

Parnell Road priority bus lane public feedback report

Total number of public submissions received = 109

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Summary

We consulted on this proposal from 12 February to 5 March 2018 and received 109 public submissions.

Outcome of consultation

We have taken your feedback on board and Auckland Transport will be proceeding with the proposals as presented in the consultation with some minor changes, including;

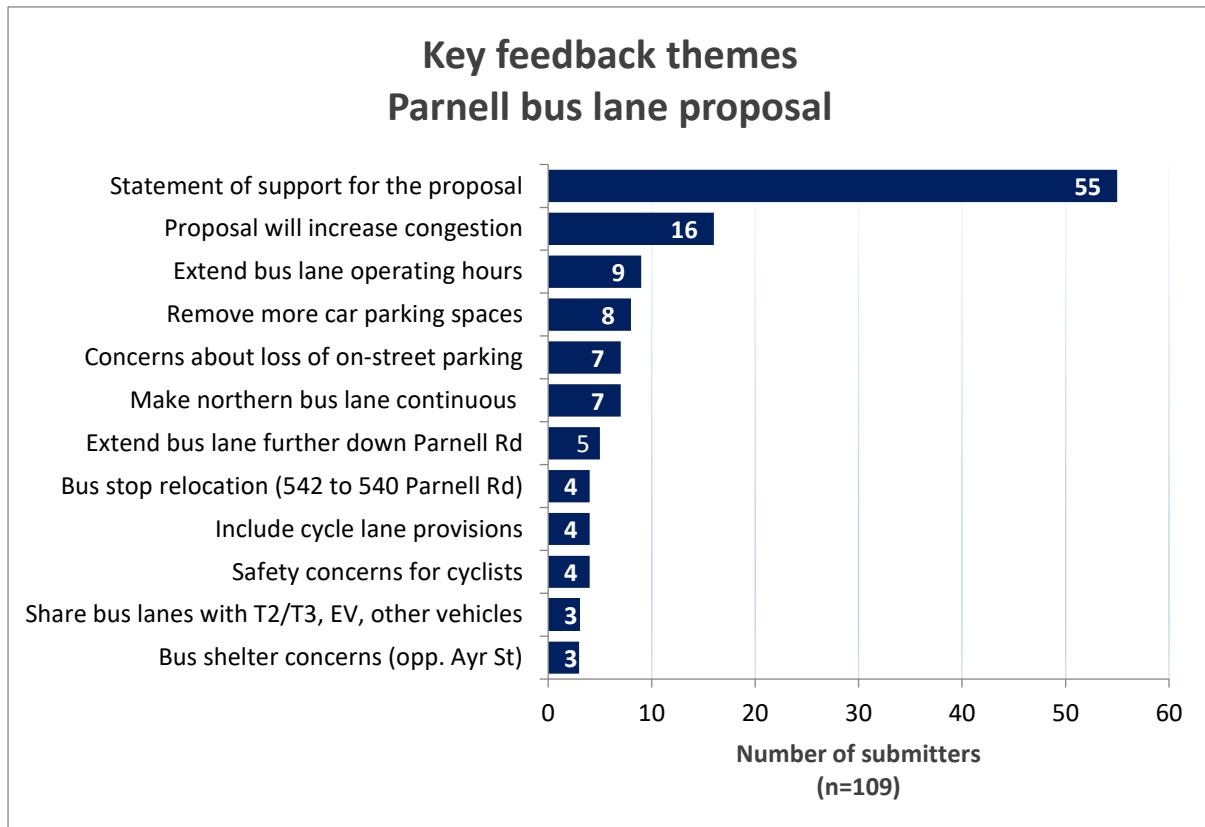
- Shortening the northern end of the proposed bus lane to reduce the risk of the queues for the right turn into St Stephen's Avenue overlapping with the proposed bus lane.
- Removal of one parking space on Parnell Road, just north of Claybrook Road to improve visibility for drivers exiting onto Parnell Road.
- Removal of one parking space on Parnell Road, just south of Maunsell Road to improve visibility for drivers exiting onto Parnell Road.
- A minor adjustment to the southbound bus stop by Sarawia Street to move it further away from the pedestrian crossing.

Key themes identified in feedback

From your feedback we identified the following key themes:

- The largest proportion of feedback received for this project were general statements of support for the proposal overall (51%, 58 responses).
- Concerns that the proposed bus priority changes may cause further congestion along Parnell Road (15%, 16 responses).
- A desire for the bus lanes to be extended even further to give buses higher priority along Parnell Road (8%, nine responses).
- Suggestions to remove more car parking than what was proposed to give buses higher priority along Parnell Road (7%, eight responses).
- Concerns about loss of on-street parking to enable the proposed bus lanes (6%, seven responses).
- Requests to make the northern bus lane continuous, as there is a proposed break on the approach to the Domain Drive / Ayr Street intersection (6%, seven responses).
- General requests to extend the bus lanes further down Parnell Road to give buses greater priority during peak hour travel times (4%, five responses)
- Minor concerns about the bus stop at 542 Parnell Road being moved back slightly to 540 Parnell Road, nearer to a signalised pedestrian crossing and driveway (3%, four responses).

- Requests to provide cycle lanes along this section of Parnell Road in the final design (3%, four respondents), and expressions of concerns for cyclists' safety in general along this stretch of Parnell Road (3%, four responses).
- Sharing the proposed extended bus lanes with T2/T3, EV or commercial/service delivery vehicles to help decongest the general traffic lanes (2%, three responses).
- Concern the replacement of the bus stop opposite Ayr Street with a cantilevered bus shelter outside 487 Parnell Road will create access and safety issues (2%, three responses).



A full overview of your feedback by location and themes can be found in [Attachment 2](#), along with our responses to your feedback and suggestions.

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

In order to improve bus reliability and journey time along this bus corridor, we are proposing a northbound bus lane on Parnell Road between Newmarket and Parnell, and a change in operating hours on the southbound bus lane between St Stephens Avenue and Sarawia Street.

