

Summary of your feedback: Mt Eden bus lane extensions and parking restrictions proposal



Total number of public submissions received = 759

Contents

Summary	4
Outcome of consultation	4
Key themes in feedback.....	5
Next steps	6
Background.....	7
Project information	7
<i>Increase bus lane and clearway operating hours along Mt Eden Rd</i>	<i>8</i>
<i>Extend bus lanes along Mt Eden Road</i>	<i>8</i>
<i>Change parking restrictions in Mt Eden village</i>	<i>9</i>
<i>Essex Road carpark.....</i>	<i>9</i>
Context.....	10
Consultation.....	12
Activities to raise awareness.....	12
Giving feedback	12
Your feedback	13
Overview	13
Broad themes in feedback	15
Overall sentiment for the proposal	16
<i>Bus lane and clearway extensions feedback.....</i>	<i>17</i>
<i>Parking restrictions feedback.....</i>	<i>21</i>
<i>Essex Road carpark feedback.....</i>	<i>25</i>
<i>Road and road user feedback</i>	<i>27</i>
<i>Pencarrow Ave proposal feedback.....</i>	<i>28</i>
<i>Pedestrian and cycling feedback</i>	<i>29</i>
<i>Community and environment feedback</i>	<i>30</i>
Other submissions.....	32
Attachment one: Feedback form questions	33
Attachment two: Our responses to your feedback.....	34
Appendix one: Northbound Mt Eden Road bus travel times through Balmoral Road intersection ..	56
Appendix two: Traffic engineering review of bus stop options.....	57
Appendix three: Urban Design review of bus stop options	57
Appendix four: Original bus stop extension design – Mt Eden Village	57
Appendix five: Final bus stop extension design – Mt Eden Village	57
Appendix six: Original proposed parking changes – Mt Eden Village	58
Appendix seven: Final parking changes – Mt Eden Village.....	59
Attachment three: Summary of written feedback submissions.....	60
Albert-Eden Local Board feedback	60
Mount Eden Village Business Association.....	61

Bike Auckland 61
NZ Heavy Haulage Association 61
Campaign for Better Transport 61

Summary

Auckland Transport proposed to implement bus lane and clearway extensions and parking restrictions to better manage bus priority and parking availability in Mount Eden village.

We consulted on these proposals from 1 to 28 February 2018 and received 759 public submissions.

Outcome of consultation

The feedback showed we have a good level of public support for the proposal overall and for each of the proposals outlined in this consultation. We also received numerous suggestions and some concerns about the proposed bus lane extensions and parking restrictions. We have taken your feedback on board and will:

- End the P60 zone beside Valley Road/Oakland Road, and not near Rautangi Road at as originally proposed.
- Install a P120 restriction, Monday to Saturday, 8am to 6pm along the western side of Mt Eden Road, north of Valley Road up to 391 Mt Eden Road to free up these spaces for short term parking during the week.
- Increase the proposed P120 restriction on Poronui Street to P180.
- Introduce a graduated tariff in the Essex Road carpark of \$1.00 per hour for the first 2 hours, increasing to \$2.00 per hour thereafter with no time limit.
- Retain the existing P5 on Stokes Road outside the public toilets.
- Not ban the right-hand turn from Mt Eden Road to Pencarrow Avenue. We will monitor this turn after we install the new length of bus lane and will reconsider introducing the right turn ban if issues arise.
- Investigate the potential for introducing an additional pedestrian crossing in or near the village.
- Incorporate advanced stop boxes for bikes at the Essex Road / Mt Eden Road / Stokes Road and Balmoral Road / Mt Eden Road intersections.
- Remove one car park on Mt Eden Road just north of Poronui Street to improve visibility for motorists exiting from Poronui Street.
- We also received feedback about our plans to extend both bus stops in the village. This change is an important aspect of the planned bus improvements. We will still be extending these bus stops, however we have reviewed the design with the aim of reducing the length of the extensions. With the new design we will only remove four parking spaces (two on each side of the road) instead of six (three on each side of the road), as originally proposed.

The wider parking restrictions AT will be implementing around the village on the side roads will prevent all day parking in 76 currently unrestricted parks, and prioritise shorter visits (i.e. P60, P120).

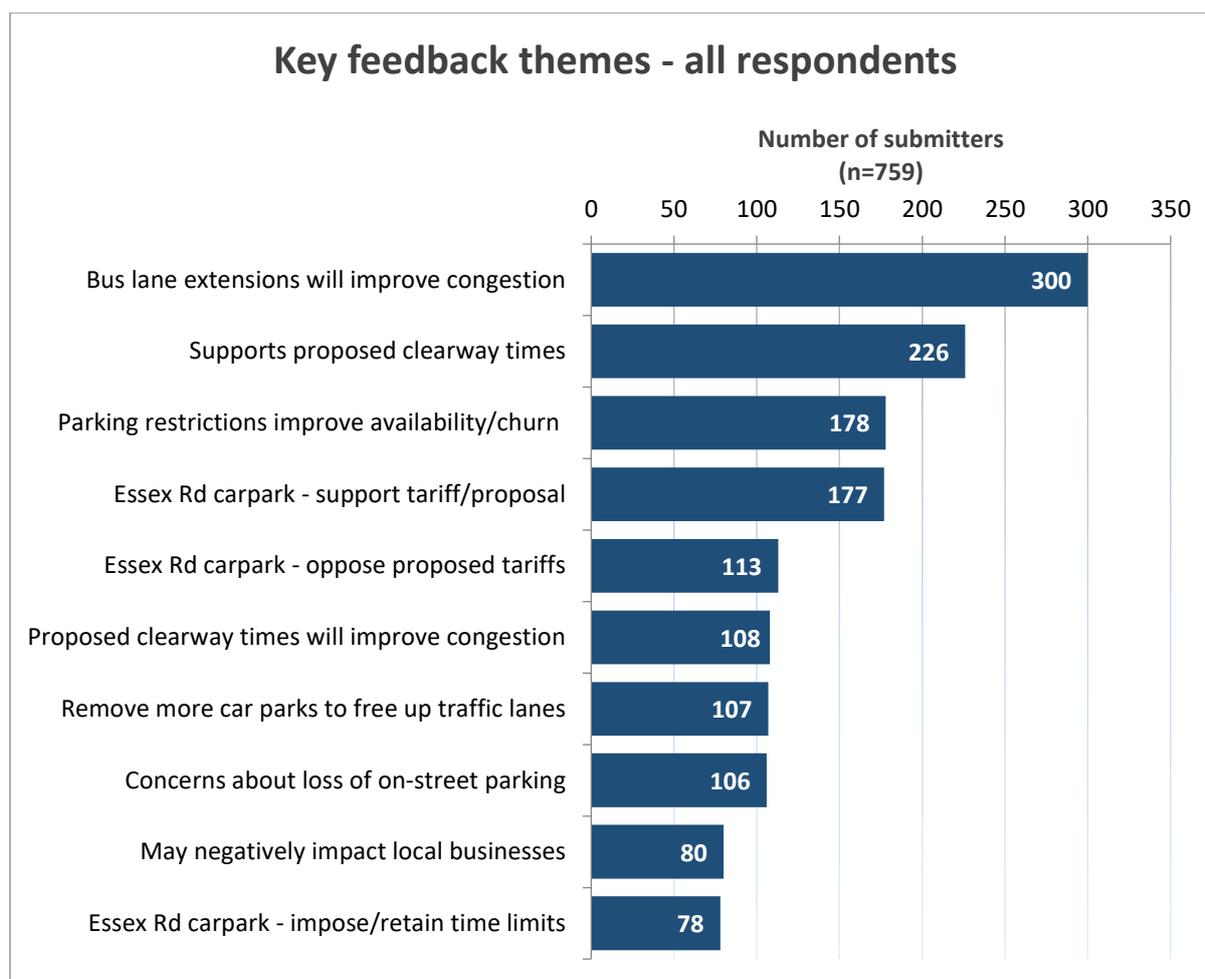
We will be proceeding with the bus lane extension, and increasing the bus lane and clearway hours of operation, as proposed:

- The bus lane and clearway operating hours on Mt Eden Road will be: northbound 7am - 10am and southbound 4pm – 7pm, weekdays.
- The northbound bus lane along Mt Eden Road will be extended between Plunket Road and Kingsview Road.

Key themes in feedback

The following key themes from the feedback to the bus lane and parking proposal and respondents' general feedback to the Mt Eden bus lane and parking changes proposal overall:

- The largest proportion of all respondents said the proposed bus lane extensions would improve congestion and make bus services on Mt Eden Rd more reliable during peak hours (300 responses)
- Nearly a quarter of respondents thought the parking restrictions proposal would improve churn and availability of on-street parking for everyone (178 responses)
- Statements of support for the Essex Rd carpark paid parking proposal, saying the tariff is fair for both short-term visitors and commuters (177 respondents)
- Opposition to the Essex Rd carpark tariff, saying it may pose an unfair cost to locals and visitors which may also impact local business (113 submitters)
- The proposed clearway times would improve congestion for buses and general traffic, often impeded by cars parked in the village (108 respondents)
- Requests for more car parks to be removed along Mt Eden Rd to ease congestion and hazards to drivers and cyclists; some wanted all on-street parking removed within the village (107 responses)
- Concerns that the removal of six on-street car parks, clearway time extensions, and parking restrictions on side streets will make less parking available to residents, visitors to the village, and local business employees (106 respondents)
- Some concerns that parts of the proposal may have a negative impact on local businesses, such as the bus stop locations and parking restrictions (80 responses)
- Requests to retain time restrictions in the Essex Road carpark, so village visitors and commuters have equal access to the carpark throughout the day (78 responses).



Next steps

- We plan to begin work in late 2018.
- The work requires mostly changes to signage and road marking changes and should take about six weeks.
- We will endeavour to minimise the impact of the work and will communicate with affected parties ahead of any work starting.

Background

Project information

Auckland Transport (AT) proposed making changes in Mt Eden Road to the bus lanes and clearways. At the same time, we proposed changes to parking management in Mt Eden Village to increase the supply of short term parking.

The proposed changes included:

- Increasing bus lane and clearway operating hours to 4pm – 7pm week days.
- Extending bus lanes along Mt Eden Road, between Plunket Road (south of Balmoral Road) and Kingsview Road, and removing the right-hand turn into Pencarrow Avenue to accommodate the bus lane.
- New parking restrictions along Mt Eden Road and select side streets in Mt Eden village, and the introduction of paid parking restrictions (\$1 per hour) with no time limit in the Essex Road carpark 8am – 6pm, Monday – Sunday.

At the same time, planned works to lengthen the existing bus stop layouts in Mt Eden Village would be implemented, allowing two buses to pull safely into and out of these stops.

Key benefits of this project:

The proposed changes seek to improve bus services on Mt Eden Road, make it easier for passengers to change buses, and make Mt Eden Village more convenient to visit by:

- Improving parking availability through a higher turnover of parking spaces.
- Simplifying the restrictions in the Mt Eden Village town centre.
- Helping reduce congestion and speed up travel times by separating buses from other vehicles.
- Providing more room at bus stops to hold waiting passengers, so passengers don't block pedestrians access on the footpath.
- Make travelling by bus faster and more reliable.
- Offering greater flexibility in the length of stay for people with paid parking without time limits.
- Improving the streetscape by reducing the number of parking signs.
- Discouraging commuter parking.

Increase bus lane and clearway operating hours along Mt Eden Rd

We proposed the following changes to bus lane and clearway operating times along Mt Eden Road, to standardise bus lane operating hours and improve alignment and reliability of bus services during peak travel times across Auckland.

NORTHBOUND BUS LANE AND CLEARWAY HOURS

Current hours

7am - 9am (week days)

New hours

7am - 10am (week days)

No parking will be permitted on the road on Mondays to Fridays, from 7am - 10am, where bus lane and clearway restrictions apply.

SOUTHBOUND BUS LANE AND CLEARWAY HOURS

Current hours

4.30pm - 5.30pm (week days) through the village
4pm - 6pm (week days) outside the village

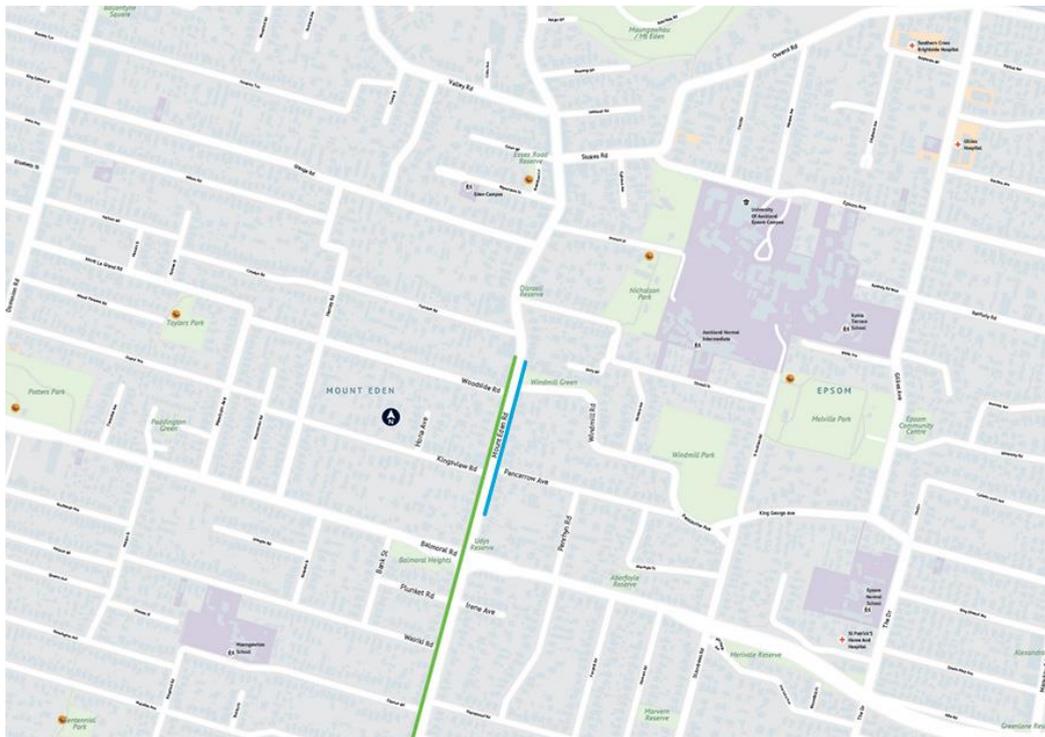
New hours

4pm - 7pm (week days)

No parking will be permitted on the road on Mondays to Fridays, from 4pm - 7pm, where bus lane and clearway restrictions apply.

Extend bus lanes along Mt Eden Road

We also proposed to extend the bus lanes along Mt Eden Road, between Plunket Road (south of Balmoral Road) and Kingsview Road, to make travelling by bus faster and more reliable along this route.



Change parking restrictions in Mt Eden village

We proposed the following parking restrictions based on our parking survey findings:

- Introduce a P60 parking zone along Mt Eden Road, from Woodside Road to north of Rautangi Road and on sections of Valley Road, Oaklands Road, Essex Road, Stokes Road, Newnham Lane, Ngauruhoe Street, Poronui Street, Grange Road and Disraeli Street. This zone will apply from 8am to 6pm, Monday to Sunday.
- Introduce a P60 parking zone along Mt Eden Road, from Woodside Road to north of Rautangi Road and on sections of Valley Road, Oaklands Road, Essex Road, Stokes Road, Newnham Lane, Ngauruhoe Street, Poronui Street, Grange Road and Disraeli Street. This zone will apply from 8am to 6pm, Monday to Sunday.
- During bus lane and clearway operating hours the P60 parking zone on Mt Eden Road will only apply from 10am-6pm northbound and from 8am-4pm southbound, Monday to Friday. On Saturday and Sunday, the P60 parking zone will apply from 8am to 6pm.
- The P60 parking zone on Stokes Road will operate outside the clearway operating hours (i.e. the zone will apply from 9am to 4.30pm and from 5.30pm to 6pm on both sides, Monday to Friday). On Saturday and Sunday, it will operate from 8am to 6pm.
- Introduce P15 parking restriction on the northern side of Poronui Street. This restriction will cover approximately three parking spaces and be operational from 8am to 6pm, Monday to Sunday.
- Introduce P15 parking restriction on the northern side of Oaklands Road. This restriction will cover approximately two parking spaces and be operational from 8am to 6pm, Monday to Sunday.
- Introduce P120 parking restrictions along stretches of Fairview Road, Poronui Street and Woodside Road. These restrictions will apply from 8am to 6pm, Monday to Saturday.
- Introduce a 'Car Share at all times' parking restriction on Oaklands Road and will be reserved for car share vehicles only. This refers to specific hourly hire vehicles, such as CityHop car share vehicles.
- Introduce a P120 motorcycle At All Times parking restriction on Oaklands Road.
- Remove the existing taxi parking restriction and replace with the car share and motorcycle parking restrictions as mentioned above.
- Retain all the existing loading zones, mobility parking restrictions and no stopping restrictions.

During bus lane and clearway operating hours the P60 parking zone on Mt Eden Road will only apply from 10am-6pm northbound and from 8am-4pm southbound, Monday to Friday. On Saturday and Sunday, the P60 parking zone will apply from 8am to 6pm.

