

# Summary of your feedback on Carlton Street improvements



**Total number of submissions received = 138**

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## Summary

- Sentiment for this project was evenly split. Nearly a third of you (32%) expressed some level of support for the proposed improvements; 26% fully support the project and 6% support some of the proposed changes but not others. While 30% of you did not support this project, the remaining 38% gave no clear indication of sentiment toward this project in their feedback.
- Over half of you (51%) said that Carlton Street is too narrow for buses to negotiate safely with other road users, such as motorists, cyclists and pedestrians. Most people who did not support this project stated this as a key reason in their feedback.
- A third of you (33%) thought traffic congestion would worsen on and around Carlton Street if the proposed improvements go ahead.
- A quarter of submitters (25%) thought buses travelling on Carlton Street would pose a safety risk to pedestrians, particularly school children making their way to and from Hillsborough Primary School.
- 20% of you expressed concerns about the loss of on-street parking to enable new bus stops, saying this would have a negative impact on local residents and parents driving children to and from the school and athletics club.
- 12% of submitters thought the Carlton Street/Hillsborough Road intersection posed a safety risk to all road users; a further 7% of people suggested installing traffic lights at this intersection to manage all traffic movements and improve its safety.
- 9% of submitters expressed concerns that the proposed improvements for bus travel would increase noise and pollution or flooding risks for local residents.
- 7% of you thought this proposal would negatively impact Hillsborough Primary School and the local athletics operations.

## Next steps

Thank you for your feedback. The proposal will proceed without changes and is estimated to be constructed in late 2019.

Residents will be advised ahead of construction and we will work to mitigate disruption as much as possible.

Once the new bus stops and speed tables are installed bus services will begin operating on Carlton St.

## Why buses on Carlton St?

Auckland Transport aspires to give more Aucklanders more freedom to use public transport to move more easily around their city and reach a wider range of destinations throughout the day and throughout the week.

This route change of the 68 bus service will place more people within walking distance to a bus stop at no additional operating cost to ratepayers and without significantly increasing journey times for existing bus users. It will allow people to connect more easily with other bus services, trains and ferries.

We are giving access to people whose current option is to walk a long way up a hill without shelter.

It will allow people to get to and from Carlton St, Frederick St, Queenstown Rd, Beachcroft Ave, Church St and all their adjoining streets.

### **Accessibility**

The 68 bus service as originally planned and consulted on will mean:

- Approximately 470\* people will now be within 500m of a bus stop who weren't before.
- Approximately 3,500\* more people will have easy access to the 68 bus route (i.e. will be living within 500m of a bus stop along the 68 route).
- Approximately 2,900\* more people will be living within 500m of a bus stop in Auckland's Frequent Transit Network. The Frequent Transit Network has bus services running at least every 15 minutes, from 7am to 7pm, 7 days week offering "turn up and go" services.

\*using 2013 Census figures.

It will significantly improve access for people with limited personal mobility.

It will also significantly improve access for people in Frederick St, staff and visitors to the Bupa Hillsborough Care Home, and the in-zone Onehunga High School.

See the maps below that show the difference the 68 bus route will make.

### **Demand**

People have told us they want better public transport to and from Hillsborough, including a bus service along Carlton St

### **Better use of resources for ratepayers**

The 68 is currently travelling on the SH20 between Hillsborough Rd and Onehunga Town Centre which means people cannot get on or off the bus on this section of the route. By putting it back onto local streets more people will be able to use it, valuable destinations will be accessed, and it is a better use of ratepayer resources.

## **Choice**

Improving access to buses provides opportunities to travel to many destinations. The 68 bus service isn't just about getting people to Onehunga or New Lynn. It's also about all the places they can go to and from by connecting to other bus services. Hop on a 68 to Onehunga then take a 743 to Sylvia Park, or a 380 to the airport, or a 30 or 309 to Newmarket, or a 670 or 743 to Mt Smart Stadium.

