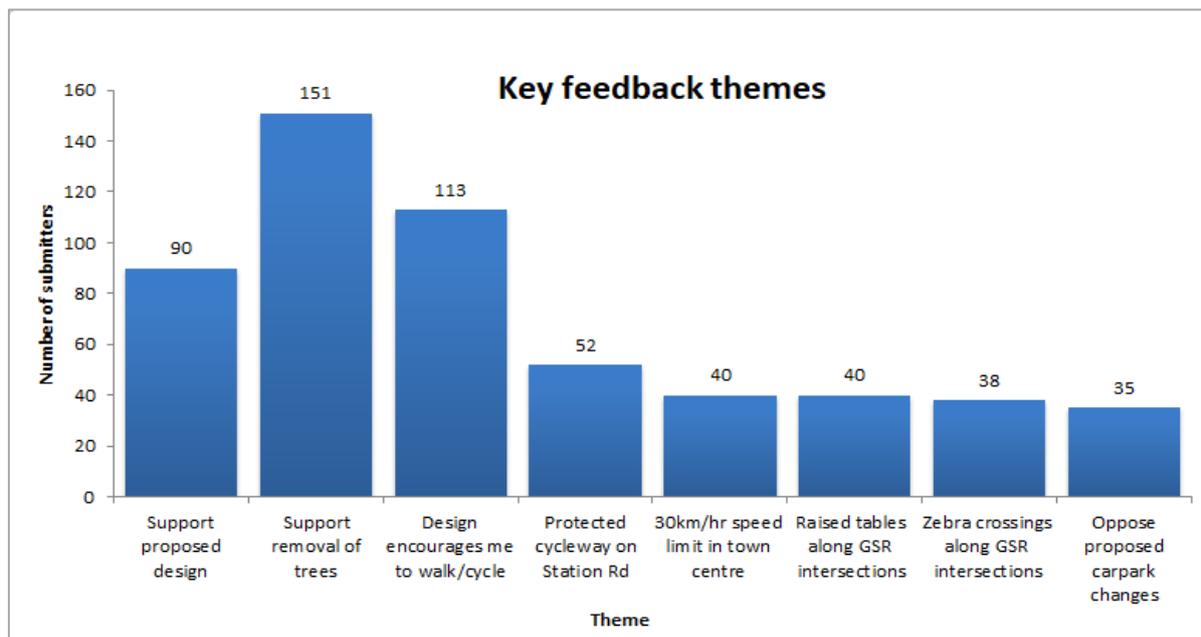
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Summary

Auckland Council (AC) and Auckland Transport (AT) proposed a town centre upgrade focused on the main street of Ōtāhuhu, along Great South Road from Princes Street to Atkinson Avenue, Station Road, and Mason Avenue.

We consulted on this proposal from 10 August to 6 September 2017, and received 220 public submissions.

Key themes in feedback



From your feedback we identified the following key themes:

- support for the proposed design overall (90 responses) to upgrade the town centre
- support for the proposed removal of trees (151 responses) to enable the upgrade
- indication from over half of all respondents (113) that improvements to the area will encourage them to walk or cycle to/from/around the town centre or Ōtāhuhu Station
- support for Bike Auckland’s proposal for a separated cycleway instead of a shared path along Station Road (52 responses), a reduced town centre speed limit of 30km/h (40 responses), and adding both raised tables (40 responses) and zebra crossings (38 responses) to the intersections along Great South Road - see summary of Bike Auckland’s proposal in the [Other Submissions](#) section
- oppose proposed carpark changes to enable the proposed upgrade (35 responses)
- could do more to improve the design for cyclists in particular (29 responses)
- oppose proposed traffic lights to replace roundabout at Great South Road/Princes Street intersection (24 responses)
- concerns about trees, planting, and berm maintenance (23 responses)

Changes to proposal

Following consultation, we have revised our proposed town centre upgrades to:

- introduce mixed-species street planting within the carriageway (we will retain 26 of the existing palm trees at key intersections, transplant 4 and remove 14. We will also introduce 92 new native trees)
- relocate the Cook pine at Criterion Square (a new location is currently being considered) and retain the Cook pine at the Southern Plaza in its current location
- retain the clock tower and Luke Memorial in the Southern Plaza in their current locations
- conduct a further review of the design of the Northern Plaza, Southern Plaza and Criterion Square.

Next steps

We expect to be able to provide the public with details of the revised design for the Ōtāhuhu town centre upgrade in February 2018.

Construction of the Ōtāhuhu town centre upgrade is expected to start mid-2018.



Background

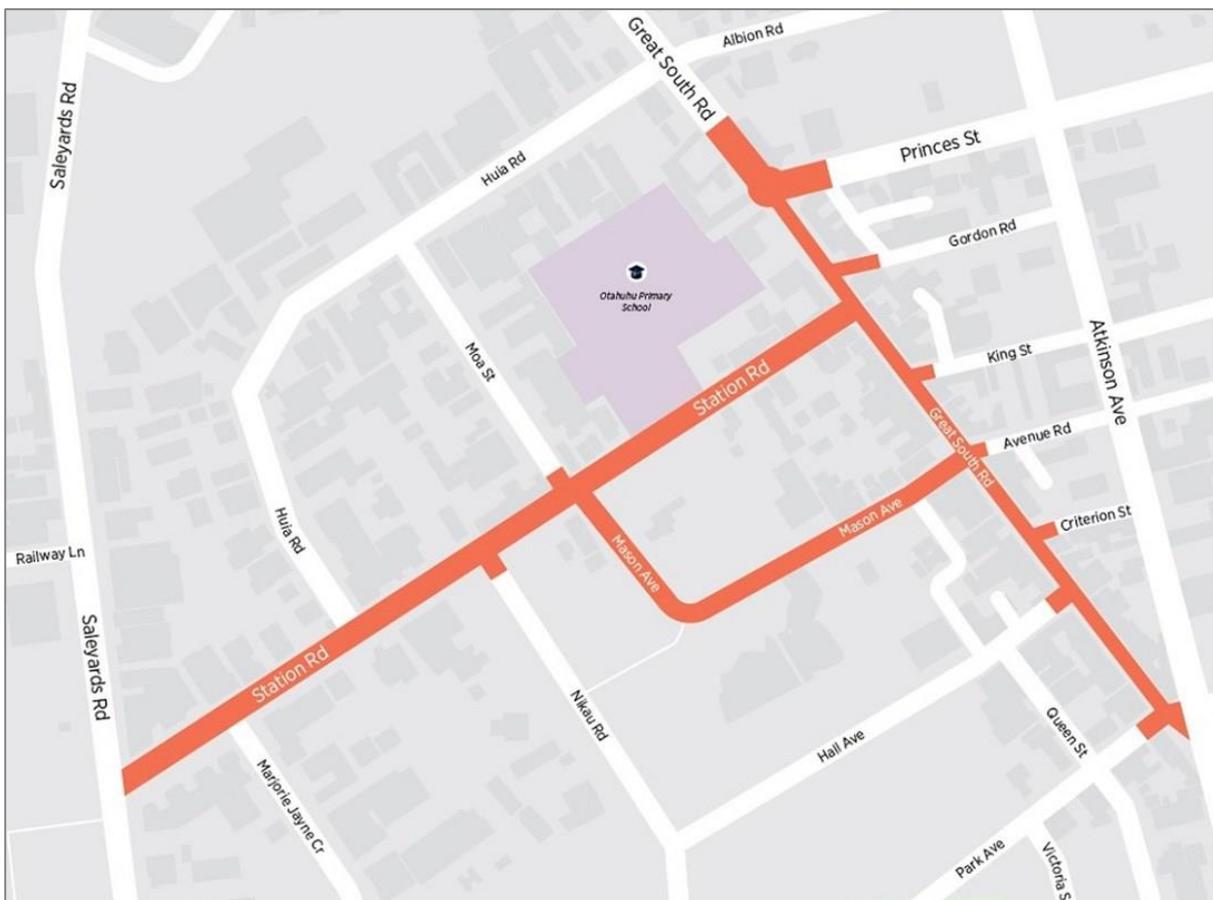
Project information

Auckland Council (AC) wants to revitalise, enhance, and prepare the Ōtāhuhu town centre area for significant growth over the next 30 years. The proposed upgrade focuses on the main street in Ōtāhuhu, along Great South Road from Princes Street to Atkinson Avenue, Station Road (entire length), and Mason Avenue (entire length), with improvements that will provide better connections between public transport facilities, businesses, key community facilities, and public open spaces.

We aim to transform the Ōtāhuhu town centre streets and public open spaces, making changes to roads and connections to provide better walking and cycling infrastructure. The upgrades will link to recent and future developments in the area to help more people move to and from the town centre, public transport hubs, and recreational facilities, including:

- Ōtāhuhu Station (integrated bus and train station) upgraded in late 2016 as part of the new public transport network
- Tōia recreational precinct and library
- future City Rail Link rail lines to connect Ōtāhuhu directly to Auckland’s CBD.

The upgrade is an AC project, to be assisted in delivery by AT.



Key features

- A shared cycling and walking path along the southern side of Station Road and Mason Avenue
- Safety improvements for public transport users, pedestrians, and people on bikes
- Road changes and changes to on-street parking
- Planting and changes to street trees
- Enhancements to the street environment for pedestrians and street-based retail.

Key benefits

- Improved connectivity through the town centre and to Ōtāhuhu Station
- Better walking and cycling connections
- A more attractive town centre for businesses, residents and others
- Reflection of the area's rich history and cultural diversity.



Features of proposal

The scheme plans of the proposed design are available on the [project webpage](#). Please note that these reflect the original proposal. We expect to have updated plans available in February 2018.

Walking and cycling path

- Install a (approximately) 3.5m wide shared cycling and walking path along the southern side of Station Road and Mason Avenue.

The path connects the main street on Great South Road, the community facilities on Mason Avenue (including Tōia recreation precinct), Ōtāhuhu Station, and Ōtāhuhu Primary School on Station Road. It would also help accommodate the increase in foot traffic resulting from the construction of Ōtāhuhu Station and the bus stops on Avenue Road.

Road changes

- Remove the roundabout and install traffic signals at the intersection of Great South Road and Princes Street, to aid heavy vehicles to turn right at the intersection away from the Town Centre.
- Narrow the width of sections of the road with kerb build outs to slow traffic speeds.

Safety improvements

- Build out (extend) kerbs to reduce crossing distances at intersections and pedestrian crossings.
- Change pedestrian crossing signals to allow more time for people to cross the road
- Improve street lighting to help with safety at night.

Improvements for pedestrians and street-based retail

- Widen the footpath at key locations.
- Create a consistent and uncluttered footpath surface.
- Remove pedestrian fencing near intersections.
- Incorporate new or enhanced public spaces at:
 - The intersection of Great South Road with Atkinson Avenue and Park Avenue.
 - Criterion Square.
 - The intersection of Great South Road and Princes Street.
- Use a range of good-quality, durable materials to reduce on-going maintenance and operational costs.
- Improve street and town centre signage to help visitors find their way around. This will include feature wayfinding signage to highlight mana whenua presence in Ōtāhuhu.

Changes to on-street parking

To make space for the proposed improvements to the town centre, we proposed the removal of some on-street parking spaces. Of the over 900 on-street parking spaces in and around the project area, we proposed the removal of:

- approximately 25 parking spaces from Great South Road (25% of the current spaces).
- approximately 48 parking spaces from Station Road (50% of the current spaces).
- approximately 44 parking spaces from Mason Avenue (65% of the current spaces).

While we would take care to minimise the removal of carparks, it was also noted that additional parking demand in the town centre could be accommodated for by the considerable amount of existing on and off-street public parking.

Planting and changes to street trees

As part of the town centre upgrade, we proposed the following changes to enhance local character and improve the environment and biodiversity, and create a series of green links around the town centre:

- Remove 14 fan palms on Great South Road and relocate 4. Plant 58 native street trees at regular intervals. The fan palms are very tall and difficult to maintain. Falling palm fronds put pedestrians at risk and caused damage to cars and buildings.
- Relocate the Cook pine tree in Criterion Square, to improve visibility and increase usable public space.
- Retain the Cook pine tree at the intersection of Great South Road and Atkinson Avenue.
- Relocate or remove up to 10 totara trees on Station Road to enable footpath widening on the northern side, and to provide a continuous 3.5m wide shared path on the southern side. A total of 38 new native trees will be planted on Station Road.
- Plant 20 new native trees on Mason Avenue - no tree removals for this street.



Consultation

We consulted on the proposed Ōtāhuhu town centre upgrade from 11 August to 6 September 2017.

Activities to raise awareness

To let you know about our consultation, we:

- mailed and hand delivered 6,172 brochures to property owners and occupiers in and nearby the project area, community hubs, the library, and schools in the area, including sending 300 brochures to Ōtāhuhu Business Association for distribution to shops/businesses in the area.
- emailed soft copies of the brochure to Ōtāhuhu Business Association, Ōtāhuhu Primary school and Ōtāhuhu College, Greater Auckland, Generation Zero and Bike Auckland.
- set up a project webpage and an online feedback form [on our website](#)
- posted information on our social media channels, including Facebook, Twitter and Neighbourly.
- placed an advertisement in the Manukau Courier on Thursday 17 August and Tuesday 29 August.
- ran two open days at Tōia, Ōtāhuhu Library (28-34 Mason Avenue, Ōtāhuhu) on Wednesday 23 August 10.00am - 1.00pm, and Saturday 2 September 10.30am - 1.30pm.
- supported promotion of the consultation on Shape Auckland, Mangere-Ōtāhuhu Local Board, and Ōtāhuhu Business Association Facebook pages.

Giving feedback

We asked what you thought about the proposed design of the town centre upgrade, how we could improve the proposed design and whether you supported the removal of the fan palm trees and Cook pine trees on Great South Road. We also asked whether you thought the proposed design will encourage you to walk or cycle to, from, or around the town centre and (if yes) where you would travel to and from. In addition, asked if you had any other comments or suggestions about how we could improve the proposal.