Essex Road carpark

We proposed the following to help manage parking availability in the Essex Road carpark:

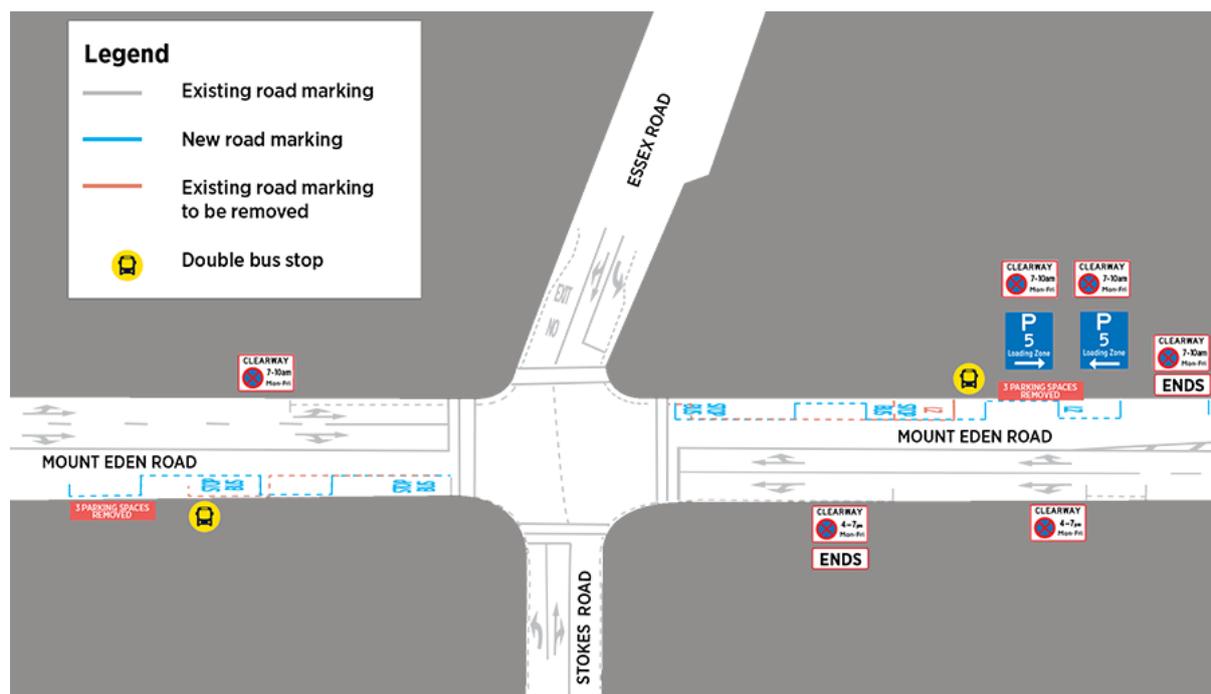
- Introduce paid parking restrictions with no time limits from 8am to 6pm, Monday to Sunday. The proposed tariff is \$1.00 per hour.

- A ten-minute 'grace period' will apply in the carpark to allow people to stop for up to ten minutes before payment must be made.

Changes to the bus stop layouts in Mt Eden village

AT plans to extend the bus stops lengths on both sides of the road in Mt Eden village, to cater for two buses pulling in at a time. We will include nine-metre lengths of broken yellow lines to allow room for buses to safely pull into and out of bus stops.

Information about the bus stop extensions was included in the consultation materials. The extensions will be implemented with the final Mt Eden bus lane extension and parking plans.



Context

Mt Eden is a growing city fringe area. Population growth is significantly increasing the number of people on the roads, leading to longer periods of peak traffic conditions and more congested parking.

Each weekday over 500 buses travel along Mt Eden Road. In the mornings and evenings there are more buses carrying passengers along Mt Eden Road and through the village than at other times of the day.

At these times there are often two buses pulling into a bus stop at the same time, which causes traffic congestion, bus delays, and blocking of pedestrian crossings. The current bus stops have insufficient room to hold waiting passengers forcing them to stand on the footpath, impeding pedestrians.

In addition, bus lanes across our Auckland network operate at different times and don't always align with peak travel times. There is a growing need to standardise bus lane operating times for more seamless bus services across the region.

People park in Mt Eden Village and nearby streets and catch the bus to the city. This means there is more demand for the bus stops in the village and for all-day parking in the area.

We undertook a comprehensive parking study in and around Mt Eden Village to understand parking behaviour, and to design a suitable parking management plan to support existing activities and future growth.

This study found that several streets within Mt Eden Village have high demand, with parking spaces occupied over 90% of the time. The busiest parking areas are Essex Road carpark, Poronui Street and Newnham Lane. The study also showed that, on average, vehicles are parking for one hour in the village.

We conducted a bus observational and intercept survey where, between 7.30am and 7.30pm, 239 buses were counted travelling northbound and 235 were counted travelling southbound along Mt Eden Road, a total of 474 buses.

Of the buses travelling northbound, 5% were observed either blocking the pedestrian crossing, blocking the intersection or travelling through a late yellow light. Of the buses travelling southbound, 7% were observed in the same behaviours.

Our observations indicated that these issues happen on a regular basis, causing congestion and posing a safety hazard to pedestrians; particularly during peak hours.

The survey also showed that up to 35 buses per hour are travelling through Mt Eden Village and stopping, in each direction.

Finally, we undertook a traffic survey on 19 September 2017 which observed 294 vehicles turning right into Pencarrow Avenue from Mt Eden Road between the hours of 7am-9am, 12pm-2pm and 4pm-7pm. This would also inform the proposal that would enable improved bus lane operations through this area.

Consultation

We consulted on the proposed Mount Eden Road bus lane extension and parking changes from 1 February to 28 February 2018.

Activities to raise awareness

To let you know about our consultation, we:

- Hand-delivered and posted 11,000 brochures to residents, absentee landlords, businesses, key stakeholders and bus service users in the consultation area.
- Set up a project webpage and an online feedback form on our website.
- Posted information on our official social media channels, including Facebook, Twitter and on Neighbourly.
- Placed an advertisement in the Central Leader.
- Held a community drop-in session on 17 February in Mount Eden village.

Giving feedback

We asked what you thought about the proposal, how we could improve it, and if you had any other comments or suggestions.

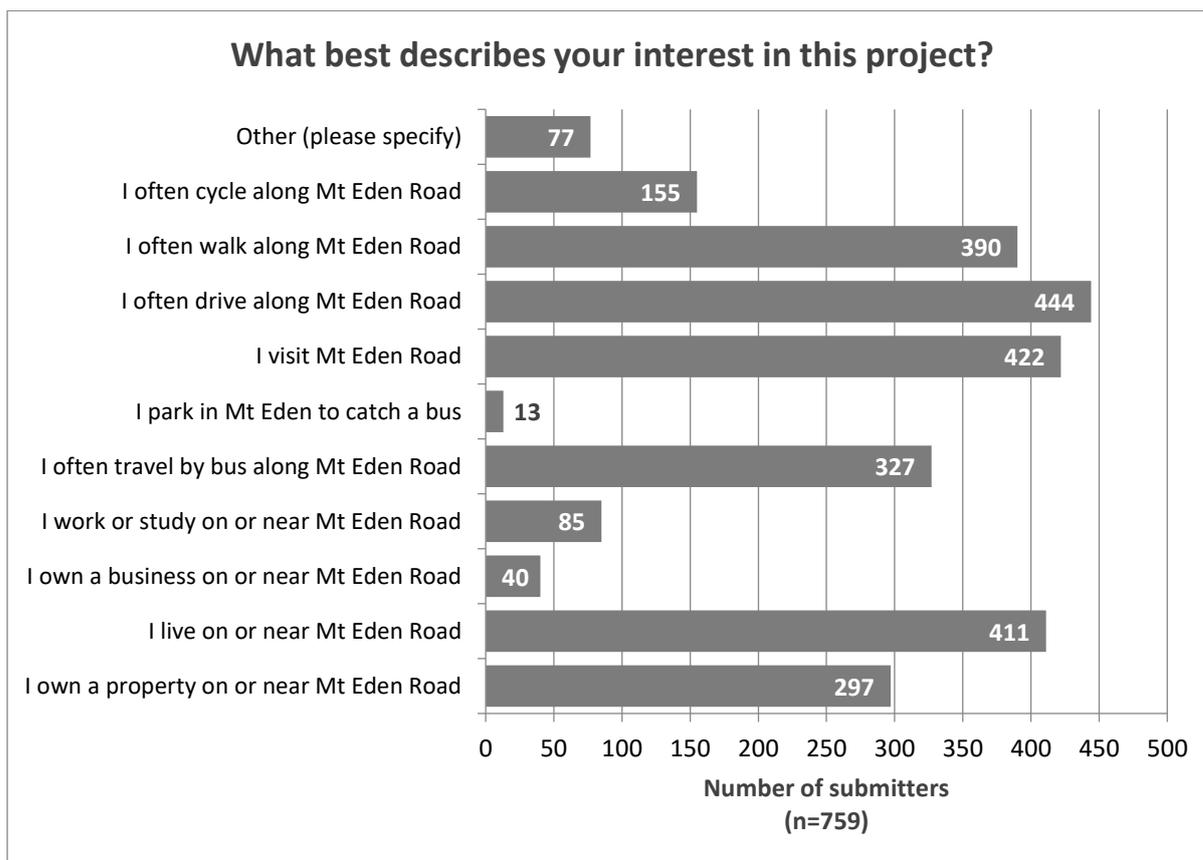
You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a hard copy form included in the brochures. See [Attachment one](#) at the end of this report for a copy of the feedback form.

Your feedback

Overview

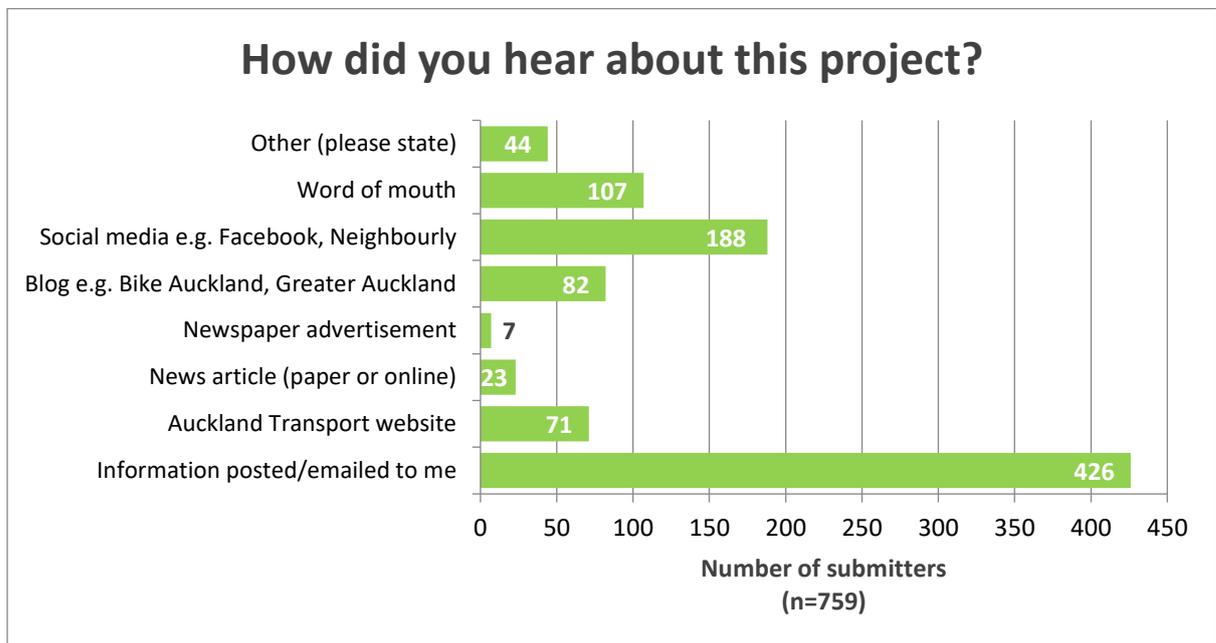
We received public feedback on the proposal from a total of 759 submitters.

- 533 were submitted online, and 224 were submitted using the hard copy feedback form. We also received two email submissions from the public.
- In addition to the public submissions we received two written submissions from the Albert-Eden Local Board and the Mount Eden Village Business Association respectively. A separate overview of this feedback is provided in [Attachment three](#), and overviews of Bike Auckland, Heavy Haulage Association, and Campaign for Better Transport feedback received via our survey.
- 444 submitters often drive along Mt Eden Rd, 422 visit the area, 411 live on or near Mt Eden Rd. 390 submitters often walk, 327 often travel by bus, and 155 often cycle along this route. 297 submitters own property on or near Mt Eden Rd, 85 work or study in the area; 40 submitters own a business on or near Mt Eden Rd and 13 park in Mt Eden village to catch the bus.



Note – respondents could select more than one interest category.

- The largest proportion of submitters heard about this consultation through information we posted or emailed to them directly (426 respondents), followed by social media promotional posts (188 respondents) and word of mouth (107 respondents).



Note – respondents could select more than one option.

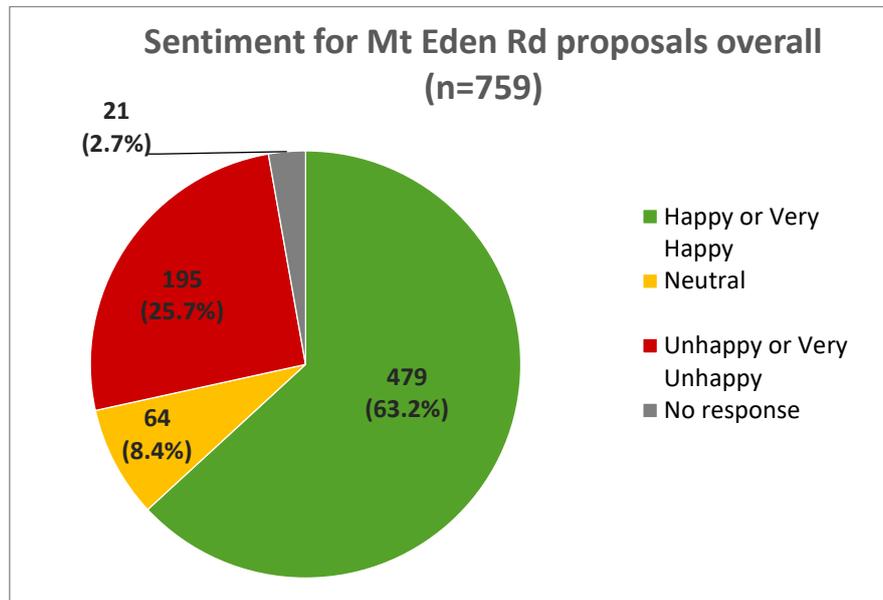
Broad themes in feedback

From analysis of your feedback we identified the following broad themes:



We have responded to all your comments and suggestions, and have included these responses, grouped by feedback theme, in [Attachment two](#).

Overall sentiment for the proposal



All but 21 (2.7%) of our 759 respondents indicated if they were Very Happy, Happy, Neutral, Unhappy, or Very Unhappy about the proposed changes overall. Nearly two-thirds (63.2%, 479 respondents) expressed support for the overall proposal, saying:

- The proposal gives public transport a much-needed or overdue lift in priority along this busy and often congested route to/from the city.
- It strikes a better balance between a range of different stakeholders' transport and parking needs who live in, work in, pass through and visit the Mt Eden Village to shop, socialise, catch or disembark buses, or as part of their daily commute.
- They like that relevant research was conducted and support an evidence-based approach to the proposed bus lane and parking changes.

"The best way to improve accessibility to Mt Eden, and to ease congestion, is to give higher priority to public transport options."

"There is a balance to differing needs, and the proposal does this. Overall, a balanced change."

"I am a Mt Eden resident who supports the recent proposal...It is important AT continues to work towards a viable public transport strategy..."

"It's a good idea to make changes for better traffic flow and parking. I like that you did ample research."

25.7% (195 respondents) said they do not support the proposals overall, suggesting that:

- Bus operations will be prioritised too heavily over the needs of those who do not use public transport, who live in the proposal area, or who own/work in local businesses.

- The proposal may have a negative economic and environmental impact on the Village and businesses; concerns centre mostly around the bus stop extensions.
- Residents' access to on-street parking and the Village should come first in the hierarchy of stakeholder needs and to support local business.
- The changes are not necessary and may add to congestion in the project area.

"I don't think enough innovative thought has been applied to designing changes that reflect the different needs of commuters, residents and visitors over day parts and weekends."