## **Benefits of optimising Auckland's bus network**

Public transport is the most efficient way of carrying the most people in the least space. With the rapid population growth that Auckland is experiencing we want more people to use public transport so they can free up space on the roads for those who need to travel with a private vehicle. When access to public transport is difficult, those who cannot drive (about 25% of the population) are disadvantaged, while others are forced to add another car to the roads.

## **Destinations that can be reached with the new 68 route**

The maps below show approximately how far someone can travel using walking and public transport within a certain time from the intersection of Carlton St and Sunnyridge Place. (Some of these journeys may require more than one bus or train).

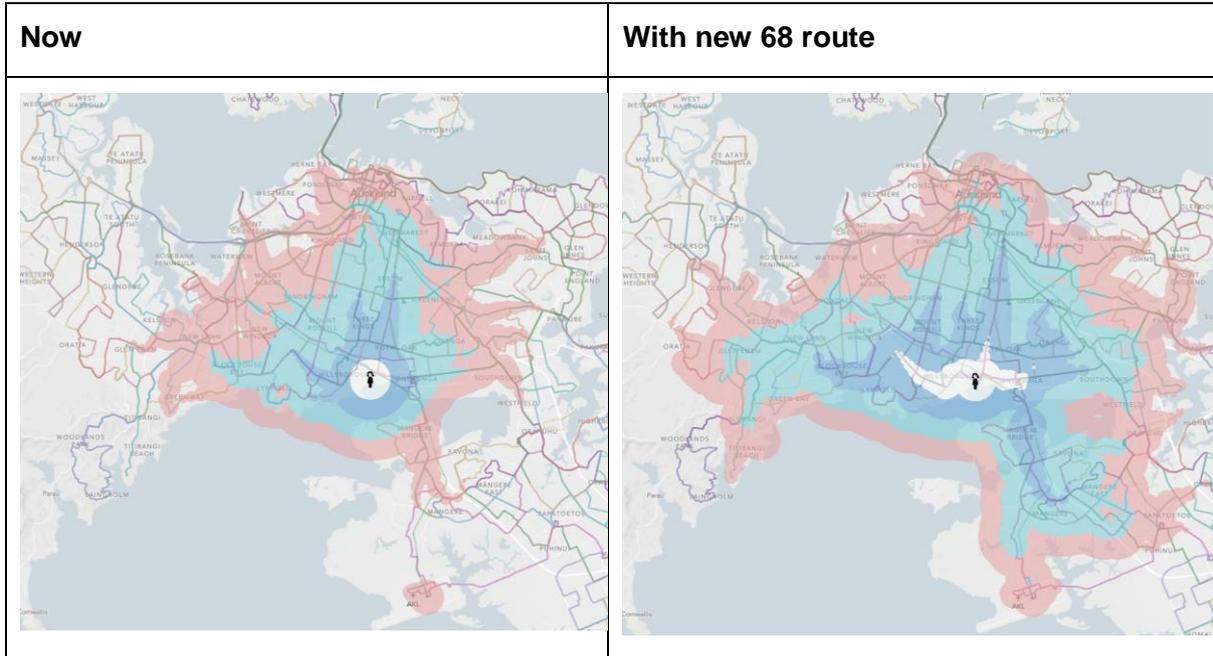
- The white area on the map shows how far someone can travel within 15 minutes
- the darker blue area shows how far someone can travel within 15-30 minutes
- the pale blue area shows how far someone can travel within 30- 45 minutes
- the red area shows how far someone can travel within 45-60 minutes.

The maps demonstrate the significantly improved access to Auckland that local residents using public transport will have with this change.

