

Summary of feedback on the Hurstmere Road Streetscape Upgrade



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Summary

Auckland Transport (AT) is proposing a full streetscape upgrade for Hurstmere Road. We consulted on the proposal from 4 September to 3 October 2017.

We received 298 public submissions and 7 key interest group submissions.

200 of the public submissions were submitted online, while **98** were submitted using the hard copy freepost feedback form.

Outcome

After careful consideration of the feedback received and project constraints, we have decided to implement the design as proposed, with some important changes. There are also suggestions that came out of the feedback that will be further considered in the next phase of the project.

We understand and appreciate that many in the community feel strongly about car parking on Hurstmere Road, and would like to either retain the current parking, or see an increase.

At the same time there is strong support for creating a more people-friendly environment with less vehicle dominance. These two visions for the street are unfortunately not compatible.

As there is limited space to work with and limited resources available, we need to implement a road layout that balances the needs of current users of the street, but that will also be more robust and suited to future needs.

In an area that is likely to see greater population growth and density, it's unlikely that a design that retains vehicle dominance (including keeping or increasing high levels of parking) here would function well, as congestion would remain a problem.

Please see the '*Design suggestions*' section of the report for more detailed responses to feedback received on specific themes.

The changes include:

- The contra-flow cycle lane will go behind the loading zones (as opposed to between the loading zones and general traffic lane), so as to minimise the chance of conflict between people cycling and vehicles pulling into or out of the loading zones
- Greater separation between the cycle lane and the general traffic lane, with a larger buffer, as well as tactile and visual separation
- Removal of the left-hand turn out of Lake Road into Hurstmere Road. We investigated keeping this turn, but the impact on the intersection made this very difficult. In order to improve bus travel times and help reduce congestion, buses need to use the lane to go straight ahead at the intersection. Delaying them behind cars that are turning left would have an adverse effect further up Lake Road and into the bus stop and increase congestion. The removal of the turn was also part of a February 2017 consultation on intersection improvements.

Next steps

We will continue to work with the Takapuna Beach Business Association, Panuku Development Auckland and the Devonport-Takapuna Local Board going forward. Any construction on Hurstmere Road will also take into account any other work in the area with the aim of minimising disruption.

Timeline

- September 2017: Public feedback on the proposed design.
- Late 2017 to June 2018: Preliminary design phase.
- July to October 2018: Detailed design phase.
- Early 2019: Construction to start.

Background

Project information

The upgrade of Hurstmere Road was identified as a key project in the (former North Shore City Council's) Takapuna Strategic Framework, which set the vision for developing Takapuna. It was also identified in the Auckland Plan as one of the key metropolitan centres for growth and development.

Hurstmere Green's recent redevelopment, with a more convenient and natural flow of people between the beachfront and the shopping area, will be enhanced by making Hurstmere Road a more people-friendly space.

Hurstmere Road already enjoys a large amount of foot traffic, which is set to increase from population growth and intensification in the area. In order to effectively develop the Takapuna town centre, we need to improve pedestrian facilities to move a greater number of people.

The streetscape is also due for an upgrade from a maintenance and quality perspective, with additional issues around sidewalk quality, overshadowing, street lighting, bird nesting, and vegetation.

This project provides an opportunity to install robust infrastructure that will serve the Takapuna community long into the future.

Proposed improvements

Key features

- Hurstmere Road between Anzac Street and Lake Road will become a one-way lane for north-bound traffic (with a 30km/h speed limit and a level surface between road and public space).
- South-bound traffic will be redirected along Anzac Street and Lake Road.
- A new south-bound, contra-flow cycle lane with clear delineation.
- Redesigned streetscape, with more public seating and extra space for pedestrians and businesses.
- New, improved stormwater treatment system.
- Refurbished vegetation and energy-efficient overhead lighting.

Benefits

- Reduced vehicle dominance in an area with high existing and future pedestrian numbers.
- Greater access and safety for pedestrians.
- Safer, more appealing environment for people.

- A more flexible streetscape with space for outdoor dining, street activities, and potential for closed-street events.
- A more appealing and accessible commercial space for local businesses.
- Improvements to stormwater quality and smarter ecological design.
- Promotes and celebrates Takapuna's cultural identity and natural attributes.

Consultation

Public consultation ran from 4 September to 3 October 2017.

Activities to raise awareness

Auckland Transport undertook a number of activities to publicise and achieve exposure for the consultation. We were keen to receive feedback from anyone who wanted to have a say and get their views on the proposal. To publicise the consultation, we:

- mailed brochures to 3180 property owners and occupiers in a wide catchment area around Hurstmere Road
- hand-delivered brochures to key stakeholders, including residents, businesses and affected organisations on and near the route
- distributed brochures through Takapuna Library and the Devonport-Takapuna Local Board office
- set up a detailed [project webpage](#) and an online feedback form on our website
- promoted the consultation through our social media channels, including Facebook, Twitter, Neighbourly and LinkedIn, throughout the consultation period
- promoted the consultation through the North Shore edition of Our Auckland in September
- displayed project posters on lamp posts along Hurstmere Road, and at the intersections of Hurstmere Road and Lake Road, as well as the intersection of Hurstmere Road and Anzac Street.
- held 3 public information sessions at BizDojo Takapuna. These were on Thursday 14 September, Thursday 21 September, and Thursday 28 September.
- presented to the Takapuna Beach Business Association and Devonport-Takapuna Local Board.

Giving feedback

We asked whether the proposed upgrades would encourage you to visit Hurstmere Road more often, what you think about the design, and if you had suggestions for improving the design. We also asked if you had any other comments on improving Hurstmere Road.

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a hard copy form included in the brochure.

Your feedback

Overview

We received public feedback on the proposal from 298 submitters, which we have analysed to identify key themes in the responses to each question, as well as combining responses across all questions to establish overall themes and suggestions. We respond to concerns and suggestions in the '*Design suggestions*' section of this report.

We also received informal feedback from local residents and business owners at the three open days. Suggestions from this feedback have been included in the list of suggestions at the end of this report.

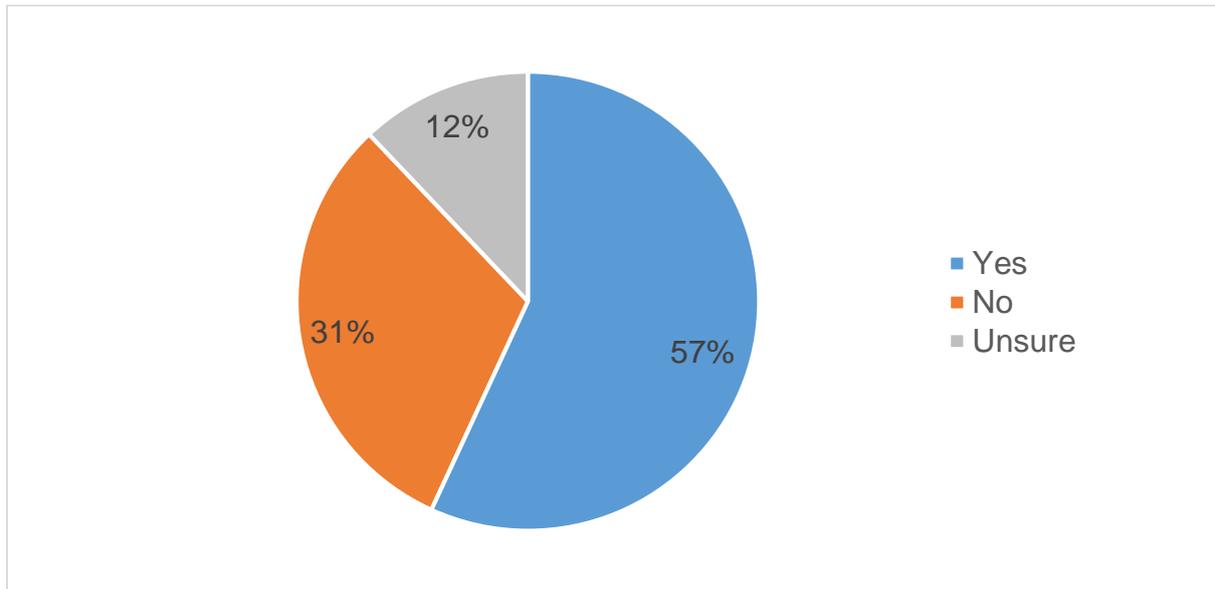
In addition, we received submissions from a number of interest groups and local stakeholders. These are summarised in the '*Other submissions*' section and their suggestions included in the list of suggestions.