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a hard copy form included in the brochures. See [Attachment 1](#) at the end of this report for a copy of the feedback form.

Your feedback

Overview

We received public feedback on the proposal from 220 submitters. 145 were submitted online, and 75 were submitted using the hard copy feedback form.

We also received a submission from Bike Auckland, which was analysed separately. An overview of this feedback is provided in the [Other Submissions](#) section

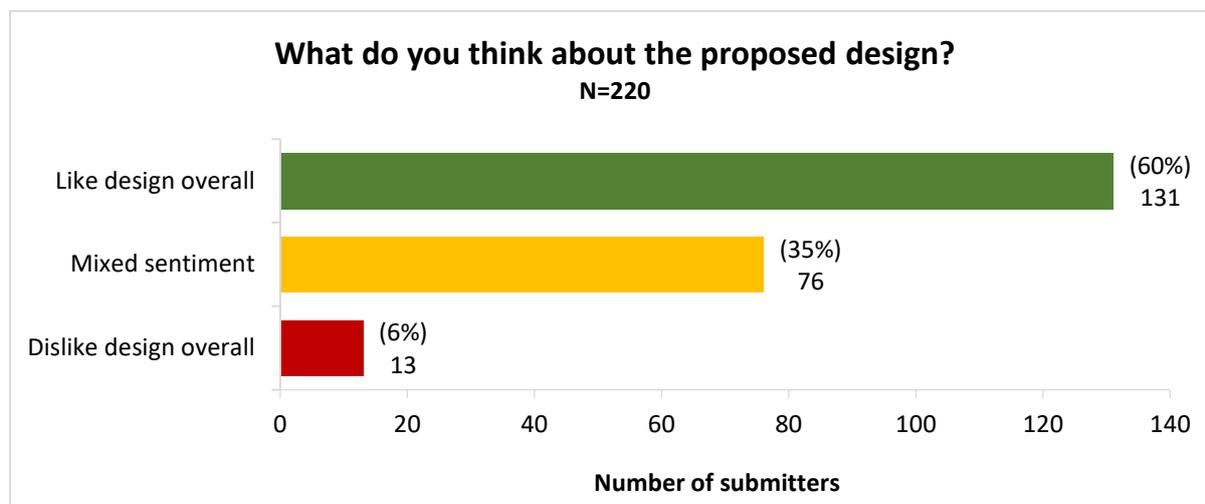
Themes in feedback

From analysis of your feedback we identified the following themes:



We have responded to all your comments and suggestions, grouped by feedback theme, in the [Suggestions in feedback and AT responses](#) section.

Overall sentiment about the proposal



Based on 220 total submissions. Submissions counted once only.

We asked you what you thought about the proposed design. Over half of submitters (60%) are generally supportive of the proposal, telling us they like that it:

- will rejuvenate the town centre in line with local heritage and culture.
- seeks to provide a safer, more attractive environment for the local community and visitors to enjoy.
- will connect people to and from the town centre and Ōtāhuhu station.
- focuses on improving pedestrian and cycling facilities in this area.

"I really appreciate your commitment to retaining heritage and character features."

"It is great to see an improved focus on walking and connectivity to the Ōtāhuhu station and indeed an increase in pride in our town centre."

"I actually like it; it covers the neglected fauna, encourages more pedestrian use and opens up Ōtāhuhu into a more user friendly place to be."

"I think overall it looks good - Ōtāhuhu really needs an upgrade! I agree that we need safer footpaths and cycle ways."

34% of submitters indicated mixed support for the proposal, primarily because it would:

- provide new, safer facilities and connections for pedestrians – but needs to go further to enable safer cycling facilities and connections.
- be an improvement on the current town centre environment for people to spend time, and enjoy local shops and cafes.
- goes some way toward making people rather than cars the priority in the town centre.

"It's good but...the proposed design has some safety issues which could be alleviated. Otherwise more people will continue to congest Ōtāhuhu streets by driving their cars."

"More cycling friendly additions is welcome."

“It’s a good start, but doesn’t really take [into account] the changes that are going to take place in Ōtāhuhu...the area is gentrifying fast. More provision for street cafes needs to be made.”

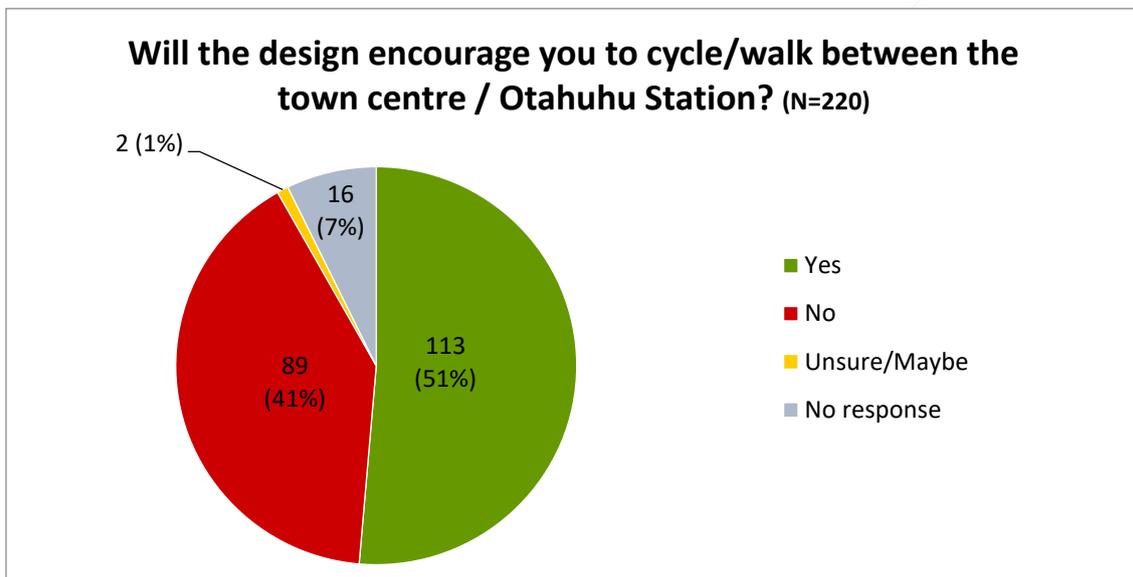
The remaining 6% of submitters did not like the proposal overall:

“I have lived in Ōtāhuhu for over 40 years and I do believe the proposed changes are a backward step and will make the already cluttered streets worse.”

“Awful...Where is the wider Town Centre upgrade to go with this? Bin the entire project and let Panuku Development Auckland handle it as a Transform or Unlock Project.”

Encouraging walking and cycling around Ōtāhuhu

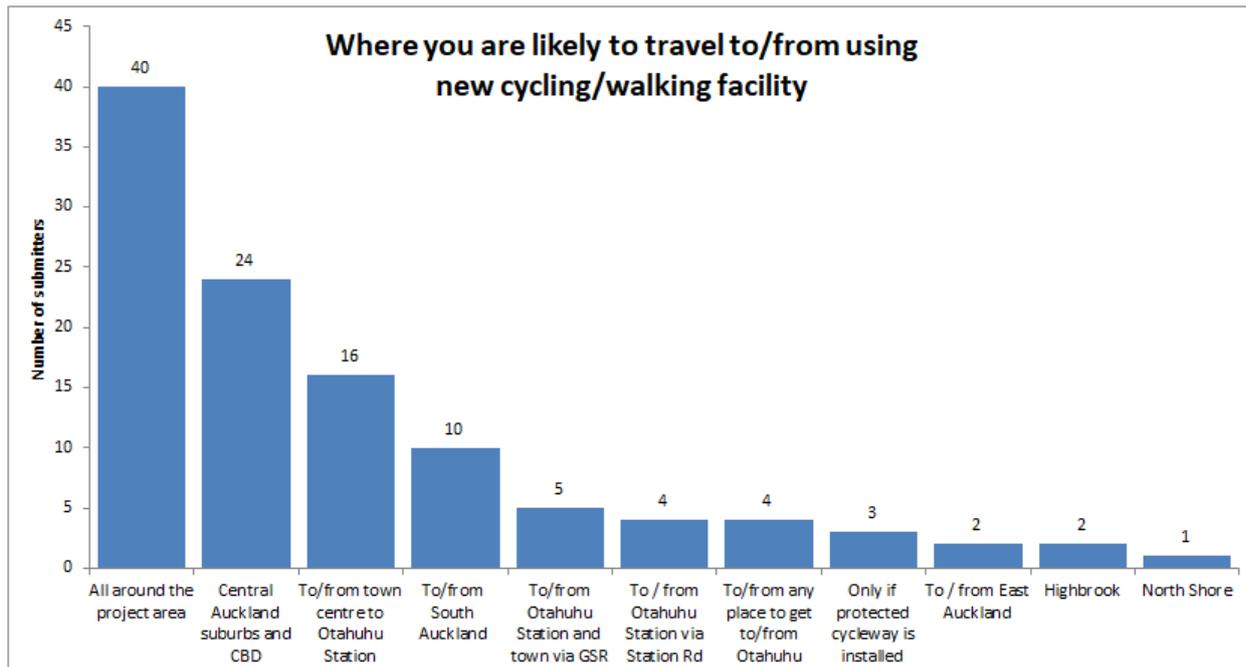
We asked if you think the proposed design will encourage you to walk or cycle to/from/around the town centre or Ōtāhuhu Station.



Based on 220 total submissions. Submissions counted once only.

113 respondents (51%) said the design will encourage them to walk or cycle around the project area, and 89 (41%) people said it will not; 16 respondents did not answer this question. Two respondents said ‘maybe’ and ‘unsure’ respectively.

Those who said it will make them more likely to cycle or walk to/from/around the town centre or Ōtāhuhu Station were then asked where they are likely to travel to and from.



Based on 220 total submissions. Submissions may be counted in more than one theme.

You shared a wide range of start and end-points spanning the Auckland region – to commute to/from home and work, and visit local shops, cafes, parks, community centres, sporting facilities, and more.

The largest proportion of people (40 respondents) said they would travel all around Ōtāhuhu, while a further 16 respondents said they would travel primarily between the town centre and Ōtāhuhu Station.

“Ōtāhuhu Train Station to the town centre and pools...”

The second largest proportion of people (24 respondents) said they will travel to and from central Auckland suburbs and the CBD, primarily for their work commute. Some will also travel from the city and transit via Ōtāhuhu Station to head south or southeast for work.

“From my home in Ōtāhuhu into the town centre and train station, and to work in Newmarket or Britomart.”

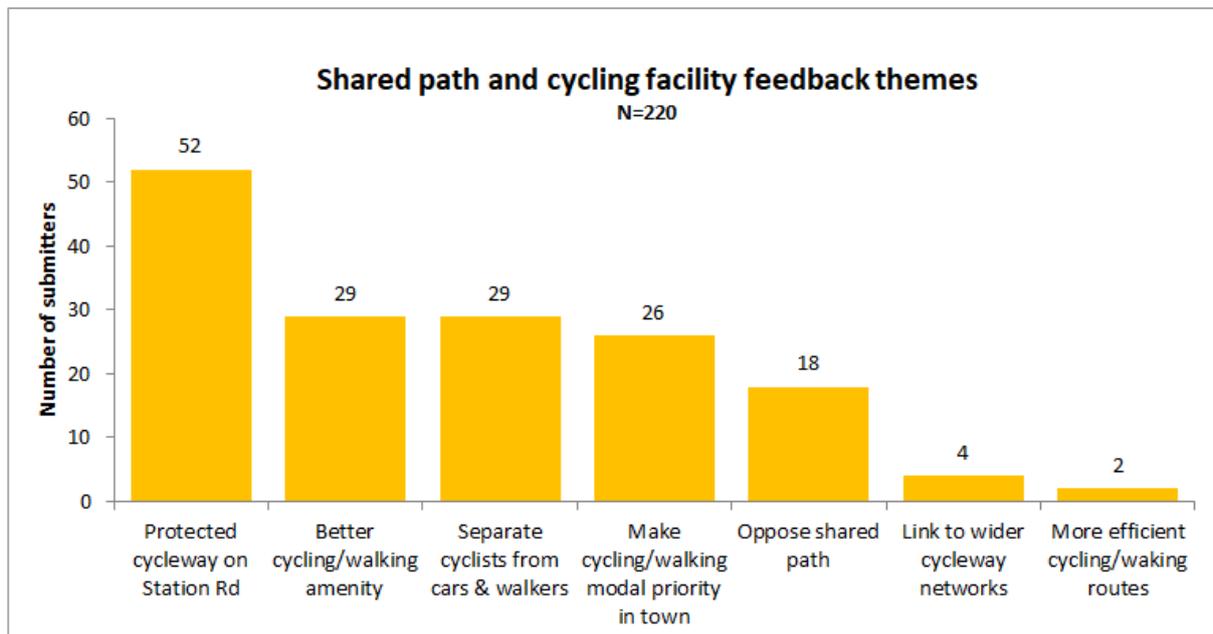
Ten people said they will travel to and from South Auckland destinations, and even continue on via Ōtāhuhu to/from central Auckland.

“Between Manukau and Ōtāhuhu is a regular commute for me.”

Five respondents said they will travel via Great South Road and five more via Station Road to get to and from Ōtāhuhu Station. Four submitters said they would travel all over Auckland. Some people they will commute to and from East Auckland (2 respondents), Highbrook (2 respondents), and one even said the North Shore.

Three respondents said they would only make their travel plans if a dedicated cycleway is installed as part of this upgrade.

Shared path and cycling facilities



Based on 220 total submissions. Submissions may be counted in more than one theme.

52 respondents suggested a protected cycleway on Station Road between the town centre and Ōtāhuhu Station rather than the shared path. Most submitters referred to Bike Auckland’s proposal (summarised in [Other Submissions](#)), suggesting this was a safer option.

