



Waitemata Safe Routes 1 and 2

ENGAGEMENT REPORT
May 2018



Background

In December 2017, Auckland Transport (AT) paused works on the Waitemata Safe Routes programme to review some elements of the design and re-engage with the community to get a better outcome.

In January 2018 AT engaged Boffa Miskell to lead the technical review of two of the Waitemata Safe Routes with input from Beca (stormwater) and MR Cagney (bus stops and shelters). The review examines Route 1 Old Mill Road, Surrey Crescent and Garnet Road and Route 2 Richmond Road of the safe routes and the areas surrounding these. The project will deliver safety benefits including slowing traffic through the village centre and creating more safe places to cross, as well as dedicated space for people to ride bikes on both sides of the road.

When AT undertakes a project, the aim is to leave a community feeling better than they did when the project began. While there is support for the construction of cycle ways, improving pedestrian safety and making West Lynn village centre both look great and function well, there is also an ongoing need to find better ways to work with the community to deliver these objectives. Competing demands from all road users for space – pedestrians, cyclists, buses, motorists and parking - inevitably require cooperation and compromises.

Design options for both routes are being progressed and will go through an AT internal project review. Following this, designs will be released for public feedback. More information on this process and how you might be involved will follow in due course.

Introduction

From February until early May 2018, Boffa Miskell undertook engagement with an array of stakeholders and via a range of methods as part of the wider technical review of Routes 1 and 2 of the Waitamata safe routes.

The objectives of this further engagement are to:

- Improve project outcomes by seeking and integrating stakeholder feedback into the project design
- Clearly communicate the intent of the project and the benefits of the project
- Raise local business and resident awareness of the project – in particular that it is undergoing review and we want input from them to inform the design response
- Identify and notify stakeholders that could be affected by or are interested in the proposal
- Ensure engagement approaches reflect the different needs of stakeholders
- Clearly articulate the ability to provide feedback and how this will be used
- Provide appropriate information to stakeholders to be able to understand and provide feedback
- Ensure stakeholder feedback is given fair consideration as part of decision making on design and that this is clearly articulated as the design progresses

This report presents a summary of that engagement, which has then been used to inform the technical review of, and concept options for routes 1 and 2.

Summary of Engagement

Methods of engagement included individual and group meetings with key stakeholders, customer travel surveys for local businesses, pedestrian intercept surveys in West Lynn village, residents' online and paper surveys and drop-in sessions for local people at Grey Lynn community centre.

Dates and stakeholders engaged are set out below:

- 17 February – attended Bike to the Future as observers
- 19 February – attended Occupy Garnet Rd Supporters' Meeting as observers
- 22 February – cycled part of both routes 1 and 2 with Chris de Lautour reflecting on usability of routes from a recreational cyclist's perspective
- 25 February – created a visitor/customer travel survey for West Lynn and Grey Lynn Farmers Market to ascertain travel and retail patterns. Sent to GLBA joint chairs and GLFM manager
- 27 February – met with 5 representatives from West Lynn Businesses – co-ordinated by Jacob Faull (co-chair of GLBA) to gain business perspective on usability of centre
- 1 March – met with Lisa Prager and Penny Bright to discuss their concerns and the engagement process
- 2 March – intercept survey at GLFM from 8.30-10 am (106 people surveyed) Additional online survey on GLFM Facebook page – 47 responses
- 7 March – met with Chuck Joseph and Louise Rive of Edge City to discuss their concerns and observations
- 14 March – pedestrian intercept survey outside West Lynn shops Harvest and Presentz/Dear Reader from 11.45 am – 3.30pm – 52 responses + 2 online responses
- 14/15 March – residents' survey paper copy to approx. 1750 households + online survey. Live until 6 April – 693 responses (plus 12 additional submissions via an email from Occupy Garnet Rd, noting 5 had also responded to residents' survey)
- 17 March – pedestrian intercept survey outside West Lynn shops Harvest and Presentz/Dear Reader from 11.30 am – 12.30pm – 26 responses
- 20 March – pedestrian intercept survey outside Harvest and Presentz/Dear Reader from 10.30am-3.45pm – 88 responses
- 21 March – met with 7 representatives from businesses from Old Mill Rd/Garnet Rd junction co-ordinated by Chuck and Louise