Key themes identified in the feedback, with related sub-themes:

- Car parking
 - Car parking availability and reduction concerns
 - Car park time limits
 - 40 Anzac Street Car Park
- Traffic
 - Impact on traffic flow
 - Impact on intersections
 - Road safety
 - One-way design
- Cycle lane & cycling generally
 - Cycle lane connectivity
 - Safety
 - Design of cycle lane in general
- General design
 - General design suggestions
 - Pedestrian access
 - Amenity

Themes by question

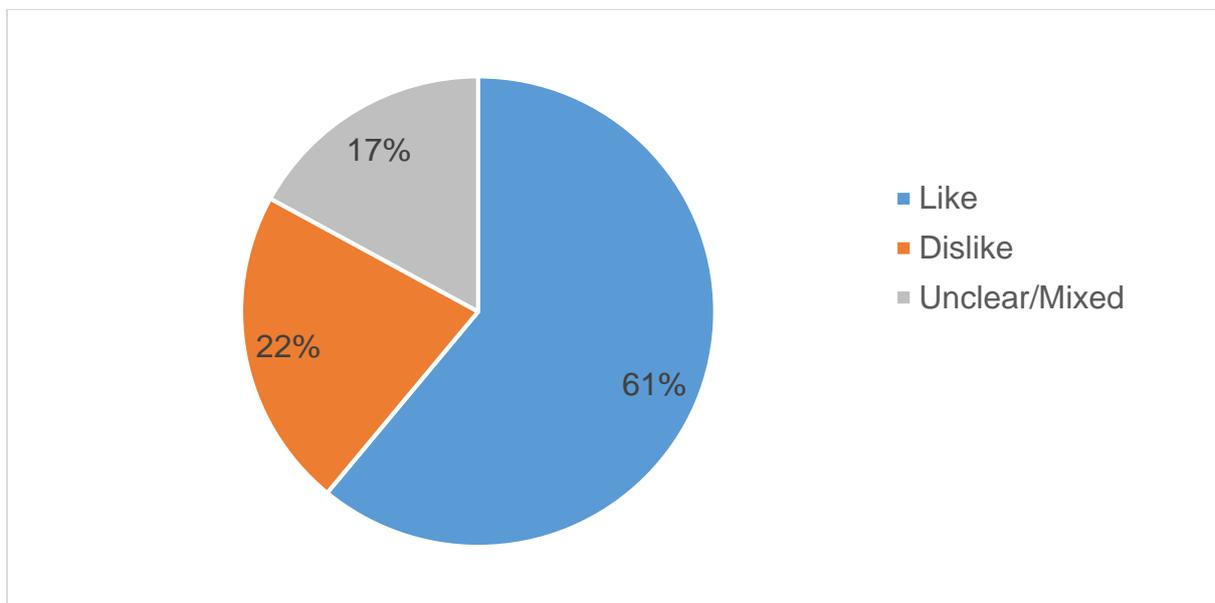
Do you think the proposed upgrades will encourage you to visit Hurstmere Road more often?



57% of submitters indicated they would be encouraged to visit Hurstmere Road more often if the proposed upgrades were implemented, while 31% indicated they would not. A further 12% were unsure.

It's important to note that respondents who answered 'no' also includes people who already visit Hurstmere Road often.

What do you think of the design?



In terms of the general sentiments about the proposed design, 61% of submitters indicated approval, while 22% indicated disapproval. The other 17% either didn't indicate approval one way or the other, or approved of some aspects while disapproving of others.

Some of the reasons given for liking the proposed design include:

- Greater focus on people
- Less vehicle dominance and vehicle traffic in general
- Improvement of Hurstmere Road as a destination
- Reduced speed limit
- Improved stormwater treatment

“Really enjoy the amount of space given to pedestrians and walkways, the one-way street is a great idea and will definitely help to reduce through traffic.”

“The design looks like an excellent integration of a pedestrian dominated commercial area with the surrounding infrastructure. Upgrades to stormwater drainage will be a big improvement.”

“A much needed improvement from what we have now. The Hurstmere Road precinct will definitely benefit from the upgrade and will ensure its position as a premier retail and hospitality district.”

“Love one-way, love no parking on side where bike lane is, love the 30km/h max speed limit.”

Some of the reasons given for disliking the proposed design include:

- Reduction in car parking
- Perceived worsening of traffic conditions (as a result of one-way design and effect on other streets)
- Doesn't go far enough (i.e. want all vehicle access removed)
- Impact on businesses (especially during construction, and from less car parks)

“There has to be sufficient parking for people to visit Hurstmere Road. The plan takes away a vast amount of parking. A big mistake!”

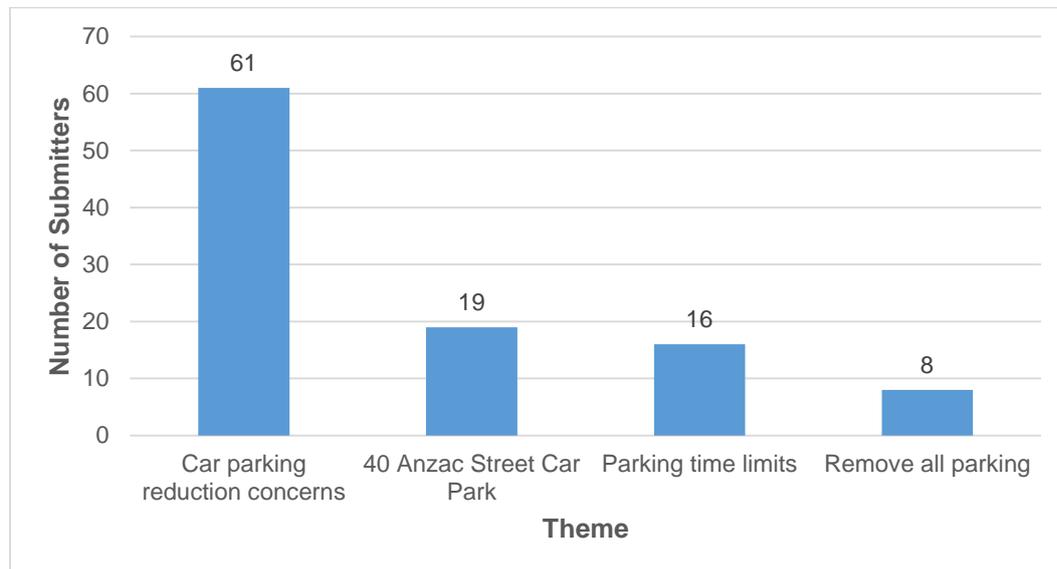
“The proposal will force traffic along the Strand, create chaos, congestion, and disrupt the use of the beach and the character of Takapuna.”