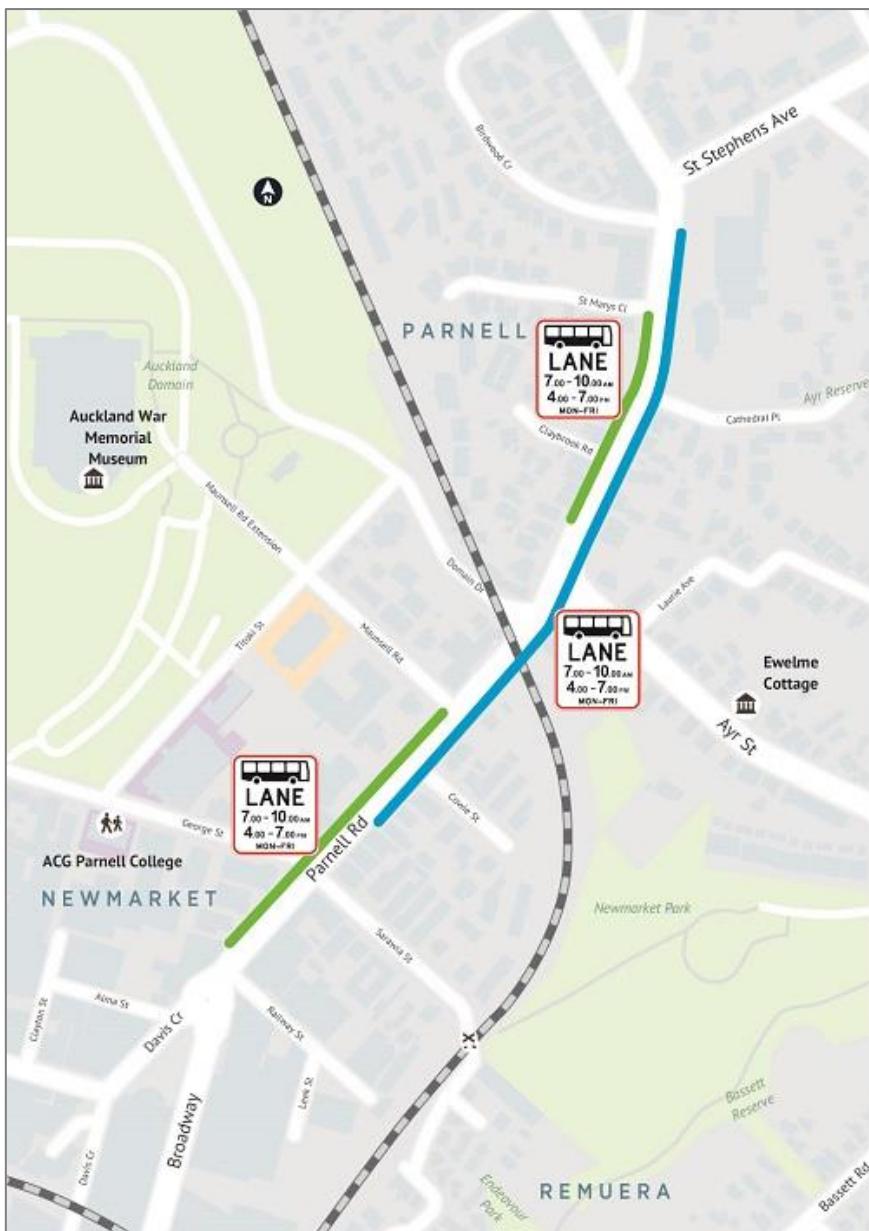
To inform the final plans for this proposal we sought your feedback on:

- Any land development proposals or issues that may affect the planned changes.
- Any site-specific safety issues that you think would affect the planned changes.
- Other feedback you would like to provide about this proposal.

Detailed plans were also provided to show where the proposed bus lane extensions, bus stop changes, car park removals, tree pruning and more would be required.

Northbound bus lane

- Starting north of Davis Crescent roundabout and finishing at Maunsell Road.
- Restarting after the Ayr Street/Parnell Road intersection and finishing at St Marys Close.
- It will be operational Monday to Friday during peak hours of 7am to 10am and 4pm to 7pm and there will be no parking during the hours of operation.
- New road marking will be required but there will be no impact on the number of traffic lanes and no change to the width of the road.
- Green surfacing will be applied along the length of the bus lane.
- We have consents for the professional pruning of the Pohutakawa outside 539 to 541 Parnell Road to allow buses to safely pass.
- The bus stop opposite Ayr Street will be relocated a short distance to 487 Parnell Road and it is proposed that this will become bus shelter with a bench. This will require the removal of three parking spaces.
- The one parking space on Claybrook Road close to the intersection with Parnell Road will be removed to allow space for vehicles to safely turn onto Parnell Road.
- The bus stop outside 437 will be moved slightly north to ensure rear doors are away from the driveway.



The proposed new northbound bus lane (green), extended southbound bus lane (blue) and increased bus lane operating hours along Parnell Road.

Context

Thousands of people travel along Parnell Road daily with congestion becoming a key issue in the morning and afternoon peaks.

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.

The proposed bus priority measures will help alleviate the congestion and provide an incentive for people to consider travelling by bus.

Consultation

Consultation on the Parnell bus lane proposal went from 12 February to 5 March 2018.

Activities to raise awareness

To reach and engage the public and key stakeholders for this project, we:

- Directly engaged the Parnell Business Association and the Parnell Community Committee from late 2017.
- Did a targeted mail out to approximately 1,500 people and businesses along the immediate project area on Parnell Road and affected side streets.
- Held one-on-one meetings with owners affected by the proposed bus stop relocations.
- Posted information on our social media channels, including Facebook, Twitter, and Neighbourly.
- Set up a project webpage, online feedback form, and a dedicated email address where further online responses could be directed to.

Giving feedback

To help inform the proposed changes, we asked you:

1. Please list any land development proposals or issues that may affect the planned changes.
2. Please list any site-specific safety issues that you think would affect the planned changes.
3. Is there any other feedback you would like to provide?

Feedback could be provided via the online feedback form or by emailing the dedicated email address busstopfeedback@at.govt.nz. See [Attachment 1](#) at the end of this report for a copy of the letter sent to residents, property owners and stakeholders in the affected area.

Your feedback

Overview

We received public feedback on the proposal from 109 submitters.

- 103 were submitted the online feedback form or project email address.
- Six submissions were received from key interest groups. Summaries of these submissions for the following groups have been included [here](#):
 - Waitematā Local Board
 - Parnell Community Committee
 - Parnell Business Association
 - Newmarket Business Association
 - Royal New Zealand Foundation for the Blind
 - Levley Limited – joint submission

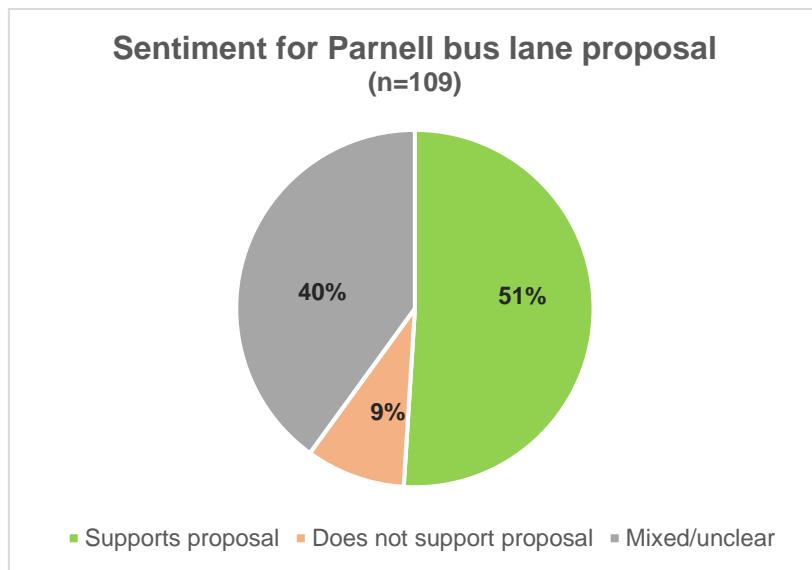
Broad feedback themes

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



We have responded to all of your comments and suggestions, grouped by feedback themes, and included these responses in [Attachment 2](#).