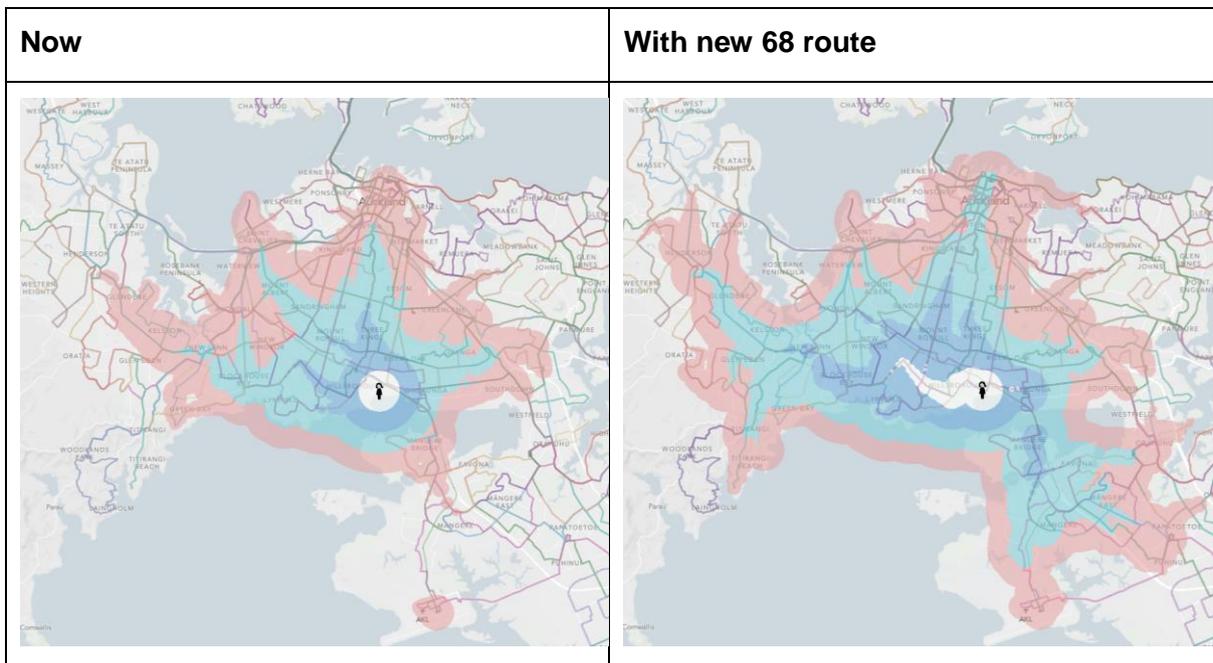
As examples, a trip from this location to:

- Onehunga, and all the connections available there, will take 5-10 minutes compared to 16-22 minutes now, removing a 600-88m walk.
- Sylvia Park will take 40 minutes compared to 55 minutes now. Plus it will remove a 600m walk.
- Onehunga High School will take 10 minutes compared to a 20 minute walk now (both times include the walk up Pleasant St into the school).

At 7:30am on a weekday:



At 1.30pm on a weekday:



## Background

Auckland Transport first presented and undertook public consultation on proposed infrastructure changes to Carlton Street in 2018, meeting with and gathering feedback from the local community and wider public. This initial proposal aimed to encourage safer vehicle speeds and improve public transport links.

In addition, the new bus network routes were consulted on in 2015 and the roll out of the new network for central suburbs commenced in 2018.

Despite being part of the new network, buses have had to be diverted from Carlton Street. The existing speed tables on Carlton Street are not designed for bus travel, resulting in an uncomfortable and potentially unsafe journey for both bus passengers and drivers.

The proposed improvements put forward in this consultation aim to prepare Carlton Street for the new network while continuing to encourage safe vehicle speeds.

Once the finalised design from this round of consultation is implemented, bus 68 will be routed through Carlton Street instead of Hugh Watt Drive as part of the new network, enabling more people to access public transport.

## Feedback sought

The consultation ran 6 to 21 March 2019. We sought feedback on the following proposed improvements to Carlton Street:

- Replacing the existing speed tables with longer, more evenly spaced speed tables to reduce jarring for bus passengers and to continue to slow down other road users
- Installing four new bus stops to enable more people to access public transport
- Removing 12 public car park spaces on Carlton Street to make room for the bus stops and new speed tables.