“I would not be encouraged to visit unless all vehicle traffic was removed from Hurstmere Road.”

“Crap - if you're a shop owner you will have less people coming in - Takapuna is dead now and still will be if you do this.”

Key themes in feedback

Car parking



The most common concern relates to loss of parking in the area generally, but also Hurstmere Road specifically. 61 submitters commented on existing parking availability problems, requested more car parks, or expressed concern for the impact on businesses from a loss of car parks.

“Retain 56 car parks.”

“More parking!”

“Get some more free parking in Takapuna.”

There was also concern around the future of 40 Anzac Street Car Park (from 19 submitters), which Panuku Development Auckland [consulted](#) on in late 2017.

“Retain the existing [40] Anzac [Street] Car Park.”

“Has it taken into account the proposed redevelopment of Anzac Street car park?”

16 submitters also made suggestions around parking time limits, with suggestions for short term car parks (at the Post Office, for example), but also for longer times so as to accommodate visitors to restaurants or cafés.

“Provide more short term parks. I regularly use the short term car parks in the shopping strip to stop and pick up a variety of things.”

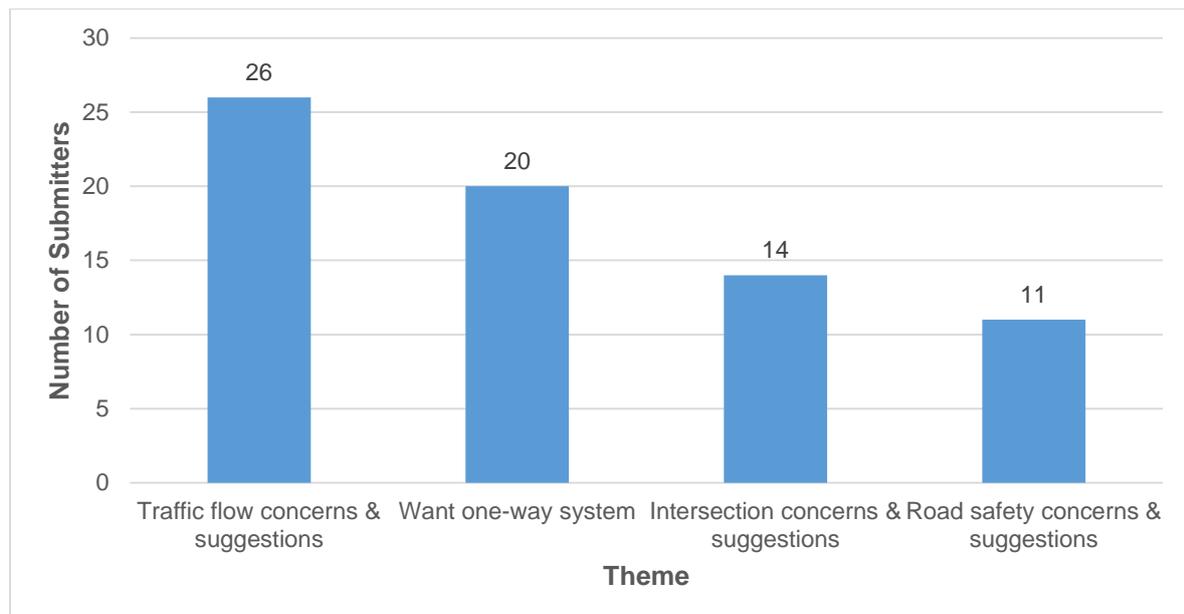
“The time restriction could be increased after 5.30pm to allow for restaurant and bar patrons who would require a longer parking time.”

There were also submitters who suggested removing all the parking from Hurstmere Road.

“Get rid of all the car parks, but have loading zones for businesses, as in Elliot Street in the city.”

“Remove all parking and make it fully pedestrianised.”

Traffic



26 submitters indicated concerns or suggestions around how the design would impact on traffic flow in the area, and 14 submitters raised concerns or suggestions for the intersections on either end, and potential ‘rat run’ traffic on The Strand.

“I am concerned that it will push traffic on to The Strand.”

“Encourage traffic use of Killarney Street rather than more traffic on Anzac Street. The roundabout at The Strand/Anzac Street intersection often gets congested.”

“Make The Strand [a] one-way north to create a clockwise ring road.”

20 submitters indicated support for a one-way layout.

“I have seen how much more functional it would be to have Hurstmere Road one-way and push all the return traffic through Anzac Street. It will make the waiting time at the main intersection [Lake Road/Hurstmere Road] lights quicker too - with one less direction to consider.”

“One-way street is a great idea.”

“Make Hurstmere Road one-way... retaining car parks for ease of shopping.”

“I like the one-way traffic. Makes it more pedestrian-friendly. I also like the reduction in parking spaces. In fact, I think it is a big improvement and long overdue.”

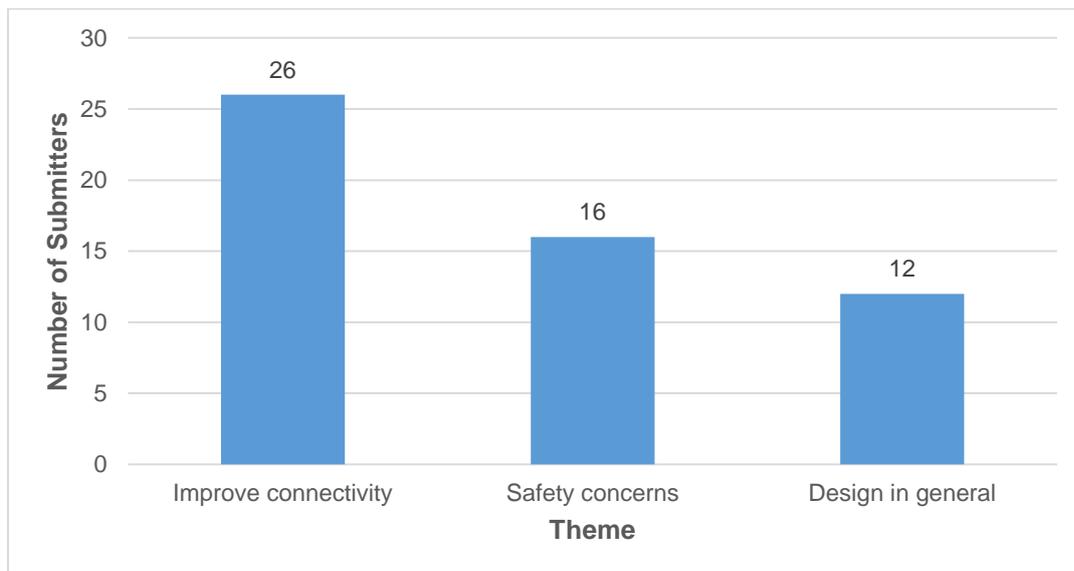
11 submitters also commented on general road safety.

“Please add bollards or blocks to stop vehicles parking in front of the pedestrian crossings. This often causes a hazard for pedestrians who are blocked by the illegally parked vehicles.”

“I like the prioritising of safe pedestrian movement.”

“Looks good - formally reducing the speed will increase pedestrian safety and usability.”