“A protected cycleway on Station Road, between the town centre and the train/bus interchange, using one of Bike AKL’s options.”

“The shared path on Station Rd should be wider, and have a dedicated section for bikes. Or have a path on each side. Essentially, what Bike AKL said.”

29 respondents said our design needs to go further to improve cycling and walking amenity.

“An upgrade is much needed, and I’m pleased to see it happening, but more could be done to improve the environment for pedestrians and cyclists.”

“Definitely better but could use more bike infrastructure.”

29 respondents felt that separating cyclists from both cars and pedestrians was necessary for the safety of both cyclists and pedestrians. Most respondents referred to Bike Auckland’s proposal to support their suggestion (summarised in [Other Submissions](#)).

“I don’t think the shared paths are a good idea for elderly heading to the train station.”

“If I cycle, I must feel safe from drivers who may not be so patient.”

26 submitters suggested that people walking and cycling should have modal priority in the town centre to encourage shopping and a greater sense of community, and the design should reflect this.

“Town centres need to be thought of as car free areas so that communities can regain some of the intimacy...This should be the first thought when planning these areas, not in how to placate those that will lose a carpark.”

“Make pedestrians the priority in the shopping area.”

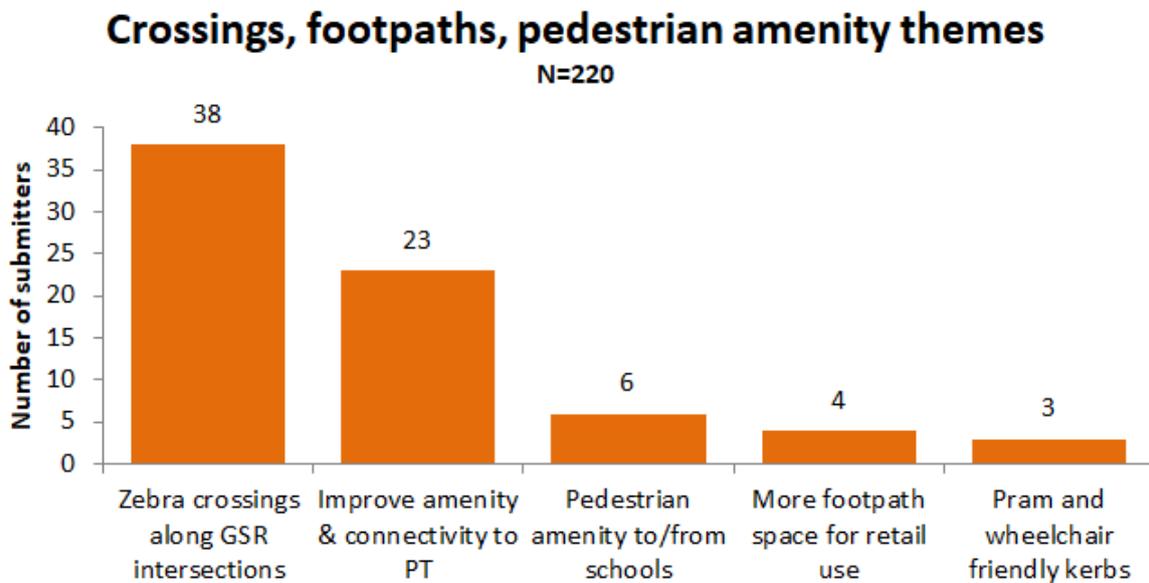
18 respondents said, unprompted, that they oppose the shared path or the use of shared paths in general; most felt they posed a safety risk to cyclists and pedestrians.

“Shared paths aren’t ideal for pedestrians or cyclists: cyclists are blocked by pedestrians who...use the width of the path just as they would on a footpath, and pedestrians, especially the elderly or mobility-impaired, find it uncomfortable to share with cyclists.”

“As an older person I feel the shared path is not a good idea in such a busy area as the Station road to Great South road proposal.”

4 respondents wanted cycling facilities to link to wider cycleway networks and public transport hubs, and 2 submitters thought the proposed cycling and walking routes could be improved by following desire lines used by the public.

Crossings, footpaths, pedestrian amenity



Based on 220 total submissions. Submissions may be counted in more than one theme.

A significant proportion of respondents suggested installing zebra crossings to calm traffic and provide more safe places for pedestrians to cross (38 respondents). Most of these respondents supported Bike Auckland’s suggestion to add zebra crossings to side streets at Great South Road intersections along the town centre.

“More traffic calming through the village shops – by adding zebra crossings and raised tables to the intersections along Great South Road.”

“Need additional zebra [crossings] to provide for more crossing points.”

23 submitters suggested a range of ways to improve pedestrian safety and connections to access public transport facilities, such as repairing or upgrading footpaths, integrating the old and new public transport hubs, and providing more shelter and medians to protect pedestrians.

"Please upgrade the sidewalks and footpaths, too. There's nothing more discouraging than broken footpaths!"

Some respondents wanted more improvements for pedestrians around schools.

"Make roads and footpaths near school safer or maybe include a speed bump, especially Ōtāhuhu Primary School."

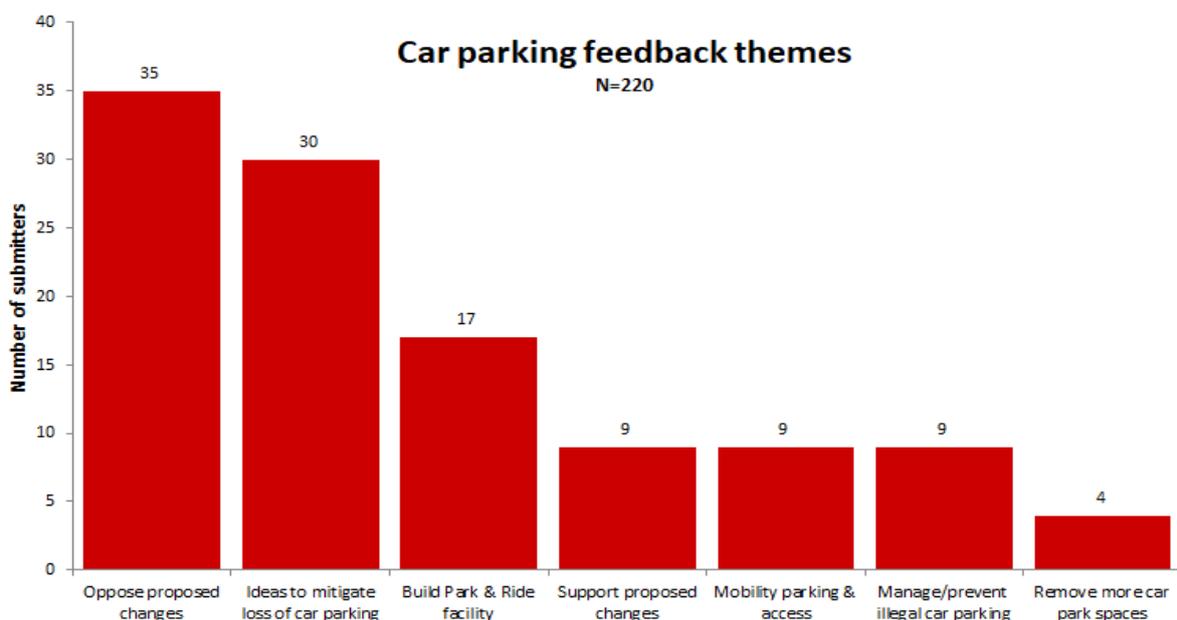
4 respondents suggested freeing up more public sidewalk space to create a vibrant street café and retail environment.

"Please ensure there is plenty of space on the sidewalks to allow cafe, restaurants and takeaway places to have tables and chairs outside on the footpaths in the future."

3 respondents suggested both wheelchair and pram-friendly kerb design for the town centre.

"Put accessibility for wheelchairs/prams front and centre. Often things like gentle [kerb] cuts, accessible signage etc. can get forgotten about."

Car parking changes



Based on 220 total submissions. Submissions may be counted in more than one theme.

A significant proportion of respondents expressed a level of opposition to the proposed car parking changes to enable the town centre upgrades, citing a range of negative impacts they believed it would have on residents, businesses, and commuters (35 submitters).

"I think it is good but a lot of parking spaces are going on Station Road! There are over 500 students at Ōtāhuhu Primary School, where will the parents park as the car park across the road has limited parking."

"We need to keep on-street parking to help local businesses and make it easier for people to take the train."

A small proportion of people fully support the car parking changes (9 submitters) to enable the proposed upgrades, and make the town centre safer more people-friendly.

"It is good to see AT becoming more comfortable with removing free storage of private property (car parking) from our centres and busy arterials...Business can be positively influenced by more space for people and less for cars."

30 submitters suggested a range of ways to mitigate the car parking changes, including a creating a parking precinct at the old bus station (out of scope for this project), where to retain or prioritise remaining car park spaces, and wayfinding signage help drivers find alternative parking around the town centre.

"Until there are viable alternatives don't get rid of parking. Add secure free parking at the train station/transport hub so more people can use it and get out of their car for at least part of the commute to work."

"Provide signage directing people to alternative car parks e.g. Victoria St/Park Ave."

Although this is out of scope for this proposal, 17 submitters suggested building a park and ride facility near Ōtāhuhu Station for commuters to connect with public transport.

"To have secure parking would see a lot more people using trains and buses. As the train station is a fair way from town, a park'n'ride actually makes sense."

9 submitters suggested ways to manage or prevent illegal car parking in the project area. A further 4 respondents expressed concerns about cars parking on and blocking footpaths.

"Drivers who constantly double park on any street - even Great South Road at busy times while waiting for a park. More parking wardens?"

9 respondents wanted to see more explicit provision for mobility parking close to key community services and the shopping precinct in the town centre.

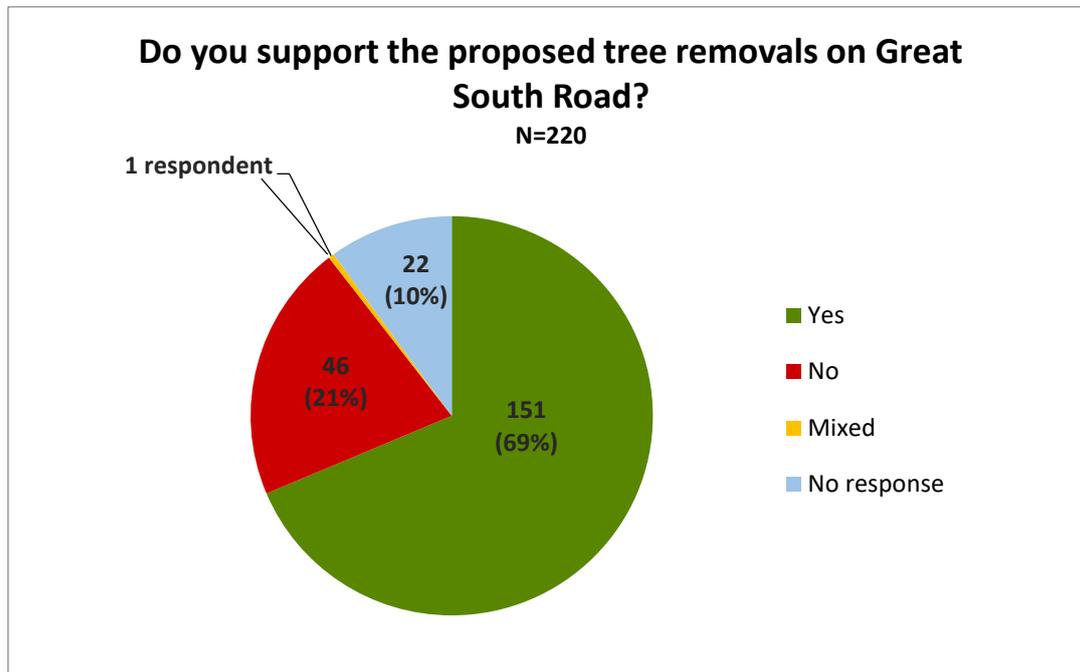
"How will you ensure that there are sufficient mobility parking spaces within a short, safe, mobility-friendly walking distance of shops and food centres on Mason Ave, Great South Road and Station Road?"

4 submitters suggested removing more or other car parking spaces than proposed; 3 people suggested adding time-restricted or paid parking to the town centre.

"Put a time limit on the carparks in this area to discourage residences from the new Mason Square apartments parking there all day and to discourage these carparks [being] used as a park and ride for the train."

Trees and landscaping

We asked whether you support the removal of the fan palm trees and Cook pine trees on Great South Road.



Based on 220 total submissions. Submissions counted once only.

Of 220 submitters, 151 indicated they support our proposed plans; 46 said they do not support the plans, and 1 submitter said 'yes' to the fan palms and 'no' to the Cook Pines. 22 submitters did not respond to this question.

18 respondents gave further feedback in support of these proposed changes.

"I think extending the kerbs out and replacing the trees with native trees will provide a great benefit to the town centre."

12 respondents gave additional feedback saying they did not like all or part of the proposed changes – some want no changes, while others want no trees or plantings at all.

"I am all for improving how public transport operates. This does not mean remove trees. They are part of Otahuhu and what separates our town from others."

"The main street does not need cycle lane or trees - put them in some back streets."

23 respondents said regular maintenance of trees, plantings, berms and public spaces in the proposed upgrade area will be critical to keep the area safe and attractive.

"Make sure there is enough in the budget to maintain this plan. Toia is great, but now has graffiti, often has broken glass, trees get pulled out etc."

"Ensure all plantings do not impair drivers' view, especially at pedestrian crossings (children, to/from school) and intersections and roundabouts."