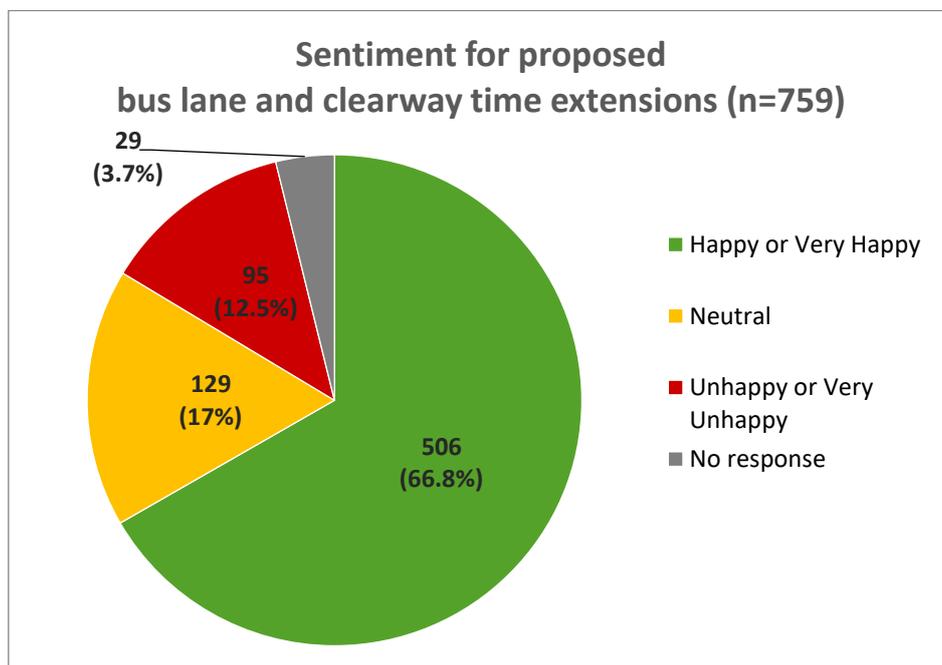
"Mt Eden village is beautiful the way it is. Don't ruin the beauty with ugly big bus stops."

"I feel it is all geared for non-Mt Eden Residents & commuters passing through. Not the local community and will make the Village' into a by-pass ghost town."

"Not acceptable or necessary."

A small proportion of respondents (8.4%, or 64 people) are neutral on the overall proposal; 2.7% (21 respondents) provided no response to this question.

Bus lane and clearway extensions feedback



Two thirds of all submitters (66.8%, 506 respondents) expressed support for the proposed bus lane and clearway extensions, believing these changes would:

- Improve journey times and bus service reliability along this route.
- Give buses much-needed priority along this important but often congested arterial route to and from the city.

- Be a pivotal addition to bus lane networks across the region, making public transport a more viable and convenient option for more Aucklanders.

“Longer bus lanes will improve travel times for all passengers along the route. By increasing usage of public transport, they will also ease congestion for other vehicles.”

“I think the more bus lanes the better, their usefulness just increases exponentially as the network of bus lanes becomes better connected.”

“I live on Mt Eden Road and catch the bus to town every day - proposal will enhance my journey time/experience/reliability.”

“Buses need priority over parked cars in busy central city areas.”

95 submitters (12.5%) said they do not support the bus lane and clearway extensions, expressing concerns that:

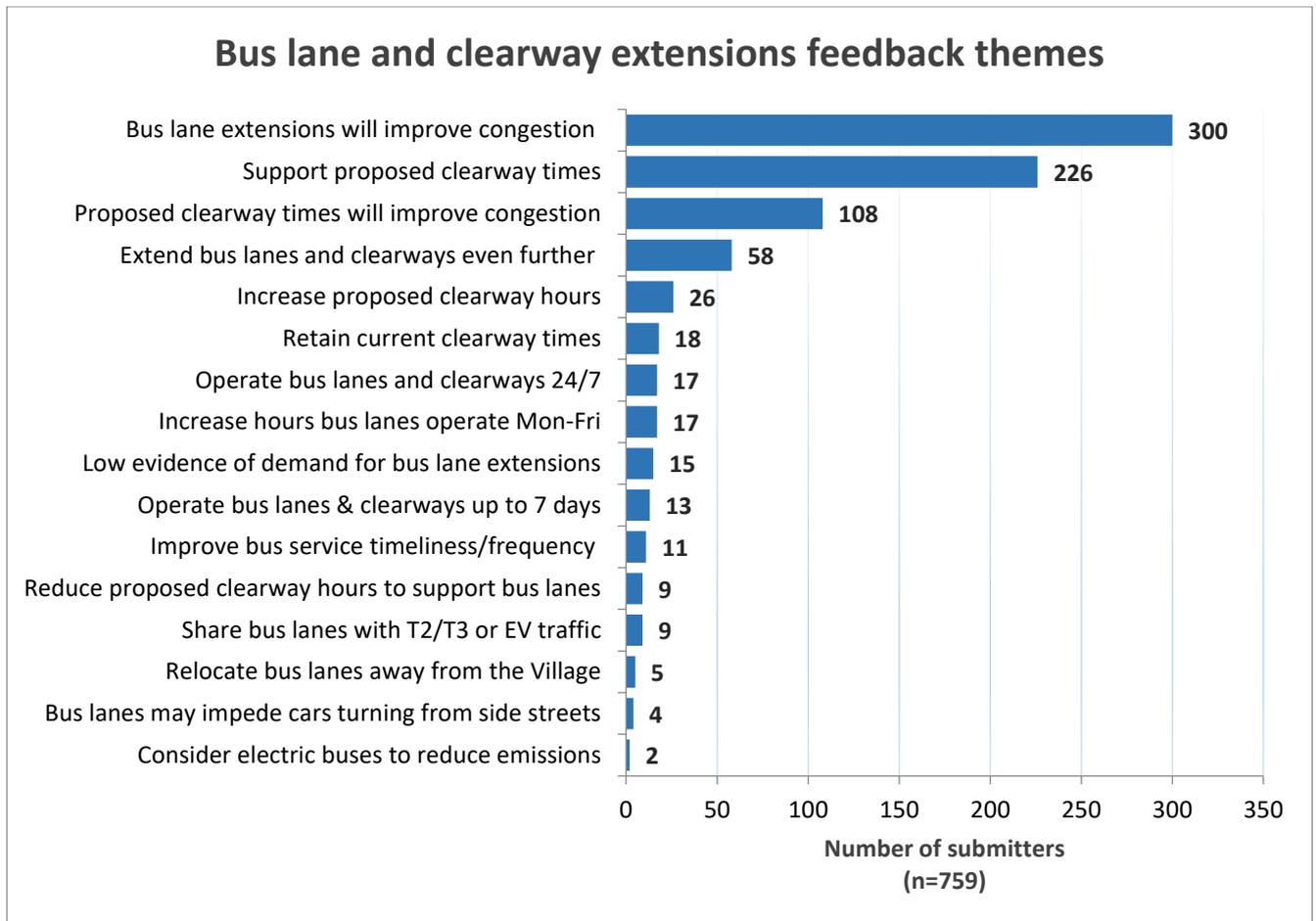
- Increased bus priority during peak times may worsen congestion for cars, and create safety issues for cyclists and motorcyclists.
- The bus lane and clearway peak time extensions may be unnecessary to support current bus volumes when compared to private transport (car) volumes.
- Increased bus priority will increase noise and exhaust emissions that may negatively impact the Village environment and local businesses.
- Removing six on-street carparks and increasing clearway times to enable the extensions may make coming to the Village harder or less attractive for everyone.

“This will add to congestion and seems unnecessary. The traffic currently flows well, so disagree with proposed changes.”

“The buses are noisy and produce a lot of pollution that belches into the cafes and shops...”

“6 parking spaces is about half of the spaces on that stretch. It is very convenient to park there as it is close to grocery shops.”

129 respondents (17%) were neutral on this proposal, and 29 people (3.7%) did not respond to this question.



The largest proportion of respondents (300 people) thought the bus lane extensions would improve congestion, saying that better public transport would – over time – ease general congestion along this route.

226 respondents provided additional statements of support for the proposed clearway times to give buses priority through the Village for longer. 108 respondents thought the clearway extensions would improve congestion by removing parked cars from the bus lanes.

58 people wanted the bus lane and clearway extensions to extend further along Mount Eden Road; some suggested the entire length of the road from the Mt Albert Road intersection to the Symonds Street intersection near the city. A further 15 submitters felt there was low evidence of a need for bus lane extensions.

“Longer bus lanes will improve travel times for all passengers along the route. By increasing usage of public transport, they will also ease congestion for other vehicles.”

“Mass transport should be prioritised over single-occupant vehicles, especially during peak commuter traffic.”

“Great, but preferably, they would extend the full length of Mt Eden Rd without any break (i.e. from Symonds St to Albert Rd).”

“Currently bus lane utilisation (only buses allowed - one every 10-15 minutes) is low and with the extensions it will be even worse.”

We also received feedback on the times you thought the bus lanes and clearways should apply. 26 respondents thought the clearway times should be increased, allowing buses to operate unimpeded along this route for longer.

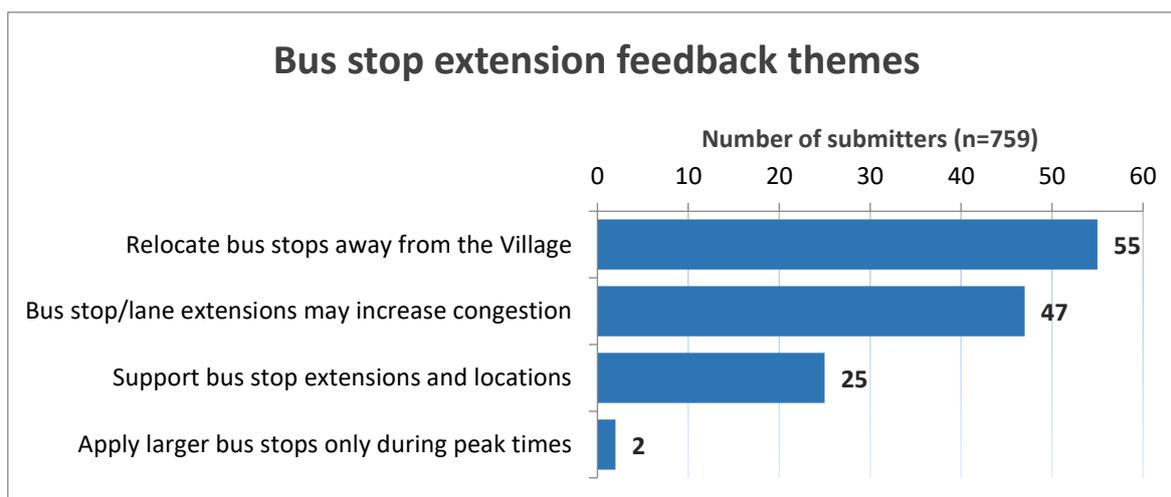
18 respondents wanted clearway times to remain unchanged. 17 people thought the bus lanes should operate 24 hours, seven days a week; a further 17 respondents thought the hours should be increased Monday – Friday. Nine people suggested reduced clearway hours from those proposed.

“If the whole village from Valley Road to Grange Road was a clearway from 7am to 6pm I think this would improve traffic flow a lot on the week days.”

“The current bus lane times are a good compromise...no changes needed...these will inconvenience more than they will help.”

“Create permanent bus lanes through Mt Eden village or extend their hours. Commuting from work doesn’t finish at 6pm, and neither does the congestion through the village.”

Feedback on the bus stop extensions



Although not in scope for this consultation, some respondents gave feedback on the bus stop extensions scheduled for implementation at the same time as the final bus lane extension and parking changes.

The largest proportion of these respondents support the proposed bus lane extensions but preferred relocating the bus stops north of the Village, in line with the business association’s feedback (55 respondents). 25 respondents said they support the bus stop extensions and their current locations.

47 respondents thought the bus stop extensions may increase congestion through the Village. Two people suggested the larger bus stops should only apply during peak times.

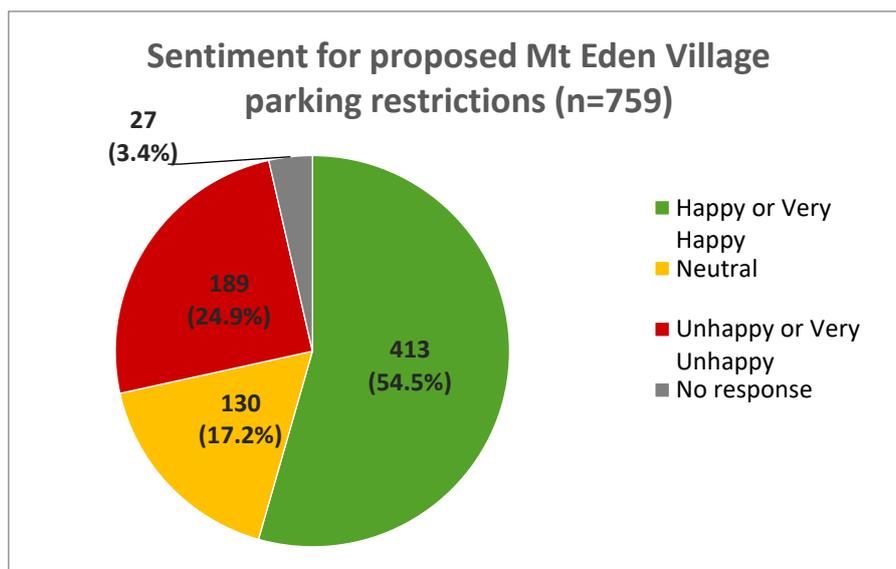
“I fully support moves to encourage...more widespread use of buses. However, I much prefer the suggestion of moving the bus stops to the other side of Valley Road...”

“...the larger bus stops in the village will be great as often my bus arrives when another is at the stop, causing a bit of confusion...I expect this will improve it greatly!”

“Overall I think there will be more traffic congestion created by these bus stops then relieved by people taking a bus than other forms of transport.”

“If you decide on double length bus stops, they should only apply during peak hours.”

Parking restrictions feedback



413 submitters (54.5% of all respondents) support the proposed parking restrictions, citing the following key reasons:

- It would promote better churn and parking availability for all Mt Eden village visitors.
- The restrictions would deter commuters from parking all day in the village and residential side streets, freeing limited car parking for others to use.
- It would provide a more time-appropriate range of restricted parking options, allowing more people equal access to limited on-street parking in this area.

“Good to focus on high turnover on-street parking, and de-incentivise main street on-street-parking.”

“We are mostly happy as it's more beneficial to us that there is not as much all-day parking and customers know that they can get a park when they come to the village.”

A quarter of respondents (189 respondents, 24.9%) do not support the proposal, saying that:

- The removal of six on-street car parks combined with the proposed parking restrictions would make visiting the village harder by private car.
- The restrictions may have a negative impact on businesses, and residents' and workers' ability to park near their home or workplace during business hours and peak travels times.

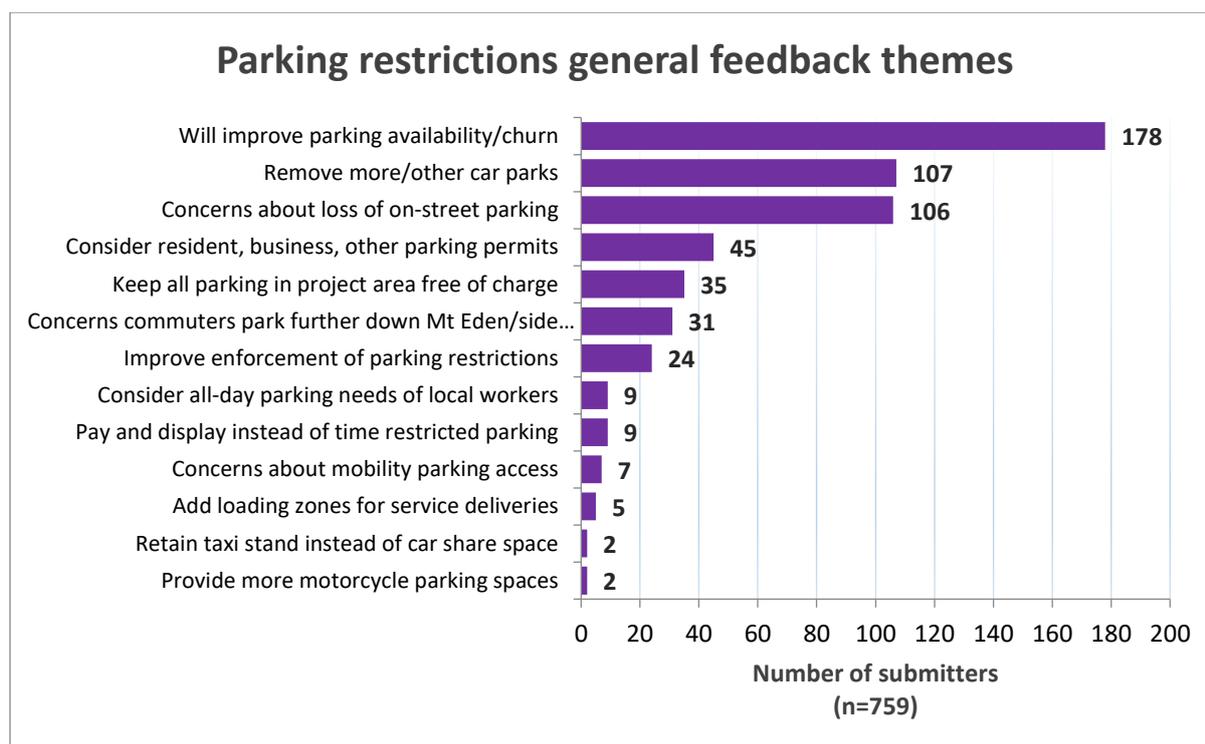
- Concerns that the P60 restriction is insufficient time to support the average visit to the village for shopping, dining, or to run errands.

“The revised proposed parking will send shoppers away from Mt Eden Village.”

“I don't see a need for parking restrictions in my area. That may only affect residents.”

“If you are at a café or bar there, you spend hours at a time. Having to move your car would be very inconvenient.”

130 submitters (17.2%) are neutral on the overall proposal; 3.4% (27 respondents) provided no response to this question.