Cycle lane and cycling generally



54 submitters commented on the proposed contra-flow cycle lane.

The main suggestions (from 26 submitters) for improvement were to extend connectivity for the cycle lane, either down Lake Road, or up north to Milford. There were also suggestions around making navigation easier, using road signage, and promoting more information on the wider cycle network.

“Cycle lanes should be provided along Hurstmere Road and Kitchener Road to Milford.”

“Please continue cycle lanes on the Lake road end of Hurstmere Road to the Lake Road intersection with Esmonde Road.”

“Integrate bike lanes to Milford and to Devonport.”

16 submitters had concerns around the safety of the cycle lane or cycling facilities on Hurstmere Road generally.

“I feel the council is continually putting cyclists before pedestrians. Having a cyclist lane going through an area that is encouraging pedestrians is highly dangerous especially for older people and young children.”

“Safety - There needs to be at very least a visual demarcation between cars/bikes.”

There were also comments and queries around the design of the cycle lane in general from 12 submitters.

“Make the bike lane two-way and extend it past this street.”

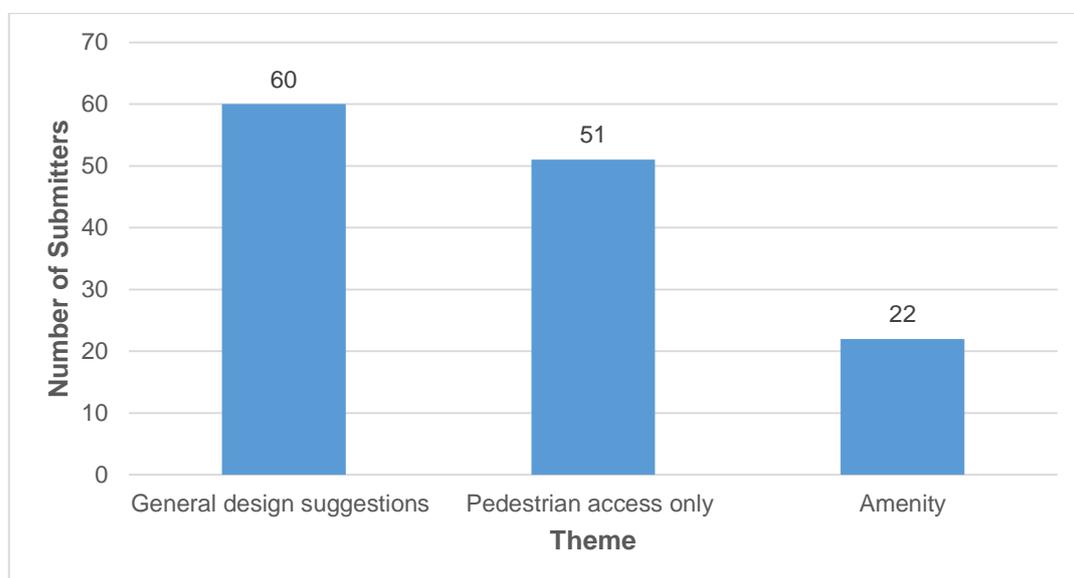
“I'd have the cycle lane segregated from the road (even just on a raised path).”

“I think the cycle way should be two-way. What if you want to go to one shop [on] the other [side]? Do you have to bike all the way around like the cars to go to the shop at the other end? It sounds like it is not very accessible or practical.”

“Suggest cycleway should be on The Strand and not Hurstmere Road.”

“Remove the cycle lane, not needed.”

General design



60 submitters made a variety of general design suggestions, including long-term ideas for the road.

“Please try to keep future use in mind, not only the people who use the road currently. Cars + parking won't be able to absorb all the new residents and visitors. Takapuna already can't manage the amount of people who want to visit and we can't waste more space on cars. Public transport and alternative modes have to take priority.”

“Make the pedestrian crossings [on] Hurstmere Road wider and possibly raised.”

“Ensure the design allows for flexibility for events and markets with; pre-plumbed and wired and discreet connections to wastewater for port-a-loo toilets and event stalls.”

“Provide as many sight lines to sea as possible.”

“Use the space for markets with different themes – e.g. Covent Garden Markets. Becomes a destination for shoppers, tourists etc. - and reasons for a repeat visit.”

“Introduce pathways suitable for handicapped people to access the shoreline from the shopping precinct.”

51 submitters indicated a preference for a pedestrian access only design, with Hurstmere Road closed to vehicle traffic.

“No traffic (cars) at all! Any loading required for shops etc., to be done via alleyways at specified times.”

“I would not be encouraged to visit unless all vehicle traffic was removed from Hurstmere Road.”

“I propose a car-free central vibrant pedestrian area focused around Hurstmere Green and the linear corridor linking sea to Shore City.”

“Remove cars completely and turn it into a pedestrian mall.”

22 submitters made specific suggestions around amenity, including suggestions around lighting, trees, paving material, seating etc.

“Make sure pavement is non-trip. Future proof utilities.”

“There should be more thought put into the types of trees and greenery for long term, and quality seats and paving.”

“It's a small detail - but hopefully those dated round bulb street lights are being modernised too.”

“Lighting for evening use.”

“More tiles rather than concrete slabs.”

“Make sure there are sufficient rubbish bins along the street for pedestrians to use. Add a few more palm trees to add to feel.”

“Remove the Queen Palms and replant with Nikau Palms. Queen Palms are heavy feeders and therefore always look yellowish and undernourished, particularly when constrained by paving. Also these existing trees are not in growing pits and so will damage new paving. Remove and replace other exotic trees in favour of appropriate natives.”

Other submissions

Takapuna Beach Business Association

Looks like a big improvement.

Consider if the number of car parks are adequate, provide as much assistance to be able to 'activate' the road as possible, such as power points, pop up bollards to allow the road to be closed easily, places for marquees to be set up easily.

Takapuna Central Residents Group

We support the design of developing Hurstmere Road as a walkable shared space that will bring social, economic, and environmental benefits to the residents and also political benefits associated with city planning and sustainability.

The design will create a new legacy by having a predominantly walkable shared space where people are able to walk/cycle freely without the anxiety of cars, safe for children to walk/cycle independently and healthy spaces will create more social interaction, belonging and social cohesion. Economically, Hurstmere Road is more likely to thrive because walking, means greater exposure to the immediate environment and if the environment is aesthetically pleasing, people want to spend more time in it. We really like the idea of the in-ground water feature.

Auckland North Community and Development

We support the overall intention to prioritise the road as a space for people rather than one dominated by vehicles.

We support the inclusion of the cycleway. Any efforts to encourage active modes are positive steps. We would suggest that the separation of the cycleway be more than just the different surface material. We like the fact that the design lends itself to the future staged total pedestrianisation of the road. We enthusiastically support the potential for closed street events. We support the proposed reduction of the speed limit to 30km/h. We are comfortable with the reduction of parking spaces along the road in line with the intention to create a more people centred environment but we would like to see that there are sufficient mobility parking spaces provided. We like and appreciate the proposed use of rain gardens to mitigate storm-water run-off. One take away reflection from the community meeting that ANCAD hosted in March was that we perceived to be the concerning, siloed nature of the projects so close to each other.

Bike Auckland

Bike Auckland supports the proposed Hurstmere Road streetscape upgrade, and we hope that our recommendations can be implemented to better improve the pedestrian and cyclist experience in the precinct.

