

Summary of feedback for Glen Eden Town Centre Pedestrian Safety Improvements



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Summary

Auckland Transport (AT) are proposing pedestrian safety improvements around Glen Eden town centre.

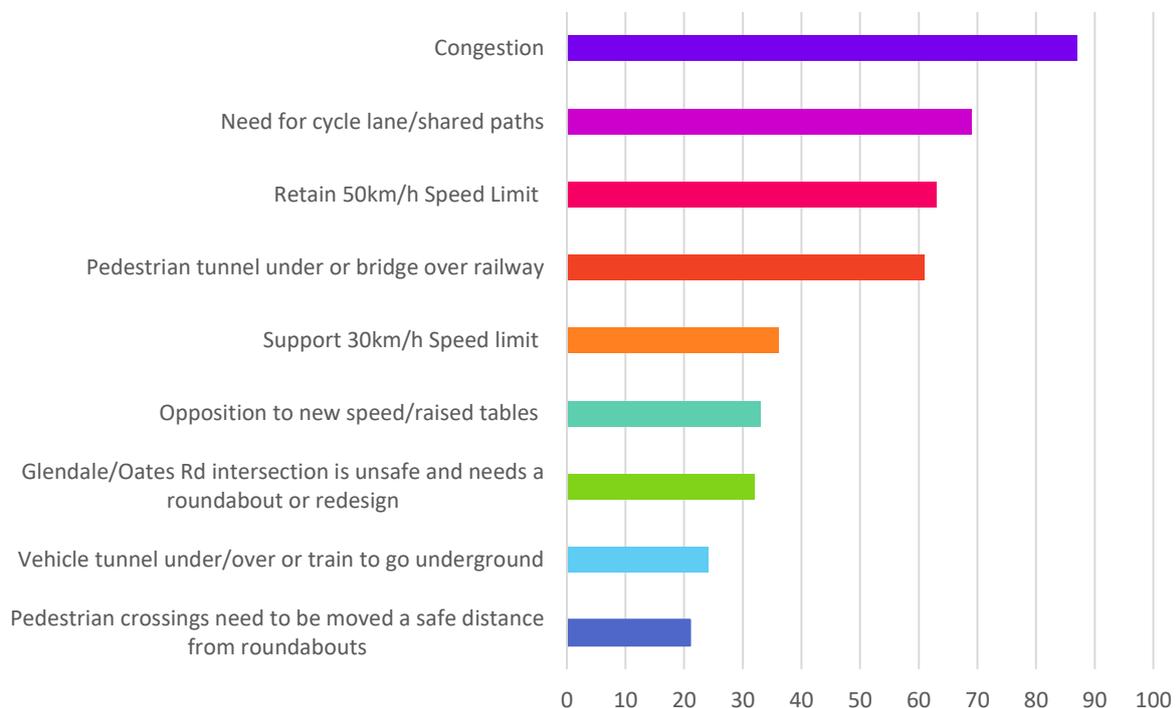
The proposed improvements are designed to increase pedestrian safety, promote accessibility between the town centre and the train station, and reduce the distance for pedestrians wanting to cross the road, making Glen Eden town centre a safer and more attractive place to work, shop and spend time.

We proposed to upgrade five existing pedestrian crossings at various points along West Coast Road; Glendale Road, Glenview Road, Captain Scott Road, Bowers Road, and outside 110 West Coast Road. We also proposed installing a new speed table between Captain Scott Road and Bowers Road, upgrade the Captain Scott, Wilson Road, and Oates Road roundabout, and reducing traffic speeds through Glen Eden Town Centre.

We wanted feedback to help us improve the design process for the following upgrades, before we progressed to the detailed design phase of the project.

We consulted on this proposal from 6 August 2018 to 9 September 2018 and received 398 submission of feedback.

Key themes raised in feedback



AT responses to key feedback themes

After investigating the various suggestions and alternatives raised by submitters and key stakeholders we have decided to implement pedestrian improvements around Glen Eden town centre. The original proposal will reflect the following changes based on the key themes raised during consultation:

- **Congestion** – The objective of the project is to improve pedestrian connectivity and to encourage a slower speed environment on West Coast Road through the Glen Eden Town Centre. Congestion due to the level railway crossing cannot be resolved with this project, due to the cost and scale of change it would require, but it has been noted for any future projects. However, AT will be looking at opportunities to increase the number of vehicles that can turn right into Glenview Road from West Coast Road. We will also look at potential opportunities to optimise the network via a modification to the traffic signal phasing.
- **Need for cycle lane/shared paths** – In order to implement cycle lanes, they would need to be considered in a more holistic manner rather than just being provided in small sections along the corridor. The proposed improvements will help to manage the safety for all road users, including cyclists, that is until further work to address cycling connections in the area can be investigated.
- **Speed Limit Changes** – The reduction of the speed limit through the Glen Eden town centre will not proceed at this time. The proposed road infrastructure and road environment changes will encourage slower speed on West Coast Road.
- **Pedestrian tunnel under, or bridge over, railway** – This is outside the scope of the proposed works. Separated pedestrian and cycling paths would require substantial changes to the surrounding town centre layout while changes to the road environment would most likely require the separation of the level crossing.
- **Vehicle tunnel under/over or train to go underground** – This is outside the scope of the proposed works. The separation of the level crossing would require substantial changes to the surrounding town centre road layout.
- **Opposition to new speed/raised tables** – Following feedback received from the consultation, AT has revised the number of speed tables on this section of West Coast Road. The revised proposal includes the installation of 3 speed tables along the length of West Coast Road, namely at the following locations:
 - Glendale Road / West Coast Road Intersection
 - Janet Clews Place / West Coast Road Intersection
 - New midblock signalised crossing on West Coast Road near Captain Scott Road.

Managing speeds in the town centre is crucial to ensure that any crashes along this corridor do not result in anyone being killed or seriously injured. A slower speed environment makes the journey safer for all road users.

- **Glendale/Oates Rd intersection is unsafe and needs a roundabout or redesign** - AT is currently investigating options to install a roundabout at this location.
- **Pedestrian crossings need to be moved a safe distance from roundabouts** - Traffic calming features will be provided on all legs of roundabouts in the town centre. These features will encourage vehicles to approach these crossings at slower speeds.

Next Step

We're aiming to complete all additional investigation and design by July 2019. In terms of construction, we are looking to proceed with works towards late 2019, subject to funding approval.

The proposal and changes following feedback

What we were seeking feedback on

The proposed improvements are designed to increase pedestrian safety, promote accessibility between the town centre and the train station, and reduce the distance for pedestrians wanting to cross the road, making Glen Eden town centre a safer and more attractive place to work, shop and spend time.

We proposed to upgrade five existing pedestrian crossings at various points along West Coast Road; Glendale Road, Glenview Road, Captain Scott Road, Bowers Road, and outside 110 West Coast Road. We also proposed installing a new speed table between Captain Scott Road and Bowers Road, upgrade the Captain Scott, Wilson Road, and Oates Road roundabout, and reducing traffic speeds through Glen Eden town centre.

We wanted feedback to help us improve the design process for the following upgrades, before we progressed to the detailed design phase of the project.

West Coast Road/Glendale Road Intersection

Original proposal – We proposed upgrading the existing signalised intersection with a raised table to reduce traffic speeds and to improve safety for pedestrians at this location.

We also proposed upgrading the footpaths and lighting near the crossing and installing a new grass berm and landscaping.



Image: Proposed upgrades to the West Coast Road/Glendale Road intersection, looking west (indicative design only).

Changes based on feedback – In addition to the original proposal, pedestrian crossing facilities will now be provided on all legs of this intersection.

West Coast Road/Glenview Road Intersection

Original proposal – We proposed improving safety for pedestrians at this location by introducing an additional crossing facility on the western leg of this intersection and the removal of the existing left turn slip lane.

We also proposed upgrading the existing signalised intersection with a raised table to reduce traffic speeds, along with minor footpath improvement works, lighting upgrade, new grass berm and minor landscaping.



Image: Proposed upgrades to the West Coast Road/Glenview Road Intersection, looking west (indicative design only).

Changes based on feedback – The raised table will no longer be provided at this location. Instead, a colour surfacing treatment is proposed as an alternative solution to remind drivers that this area has high numbers of pedestrians.

Landscaping area on the south side of this intersection will no longer be provided

AT will also be carrying out further investigation work to identify whether there are opportunities to increase the amount of vehicles for the right turning movements into Glenview Road from West Coast Road.

West Coast Road near Captain Scott Road

Original proposal – We proposed a new signalised pedestrian crossing on West Coast Road, near the West Coast Road/Captain Scott Road intersection, to make it easier and safety for people using the Glen Eden Train Station.

We also proposed to make minor improvements to the footpath, upgrade lighting, build a new grass berm and make minor landscaping improvements to the area.



Image: Proposed upgrades on West Coast Road, near the West Coast Road/Captain Scott Road intersection, looking east (indicative design only).

Changes based on feedback – No changes to the original proposal.

Captain Scott Road (between West Coast road and Glenmall Place)

Original proposal – We proposed installing a new zebra crossing with kerb build-outs at the Captain Scott Road/West Coast Road intersection. This upgrade would convert Captain Scott Road into a one-way road between West Coast Road and Glenmall Place removing the right turn into and the left turn out of Captain Scott Road.