The largest proportion of submitter feedback on the parking restrictions was in support of the changes to improve parking availability and churn in the village (172 respondents). 107 people suggested removing further on-street car parks to enable more efficient bus lanes. However, 106 respondents expressed some concerns about the loss of car parking spaces, particularly the six spaces proposed for removal on Mt Eden Road.

“I think it's good if more people get a chance to stop in Mt Eden Village for shortish periods of time i.e. higher turnover of cars parked. Then everyone gets a chance.”

“Just remove all parking from Mt Eden Rd through the village. There is enough parking on the side streets. Prioritise movement of people please!”

“Time changes seem appropriate and the 10-minute waiver for customers popping in is good, however the removal of 6 parks affects our tenants.”

45 respondents requested resident, business or other types of parking schemes to guarantee on-street parking spaces in the village for those who live, work, or use community

facilities in the project area. 35 people wanted assurance that parking spaces in the area would be kept free of charge, while 31 others expressed concerns the parking restrictions might only force commuters further down side streets to park all day in the village.

“Make more areas parking restricted but introduce residents only parking.”

“Car parking in Mt Eden should also remain free...Mt Eden is one of the few areas that you don't need to pay for parking.”

“The more restrictions that are put in place, the more vehicles will be pushed to parking further afield. This doesn't solve the problem, it just pushes it somewhere else...”

24 respondents wanted better enforcement of the parking restrictions to make them more effective. Nine submitters wanted workers' parking needs to be given more consideration in the proposed parking management plan; a further nine people suggested setting up pay and display parking instead of the proposed time-restricted parking zones in the village.

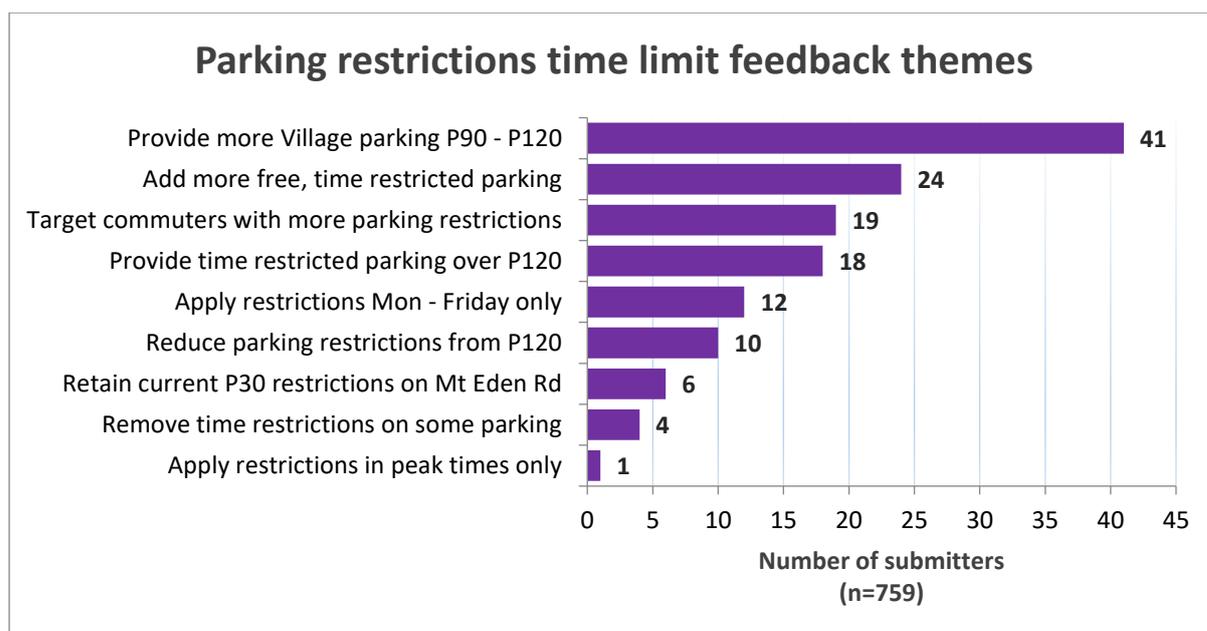
“I hope that the changes will also be enforced following implementation to ensure success.”

“Happy with greater standardisation, but feel paid parking is needed on the main street as well to encourage turnover e.g. similar to Ponsonby and Parnell paid parking.”

Seven respondents expressed concerns about mobility parking provisions in the village. Five people requested more loading zone provisions to support local businesses. Two submitters wanted the existing taxi stands to be retained instead of car share spaces, and a further two people requested more motorcycle parking to be allocated.

“There are not enough disability parks in the shopping centre, and especially Grange Rd adjacent to pharmacies and medical centre.”

“Elimination of most street side parking leaving only one loading zone will not be sufficient and carrying heavy goods long distances along the pathway each day...”



41 submitters thought that the provision of more P90 – P120 restricted parking would better serve visitors to conduct business and socialise in the village. 24 respondents wanted more time restricted but free on-street parking added to the proposal, mostly to allow for short errands or drop-off/pick-ups. 19 people thought even more time-restricted parking should target commuters to prevent all-day parking.

“P90 or P120 would be better to allow sufficient walking time plus the referenced average one hour to complete the various tasks that one went to the village for.”

“And I think 15 mins drop off/park is necessary for people getting takeaways/coffees.”

“Personally, I think ALL side roads running off Mt Eden and Dominion and Sandringham should be P120 but with free resident parking at all times.”

18 people wanted time-restricted parking over P120 to be considered to support community playcentre parents and staff, and others; ten respondents thought less P120 parking would be better to encourage churn. 12 people wanted the time restricted parking to apply Monday to Friday only.

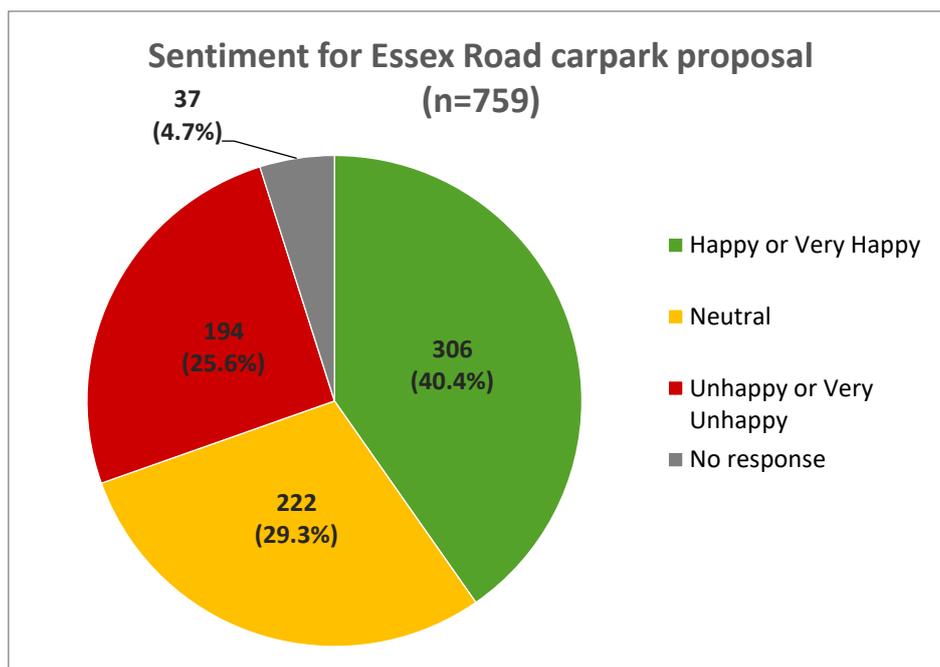
Six respondents requested to retain the current P30 parking on Mt Eden Road. Four others wanted time restricted parking removed from some village parking; one person suggested applying the restrictions during peak traffic times.

“The P120...[on] Poronui St is too restrictive. A P240 or P180 would be more appropriate...[as] it includes the playcentre, tennis court, football field and bowling club.”

“Why have it operating 7 days/week? If the key problem being solved is commuter parking, then it only needs to operate Monday to Friday.”

“...an hour-long parking period along Mount Eden Road is too generous, especially given the current limit of half an hour.”

Essex Road carpark feedback



306 submitters (40.4%) expressed support for the Essex Road carpark proposal. They thought the changes would:

- Provide a suitable longer-term parking option in the village while further encouraging short-term, on-street parking churn and availability.
- Help people further rationalise their parking decisions by introducing a tariff in this central but very limited village car parking resource.

“Parking should prioritize short term parking, this supports the local business and de incentivise 'hide and ride' parking which does nothing for the local economy...”

“Paid parking is an efficient way to allocate limited resources.”

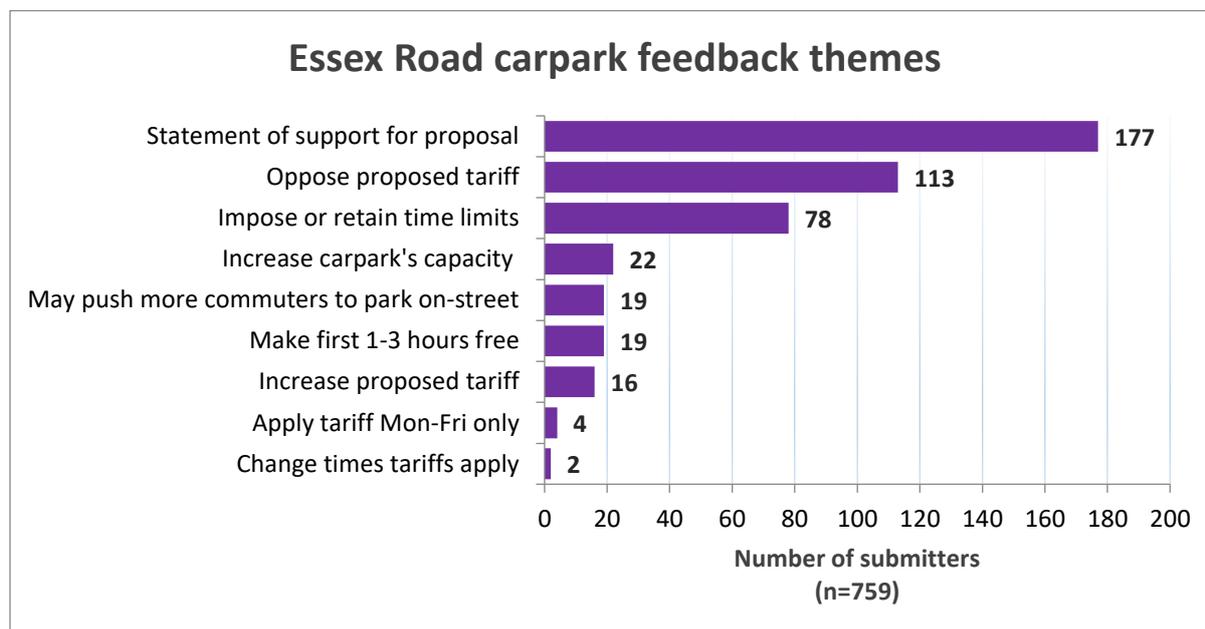
194 submitters (25.6%) opposed the Essex Road carpark proposal, saying that:

- The introduction of a tariff is unfair and may negatively influence visitors' decisions about coming to the village to shop and dine.
- It may worsen commuter parking, attracting commuters to use the carpark as a Park 'n Ride facility or to park on more side streets, inconveniencing visitors and residents.
- Having no time restrictions may further encourage commuters to park here all day, shutting out visitors seeking village parking for more than two hours.

“I'm worried that this change will cause many motorists to drive around hunting for on street parking. It is also possible that the prospect of needing to pay for parking might deter customers from visiting some restaurants.”

“I fear that this will turn the carpark into a cheap park and ride for commuters.”

222 respondents (29.3%) were neutral on this proposal; 37 people (4.7%) did not respond to this question.



177 respondents provided a range of statements in support of this proposal, recognising the need to manage this scarce parking resource by introducing a tariff. However, 113 people said they opposed the introduction of a tariff and felt it was unnecessary. 78 people thought the proposal would be more effective if a time limit was retained or imposed in the carpark.

“Seems reasonable. Was parking there free beforehand? If so, that is absurd in a busy city with traffic congestion.”

“Unhappy about paid parking. Keep time limits as they are but don’t introduce payment.”

“I feel that there should be a 3-hr limit on the carpark; otherwise, it will end up being stacked with commuters who will have cheaper parking there than in the city.”

22 respondents suggested increasing the capacity of this carpark to enable more people here rather than on the street. 19 people thought it be fairer to enable parking here to be free for the first 1 – 3 hours before a tariff should apply. A further 19 people feared the proposal would push commuters further down village side streets to seek free on-street parking.

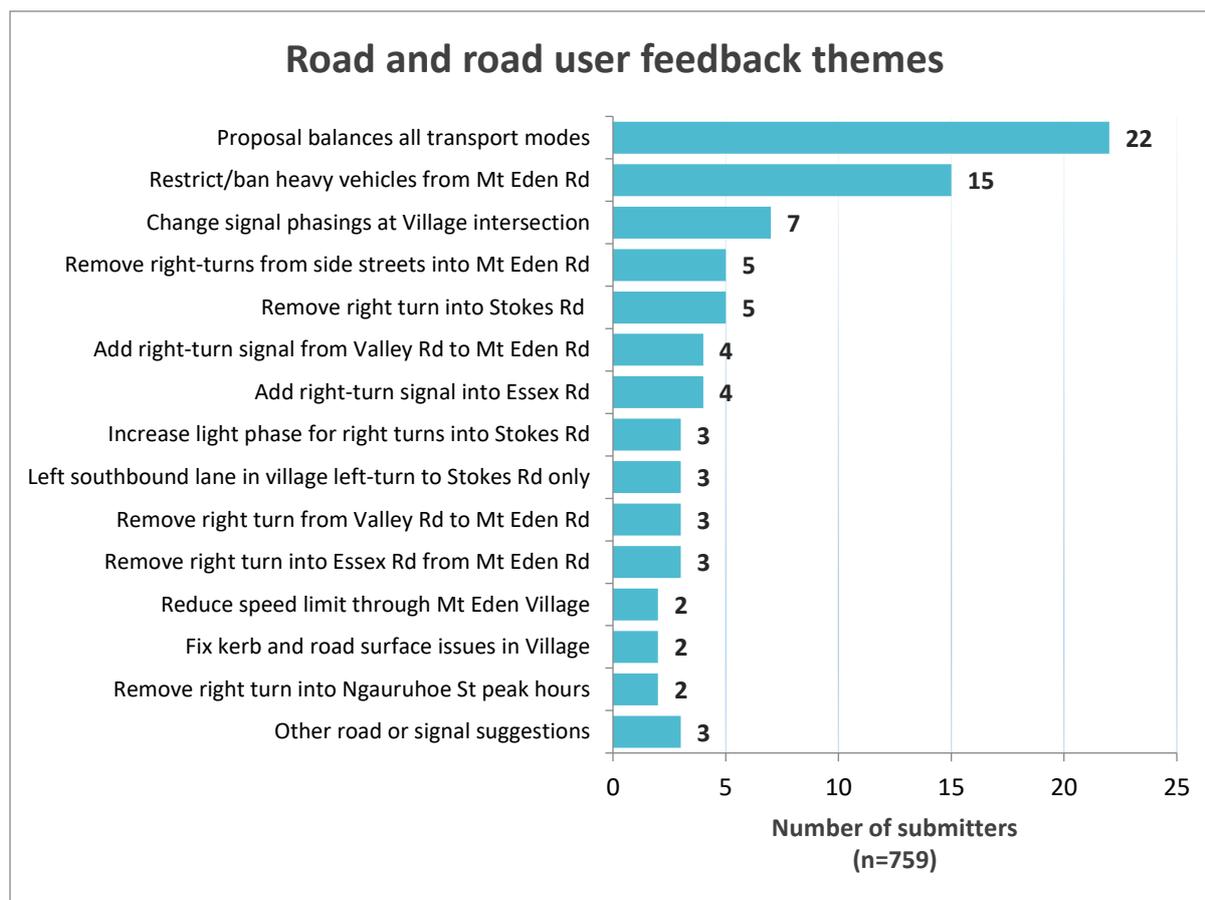
“Build a parking building & create more parks for example.”

“Necessary, but this could drive additional parking into the surrounding areas.”

16 people suggested increasing the tariff to reflect market rates and dissuade commuters from all-day parking. Four respondents said the tariff should not apply on weekends and two people suggested changing the times they apply.

“Absolutely the Essex Road carpark should be priced, but \$1 seems much lower than a private market would bare.”

Road and road user feedback



22 respondents thought the proposals would balance the priorities of all transport modes using this busy, often congested portion of Mt Eden Road. 15 people suggested restricting or banning heavy vehicles from this route to alleviate congestion. Seven people suggested signal phasing changes at the village intersection to improve traffic flow management; three people mentioned the right-turn phasing into Stokes Road in particular.

“...we Mt Eden residents need to accept that walking, busing, cycling and paying for parking is part of living in an awesome central suburb. Please don’t be swayed by people who can’t imagine sharing roads with others.”