Sentiment for the proposal



Just over half of all submitters (51%, 55 respondents) expressed explicit support for the proposal, saying:

- The proposal gives public transport a much-needed or overdue lift in priority along this busy and often congested route, close to the city centre.
- The proposed changes would improve bus travel times and service reliability.
- The works should be implemented as soon as possible.

“I support the bus lane changes. This area is intensely congested at peak times.”

“Good proposal; will help bus users have more reliable and faster travel.”

“Get on with it and do it.”

A small proportion of submitters (9%, 10 respondents) said they do not support the proposals overall, saying they believe that:

- The existing bus lanes in the area have increased rather than decreased congestion for along Parnell Road.
- Extending these bus lanes may worsen rather than improve congestion and reduce on-street parking options for other road users.
- The proposed changes will not have the desired impact, and therefore not worth the investment to implement.

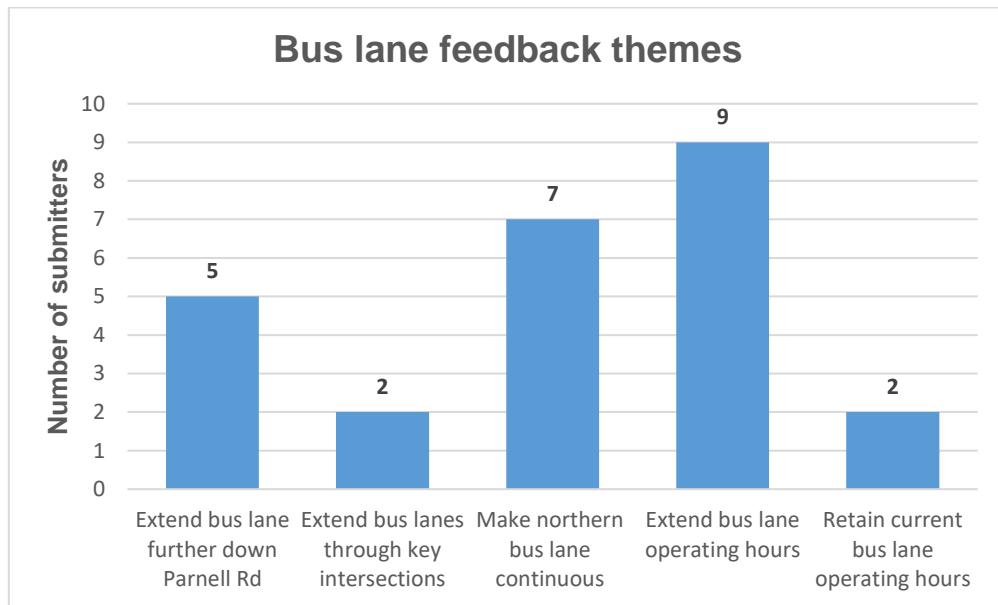
“The bus lanes have created terrible traffic problems around Parnell, there has been nothing positive that has come from them.”

“I hate bus lanes, they reduce parking space and crowd car traffic into less space, all for the occasional passing bus.”

"Don't think this small change is going to be of much benefit, I think it's a waste of money and time."

A small proportion of respondents (40%, 44 respondents) offered mixed or no clear sentiments about this proposal.

Bus lanes



Nine respondents (8.3%) said they support further extensions to the bus lane operating hours along Parnell Road, to give buses higher priority during peak hour traffic, especially in the evening. Some thought they should start earlier; others thought they should run until later than the proposed time of 7pm.

"The evening peak bus lanes need to be in effect from 3.00pm until 7.00pm."

"I think there should be no parking on all bus routes till maybe 7 or 8pm."

Seven submitters commented on the break in the northbound bus lane shown in the consultation map. Some expressed concern that this would denote a break in service continuity, which they felt undermined the good intention of the bus lane extension.

"The city-bound bus lane should not be interrupted as it will disrupt the bus flow and will affect the reliability of the service in a negative way."

"The stop start sectioning of the north bound lane creates more traffic distress than simply taking the lane all the way through to the top of Parnell Rise."

Five respondents requested that the bus lanes be extend much further along Parnell Road than proposed, to make bus services even more reliable through this congested road space. One person suggested continuous bus lanes along the entire length of Parnell Road.

"Bus lane should extend further through all of Parnell Road and through Broadway."

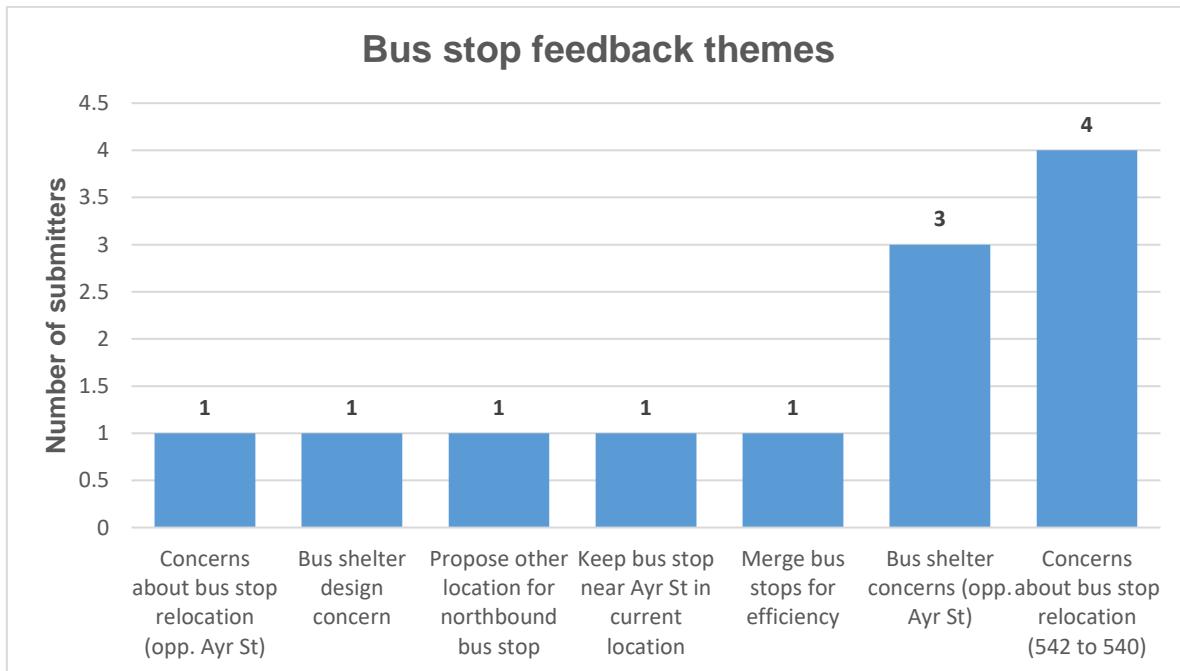
"Put a bus lane the entire way and a bike lane and remove parking."