A similar proposal for changes to Carlton Street was presented to the community in 2018. Based on the feedback received, the plans were altered to use a different type of speed table to slow traffic. The March 2019 consultation was undertaken to get feedback on the refined proposal.

## Activities to raise awareness

To let you know about this consultation, we:

- Delivered letters and the feedback forms to 722 letterboxes of Carlton Street residents and households in surrounding streets
- Set up a project webpage and online feedback form on our AT website
- Communicated the proposed changes to key stakeholder groups and previous submitters
- Met with Puketapapa Local Board and Hillsborough Primary School.

# Your feedback

## About you

We received feedback on the Carlton Street improvements proposal from 138 submitters

- 105 submissions were completed online, 24 were completed using the hard copy feedback form, and nine submissions were received by email.
- Of our 138 submitters:
  - 120 people (87%) live or own property on or near Carlton Street
  - 8 (6%) work or own a business on or near Carlton Street
  - 71 (51%) walk or cycle along Carlton Street.

## What you told us

*Note: respondents could make multiple suggestions or comments in their feedback, meaning the total number of suggestions and comments counted may exceed the total number of submissions made. Consequently, percentages expressing the proportion of submitters who gave similar feedback may exceed 100% when added together.*

## Sentiment for this project

Your overall sentiment for this project was evenly split between those who support, those who do not support, and those who have mixed or no clear views on this proposal.

Nearly a third of all respondents (32%) expressed some level of support for the proposed improvements; 26% fully support the project and 6% support some of the proposed changes but not others. While 30% of you did not support this project, the remaining 38% gave no clear indication of sentiment toward this project in their comments or suggestions.

- The most common reasons people supported the proposal are:
  - More convenient access to public transport for the local community, particularly the elderly and school children.
  - The Carlton Street route would free buses from motorway and on/off-ramp traffic.

*“I'm very supportive of the changes required to enable better bus options to our community.”*

*“Looking forward to the 68 bus running along Carlton Street...There is a lot of elderly and children living in the area.”*

*“Support plan, proceed ASAP so buses can get moved onto this route, they are getting stuck in traffic on Onehunga Harbour Rd onramp in all the traffic.”*

- The most common reasons cited by people who do not support the proposal are:
  - Using Carlton Street as a bus route may put residents and school children walking in the area at risk of injury or worse; while the route itself was not in scope, some people saw Herd Road or the existing route on Hugh Watt Drive as safer options.
  - The proposed changes and introduction of buses would congest an already busy, narrow residential street and traffic around the local area, with particular concern about the Carlton Street/Hillsborough Road intersection for safety reasons.

*“This proposal to run a bus route through Carlton Street and the consequential 'Carlton Street improvements' flies in the face of logic, high costs, safety issues, traffic congestion and the concerns of the residents of Carlton Street...and should be scrapped.”*

*“We (the residents of Carlton Street) have already stated our opinions (at a public meeting at Hillsborough School)... We didn't want our street used as a bus route, and we haven't changed our minds.” “Please check designs for consistency with Vision Zero principles before releasing them for consultation.”*