[However], we don't believe the proposal goes far enough in providing a safe and pleasant environment for pedestrians and cyclists. This section of Hurstmere Road has huge potential to become the heart of a vibrant, people-oriented Takapuna where cafés, restaurants, shopping and open spaces predominate. By continuing to allow throughput for north-bound motor vehicles, AT is compromising this concept.

Bike Devonport

[We] think it is a great start towards the full pedestrianisation of the area. Eliminate all motor vehicle movements from Hurstmere Road.

Bike Shore

- One-way for north-bound traffic, 30km/h zone
- South-bound traffic uses Anzac Street and Lake Road
- Contra-flow cycle lane
- Reducing vehicle dominance in favour of pedestrians
- Need to retain the No Left Turn from Lake Road to Hurstmere Road (as per the plan)
The concept plan is a good start but it doesn't go far enough! Ideally in the medium term Hurstmere Road will become a pedestrian and cycle only precinct
- Parking is being reduced from 56 to 28 spaces, we agree with this approach

Devonport-Takapuna Local Board

- Supports the project's strategic outcomes as it aligns to a key deliverable in the Devonport-Takapuna Local Board Takapuna Centre Plan
- Supports the project's objective to make Hurstmere Road a more pedestrian and people-friendly space
- Supports the installing a new stormwater treatment system, which will ensure higher quality water flowing into Takapuna Beach
- Recognises that the project will address and improve critical infrastructure issues with Hurstmere Road
- Concerned that one-way lane may significantly increase traffic flows on The Strand and at the Lake Road bus terminal
- Does not support the inclusion of a cycle lane along Hurstmere Road as proposed
- Requests that there is no or minimal loss of carparking on Hurstmere Road as part of the proposed upgrade

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Design suggestions	AT response
Car parking	
Car parking reduction concerns	
<ul style="list-style-type: none"> • Rather than removing car spaces we should be increasing them and it would be better to have angled parking along the full length of the road on both sides • Leave all 56 car parks, making them angle • Given the street [will be] one-way... there doesn't seem to be a need to reduce the number of angle parks, which are only a problem now because people cause traffic chaos getting in and out of them • Multi-level car parks would be preferable to decrease the footprint and provide sufficient capacity • Very worried about access to car park in close proximity Gasometer site is too far away down a windy corridor with no cover in adverse conditions • Consider additional parking elsewhere close to Hurstmere Road so as to ensure no loss of overall parking spaces • More parking and not so much disabled parking 	<p>Retaining a road layout with vehicle dominance would not be consistent with a more people-friendly environment. We appreciate that many members of the community feel strongly about the existing car parks, but many people in the area also indicated a preference for a less car dominated road.</p> <p>In determining the design, we have to balance the needs of all road users and put in place infrastructure that will cater for a growing population.</p> <p>The proposed car park at the Gasometer site would be better suited to provide the extra parking spaces with Hurstmere Road being prioritised for the large numbers of pedestrians that currently use it, but also the growing number that will use it in the future.</p> <p>Increasing car parking and through traffic would see congestion remain a serious problem, as there is very limited space and road capacity to accommodate additional vehicles. We thus have to reprioritise the space available for efficiently moving people, both in cars and pedestrians. Lake Road and Anzac Street are better suited for handling larger volumes of traffic.</p> <p>The proposed removal of parking spaces on Hurstmere Road has been factored into AT's long term parking analysis for Takapuna, and considered in determining future requirements and planning.</p> <p>To help determine the impact of the new layout on businesses, we commissioned a retail strategist to</p>

Design suggestions	AT response
	<p>investigate the current commercial environment of Hurstmere Road and the likely impact of implementing the proposed new layout.</p> <p>The strategist indicated certain weaknesses in the current streetscape layout and concluded that the new layout would encourage greater commercial activity, and act as a catalyst for other developments.</p> <p>The strategist also acknowledged and took into account the impact on local businesses from removing the 28 car parks, as well as the construction period.</p>
Parking time limits	
<ul style="list-style-type: none"> • More [short term] car parking capacity • Short term parking near the Post Office is essential • Create more 10-15 minute waits • Just a few short term car parks, maybe for the disabled 	<p>At this stage no decision has been taken on the optimal solution in terms of using time limited or paid parking, or a mix of both. We will investigate this further in the next phase of the project.</p> <p>AT has a parking strategy in place for Takapuna, which is aimed at optimising car parking in the town centre and helping unlock urban renewal. In town centres the aim is to encourage turnover of car parks because of the commercial nature of the road.</p> <p>The Takapuna parking strategy draws from the overall AT Parking Strategy, which was consulted on and adopted in 2015.</p> <p>Mobility parking is determined by a design standard, which specifies that for a certain number of car parks, a certain number of mobility car parks have to be provided.</p>

Design suggestions	AT response
	<p>The proposal includes 4 mobility car parks spaced along the road which exceeds the standard and will provide ample access for disabled drivers.</p> <p>By using angled car parks we are able to fit more car parks into the available space. Angle car parks also help slow down traffic speeds, which will contribute to a more people-friendly environment.</p> <p>Panuku Development Auckland's plans for the Gasometer site (as described below) include plans to upgrade footpaths, making it easier to reach Hurstmere Road. The Gasometer site is less than 300m away from the entrance to Hurstmere Road.</p> <p>The Killarney Street car park is also available, around 350m away from the northern entrance to this stretch of Hurstmere Road. There is also parking available throughout the area.</p>
40 Anzac Street Car Park	
<ul style="list-style-type: none"> • Keep the car parking in Anzac Street and create more parking in the vicinity • The design will only work if the Anzac Street Car Park is made bigger or improved • Concern is if Panuku goes ahead with the development of the Anzac Street Car Park AT needs to make sure we have sufficient parking closer to the shopping area and not residential streets close by. These roads are not wide enough for parking on both sides. • The Gasometer site and the Killarney Street Car Park are not substitutes for the Anzac Street Car Park area • The lack of parking planned for the present Anzac parking area development means many people will not access Hurstmere Road. • There should be more parking required by developers on the present Anzac [Street Car Park] • Build a three storey car park on the current Anzac Street Car Park • The design takes no account of the potential sale of the Anzac street car park and subsequent loss of parking 	<p>The Auckland Council Planning Committee has deferred the decision on the proposed change of use of 40 Anzac Street Car Park.</p> <p>This is to allow Panuku Development Auckland to further consult with the Devonport-Takapuna Local Board. A report is due back to the Planning Committee by March 2018.</p> <p>As part of Panuku's projects in the area, a 450 space multi-level car park is proposed for part of the Gasometer site (located between Northcroft-, and Huron Street). This will be completed before any work on the Anzac Street Car Park takes place, if such a decision is made. This car park would provide 200 more car parks than the 250 currently available at the Anzac Street Car Park.</p>