A number of people made suggestions about trees to retain and/or new trees to be planted in the area (21 submitters). Some suggested retaining or adding native species to the area:

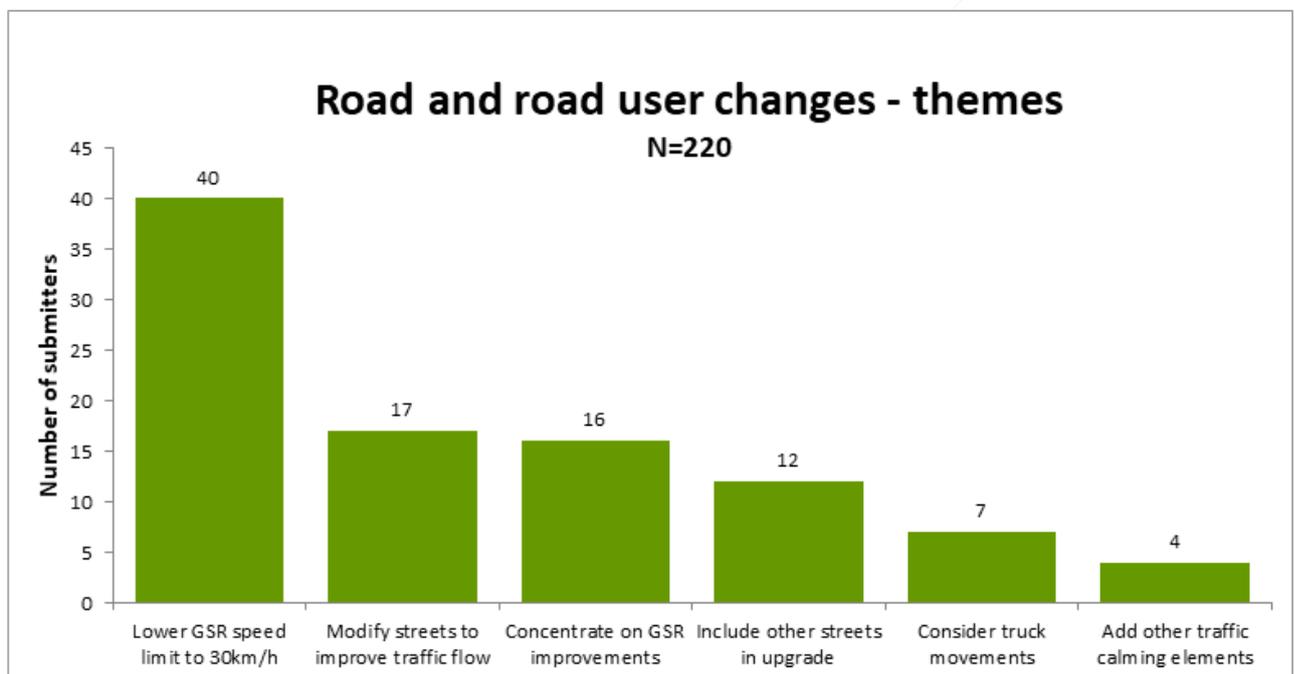
"Would recommend installing and planting pōhutukawa trees. They are so bright red and beautiful."

"No native trees should be removed...and any planting of natives should be undertaken with mana whenua determining the species...for botanical history, health, wellbeing, and future property for future generations."

Some submitters suggested tree species for lower maintenance, shelter for pedestrians, or that enable light to pass through as their preferred options for the town centre.

"Include the provision for more rain-sensitive landscape design and more street trees."

Road changes and road users



Based on 220 total submissions. Submissions may be counted in more than one theme.

Submitters provided a wide range of suggestions to improve traffic flows, and the general safety and efficiency of the roads for all users of this space in the town centre.

40 respondents suggested lowering the speed limit to 30km/h in the town centre, combined with designed traffic calming elements, to create a more people-friendly environment – in line with Bike Auckland’s proposal. Some submitters also suggested lowering the speed limit more broadly on streets in the town centre (3 responses).

"A 30km/h speed limit for the town centre. This is absolutely critical for a more people-friendly environment."

"I would put a speed limit of 40kmhs or less in Mason Ave and Station Road from Moa Street to Great South Road. I see a lot of school children in this area..."

17 submitters made a variety of suggestions to modify streets in the project area to improve traffic flows, included adding lanes to Great South Road, making some streets one-way only, and removing right-hand turns to alleviate congestion.

"Make Station Rd on to Gt South Rd left turn only."

16 respondents thought focussing on Great South Road was critical to any upgrade – some want to develop it further as a main arterial route, some want to keep existing infrastructure, and others to develop it with safe cycling facility. Two submitters suggested concentrating on Station Road improvements.

"Would suggest continuing with 2 lanes turning left off Gt Sth Rd @ roundabout towards motorway."

"I am a confident on-road cyclist, but the one time I've tried Great South Road in Otahuhu it was unpleasant and scary."

A further 12 submitters wanted more streets to be like included in the upgrade.

"Would like to see upgrade on Hall Ave, Queen St and Park Ave and other side streets."

7 respondents suggested more consideration to the movement of trucks through the town centre streets in scope for this project; some suggested diverting or removing trucks.

"Making the Moa St entrance narrower might make it harder for trucks since it is an industrial street."

Some submitters suggested other general and specific traffic calming elements, light phasing changes, and wayfinding signage to improve traffic management.

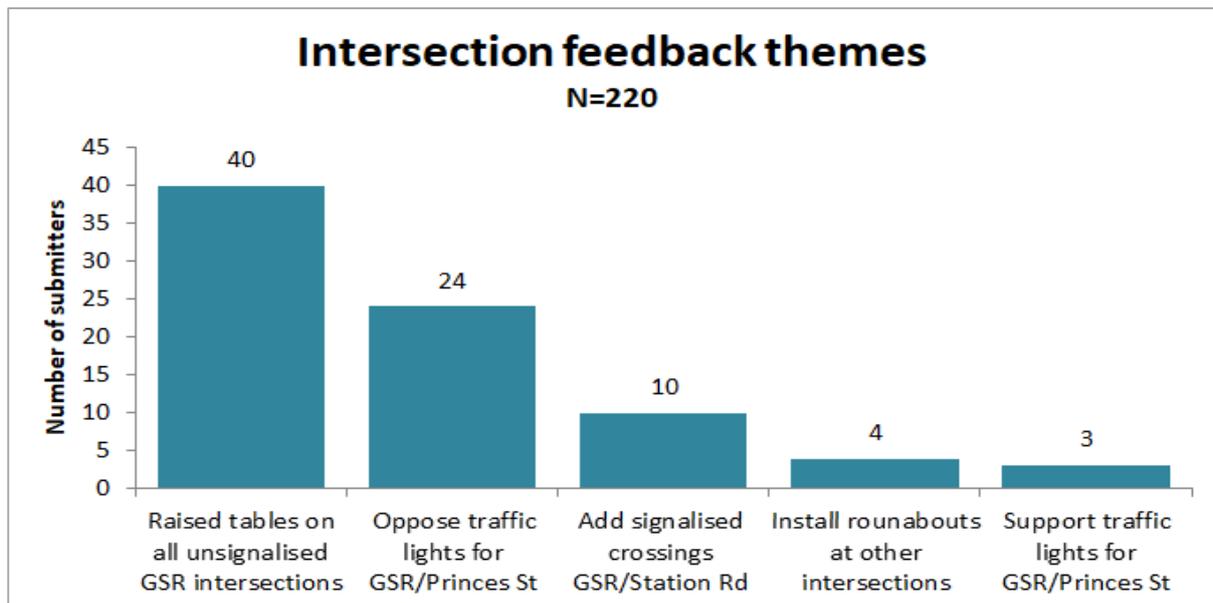
"Please address the traffic light sensor loop sensitivity exiting the Ōtāhuhu station. As a cyclist I can't trigger the lights which is very frustrating."

A few people also suggested using better quality materials for the upgrades.

"The road paving should be upgraded from asphalt to Steintec mortar, so it feels like car shared space similar to CBD Fort Street. This reduces vehicle speed and significantly upgrades the look of the street."

"It would be nice to see more natural materials such as stone pavers and high quality timber. We would like to see Auckland CBD quality materials in Otahuhu."

Intersections



Based on 220 total submissions. Submissions may be counted in more than one theme.

40 submitters agreed with Bike Auckland’s suggestion to improve traffic calming along Great South Road by adding raised tables at every unsignalised intersection in the town centre.

“Better traffic calming on Great South Road with raised tables for every unsignalised intersection and zebra crossings at side streets.”

A significant number of submitters were unhappy with the proposed replacement of the roundabout at the Great South Road / Princes Street intersection with traffic lights (24 respondents). Many thought the change was unnecessary and would disrupt traffic flow, or cause increased congestion along both routes.

“Considering the usual congestion in peak and weekend hours, it will encourage drivers to actually block the intersection and not allow Princes St traffic to flow (especially those trying to make a right turn).”

A few submitters supported the proposed changes at this intersection; one also suggested factoring in the needs of emergency management services with hubs near this intersection.

10 submitters suggested installing traffic lights at intersections along Great South Road and Station Road to manage traffic and provide more controlled place for pedestrians to cross. One submitter also suggested increasing timings/phasing at an existing electronic crossing along Great South Road for the safety of pedestrians.

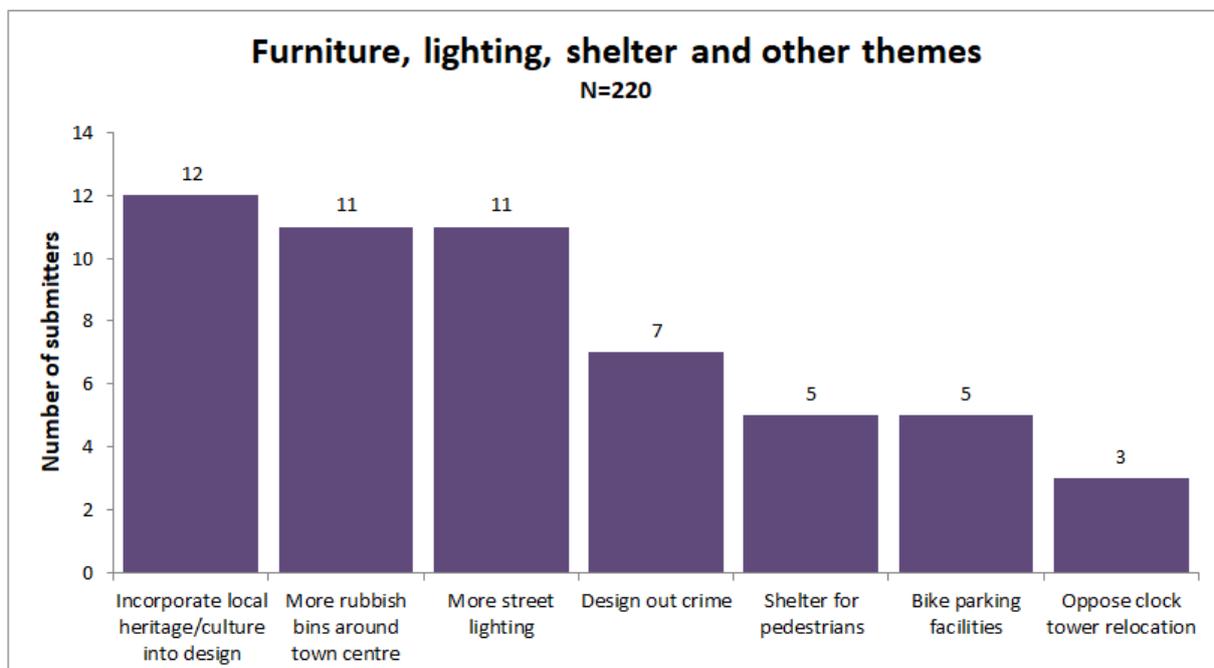
“Traffic lights are not needed except for pedestrians...So pedestrians need a ‘push button’ system similar at Atkinson/Criterion St intersection.”

“Put traffic lights or roundabouts at Hall/Nikau and Nikau/Station Roads.”

We also received four suggestions to install roundabouts at other intersections in or near the town centre.

“A roundabout at the Moa/Mason/Station intersection would remove confusion caused by Moa & Mason being off-set and help regulate traffic speed on Station Rd.”

Furniture, lighting, shelter and other



Based on 220 total submissions. Submissions may be counted in more than one theme.

We received many suggestions to improve the attractiveness of the town centre environment, to make it more inviting for people to spend time in safer to pass through.

12 people thought that incorporating local heritage and cultural elements into the design was essential; some also suggested involving the community in the design.

“Consider ways to highlight the heritage and cultural values of the area within the design.”

“Any changes should be undertaken with the full involvement of mana whenua (Waikato Tainui) so that Ōtāhuhu as an important landing place of Tainui and Maori settlement is fully recognised...The design should be Maori, Polynesian and Indian reflecting history.”

Some respondents warned about the use of colour, to ensure they complement each other and the wider environment such as buildings, murals, and other infrastructure.

“Be very considerate of colour - a recent new building...looked set to be in the vein of improving the area, and then an insipid yellow paint job ruined it completely!

11 submitters requested more rubbish bins to be installed throughout the town centre.

“Please ensure there is a generous number of rubbish and recycling bins located on Station Road and Great South Road. There is too much street litter around Otāhuhu...”

An equal number of respondents (11 submitters) suggested more lighting to provide a better sense of security and safety for people in the town centre after dark.

“I would walk to the train station from Ōtāhuhu if I thought Station Road was safe. I would not walk or bike in the dark unless I was with someone. At the moment it is just too isolated.”

Some submitters provided ideas to design out crime, along with details of key trouble spots in and nearby the town centre (7 responses).

“Improve street lighting from intersection of Great South Road and Atkinson Ave to the bus shelter outside 507 Great South Road shops. Improve access to Atkinson parking lot with better lighting and security for cars. Security cameras of bike storage.”

“There seems to be a need to improve the Sturges Park security...Perhaps could be better with CCTV cameras?”

Some suggested more shelter to give people shade and protection from the elements (5 responses).

“It would be good to have sheltered walkways or shelters at intervals where people could run to when it rains without warning as it often does in Auckland.”

Three respondents had some concerns about the proposed changes to Criterion Park; one person questioned the practicality of the proposed relocation of the clock tower.