Two submitters wanted bus lanes extended through key intersections in the area as a way to alleviate congestion at these pinch-points. Two more people thought the current bus lane operating hours should remain unchanged.

"The planned changes are welcome but unfortunately do not extend through the main intersections which form major pinch points. Priority should extend through the intersection."

"Keep the bus lane hours at 7am - 9am and 4pm - 6pm, don't increase them."

Bus stops



Four respondents expressed concerns about shifting the bus stop currently situated at 542 Parnell Road slightly back to 540 Parnell Road, saying it would block a drive/accessway servicing several properties and closer to a controlled pedestrian crossing, which they felt could pose a potential safety risk to those in this area.

"The implication of a bus stop being moved further along, outside 540 Parnell Road...buses will park over the driveway entrance to vehicle parking behind the units... The concern is that in an emergency the driveway can easily be blocked by the buses."

"Moving the bus stop away from Sarawia and closer to the controlled pedestrian crossing could result in a safety issue."

Three respondents expressed concern that the replacement of the bus stop opposite Ayr Street with a cantilevered bus shelter, outside 487 Parnell Road, will create access and safety issues. One person had concerns that the proposed bus stop relocation across from Ayr Street would cross the drive/accessway for properties 491/493 Parnell Road, which

could inconvenience residents and businesses who use this drive. One submitter wanted the current Ayr Street bus stop location to be retained.

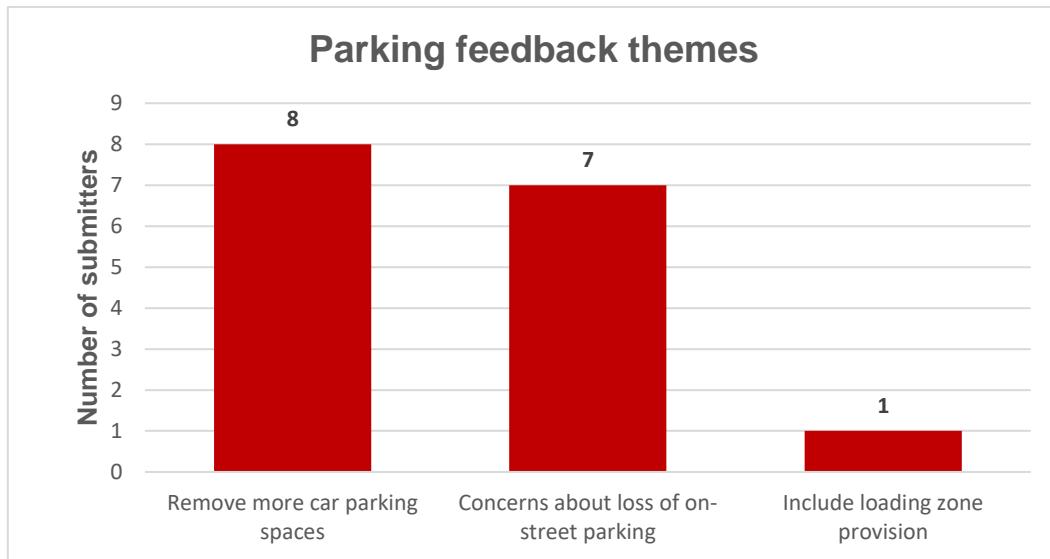
One further person shared their concerns about the proposed new bus shelter design; another respondent suggested merging two existing bus stops in the area for efficiency. One further respondent suggested an alternative location for one of the northbound bus stops.

“As per the drawings, the bus-stop goes across the driveway/access of 491/493 Parnell Rd which does not meet your own standards.”

“Why have both bus stops (Domain Drive and Cathedral) been retained? These two stops should be merged somewhere near the middle to speed up the bus services along this route.”

“Bus stop moved further away from Domain Drive down Parnell Road also welcome as too close now to Domain Drive.”

Car parking



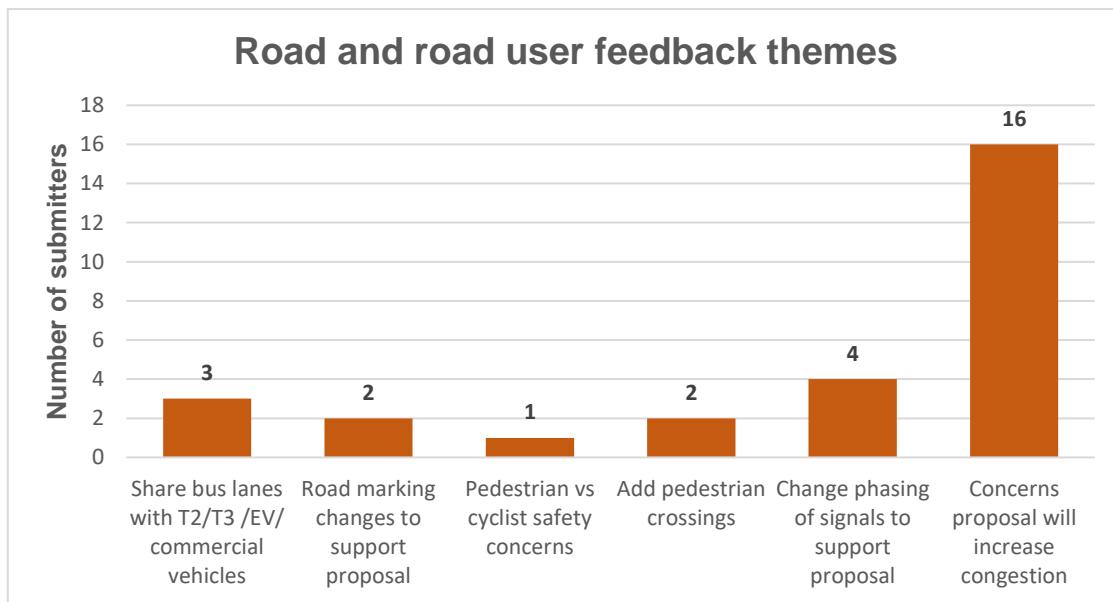
Eight people suggested removing more on-street car parking along Parnell Road to free up the bus lanes further and prevent parked cars from causing general congestion. Seven respondents did not support the proposed car park removals to enable the bus lane extensions. One person suggested adding a loading zone to the project area to support local businesses.