- 21 March – met with Irene King and spoke to Barry, business owners from Richmond Road/Surrey Crescent junction
- 21 March – met with acting principal of Westmere primary school
- 23 March - pedestrian intercept survey outside Harvest and Presentz/Dear Reader from 11am-2pm – 47 responses
- 23 March – met with Acting Manager from Lollipops Daycare on Surrey Crescent
- 23 March – met with Reverend Brent Swann from St Columba Church
- 26 March – met with Soala Wilson and Lisa Prager (Occupy Garnet Rd/Surrey Crescent Working Party)
- 28 March – met with 7 representatives from Grey Lynn Residents' Association – co-ordinated by Dan Salmon
- 29 March – met with business owners from City Liquor, Tom's Roast and Siostra
- 29 March – met with business owners from Presentz and Recorded Music NZ
- 29 March – met with Gary Dalhousie from Auckland Zoo regarding parking (NB he is also a local resident and parent of children at Pasadena and Western Springs)
- 4 April – met with Penny Sefuiva – regarding Sackville Street / Richmond Road
- 5 April – drop-in session – 14 attendees
- 10 April – drop-in session – 21 attendees
- 14 April – drop in session – 40 attendees
- 20 April – Site Walkover with Gael Baldock
- 1 May – met with Ashleigh Ogilvie-Lee, Bill Barker, Dr Phyllida Cotton-Barker and Mark Vickerman (Richmond Rd business owners/residents)
- 4 May – met with Wendy Gray and Tom Ang (tree advocates) – high level discussion about urban canopy

Key themes from Engagement

Below are the key themes from all engagement, including meetings, online, written and intercept surveys and the drop-in days.

1. Make streets safer and more accessible for pedestrians

Active transport to shops and schools is viewed as important for our health. Many local people walk. Through both stakeholder engagement and the residents' survey, a safe walking environment was identified as of prime importance.

The needs of children, elderly and people with disabilities should be a priority, particularly at intersections. We need to consider the design of streets to reduce vehicle speeds (some suggest 30kmph others suggest 40kmph) and make roads safer for all user groups.

Pedestrian environment should be attractive, particularly through West Lynn village. Footpaths should have even surfaces. Crossings over side streets should follow natural desire-lines. Provide safe crossing options for pedestrians and cyclists (especially children on bicycles) at every side street. Raised tables could be a solution over side streets along the full length of the two routes as these would slow traffic and indicate caution for improved pedestrian (and cycle) safety and visibility. The comment has also been made that raised tables over all side streets would improve accessibility for wheelchairs, mobility scooters, parents with prams, kids on scooters and therefore everyone.

2. Cycleway design needs to be consistent and legible

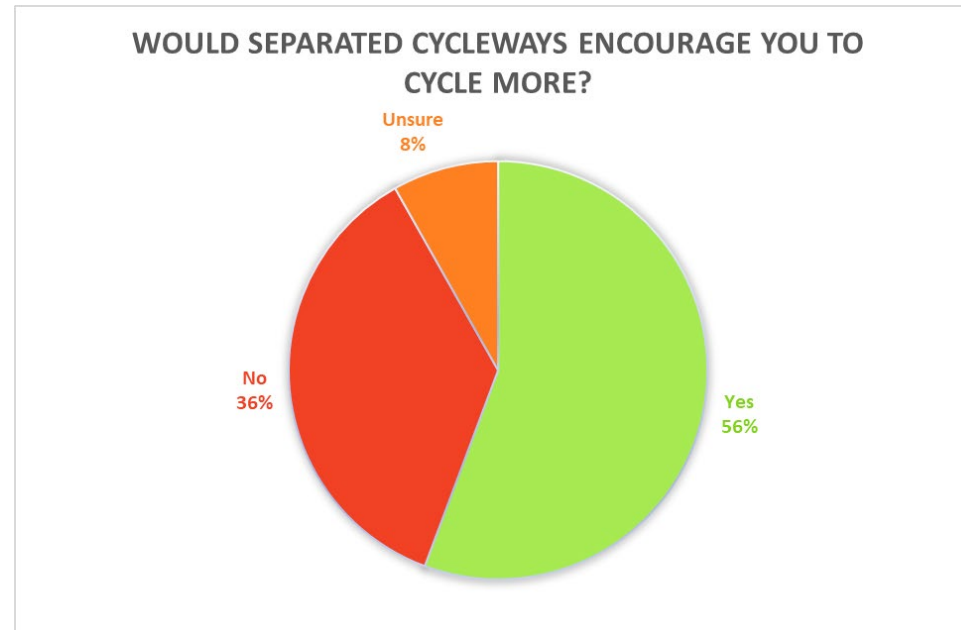
Cycleways need to be safe, simple and intuitive for cyclists to use. They also need to be visible to pedestrians and to motorists. Geometry is important. The path needs to be as straight/linear and flat as possible (i.e. reduce camber and avoid curves) and needs to be either on or off road, but not a combination of both.