“It would be a pity to lose the “one tree hill” mound at Criterion Square...The relocation of the clock tower means that you cannot see the time from the main street, Great South Road.”



Other submissions

In addition to the public feedback we received through our submission forms, we also received a submission from Bike Auckland.

The Bike Auckland proposal advocated for the following design changes to our proposed town centre upgrade:

- a protected cycleway on Station Rd, separate from vehicles and pedestrians
- better traffic calming on Great South Road with raised tables for every unsignalised intersection and zebra crossings at side streets
- the town centre along Great South Road to be designed for – and officially limited to – 30 km/h.

Bike Auckland also included cross-sections of their two proposed cycleway options

- Option 1 – a protected two-way bike path
- Option 2 – two protected bikes lanes



You can read full details of the Bike Auckland proposal at <https://www.bikeauckland.org.nz/share-bike-love-otahuhu-town-centre/>

Suggestions in feedback and our responses

Theme	Feedback points included in theme	AC and AT responses
Shared path		
<p>Use a protected cycleway instead of a shared path along Station St</p>	<ul style="list-style-type: none"> • Suggested as the best way to link cyclists to/from the town centre and train/bus stations, rather than a shared path <ul style="list-style-type: none"> – Provide safer passage for cyclists, pedestrians, and motorists – Better enable short and long commutes via bike and using public transport – Cater to all riders, young/old and inexperienced/experienced • Most respondents referenced support for Bike Auckland’s submission, which advocated for protected cycleways instead of a shared path in both of their suggested designs. 	<p>A protected cycleway is not feasible along Station Road due to a variety of constraints. These include ground levels and contours, street trees, private property access and budget. To accommodate a separated cycle lane without reducing space for traffic, kerb and centre line changes would be needed, which would incur significant costs. While it is not feasible to provide a separated cycle facility in this section, there is sufficient width to widen the existing footpath to a shared path, with minimal impact to private properties. This will be separated from both private properties and the road by a 700mm berm on each side, which acts as a “buffer zone” further separating cars, pedestrians and people on bikes.</p>
<p>Provide better cycling / walking amenity</p>	<ul style="list-style-type: none"> • The majority of these respondents generally supported the plan to provide cycling and walking amenities, but felt it could go a lot further • Some gave ideas to help improve the walking/cycling amenity, including <ul style="list-style-type: none"> – Provide safer, separated cycle lanes instead of a shared path – Efficiency of movement; follow desire lines more closely – Give pedestrians modal priority in the town centre – Shelter and barriers along proposed walkways to protect people – Better links to both old and new transport hubs • Safety issue with the walkway between Tōia and Nikau Road highlighted by a few respondents (run-down, needs maintenance, crime, etc) 	<p>A protected cycleway is not feasible along Station Road due to a variety of constraints. These include ground levels and contours, space limitations street trees, private property access and budget. To accommodate a separated cycle lane without reducing space for traffic, kerb and centre line changes would be needed, which would incur significant costs. While it is not feasible to provide a separated cycle facility in this section, there is sufficient width to widen the existing footpath to a shared path, with minimal impact to private properties. This will be separated from both private properties and the road by a 700mm berm on each side, which acts as a “buffer zone” further separating cars, pedestrians and people on bikes.</p> <p>This project gives priority to pedestrians in Ōtāhuhu Town Centre, through the improvement of pedestrian crossings, street furniture and sight lines to increase safety and visibility.</p> <p>Sheltered walkways were considered, but ruled out due to space constraints and design limitations such as the need to allow easy access to driveways and private land.</p> <p>Better links between Ōtāhuhu’s old and new transport hubs will be delivered as part of project.</p>

Theme	Feedback points included in theme	AC and AT responses
		<p>The walkway from Tōia to Nikau Road currently sits outside the scope of works for this project, but can be considered as part of future developments.</p>
<p>Separate cyclists from cars and pedestrians</p>	<ul style="list-style-type: none"> • Agreed with Bike Auckland's suggestion to provide a protected cycleway to <ul style="list-style-type: none"> – Separate bikes from both cars and pedestrians – Provide a safer riding environment for cyclists of all abilities – Some suggested uni-directional cycle lanes for added safety – Encourage more people to bike for health, mobility, cheaper transport, etc • Concerns that a shared path would put both cyclists and pedestrians at risk of harm, particularly <ul style="list-style-type: none"> – Elderly people heading to the train station – Inexperienced cyclists using shared paths for the first time – Pedestrians walking in the path of cyclists, and vice versa 	<p>A protected cycleway is not feasible along Station Road due to a variety of constraints. These include ground levels and contours, space limitations street trees, private property access and budget. To accommodate a separated cycle lane without reducing space for traffic, kerb and centre line changes would be needed, which would incur significant costs. While it is not feasible to provide a separated cycle facility in this section, there is sufficient width to widen the existing footpath to a shared path, with minimal impact to private properties. This will be separated from both private properties and the road by a 700mm berm on each side, which acts as a "buffer zone" further separating cars, pedestrians and people on bikes.</p>
<p>Make walking & cycling the modal priority in town centre</p>	<ul style="list-style-type: none"> • Make people the priority in the town centre by design by <ul style="list-style-type: none"> – Providing dedicated cycle lane/s – Lowering speed limit for cars (most suggested 30km/hr) – Raised tables at intersections and zebra crossings on side streets – Putting the safety of people (esp. elderly and children) first – Adding more seating, trees, and widening footpaths • Some suggested de-prioritise or removing cars from the town centre <ul style="list-style-type: none"> – Create pedestrianised mall along Great South Road between Station Road/Park Road (like Fort Street in Auckland's CBD) – Pedestrianise Hall Avenue, Queen Street, and Park Avenue too 	<p>This project aims to balance the needs of pedestrians and people on bikes through the Ōtāhuhu Town Centre. Providing both dedicated cycle lanes as well as an enhanced environment for pedestrians (through design elements including a widened footpath, seating etc) is not feasible due to limitations in the existing available space on the road.</p> <p>Traffic surveys conducted in June 2017 show that the current average speeds for the area are 33kms/ph. A formal speed reduction is unlikely to make a difference to average speeds in the area, however the new design will promote a lower-speed environment through the reduction of the carriageway width and the installation of speed calming treatments at side streets.</p> <p>The design includes raised table crossings on side streets. This is because zebra crossings require a minimum number of pedestrians to use them per day, for them to be considered safe (and that minimum number would not be met at side streets in this area). Too few pedestrians using a zebra crossing encourage cars to drive through them, meaning they are less safe for the few who are using them. Raised tables are safer because they raise pedestrians above road level, giving greater perceived priority over cars.</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> - Install traffic calming elements at carpark entrances to make crossing safer for pedestrians - Remove all car parking and capacity for cars 	<p>This project considers safety of pedestrians and people on bikes as a priority. Prior to the development of designs, we have been through safety audits, accessibility audits and community street reviews. We have also undergone dedicated consultation with Ōtāhuhu Primary School to ensure the pedestrian crossing on Station Road is in a suitable and safe location for their students, and Tōia to confirm that the pedestrian crossing on Mason Avenue is in a suitable and safe location for community members using their facilities.</p> <p>The new design will replace the current seating and trees in some locations, and provide more in others, including more evenly dispersed seating along Great South Road.</p> <p>Public spaces that require the de-prioritisation or removal of cars require high level of management. This is not feasible for this upgrade due to budget constraints, and the need to provide loading zones to serve businesses in the project area.</p> <p>This project will include the rebuilding of crossings at car park entrances, and the opening up of sightlines, to increase pedestrian safety. We will consider further safety measures, and will discuss this with carpark owners.</p>
<p>Welcome revitalisation / focus on the town centre</p>	<ul style="list-style-type: none"> • Generally very positive sentiments about the proposed plans in terms of <ul style="list-style-type: none"> - Modernising, revitalising and refreshing the town centre - Making the town centre more attractive and safe - Lifting the overall feeling of Ōtāhuhu township - Focusing on better amenity for people - Instilling local pride; reflecting local heritage, culture, and history - Prioritising Ōtāhuhu alongside central city suburbs for updating 	<p>Thank you, your support for the proposal is appreciated.</p>
<p>Link cycling amenities to wider networks</p>	<ul style="list-style-type: none"> • Support for cycleways to be used on this project, and future ones like it – with explicit links to wider cycleway networks and public transport hubs across the region. 	<p>Auckland Transport's Walking and Cycling team has been involved with this project from the onset, and we have developed designs that allow for future links to further cycle networks and public transport hubs.</p>
<p>Use more efficient walking & cycling routes</p>	<ul style="list-style-type: none"> • Follow desire lines; more careful consideration of efficient bike and pedestrian movements. 	<p>The current design responds to sightlines that allow for pedestrian and cyclist safety, through features such as raised crossings and improved visibility.</p>

Theme	Feedback points included in theme	AC and AT responses
Car parking		
Support carpark removals to improve cycling/walking amenity	<ul style="list-style-type: none"> • Respondents cited the following themes in support of the proposed removal of car parking spaces <ul style="list-style-type: none"> – Removal of car parking from busy arterials and town centres is good for people and for business – research/evidence based – Creates a more pedestrian and cycling friendly environment – Coupled with tree removals it enables improved movement for all users of the roads, streets and public spaces in scope 	<p>A key consideration of this design is to provide a balance between different modes of transport in the Ōtāhuhu Town Centre (walking, cycling, public transport and driving), so it is important that we consider all road and town centre users, as outlined in the 2015 Ōtāhuhu framework, which sets guidelines for wider town centre improvements.</p>
Oppose carpark removals to improve cycling/walking amenity	<ul style="list-style-type: none"> • Most respondents here felt the proposed car parking removals would unduly inconvenience local people, citing reasons including <ul style="list-style-type: none"> – Excessive number of parks proposed for removal (Station Road in particular) – Proximity of parking earmarked for removal to primary school of 500+ students, making pick-ups harder for parents – Believe this will negatively impact local businesses – Impact on those who drive in to park and catch the train – Belief that there’s few cyclists and their needs should not be prioritised over other road users and residents • Some respondents pointed to increased population and demand that will be placed on parking due to new or recent developments such as <ul style="list-style-type: none"> – Mason Avenue apartment development – Tōia 	<p>We conducted parking surveys of the area in February and May 2017, which examined parking supply, demand and occupancy at different times throughout the day, on both weekdays and weekends. The results indicated that overall parking use was relatively low across the survey area. Ideally, available parking should be at around 85% occupancy, but we found that even during peak time on weekdays, the percentage of parking occupied throughout the survey area was less than this. The new design aims to provide more attractive and accessible transport options, so local people can be less reliant on their cars.</p> <p>Ōtāhuhu Primary School currently operates an efficient pick-up and drop-off system with a dedicated area within the school where parents and caregivers can drive in to collect or drop off their children, so additional on-street carparks are not required. Should the school require more parking in the future, there are carparks available in the AT carpark across the road, which children and parents can access safely via the existing pedestrian crossing. The reduction of on-street parking around the school will make the area safer for children, as parents will be required to use the dedicated pick-up and drop-off area, meaning children will not have the navigate parked and manoeuvring vehicles. We will contact the school to discuss the possibility of a dedicated pick-up and drop-off area directly outside school if required. Further investigation into this will be required.</p> <p>Improving walking and cycling connections with the train station, will encourage commuters to walk and cycle rather than drive, which will free up the road and parking spaces. The recent Southern New Network bus improvements provide</p>