“This is such a short area that will allow buses to move in with a bus lane – why don’t you remove all parking on Parnell Road, within this area to make it a full bus lane?”

“It is appalling that you are removing so many car parks when we are desperately short of them in Parnell Road.”

"With the proposed changes there didn't appear to be any allowance for a loading zone. This is a busy street with business lining both sides...[this] could be useful."

Road and road user changes



A significant proportion of submitters expressed concerns that the proposed bus lane extensions would increase congestion along this route (16 respondents). Many felt that giving buses a priority lane during peak times would unfairly inconvenience other road users, forcing them to merge into one lane.

"Trying to modify arterial traffic routes seems to increase congestion as opposed to easing it."

"With this proposed system, we will have only one lane into which we can merge which is going to be hopeless!"

Four respondents requested changes to traffic signal phasing to support this proposal or as an alternative means to improve traffic flows within the project area. Three people wanted bus lanes to be shared with T2, T3, electric or service delivery vehicles to maximise use of the bus lanes and help alleviate congestion in the general traffic lane.

Two submitters suggested marking road markings within the project area to help improve general traffic flows. Two further people requested additional pedestrian crossings be installed as part of this project. One person expressed concerns about cyclist and pedestrian safety in the project area, although unrelated to the proposal itself.

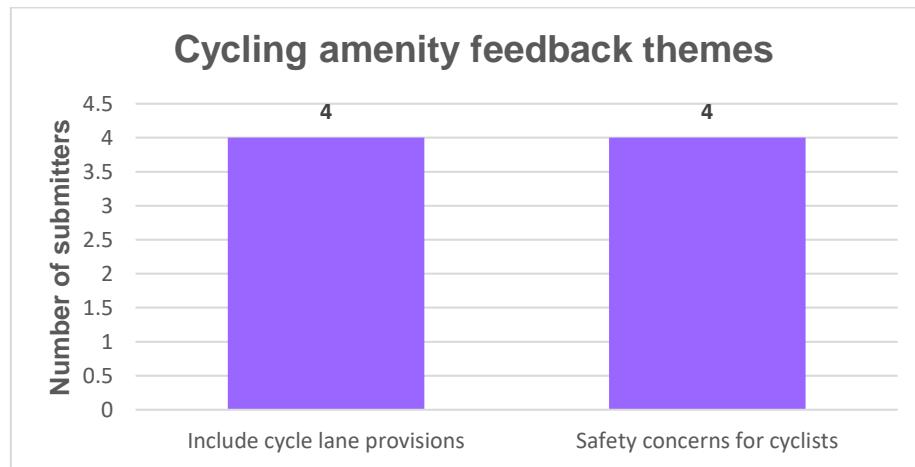
"The congestion that has happened with the change of the traffic lights has been getting greater as time goes by."

"We need to get more use out of these bus lanes - maybe commercial/electric/3 or more passengers could use bus lanes in peak times?"

"I would suggest that...lines be painted on the road across the Maunsell Rd intersection to prevent cars parking across the intersection whilst waiting for the green light."

"Southbound Parnell Road to Ayr St, install a raised zebra crossing to replace the slip lane. The current situation is dangerous to pedestrians."

Cycling amenity

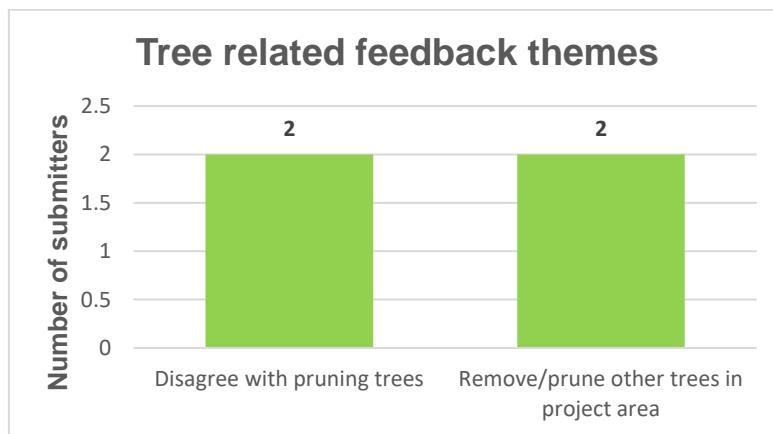


Four respondents requested dedicated cycle lanes to be installed along Parnell Road as a part of his project. Four further people shared their concerns about cyclist' safety along this busy route.

"Please make more bus lanes and cycle lanes."

"I don't feel very safe cycling down Parnell Road due to being wedged between parked cars...drivers don't look before opening doors on my left and fast-moving vehicles on my right."

Trees



Two people were opposed to the tree pruning required for safe operation of the proposed bus lanes. Two respondents made request for other trees to be pruned or even removed in or near the project area, citing visibility issues.

"Strongly disagree with the removal of parking spaces and the pruning of pohutukawa trees."

"Entering and exiting [Claybrook Road] is difficult particularly with the two plane trees growing in the street, would be safer if these were removed..."

Attachment 1:

Summary of written feedback submissions

We received submissions on this proposal from six key stakeholder groups via the public feedback survey and written submissions. Below is a summary of their feedback.

Waitematā Local Board

- The Board supports having a bus shelter.
- The Board has reservations about the new locations particularly with regards to markings going over driveways.
- Would like AT to consider a Green roof bus shelter.
- Would like AT to look at options for widening the footpath.
- Would like AT to consider extending bus lanes and clearways to include Saturdays.
- Would like to ensure that AT is engaging with the Blind Foundation as a key stakeholder.
- Would like further information on the tree trimming.
- Would like to ensure any adverse effects on St Stephen's Avenue are taken into account.
- Would like AT to investigate the effectiveness of having a T2/T3 versus a dedicated bus lane.

The board would also like to draw attention to the following public feedback:

- 51% of submitters expressed explicit support for the proposal, 40% gave mixed or unclear feedback and 9% explicitly did not support.