Different lengths of cycleways need to be better connected. Avoid visual clutter (e.g. hit sticks, different colours and signs). If cycleways are designed well, then visual cues should be simple and easy to interpret.

Cycle lanes being routed behind bus stops are hazardous for cyclists as indicates to motorists the cyclist is off the road and creates potential conflicts when re-joining the road.

People neither want nor will use cycleways running through grass berms. However, wider footpaths may enable children to cycle with little conflict with pedestrians.

56% of respondents to the residents' survey indicated that cycleways that are separated from motor traffic would encourage them to cycle more, as opposed to 36% responded no and 8% who were unsure.



3. Increase street trees/vegetation

From discussions with key stakeholders as well as the residents' survey, an increase in street trees/vegetation planting is widely supported. Key stakeholders consider there should be an overall gain in street trees and that any trees that are removed need to be replaced with mature vegetation.

Specific feedback was that in replacing trees, consider more appropriate species. The current planting in the build outs is not supported and people have commented on the ongoing maintenance.

4. Remember parking and loading, particularly for retail

Parking has been identified as problematic by local retailers and residents and also visitors to the area. Due to the development of Grey Lynn and Westmere, not all businesses (or residents) have dedicated off-street parking. Short-term/restricted time on-street parking is critical for the viability of local retail. Need to be consistent with the time extent. P90 or P120 work well when combined with P10 for most retail. Hairdressers require longer periods of time, so P120 is important for them.

P10 and/or loading zones are needed at the key retail locations along the two routes – West Lynn village, Surrey Crescent/Richmond junction and Old Mill village.

Temporary loss of parking during works needs to be managed better. Clear signage is required for patrons to understand where they can park, particularly during construction.

Residential parking is also problematic, as many households rely on on-street parking or parking over the vehicle crossing. The question “should the removal of on-street car parking be considered in some locations to make way for separated cycleways” was posed in the residents’ survey. 49% responded yes, 42% responded no and a further 9% were unsure.



5. Location and design of bus stops

There is quite some debate and no consensus about bus stop locations within West Lynn village in particular. This needs to be carefully thought through. Relocating bus stops inconveniences the elderly in particular.

Retailers note that buses are noisy and not good neighbours for most retail. However, bus stops locations need to relate well to the centre and be accessible for users. Ultimately bus users are a captive market for retail.

Arguably bus shelters are not needed within the village centre as can shelter under verandahs. However, if locating bus shelters, these offer an opportunity to showcase local flavour/culture (including Maori and Pacific culture), but may not be necessary at the ends of routes.

Need a consistent and legible approach to cycleways adjacent to bus stops.

6. Streetscape design

Acknowledge the history of the area. West Lynn is a destination and strongly connected to the local community, together with Grey Lynn and Westmere, it has a rich history that should be reflected in its environment. Maori and Pasifika history of Grey Lynn should also be evident in the local environment. Street furniture, bus shelters and planting may offer opportunity to reference the history.