This will slow traffic speeds, reduce the risk of collisions, and improve traffic flow on West Coast Road, as turning vehicles will no longer block traffic. Pedestrians will have a safer route across Captain Scott Road, as crossing distances will be reduced and traffic will be travelling in one direction only.



Image: Proposed upgrades to the West Coast Road/Captain Scott Road intersection looking west (indicative design only).

Changes based on feedback – No changes to original proposal.

Captain Scott Road (near Glenmall Place)

Original proposal – We proposed converting the four existing parallel parks on the western side of Captain Scott Road into nine angled parks. Angle parks are safer as people getting out of their cars are further away from traffic.

We also proposed installing a new zebra crossing with a raised speed table on Captain Scott Road near Glenmall Place, improving access to Glenmall and creating a safer, slower speed environment.



Image: Proposed improvements on Captain Scott Road, looking north, near Glenmall Place (indicative design only).

Changes based on feedback – No changes to original proposal

West Coast Road/Bowers Road Intersection

Original proposal – We proposed improving safety and accessibility for pedestrians at this location by introducing an additional crossing on the western leg of this intersection. We also proposed upgrading the existing signalised intersection with a raised table to reduce traffic speeds. We also proposed minor footpath improvements, lighting upgrade, a new grass berm and minor landscaping in the area.



Image: Proposed upgrades to the West Coast Road/Bowers Road Intersection looking west (indicative design only).

Changes based on feedback – The raised table will no longer be provided at this location. Instead, a colour surfacing treatment is proposed as an alternative solution to remind drivers that this area has high numbers of pedestrians. Left turn is still provided at this intersection. However, instead of a free left turn (i.e. left turn only controlled by a give way sign), this left turn will now be controlled by a traffic signal. Pedestrian crossing facilities will be provided on all legs of this intersection.

110 West Coast Road

Original proposal – We proposed upgrading the existing signalised crossing outside 110 West Coast Road with a raised table. The raised platform will reduce traffic speed and clearly define the pedestrian crossing to make it easier to access nearby shops. In addition street lighting upgrades were proposed.



Image: Proposed upgrades outside 110 West Coast Road looking west (indicative design only).

Changes based on feedback – The raised table will no longer be provided at this location. Instead, a colour surfacing treatment is proposed as an alternative solution to remind drivers that this area has high numbers of pedestrians.

West Coast Road between Bowers Road and Captain Scott Road

Original proposal – We proposed installing a raised speed table on West Coast Road, between Bowers Road and Captain Scott Road, upgrades to footpaths and lighting, and a new grass berm and landscaping.

We also proposed removing the existing on-street parking on the southern side of West Coast Road, between Bowers Road and Captain Scott Road. The road and parking spaces here are narrow, meaning vehicles tend to park over the footpath, or park with their wing mirrors protruding, which is unsafe for cyclists.



Image: Proposed upgrades at West Coast Road between Bowers Road and Captain Scott Road, looking east (indicative design only).

Changes based on feedback – The raised speed table will no longer be provided at this location. 2 parking spaces (the ones in front of Columbus café) will be removed. They are removed to provide better visibility for vehicles exiting the Fresh Choice car park.

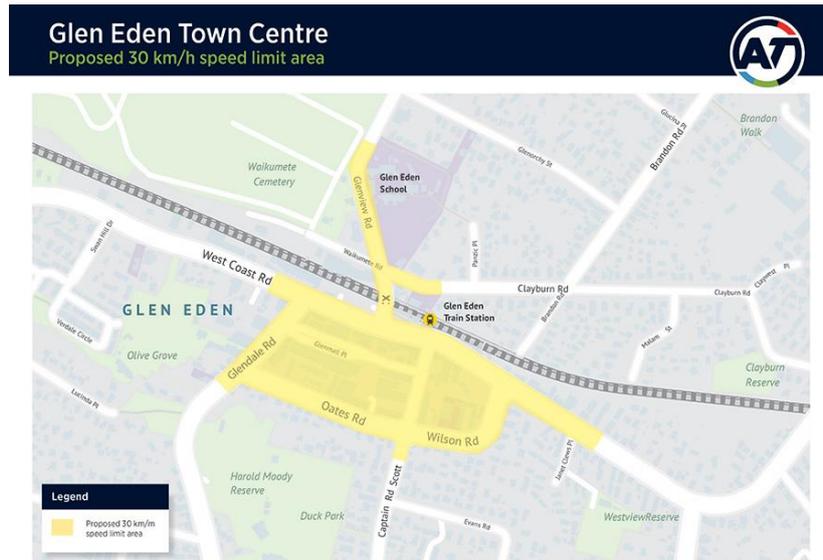
Glen Eden Town Centre Speed Reduction

Original proposal – We proposed reducing the speed limit through Glen Eden Town Centre from 50km/h, to 30km/h, through the installation of signs and road markings on West Coast Road, either side of the town centre. Speed limit reduction signage helps alert people that they have arrived in a town centre, increasing safety for all road users, especially pedestrians.



Image: Proposed speed limit reduction signage and road marking on West Coast Road (indicative design only).

Changes based on feedback – The speed limit will remain 50 km/h through Glen Eden Town Centre. No signage treatment will be installed at this time.



Roundabout on Captain Scott / Wilson / Oates Roads

Original proposal – We proposed upgrading the existing Captain Scott/Wilson/Oates Roads roundabout to a standard 100mm high roundabout with a mountable collar, which will allow buses through.

On Oates Road we proposed to:

- Upgrade the existing pedestrian crossing to include a new pedestrian island and kerb extensions.
- Widen and repave the footpath.
- Improve lighting.
- Install a new speed cushion on approach to the pedestrian crossing.

On Captain Scott Road (north) we proposed to:

- Install a new zebra crossing with a pedestrian island, kerb extensions and speed table.
- Install new road markings.

On Captain Scott Road (south) we proposed to:

- Install a new zebra crossing with a pedestrian island, and kerb extensions.
- Widen and repave the footpath.
- Improve lighting.
- Install new road markings.
- Install a new speed cushion on approach to the pedestrian crossing.

On Wilson Road we proposed to:

- Install a new raised zebra crossing with a pedestrian island and kerb extensions.
- Widen and repave the footpath.
- Improve lighting.

- Install new road markings.
- Install a new speed cushion on approach to the pedestrian crossing.

On the corner of Captain Scott Road (north) and Wilson Road we proposed to:

- Reduce the height of the wall outside La Rosa restaurant, to improve visibility for pedestrians on Wilson Road and left-turning vehicles coming from Captain Scott Road.
- Relocate the trees outside La Rosa to elsewhere nearby the roundabout.



Image: Proposed upgrades to the Captain Scott/Wilson Road/Oates Road roundabout, looking east (indicative design only).

Changes based on feedback – No changes to the original proposal.

Changes outside of original proposal

As well as the changes listed above, the following changes are being made to areas outside of the original proposal:

- We are investigating turning the West Coast Road / Janet Clews Place intersection into a raised intersection. This raised intersection would form part of a new feature notifying people that they are entering Glen Eden town centre.
- On Glendale Road / Oates Road we are investigating options to install a roundabout. The roundabout will include enhanced pedestrian crossing facilities.

For revised drawings showing the changes to the proposal, please click the following links.

https://at.govt.nz/media/1980003/2017-rfi-121_g030-rev-b-for-consultation_1.pdf

https://at.govt.nz/media/1980004/2017-rfi-121_g031-rev-b-for-consultation.pdf

https://at.govt.nz/media/1980005/2017-rfi-121_g032-rev-b-for-consultation.pdf

https://at.govt.nz/media/1980006/2017-rfi-121_g033-rev-b-for-consultation.pdf

https://at.govt.nz/media/1980007/2017-rfi-121_g034-rev-b-for-consultation.pdf

Consultation

Activities to raise awareness

To let you know about our consultation, we:

Tactic	Action
Local Board engagement	Worked and consulted with the Waitakere Ranges Local Board including meetings with the Board and liaison with Local Board Advisor
Individual stakeholder meetings	Met with stakeholders
Stakeholder information evening	Held an information session with local stakeholders with project posters to seek feedback and engage in 'pre-consultation'
Brochure, feedback form, freepost envelope	Consultation brochure distributed to area with project information and feedback form
Project website	Project webpage with project information, plans, and link to online questionnaire
Social media campaign	Posts on AT Facebook, Twitter and Neighbourly pages
Media	Media release 2 x ads placed in local paper
Drop in sessions	Two community drop-in sessions
Project boards	Signage boards across Glen Eden driving people to find out more online and visit the open days

Giving Feedback

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

Weblink: <https://at.govt.nz/projects-roadworks/glen-eden-town-centre-pedestrian-safety-improvements/>

Consultation brochure: <https://at.govt.nz/media/1977688/glen-eden-pedestrian-safety-improvements.pdf>

Your feedback

Overview

We received public feedback on the proposal from 398 people and organisations in response to the question “is there anything more AT might do to help improve pedestrian safety in Glen Eden Town Centre?”.