Design suggestions	AT response
<ul style="list-style-type: none"> Needs to be considered in the light of a plan for all of Takapuna - not just Hurstmere Road. One's opinion on Hurstmere Road might depend on Anzac Street Car Park, The Strand, Lake Road etc. It seems any development of the Gasometer site for parking is a way off 	<p>For more information, please see Panuku's website here:</p> <p>www.panuku.co.nz/takapuna</p> <p>In terms of time frames, the Hurstmere Road Streetscape Upgrade is currently proposed to start construction early 2019, so as to not disrupt the businesses over the Christmas holiday period.</p> <p>If the decision is made to proceed with the redevelopment of the 40 Anzac Street Car Park, the earliest any development on the site will happen is mid-2020, and only after the multi-level car park on the Gasometer site has been completed.</p> <p>We will continue to work with the Takapuna Beach Business Association, Panuku Development Auckland and the Devonport-Takapuna Local Board going forward. Any construction on Hurstmere Road will also take into account any other work in the area with the aim of minimising disruption.</p>
Traffic	
Impact on traffic flow	
<ul style="list-style-type: none"> Does not address where traffic currently travelling south along Hurstmere Road is to go Encourage traffic use of Killarney Street rather than more traffic on Anzac Street. The roundabout at The Strand / Anzac Street intersection often gets congested and traffic banks up along northern section of Hurstmere Road Still having the road one way but have a design were there are curves as shown above by using change of colour I am concerned that the beachfront road will become a 'rat run', because it is a much shorter detour for through-traffic approaching from the north than diverting along Anzac Street to follow other routes to their destination. I'm horrified that the left turn from Lake Road into Hurstmere Road at Hall's Corner has been removed 	<p>The south-bound traffic will mainly be redirected via Anzac Street, Lake Road. Killarney Street is also available for south-bound traffic.</p> <p>As part of the intersection improvements for Hurstmere Road that were consulted on in February 2017, the current left-hand slip lane out of The Strand into Lake Road will become a signalised left turn. This will help discourage the use of The Strand as a 'rat run'.</p>

Design suggestions	AT response
<ul style="list-style-type: none"> • Am concerned that traffic heading north (particularly buses at evening rush hours) from Anzac Street onto "greater" Hurstmere Road / Kitchener Road will become stuck at the roundabout there because they will be forced to give way to northbound cars using one way Hurstmere Road as a rat run. Although this situation currently exists in its two-way mode, I think it will be made worse because the roundabout will give less optionality and therefore less equal flow at the roundabout. Maybe a traffic light will be required to regulate use of one way Hurstmere Road as a commuting "rat run" • Making the street one-way north is a big mistake because it will force many vehicles down The Strand which would also benefit from a lower speed limit and preference for pedestrians. Make the street one-way south thus eliminating right turn into it from Lake Road • Make The Strand one-way north to create a clockwise ring-road • Remove all traffic from Hurstmere Road between Lake Road and Anzac Street • The vehicle left turn from Lake Road is too sharp, needs to be more like existing turn. No provision for delivery vehicles parking 	<p>The raised table and pedestrian crossing installed on The Strand will also bring speeds down, making it a less desirable route for cars, and safer for pedestrians.</p> <p>We will continue to investigate ways to minimise additional south-bound traffic on The Strand.</p> <p>We investigated options for keeping the left-hand turn out of Lake Road into Hurstmere Road, but determined it would have an adverse impact on the efficiency of the intersection, because buses would be held up by cars wanting to turn left. The buses need to move straight ahead at the intersection, in the lane closest to Hurstmere Road, to avoid congestion and delays to bus travel times. We will continue to monitor the intersection specifically regarding the likely effect on traffic.</p> <p>A south-bound one-way on Hurstmere Road isn't feasible because of the effect it will have on the Hurstmere Road/Lake Road intersection. Part of the improvements planned for the intersections include improving their efficiency. By removing the south-bound traffic out of Hurstmere Road, there's more time available for the other movements in the intersection, thus increasing the amount of vehicles (including buses) or pedestrians that can get across during a light phase. It will also improve safety, access and convenience for pedestrians.</p>
<ul style="list-style-type: none"> • Hurstmere Road traffic lights are redundant. A roundabout plus pedestrian access will enable more efficient traffic flow. • A roundabout plus pedestrian access will enable more efficient traffic flow 	<p>Roundabouts are generally difficult to design well for the pedestrian safety and convenience required in a town centre, unless they are very small (which is unfeasible for the high volumes at the Lake Road / Hurstmere Road intersection) and have raised table zebra crossings (as is planned for the other end of the project area at the Hurstmere Road / Anzac Street intersection). Providing raised zebra crossings at the Lake Road / Hurstmere</p>

Design suggestions	AT response
	Road intersection however was not feasible due to the high bus volumes and multiple lanes.
<ul style="list-style-type: none"> • Provide service lanes to the rear of the shops on both sides therefore delivering vehicles don't have to stop on the road and block pedestrians, cars and bikes. 	<p>There are service lanes located behind the shops on the western side that provides rear access. The lane ways out of Hurstmere Road will also remain. However, various businesses along the road still require loading zones in the front of the shops, specifically where rear access isn't currently possible.</p>
Impact on intersections	
<ul style="list-style-type: none"> • The Lake Road and Anzac Street intersections are dangerous and should be addressed. • Lake Road / Hurstmere Road traffic lights are redundant. • Cutting out the roundabout and left turn onto Lake Road is wrong. • The left turn into Hurstmere Road out of Lake Road needs to be available, otherwise that intersection will suffer. • My concern is that with the bus station on Anzac Street & the pedestrian crossing, the problem of traffic backing up through the Anzac Street round about and through the lights at Northcroft Street / The Strand / Lake Road intersection will worsen. • Hurstmere Road should be one way going south so it is in the same direction as the cycle lanes to minimise conflict • Northbound traffic should be via Lake Road and Anzac Street. This minimises conflict and delays at the Lake Road and Anzac Street intersections • The traffic lights Lake Road take too long [to go green] and the time is too short time [before going red again for Hurstmere Road 	<p>Improvements to the following intersections are planned as part of this upgrade:</p> <ul style="list-style-type: none"> • Lake Road, The Strand, Hurstmere Road and Northcroft Street • Hurstmere Road, Anzac Street, The Strand Roundabout <p>The improvements are aimed at improving the access, safety and experience for all road users at these intersections, and were consulted on in February 2017.</p> <p>Raised zebra crossings are part of the proposed upgrades to the Anzac Street / Hurstmere Road roundabout to slow speeds and improve pedestrian access.</p> <p>As part of this upgrade the left turn out of Lake Road into Hurstmere Road will be removed and replaced with a built out kerb. The removal of the free left turn will improve safety and access for pedestrians.</p> <p>We investigated options for keeping the left-hand turn out of Lake Road into Hurstmere Road, but determined it would have an adverse impact on the efficiency of the</p>

Design suggestions	AT response
	<p>intersection, because buses would be held up by cars wanting to turn left. The bus movement straight ahead at the intersection needs to receive high priority to avoid congestion and delays to bus travel times. We will continue to monitor the intersection specifically regarding the likely effect on traffic.</p> <p>To minimise disruption in the area, the construction of the intersection upgrades will be combined with the rest of the streetscape upgrade.</p> <p>For more information, please see the project page here:</p> <p>https://at.govt.nz/about-us/have-your-say/north-auckland-consultations/hurstmere-road-takapuna-intersection-improvements/</p>
Road safety	
<ul style="list-style-type: none"> • Retain the existing pedestrian crossing at 96-100 Hurstmere Road • Cycle lanes are dangerous to pedestrians • Parallel parking should replace the angle parking to make it safer for northbound bike users. Treble the number of bike racks and place them on both sides of the road. Please add some 'advance stop boxes' for bikes at the Lake Road / Northcroft Street / The Strand intersection. There needs to be some physical separation measures e.g., movable planter boxes, soft sticks, etc. to show drivers and pedestrians that they shouldn't stray into the cycle lane • I assume there can't be a barrier between the cycle lane and road (to keep cars from driving on it) so the road can be closed for markets without people tripping over the barrier. Why can't the road just be closed to cars then? • Improve it by removing the segregation between the road and the footpath. Have a shared footpath road setup like on forte street, in the city centre. It adds to the whole vibe. And connects both sides of the street • I like the one-way situation but again the cycle way appears to run behind the few car parks and could lead to many accidents as they will be hard to see from angle parking • It reminds me a little of the existing design which I believe has been a disaster, promoting a one-way linear north bound corridor with what appears to be a road surface that detracts from the pedestrianised concept. I think this car/cycle throughway concept is dangerous and does not promote safety or harmony with pedestrians 	<p>The design has a pedestrian crossing very close to where the current one is, with additional formal crossings spread along the road. The design and low speed environment will also make it easier for people to cross the street between formal crossings, should they choose not to use the crossings.</p> <p>There is international research that indicates cycle lanes contribute to pedestrian safety, mainly by creating additional buffering between pedestrians and the general traffic lane. The design will also have tactile buffer strips of more than half a metre in width between pedestrian zones and the cycle lane.</p> <p>Parallel parks were considered, but discounted due to a greater loss of car parking and potential safety hazards. While angled car parks also have certain safety hazards,</p>