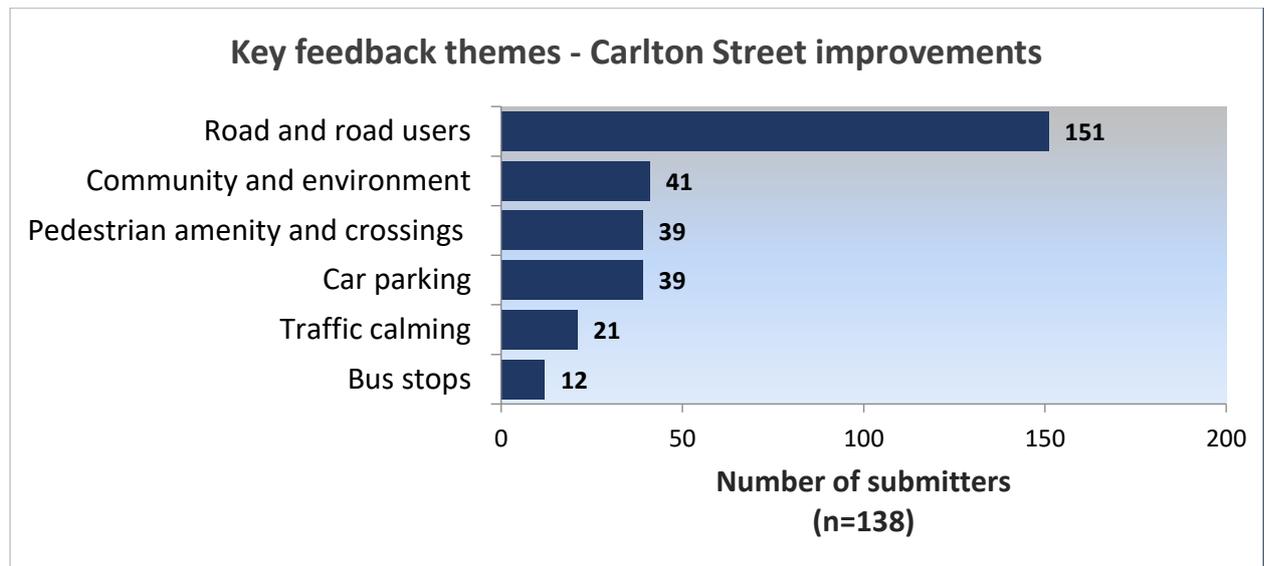
- Where support was mixed or unclear you:
  - Agree with the intent of improved public transport, but do not believe that Carlton Street is suitable for buses
  - Disagree with the use of Carlton Street for buses but support the proposed traffic calming improvements
  - Agree with some of the proposed improvements but not others
  - Believe the Carlton Street/Hillsborough Road intersection has been overlooked as part of the safety improvements, particularly with the introduction of buses through this narrow, busy road space
  - Made a design suggestion but did not state a clear position on the proposal overall.

*“We oppose the introduction of a bus route to be routed on Carlton Street...On a positive side, we agree with the removal of the existing speed tables...”*

*“Revise to only have two bus stops and not four.”*

## Feedback themes

The key overarching themes of the feedback are shown in the graph below and discussed in more detail in the sections that follow. We have responded to all of your comments and suggestions within the [Design suggestions table](#) at the back of this report.



Please note submissions may be counted in more than one theme.

### 1. Road and road user suggestions

You made 151 comments related to the road space and road users. The largest proportion of respondents expressed concerns that Carlton Road is too narrow for buses and other road users to negotiate safely.

The largest proportion of respondents expressed concerns about Carlton Street's suitability for buses, increased local congestion, and road users' safety at the intersection with Hillsborough Road. Other nearby intersections with Hendry Avenue, Kelsey Crescent, the 'Y' junction with Frederick Street, and the Queenstown Road roundabout, were also mentioned as hazards for buses and other road users.

- Street too narrow for safe bus/other road user passage - 51% (70 submitters)
- Proposal will increase local congestion - 33% (45 submitters)
- Carlton Street/Hillsborough Road intersection unsafe - 12% (17 submitters)

*“Carlton Street and the top of Queenstown Road are narrow. Vehicles moving up or down the streets at present have to travel over the centre line in areas where cars are parked on the roadside. The buses will create further congestion...”*

Suggestions to support the proposal, improve safety, or ease congestion include:

- Install traffic lights at Carlton Street/Hillsborough Road intersection – 7% (10 respondents)
- Add a new lane to Carlton Street (1 respondent)
- Create a T2/bus lane on Carlton Street (1 respondent)
- Widen Carlton Street/Hillsborough Road intersection (1 respondent)
- Make Hendry Avenue and Kelsey Crescent intersections Give Way (1 respondent)

*“Strongly suggest that traffic lights are placed at the end of Carlton Street and Hillsborough Road. This corner becomes a bottle neck during peak traffic, and with buses turning in out of Carlton Street it will become a bigger problem.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 2. Car parking suggestions

You made 39 comments related to car parking both on and nearby Carlton Street. The feedback we received under this theme is below.