Theme	Feedback points included in theme	AC and AT responses
		<p>more efficient connections and reduced journey times, which further encourage commuters to use public transport rather than their own vehicles.</p> <p>A key consideration of this design is to provide a balance between different modes of transport in the Ōtāhuhu Town Centre (walking, cycling, public transport and driving), so it is important that we consider all road and town centre users, as outlined in the 2015 Ōtāhuhu framework, which sets guidelines for wider town centre improvements.</p> <p>Parking surveys of the area in February and May 2017 found that there are approximately 1000 off and on-street parking spaces available within close proximity (roughly 500 metres) of the Ōtāhuhu town centre, which can accommodate the parking demand created by population increases.</p> <p>Tōia was in use when parking surveys were undertaken. However, it has been recognised that people are using the carpark next to this facility to park all day, while commuting to work via bus or train. We will investigate how better to manage this parking (for example, by introducing time restrictions on carparks and/or reviewing parking enforcement options) to make it more available for the local community.</p>
<p>Mitigate the removal of car parking spaces</p>	<ul style="list-style-type: none"> • Use the old bus station space to create a new carpark, taxi stand or host shuttle service to/from the new station. 	<p>Development options for the old bus station site are yet to be investigated by Panuku Development Auckland.</p> <p>If one is paying for public transport with a Hop card, the bus route from Ōtāhuhu Station to the town centre is free, as both these areas are within the same stage. Buses run from Ōtāhuhu Station to the town centre approximately every five minutes during peak times.</p>
	<ul style="list-style-type: none"> • Prioritise remaining car parks to service critical services such as the White Cross Doctor's and chemist on Station Road. 	<p>We agree that parking, especially that which caters to those with mobility requirements, is necessary near to the White Cross and chemist on Station Road. The current mobility parks near these facilities will be retained, and we will investigate options for adding more.</p>
	<ul style="list-style-type: none"> • Consider housing developments underway in the area and the car parking demand this will put on town centre and surrounding streets. 	<p>Parking surveys of the area in February and May 2017 found that there are approximately 1000 off and on-street parking spaces available within close proximity (roughly 500 metres) of the Ōtāhuhu town centre, which will be able to accommodate the parking demand created by population increases.</p>
	<ul style="list-style-type: none"> • Consider Tōia and parking needs of those using these facilities. 	<p>The Ōtāhuhu Recreation Centre was in use when parking surveys were undertaken. However, it has been recognised that people are using the carpark next to this facility to park all day, while commuting to work via bus or train. We will investigate how better to manage this parking (for example, by introducing</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> • Create new car parks between the trees to replace street carparks that are proposed for removal. 	<p>time restrictions on carparks and/or reviewing parking enforcement options) to make it more available for the local community.</p> <p>We will not be parking between trees, as this is not feasible due to restrictions to sight lines. Parking in this area would also require the removal of trees, which are a key component to making the area attractive and inviting for locals.</p>
<p>Build a Park ‘n Ride facility for Ōtāhuhu Station (out of scope)</p>	<ul style="list-style-type: none"> • Although this is out of scope for this project, several respondents suggested a Park ‘n Ride would improve the design by <ul style="list-style-type: none"> – Mitigating parking issues for commuters using public transport to/from work – Using of the old bus station space which is run-down – Providing secure parking for commuters – Providing regular shuttle services to link more people to/from the town centre and all public transport hubs. 	<p>We are continuing with our mission to provide better and more connected transport options. One of the key objectives of this project is to make it easier to get to and from the Ōtāhuhu Station by foot, bike or bus.</p> <p>We are working together to make the most of the former Ōtāhuhu bus station site, and will ensure this area is developed in a way that serves the local community. Any further improvements to the old bus station site will be a separate project.</p>
<p>Manage / prevent illegal car parking</p>	<ul style="list-style-type: none"> • Place bollards along sections of footpath where cars and service delivery vehicles park illegally, blocking the path for pedestrians / bikes <ul style="list-style-type: none"> – - 74 – 129 Station Road in particular • Extend yellow ‘no parking’ lines around all intersections and areas where the road will narrow, to keep lanes moving two-way • Plants trees or landscape along berms in front of residential areas • More parking wardens to deter double-parkers (enforcement) 	<p>The new design will change the street in such a way that will contribute to the reduction of illegal parking. We will also investigate options for increased enforcement in this area.</p> <p>The new design includes yellow “no parking” lines around all intersections and kerb build outs, to maintain traffic flow and enhance safety.</p> <p>The berm in front of residential areas is not suitable for tree planting due to existing underground services such as water lines. We will however, plant 92 new native trees on Great South Road, Station Road and Mason Avenue</p> <p>While parking enforcement is separate to this project, we agree that more is required, and will investigate options for increasing this.</p>
<p>Mobility parking and access</p>	<ul style="list-style-type: none"> • Provide town centre parking/access for those with limited mobility. Specific suggestions: <ul style="list-style-type: none"> – Provide sufficient mobility parking to allow short, safe, mobility-friendly walk to Mason Avenue, Great South Road and Station Road food centres – Provide parking and shared paths for mobility scooters – Mobility parking at White Cross Doctor's/chemist on Station Road – Ensure footpath entry/exits cater to all levels of mobility 	<p>We agree that parking, especially that which caters to those with mobility requirements, is necessary. All current mobility parking spaces in the area will be retained, and we will investigate options for adding more after reviewing the design with disability groups.</p> <p>The new design includes amenity areas within the shared paths, which can be used by people on mobility scooters to stop for a break. Improvements such as widening and decluttering footpaths will allow more space for people on mobility scooters to pass through.</p>

Theme	Feedback points included in theme	AC and AT responses
		During the development of this design, accessibility reviews have been undertaken to ensure the design meets the requirements of users of all abilities. We will investigate options for accessibility improvements where necessary, through reviewing the design with disability groups.
Remove more or move carparks to enable plans	<ul style="list-style-type: none"> • Remove more parking to enable protected cycle lanes to be built <ul style="list-style-type: none"> – Coupled with narrowing of car lanes to slow traffic • Remove more parking to deprioritise cars and prioritise pedestrians / cyclists in the town centre 	<p>A protected cycleway is not feasible due to a variety of constraints, including ground levels and contours, street trees, private property access and budget, however the new design does include the narrowing of the traffic lane, which will reduce car speeds.</p> <p>A key consideration of this design is to provide a balance between different modes of transport in the Ōtāhuhu Town Centre (walking, cycling, public transport and driving), so it is important that we consider all road and town centre users, as outlined in the 2015 Ōtāhuhu framework, which sets guidelines for wider town centre improvements.</p>
Concerns about cars parking on and blocking footpaths	<ul style="list-style-type: none"> • Respondents raised this concern identified these problem areas <ul style="list-style-type: none"> – Berm outside 26, and 28 and 24 Station Road (62 Room Boarding House) – Businesses/visitors to 129 and 72-74 Station Road – Suggested bollards or barriers on berms/kerbs to prevent this 	While parking enforcement is separate to this project, we recognise that these areas are an issue, and will investigate options for mitigating this. The new design will reduce illegal parking through clear design that clearly denotes what is road carriageway and what is not. We will limit the use of bollards to deter illegal parking, as it is important to keep the area visually clear and free from clutter, which creates a safer environment for all users.
Add time-restricted or paid parking	<ul style="list-style-type: none"> • Put time limits on all car parking within the project area to discourage <ul style="list-style-type: none"> – All-day parking by commuters – All-day parking by new housing development residents • Install more parking meters on main streets of shopping areas to discourage parking and generate revenue • Do not introduce paid parking, but consider time restrictions. 	While parking enforcement is separate to this project, we agree that more is required, and will investigate options for increasing this. The new design does not include paid parking, but it has been recognised that people are using the carparks to park all day, while commuting to work via bus or train. We will investigate how better to manage this parking (for example, by introducing time restrictions on carparks) to make these carparks more available for the local community.
Crossings, footpaths, pedestrian amenities		
Add zebra crossing for pedestrians along side	<ul style="list-style-type: none"> • Adding zebra crossings for pedestrians to all side streets along Great South Road and within the project area to <ul style="list-style-type: none"> – Give pedestrians priority and a safe place to cross the road 	The design includes raised table crossings on side streets. This is because zebra crossings require a minimum number of pedestrians to use them per day, for them to be considered safe (and that minimum number would not be met at side streets in this area). Too few pedestrians using a zebra crossing encourage cars to drive

Theme	Feedback points included in theme	AC and AT responses
streets to Great South Road	<ul style="list-style-type: none"> - Enable safe passage to and from the town centre on foot - Specific Station Road intersections with Moa Street, Huia Road, Mason Avenue, Nikau Road and Marjorie Jayne Crescent - Help with traffic calming overall around the town centre - Some suggested adding these to side streets along Great South Road beyond the project area too, for the same reasons <ul style="list-style-type: none"> • Most respondents referred to Bike Auckland’s submission which suggested zebra crossings on side streets along Great South Road within the project area, along with the raised tables at unsignalised intersections. 	<p>through them, meaning they are less safe for the few who are using them. Raised tables are safer because they raise pedestrians above road level, giving greater perceived priority over cars.</p> <p>We will investigate the possibility of installing zebra crossings at intersections with large vehicle counts. As the town centre develops, additional zebra crossings can be built as required.</p>
Improve connectivity of public transport and cycling/walking amenity	<ul style="list-style-type: none"> • Improve visibility and pedestrian amenity around the new bus station <ul style="list-style-type: none"> - Install a pedestrian refuge (median island) - Add pedestrian crossings between bus stops - General disapproval of the new bus station location; believe it has added to congestion and safety risks to all road users 	<p>Signalised pedestrian crossings are provided at both ends of Avenue Road, for pedestrians to safely cross from one side to the other. The new bus station is outside of the scope of this project, but we will retain all existing crossing within the project area.</p>
	<ul style="list-style-type: none"> • Upgrade all sidewalks and footpaths linking people to/from the town centre and the train and bus stations, in particular <ul style="list-style-type: none"> - Mason Avenue - Provide water bottle filling and fitness stations along paths 	<p>One of the key aims of this project is to make this area safer and more attractive for pedestrians, which we will do by upgrading footpaths in the project area.</p> <p>We are still investigating the installation of water fountains and bottle filling stations as part of the project works. These will be considered if feasible within the allocated budget.</p>
	<ul style="list-style-type: none"> • Integration of new transport hubs with the old bus station <ul style="list-style-type: none"> - Upgrade footpaths joining hubs and add shelter along the path - Turn old bus station space into a P2 or pick-up/drop off zone for public transport users - Provide shuttle buses to run from old to new hubs - Give old bus station space a more positive purpose; run-down and not a safe/inviting place for pedestrians to pass through 	<p>The integration of new transport hubs with the old bus station is currently outside of the scope of this project, but will considered in future upgrades</p> <p>AC and AT are working together to make the most of the former Ōtāhuhu Bus Station site, and will ensure this area is developed in a way that serves the local community. Any further improvements to the old bus station site will be a separate project.</p> <p>If someone is paying for public transport with a HOP card, the bus route from Ōtāhuhu Station to the town centre is free, as both these area is within the same stage. Buses run from Ōtāhuhu Station to the town centre approximately every five minutes during peak times.</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> - Make installing electronic signs to display bus times at Avenue Road station an urgent priority. • Consider reinstating a bus service to link local people on opposite side of the motorway to the town centre <ul style="list-style-type: none"> - Also to/from the Seaside Park area - Request to add new bus stops on both sides of the road on Majorie Jayne Crescent. • Concerns about safety walking between town centre and public transport hubs <ul style="list-style-type: none"> - Long distance to cover – not practical for the elderly - Industrial and secluded area; attracts unsavoury behaviour • General statements to encourage improved access to public transport, walking and cycling to discourage single-occupancy car use. <ul style="list-style-type: none"> - Some respondents said they enjoy cycling/electric bikes and catching the train to commute across town/the region 	<p>Electronic signs to display bus times on Avenue Road have been installed as part of previous upgrades.</p> <p>Bus network and stops are outside the scope for this project, however if someone is paying for public transport with a HOP card, the bus route from Ōtāhuhu Station to the town centre is free, as both these area is within the same stage. Buses run from Ōtāhuhu Station to the town centre approximately every five minutes during peak times.</p> <p>Senior citizens can travel for free on trains and selected bus and ferry services in Auckland, after 9am weekdays and all day weekends and public holidays with an AT HOP card loaded with a SuperGold public transport concession. Anyone paying for public transport with a Hop card can catch the bus from Ōtāhuhu Station to the town centre free of charge, as both these area is within the same stage. Buses run from Ōtāhuhu Station to the town centre approximately every five minutes during peak times.</p> <p>The new design includes improved lighting and seating to increase safety and accessibility for pedestrians.</p> <p>These comments have been taken into consideration.</p>
<p>Pedestrian amenity and safety to/from local schools</p>	<ul style="list-style-type: none"> • Install electronic crossing outside the primary school to make it safer for both students and drivers • Reseal footpath on Station Road outside primary school • Consider the impact of car parking removals outside Ōtāhuhu Primary 	<p>We have consulted with Ōtāhuhu Primary School to ensure the new design incorporates crossings that are safe and suitable for their pupils, staff and parents/caregivers to use. The crossing on Station Road doesn't warrant signalisation for the limited time it is used a day for school children, however the design does ensure that the crossing distance is shortened, increasing safety for users.</p> <p>Replacement of the footpaths on Station Road (including outside Ōtāhuhu Primary School) is part of this project.</p> <p>The reduction of on-street parking around the school will make the area safer for children, as parents will be required to use the dedicated pick-up and drop-off area, meaning children will not have the navigate parked and manoeuvring vehicles. We will contact the school to discuss the possibility of a dedicated pick-</p>

Theme	Feedback points included in theme	AC and AT responses
		up and drop-off area directly outside school if required. Further investigation into this will be required.
Assign more public space for cafes/business patrons in town centre	<ul style="list-style-type: none"> • Suggestions to give the town centre more vibrancy by freeing up more footpath/shared spaces space for <ul style="list-style-type: none"> – Outdoor dining and display areas to support cafes/restaurants/ bars – Around intersections c201/c205 joining Great South Road in particular – Pedestrianise Mason Avenue/King Street/Avenue Road to create new café/hospitality precinct 	<p>The new design includes steel markers 600 millimetres out from shopfronts. These indicate the area within which retailers can display goods without impeding on the footpath. Use of these areas will be monitored to ensure retailers adhere to these requirements for on footpath displays.</p> <p>The new design will include spaces for outdoor dining will be available for cafes, restaurants and bars to lease.</p> <p>Pedestrianisation of King Street, Mason Avenue and Avenue Rd is not possible within the allocated project budget, but the new design will provide improved public amenity areas throughout the town centre, including seating areas have been proposed along Great South Road and upgrade of civic spaces.</p>
Include pram and wheelchair-friendly kerbs	<ul style="list-style-type: none"> • Gentle kerb design for safe pram and wheelchair entry/exit to footpaths • General comment to always consider disabled and elderly people in the designs 	<p>This feedback has been taken into consideration. The new design has undergone a review process to ensure safety and accessibility for users of all abilities, and the design of kerbs allows access for people using prams and wheelchairs.</p>
Trees and landscaping		
Suggestions for trees to plant or retain	<ul style="list-style-type: none"> • A number of respondents suggested retaining trees in scope for removal, in particular <ul style="list-style-type: none"> – Some of the totara trees as they are native; re-route new paths around native species' – Some of the fan palms as they are 'iconic' to the area – One request to retain all the Cook Pines and no fan palms • Many respondents suggested new trees to be planted, including <ul style="list-style-type: none"> – Nikau palms, as a native version of the outgoing fan palms – Pōhutukawa with attractive, bright red flowers – Evergreens to reduce leaf fall and town drain blockages – Consider fruit trees for the public to enjoy 	<p>Some of the totara trees will likely to be relocated or removed in order to provide a consistent 3.5m shared path on the southern side of Station Road. Those proposed for removal are less prominent and less healthy than those we intend to retain. We are working with AC Parks and Reserves to ensure tree removal is done appropriately and is kept to a minimum.</p> <p>We are working with mana whenua to determine appropriate tree species for new planting, and will use native where feasible.</p> <p>We have decided on a mixed-species street planting within the carriageway (retaining 26 of the existing palm trees, and introducing 92 new native trees. We will relocate the Cook Pine in Criterion Square, and retain the one at the southern square. This decision has been reviewed by AC arborists to ensure planting can be maintained and will be ecologically sound.</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> - Varieties that can provide shelter from rain for pedestrians - Consider large native trees - Consider how the trees will impact available light and shade - General suggestions to plant more trees than proposed in the design as they're attractive for people to enjoy - Consult mana whenua on natives to plant in the area 	
<p>Maintenance of berms, trees, plantings and footpaths</p>	<ul style="list-style-type: none"> • Concerns berms are poorly and infrequently maintained, particularly <ul style="list-style-type: none"> - outside 28 and 34 Station Road - 21 Mason Avenue carpark • Concerns about trees and plantings creating visibility or safety hazards for cars, bikes, and pedestrians if planted or not maintained, for e.g. <ul style="list-style-type: none"> - C203 design, remove tree from outside #385 beside the crossing - Suggested choosing shorter trees/shrubs to prevent this • Removal of rubbish and enough bins to keep spaces tidier than they currently are, particularly Tōia • Footpath outside shops on Station Road particularly hazardous and need repairs / replacing. 	<p>Berms outside private properties are the responsibility of property owners and occupiers are private, however we will ensure that the maintenance of public spaces will be more regular and appropriate</p> <p>Safety is a key consideration of this project, and we will ensure that any new trees planted as part of this upgrade allow ensure clear sightlines. Large grade trees will be planted in order to provide clear visibility at eye levels below canopy and provide instant shade.</p> <p>The new design will include approximately 62 dual rubbish and recycling bins in the project area, many of which will be in new locations, to encourage less littering and the upkeep of a clean and tidy environment.</p> <p>The footpath on Station Road will be replaced as part of this project.</p>
<p>Road changes and road users</p>		
<p>Lower town centre speed limit to 30 km/hr</p>	<ul style="list-style-type: none"> • Officially lowering the speed limit down Great South Road and through the town centre to 30 km/hr <ul style="list-style-type: none"> - To create a more people-friendly environment - By using traffic calming design elements to create a low-speed environment • Most respondents referred to Bike Auckland's submission, which suggested lowering the town centre speed limit to 30 km/hr. 	<p>Traffic surveys conducted in June 2017 show that the current average speeds for the area are 33kms/ph. A formal speed reduction is unlikely to make a difference to average speeds in the area, however the new design will promote a lower-speed environment through the reduction of the carriageway width and the installation of speed calming treatments at side streets.</p>