Design suggestions	AT response
<ul style="list-style-type: none"> • Change speed humps from just up from the pedestrian crossing on the corner of Hurstmere Road and The Promenade 	<p>it was determined to be a more suitable solution in this location.</p> <p>Advance stop boxes will be considered during the next phase, pending spatial constraints at the intersections.</p> <p>The kerb will be removed, with a level surface throughout the whole corridor. While not officially a 'shared space', it will be a much friendlier environment for people, with the potential to fully pedestrianise the road in the future.</p>
One-way design	
<ul style="list-style-type: none"> • The one-way street is a great idea and will definitely help to reduce through traffic • I like the one-way traffic. Makes it more pedestrian-friendly. I also like the reduction in parking spaces. In fact, I think it is a big improvement and long overdue • Great to see the road made one way - this not only creates more space for other road uses, but a narrower carriage way will also reduce vehicle speeds 	<p>The one-way design will contribute significantly to a less vehicle dominated Hurstmere Road, along with the removal of some car parking.</p> <p>There will also be a larger number of formal pedestrian crossings, which, together with the narrower road and the retention of the angle car parking, will ensure a slow-speed environment.</p> <p>Hurstmere Road has limited space to work with, but has great potential as an environment and destination for people to visit and spend more time.</p>
Cycle lane and cycling generally	
Connectivity	
<ul style="list-style-type: none"> • Integrate bike lanes to Milford and Devonport • More information about cycling routes elsewhere that will connect to this. I understand it's not part of this project but the bigger picture will help the public understand • Building cycling and walking infrastructure along rest of Hurstmere Road and Takapuna generally. The cycle ways are good but need to connect to further destinations 	<p>Likely future cycle facilities on Lake Road would connect to both Hurstmere Road and Esmonde Road, providing greater access in the area. The proposed SeaPath would also be close by with access off Esmonde Road.</p>

Design suggestions	AT response
<ul style="list-style-type: none"> • Please extend cycling facilities further into Takapuna (possibly linking up with Lake Road) • It's not clear if or how the cycleway connects to the wider cycling network. I am in favour of a cycleway being included in this plan if there is a plan to connect it to a main cycle route • It will be even better when the cycle lanes extend to Esmonde Road. It would be great if on-road cycle lanes could be provided along Hurstmere and Kitchener Roads to Milford. This would be a game-changer for Bike Shore members • Please continue cycle lanes on the Lake Road end of Hurstmere Road to the Lake Road intersection with Esmonde Road otherwise how will we get there safely on our bikes from Devonport? • Remove cycle lanes as they can go around The Strand to get south and on Anzac Street to get north • Suggest the cycleway should be on The Strand 	<p>We are also investigating further connections up north, keeping in mind funding limitations and wider network planning.</p> <p>As with any network, it has to start somewhere, and Hurstmere Road provides a flatter, more direct route with fewer conflict points (compared to The Strand or Anzac Street), especially when the proposed design is implemented.</p> <p>Providing safer, more direct cycle facilities will encourage more people to choose bikes as a transport option.</p> <p>People cycling can still choose to use The Strand, however car park access along The Strand creates numerous conflict points that may discourage less confident riders. A town centre like Hurstmere Road is also a key destination for people on bikes.</p>
Cycle lane design	
<ul style="list-style-type: none"> • I think this design will encourage the use of the pavement rather than cycle around Anzac Street on The Strand • I don't understand why the cycle lane is one way, where do cycles go if they go in the other direction down by the beach or around the really busy roundabout on Anzac Street and Lake • More bike stands • Make the bike lane two-way and extend it past this street otherwise it's pointless and recreational cyclists can just share the pathways with pedestrians 	<p>Contra-flow cycle lanes are not yet common in New Zealand, but are widely used overseas. They are useful in town centres and areas with limited road corridor space and high pedestrian numbers (as they help keep bikes off the footpaths). They enable people on bikes to travel safely in both directions even in a one-way street environment. Several streets in the city centre have recently started to allow contra-flow cycling.</p> <p>People on bikes will travel north in the general traffic lane. The use of sharrows (double chevron road marking as shown below) indicates to vehicles that the traffic lane is to be shared with people on bikes.</p>

Design suggestions	AT response
	 <p><i>Sharrow road marking</i></p> <p>The contra-flow cycle lane provides the facility for south-bound travellers on bikes.</p> <p>The one-way design, removal of some parking, narrowing of the road, and availability of a south-bound cycle lane will help lower vehicle speeds (in addition to the lowered posted speed limit) and volumes, making Hurstmere Road safer, more desirable and more accessible for people on bikes and pedestrians.</p> <p>Bike parking is part of the proposed design. The location and number of the parks will be further considered in the next phase of the project.</p>
<ul style="list-style-type: none"> • We should not be creating a separate cycle way as it takes away space that can be better used to enhance the shopping experience 	<p>The design provides a much enhanced experience for people along Hurstmere Road, as the space and amenity for people will be greatly enhanced.</p> <p>The contra-flow cycle lane will help keep bikes off the footpaths and reduce the chances of conflict with pedestrians.</p>

Design suggestions	AT response
	People on bikes also visit Hurstmere Road to shop or use restaurants, creating a need for safe and secure access.
<ul style="list-style-type: none"> • Ask Bike Auckland to review cycle design 	Stakeholders (including Bike Auckland) will be further engaged in the next phase of the project.
Cycle lane safety	
<ul style="list-style-type: none"> • The bike lane needs a physical separation from the car lane. A design as has been done on Quay Street is ideal, at a minimum there needs to be a curbing the whole way along • Having cycleway adjacent to car parking is a safety concern • On some of the images, the cycling lane on the west side (same direction as vehicles) appears much narrower than the other cycling lane. Particularly as long vehicles in angled parking spaces inevitably encroach on this cycle lane, it would be much safer for cyclists if this lane could be broadened • It would be nice to make cycle lanes very clear as pedestrians often forget to look before stepping into them • Parallel parking should replace the angle parking to make it safer for north-bound bike users 	<p>As part of creating a more people-friendly environment, a level surface across the whole street is proposed. The goal is to create a more convenient flow of people between different locations along Hurstmere Road.</p> <p>In this context a vertical, physical separation between the cycle lane and traffic lane would become a trip hazard for pedestrians. It would also be an impediment to having closed-street events like markets or festivals.</p> <p>We take safety seriously, so we're incorporating a number of different design elements to help improve safety for all road users.</p> <p>Hurstmere Road will be a low speed environment, with a new speed limit of 30km/h for vehicles, the road will be made less linear by inserting curves, using planting and rain gardens, and making use of visual and tactile buffer separation between the cycle and traffic lanes, including a rumble strip. There will also be clear demarcation between the contra-flow cycle lane and pedestrian space.</p> <p>The cycle lane will also go behind the loading zones to avoid a potential point of conflict.</p>