Number of submissions: 398

- Online: 300
- Hard copy: 78
- Email: 20

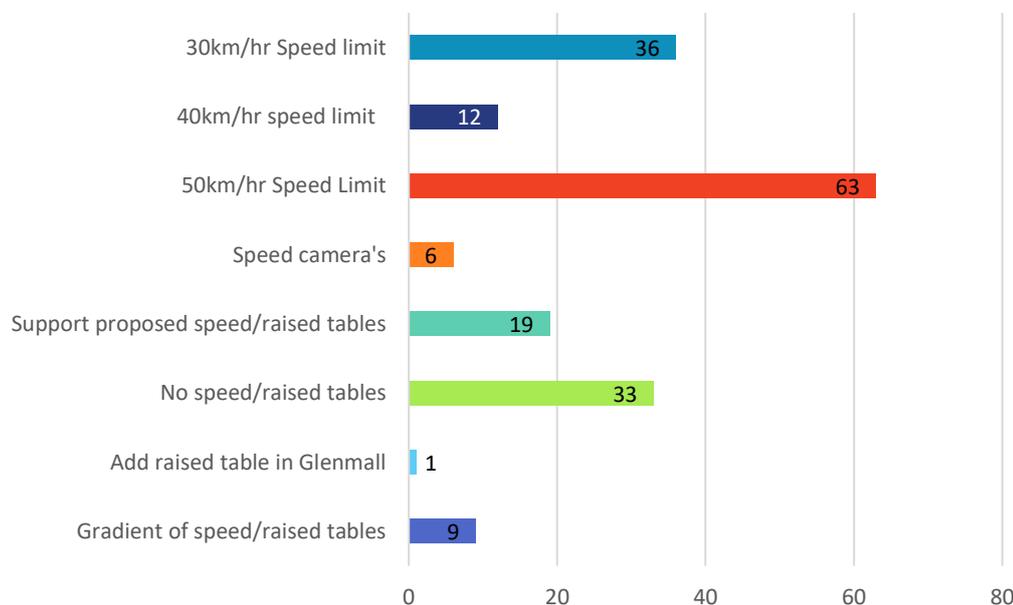
Submitters mentioning Vision Zero (10), consultation process (18), disruption and impact on businesses (10), further consultation required (2).

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

Detailed feedback and responses are included in the table at the end of the report.

Themes in feedback

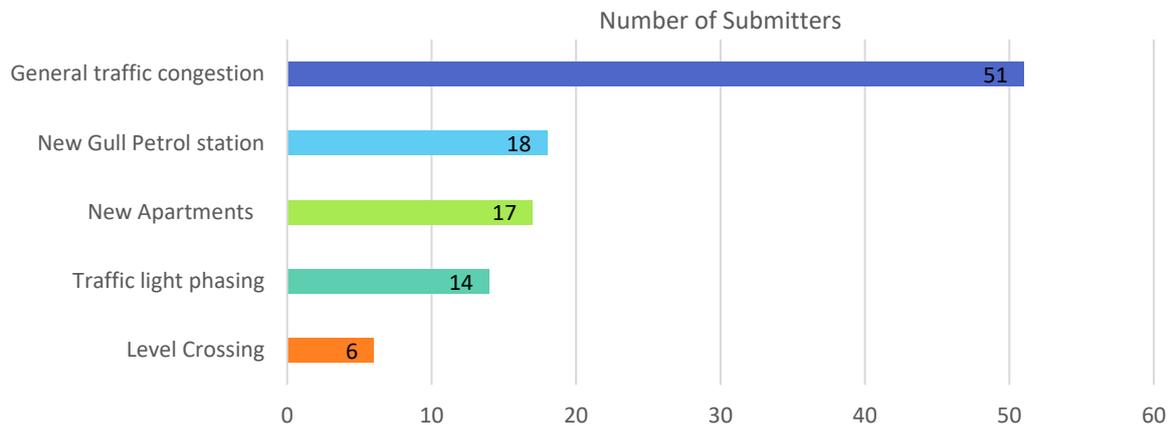
Traffic calming



Overall 12% of people requested a slower speed limit, with 9% in support of the proposed 30km/h limit and 3% requesting a reduction to 40km/h. 16% of people opposed a reduction in speed limit. 6 people suggested using speed cameras as a way to enforce traffic calming in

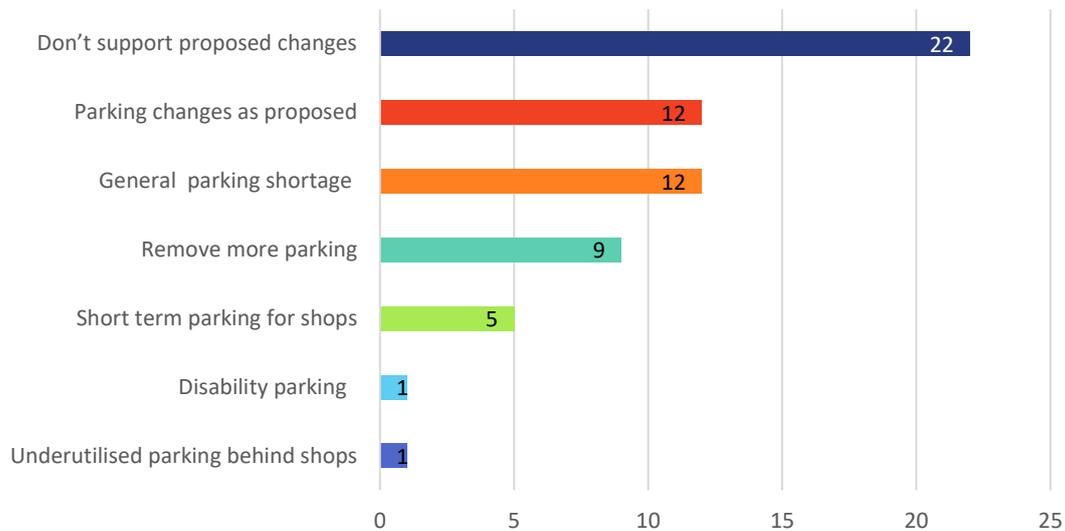
the area. 33 people were not in support of the use of speed/raised tables, while 19 people were. There was also comment from 9 people that speed/raised tables can damage vehicles if the gradient is not sufficient. 1 person requested a speed/raised table be implemented in Glenmall.

Congestion



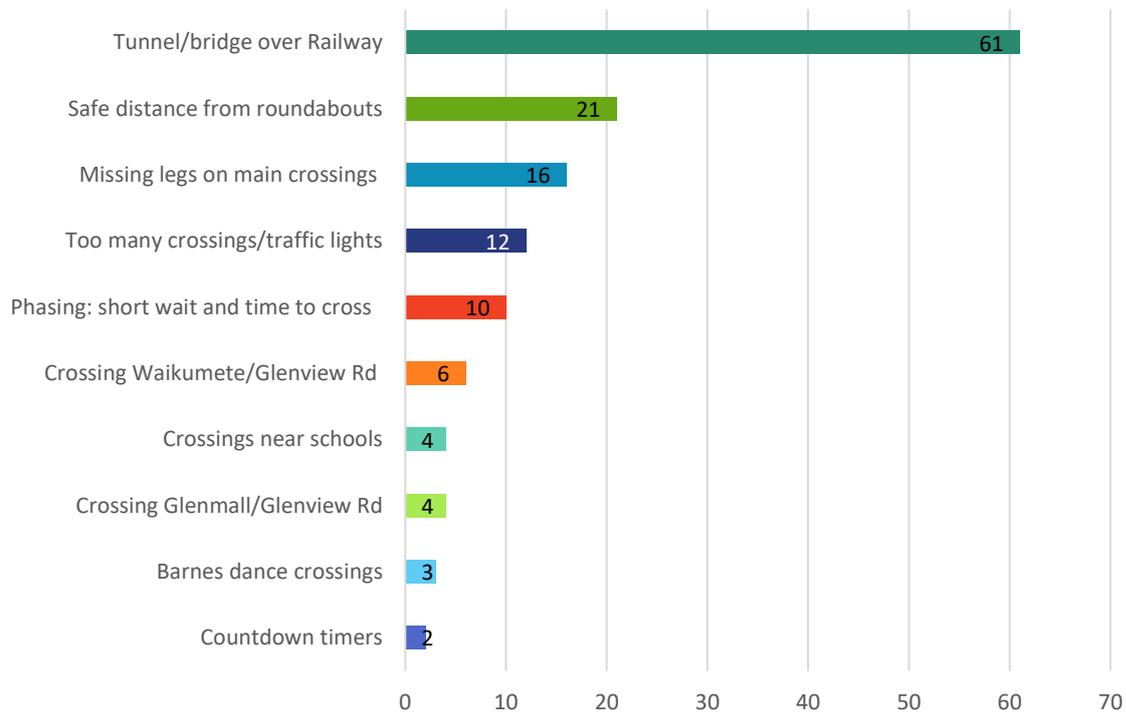
22% of submitters (87) commented that congestion was an issue in the area. The Glenview/West Coast Rd intersection was identified by some (51) as the most problematic area though there is general congestion through the town centre area. There was comment from some (18) that the new Gull petrol station is affecting traffic flow and new apartment blocks are a concern for further congestion (17). Some people commented that the Traffic light phasing needs to be adjusted to maximise traffic flow (14) and that the level crossing adds to the congestion problem (6).