Theme	Feedback points included in theme	AC and AT responses
<p>Modify streets in project area to improve traffic flow</p>	<ul style="list-style-type: none"> Widen Great South Road to enable proposed design and retain lanes for cars 	<p>This project does not include the widening of Great South Road, as wide footpaths allow better facilities for pedestrians, as well as allowing space for trees, and street amenities, which improve the atmosphere of the town centre and encourage increased patronage to local businesses.</p>
	<ul style="list-style-type: none"> Reduce the size of the grass verges along Station Road. 	<p>Grass verges are beneficial, as they provide a gentle transition of levels between the road and private properties, making the area safer and more visually appealing, however the new design will see some grass verges will be reduced in size.</p>
	<ul style="list-style-type: none"> One-way certain streets to improve traffic flow: <ul style="list-style-type: none"> Princes Street to High Street Heading north along Great South Rd Heading west along Mason Avenue Heading west on Station Street to Huia Road Huia Road heading east Reverting back to old one-way system across whole project area, with angled car parking on Great South Road 	<p>A key aim of this project is to increase accessibility within the town centre. Changing roads to a one-way system would decrease accessibility, therefore will not be included as part of this project.</p>
	<ul style="list-style-type: none"> Remove right-hand turns to reduce congestion at <ul style="list-style-type: none"> Station Road into Great South Road Hall Avenue into Great South Road 	<p>Intersection layouts within the project area will be reviewed during the Detailed Design phase of this project.</p>
<p>Concentrate on Great South Road traffic flow and safety improvements</p>	<ul style="list-style-type: none"> A range of suggestions to focus efforts on improving Great South Road with <ul style="list-style-type: none"> CCTV cameras and other forms of surveillance, esp. around Sturges Park and transport hubs Better lighting along this whole road in township area Dedicated cycle lanes along Great South Road for transport hub links, to keep cyclists safe from trucks/cars Keep some of the existing pedestrian barriers / bollards (red ones) Install red-light cameras at all intersections / traffic lights Less shrubs/widen road near on/off ramps, for better visibility 	<p>CCTV has been installed at transport hubs, which is monitored by AT.</p> <p>Lighting improvements to increase safety and visibility will be included in the upgrade.</p> <p>Great South Road is identified on the Auckland Cycle Network Plan for future investment in safe cycling infrastructure. The Auckland Cycling Programme specifically identifies Ōtāhuhu, including the Great South Road, as a priority area for network development in the period 2022 to 2028.</p> <p>This project will remove the existing pedestrian barriers, as these are frequently driven into by vehicles. Pedestrian safety is a key consideration in the new designs, so we will instead provide a softer barrier between the road and footpath, such as landscaping.</p> <p>Red light cameras are outside scope of this project, but can be considered as part of future upgrades.</p>

Theme	Feedback points included in theme	AC and AT responses
<p>Include other roads and street in the project scope</p>	<ul style="list-style-type: none"> • Include Hall Avenue, as the only supermarket in town is in this street; first half closest to Great South Road especially • Include Hall Avenue, Park Avenue and Queen Street for wider footpaths and trees • Consider Massey Road for cycle lanes to follow commuter desire lines • Make Gordon Road, King Street, Criterion Street pedestrian only and Mason Avenue a shared space • Walmsley Road for shared path or footpath widening • Avenue Road (and the old bus shelter, in particular) • Widen bridge over motorway and remove on-ramp lights 	<p>We considered including Hall Avenue in this project, but the funding was not available to do so. We will consider this area as part of future developments, subject to funding and demand, informed by the 2015 Ōtāhuhu Framework, which sets guidelines for wider town centre improvements.</p> <p>Massey Avenue cycle improvements are being considered as part of a separate project.</p> <p>Pedestrianising Gordon Road and King Street is outside of the scope of this project, as are works on Walmsley Road, but these areas can be considered as part of future developments, subject to funding and demand, informed by the 2015 Ōtāhuhu Framework, which sets guidelines for wider town centre improvements. We are investigating the potential of pedestrianising Criterion Street.</p> <p>AC and AT are working together to make the most of the former Ōtāhuhu Bus Station site, and will ensure this area is developed in a way that serves the local community. Any further improvements to the old bus station site will be a separate project.</p> <p>The motorway on and off ramps are outside the scope of this project.</p>
<p>Consider truck movements in project area</p>	<ul style="list-style-type: none"> • Narrowing of streets may prevent trucks from move safely to/from the motorway along Station Road <ul style="list-style-type: none"> – Already dangerous at Great South Road/Station Road intersection • Consider widening Great South Road/Station Road and Great South Road /Princes Street to enable trucks to turn safely <ul style="list-style-type: none"> – Specific request from one local business on Station Road that services trucks, to widen its driveway entrance and remove hump from footpath damaging vehicles • Provide alternative route for trucks using Princes Street during peak hours • Ban heavy traffic from the streets in the project area 	<p>This upgrade aims to deter heavy trucks from using Station Road and Great South Road, to make the area safer and more attractive for pedestrians and cyclists. Trucks will instead be encouraged to use Huia Road, Atkinson Avenue, Portage Road and Salesyard Road.</p>
<p>Add other traffic calming elements</p>	<ul style="list-style-type: none"> • Along Great South Road (from the Station Road to Atkinson Avenue) <ul style="list-style-type: none"> – also removal of car parks and pedestrians crossings – 2 parks in particular that impact car turning into Station Road from Great South Road (from the north) 	<p>Traffic calming measures will be included as part of this project. The new design will promote a lower-speed environment through the reduction of the road width and the installation of speed calming treatments at side streets.</p> <p>The zebra crossing outside the primary school will be designed to be highly visual to motorists, increasing awareness of pedestrians using it. The new designs also</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> • Speed bumps to slow cars down around schools in the project area 	include narrowed roads near the school and crossing, which will encourage people to drive slower.
Signage to help road users with wayfinding	<ul style="list-style-type: none"> • Provide more signage to inform, direct or warn people about <ul style="list-style-type: none"> – Upcoming pedestrian crossings esp. outside Ōtāhuhu Primary – Alternative car parking options (Park Avenue, Victoria Street, etc) – Other nearby cycle and walkways people can link to i.e. Waikaraka walkway, Manukau Harbour, Anne Creek. • Correct conflicting directional signage between Tōia and the supermarket. 	<p>Wayfinding signage will be installed as part of this project.</p> <p>We will address the conflicting directional signage between Tōia and the supermarket.</p>
Improve quality of materials to build design	<ul style="list-style-type: none"> • Upgrade road paving from asphalt to Steintec mortar for better aesthetic and to slow cars (like Fort Street in Auckland’s CBD) • Pave crossing points corner of Hall Avenue/Great South Road and eastern Mason Avenue • Use pavers suitable and safe for increased cycle and walking traffic • Use natural stone pavers and high quality wood timber like in Auckland’s CBD 	<p>Resurfacing the road is outside of the scope of this project.</p> <p>The new design will include raised concrete side street crossings. Zebra crossing surfaces will be level with the road, but will be paved with concrete that is clearly in contrast with the asphalt road surface, increasing visibility and safety for users.</p> <p>Most of the paving material used will be high quality concrete, and feature stone paving and timber will be used in selected areas.</p>
Reduce speed limit on more streets in project area	<ul style="list-style-type: none"> • Small group suggested reducing speed limits throughout project area <ul style="list-style-type: none"> – 40km/hr or less in Mason Avenue, Station Road from Moa Street to Great South Road – Make the entire area 30km/hr 	<p>We will not be formally reducing speeds through the project area, as this will negatively impact on public transport journey times and reliability (and increasing this is a key objective of other public transport upgrades in the area). The new design will promote a lower-speed environment through the reduction of the road width and the installation of speed calming treatments at side streets.</p>
Concentrate on improving Station Rd	<ul style="list-style-type: none"> • Concentrate improvement on Station Road including road widening Huia Road to Saleyards/Warmsley which is prone to congestion. 	<p>We recognise that congestion on Station Road is an issue. The new designs will address this through the reduction of parking.</p>
Change phasing at traffic lights in project area	<ul style="list-style-type: none"> • Adjusting traffic light sensitivity/phasing from Ōtāhuhu Station to alleviate congestion for buses 	<p>Thank you for your suggestion. We have passed this on to AT’s Traffic Engineering team, who are responsible for traffic management.</p>

Theme	Feedback points included in theme	AC and AT responses
Intersections		
<p>Add raised tables to calm traffic at Great South Road intersections</p>	<ul style="list-style-type: none"> • Adding raised tables at every unsignalised intersection along Great South Road to slow traffic down around the town centre would help <ul style="list-style-type: none"> – Narrow the space for cars to move through – Create a safer environment for cyclists and pedestrians – Particularly near the doctors practise and boarding houses where there is high pedestrian traffic – Some suggested adding these to all intersections along Great South Road • Most respondents referred to Bike Auckland’s submission which suggested adding raise tables to all unsignalised intersections along Great South Road within the project area. 	<p>The new design includes raised crossing facilities at all side street crossings within the project area, except Mason Avenue/ Station Road intersection, which is a bus route.</p>
<p>Add signalised crossings to Great South Road /Station Rd intersections</p>	<ul style="list-style-type: none"> • Install traffic lights with signalised crossings at these intersections <ul style="list-style-type: none"> – Hall Avenue/Nikau Road – Nikau Road/Station Road – Huia Road/Station Road – Great South Road/Station Road – Great South Road/Mason Avenue • Install “push button” crossings like the one at Atkinson Avenue/Criterion Street • Increase pedestrian crossing timings at main Great South Road intersection – not currently long enough for people to cross safely 	<p>Signalisation of these intersections is not feasible within the allocated project budget, and is also not necessary due to the volume of people and traffic currently passing through them. This can be considered in the future if the volume of pedestrians and traffic increases to a point that it is warranted.</p> <p>Crossing times at the Great South Road/Mason Avenue intersection will be reviewed as part of this project.</p> <p>A signalised pedestrian crossing on Great South Road is not included in this project, as a key aim is to instead create a safe, low-speed environment and crossing facilities which enable pedestrians to cross safely.</p>
<p>Install roundabouts to other intersections in the project area</p>	<ul style="list-style-type: none"> • Some respondents’ suggested more roundabouts to manage traffic and dampen speeds at the following problematic intersections <ul style="list-style-type: none"> – Great South Road/Station Road – Moa Road/Mason Avenue/Station Road 	<p>We will not be installing roundabouts as part of this project, as they can make it more difficult for pedestrians and people on bikes to navigate traffic and cross roads, so are not appropriate within areas with a high number of pedestrians, like town centres. However, the new design will promote a lower-speed environment through the reduction of the road width and the installation of speed calming treatments at side streets.</p>