The largest proportion of respondents expressed concerns about the loss of on-street parking and the impact this might have on Carlton Street and nearby residents, and on visitors to the local area. Most of the remaining feedback suggested going further with on-street car parking removals to enable safer passage for all vehicles.

- Concerns about loss of on-street parking space - 20% (27 submitters)
- Remove more on-street parking than is proposed – 5% (7 submitters)
- Remove all on-street parking both sides of Carlton Street - 3% (4 submitters)
- Create off-street parking on Hillsborough Park land - (1 submitter)

*“The on-street parking in Carlton St is already under pressure...Often, the on-street carparks are full. Removing further car parking to facilitate bus transit through the street will worsen this problem.”*

*“...the road is very narrow with cars parked on both sides and traffic going both ways. In Frederick Street this has been solved by stopping parking and I see no reason why this couldn't also happen in Carlton Street.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

### 3. Traffic calming suggestions

A total of 21 suggestions or comments were made about traffic calming on and nearby Carlton Street. Eight people (6%) were concerned the proposed new speed tables would enable people to drive faster on Carlton Street than the current speed tables allow. Some respondents wanted little to no traffic calming changes in the area; others support the proposed speed tables but with minor adjustments, such as for cyclists. One person suggested making all of Carlton Street a 30 km/h speed limit zone.

- Concerns the new speed tables will enable higher speeds (8 people)
- Retain the existing speed tables on Carlton Street (3 people)
- Reduce the number of proposed new speed tables (3 people)
- Add speed tables to other nearby streets as well (2 people)
- Create level section on uphill speed tables for cyclists (1 person)
- Relocate proposed speed table outside 84 Carlton St (1 person)
- Place a speed table before rather than at the school crossing (1 person)
- Make Carlton Street a 30 km/h speed limit zone (1 person)

*“The plan now involves flattening the [speed tables], and this will only result in other traffic coming through at higher speeds...”*

*“Please allow a small unraised section of the table on the uphill NW direction for bikes to continue without having to get up onto the raised table on an already steep hill.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 4. Bus stop suggestions

12 people (9% of respondents) offered design suggestions or comments on the proposed bus stops for Carlton Street. One person objected to all four proposed bus stops; one expressed concerns about putting a bus stop too close to the Carlton/Frederick Street 'Y' junction due to limited driver and pedestrian visibility.

- Relocate the bus stop proposed for outside 49 Carlton Street (3 people)
- Relocate all bus stops toward the centre of the street (2 people)
- Reduce the number of proposed bus stops (2 people)
- Add more bus stops to other nearby locations (2 people)
- Relocate 2 x bus stops away from the Frederick St intersection (1 person)
- Safety concerns 2 x bus stops near Frederick St intersection (1 person)
- Concerns about all proposed bus stops (1 person)

*"...the location of the bus stop out the front of 49 Carlton Street and Hillsborough Park entrance. We feel this location could endanger children going to school with the lack of visibility near the entrance."*

*"I'm concerned that there is little room between the bus stops and the Frederick St intersection with Carlton St. If two buses are stopped on either side of the road, there will be little room for cars and bikes to pass."*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 5. Pedestrian amenity and crossing suggestions

28% of submitters (39 people) raised concerns about or suggested ways to improve pedestrian safety on Carlton Street. The vast majority of you expressed concerns about introducing buses to this busy residential road with many children walking to/from the local primary school, park and athletics club. The remaining suggestions aim to improved safety for pedestrians walking along and crossing Carlton Road.