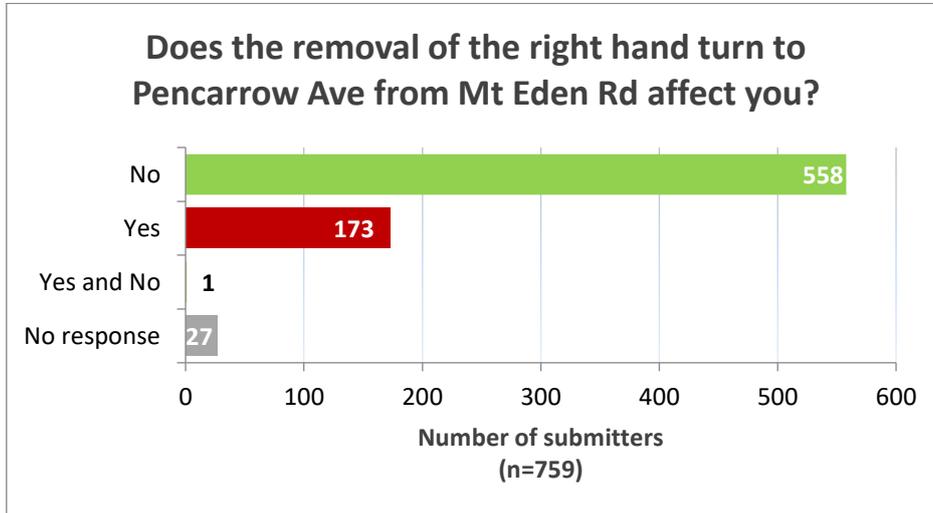
Five respondents thought a broad ban on right-hand turns from side streets into Mt Eden Road would help improve congestion and traffic safety along this route. A few people each suggested removing right turns into/from Mt Eden Road to/from side streets, including Stokes Road, Valley Road, Essex Road, and Ngauruhoe Street (during peak hours) for similar reasons.

Two people suggested reducing speed limits through the village for general road safety of all village traffic and visitors. Two respondents identified road surface or kerb issues to be fixed.

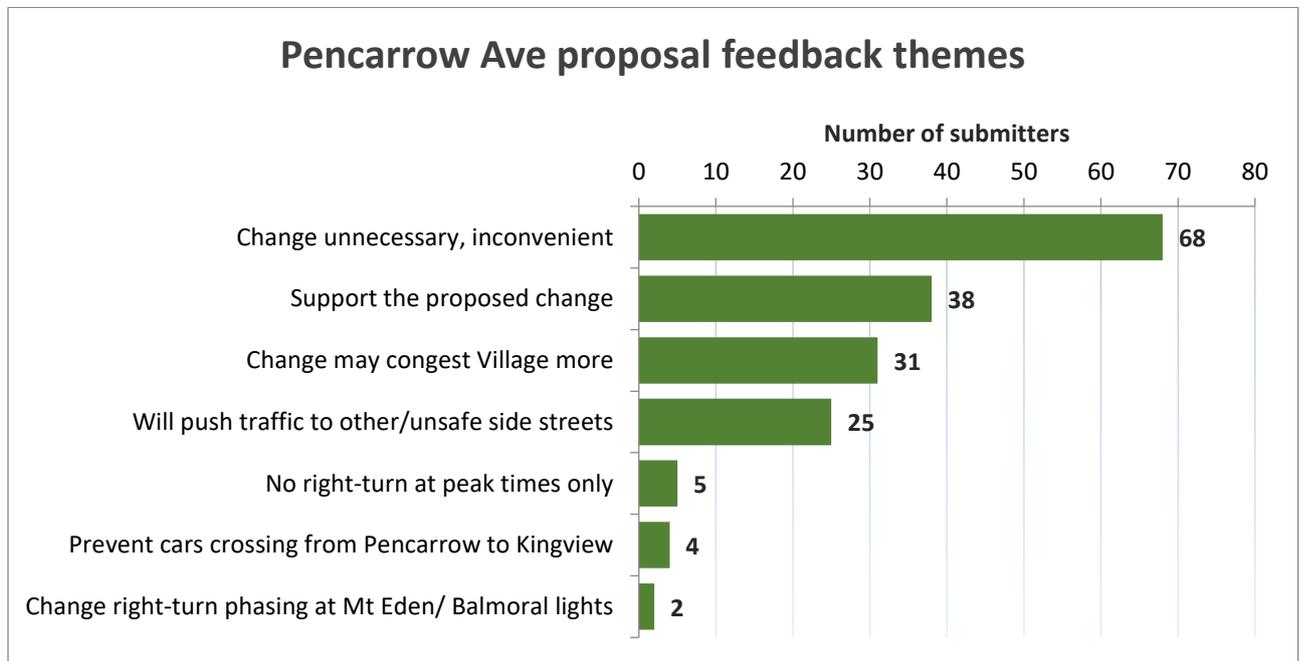
“Please investigate a 30km limit in the centre of Mt Eden...”

“Because of road resurfacing there’s a very nasty drop in the road surface at a drain as buses approach the village...Can anything be done about this as part of this project?”

Pencarrow Ave proposal feedback



Although the vast majority of respondents said the proposed removal of the right-hand turn to Pencarrow Avenue from Mt Eden Road would not affect them, 173 (23%) said that it would. This group and a handful of other respondents provided the following feedback.



Of those who responded to our proposal to remove the right-hand turn from Mt Eden Road into Pencarrow Avenue, the majority felt the change would be unnecessary and inconvenience people who live or pass through here to get to nearby suburbs (68 respondents). 38 people support the proposal, saying it would improve traffic flow and bus

priority during peak times. 31 people said removing this right turn might further congest the village intersection.

“I frequently turn right into Pencarrow to connect to Gillies Ave into the city...blocking this turn will put unnecessary pressure on Owens Rd which is already in a busier area.”

“I live on Pencarrow Ave but I’m not bothered by the change as I think it will help traffic.”

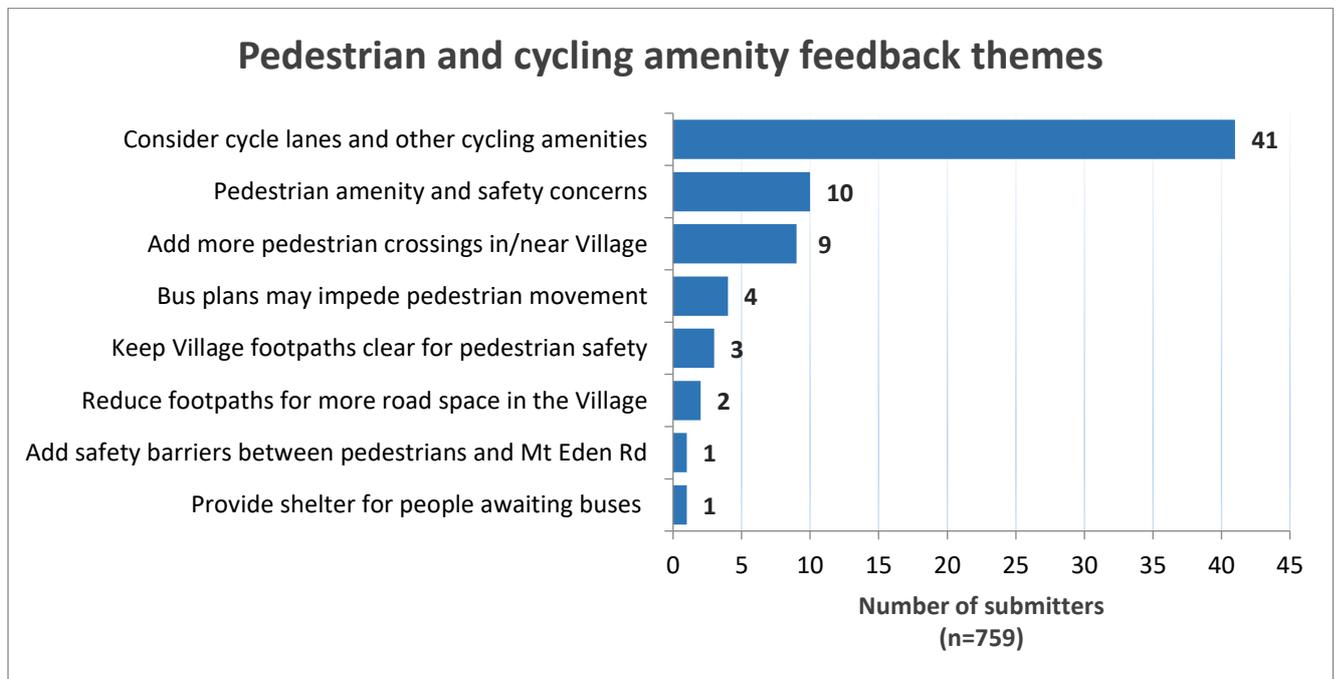
“The village is too congested to turn right. Much easier to come to the top of Kingsview and head down Pencarrow. It takes traffic from the village to disperse to Epsom...”

25 respondents thought the proposal would force traffic down other side streets causing other potential safety or congestion hazards. Five suggested applying the no right-turn rule during peak hours only. Four people were more concerned about cars passing between Kingsview Road and Pencarrow Avenue as a hazard to other traffic. Two people suggested changing light phasing to allow more right-turning traffic through from Mt Eden Road into Balmoral Road, should this proposal go ahead.

“The proposed change is likely to funnel the traffic...into Windmill Rd instead...the right turn from Mt Eden Rd into Windmill Rd is already hazardous and will become more so with greater volumes of traffic.”

“I think you need to look at the traffic crossing between Pencarrow and Kingsview. I think this is more of an issue with the extended bus lane.”

Pedestrian and cycling feedback



41 people thought that the installation of cycle lanes and other related amenities should be considered as part of this project, with many suggesting the removal of further parking spaces to enable this.

Ten submitters expressed concerns about pedestrian safety and amenity in the village; nine people suggested additional pedestrian crossings to help improve safety for people walking in and around this busy area.

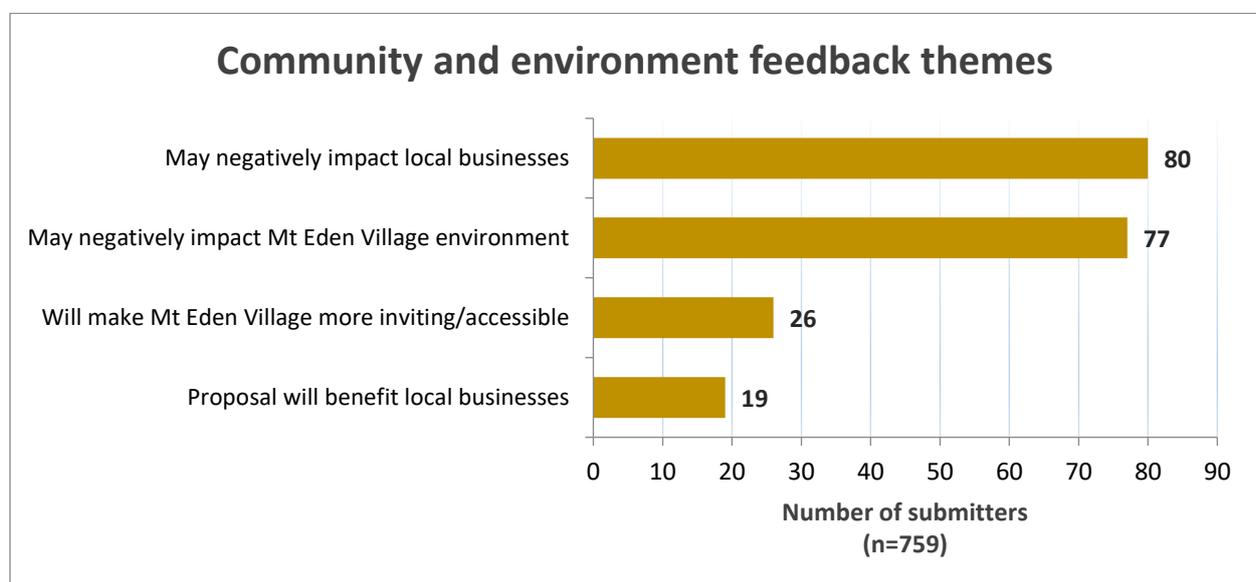
A few submitters commented on possible impacts that bus lanes, village bus stops and business activity may have on pedestrian movement and safety, such as the crowding of footpaths by bus users, shop signage, and the lack of barriers between the road space and the footpath to protect people from traffic.

“Protected cycleways would be fantastic. Honestly would be happier if parking was removed to put in a protected bike lane instead of parking.”

“...another pedestrian crossing between Poronui and Ngauruhoe Streets would be ideal to help pedestrian commuters make faster journeys to catch buses, to keep pedestrians safe...and for the safety of the number of children who regularly walk through Mt Eden.”

“With the sandwich boards, tables (cafes) etc I don't know if there's enough space for wheelchairs...make it more pedestrian and cycle friendly perhaps more people can enjoy Mt Eden shops.”

Community and environment feedback



80 respondents expressed concerns that the proposed bus lane and parking restrictions may negatively impact on local businesses; most cited a perceived loss of parking as a possible deterrent for people to shop and dine in the village. 77 respondents thought that increased bus movements, noise and emissions would negatively impact the village environment in terms of its community vibrancy and heritage value.

“The small businesses in Mt Eden are what gives the village its unique atmosphere. If shoppers find it too hard to stop and shop, they will carry on driving and go to the malls.”

“The village has the feel of a village with everyone using the shops, cafes and services, walking, wandering... To be taken over by a "bus scape" is detrimental to the village feel we all enjoy.”

26 people thought the bus lane and parking proposals would help to make Mt Eden village more accessible to even more people using a wider range of transport modes. 19 respondents believe these changes will present economic benefits to local businesses.

“Making Mt Eden village more accessible by public transport will improve the town centre. This will open the town centre to a wider range of users. Bus lanes will also help cyclists navigate some of the very busy roads in the area.”

“...my household would much more frequently use local shops to 'drop in' to pick up things (wine, food, books, etc.) on the way home from work, with a high frequency, efficient bus service.”

Other submissions

In addition to the public feedback, we received feedback from some key stakeholder groups through our submission forms, and a separate written submission from both the Albert-Eden Local Board and the Mt Eden Village Business Association. We have included an overview of these submissions in [Attachment three](#).

Attachment one: Feedback form questions

Feedback form

Please complete this freepost form and return it to us by Wednesday 28 February 2018.
Alternatively, you can provide feedback online at AT.govt.nz/haveyoursay



If you need assistance completing the form, please call us on (09) 355 3553.

If your comment relates to a specific location, please be sure to state where. You are welcome to attach additional pages (or provide feedback online) if you need more space.

1.a Please indicate how you feel about the overall changes for Mt Eden Road and Mt Eden Village.







Very happy Happy Neutral Unhappy Very unhappy

1.b Why do you feel this way?

3.a Does the removal of the right turn into Pencarrow Avenue from Mt Eden Road (work being undertaken when we extend the bus lanes along Mt Eden Road) affect you?

Yes No

3.b If yes, please explain how it will affect you.

5.a Please indicate how you feel about the paid parking restriction in the carpark on Essex Road?







Very happy Happy Neutral Unhappy Very unhappy

5.b why do you feel this way?

2.a Please indicate how you feel about the proposed extensions to the bus lanes along Mt Eden Road, between Plunket Road (south of Balmoral Road) and Kingsvlew Road.







Very happy Happy Neutral Unhappy Very unhappy

2.b Why do you feel this way?

4.a Please indicate how you feel about the overall proposed changes to parking restrictions.







Very happy Happy Neutral Unhappy Very unhappy

4.b Why do you feel this way?

6. If you have any other comments or suggestions about the changes for Mt Eden Road and Mt Eden Village, please list them here.

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Attachment two: Our responses to your feedback

Below is a summary of your suggestions to support or provide alternatives to the proposed changes in Mt Eden. We have provided our responses to your suggestions in the far-right column.