Parking



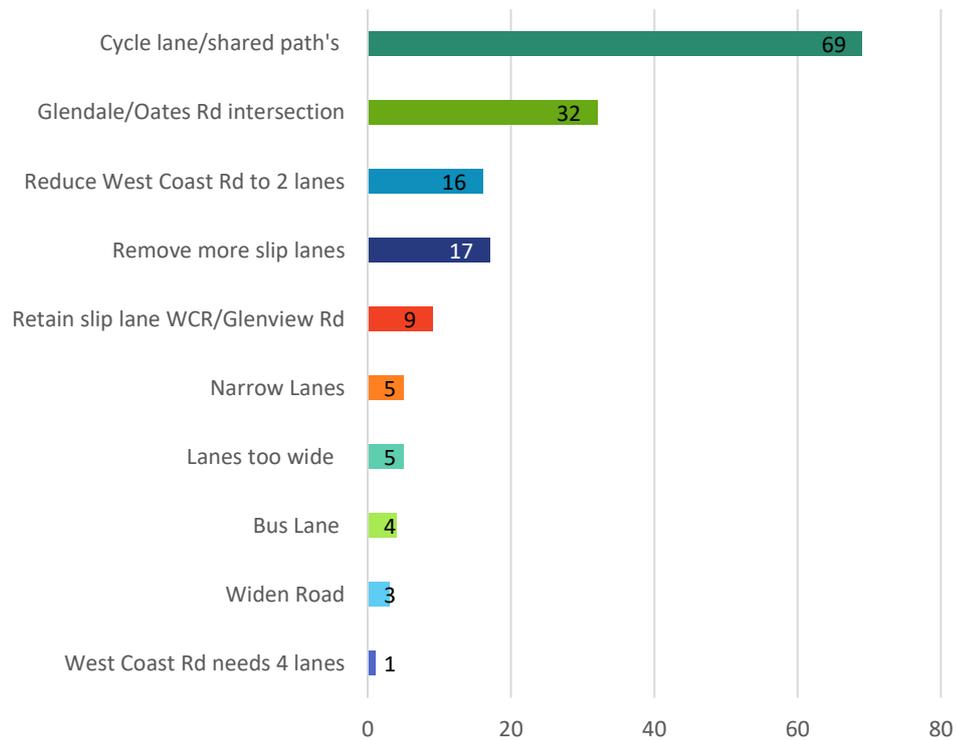
Most people (22) were opposed to reduced parking options along West Coast Rd, while some (12) were in support of the proposed changes. Narrowing the wide footpath was suggested as a solution to make space for more parking. People (12) also commented on the current general shortage of long and short-term parking in Glen Eden. Some people (5) thought that the removal of parking could allow for the introduction of a cycle lane and improve traffic flow and that designated short term parking would help for quick pick-ups and deliveries. There was a request (1) for more disability parking around the mall. There was also a comment (1) that parking behind the shops is underutilized.

Pedestrian Crossings



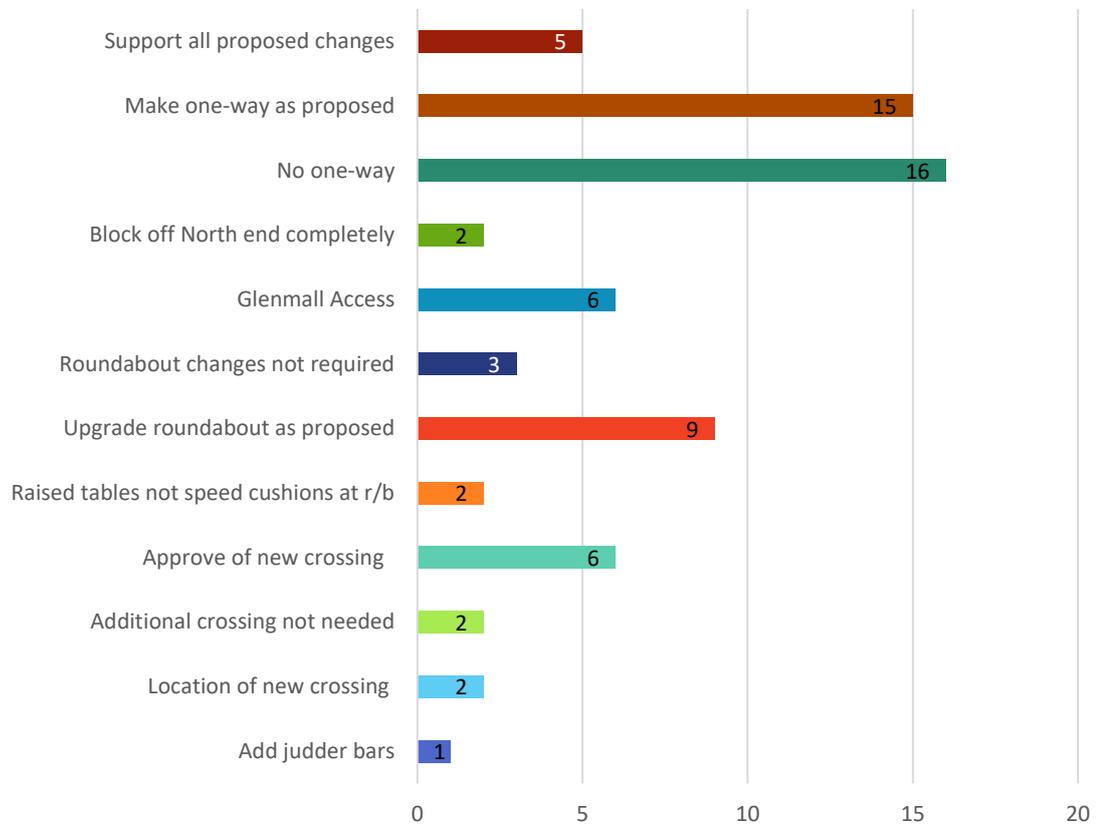
A number of people providing feedback (61) said that a pedestrian overbridge or tunnel under the railway would be essential to increase pedestrian/cyclist safety and alleviate some of the traffic congestion. A crossing was requested at Waikumete/Glenview Rd (6), especially before the new apartments are populated. There was also a request from some (21) for pedestrian crossings to be moved a safe distance from roundabouts as drivers looking right to give way don't always see people crossing on the left. The crossing on Oates Rd was identified as the most dangerous. The crossing from Glenmall across Glenview Rd was also highlighted as dangerous (4) and needs to be more visible/highlighted to motorists. Some (4) requested that safe crossings are needed near schools (4). There was a desire from some (16) that missing legs be added to the main intersection crossings, so they are 4-way and that they are Barnes dance crossings so that pedestrians only need to cross once (3). There was also comment that there are too many pedestrian crossings and traffic lights close together (12). Some requested an adjustment to the short wait times at crossings to allow adequate time for less mobile pedestrians and those in a wheelchair or with a stroller to cross (10) and to implement countdown timers to warn of available crossing time (2).

Road layout



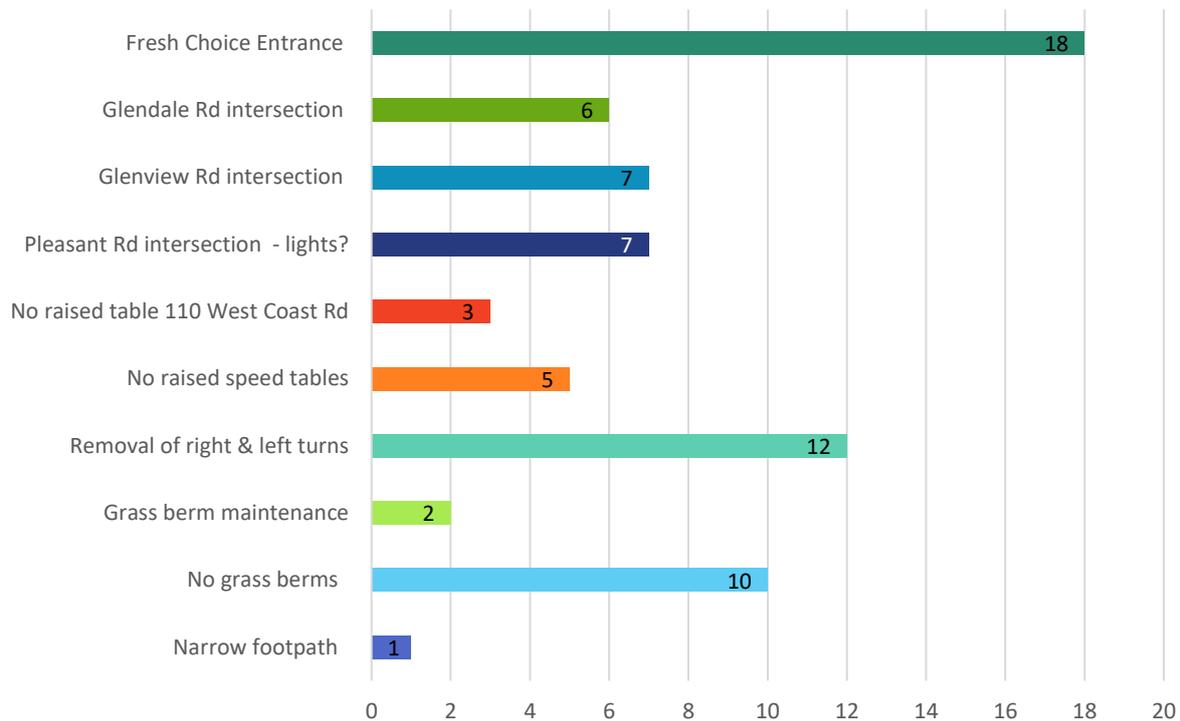
The road layout was raised as a key theme in the feedback with some (16) requesting that West Coast Road should be reduced to 2 predominant lanes. 17% of submitters (69) mentioned the need for cycle lanes/shared paths. Several mentioned Vision Zero in relation to this. A few (4) mentioned that a bus lane on West Coast Rd would be good (4). Some raised the issue that the Glendale/Oates Rd intersection is unsafe and requires a roundabout or redesign (32) and that the problem would compound when Captain Scott Rd is one-way, and more traffic is directed there. Some (17) requested that more slip lanes should be removed while others (9) asked to retain the West Coast Rd/Glenview Rd slip lane. There were also comments about the lanes/road being too wide or narrow (14).