Top messages of support:

- The proposal gives public transport a much-needed or overdue lift in priority along this busy and often congested route, close to the city centre.
- The proposed changes would improve bus travel times and service reliability.
- The works should be implemented as soon as possible.

Top three concerns/suggestions:

- Concerns that the proposed bus priority changes may cause further congestion along Parnell Road.
- A desire for the bus lanes to be extended even further to give buses higher priority along Parnell Road.
- Suggestions to remove more car parking than what was proposed to give buses higher priority along Parnell Road.

Parnell Business Association

- Supports efforts to increase bus reliability and frequency but felt this proposal may increase rather than alleviate congestion along Parnell Road, with minimal benefit to buses, particularly along the southbound bus lane.
- Would like AT to consider sharing the bus lanes with T2/T3 lanes to balance the demands of all transport modes.
- Support the removal of parking for the hours indicated to create a clearway or priority bus lane in peak times.
- Does not support the proposal to move the bus stop and concur with the submission by the businesses at 481, 487, 487A, 491.
- Concerns about the consultation drawings which appear to show the bus-stop going across the driveway/access of 491/493 Parnell Road.
- Felt the proposed new bus shelter may cause access and visibility issues in the above area.
- Prefer the current location of the bus stop as a traffic calming element coming along Parnell Road from Newmarket.
- Concerns about the loss of three car park spaces to enable the proposed bus lanes; they may impact local businesses and residents.
- Questioned the need for an additional bus stop so close to the one at 437 Parnell Road; believe this could serve Parnell Road well if the Ayr Street stop was removed.

Parnell Community Committee Inc.

- Felt the proposed bus lane design will create a much less efficient bus flow and will not alleviate congestion along Parnell Road.
- Would like AT to consider sharing the bus lanes with T2/T3 lanes to balance the demands of all transport modes.
- Expressed concerns about the visual amenity of the roadside along the northbound bus lane; would like some AT signage to be removed from this area and requested minimal signage to support the northbound bus lane operations.
- Believe the current bus stop placement just beyond Ayr St is working well since it was changed in 2015; only problematic when buses are travelling together.

Newmarket Business Association

- Supports efforts to increase bus reliability and frequency but felt this proposal may increase rather than alleviate congestion along Parnell Road with minimal benefit to buses, particularly along the Southbound Bus Lane.
- Would like AT to consider sharing the bus lanes with T2/T3 lanes to balance the demands of all transport modes.

Royal New Zealand Foundation for the Blind

- Generally, supports bus lanes and other initiatives to make public transport more accessible and convenient.
- Supports the removal of on-street parking in favour of bus priority; believes research has shown on-street parking is not necessarily vital for local business prosperity.

- If the relocation of the bus stop opposite Ayr Street goes ahead, the Blind Foundation would like to know as soon as possible so they can advise their clients.
- Raised a safety issue in that a lot of people run the red at the mid-block crossing outside 545 Parnell Road.

Levley Group – joint submission

- Expressed concern about the consultation drawings which appear to show the bus-stop going across the driveway/access of 491/493 Parnell Road.
- Does not support the proposal to move the bus stop and concurs with submissions by the businesses at 481, 487, 487A, 491.
- Concerns about the consultation drawings which appear to show the bus-stop going across the driveway/access of 491/493 Parnell Road.
- Felt the proposed new bus shelter may cause access and visibility issues in the above area for a range of stakeholders who use the above driveway/access point.
- Prefer the current location of the bus stop as a traffic calming element coming along Parnell Road from Newmarket.
- Concerns about the loss of three car park spaces to enable the proposed bus lanes; they may impact local businesses and residents.

Attachment 2: Design suggestions in feedback and AT responses

Below is a summary of the feedback put forward by the Local Board and our responses to this feedback.

LB design suggestion in feedback	AT response
Look at widening the footpath at the bus stop by Ayr St, to provide more width for the proposed bus shelter.	We are unable to widen the footpath at this location. To widen the footpath it would be necessary to narrow the bus lane widths which would impact on safety, especially for cyclists.
Consider making bus lanes operational on the weekend as well. Consider starting the bus lanes at 3pm instead of 4pm.	AT is working towards standardising bus lane operating hours to 7 - 10am and 4 - 7pm weekdays only region-wide (except for the city centre where bus lanes operation 24/7) to minimise disruption to school traffic and introduce consistency across the network.
Have AT consulted with the Blind Foundation? They are likely to have numerous access and safety issues in this area, please work with them to ensure these are addressed as part of the project.	Yes, we have consulted with and met with a representative from the Blind Foundation. They are in support of the proposed concept and did not raise any specific concerns regarding the proposal or other issues in the area. The only issue that was raised was regarding red light running at the pedestrian crossing outside the library, which we cannot resolve through this project. However, we have reported this concern to the Police.
Reduce the amount of tree trimming required at the southern end.	Trimming is only proposed where it absolutely necessary to meet the bus clearance criteria and for safety. However, we will review the extent of pruning required as part of the detailed design update and we will keep the amount of pruning to a minimum.
Green roof bus shelters are to be trialled on Quay St. Consider this as an option for the proposed bus shelter.	There is insufficient space on this cantilever bus shelter to create a living roof. The roof on this shelter will be relatively narrow and will largely be taken up by solar panels for lighting.

LB design suggestion in feedback	AT response
Queried the impact on congestion at St Stephen's Ave.	<p>To minimise the chance of straight through traffic being blocked by the right-turning traffic, we will modify the bus lane slightly to provide more space for right-turning queues. We will terminate the proposed bus lane just before the bus stop outside 437 Parnell Road.</p> <p>As the proposed bus lane is using road space currently occupied by parked vehicles, there will be minimal impact on the general traffic lane. We note this intersection can cause congestion at times and we will work with the traffic operations centre to optimise the phasing at this intersection.</p>
Review the need to relocate the bus stop opposite Ayr Street.	<p>The location of the bus stop opposite Ayr Street introduces other elements in the traffic flow that relocation to 487 Parnell Road will help address. In particular, when a bus is at the stop, two traffic lanes are forced to merge abruptly which results in delays to northbound traffic.</p>

Below is a summary of all design suggestions received from the public and all stakeholders. We have responded to your feedback as follows.

Design suggestion in feedback	AT response
Extend bus lanes further	
Run bus lanes to Sarawia on one side and from George for a more cohesive run during express times.	We believe there are no time-saving benefits by extending the bus lane the additional 50m to Sarawia Street. Buses will still need to merge into the general traffic lane after leaving the bus stop. The proposed bus lane makes better provision for buses to make this manoeuvre safely.