Design suggestions	AT response
	<p>Additionally, the contra-flow cycle lane is on the opposite side of the road to where the angled parking will be located.</p> <p>We considered using parallel parking, but they also have safety risks. There is a risk of 'dooring' for example, where the door of a parallel parked car is opened in front of people cycling.</p> <p>In this location, we determined angled car parks to be a more suitable solution.</p> <p>The sharrows (explained a bit higher up) will allow people cycling to ride to the right in the north-bound traffic lane, providing more visibility for drivers reversing out. In addition, in a slow speed environment, people on bikes will have time and room to stop or go around a reversing car, while any vehicles behind would be slow and be able to stop.</p>
General design	
General design suggestions & concerns	
<ul style="list-style-type: none"> • Introduce pathways suitable for handicapped people to access the shoreline from the shopping precinct • Visual and physical access to the beach is essential • Perhaps we could have moved the road underground for 50% of the street, do a cut and cover. Then had only pedestrians access over the top through the main part of the street. There would be plenty of parking underground and also room for courier drop offs etc. • The design emphasises the linear nature of the street. More could be done on the edges to break this feeling of movement, pulling some planting beds, seats and paving etc. away from the road edge, emphasises the pints where they come in and appear 'pinched'. More should be made of the reconfigured entrance and egress points for Lake Rd and Anzac Road 	<p>Creating a more appealing environment on Hurstmere Road would be complementary to Takapuna's other attractions.</p> <p>The new layout will create a much friendlier space for people, with less vehicle dominance. The level surface and amenity improvements will also make it much less expensive and disruptive to move towards a fully pedestrianised street in the future, if such a decision is taken.</p> <p>Undergrounding part of the road would be very expensive, and would likely exceed the budgetary</p>

Design suggestions	AT response
<ul style="list-style-type: none"> Encourage openings between shops towards the sea, with paths, lanes, decks etc., and back the other way to new Anzac [Street] public spaces. Demolish/underground the Colmar Brunton building blocking access/views to beach from square 	<p>constraints on this project. Existing utilities under the road and footpath would also complicate such a design.</p> <p>When developing the design, we had to take into account how best to improve the area for people, while still providing access to other road users.</p> <p>There's also a safety aspect to consider where a road with too many, or too sharp bends could see cars drive across portions of the cycle lane or have limited visibility to see crossing pedestrians.</p> <p>The design aims to slow down traffic speeds while still maintaining a safe environment for all road users. Taking into account feedback, we have altered the design a bit from the one consulted on to break up the linear nature of the road more.</p>
<p>Construction concerns</p> <ul style="list-style-type: none"> We would strongly encourage the use of night crews [for construction] to ensure that businesses are not adversely affected during the day We hope that coordinated activity between the developments project team and the Takapuna [Beach] Business Association is planned The work needs to be completed within 3-4 months so whatever improvements can be made within that timeline should be undertaken There needs to be Council relief on rates for retailers during the huge disruption 	<p>The current proposed start date for construction is early 2019, so as to not disrupt businesses over the Christmas holiday period. The length of time required will depend on the most feasible construction schedule.</p> <p>As part of developing a construction schedule we will work with the Takapuna Beach Business Association, Panuku Development Auckland and the Devonport-Takapuna Local Board.</p> <p>Construction on Hurstmere Road will also take into account any other work in the area with the aim of minimising disruption.</p> <p>We are investigating ways to provide assistance to businesses affected by construction.</p>
<p>Closed-street events</p>	<p>The goal of the new layout is to make it much easier for closed-street events to be organised, with provision of</p>

Design suggestions	AT response
<ul style="list-style-type: none"> • The design of Hurstmere Road should allow for it to become the permanent location of the Takapuna Sunday Markets every week • Please ensure you can easily host events in the space – i.e. lots of power points, movable fixtures, grey water, lighting, anchor points, level access across the street (no raised edges), mood lighting installed – e.g. uplighting, coloured LEDs etc. Road needs to be easily closed for events. 	<p>electricity, lighting, a level surface, seating and a generally appealing environment.</p>
<p>Other issues</p> <ul style="list-style-type: none"> • Concerned about the high rise development on the Gasometer site. Since the opener and sentinel been built it has caused a serious wind tunnel. The proposed building needs to be reduced in height. • The Unitary Plan is taking Lake Road to commercial high rise. This means Lake Road will be 6 stories high and Hurstmere Road will be two stories. This will not last. • Redevelop beach camping site which is an eye sore and consumes a valuable space which can be used by the public. it is a disgrace that a public land is used exclusively by a private company which cannot even keep the site in decent conditions. 	<p>There are already a large number of pedestrians that make daily use of Hurstmere Road, and this will only increase with more high rise buildings coming up.</p> <p>Making it easier and more convenient for locals to walk and cycle around Takapuna will decrease the likelihood of cars being required for shorter trips. The intersection improvements also aim to improve travel times for buses.</p> <p>The new layout will provide greater safety and accessibility for pedestrians in the area, and could tie into likely future improvements for pedestrians on Lake Road. Easier access for pedestrians to the bus stop on Lake Road will also help provide more transport options.</p>
General amenity	
<ul style="list-style-type: none"> • Get rid of the pavers in the street • All kerbs are removed providing a level surface across the road. • Maori identity and designs. • Plenty of seats for elderly along the street. • Please put litter bins wherever there is seating. • Widen space for café seating • Consider all infrastructure possibilities, including better lighting, power considerations for events, easy ability to block of Hurstmere Road for events. • Another thought is why isn't there provision for cafe to still out on to the pavement, have smaller kiosks for community needs, have a community constable station there. I think there really needs to be an interesting hub. • Improved public toilets and drinking facilities 	<p>The existing pavers in the road will be replaced during the upgrade.</p> <p>We're partnering with mana whenua to ensure Maori identity and values will be reflected in the proposal. The aim is to produce a final design that will enhance Takapuna's unique character, drawing inspiration from Maori culture and stories.</p> <p>In the next phase of the project we will further investigate lighting, street furniture, seating, planting, and general pedestrian amenity.</p>

Design suggestions	AT response
	<p>The goal is to improve the area for people and this includes increasing the amount of space available to people and businesses (for example eateries or cafés).</p>
Pedestrian access only	
<ul style="list-style-type: none"> • Pedestrian access only, no cars • Eliminate all motor vehicle movements from Hurstmere Road • I would block all car access to Hurstmere Road • Make it a no car zone • Make it a pedestrian mall • Lacks the ambition of going fully pedestrianised • Ideally get rid of all vehicles apart from a few accessibility parking spots at either end of the road and dedicate the whole road width to pedestrians, outdoor dining, event space, Sunday markets etc. 	<p>Full pedestrianisation was considered, but after taking into account current usage of the road (including vehicle and pedestrian numbers) as well as project constraints, determined that a balanced, transitional approach is more feasible at this stage while providing clear benefits.</p> <p>The design as proposed would enable full pedestrianisation to occur at a later date at much lower cost and with a less disruptive construction works, if such a decision were taken. This is because the work being done underneath the road surface (utilities, stormwater treatment, etc.) and new level surface would already be in place. Users of the road would also be more used to the road being less vehicle dominant.</p>