Captain Scott Road



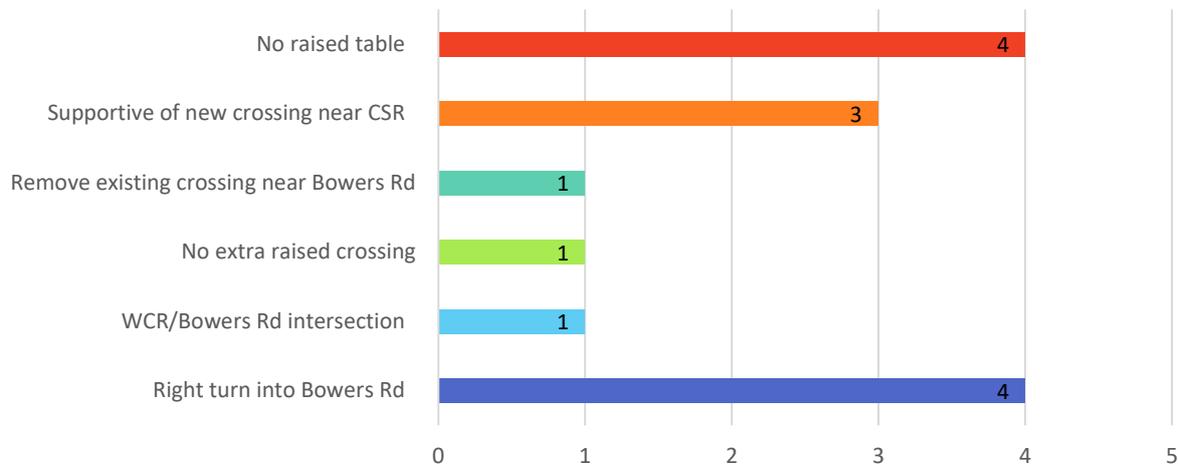
In regard to the changes proposed for Captain Scott Rd, some (5) support all of the changes, some (15) support the proposed one way and some (16) were in opposition to the one way. A couple (2) suggested that the north end be completely blocked off. Some (9) were supportive of the roundabout upgrade while a few (3) were in opposition to the changes. A couple (2) thought that there should be raised tables rather than speed cushions and one (1) thought that judder bars would help stop motorists from speeding. Some support the new crossing (6), don't think it is necessary (2) and concerned about the location (2). There was also a concern from some (6) about limiting access to Glenmall.

West Coast Road: General Feedback



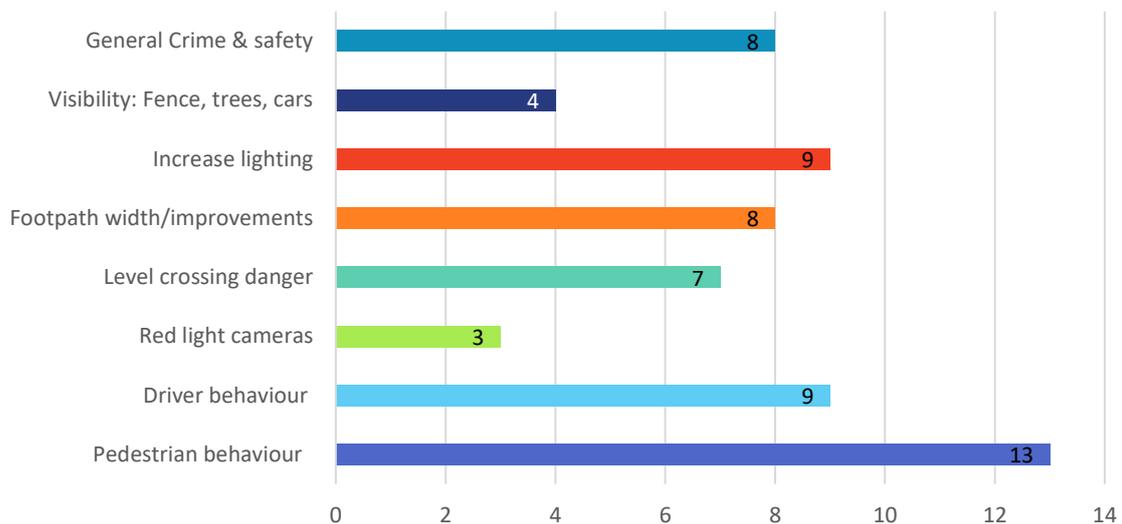
General feedback around West Coast Rd was that motorists turning in and out of Fresh are causing issues for some (18), mostly through holding up traffic. It's difficult for some (7) turning right from West Coast Road into Glendale Road. The Glenview intersection is a problem for some (7), notably right turning from West Coast Rd into Glenview Rd. Some (7) requested that The Pleasant Rd intersection needs traffic lights or a roundabout and pedestrian crossing. A few (3) commented that a raised table is not necessary at 110 West Coast Rd and others (5) that they would like no raised tables on the main thoroughfare. There was a variety of feedback about restricting/not restricting right and left turning (7), and approval of the proposed no right turn into Captain Scott Rd (5). Many asked to not proceed with grass berms as they felt that they were unnecessary (10). A couple (2) suggested that if there were grass berms that they would need to be well maintained/kept tidy. One (1) requested that the footpaths were widened on both sides of West Coast Road (1).

West Coast Road: Bowers Road – Captain Road



Four people thought that there was no need for speed/raised tables. Four people thought that a designated right-hand turn into Bowers Rd from West Coast Rd is needed. A few people were supportive of the new pedestrian crossing, with one saying that an extra crossing was not necessary and one asking to eliminate existing zebra crossing on West Coast Rd near Bowers Rd. One person asked for the left turn lane and associated splitter island from West Coast Road into Bowers to be removed.

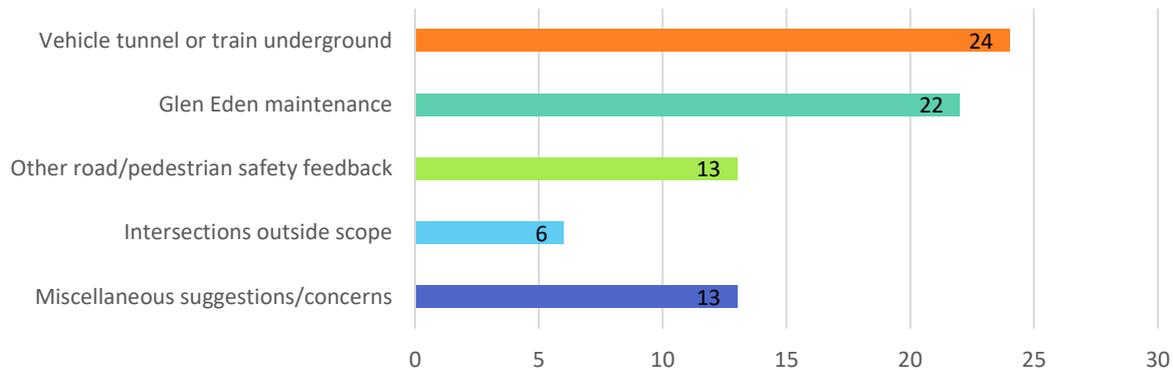
Safety



Safety in the area was raised by some submitters. There was a request (9) for increased lighting needed, particularly near train station and for red light cameras (3) to deter drivers running red lights. Other concerns were around general crime & safety (8), that pedestrian/driver visibility is being affected by trees/signs/cars (4), that the level crossing is

dangerous (7), that motorists are speeding and ignoring/being unaware of road rules/safety (9) and that pedestrians are not behaving responsibly/safely (13). There was also a request to repair the footpaths (8).

Other Feedback – Outside Scope



Other feedback received that was not within the project's scope included requests (24) to look at the long-term plan for the railway, with mention of the need for Glenview Road to go underneath the railway line. There were Glen Eden maintenance concerns including the Glenmall upgrade, train station upgrade, drainage, signage and road marking (22).

There were pieces of feedback (13) regarding pedestrian crossings, traffic calming and road changes/issues on roads outside scope, as well as intersection issues/suggestions outside of scope (6).

Other suggestions/concerns including bus stops & services, and other measures that would emphasis when one was entering the Town Centre (13).

AT Responses

Theme	# of Submitters	Feedback Points	Feedback examples/points	AT Response
General Project Comments or Concerns	10	Mention lack of Vision Zero	<ul style="list-style-type: none"> - Frankly this design is a disgrace and makes a mockery of recent statements by AT that it is focused on Vision Zero and pedestrian safety. 	AT as an organisation has only recently adopted Vision Zero. To fully adopt Vision Zero would require substantial changes to the network including physical separations between pedestrians, cyclists and general traffic, removal of level crossing etc. While this corridor does have identified safety risk, it does not feature as high when compared to other corridors on our network. As such, the level of safety intervention proposed will assist in managing and reducing the current safety risks until a time when further transformational work are introduced to treat this area in a more holistic manner (i.e. town centre revitalisation project).
	18	Survey & consultation process	<ul style="list-style-type: none"> - AT have been very good at communicating info on this project and I feel like I have been given a voice. 	Noted.
			<ul style="list-style-type: none"> - I am strongly in favour of these improvements, but if you really want a result that will work for Glen Eden, please design your consultation in a way that actually welcomes detailed and considered feedback. 	Noted.
			<ul style="list-style-type: none"> - Never seen an accident or heard of an accident along these roads. 	Over the last 5 years (2013 - 2017), there have been a total of 25 injury related reported crashes of which 1 resulted in death and 4 resulted in serious injury.
			<ul style="list-style-type: none"> - Test some of the changes with traffic management to see movements and impacts on traffic flow. 	AT has undertaken traffic modelling for various options to determine impact on traffic flow and potential opportunities for optimisation on the network.