7. Location and travel mode

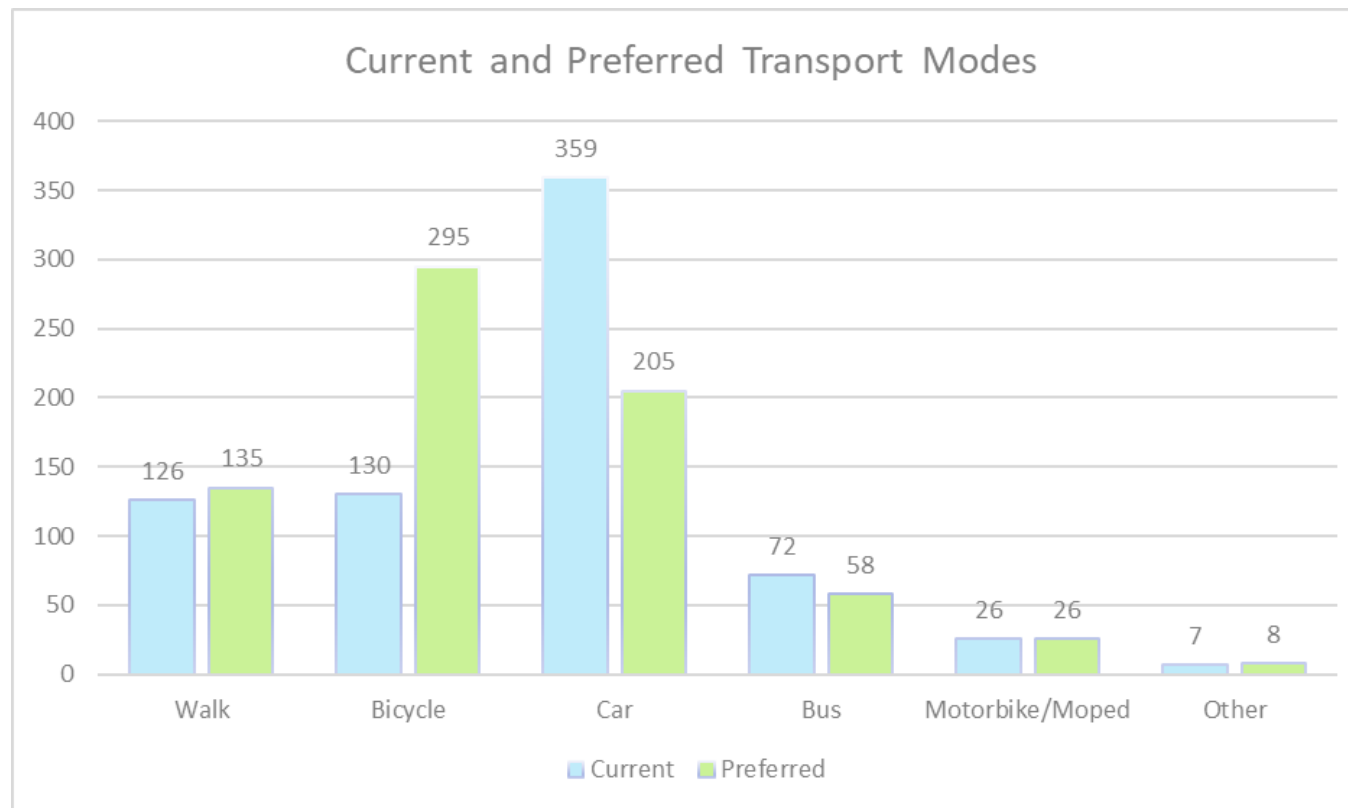
The location from which people travel has some impact on their travel mode. As part of our investigation, we wanted to ascertain how people go about their daily business and access local services. Location from where visitors travel and current mode of travel was a key question in the Grey Lynn Farmers' Market (GLFM) and West Lynn Retail customer surveys/pedestrian intercept survey.

In the pedestrian intercept surveys (214 respondents), which provide a snapshot over a week and a half, 50% of the visitors to West Lynn are locals (either from Grey Lynn or Westmere). A further 21% were from elsewhere in the Western Bays. 29% of those surveyed had come to the local shops on foot, 4% by bicycle and 7% by bus. 59% travelled by car. 48% of those parked on Richmond Rd, 35% on side streets. Some noted that parking is more difficult to navigate.