Design suggestion in feedback	AT response
Extend bus lanes further through all of Parnell Road and through Broadway.	Further extensions to the bus lanes is not in scope for this project but this will be looked at in the future.
Carry bus lanes on through traffic lights, perhaps allowing general traffic to turn left using the bus lane if necessary to avoid trapping buses in congestion (e.g. intersection with Domain Road). Change design to prevent traffic from going straight through the intersection with Domain Road in the left hand northbound lane.	The proposed northbound bus lane would allow buses to travel through the traffic lights in one phase without impacting capacity for cars at the signals. It will also minimise overall delays as buses can exit general traffic to enter the bus lane sooner. Removing one lane for general traffic at the traffic lights would result in more delays for buses earlier on the route, as vehicle queues would extend back further through the Broadway roundabout.
Ensure bus lane width is maximised so buses and cyclists can use it safely together - avoid intermediate widths (3.3m to 4.1m) which cause unsafe overtaking of people on bikes.	We will not use any intermediate widths for bus lanes (3.3m to 4.1m) for this project. The bus lanes between Ayr Street and St Stephen's Avenue will be 4.2m wide, but from the Davis Crescent roundabout to Maunsell Rd (northbound), the bus lane will need to be 3.2m wide to allow the right turn bays to be retained.
Allow commercial/electric/T2/T3 or more passengers to use bus lanes in peak times.	We will not enable T2/T3, EV, or any other special vehicles or conditions to use the proposed bus lanes along Parnell Road. The existing special vehicle lanes in Parnell and Newmarket are bus lanes only, and the proposed new lane will also be a bus lane. The reason why bus lanes are preferred here, rather than T2 or T3 lanes are; <ul style="list-style-type: none"> • The high volume of buses and the constrained capacity along some sections of Parnell Road • Safety for people on bikes – this is an important cycling route and it is safer for cyclists to share a bus lane than to ride in a T2 or T3 lane • The proposed northbound bus lane is not continuous and will create merge points for

Design suggestion in feedback	AT response
	general traffic if it were to operate as a T2 or T3 lane. This is less of an issue for buses.
Make Northern bus lane continuous	
<p>Just like the Southern Bus Lanes, make the Northern Bus Lanes continuous rather than in sections.</p> <p>Make the northbound bus lane the entire strip from Railway St to St Mary's Close.</p> <p>Please extend the bus lane going northbound to Parnell Town Centre through the Domain Drive intersection.</p>	<p>Extending the northbound bus lane through the Ayr Street / Domain Drive intersection would result in a significant increase in delays and queueing and would adversely affect the operation and safety at the intersection. While the new bus lane will terminate just prior to the Ayr Street intersection, it will improve reliability and enable buses to pass through Ayr St / Domain Dr intersection in one signal phase.</p>
Bus lane operating hours	
<p>Extend hours of bus lane operation in the afternoon in both directions to 3pm and 7pm. The bus lanes should be active 24 hours a day.</p> <p>Keep the bus lane hours at 7am - 9am and 4pm - 6pm don't increase them. The timing should be until 9am instead of 10am.</p> <p>Consider starting the bus lanes at 3pm instead of 4pm.</p>	<p>AT is working towards standardising bus lane operating hours to 7 - 10am and 4 - 7pm weekdays only region-wide (except for the city centre where bus lanes operation 24/7) to minimise disruption to school traffic and introduce consistency across the network.</p>
Bus stops	
<p>Merge the two bus stops at Domain Drive and Cathedral to speed up the bus services along this route - they are only about 200m apart, which is far closer than best practice.</p>	<p>These two bus stops serve different catchment areas and will be retained as separate stops at this stage.</p>
<p>Moving the bus stop away from Sarawia and closer to the pedestrian crossing is a potential safety issue.</p>	<p>Moving the bus stop away from Sarawia Street will improve visibility for vehicles turning out of Sarawia Street into Parnell Road. However, we will ensure that the stop is positioned far enough away from the pedestrian crossing so that if two buses do need to stop here at the same time, they will not block the crossing.</p>

Design suggestion in feedback	AT response
<p>The implication of a bus stop being moved further along, outside 540 Parnell Road, means the buses will park over the driveway entrance to vehicle parking behind the units; change the existing bus stops position or move it closer to Newmarket.</p>	<p>Unfortunately the current stop is positioned too close to the Sarawia Street intersection and we do need to move it slightly further to the north. When a bus is stopped here it obstructs visibility for drivers pulling out onto Parnell Road, which is a safety risk. However, this is not a bus layover so buses will not be stopped blocking the entrance for long periods of time. There may be occasions when two buses are at the stop, which will briefly block vehicle access. After the Central New Network is implemented in July 2018 this bus stop will only service the Inner and Outer Link services and it will not be a high frequency stop.</p>
<p>The bus stop, which goes across the driveway/ access of 491/493 Parnell Road does not meet AT standards.</p>	<p>Many bus stops throughout Auckland extend across driveways where space is constrained. Due to the proximity to the signalised intersection and property driveways, there is no suitable alternative locations for this bus stop in the immediate area. After the Central New Network is implemented in July 2018 this bus stop will only service the Inner and Outer Link services and it will not be a high frequency stop.</p> <p>The Auckland Transport Code of Practice (ATCOP) specifies that bus layover stops should not be located in front of driveways. We are not proposing a bus layover at this location.</p>
<p>The relocation of the bus-stop and erection of a bus shelter will make access to and from driveway 487 Parnell Road less safe for everybody - visibility will be significantly reduced. Applies to properties at 481, 493 & 491 as well.</p>	<p>A customised cantilever shelter (without side panels) is proposed for this location. This design will ensure sufficient visibility is maintained for vehicles exiting driveways to 487 and 493 Parnell Road. The bus shelter will be positioned in the least obstructive location between the driveway and fence gate outside 487 Parnell Road.</p> <p>It is also noted that, at the moment, vehicles park close to the driveway to 487 Parnell Road which obstructs</p>

Design suggestion in feedback	AT response
Do we need to move the bus shelter opposite Ayr Street?	<p>visibility. When the bus stop is relocated to this position most of the time this area will be clear of parked vehicles, thus improving visibility from this driveway when it is not occupied by a bus.</p> <p>The current bus stop position opposite Ayr Street is problematic; the narrow footpath and presence of signal poles make it a difficult site to place a bus shelter. Also, when buses are at the stop, two lanes are forced to merge abruptly resulting in delays to northbound traffic.</p>
Parking	
Remove parking from all arterial routes.	AT will consider removing parking on arterial routes on a case by case basis.
Removal of the car park at the entrance to Claybrook Road, Parnell.	AT will check the visibility at the Claybrook Road intersection. If required, we could look to extend the 'no stopping' line to ensure there is sufficient visibility for vehicles turning onto Parnell Road.
<p>Don't ruin the small business trade by taking away crucial parking. Strongly disagree with the removal of parking spaces. By moving the bus-stop you will be losing 3 car-parks permanently on a stretch of road where there are a number of businesses as well as residential properties.</p>	Given the increasing demand for transport in Auckland and limited opportunities for increasing road capacity in urban areas, it is important that we make effective use of the available road space. We do understand that this has an impact on people who live and work on arterial roads, but it is important that we give priority to improving the reliability and efficiency of key bus routes to ensure public transport users get to where they need to, on time.
Cycling and walking	
The northern section not being continuous might be dangerous as this gives motorist rights to lanes that cyclists also use.	Unfortunately, we are unable to continue the bus lane northbound through the Ayr Street intersection because this would result in a significant increase in queues and delays that would impact on all traffic using this route,