- Concerns about pedestrian/school childrens' safety (34 people)
- Concerns about narrow footpath/lack of berm (2 people)
- Safety issue with current crossing location (1 person)
- Install signalised crossing at Carlton St/Hillsborough Rd intersection (1 person)
- Repair current footpaths on/near Carlton St (1 person)

*“I am extremely concerned with the safety of residents and school children with large vehicles which will reduce vision in such a narrow street with narrow pavements and no grass verges.”*

*“A suggestion [to] help with traffic flow and safety in the area could be to move the pedestrian lights (at 156 Hillsborough Road) to the Carlton Street/Hillsborough Road intersection and make them proper traffic lights.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## 6. Community and environment suggestions

41 people (30% of submitters) gave feedback relating to the local community and environment. Most of you expressed concerns about the potential negative impacts this proposal might have on Carlton Street and nearby residents, and for people who frequent this area to access the school and athletic club activities. Specific feedback includes:

- Concerns about Increased noise and pollution – 9% (13 people)
- Proposal may negate local school and athletic club activities – 7% (10 people)
- Proposal will improve local/community access to public transport – 7% (9 people)
- Repair and maintenance concerns for the proposed design – 3% (4 people)
- Safety concerns about on-street plantings – 2% (3 people)
- Roadworks disruption (1 person)
- Reduced security for residents (1 person)
- Risk of more/new speed tables causing street flooding (1 person)

*“Increased levels of pollution. Increased noise and vibration to adjacent properties. Risk of flooding to homes between McIlroy and Sunnyridge...which are below the height of the road.”*

*“Looking forward to the 68 bus running along Carlton Street...There are a lot of elderly and children living in the area. We need public transport to get to the shops.”*

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

## Design suggestions and our responses

Below is a summary of all design suggestions and concerns put forward in your feedback. We have also responded to key questions and issues you have raised about this proposal.

Feedback suggestions	AT response
<b>Carlton Street improvements</b>	
<b>Road and road user suggestions</b>	
<p><b>Carlton Street</b></p> <ul style="list-style-type: none"> <li>• Add a new lane or widen the existing lanes to accommodate buses and all other traffic.</li> <li>• Create a dedicated T2/bus lane to alleviate congestion and enable the bus route.</li> </ul>	<p>Widening the existing lanes would likely increase vehicle speeds and could lead to increased traffic volumes. Also, in order to widen the traffic lanes it would be necessary to remove all parking from one side of the road.</p> <p>There is insufficient space to create any additional lanes. Widening the road is considered to be prohibitively expensive</p>
<p><b>Carlton Street/Hillsborough Road intersection</b></p> <ul style="list-style-type: none"> <li>• Install traffic lights to manage the safe movement of buses and all other vehicles, in all directions.</li> <li>• Widen the intersection so buses can turn without crossing the centre line, too close to waiting traffic.</li> </ul>	<p>We have assessed the risk of serious crashes occurring at this intersection. Both the personal risk and the collective risk of crashes has been categorised as 'low', and therefore we cannot justify investing in traffic signals at this location for safety reasons.</p> <p>As part of the revised design, parking has been removed at the entrance of Carlton Street to improve the turning of large vehicles including buses. We have confirmed that this change provides sufficient space for buses to turn into and out of Carlton Street safely.</p> <p>Therefore we do not believe that there is sufficient justification for modifying the Carlton Street / Hillsborough Road intersection at this time.</p>
<p><b>Frederick Street/Queenstown Road intersection</b></p> <ul style="list-style-type: none"> <li>• Improve visibility at this 'Y' intersection, especially if buses are introduced to Carlton Street.</li> </ul>	<p>This request is not within the project area however the request has been passed on to the appropriate team in Auckland Transport</p>