Nature Baby, a key destination retailer, conducted their own survey and have slightly different results with 28% being locals and a further 16% from elsewhere in the Western Bays. 87% travelled by car, of those only 28% parked in the Nature Baby car park to the rear of the store.

Survey of the GLFM (again a snapshot on one morning of 106 respondents) revealed different results. Like Harvest and Nature Baby it is a destination and attracts customers from a much larger catchment. On the day of the survey 40% were local, a further 16% from elsewhere in the Western Bays and 45% came from elsewhere in Auckland or outside Auckland. Over 70% of market customers that day drove, 23% walked and 5% cycled.

Current travel mode was also a question in the residents' survey. Currently, as would be expected, the predominant daily travel mode is motor vehicle with 359 respondents (approximately 52%) using cars as their primary means of transport. Similar numbers walk and cycle currently (18% and 19% respectively). Preferred travel mode was an additional question asked in the residents' survey. Interestingly 43% would like their primary method of transport to be bicycle and 30% would like it to be car.



8. Consider ongoing operational and maintenance costs

Design for safe, legible aesthetics which consider ongoing operational and maintenance costs for all streetscape works including the cycle lanes, and in particular for vegetation and gutters. Limited resources should prioritise safety over beautification.

9. Road user education is critical

AT has a prime opportunity to collaborate with the safety focus of a new Minister and government. A combined central/local government funded campaign would support active transport, and also help all road users understand their responsibilities and how they can share the road effectively.

Along with this, there needs to be specific guidance around e-bikes in terms of where they can travel and appropriate speeds.

10. Listen to communities

Plans should be thoroughly consulted on and decisions fed back to the community before construction starts. Residents and businesses, especially those most directly affected, need good, clear communication during construction phases.

11. Engage with emergency services

Any streetscape works need to ensure adequate space for emergency vehicles. Ambulance parking outside Richmond Rd Medical Centre specifically mentioned.

Most and Least Important from Residents Survey results

There is a lot of information from the residents' survey that informs the key themes described above. In terms of values, there were two sections within the surveys asking residents to identify and rank what they considered to be most and least important on both the Surrey to Garnet route and the Richmond Road route.

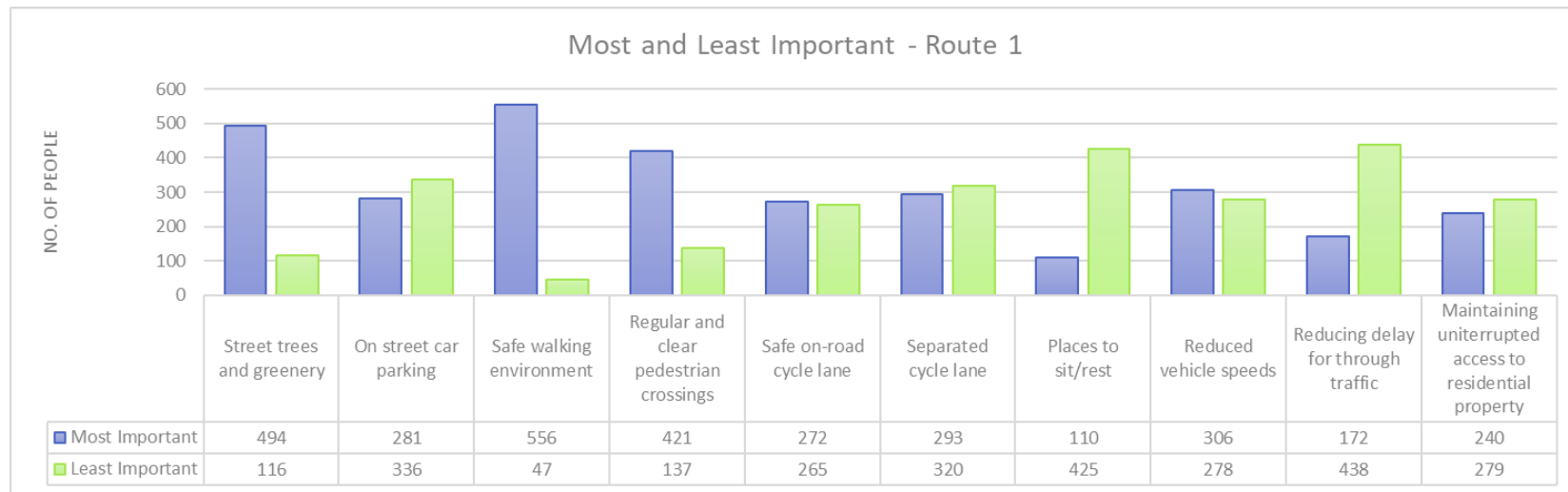
Most important on Route 1: Surrey to Garnet are:

1. Safe walking environment
2. Street trees and greenery
3. Regular and clear pedestrian crossings
4. Reduced vehicle speeds (NB this was also fifth on least important)

Least important on Route 1 are:

1. Reducing delay for traffic
2. Places to sit and rest
3. On-street car parking (NB a similar number ranked this most important – 6th most important)

Separated cycle lane ranked 5th most important and conversely 4th least important. Although there were very similar numbers for most and least important: 293 (48%) and 320 (52%) respectively. There were almost identical numbers for safe on-road cycle lanes for most and least important.

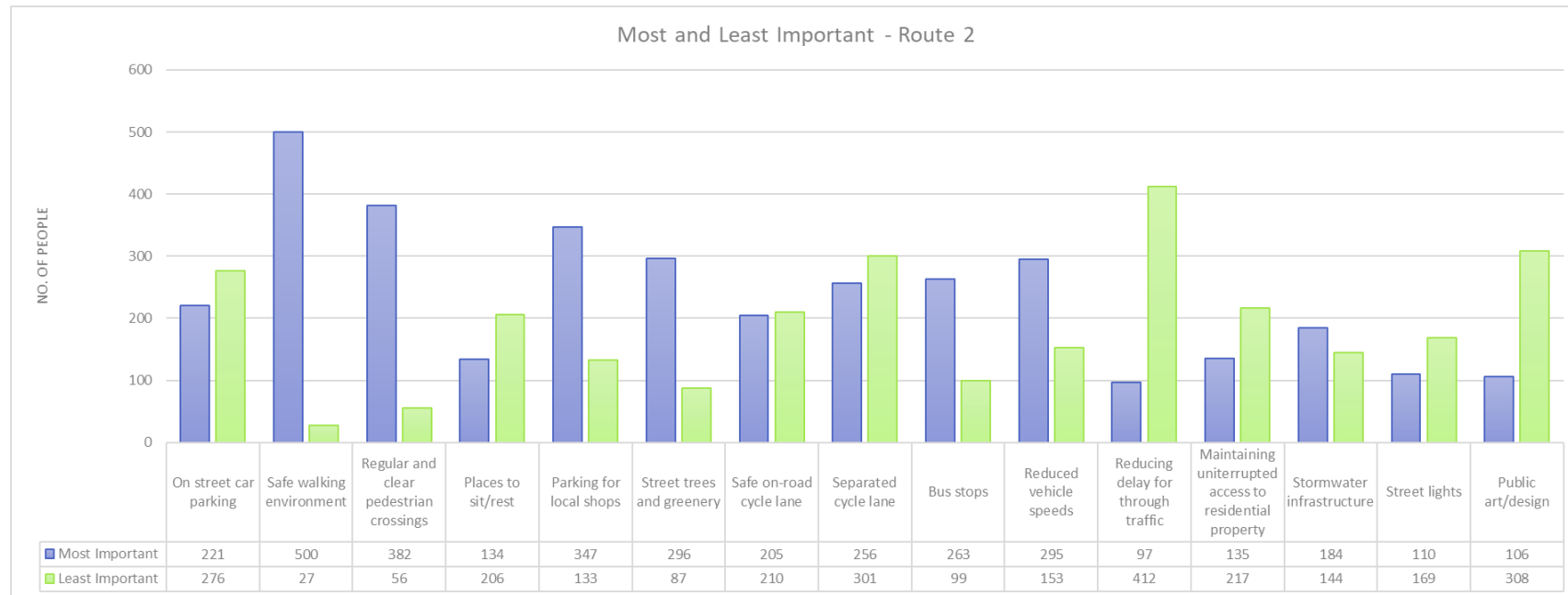


Most important on Route 2: Richmond Rd are:

1. Safe walking environment
2. Regular and clear pedestrian crossings
3. Parking for local shops
4. Street trees and greenery
5. Reduced vehicle speeds

Least important

1. Reducing delay for traffic
2. Public art/design
3. Separated cycle lane, noting that similar numbers of people considered this most important. 54% least and 46% most important.
4. On-street car parking, again noting similar numbers considered on-street car parking most important. 56% least important and 44% most important.



Location specific feedback

Location specific points from stakeholder engagement are set out below. These have been gleaned from engagement with key stakeholders, pinpoints from the online residents' survey and the comments from the drop-in sessions. These are grouped into Richmond Road route and the Surrey to Garnet Route. The final section are general comments/observations.

Route 2: Richmond Road (including West Lynn)

1. The Parawai Crescent/Richmond Rd intersection is very busy. The position of the lights serving the pedestrians and cyclists using the Greenway should be reviewed. There should be lights supporting movement around the Parawai Crescent/Richmond Rd intersection or the Westmoreland/Richmond intersection, rather than solely for pedestrians and cyclists using the Greenway.
2. Roundabout at Richmond Rd/Kingsley Street/Peel Street has generally improved the intersection for motorists. However, large vehicles struggle to get around it and a pedestrian crossing over Richmond Road is needed (relating to bus stops).
3. Bus stop on Richmond Rd at Peel Street needs to be moved as it is over a residential access.
4. Cars are parking across access for 350 Richmond Rd and Summerfield Villas. These need yellow lines painted to avoid conflicts.
5. Separated cycleway on eastern side of Richmond Rd, outside Summerfield Villas is narrow and very close to parked cars, with no separation on the passenger side. It is a small stretch of cycleway that ends abruptly at Sackville Street. Motorists consider it is dangerous for drivers and passengers exiting cars.
6. Build-outs at Sackville St/Richmond Rd intersection and relocated Richmond Rd kerb line have reduced visibility and safety in both directions. Cars wait in the cycle and pedestrian crossing area to exit Sackville onto Richmond Rd. New footpath and cycleway runoff is cutting a channel down the verge and washing mud across the Tongan Methodist Church driveway.
7. Access to the southbound cycleway from Warnock Street is difficult due to the hit sticks.
8. West Lynn deserves different treatment. A slowed zone through the village (e.g, 30kmph), with gateway treatment indicating the extent of the village, could enable cyclists and motorists to share the road and avoid the need for separated cycleways through the village. This has been raised by several different stakeholders and there are numerous ways this could be achieved.
9. The crossing over Warnock St is perceived to be safer, however the kerb extension at corner of Richmond Rd/Warnock St needs realignment and pedestrian refuge should be moved further into Warnock Street, using existing pedestrian desire-line, from shops to Buddhist Centre.

10. New parallel parking outside Harvest and Mamata (i.e. on Richmond Rd ad Warnock St) is difficult to access. Motorists have to cross the on-road cycleway to enter these and are finding it difficult to manoeuvre. Often parking over cycle lanes. Harvest is an anchor tenant for West Lynn and finding adequate parking within close proximity is important.
11. Bus stop outside Nature Baby/Neals Superette – customers are parking in the bus stop forcing buses to stop in carriageway and potential hazards for other motorists and pedestrians. Convenience retail relies on proximate parking.
12. Pulling out of Hakanoa feels difficult and unsafe, with poor visibility, forcing motorists onto cycleway to view carriageway. Remove kerb build outs and consider raised tables or another alternative for safer crossing of side streets for pedestrians. (similar comments made in relation to Wilton, Tutanekai and Baildon Streets)
13. Flooding outside Presentz/Big Sur, Siostra/City Liquor well documented but raised many times.
14. The gradient at the crossing outside Presentz/Big Sur unacceptable for people with disabilities or any mobility issues and exacerbates drainage issue identified above.
15. West Lynn needs more disability parking, in particular outside Doctor surgery and the Buddhist centre.
16. Bus stop outside Siostra/City Liquor – in relocating the bus stop to this location, P10 parking has been removed which convenience retail relied on. In addition, there are too many conflicts in this location with the floating bus stop, cycleway behind the bus shelter and pedestrian crossing in front of the bus stop.
17. Protruding islands south of Castle Street are dangerous, disconnected and confusing for all road users. A safer crossing relating to the Community Centre would be better in this location.
18. Cycle lanes along the southern end of Richmond Road are blocked by parked cars. Cycle lane behind bus stops hazardous for cyclists as not so visible to motorists.