Theme	# of Submitters	Feedback Points	Feedback examples/points	AT Response
	7	Impact on businesses	<ul style="list-style-type: none"> - Reduced parking, disruption and limited access to Glenmall may affect choice to shop in Glen Eden. 	Following consultation feedback, AT has revisited the number of parking spaces proposed to be removed. AT has decided to retain some of the existing parking. As a result, there will be a net gain of 1 additional parking spaces within the project area.
	4	Disruption	<ul style="list-style-type: none"> - Concern about the disruption to businesses, shoppers may avoid the area. Will benefit of changes outweigh traffic disruption? 	AT will look into opportunities to optimise the construction methodology, temporary traffic management plan and delivery time line to ensure disruption on the network during construction will be minimised.
	2	Further consultation required	<ul style="list-style-type: none"> - Ensure height & width clearances are adequate for oversized vehicles. - Bike Auckland suggestions. 	Noted.
Traffic Calming	36	30km/h Speed limit	<ul style="list-style-type: none"> - I think the 30 kmph speed zones in Glen Eden would promote a better and safer community, focused on walking. 	Speed limit changes will not be proceeding at this time. The proposed road infrastructure and road environment changes will encourage slower speed on West Coast Road. AT will continue to monitor the operating speed in the area following implementation of the works. Any changes to the speed limit will be reviewed at a later stage.
	12	40km/h speed limit	<ul style="list-style-type: none"> - Reduction to 40km preferable to 30km. - Several mentioned the fact speed limit is 40km/h in school zones so why make it less? 	Speed limit changes will not be proceeding at this time. The proposed road infrastructure and road environment changes will encourage slower speed on West Coast Road. AT will continue to monitor the operating speed in the area following implementation of the works. Any changes to the speed limit will be reviewed at a later stage.

Theme	# of Submitters	Feedback Points	Feedback examples/points	AT Response
	63	50km/h Speed Limit	<ul style="list-style-type: none"> - With congestion it's often difficult to do 50km. - Other calming measures should be adequate. - Variable speed limits are confusing. - Many strongly opposed a reduction in speed limit. 	<p>Speed limit changes will not be proceeding at this time. The proposed road infrastructure and road environment changes will encourage slower speed on West Coast Road. AT will continue to monitor the operating speed in the area following implementation of the works. Any changes to the speed limit will be reviewed at a later stage.</p>
	33	No speed/raised tables	<ul style="list-style-type: none"> - Need to ease congestion not slow things more. - They are unnecessary and will add further to driver frustration & impatience. - Waste of money. - They don't improve pedestrian safety. 	<p>Managing speeds so that they are survivable is crucial to ensure that any crashes along this corridor do not result in anyone being killed or seriously injured. A slower speed environment makes the journey safer for all road users. Following consultation, AT has revised the number of speed tables on the West Coast Road corridor. The revised proposal includes the installation of 3 speed tables along the length of West Coast Road, namely at the following locations:</p> <ul style="list-style-type: none"> • Glendale Road / West Coast Road Intersection • Janet Clews PI / West Coast Road Intersection • New midblock signalised crossing on West Coast Road near Captain Scott Road. <p>The other signalised intersections and mid-block crossings will be treated using other measures to change the road environment to encourage a slower speed zone.</p>
	19	Speed/raised tables as proposed	<ul style="list-style-type: none"> - Supportive of proposed changes. 	Noted.
	1	Add raised table in Glenmall	<ul style="list-style-type: none"> - Slow traffic further in mall area to make safer. 	There are already existing speed tables along Glenmall Place. Due to the slow speed nature on this corridor AT will not be

Theme	# of Submitters	Feedback Points	Feedback examples/points	AT Response
				implementing any further raised features in Glenmall Place at this stage.
	6	Speed camera's	<ul style="list-style-type: none"> - Ensure traffic calming measures are effective by deterring Motorists that ignore them. 	Speed cameras will not be installed at this stage. AT will continue to monitor this area once works are completed to determine whether additional engineering / enforcement measures are required at this location.
	9	Gradient of speed/raised tables	<ul style="list-style-type: none"> - 1:10 gradient to ensure vehicles slow down. - Suitable gradient so they don't damage vehicles. 	The proposed speed tables will have a ramp gradient of 1:10.
Congestion	51	General traffic congestion	<ul style="list-style-type: none"> - Glenview/West Coast Rd intersection is the most identified problem area though there is generally an issue with congestion through the town centre area. 	<p>The objectives of this project are to improve pedestrian connectivity and to encourage a slower speed environment on West Coast Road, through the Glen Eden Town Centre.</p> <p>Congestion due to the level crossing will not be resolved through this project. However, AT will be looking at opportunities to increase the stacking length for the right turning movement into Glenview Road from West Coast Road.</p> <p>AT will also look at potential opportunities to optimise the network via modification to traffic signal phase.</p>
	18	New Gull Petrol station	<ul style="list-style-type: none"> - Concerns over the impact on traffic flow at the already busy Glenview/West Coast Rd intersection. - It may attract additional vehicles to the intersection. - Question asked, "how could approval be given to put the new Gull in a such a congested, problematic area?". 	Please contact Auckland Council for further information on this matter.

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	17	New Apartments	<ul style="list-style-type: none"> - Will increase pedestrian and vehicle volume. - Likely to add to parking shortage. - Wilson Rd will be overloaded when work begins on the 2nd apartment block. 	<p>AT are looking at options to improve connectivity for pedestrians between Waikumete Road and the Glen Eden Train Station / Glen Eden Primary School.</p> <p>The revised proposal will now result in no net loss of parking spaces, instead there will be a net gain of 1 parking spaces in the Glen Eden Town Centre.</p>
	14	Traffic light phasing	<ul style="list-style-type: none"> - Turning vehicles block lanes and block/slow traffic. - Light phasing needs to be timed to allow best flow from one intersection to the next and efficient crossing without holding vehicles up unnecessarily. 	<p>Further investigation is being carried out to determine whether additional queuing length can be provided for the right turning movement into Glenview Road from West Coast Road.</p> <p>For other intersections, route optimisation will be carried out to optimise the efficiency of this corridor for all road users.</p>
	6	Level Crossing	<ul style="list-style-type: none"> - Traffic is held up by lights & barrier arms when trains are stationary. This causes traffic to back up in both directions on West Coast Rd obstructing the view of pedestrians and blocking the road. 	<p>This issue can only be resolve with significant changes to the level crossing which is outside our project objectives.</p>
Parking	12	Parking changes as proposed	<ul style="list-style-type: none"> - Support proposed changes. 	<p>AT has reviewed the proposal following feedback relating to the number of parking loss. The revised proposal will now result in no net loss of parking spaces, instead there will be a net gain of 1 parking spaces in the Glen Eden Town Centre.</p>
	22	Don't support proposed changes	<ul style="list-style-type: none"> - Lack of parking is a problem so don't remove any. - Footpath width could be reduced to make more room for parking on West Coast Rd. 	<p>AT has reviewed the proposal following feedback relating to the number of parking loss. The revised proposal will now result in no net loss of parking spaces, instead there will be a net gain of 1 parking spaces in the Glen Eden Town Centre.</p>

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	9	Remove more parking	<ul style="list-style-type: none"> - Parked cars affect traffic flow. - Remove parking to make way for cycle lane. 	<p>AT has reviewed the proposal following feedback relating to the number of parking loss. The revised proposal will now result in no net loss of parking spaces, instead there will be a net gain of 1 parking spaces in the Glen Eden Town Centre.</p> <p>Cycle lanes need to be considered in a more holistic manner rather than just providing small sections along the corridor. The proposed road infrastructure and road environment changes will assist to manage the safety risk for all road users including cyclists until a time when further transformational work are introduced to treat this area in a more holistic manner.</p>
	12	General parking shortage	<ul style="list-style-type: none"> - Long and short-term parking concerns. - Parking near Glenview Primary is limited. 	<p>AT has reviewed the proposal following feedbacks relating to the number of parking loss. The revised proposal will now result in no net loss of parking spaces, instead there will be a net gain of 1 parking spaces in the Glen Eden Town Centre.</p>
	5	Short-term parking for shops	<ul style="list-style-type: none"> - Designated short term parking is needed for those doing a quick shop/pick up or delivery. 	<p>Noted. This request will be forwarded to AT parking design team for further investigation.</p>
	1	Underutilised parking behind shops	<ul style="list-style-type: none"> - There is a lot of unused parking behind mall stores that could be utilised. 	<p>Noted.</p>
	1	Disability parking	<ul style="list-style-type: none"> - More disabled parking is needed in Glenmall area. 	<p>Noted. This request will be forwarded to AT parking design team for further investigation.</p>
Pedestrian Crossings	61	Tunnel/bridge over Railway	<ul style="list-style-type: none"> - Pedestrian/cycle crossing under/over the railway would increase pedestrian/cyclist safety and alleviate some traffic congestion. 	<p>Provision of a separated pedestrian / cycling facilities will require substantial changes to the surrounding town centre layout and road environment and will most likely require the separation of the level crossing as well. This is outside the scope of works.</p>