Feedback suggestions	AT response
Bus lanes, clearways, bus stops, and bus services	
Bus lane and clearway extensions	
<p>Extend hours that the bus lanes and clearways operate</p> <ul style="list-style-type: none"> • From 3pm or 3.30pm for southbound bus lane • Consider extending morning peak for southbound bus lane as well • Make Stokes Road clearway times consistent with that proposed for southbound lane (4pm – 7pm) • Extend northbound bus lane times in the evenings as well as morning • From 6am – 10am (mornings) and 3pm – 7pm (evenings) in both directions; extend time up to 8pm in the evenings • Operate both bus lanes from 7am – 7pm, Mon – Fri • Operate both from 7.30am – 7.30pm, Mon - Fri • Operate Mon – Sat during peak times • Include weekends and well as Mon-Friday peak times • Operate bus lanes and clearways 24 hours, 7 days a week; remove all parking along Mt Eden Road Village to enable this, and to support safety for cyclists. 	<p>We realise that southbound congestion can start earlier than 4pm and that the approach roads are often congested on the weekends. However, at this stage we do not plan to further extend the bus lane and clearway hours, or change the existing Stokes Road clearway hours, as this would reduce parking availability for longer periods of the day.</p>
<p>Retain current bus lane and clearway operating times; to minimise adverse effects on local businesses and local residents i.e. access to on-street parking for staff (mornings) and resident parking (evenings)</p> <ul style="list-style-type: none"> • Object to 9am – 10am; retain 7am – 9am time for northbound bus 	<p>It is important that we continue to improve bus service reliability throughout Auckland for our growing population and encourage greater patronage by providing reliable bus journeys. To achieve this, we are standardising bus lane</p>

Feedback suggestions	AT response
<p>lane/clearway</p> <p>Reduce proposed hours the bus lanes and clearways operate</p> <ul style="list-style-type: none"> • Reduce to 6.00pm or 6.30pm in the evening to support local business/diners • Make clearway 7am – 9.30am only to cover morning peak time • Remove Stokes Road clearway altogether. 	<p>operating hours across Auckland. The extended clearway and bus lane hours proposed for Mt Eden Road are critical to improving one of the busiest bus services in Auckland. The same operating hours (7am-10am and 4pm-7pm) are being progressively applied to bus lanes right across the city.</p>
<p>Extend the clearway between Ngaurahoe Street and Essex Road to cover the 4-6pm traffic.</p>	<p>Northbound bus volumes are low at this time of the day. To minimise the loss of parking we will not extend the hours of this particular clearway to include the afternoon peak period. However we will continue to monitor traffic flow.</p>
<p>Extend bus lanes further along Mt Eden Road;</p> <ul style="list-style-type: none"> • North of the village through to the city • South of the village through the Balmoral Road intersection, • In both directions to/from Landscape Road and the city centre. • Northbound from Mt Albert Road to Landscape Road. 	<p>We do have plans to extend the bus lanes. We will be installing bus lanes between Mt Albert Road and Roskill Way (close to Landscape Road) when Fletcher Living completes exterior work on the apartment building opposite Kingsway. We are also investigating further expansions to the bus lane network on Mt Eden Road at other locations.</p>
<p>Reduce bus lane length</p> <p>Reduce length of proposed bus lanes to prevent congestion of traffic waiting to turn to/from Mt Eden Road to/from side streets</p> <ul style="list-style-type: none"> • End northbound bus lane at Fairview Road (before village) • End southbound bus lane at Rautangi Road or Oaklands Road (before Village). 	<p>We will be retaining the existing northbound bus lane because shortening it would result in longer delays and reduce bus service reliability. Also, there is a pinch-point at the Mt Eden Road / Stokes Road intersection, so it is unlikely that shorter bus lanes would provide significant improvements to the general traffic.</p>
<p>Create T2/ T3 / EV lane</p> <p>Share bus lanes with T2 / T3 and EV traffic to help alleviate general traffic congestion.</p>	<p>We will not be changing the Mt Eden Road bus lanes into T2 or T3 lanes. Mt Eden Road is not suitable for transit lanes because of the high volume of buses and the constrained road capacity through Mt Eden Village.</p> <p>AT has reviewed the feasibility of allowing EVs to use bus lanes. This review concluded that, whilst it could help</p>

Feedback suggestions	AT response
	encourage more people to switch from petrol and diesel fuelled cars to EVs, it would result in increased delays to bus services and have a detrimental effect on congestion.
<p>Evidence for bus lane extensions Would like empirical evidence of the demand/need for the proposed bus lane extensions.</p>	<p>The graph provided in Appendix shows northbound bus travel times from stop 8519 (by Wairiki Road) to stop 8517 (by Kingsview Road), travelling through the Balmoral Road intersection. The blue line shows March 2017 average travel times and the orange line shows the January 2017 average journey times between these stops. This graph shows that during the school term the northbound buses experience significant delays during the morning peak period. On weekdays in March 2017, the delay for this short length of road averaged about 6 to 7 minutes.</p>
Bus stops	
<p>Relocate current bus stops out of the village; to alleviate congestion at the intersection, improve driver visibility, and improve the village environment for shoppers/diners</p> <ul style="list-style-type: none"> • Move northbound bus stop further to the north along Mt Eden Road, just past Valley Road • Move southbound bus stop slightly north along My Eden Road, between Oaklands Road and Stokes Road; re-purpose the existing bus stop outside the Mobil south of the village; • Move both stops south of the Village to sit outside the Mobil (southbound) and community centre (northbound) • Move both stops further north and on either side of Mt Eden Road, just past Valley Road • Put in two or three new bus stops outside Crystal Palace (537 Mt Eden Road) instead. 	<p>Prior to the public consultation we undertook a detailed review of options for positioning these bus stops. After receiving public feedback, we undertook another detailed evaluation of the suggestions to move the bus stops to the north or to the south of Mt Eden village. We considered: impact on traffic, commuter safety and accessibility/convenience, bus stop catchment areas, parking accessibility, urban design, and heritage and special character of Mt Eden village.</p> <p>Moving the bus stops would return a small number of car parks within the village, however, we believe that moving the bus stops from the current positions would result in more disadvantages than advantages.</p> <p>We have investigated moving the bus stops outside the village and in summary we believe it would:</p>

Feedback suggestions	AT response
	<ul style="list-style-type: none"> • Reduce the level of passive surveillance at the bus stops, particularly after dark. Some passengers may not feel as safe using these stops, and may choose to drive rather than catch the bus. • Move the stops further from the main destination - the shopping area. • Move the stops further away from safe pedestrian crossings and increase the risk of pedestrian accidents. • Not provide protection from the weather for the entire walk between bus stops north of Valley Road and the village. <p>There are also design and construction implications due to the steep slope:</p> <ul style="list-style-type: none"> • The ground level drops away steeply to the adjacent church, which poses a construction and stability risk for any new structure. • It isn't possible to install AT standard design shelters on this steep a slope. • The steep gradient would make it more difficult for mobility-impaired users to board and alight buses. • It is uncomfortable for many bus users (elderly and / or some mobility-impaired people) to wait on a steep incline. • The footpath is relatively narrow (less than 3m wide), so installing a bus shelter would result in a very narrow remaining footpath. <p>Our proposed extension to the bus stops has been revised and now removes a total of four parking spaces (instead of six originally). Relocating bus stops to the northern end of the</p>

Feedback suggestions	AT response
	<p>village would result in the net loss of 16 parking spaces (nine spaces on the western side and seven spaces on the eastern side). In addition:</p> <ul style="list-style-type: none"> • It is not possible to convert the full length of the existing bus stops into on-street parking because they are so close to the Stokes Road intersection. Removing the existing bus stops would only result in four new parking spaces. • If the stops were moved to the north side of Valley Road we would need to install a new pair of stops on Valley Road for the Outer Link. These new stops would remove four parking spaces from Valley Road. <p>Refer to supporting information in Appendix two: Traffic engineering review of bus stop options and Appendix three: Urban Design review of bus stop options.</p>
<p>Apply the bus stop extensions during peak hours only</p> <ul style="list-style-type: none"> • Apply only between 4pm – 5.30pm. 	<p>We have considered having the longer bus stops operate during peak periods only, to free up some additional parking spaces at quieter times. However, this is impractical from an operational perspective. It would introduce a unique situation requiring daily enforcement, when consistency of arrangements is better from a customer perspective.</p>
<p>Provide bus shelters For people waiting for buses at/near the bus stops.</p>	<p>The existing stops close to the Mt Eden Road / Stokes Road / Essex Road intersection are sheltered underneath the shop canopies.</p> <p>We are currently installing new bus shelters at some of the other stops along Mt Eden Road;</p> <ul style="list-style-type: none"> • outside Three Kings School,

Feedback suggestions	AT response
	<ul style="list-style-type: none"> the Three Kings bus stop at the corner of Mt Eden and Mt Albert Road, and the southbound bus stop by Pencarrow Avenue.
<p>Removing the gap between the bus stop extensions Could confuse motorists into thinking it's a car parking space.</p>	<p>We have reviewed the proposed layout of the bus stop extensions with the aim of minimising the amount of space that they take up, whilst still ensuring that they are able to safely accommodate the high volume of buses and passengers that already use these facilities.</p> <p>We have removed the gap between the two stops located outside I Press and the Village Winery which will mean that only two parking spaces will be removed instead of three. The bus stop outside Eden Foods will also be shortened. Buses must be able to stop with both doors opening onto a footpath with a standard kerb and due to the position of a driveway at this location, we are not able to entirely remove the gap between these two bus stops, but we can shorten it. This change to the plans will mean that only two parking spaces will be removed instead of three.</p> <p>See Appendix four: Original bus stop extension design – Mt Eden Village and Appendix five: Final bus stop extension design – Mt Eden Village.</p>
Bus services and staging	
<p>Increase frequency of Mt Eden bus services</p> <ul style="list-style-type: none"> Throughout the day to meet growing demand Include weekends and not just Mon-Fri peak hours to improve accessibility and reliability of service 	<p>Buses run along Mt Eden Road every two minutes during peak hours, and at least every 10 minutes outside of peak hours on weekdays. This July, the frequency of weekend services will increase to every 15 minutes between 7am to 7pm (from every</p>

Feedback suggestions	AT response
<ul style="list-style-type: none"> Increase number of Express services along this route to minimise delays. 	<p>15 minutes 8am - 6pm Saturday and every 20 minutes 8am-6pm Sunday currently).</p> <p>There are times, such as every March, when passenger demand spikes and we put on extra buses at these times. We will continue to closely monitor passenger demand and will increase the number of buses as demand increases.</p>
<p>Electric buses Use electric buses along this route to reduce diesel fumes/emissions in the village environment.</p>	<p>We are unable to introduce electric buses onto this route right now, but are planning to do this in the future. We are currently conducting a trial of two electric buses on the CityLink service. This trial will help us accurately gauge whether electric buses will meet the needs of our customers, what routes they can operate on and whether they are commercially viable.</p>
<p>Move Stage 1 zone out of the Village to discourage commuter parking and ease congestion Move Stage 1 zone edge south of the village to Fairview Road or Kingsway</p> <ul style="list-style-type: none"> Move Stage 1 zone edge north of the Village (i.e. Valley Road). 	<p>We are unable to change the fare zones as part of this project. We do acknowledge that moving the fare boundary could help to alleviate some of the issues in this area, however, we would need to carefully review the potential impacts of this decision. We are in the process of planning the rollout of the Central New Network in July this year and will relook at this once the roll out is complete.</p>
Car parking	
Proposed parking restrictions (on-street)	
<p>Apply proposed restrictions Monday – Friday only</p> <ul style="list-style-type: none"> Apply only during peak hours Apply between 7am – 7pm, Monday – Friday to discourage commuter parking On Woodside Road and Fairview Road in particular. Remove proposed time restrictions for parking on Sundays in Valley Road, Oaklands Road, and Mt Eden Road north of Valley Road to support local 	<p>The intention of this proposal is to ensure that on-street parking is available for a variety of users at a range of times. In response to feedback, the P60 Parking Zone will be reduced northbound, and now end at the intersection of Valley Road and Oaklands Road.</p> <p>A new P120 (8am-6pm, Monday-Saturday), parking restriction</p>

Feedback suggestions	AT response
churchgoers.	will be introduced on the western kerbside only between Valley Road and Rautangi Road. This should allow visitors and churchgoers unrestricted parking on Sundays.
<p>Change parking time restrictions</p> <ul style="list-style-type: none"> • Provide more parking options greater than P60 <ul style="list-style-type: none"> - But no more than P120 to allow shoppers and diners ample time to shop, socialise, and dine out. - Increase from P60 to P120 from Windmill Road to Grange Road; include Windmill, Pencarrow Avenue and Kingsview Avenue in time restricted parking to P120 - Introduce P120 restrictions for all side streets within the project area - Increase all proposed P60 parking to P90 parking • Increase proposed P15 parking in Poronui Ave to P30. • Provide more P15 or P20 parking options more generally throughout the project area for quick errands. 	<p>The parking study and surveys we conducted in Mt Eden village showed that most visitors to the village are staying, on average, for 45 to 60 minutes. This informed our proposal to introduce the P60 time restriction - an increase on the current P30 time restriction – and introducing more parking restriction zones within the village to discourage long-term parking and encourage churn.</p> <p>Parking for longer than an hour is available on the periphery of the village centre. Removal of time limits from Essex Road car park would allow visitors to park as long as they need to. Turnover would be managed through price, which will give flexibility to all visitors.</p> <p>We are also introducing P15 parking restrictions on the northern side of Poronui Street (two parking spaces) and Oaklands Road (three parking spaces), and we are also retaining the existing P5 car parks on Stokes Road.</p>
<p>Retain the current parking restrictions Within the village and surrounding streets.</p>	<p>Our parking study revealed that parking restrictions in the village were inconsistent throughout with the following time restrictions P5, P15, P30, P60 and P120. Introducing the P60 parking zone simplifies the parking restrictions and reduces signage clutter throughout the township. The parking study and surveys we conducted in Mt Eden village showed that most visitors to the village are staying for 45 to 60 minutes on average. Proposed P60 time restriction will be able to</p>

Feedback suggestions	AT response
	accommodate the majority of the visitor needs.
<p>Decrease the northernmost time restricted parking boundary End the northern-most section of the P60 parking restriction along Mt Eden at Valley Road/Oakland Road instead of near Rautangi Road.</p>	The P60 Parking Zone will be reduced northbound ending at intersection Valley Road and Oaklands Road. A new P120 (8am - 6pm, Monday-Saturday), parking restriction will be introduced on the western kerbside between Valley Road and Rautangi Rd. This should allow visitors and churchgoers unrestricted parking on Sundays.
<p>Increase time restriction on Poronui Street Consider adding some P180 or P240 parking outside Eden-Epsom Playcentre on Poronui Street, so parents can attend sessions with their children and unload/load gear for activities.</p>	We will change the P120 to P180 on Poronui Street.
<p>Add more time restricted parking Discourage commuter parking in and around the project area by adding further parking restrictions to more local roads and side-streets.</p> <ul style="list-style-type: none"> • Narrow dead-end streets like Essex Road and Ngauruhoe Street should have parking restrictions the length of the street • Consider Ashton Road, Lovelock Ave, Bourne St, Esplanade Road, Bellevue Road, Hillside Road, Rautangi Road, Batger Road for parking restrictions up to P120. • P120 parking restrictions for the first 100 metre of all side streets along Mt Eden Road. 	<p>The proposal aims to improve parking availability and bring the occupancy level as close as possible to 85% at peak times. This is considered an optimum level of use where parking is well utilised but some spaces are always available for the visitors.</p> <p>We are confident that the proposed improvements would bring the occupancy levels within the acceptable limits, and will look at extending the restrictions if occupancy is above 85% level during peak times.</p>
<p>Pay and display Consider introducing pay and display for on-street parking in problem areas.</p>	
<p>Increase or improve enforcement To maximise the effectiveness of the proposed parking restrictions</p> <ul style="list-style-type: none"> • Increase fines to deter breaches of proposed parking restriction times • Enforcement will help shift behaviours, particularly that of commuters parking all day 	Our compliance officers monitor this area as part of their regular patrol. We are continuing to invest in technology to improve our efficiency and coverage of the region.

Feedback suggestions	AT response
<ul style="list-style-type: none"> • Will aid long-term churn and availability of parking • To help keep clearways free for bus lanes and improve bus services • Consider technology with timers on car parks/under cars to manage enforcement • Contractors and café patrons parking illegally on berms, footpaths, clearways and across driveways; contractors coning off carparks without authority to do so. <p>Increase or improve enforcement of the current/exiting parking restrictions and do not introduce the proposed, new restrictions.</p>	
<p>Remove more on-street parking along Mt Eden Road</p> <p>Remove all on-street car parking along Mt Eden Road to prioritise public transport movements; or make on-street parking available along Mt Eden Road on weekends only. Remove all on-street parking from all main arterial routes, including Mt Eden Road, to support whole of Auckland public transport network.</p>	<p>We understand that parking along Mt Eden Road outside the clearway times is not instrumental in easing congestion on this busy road. However, we also need to balance the needs of people travelling through the area with those of the people who live, work, visit and run a business in this area.</p>
<p>Remove car parks to improve visibility/ safety</p> <ol style="list-style-type: none"> 1. Remove first two parks on Mt Eden Road south of Kingsview Road (on west side) due to visibility issues when exiting Kingsview Road onto Mt Eden Road. 2. Remove ONE carpark at the corner of Mt Eden Road and Poronui St due to visibility issues 3. On Stokes Road to improve right-turn flow into Eglinton Avenue from Mt Eden Road. 	<p>We have reviewed motorists' visibility from both Kingsview Road and Poronui Street:</p> <ol style="list-style-type: none"> 1. On Kingsview Road we believe there is sufficient visibility distance to enable motorists to safely judge gaps in traffic. 2. On Poronui Street we have found that cars parked on Mt Eden Road just north of Poronui Street do obscure visibility for motorists. Therefore, we will look at removing one or two parking spaces 3. Eglinton Avenue is a short cul-de-sac, and right turn volumes are relatively low here. Based on our observations we do not feel this manoeuvre creates any significant issues, and therefore we will not look to remove any car parks at this location.