Route 1: Surrey Crescent to Garnet Road

19. Schools (Westmere and Grey Lynn) need P10 zones outside for morning and afternoon drop-off and an area for safe bus access for school trips.
20. Need to review the permanent bus stop locations/shelters outside Grey Lynn school as there is no bus route through that section of Surrey Crescent any more. Only require bus drop off/access for school trips (as per comment above).
21. Street lighting needs to be consistent and co-ordinated with other streetscape works.

22. Safer crossing points over Surrey Crescent for Grey Lynn school children – a location between Stanmore Rd and Richmond Rd is favoured, however this could tie in with traffic lights and a crossing at the Surrey Crescent/Richmond Rd junction. Any option needs to consider safe crossing for school children.
23. Junction of Richmond Rd/Surrey Crescent needs traffic lights. One cyclist considered a roundabout would be better, but many people indicated support for traffic lights for safer pedestrian crossing as well as for general movement flow. Also needs an integrated approach to Routes 1 and 2 at this junction.
24. Lollipops on Surrey Crescent wants to maintain P5 signs with restricted time frame for safe drop off/pick up.
25. Bus stops on Surrey Crescent – there is some support for these floating bus stops, however others have noted that these reduce visibility for oncoming traffic that is potentially dangerous for both motorists and pedestrians.
26. Intersection at Bullock Track is perceived to be dangerous for pedestrians and cyclists. Work needs to be done to simplify and improve this.
27. Cycleway through verge on southern side of Old Mill Rd does not work, residents park over it and cyclists are not visible. There is no clear entry point to this cycleway. It has also led to loss of mature trees. Residents need on-street parking in this location as many houses do not have adequate off-street parking.
28. The carriageway on Old Mill Rd and Garnet Rd is really wide. The flush median could be replaced by cycleways in the road corridor.
29. Wellpark Avenue/Garnet Road junction dangerous because of poor sightlines.
30. Permanent pedestrian crossing at the Old Mill Road/Garnet Road junction to make this safer for students at Pasadena/Western Springs as well as for other pedestrians.
31. Locals like the traffic island at Old Mill Road, however would also like traffic speeds to be reduced at this junction.
32. Traffic around Westmere School busy at morning drop off and afternoon pick up times, clear signage will be required to indicate this is a school environment and a raised area would be helpful to slow cyclists around the drop-off zone.
33. Retain some short-term parking for Garnet Dairy and Garnet Station
34. Two pedestrian crossings needed at Meola roundabout (over William Denny and Meola Rd) to give pedestrians priority and make this safer for pedestrians. Needs an integrated approach to cycleway design at this location.

General comments applying to both routes

- 35. Use sharrows at junctions to indicate shared space for cyclists and motorists. Sharrows could also be used on side streets as an alternative route for cyclists.
- 36. Cycle racks are important in shopping areas. These need to be located where people can easily use them. These could also reflect sense of place – e.g. used to have bike racks designed by Matthew von Sturmer.

Next steps

The feedback from this first round of engagement was used to develop initial concept options for discussion with the AT project team and the Richmond Rd and Surrey Crescent CLGs. Specific engagement may occur related to location of bus stops. Following refinements, the preliminary design for both routes will be presented to key stakeholders and the wider community for consultation later in 2018.