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	21	Safe distance from roundabouts	- The Oates Rd pedestrian crossing is dangerously close to the roundabout. Wilson Rd crossing was also mentioned. Motorists look right to give way & don't notice pedestrians soon enough.	Traffic calming features will be provided on all legs of this roundabout. These features will encourage vehicles to approach these crossings at a slower speed.
	16	Missing legs on main crossings	- All missing legs on pedestrian crossings throughout the town centre area should be included in the changes.	The proposal has been revised to include crossing facilities on all legs at all main signalised intersections on West Coast Road.
	3	Barnes dance crossings	- Use Barnes dance crossings at main intersections.	This is an operational issue and will be confirmed at detailed design stage.
	4	Unsafe crossing Glenmall/Glenview Rd	- Motorists don't always stop or notice the crossing. - Need to make motorists more aware there is a crossing there. - Safe midway waiting station was suggested.	This feedback will be forwarded to AT Traffic engineering team for further investigation.
	12	Too many crossings/traffic lights	- There are too many crossings and traffic lights. - Too many raised crossings.	The crossings are needed to provide better connectivity for pedestrian on West Coast Road, especially to access the Glen Eden Train Station. Further, the additional crossing facility was supported by the Waitakere Ranges Local board and aligns with the Glen Eden Town Centre Masterplan.
	10	Phasing: short wait and time to cross	- Pedestrians don't want to wait too long. There is risk of impatience & crossing dangerously. - Phase to ensure less mobile pedestrians and those with strollers have adequate time to cross.	This relates to the operations of the crossing facilities which will be considered during detailed design stage.
	2	Countdown timers	- Warning countdown of time available to cross.	This feature will be considered during detailed design stage.

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	4	Crossings near schools	<ul style="list-style-type: none"> - Look at location of crossings near schools. - Need crossing on Glenview Rd near Glen Eden Primary. 	<p>AT Road Safety Team will be looking into options to improve connectivity for pedestrian between Waikumete Road and the Glen Eden Train Station / Glen Eden Primary School. Please note that this will be completed separately to the Glen Eden Town Centre upgrade project.</p> <p>The request for other crossing facilities on Glenview Road near Glen Eden Primary will be forwarded to AT Traffic Engineering team for further investigation.</p>
	6	Crossing Waikumete/Glenview Rd	<ul style="list-style-type: none"> - A crossing is needed at Waikumete/Glenview Rd. It will be essential when apartments are populated. 	<p>AT Road Safety Team will be looking into options to improve connectivity for pedestrian between Waikumete Road and the Glen Eden Train Station / Glen Eden Primary School. Please note that this will be completed separately to the Glen Eden Town Centre upgrade project.</p>
Road layout	68	Cycle lane/shared path's	<ul style="list-style-type: none"> - Where possible there needs to be cycle lanes or shared paths to make cycling safer. - Making cycling safer will reduce vehicles on the road. 	<p>Cycle lanes need to be considered in a more holistic manner rather than just providing small sections along the corridor. The proposed road infrastructure and road environment changes will assist to manage the safety risk for all road users including cyclists until a time when further transformational work are introduced to treat this area in a more holistic manner.</p>
	32	Glendale/Oates Rd intersection	<ul style="list-style-type: none"> - Dangerous intersection for cyclists, pedestrians and Motorists. - Visibility issues with blind bend. - It's difficult to right turn into Glendale. - A roundabout is suggested solution. 	<p>A roundabout is currently being investigated at this location to improve safety for vehicles entering and exiting this intersection. Pedestrian crossing facilities are also proposed at this intersection to provide better pedestrian connectivity at this location.</p>

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			<ul style="list-style-type: none"> - Upgrade will be required to cope with increase in traffic as result of proposed one-way. 	
	17	Remove more slip lanes	<ul style="list-style-type: none"> - Please remove all slip-lanes - they create a danger for pedestrians. 	The proposal has been revised and slip lanes at the intersection of Glenview Road / West Coast Road and Bowers Road / West Coast Road will be removed to provide a safer facility for pedestrians.
	9	Retain slip lane at WCR/Glenview Rd	<ul style="list-style-type: none"> - Taking away left turn option without waiting for lights will add further congestion. 	<p>The removal of the left turn slip lane will improve safety and connectivity for pedestrian.</p> <p>A left turning lane will still be provided at this intersection. Phasing for this movement will be optimised to minimise delay.</p>
	5	Lanes too wide	<ul style="list-style-type: none"> - Motorists are less likely to speed in lanes not so wide. Wide lanes more difficult for pedestrians to cross. 	On average the lane widths along this section of West Coast Road is measured to be around 3.0 m. This is not considered wide on an arterial road.
	5	Narrow Lanes	<ul style="list-style-type: none"> - The left lane from Glendale to Oates is too squashed. - Other comments are general 'there are narrow lanes'. 	The road layout at the intersection of Glendale Road / Oates Road is currently being revisited in order to improve safety at this location.
	3	Widen Road	<ul style="list-style-type: none"> - Widen West Coast Rd to allow traffic to flow better. 	No lane widening is proposed on West Coast Road due to the current road reserve width.
	1	West Coast Rd needs 4 lanes	<ul style="list-style-type: none"> - No reason given 	No carriageway widening is proposed on West Coast Road due to the current road reserve width.

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	16	Reduce West Coast Road to 2 lanes	<ul style="list-style-type: none"> - Issues with lane changing across multiple lanes. - Zebra crossings do not function well when spanning four lanes. 	There are no zebra crossings proposed along the length of West Coast Road.
	4	Bus Lane	<ul style="list-style-type: none"> - A Bus lane would be desirable on West Coast Rd. 	A bus only lane is not currently warranted along West Coast Road.
Captain Scott Rd	5	Support all proposed changes	<ul style="list-style-type: none"> - Supportive of all proposed changes. 	Noted.
	15	Make one-way as proposed	<ul style="list-style-type: none"> - Supportive of one-way. 	Noted.
	16	Do not make one-way	<ul style="list-style-type: none"> - Have implications for residents been considered/alternative routes? - The one way will put more strain on Glendale Rd and create further congestion issues in the area. 	<p>As part of the proposed one-way treatment on Captain Scott Road (between West Coast Road and Glenmall Place), Auckland Transport has investigated the impact to the surrounding network including the intersection of Glendale Rd / Oates Rd. As part of the proposed changes, a roundabout will be proposed at the intersection of Glendale Rd / Oates Rd.</p> <p>Also, AT has undertaken traffic modelling for various options to determine impact on traffic flow and potential opportunities for optimisation on the network.</p>
	2	Block off North end	<ul style="list-style-type: none"> - Completely block off north end of street. 	AT has no plan to completely block off the north end this street as access to Glenmall Place via Captain Scott Road is still required to be provided.
	6	Glenmall Access	<ul style="list-style-type: none"> - One way will make access to Glenmall more difficult. 	There are three entry points into Glenmall Place. Vehicles on West Coast Road can still turn left into Captain Scott Road.

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	3	Roundabout changes not required	- The money would be better spent elsewhere, the upgrade not necessary.	This roundabout has had history of crashes and high speeds; hence it has been prioritised for improvements.
	9	Upgrade roundabout as proposed	- Support proposed roundabout upgrade.	Noted.
	2	Raised tables not speed cushions at r/b	- Raised tables would be preferable - not speed cushions.	Due to design constraints such as driveways, speed tables cannot be installed at all the legs of the roundabout. However, design of roundabout has been optimised to encourage slower speed.
	1	Add judder bars	- Deter motorists that speed.	Speed tables are more effective and will provide less noise nuisance to neighbouring properties.
	6	Approve of new crossing	- Support new crossing as proposed.	Noted.
	2	Additional crossing not needed	- There are enough crossings already.	A pedestrian survey has indicated that there is a pedestrian desired pathway at this intersection. As such, a pedestrian crossing is proposed for this location.
	2	Location of new crossing	- Test the need for a pedestrian crossing before putting down any concrete. Rarely do pedestrians cross between Glenmall and the other side of Captain Scott here.	A pedestrian survey has indicated that there is a pedestrian desired pathway at this intersection. As such, a pedestrian crossing is proposed for this location. Further, the raised crossing facility will aid in encouraging slower speed through this area.
West Coast Rd - General Feedback	1	Narrow footpath	- Widen the footpath where it is narrow.	Further investigation is required.
	10	No grass berms	- Pedestrians will walk across them, they will not stay tidy. - Waste of money.	Further investigation will be undertaken to determine whether a grass berm is needed.