Design suggestion in feedback	AT response
	including buses. However, any vehicles changing lanes will need to give way.
The bus lane should be shared with cyclists. Please ensure the bus lane width is maximised so buses and cyclists can use it safely together.	Where possible, a bus lane width of 4.2m has been provided i.e. from Ayr St to St Marys Cl (northbound), which allows sufficient room for buses and cyclists. However, from Davis Cres roundabout to Maunsell Rd (northbound) the bus lane width is constrained to 3.2m as we need to retain the flush median to facilitate vehicles turning right in/out of side-streets and private properties in this area. This project meets all Auckland Transport design requirements and design best practice for bus lane widths.
At present cyclists heading south along Parnell Rd who want to turn right into the Domain cross over from Parnell Rd onto the footpath on the opposite side of the road once they are past Claybrook Rd and this is creating a pedestrian hazard.	We recommend cyclists turn right further up the road into Maunsell Rd, using the flush median. There is also the option of using the signalised crossings at the Ayr Street intersection to go towards Domain Drive.
Pedestrian crossings	
Parnell Road to Ayr St - install a raised zebra crossing to replace the slip lane for pedestrian safety.	We investigated installing a zebra crossing at this location. Unfortunately, sight lines are blocked by the wall on the property boundary on this corner and we will not be implementing this suggestion. The restricted visibility would increase the risk of crashes involving pedestrians if we were to install a Zebra crossing.
Add more crossings along project area for pedestrians and kids going to schools.	Auckland Transport is investigating the possibility of installing another pedestrian crossing between St Stephens Avenue and Cathedral Place, but if carried forward, this project will be delivered separately from the bus lane project.
Road and road user changes	

Design suggestion in feedback	AT response
<p>Paint lines on the road across the Maunsell Road intersection to prevent cars parking across the intersection whilst waiting for the green light.</p>	<p>At this stage there is no plan to create a 'keep clear' zone at this intersection. We will continue to monitor this intersection and, if needed, propose changes at a later date or as part of a future project.</p>
<p>Traffic light phasing on Ayr Street/Domain Drive causes congestion - heading towards Parnell/Ayr Street (two lanes) from Newmarket park across Maunsell Road. Maunsell Road is already very difficult to enter and exit at any time of the day, particularly during rush hour.</p>	
<p>Traffic light phasing at St Stephens intersection - right turning traffic from Parnell Rd are positioned about 40m back from the moment of right turn; on average only 3 cars turn before the light changes, so the right-hand lane of traffic stretches back.</p>	<p>To minimise the chance of straight through traffic being blocked by the right-turning traffic, we will modify the bus lane slightly to provide more space for right-turning queues. We will terminate the proposed bus lane just before the bus stop outside 437 Parnell Road.</p>
<p>Queried the impact on congestion at St Stephen's Ave.</p> <p>Reducing the cars to only 1 lane in sections will make congestion much worse.</p>	<p>As the proposed bus lane is using road space currently occupied by parked vehicles, there will be minimal impact on the general traffic lane. We note this intersection can cause congestion at times and we will work with the traffic operations centre to optimise the phasing at this intersection.</p>
<p>Concerns the effect the bus lane will have all the way to St Marys Close. There are currently yellow lines back from this point which allows the formation of two lines of traffic as people either get in the left lane or right lane.</p>	<p>AT will end the bus lane just before the bus stop outside 437 Parnell Road to minimise the chance of straight-through traffic being blocked by right turning traffic.</p>
Trees	
<p>Strongly disagree with the pruning of Pohutukawa trees.</p>	<p>Trimming is only proposed where it is absolutely necessary to meet the double decker bus clearance criteria for safety reasons. Any tree pruning will be undertaken by qualified arborists.</p>
<p>Entering and exiting [Claybrook Road] is difficult particularly with the two Plane trees growing in the street, consider removing these as well.</p>	<p>At this stage we have no plans to remove these suggested trees. Our proposal includes the removal of one parking space at the entrance to Claybrook Road</p>

Design suggestion in feedback	AT response
	to make access to this street easier. The plane trees do not impact on safe operation of the proposed bus lanes for Parnell Road nor that of general traffic.
Questions	
“Has consideration been given to removing all parking at any times, either side, between these two intersections (Ayr and St Stephens)?”	Consideration has been given to remove parking, but only where necessary to support the proposed bus lane and bus stop changes. Parnell Road has a high parking demand; reducing off-peak on-street parking at this location could adversely impact businesses in the area.
“The bus shelter is not appealing to me. Why does it differ from the existing shelters along the street?”	A cantilever bus shelter uses up less room and would be appropriate for this location outside 487-491 Parnell Road, where the footpath is too narrow for a standard bus shelter.
“In one years’ time, 400 workers move into the new Mercury Energy building, which has 280 car parks on two basement levels. How will they exit out of Alma St on to Parnell Rd each afternoon?”	There will be minimum impact on the general traffic lane as the proposed bus lane is using road space that is currently occupied by parked vehicles.
Issues	
“Turning in and out of the blind institute/library is difficult - it would be great if the entrance was widened as part of this to prevent congestion.”	This driveway is privately owned and not under AT's jurisdiction to modify. Wider driveways are generally considered less safe for pedestrians; the speed of turning vehicles increases the likelihood and severity of crashes involving pedestrians.
“...the new 277 mega mall due for completion at end of 2019. 2,700 proposed car parks up from the 800 they had previously. With 800 spaces, entering and exiting 277 from either Mortimer Pass or Morrow St caused gridlock every evening for people trying to access the Gillies Ave on ramp. There will be some serious traffic flow issues here in approx. 20 months' time with 2,700 car parks on offer, unless I'm not privy to some well laid out traffic management plans that were in the resource consent for the developers.”	This is outside the project area and scope. This proposal will have minimum impact on the general traffic lane, as the proposed bus lane will use road space currently occupied by parked vehicles along Parnell Road.