Theme	Feedback points included in theme	AC and AT responses
Support roundabout change to traffic signals (Princes Street/Great South Road)	<ul style="list-style-type: none"> • Support for the proposed change from a roundabout to traffic lights at this key intersection as long as it is <ul style="list-style-type: none"> – Implemented along with traffic calming measures on these routes – Does not negatively impact emergency services movements to and from the nearby Police, St John and Fire Service stations. 	<p>This feedback will be taken into consideration when developing detailed designs for this intersection improvement.</p>
Furniture, lighting, shelter and other		
Add more rubbish bins to town centre	<ul style="list-style-type: none"> • General requests for more rubbish bins to keep the town centre clean <ul style="list-style-type: none"> – To complement the town centre upgrades across the board – Especially the Tōia area which is frequently littered – Also recycling bins also along Station Road, Great South Road, Mason Avenue 	<p>The new design will include approximately 62 dual rubbish and recycling bins in the project area, many of which will be in new locations, to encourage less littering and the upkeep of a clean and tidy environment.</p>
Improve street lighting for public safety	<ul style="list-style-type: none"> • Some respondents wanted more street lighting to improve safety in the town centre. Specific references to: <ul style="list-style-type: none"> – Walkways connecting the train station and town centre along Station Road – Mason Avenue/Nikau Road walkway – To lift peoples' sense of security to walk through town at night – Along Station Rd & Mason Ave, and at all intersections with Princes St, Gordon Rd, Walmsley Rd, Criterion Park – From intersection of Great South Road /Atkinson Ave through to the bus shelter outside 507 Great South Road shops, incl. Atkinson parking lot. 	<p>Lighting improvements to increase safety and visibility will be included in the upgrade. The Mason Avenue/Nikau Road walkway is currently outside of the scope of this project, but can be considered as part of future upgrades.</p>
Incorporate local heritage and culture into design	<ul style="list-style-type: none"> • New design should reflect the local/historical heritage and cultural diversity <ul style="list-style-type: none"> – Consult mana whenua for ideas and support – Seek more input from the community for ideas 	<p>We recognise the cultural and historical significance of Ōtāhuhu, and the new design will reflect the cultural, historic and environmental heritage of the area. We are continuing ongoing engagement with mana whenua throughout this project, and have also engaged with a local heritage group regarding historic features of the area, including the mile marker, Luke Memorial and clock tower.</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> • Artworks, murals and stone plaques throughout town centre to reflect this; particular works by local artists and sharing rich local history • Consider our Pasifika, Asian and Indian communities as well as Māori • Be mindful of colour – use vibrant colours or use black/white (neutral) 	<p>AC's public arts team has been engaged with public art groups and are currently reviewing opportunities for art in the Ōtāhuhu Town Centre.</p>
Design out crime and undesirable behaviour	<ul style="list-style-type: none"> • Respondents suggested ways to mitigate crime and undesirable behaviour through design choice, such as <ul style="list-style-type: none"> – Careful consideration of seating placement/volume in town centre, so as not to encourage loitering – Install CCTV cameras and other forms of surveillance, particularly around Sturges Park and transport hubs – Better lighting across the project area – Install red-light cameras at all intersection / traffic lights 	<p>This proposal has been through a rigorous Crime Prevention Through Environmental Design (CPTED) review, which has recognised these issues and informed the design accordingly. Safety and crime prevention is a key aim of this project, and we are addressing this through improving sightlines, lighting and visibility.</p> <p>Red light cameras are outside scope of this project, but can be considered as part of future upgrades.</p>
Provide shelter for pedestrians	<ul style="list-style-type: none"> • Provide sheltered areas along all proposed walkways • Provide rain-sensitive landscaping • Add more trees to provide shade 	<p>Sheltered walkways were considered, but ruled out due to space constraints and design limitations such as the need to allow easy access to driveways and private land.</p> <p>We are working with AC Parks and Reserves and mana whenua to determine the most appropriate planting for each area within this upgrade.</p> <p>We will plant 92 new native trees, and consider more where possible.</p>
Provide safe bike parking facilities	<ul style="list-style-type: none"> • Provide bikes stands for cyclists and commuters to use <ul style="list-style-type: none"> – At transport hubs along with CCTV and/or security staff – Throughout the project area along shared paths/cycleway 	<p>Bike stands will be provided in at most intersections as part of this upgrade.</p>
Oppose proposed clock tower relocation / Criterion Park changes	<ul style="list-style-type: none"> • Opposition to the relocation of the clock tower • Request for the grass mound at Criterion Park to be retained. 	<p>This feedback has been taken into consideration, and we will not relocate the clock tower as part of this upgrade.</p> <p>This proposal has been through a rigorous Crime Prevention Through Environmental Design (CPTED) review, which has recognised that the raised grass mound in Criterion Square limits views through the area, which enables anti-social behaviour, particularly in the evening and at night hours. As safety and crime prevention are a key aim of this project, the removal of the mound will free</p>

Theme	Feedback points included in theme	AC and AT responses
		up the space for community events and remove the opportunity for someone to hide behind it.
Questions you raised		
Viability of shared paths vs cycle lanes for walking and cycling amenity	<ul style="list-style-type: none"> • A few respondents questioned shared paths as a viable option for safe walking and cycling amenity, saying: <ul style="list-style-type: none"> – They don't provide safe passage for both young and old and people of varying cycling ability – Thought AT no longer supported shared paths in designs – Shared paths not suited to commercial areas; pedestrians should have priority – Doubts that shared paths would encourage people/families to change their transport habits – Favour separated, protected cycle lanes – if any at all 	<p>Pedestrian and cyclists will need to be mindful of one another, and respect each other's use of the shared path. We will provide signage advising of shared path protocol, and we run a behaviour change campaign called "See Share Smile" that educates and encourages safe use of shared paths by all users. This campaign focusses on 3 behavioural messages; keep left on the path and make space for others to pass you, people on bikes use a bell when approaching pedestrians and use the path with courtesy and respect, it's for everyone to enjoy. The campaign is run throughout Auckland and we do pavement decals, social media advertising, and pit stops on paths around the region, fitting bells to bikes and explaining and encouraging cyclists to use them, and for walkers to make space for cyclists to pass when they hear a bell. When the new shared path opens in Ōtāhuhu, we'll be there with pit stops and activations, talking to path users about safe use, fitting bells to bikes for people. We'll also do some promotion in local schools, workplaces and community groups about safe use of the path.</p> <p>The new design includes amenity areas within the shared paths, and regular seating along Station Road, which can be used by anyone (including elderly people) to safely stop and take a break away from people walking or cycling. Improvements such as widening and decluttering footpaths will allow more space for people on mobility scooters to pass through.</p> <p>A protected cycleway is not feasible along Station Road due to a variety of constraints. These include ground levels and contours, space limitations street trees, private property access and budget. To accommodate a separated cycle lane without reducing space for traffic, kerb and centre line changes would be needed, which would incur significant costs. While it is not feasible to provide a separated cycle facility in this section, there is sufficient width to widen the existing footpath to a shared path, with minimal impact to private properties. This will be separated from both private properties and the road by a 700mm berm on each side, which acts as a "buffer zone" further separating cars, pedestrians and people on bikes.</p>

Theme	Feedback points included in theme	AC and AT responses
<p>Concerns about over-design and costs</p>	<ul style="list-style-type: none"> • A small number of respondents expressed concerns the design was overboard or too costly to implement. Comments include: <ul style="list-style-type: none"> – Preference for simpler designs that won't date – Trees/landscaping won't fix core issues with the town's image – Perception the proposal is a waste of money – prefer council family reduce rates or invest in other issues (i.e. housing) 	<p>Ōtāhuhu will experience significant growth over the next 30 years, and to prepare for this, the revitalisation of the town centre and improved connectivity through the centre and to Ōtāhuhu Station is a priority. This project will make the town centre a more attractive place for existing businesses and residents, and ensure it is prepared for a future of attracting and servicing an increased local community.</p> <p>Value engineering (finding ways to reduce the cost of the final design) is an ongoing consideration for this project, and ensures we will adhere to the dedicated project budget.</p>
<p>Community consultation and works timing /notifications</p>	<ul style="list-style-type: none"> • Suggestions to and questions about update the community more on this project by holding Town Hall meetings, notifying locals of deadlines to complete project stages. <ul style="list-style-type: none"> – 1 business requested long-lead notification if works will impact patient access to their premises – suggestion to start works between Christmas holidays-term 1 of school 2018 to avoid congestion during school term 	<p>We will not be holding Town Hall meetings, but have a communications plan dedicated to updating stakeholders and interested parties throughout the development and construction of this project. We will continue to communicate regularly with stakeholders and interested parties, via an online and physical newsletter which includes project updates, construction timelines and other key information, media releases, webpage updates social media posts and communication with the local board and business association. Businesses and residents within the project area will be informed of any changes or developments that may affect them, and will have the opportunity to discuss these with AT's Communication and Stakeholder Engagement staff.</p> <p>We have taken into consideration the timing of works around school hours. When planning construction, we will work with the school to determine a schedule of works that causes as little disruption as possible. We will also be delivering the construction in stages to limit disruption.</p>
<p>Issues you raised</p>		
<p>Oppose roundabout change to traffic signals (Princes Street/Great South Road)</p>	<ul style="list-style-type: none"> • Respondents felt this proposed change would create more issues than benefits, including <ul style="list-style-type: none"> – Increased risk of congestion, especially during peak times – May encourage right-hand turning traffic to block the intersection – Loss of traffic flow that the current roundabout serves well 	<p>We are removing roundabouts as part of this project, as they can make it difficult for pedestrians and people on bikes to navigate traffic and cross roads, so are not appropriate within areas with a high number of pedestrians, like town centres, and an adjacent school. However, the new design will promote a lower-speed environment through the reduction of the road width and the installation of speed calming treatments at side streets.</p> <p>The new intersection will be designed to minimise congestion, and will be linked to the two adjacent signalised intersections, which will improve efficiency of both vehicle and pedestrian traffic.</p>

Theme	Feedback points included in theme	AC and AT responses
	<ul style="list-style-type: none"> - Existing lights at Huia Road and all along Great South Road; another set will worsen bottlenecks and congestion • Other changes, or changes to other intersections nearby, to improve traffic flows such as <ul style="list-style-type: none"> - Retain roundabout, add electronic pedestrian crossings nearby - Install roundabout to replace lights at Princes Street/Frank Grey Place 	<p>We will not install signalised pedestrian crossings, as these are likely to increase congestion as they are not linked to the adjacent signalised crossings.</p> <p>The intersection of Princes Street/Frank Grey Place is outside of the scope of this project, but can be considered for future upgrades.</p> <p>The current roundabout allows large vehicle such as trucks to enter into the town centre from Princes Street. A key aim of this project is to increase the safety of the town centre, by instead encouraging large vehicles to use Huia Road, Atkinson Avenue, Portage Road and Salesyard Road, and the new intersection design will support this.</p>
<p>Oppose the shared path</p>	<ul style="list-style-type: none"> • Respondents who explicitly opposed the shared paths, concerned that they posed safety a risk to <ul style="list-style-type: none"> - Pedestrians and cyclists crossing into one another's paths - Cyclists and drivers (if bikes and cars are not separated) - Elderly walking to transport hubs, and school children walking to school - Those new to using shared paths (inexperience with protocol) 	<p>Pedestrian and cyclists will need to be mindful of one another, and respect each other's use of the shared path. We will provide signage advising of shared path protocol, and we run a behaviour change campaign called "See Share Smile" that educates and encourages safe use of shared paths by all users. This campaign focusses on 3 behavioural messages; keep left on the path and make space for others to pass you, people on bikes use a bell when approaching pedestrians and use the path with courtesy and respect, it's for everyone to enjoy. The campaign is run throughout Auckland and we do pavement decals, social media advertising, and pit stops on paths around the region, fitting bells to bikes and explaining and encouraging cyclists to use them, and for walkers to make space for cyclists to pass when they hear a bell. When the new shared path opens in Ōtāhuhu, we'll be there with pit stops and activations, talking to path users about safe use, fitting bells to bikes for people. We'll also do some promotion in local schools, workplaces and community groups about safe use of the path.</p> <p>The new design includes amenity areas within the shared paths, and regular seating along Station Road, which can be used by anyone (including elderly people) to safely stop and take a break away from people walking or cycling. Improvements such as widening and decluttering footpaths will allow more space for people on mobility scooters to pass through.</p> <p>A protected cycleway is not feasible along Station Road due to a variety of constraints. These include ground levels and contours, space limitations street trees, private property access and budget. To accommodate a separated cycle lane without reducing space for traffic, kerb and centre line changes would be needed, which would incur significant costs. While it is not feasible to provide a separated cycle facility in this section, there is sufficient width to widen the existing footpath to a shared path, with minimal impact to private properties. This will be separated from both private properties and the road by a 700mm berm on</p>

Theme	Feedback points included in theme	AC and AT responses
		each side, which acts as a “buffer zone” further separating cars, pedestrians and people on bikes.
Oppose landscaping and tree removals	<ul style="list-style-type: none"> • Those who expressed explicit opposition to the landscaping and/or tree removals plans cited a range of concerns, including <ul style="list-style-type: none"> – The planter boxes taking up crucial space – Removing the palms which are a unique feature of Ōtāhuhu – Excessive greenery that will require even more maintenance – Whether mana whenua would be consulted on native tree selection and wider plans for cultural/historical appropriateness 	<p>Much of the new planting will be at ground level.</p> <p>We have decided on a mixed-species street planting within the road, which retains 26 of the existing palm trees, and introduces 92 new native trees.</p> <p>We will work with AC Parks and Reserves to ensure maintenance of planting and trees is regular and appropriate.</p> <p>We are working with mana whenua to determine appropriate tree species for new planting, and will use low-maintenance natives where feasible. We recognise the cultural and historical significance of Ōtāhuhu, and the new design will reflect the cultural, historic and environmental heritage of the area. We are continuing ongoing engagement with mana whenua throughout this project, and have also engaged with a local heritage group regarding historic features of the area, including the mile marker, Luke Memorial and clock tower.</p>
Oppose narrowing of streets in project area	<ul style="list-style-type: none"> • General opposition to any narrowing of Station Road or Great South Road to enable shared path <ul style="list-style-type: none"> – Concerned this will congest roads even further 	<p>A key consideration of this design is to provide a balance between different modes of transport in the Ōtāhuhu Town Centre (walking, cycling, public transport and driving), so it is important that we consider all road and town centre users. Great South Road and Station Road must be narrowed as part of this project, to slow vehicle speeds and make the area safer and more attractive for pedestrians and people on bikes, slow vehicle speeds for pedestrian friendly environment. We do not foresee this creating congestion, as large vehicles such as trucks will be directed to Huia Road, Atkinson Avenue, Portage Road and Salesyard Road, instead of through the town centre.</p>