Feedback suggestions	AT response
Other parking restriction suggestions	
<p>Introduce a residential parking permit scheme</p> <ul style="list-style-type: none"> On Ngauruhoe St, Poronui Street, Essex Road, Mt Eden Road, Oaklands Road, Valley Road, Rautangi Road, Ashton Road All residents on all the affected streets in the parking restriction proposal. 	<p>At this stage, we are not looking at introducing any residential parking zones in Mt Eden. We believe the introduction of P60 parking restrictions will address all-day commuter parking to benefit all in the village.</p>
<p>Introduce a business/ community facility parking</p> <ol style="list-style-type: none"> To help local businesses and their staff secure on-street parking during business hours. Parking permits specifically for Eden-Epsom Playcentre staff and parents, to enable P240 parking on/nearby Poronui St to support the centre's weekday operations. Consider parking permits for local churches within the project area. 	<ol style="list-style-type: none"> We do not issue parking permits to staff or specific business customers. For more information on our Parking Permit Policy please refer to the AT Parking Strategy. We have extended the parking time limit on Poronui Street from P120 to P180. On the north bound side of Mt Eden Road, from the intersection of Valley Road to outside 391 Mt Eden Road, we will introduce a P120 Monday–Saturday, 8am to 6pm.
<p>Provide Park 'n Ride facility</p> <ul style="list-style-type: none"> Near Three Kings quarry or elsewhere along this route to mitigate impact of commuter parking in Mt Eden Village, and on local residents/employees Increase the capacity of Essex Road car park to act as a Park n' Ride facility. 	<p>Based on AT's regional priority assessment there is no funding identified in the current Long Term Plan to create park and ride capacity in the surrounding area. Additionally, this area is not ideal for a park and ride as the network benefits achieved would be minimal.</p> <p>The improvement we are making to the speed and reliability of our bus services network is to improve user experience and encourage new bus commuters. The objective is to get more cars off the road and discourage people from 'parking and riding' in local streets.</p>
<p>Loading zones, taxi stands, car share</p> <ul style="list-style-type: none"> Provide loading zones in the Village for service deliveries to support local businesses. Retain taxi stands instead of the car share spaces outlined in the proposal. 	<p>As part of this parking proposal, all existing loading zones, taxi stands and car share spaces will be retained.</p> <p>Currently, there are no activities on Stokes Rd and Oaklands</p>

Feedback suggestions	AT response
<ul style="list-style-type: none"> Provide more parking for those with limited mobility in the Village, and on side streets; particularly Stokes Road and Oaklands Road. 	<p>Road that would justify the installation of mobility parking spaces. Additionally both these locations are at a distance from the centre of the village and would not be ideal for disabled users. We will continue to explore opportunities to improve accessibility within the Mt Eden village.</p>
Essex Road car park - paid parking proposal	
<p>Operating hours</p> <ul style="list-style-type: none"> Apply proposed tariffs from Monday – Friday only. Apply tariffs up to 5.00pm weekdays only, for visitors to have free parking after work. Change time tariff to apply to later than 6.00pm on weekends. Remove the proposed tariff; increase/decrease time restrictions to manage parking instead. 	<p>The Essex Road paid parking car park hours of operation are aligned to those of the P60 zone, which is 8am to 6pm, Monday-Sunday.</p> <p>The AT Parking Strategy contains a policy for the setting of parking prices. This policy uses demand responsive pricing, where the price of parking is set to achieve around 85% occupancy at peak times. AT will continue to monitor parking use in the area and, if necessary, the tariffs can be adjusted to maintain occupancy levels as close as possible to 85%.</p>
<p>Retain or introduce time restrictions to Essex Road car park</p> <ul style="list-style-type: none"> To alleviate concerns about reducing parking space churn and availability to all users To encourage turnover for visitors and patrons of local businesses in the Village To prevent all-day parking in this car park by commuters then catching the bus Keep at current P120 time restriction, or increase to P180 or P240, along with the proposed tariff to discourage commuters from parking all day. 	<p>We are planning to remove time restrictions from the Essex Road car park so that if anyone needs to visit the village for longer than two hours, there is a facility available for them to use.</p> <p>The objective is to balance the parking fee rates at a level that is effectively discourages all-day parking in this car park by commuters and ensures that there are spaces available for visits of more than two hours. Following a review of public feedback on this issue, we will adjust the rates in order to encourage turnover for visitors to the Village. The parking rates will initially be;</p> <ul style="list-style-type: none"> 10-minute grace period - if you are parking for less

Feedback suggestions	AT response
	<p>than 10 minutes you do not need to pay.</p> <ul style="list-style-type: none"> ○ \$1 per hour for the first 2 hours. ○ \$2 per hour for every subsequent hour. <p>We will review the parking rates after they have been implemented to ensure that we are meeting these objectives.</p>
<p>Make first portion of car park users' time free</p> <ul style="list-style-type: none"> • Make first 30mins free to support quick trips and errands to local stores • Make first 1 or 2 hours free to help people support local business or keep appointments i.e. dining at local cafes and bars, doctor or hairdresser visits, etc. • Make first 3 hours free to discourage commuter parking but encourage village visitors. 	<p>We believe that the introduction of a free period may encourage long-stay use of the car park. Motorists could move their cars around to take advantage of the free period throughout the day. This would reduce parking turnover and availability, and increase non-compliance.</p>
<p>Increase the proposed tariff</p> <ul style="list-style-type: none"> • To reflect the true value and scarcity of the space on which people wish to park • Align tariff with market rates or tariffs in other inner-city suburbs • To discourage commuters from parking all day in this car park, and in conjunction with the proposed parking restrictions for on-street car parks in the project area • Suggestions to increase tariff to \$2 per hour; or \$2 for the first hour, and \$4 per hour thereafter; • Free first 30 mins then \$5 per hour thereafter. 	<p>Following a review of public feedback on this, we will adjust the rates to encourage turnover for visitors to the village. The parking rates will initially be;</p> <ul style="list-style-type: none"> ○ 10-minute grace period - if you are parking for less than 10 minutes you do not need to pay. ○ \$1 per hour for the first 2 hours. ○ \$2 per hour for every subsequent hour.
<p>Increase capacity of the car park</p> <ul style="list-style-type: none"> • Consider building a multi-storey parking facility on this site • Invest in a longer-term parking solution that caters to all visitors to Mt Eden Village • Consider removing the playground, trees and gardens to extend the car park • Consider an underground car park on this site to increase available parking. • Fears more commuters will be pushed to park on Mt Eden Village side streets if this car park is not increased in size, or the proposed tariff is not increased; may put further strain on on-street parking to the detriment of local residents, 	<p>Our focus is on improving public transport and encouraging active modes of transport. Mt Eden is connected with frequent bus services and more investment in car parking will attract more traffic and congestion to the area.</p>

Feedback suggestions	AT response
businesses, and visitors.	
Road and road users suggestions	
Pencarrow Avenue proposal (removal of right-hand turn from Mt Eden Road)	
<p>Retain the right-hand turn</p> <ul style="list-style-type: none"> • Is unnecessary or inconvenient for some impacted respondents • Will impact those using this route to commute to Epsom, Newmarket to avoid joining/causing Mt Eden Village intersection congestion; key route for Epsom Girls Grammar and motorway access via Gillies Ave • Concerns about turning right from Kingsview Road into Mt Eden Road with no right-hand turn access to Pencarrow Ave; very unsafe (busy, speeding traffic) and poor visibility • May add to Balmoral/Mt Eden Road intersection congestion to access alternative side streets leading toward Epsom/Newmarket • May also increase traffic and congestion on other local side streets as Windmill Road, Woodside Road, Disraeli Road, (off Mt Eden Road) and Penrhyn Road, and St Andrews Road (off Balmoral Road) • Particular concerns with Windmill Road as an alternative route; hard to enter from Mt Eden Road (poor visibility and sharp turn), also very busy with school and sports centre traffic and children • Suggestion to paint 'no stopping'/'keep clear' lines to help people make these right-hand turns safely in heavy/peak hour traffic • Instead, assist those making a right-hand turn into Mt Eden Road from Pencarrow Ave. 	<p>After reviewing all the public feedback, we have decided not to ban the right-hand turn from Mt Eden Road to Pencarrow Avenue at this time. We will monitor this turn after we install the new length of bus lane and will reconsider introducing the right turn ban if issues arise.</p> <p>We will not be marking 'keep clear' lines across the side road at this stage. This could further encourage people to use this road to 'beat traffic', which would exacerbate congestion and increase traffic volumes on residential streets.</p>
<p>Enforce during peak hour traffic only</p> <ul style="list-style-type: none"> • During morning peak hour traffic only • Between 7am – 9am only. 	<p>As explained above, at this time we are not going to ban the right-hand turn from Mt Eden Road to Pencarrow Avenue.</p>
<p>Prevent cars from crossing to/from Pencarrow Avenue and Kingsview Road, in</p>	<p>We are not going to ban the right-hand turn from Mt Eden</p>

Feedback suggestions	AT response
either direction; this puts other drivers at risk and disrupt traffic flows/bus movement along Mt Eden Road more than the right-turn into Pencarrow Avenue.	Road to Pencarrow Avenue, as explained above. However, we will be monitoring this intersection and if we decide to introduce the ban at a later date we will consider this.
<p>Traffic light phasing Increase traffic light phasing at key intersection to support those impacted by this proposal</p> <ul style="list-style-type: none"> At the Balmoral/Mt Eden Road intersection for traffic turning right onto Balmoral Road For traffic turning right into Mt Eden Road at this intersection. 	Because we now are not going to ban the right-hand turn from Mt Eden Road to Pencarrow Avenue, as explained above, we will not need to change the phasing.
Other suggested road or road user changes	
<p>Install traffic lights at Valley Road/Mt Eden Rd intersection</p> <ul style="list-style-type: none"> Add right turn signals to/from Mt Eden Road to improve traffic flows and safety to/from side streets from Valley Road to Mt Eden Road. 	We will not signalise this intersection as part of this project, however, we have passed the concerns about the operation of this intersection to the Traffic Engineering team to investigate.
<p>Add right turn signal to Essex Road</p> <ul style="list-style-type: none"> To/from Mt Eden Road to improve traffic flows and safety to/ from side streets from Mt Eden Road to Essex Road. 	We will not be adding a right turn arrow signal at this intersection at this time because the number of motorists that turn right into Essex Road is very low. This movement doesn't often cause delays to traffic on Mt Eden Road. If we were to add an additional phase for traffic turning right to Essex Road it would reduce the efficiency of the whole intersection by delaying all other movements.
<p>Left turn only southbound into Stokes Road Make the left southbound lane on Mt Eden Road a left-turn only lane into Stokes Road.</p>	We will be retaining the existing lane arrangement on the southbound approach to the Stokes Road intersection. Our analysis shows that this change will not improve operation at the intersection. Also, it is important to allow straight ahead traffic to use this lane to bypass the occasional vehicle turning right into Essex Road.
<p>Remove/ban right-hand turns in Village From Mt Eden Road to side streets to improve traffic flow and safety for all road users in the project area, including:</p>	<ol style="list-style-type: none"> The right turn from Mt Eden Road into Stokes Road is a busy manoeuvre. If this manoeuvre was banned, then a large volume of motorists would use alternative

Feedback suggestions	AT response
<ol style="list-style-type: none"> 1. Stokes Road from Mt Eden Road. 2. Essex Road from Mt Eden Road. 3. Ngauruhoe St from Mt Eden Road; during peak hours. 	<p>routes. This would result in additional queueing and delays at the Mt Eden Road / Balmoral Road intersection and more people driving through residential streets such as Pencarrow Avenue.</p> <ol style="list-style-type: none"> 2. Based on our observations, this manoeuvre rarely causes delays to Mt Eden Road. The alternative route through the service lane (Newham Lane) is not suitable to take more traffic. 3. We don't think it is necessary to ban this right turn because the proposed extension to clearway hours will ensure that there is enough space opposite Ngauruhoe Street for traffic to pass people turning right.
<p>Ban right turn from Valley Road and other side roads onto Mt Eden Road</p>	<p>We will not signalise this intersection as part of this project, however, we have passed the concerns about the operation of this intersection to the Traffic Engineering team to investigate.</p>
<p>Install B signals Use 'B' signals to prioritise buses through main intersections, north and south of the Village, instead of bus lanes and clearways.</p>	<p>B-signals will not help address bus delays if the approach and departure lanes are congested i.e. the Mt Eden Road / Balmoral Road intersection. We believe buses will get better priority through improved bus lane and clearway hours and continuity.</p>
<p>Optimise light phasing in Village Ensure light phasing at Mt Eden Village intersection supports efficient movement of all traffic, in all directions.</p>	<p>Adjusting the traffic light phasing at Mt Eden Road / Stokes Road will not resolve the congestion issues here. Due to the confined space and heavy traffic demands, there aren't enough traffic lanes to service the volume of traffic. This intersection is phased currently to give priority to Mt Eden Road traffic over the side roads and previous adjustments to these traffic signals has shown that it is necessary to implement further changes (such as to clearway hours) if there</p>

Feedback suggestions	AT response
	is going to be any improvement to efficiency.
<p>Increase right turn light into Stokes Road phasing Increase light phasing for the right turn from Mt Eden Road to Stokes Road, to prevent this traffic holding up traffic wanting to go straight ahead/northbound on Mt Eden Road.</p>	The right turn movement into Stokes Road already gets a long phase during the morning peak, which means that southbound traffic is held on red for a long time, often creating long southbound queues. If we were to further increase the green time for people turning right, then southbound queues would increase.
<p>Optimise light phasing at Balmoral/ Mt Eden Road intersection Ensure light phasing at Balmoral Road/Mt Eden Road intersection support the proposed bus lane extensions to prioritise buses.</p>	We will review the light phasing at the Mt Eden Road / Balmoral Road intersection once the proposed bus lane has been installed.
<p>Restrict or ban heavy vehicles from using Mt Eden Road Particularly truck-and-trailer units which add to congestion and detract from the Village environment. Ban wide and oversized vehicles used for construction and other works.</p>	AT is only legally allowed to ban heavy vehicles if the road cannot physically accommodate them (e.g. a weak bridge).
<p>Ban buses from Mt Eden Road</p>	We will not ban buses from using this route. Mt Eden Road is a very important bus route linking the southern parts of Auckland into the city centre and rail network. During busy periods, more people travel along Mt Eden Road in buses (up to 1,800 people per hour in 35 buses) than they do in cars (about 1,200 vehicles per hour). Removing buses from this route would result in a significant increase in traffic congestion as many people would be forced to drive in single occupant cars.
<p>Left turning cars and bus lanes Allow left-turning cars to move into the bus lanes earlier to make the left turn; the 50m rule is insufficient.</p>	Shortening the bus lane and allowing all traffic into the left-hand lane earlier would result in longer delays to buses and provide little improvement in travel time for general traffic.
<p>Modify kerbs all around this area to allow buses to turn easier.</p>	We are unaware of any specific issues with buses not being able to turn due to kerbs, however we will investigate this when we introduce the changes.

Feedback suggestions	AT response
<p>Reduce the speed limit through Mt Eden Village</p> <ul style="list-style-type: none"> Investigate a 30km/h speed limit through the centre Consider 30km/h or 40km/h zone along Mt Eden Road between Fairview and Rautangi Road. 	<p>We are unable to change the speed limit as part of this project, however, as part of a wider speed management programme, we will be implementing lower speed limits in select town and local centres over the next few years.</p>
<p>Widen road by reducing footpath width Create more road width space to accommodate bus lanes and cars by reducing the village footpaths.</p>	<p>We are unable to reduce the width of the footpaths through the village. The footpath widths are necessary to accommodate the needs of the village with lots of pedestrians, the bus stops, outdoor seating, etc. Widening the road would also mean that the canopies over the footpath would need to be cut back. Even if we could narrow the footpaths, there would still be sufficient space to add new lanes.</p>
Pedestrian and cycling amenities	
Pedestrian safety and crossings	
<p>Concerns that bus lane and bus stop extensions and increased number of passengers waiting for/disembarking buses may pose a safety risk to pedestrians and school children in this area</p> <ul style="list-style-type: none"> Widen Village footpaths to help mitigate any risk to pedestrians Add safety barriers along Village footpaths to protect people from buses. 	<p>The lane widths through the village are already constrained and there is not enough space available to widen the footpaths. The canopies through the village already prevent buses from mounting the footpaths and there would be no benefit to installing additional barriers.</p>
<p>More pedestrian crossings Add more pedestrian crossings along Mt Eden Road in and nearby the Village for peoples' safety</p> <ul style="list-style-type: none"> Provide crossing for school children at the top of Bellevue Road; suggest flashing lights and cat's eyes as well. Raised pedestrian crossing at Balmoral Road intersection. Crossing between Poronui Street and Ngauruhoe Street to support school children and people walking to and from the bus stops. Crossing/traffic island on Mt Eden Road between Watling and Balmoral 	<p>We need to carry out a detailed investigation to determine the most appropriate type of pedestrian facility and location, and to consult with affected stakeholders. We have passed these suggestions on to our Traffic Engineering team to investigate.</p>