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			<ul style="list-style-type: none"> - Maintenance costs. - Walking won't feel safer unless there are trees too. 	
	2	Grass berm maintenance	<ul style="list-style-type: none"> - They will need to be kept tidy/ remain well maintained. 	Noted.
	12	Removal of right & left turns	<ul style="list-style-type: none"> - (5) Agree there should be no right turn into Captain Scott Rd. - (4) Remove more right turns. - (2) Don't remove right turns, no need to change. - (1) Don't remove left turn, no need to change. 	The current right turning movement into Captain Scott Road is dangerous due to restrictive visibility. It is also very difficult for pedestrian to cross Captain Scott Road due to the number of turning traffic. Therefore, removing the right turn at this location will improve the safety for all road users.
	5	No raised speed tables	<ul style="list-style-type: none"> - No raised tables on main thoroughfare. 	<p>Following consultation, AT has revised the number of speed tables on the West Coast Road corridor. The revised proposal includes the installation of three speed tables along the length of West Coast Road, namely at the following location:</p> <ul style="list-style-type: none"> • Glendale Road / West Coast Road intersection • Janet Clews PI / West Coast Road intersection • New midblock crossing facility on West Coast Road adjacent to Captain Scott Road <p>The other signalised intersections and mid-block crossings will be treated using other forms of engineering measures to change the road environment to encourage a slower speed zone.</p>
	3	No raised table 110 West Coast Rd	<ul style="list-style-type: none"> - There are enough raised tables without this one. 	Following consultation, AT has revised the number of speed tables on the West Coast Road corridor. The revised proposal includes

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				<p>the installation of three speed tables along the length of West Coast Road, namely at the following location:</p> <ul style="list-style-type: none"> • Glendale Road / West Coast Road intersection • Janet Clews PI / West Coast Road intersection • New midblock crossing facility on West Coast Road adjacent to Captain Scott Road <p>The other signalised intersections and mid-block crossings will be treated using other forms of engineering measures to change the road environment to encourage a slower speed zone.</p>
	7	Pleasant Rd intersection	- Intersection needs traffic lights or a roundabout and pedestrian crossing.	This feedback will be passed to AT Traffic Engineering team for further investigation.
	7	Glenview Rd intersection	<ul style="list-style-type: none"> - Difficulty turning right from West Coast Road into Glenview Road and left into Glenview. - Intersection is generally an issue. - Light phasing needs to be addressed. 	AT will carry out network optimisation along this corridor to see whether additional efficiency can be gain through this corridor through changes in signal timing / phasing.
	6	Glendale Rd intersection	<ul style="list-style-type: none"> - Right turning traffic into Glendale Rd needs its own tuning bay. - Difficult for cars turning right from West Coast Road into Glendale Road. - The turning right signal is very short. 	<p>There is insufficient road reserve to install an additional right turning bay at this location.</p> <p>Right turning movement into Glendale Road could be better optimised to allow for more right turning movement into Glendale Road.</p>
	18	Fresh Choice Entrance	- Difficult turning in and out of this entrance.	AT will continue to monitor this situation.

Theme	# of Submitters	Feedback Points	Feedback examples/points	AT Response
			<ul style="list-style-type: none"> - Motorists waiting to turn in/out hold up other traffic. - No right turn into Fresh Choice is partial solution. 	
West Coast Rd: Bowers - Captain Scott Rd	4	Right turn into Bowers Rd	<ul style="list-style-type: none"> - Need a designated right-hand turn into Bowers Road from West Coast Road. 	There is insufficient road reserve to install an additional right turning bay at this location.
	1	WCR/Bowers Rd intersection	<ul style="list-style-type: none"> - The left turn lane and associated splitter island from West Coast Road into Bowers should be removed. 	Noted. AT will be removing the left turn lane and associated splitter island from West Coast Road into Bowers. In addition, a third crossing facility will be installed at this intersection.
	1	No extra raised crossing	<ul style="list-style-type: none"> - Enough crossings. 	Crossing facilities will be provided on all legs of this intersection to improve pedestrian connectivity and their level of service.
	1	Remove existing crossing near Bowers Rd	<ul style="list-style-type: none"> - No reason given. 	Noted. AT will be removing the left turn lane and associated splitter island from West Coast Road into Bowers. In addition, a third crossing facility will be installed at this intersection.
	3	Supportive of new crossing near CSR	<ul style="list-style-type: none"> - Approval of new crossing. 	Noted.
	4	No raised table	<ul style="list-style-type: none"> - No raised table here. 	<p>Following consultation, AT has revised the number of speed tables on the West Coast Road corridor. The revised proposal includes the installation of 3 speed table on West Coast Road, namely at the following location:</p> <ul style="list-style-type: none"> • Glendale Road / West Coast Road Intersection • Janet Clews PI / West Coast Road Intersection

Theme	# of Submitters	Feedback Points	Feedback examples/points	AT Response
				<ul style="list-style-type: none"> New midblock signalised crossing on West Coast Road near Captain Scott Road. <p>The other signalised intersections and mid-block crossings will be treated using other forms of engineering measures to change the road environment to encourage a slower speed zone.</p>
Safety Suggestions & Concerns	13	Pedestrian behaviour	<ul style="list-style-type: none"> - Crossing in unsafe situations. - Not waiting for signals. - Not using crossings. - Pedestrian education required. 	One of the objectives of this project is to provide better pedestrian connectivity, creating a safer and more effective environment for all road users.
	9	Motorist behaviour	<ul style="list-style-type: none"> - Not stopping for pedestrians. - Being unaware/ignoring road rules. - Speeding. 	The proposed road environment changes are aimed at encouraging a slower speed environment along West Coast Road. Monitoring and observations will be carried out once implementation has completed to determine whether further works are required.
	3	Red light cameras	<ul style="list-style-type: none"> - Penalise those that run red lights. 	Observations will be carried out once implementation of works has occurred.
	7	Level crossing danger	<ul style="list-style-type: none"> - Discourage pedestrians from using the dangerous road level crossing. 	Electronic gates were installed in 2018 to deterred pedestrian from crossing dangerously at the level crossing.
	8	Footpath width/improvements	<ul style="list-style-type: none"> - Narrow footpaths need widening. - Some repairs needed. 	The area of work has been revised. Where footpaths are affected, AT will upgrade the footpaths to meet Auckland Transport Code of Practice standards.
	9	Increase lighting	<ul style="list-style-type: none"> - Better lighting needed around train station and Park n Ride. 	This will be forwarded onto AT lighting team and AT Metro team for further investigation.

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	2	Visibility – Fence, trees & cars	<ul style="list-style-type: none"> - Trees on Captain Scott Rd need trimming. - Poor visibility Captain Scott Rd-south. - Vehicles parked on Glendale Rd block view. 	This will be assessed during the detailed design stage of the project.
	8	General Crime & safety	<ul style="list-style-type: none"> - Emergency phones. - Theft of bin tags. - Begging. - Glenmall area feels unsafe. 	This will be raised at the monthly Police Liaison Meeting.
Out of Scope	6	Intersections outside scope	<ul style="list-style-type: none"> - Glengarry/Glendale Rd intersection, - Waikumete/Glenview Rd intersection, - WCR/Rua Rd intersection. 	<p>Glengarry Road / Glendale Road is outside the scope of work. This intersection will be forwarded to AT Traffic Engineering team for further investigation.</p> <p>Waikumete / Glenview Rd Intersection – AT Road Safety Team will look into options to improve pedestrian crossing between the Waikumete Road and the Glen Eden Train Station / Glen Eden Primary School. Please note that this will be completed as a separate project to the Glen Eden Town Centre upgrade project.</p> <p>West Coast Road / Rua Road Intersection – This is outside the scope of work. This intersection will be forwarded to AT Traffic Engineering team for further investigation.</p>
	13	Other road/pedestrian safety feedback	<ul style="list-style-type: none"> - Confusion as to speed bumps vs pedestrian crossings in Glenmall. - Realign Glenview Rd. 	<p>The speeds on Glenmall Place are slow and therefore a formalised crossing is not needed at this location.</p> <p>Glenview Road realignment – AT is currently investigating options to increase the stacking space for right turning vehicles into Glenview Road.</p>

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			<ul style="list-style-type: none"> - No right turn into WCR from Pleasant Rd. - Extend yellow lines Bower Rd. - Add speed humps on Glendale. - Crossing needed at Withers/Kashmir Rd. - Cross hatching West Coast Rd end of Wilson/Bowers Rd. 	<p>WCR / Pleasant Rd – this will be forwarded to AT Traffic Engineering team for further investigation.</p> <p>Extend Yellow Lines on Bowers Rd – This request will be passed onto AT Parking Design team for further investigation.</p> <p>Glendale Road speed humps – This will be passed onto AT Traffic Engineering team for further investigation.</p> <p>Withers/Kashmir Road Crossing facility – this will be passed onto AT Traffic Engineering team for further investigation.</p> <p>Cross hatching West Coast Road end of Wilson/Bowers Rd – Cross hatching will be provided on Bowers Road adjacent to Fresh Choice supermarket vehicle entrance.</p>
	22	Glen Eden maintenance	<ul style="list-style-type: none"> - Train station improvements. - Signage, Glenmall upgrade, drainage, beautification and road marking. 	Recent improvements to the Glen Eden train station includes the upgrade to electronic pedestrian gates at the two pedestrian level crossings.
	13	Miscellaneous suggestions/concerns	<ul style="list-style-type: none"> - Bus services & bus stops. - Alternative ways to emphasis entering a town - Other miscellaneous. 	<p>Bus services / bus stops will remain unchanged at this stage.</p> <p>Threshold treatments to emphasise that vehicles are entering a town centre will be provided.</p>
	23	Vehicle tunnel or train underground	<ul style="list-style-type: none"> - What is the long-term plan to resolve this problem? 	The programme for grade separation for the Auckland Transport network remains in development.