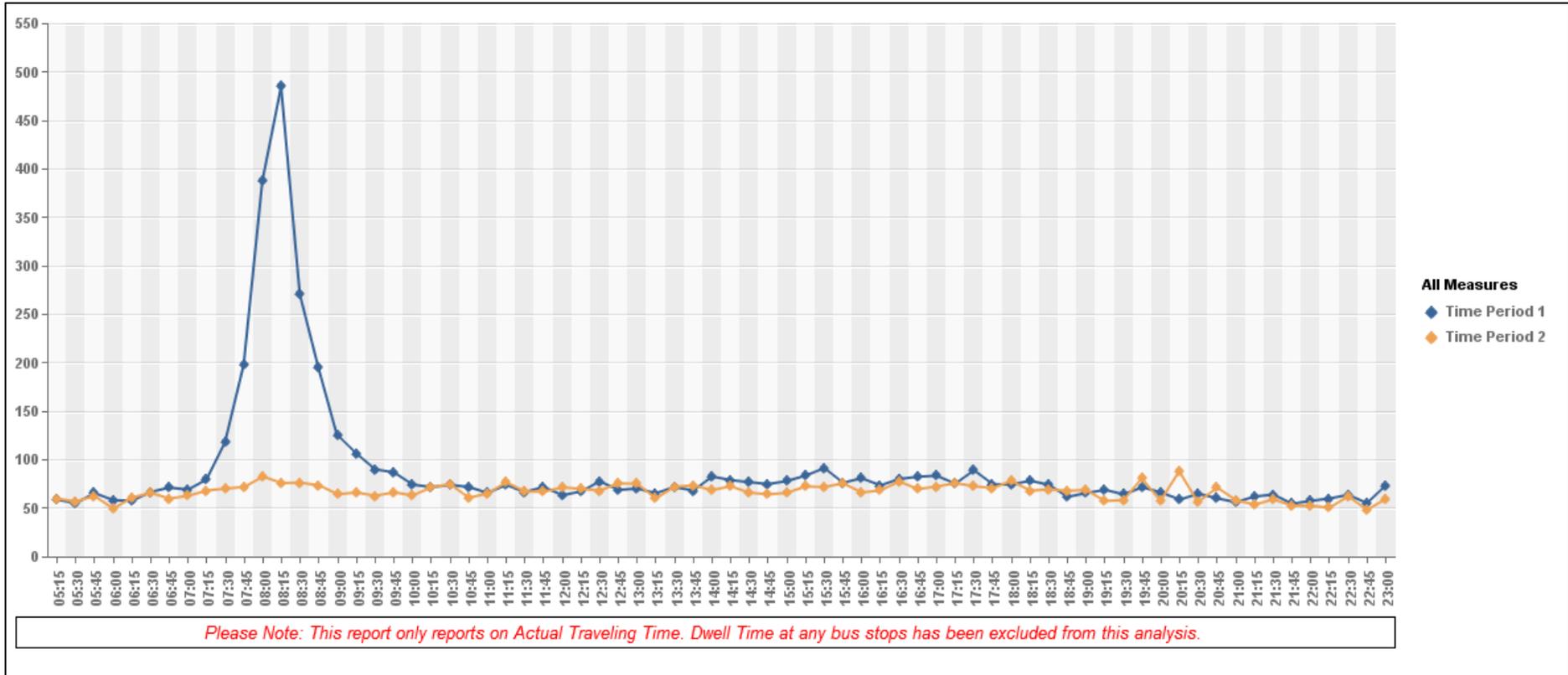
Feedback suggestions	AT response
intersection.	
<p>Clutter on village footpaths Keep Village footpaths clear of shop and café signage, tables etc to enable pedestrians, prams, mobility scooters, and wheelchairs to pass through unimpeded; more considerate placement of wheelie bins from local businesses nearby the bus stops.</p>	<p>We will pass this onto the Auckland Council compliance team to follow up, to ensure that footpaths are kept clear for pedestrians. Please note that numerous businesses have a licence permitting them to have outdoor seating on these footpaths at certain times of the day. We need to ensure this amenity is balanced with ensuring footpaths remain unobstructed for pedestrians.</p>
Cycling amenities	
<p>Dedicated cycle lanes along Mt Eden Road</p> <ul style="list-style-type: none"> • Provide a safer option than the bus lanes for cyclists to commute through the area, especially during peak hours for traffic; build along the entire length of Mt Eden Road, or on a street parallel to this road • Consider removing more (or all) on-street village car parks to enable cycle lanes. • To complement the proposed improvements to public transport; a better multi-modal approach to balance place and movement functions of this road • Join up with or link to other/existing cycle lane networks • Cyclists could provide more opportunities for local businesses. 	<p>Our assessments have found that there is not enough space to provide dedicated cycle facilities, in addition to bus lanes, on Mt Eden Road. Our assessment also concluded that bus priority should be given above specific provision for cyclists, due to the high volume of buses on this corridor.</p> <p>We recognise that we need to provide safe facilities for cyclists through this area, and will undertake a study in 2019 to investigate cycle facility options. Any solutions that come out of the study will be put onto our cycling programme for delivery in the next three to six years.</p>
<p>Bike parking and charging</p> <ul style="list-style-type: none"> • Provide places to charge electric bikes. • Consider installing bike parks to support and encourage more people to cycle into the village. 	<p>While we are supportive of encouraging more people to use bikes and e-bikes through the provision of more bike parking and new cycle lanes and paths, we do not currently provide public bike charging facilities.</p> <p>We are currently looking onto installing three cycle stands on the corner of Valley and Mt Eden Roads.</p> <p>Existing cycle stands can be found in these four locations in the village;</p> <ul style="list-style-type: none"> - Two on the corner of Oaklands Road and Mt Eden

Feedback suggestions	AT response
	Road. <ul style="list-style-type: none"> - One outside Barfoot & Thompson on Essex Road. - One outside the fruit and veg shop on Stokes Road. - Four on the west side of Mt Eden Road, just south of Ngauruhoe Street.
Advanced stop boxes Incorporate advanced stop boxes for bikes at the Essex Road / Mt Eden Road / Stokes Road intersection.	We will incorporate this suggested improvement into our design.
Issues and concerns you raised	
<i>“There are three southbound bus stops that are very close together: Mt Eden Village, opposite Grange Road, opposite Fairview Road. Stopping too often slows the bus down.”</i>	We note your suggestion to rationalise the number of southbound bus stops. At present, the stop outside the Mobile garage is the closest stop to the village that the Airport bus stops at. The Airport bus does not stop right in the centre of the village because it is a relatively constrained environment, with little space for people to wait with their luggage. Whilst it appears that there are too many stops south of the village, they each perform different functions and therefore they need to be retained at present. However, we will review these stops once the Central New Network has been rolled out.
<i>“By removing the second 'straight through' lane for normal cars, you are now restricting all the traffic through the Balmoral intersection (Nth bound in am) to ONE LANE - this is going to cause traffic to back up all the way along Mt Eden road back to Three Kings...ALSO with the current building in the Three Kings quarry - the traffic nth bound from Three kings will be increasing 200x over! this does not seem sensible.”</i>	It is important that we continue to improve bus service reliability throughout Auckland to provide high quality transport options for our growing population. The stretch of Mt Eden Road between Balmoral Road and Mt Eden Village is already congested in the morning peak and there is no capacity to accommodate any more traffic. The most efficient way to increase transport capacity along Mt Eden Road is to give public transport more priority, making this service more reliable, and therefore more attractive, for many more people

Feedback suggestions	AT response
	to use.
<p><i>“Because of road resurfacing there’s a very nasty drop in the road surface at a drain as buses approach the village from the north in the bus lane. Some drivers are considerate and go over this very slowly, but others don’t do this and we all get very badly jarred as the bus drops down to the drain and comes back up again. Can anything be done about this as part of this project?”</i></p>	<p>Thank you for notifying us. We have passed this issue on to our maintenance team to investigate and action.</p>
<p><i>“The biggest concern for us would be how long the roadworks would take as that would be a huge disruption for the village.”</i></p>	<p>The work is relatively minor, requiring mostly sign and road marking changes. We will endeavour to minimise the impact on adjacent businesses and we will keep all affected parties informed of the works.</p>
<p><i>“My concern is I believe I have a right to park outside my house all day with no restrictions. Please advise policy on this matter.”</i></p>	<p>The road reserve is a public asset managed by Auckland Transport (AT) and does not belong to any individual resident.</p>
<p><i>“Promote the fact that bus users can tag-off for a brief visit to shops and tag-on within 30 minutes without any additional cost.”</i></p>	<p>AT has previously promoted the ability for HOP card users to do this. At the moment we are focussing our awareness campaigns on essential services to support the rollout of the new network, however, this is something we will promote again in the future.</p>
Questions	
<p><i>“A statement that you are “standardising bus lane operating hours” is completely unsupported by any reasoning. The question must be asked why?”</i></p>	<p>Auckland’s population growth is significantly increasing the number of people on the roads, leading to longer periods of peak traffic conditions. With the introduction of the new public transport network, we need to extend operating hours to reduce delays and ensure more consistent journey times, which in turn will help increase bus service frequency. Looking at Mt Eden Road specifically, the existing southbound bus lane hours are 4.30pm until 5.30pm, and outside of these times parking is permitted. Buses are regularly delayed in congestion heading towards Mt Eden village from about 3pm</p>

Feedback suggestions	AT response
	through until 7pm, and sometimes beyond. The proposed changes will ensure that bus journey times are more reliable throughout the main afternoon peak period from 4pm to 7pm.
<i>“Absolutely the Essex Road carpark should be priced, but \$1 seems much lower than a private market would bear. What is the justification for public subsidy of parking spaces in this location?”</i>	The AT Parking Strategy contains a policy for the setting of parking prices. This policy uses demand responsive pricing, where the price of parking is set to achieve around 85% occupancy at peak times. AT will continue to monitor parking use in the area and, if necessary, the tariffs can be adjusted to maintain occupancy levels as close as possible to 85%.
<i>“We note that on the map re parking, the council parking at the corner of Windmill Road. And Mt Eden Road is not mentioned, we hope that car park will stay as is?”</i>	The Windmill Road/Mt Eden Road car parking will remain unchanged.
<i>“I am questioning why there will be a 120 minutes restriction on motorbike parking in Oaklands Road? I ride a motorbike and really WE ARE NOT WHAT CAUSES THE CONGESTION!!”</i>	The P120 restriction will ensure these spaces are not used for all day parking. This will allow equitable access to all motorbike riders who visit the Mt Eden Village.
<i>“The plan seems to penalise commuting...People will just end up having to park further away - they still need to catch a bus to work. What about park & ride facilities?”</i>	This area is not suitable for a park and ride facility. The network benefits achieved would be minimal.
<i>“I drive north up Mt Eden Road and turn left into Balmoral Road. As the bus lane will be continuous as it crosses Balmoral Road, it will mean going into the bus lane. How will this be managed?”</i>	Motorists can move into bus lanes up to 50m in advance of turning left into a side road or driveway. Where bus lanes cross side roads the road markings on the lane line will be dashed rather than continuous for this 50m length, so drivers can see where they are permitted to move into the bus lane.

Appendix one: Northbound Mt Eden Road bus travel times through Balmoral Road intersection



This graph shows the northbound bus travel times from stop 8519 (by Wairiki Road) to stop 8517 (by Kingsview Road), travelling through the Balmoral Road intersection.

The blue line shows March 2017 average weekday travel times and the yellow line shows the January 2017 average weekday journey times between these stops.

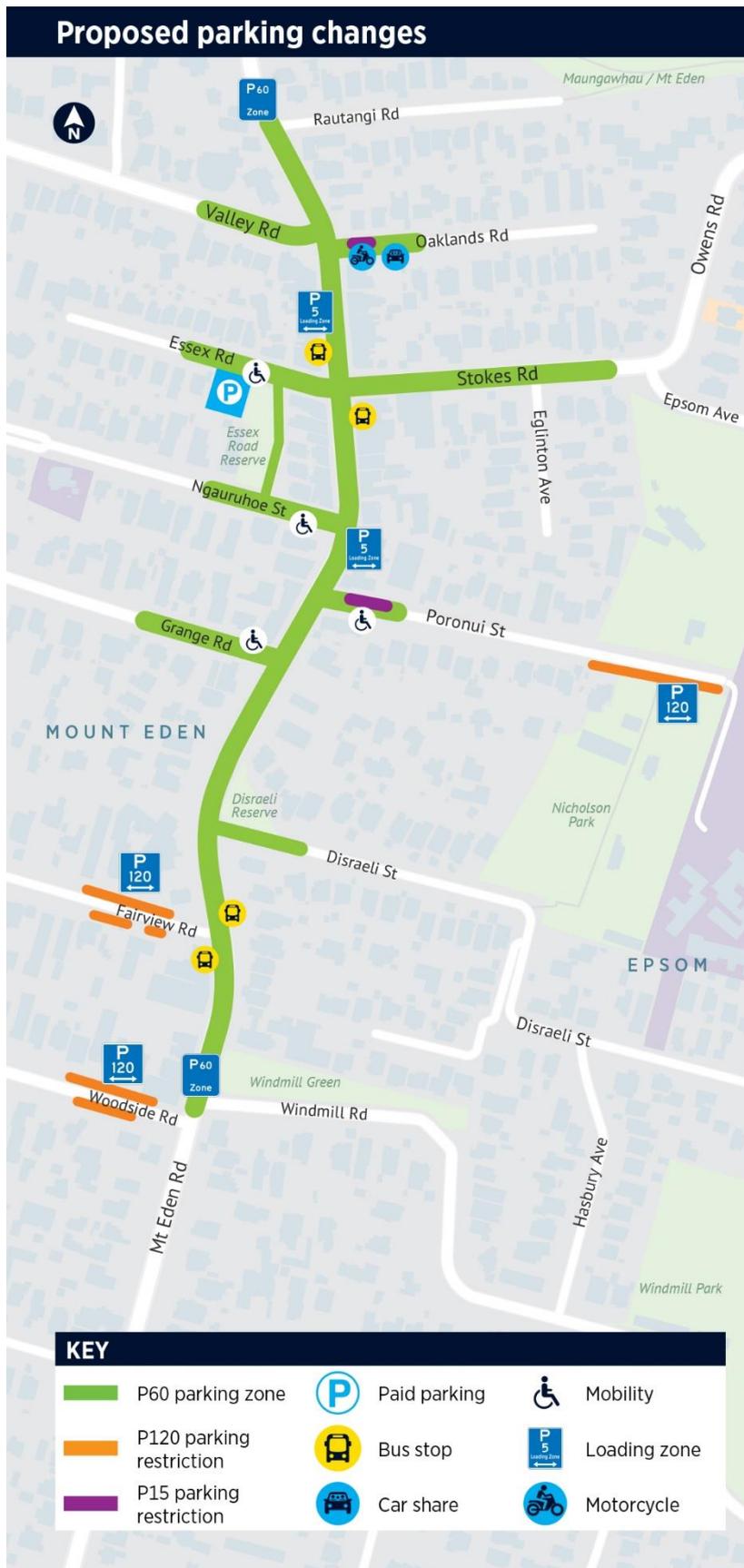
Appendix two: [Traffic engineering review of bus stop options](#)

Appendix three: [Urban Design review of bus stop options](#)

Appendix four: [Original bus stop extension design – Mt Eden Village](#)

Appendix five: [Final bus stop extension design – Mt Eden Village](#)

Appendix six: Original proposed parking changes – Mt Eden Village



Appendix seven: Final parking changes – Mt Eden Village



Attachment three: Summary of written feedback submissions

We received submissions on these proposals from three key stakeholder groups via the public feedback survey plus written submissions from the Albert-Eden Local Board and Mount Eden Village Business Association. Below is a summary of their feedback.

Albert-Eden Local Board feedback

Albert-Eden Local Board had the following feedback on the proposal:

- The Board supports the proposed operating hours for bus lanes and clearways, and the proposal to make parking changes in Mt Eden Village to free up more short-term parking for visitors, and to provide simple and consistent parking restrictions in the village.
- The Board does not support the bus stop extensions in the village to fit two buses. The board believes that:
 - Given the clearways are to be extended, the 24/7 no stopping on the lead out areas are not required.
 - The north-bound bus stop extension is only needed in the morning peak
 - If parking is to be removed by these bus stop extensions and the extended clearway hours, then AT should provide additional parking as compensation
 - Some board members support modified bus stop extensions and then to review after the new network introduction.
- Shifting the bus stops from the Village to north of Valley Road is not supported.
- Expressed the view that electric buses would provide some relief to noise and fume concerns.
- Support the view that heritage values were not adversely impacted by the bus movements.

The board recommends that a number of points be considered by AT in finalising the proposal and request that AT:

- Provide some short-term parking opportunities located near the village.
- Make the parking north of Valley Road time restricted.
- Review the Valley Road intersection to improve the safety and operation of the intersection (such as considering signalisation and/or banning right-hand turn movements in and out).
- Consider a pedestrian crossing point on Mt Eden Road in the vicinity of Poronui Street.
- Formally extending the 30 minutes grace period for changing services without penalty (HOP card) to support bus passengers breaking their journey to shop in the village.

- Promote the fact that bus users can tag-off for a brief visit to shops and tag-on within 30 mins without any additional cost.
- Require the use of double decker buses as much as possible on this route if this would reduce bus numbers.
- Remove the bus stop extensions or modify them to return as much parking as possible to the village.

Mount Eden Village Business Association

- Supports all proposals in this consultation but does not support the bus stop extensions and their current locations within Mt Eden village.
- Concerned the bus stops will detract from Mt Eden Road as an historical and special character area, as outlined in the Auckland Unitary Plan.
- Believe bus stop plans may contravene AT's Roads and Streets Framework and Transport Design Manual principles; want a solution that strikes a better balance between the place and movement functions of Mt Eden Road.
- Submission included a templated form from the Mt Eden Village Business Association signed by 991 people, requesting the double bus stops be relocated north of the village to the Valley Road end of Mt Eden Road.

Bike Auckland

- Support the overall proposal saying it will improve public transport provision.
- Would like AT to consider extending clearway times even longer to give public transport greater priority.

NZ Heavy Haulage Association

- Supports the overall proposal as it does not change Mt Eden Road's status as a major route for oversize loads to/from the Port of Auckland.
- Would like the chance to review any subsequent changes to traffic signals, light pole locations, or anything that may reduce width/height envelopes along Mt Eden Road.

Campaign for Better Transport

- Support the proposal overall, particularly the bus lane extensions.
- Believe the proposed change from P30 to P60 restrictions on Mt Eden Rd is too generous.
- Would prefer area between Essex Rd and Valley Rd to be permanent no parking zones to prioritise public transport, but with loading zone provisions only.
- Would like time restrictions to apply to Essex Rd carpark plus the proposed tariff, to discourage commuters from parking there all day.