Feedback suggestions	AT response
<p><b>Hendry Ave/Kelsey Cres intersection</b></p> <ul style="list-style-type: none"> <li>• Make this intersection a 'give way' to reduce confusion for road users.</li> </ul>	<p>This request is not within the project area however the request has been passed on to the appropriate team in Auckland Transport.</p>
<b>Traffic calming suggestions</b>	
<p><b>Speed table frequency</b></p> <ul style="list-style-type: none"> <li>• Retain the current speed tables on Carlton Street; concerns new speed tables will not slow traffic sufficiently putting road users and pedestrians at greater risk.</li> <li>• Retain the current number of speed tables on Carlton Street; concerns that increasing from 6 to 8 will damage vehicles of residents/locals and people who pass through regularly.</li> <li>• Consider adding speed tables to Seacliffe Road as well as Carlton Road to slow traffic down.</li> </ul>	<p>The level of impact that speed tables have on driver speeds is dependent on table height, ramp gradient and the spacing between successive tables.</p> <p>The proposed speed tables have been designed to be 75mm high, they will have a ramp gradient of 1 in 10 (gradient of current speed hump ramps is 1 in 6) and the spacing in the proposed design is much shorter and more regular compared to the existing arrangement</p> <p>The proposed design, which includes eight speed tables spaced no more than 110m apart (some of the existing gaps between speed tables are 150m), complies with best practice guidelines for traffic calming in residential areas and we are confident that it will result in an improvement in road safety outcomes compared to the existing arrangement.</p> <p>Adding speed tables to Seacliffe Road is not within the Carlton Street consultation however the request has been passed on to the appropriate team in Auckland Transport for consideration.</p>
<p><b>Speed table locations</b></p> <ul style="list-style-type: none"> <li>• Relocate the speed table proposed for outside 84 Carlton Street.</li> <li>• Place a speed table before the school rather than have it act as a crossing outside the school.</li> </ul>	<p>An alternative location was considered for the speed table proposed outside 84 Carlton. However, there were no suitable alternatives due to the lack of space between the alternating vehicle crossings. Due to the steep grades of the vehicle crossings, positioning the table too close to the crossings would likely result in cars scraping the road as they entered the crossings due to the angle of the vehicle exiting the ramp.</p> <p>The speed table outside the school currently acts as a crossing and is being upgraded from a kea crossing to a zebra crossing. This position is suitable as it is in the desire line of the Hillsborough Primary school children, positioned close to the footpath connecting to the school.</p>

Feedback suggestions	AT response
<p><b>Speed table design</b></p> <ul style="list-style-type: none"> <li>Alter the speed table design on the uphill section to include an unraised section for cyclists.</li> </ul>	<p>Consideration has been given to the needs of cyclists, the speed tables are designed to accommodate cyclists.</p>
<p><b>Speed limit change</b></p> <ul style="list-style-type: none"> <li>Consider reduce the speed limit all along Carlton Street to 30km/h.</li> </ul>	<p>This request is outside of the scope of the Carlton Street consultation however the request has been passed on to the appropriate team in Auckland Transport for consideration.</p>
<p><b>Bus stop suggestions</b></p>	
<p><b>Relocate proposed bus stops</b></p> <ul style="list-style-type: none"> <li>Relocate the stop proposed for outside 49 Carlton Street away from the Hillsborough Park entrance; concerns buses will obscure school children and other road user visibility, increasing safety risk.</li> <li>Relocate all bus stops toward the central portion of Carlton Street and away from the Frederick Street intersection in particular.</li> </ul>	<p>Vehicles turning left while a bus is stationary at the bus stop are likely to travel slowly, and will also be slowed down due the narrow lane width adjacent to the bus stop. It is not considered unsafe for pedestrians walking along this section of footpath, while a bus is stationary.</p> <p>Only providing bus stops at the centre of Carlton Street would result in additional walking distances for many residents in the vicinity of Carlton Street. The urban recommended access distance to bus stops is 400m. If only a central pair of bus stops were added, many residents at the ends of Carlton Street and residents along Rogers Way, McIlroy Ave and Sunnyridge Place would be discouraged from the bus service.</p>
<p><b>Fewer bus stops</b></p> <ul style="list-style-type: none"> <li>Reduce the number of proposed bus stops from four to two; preferably no more than one on each side of Carlton Street.</li> <li>Prefer that no bus stops were placed on Carlton Street at all.</li> </ul>	<p>Only providing one pair of bus stops along Carlton Street would result in additional walking distances for many residents in the vicinity of Carlton Street. The urban recommended access distance to bus stops is 400m . If only one pair of bus stops were added, many residents would be discouraged from the bus service.</p> <p>If no bus stops were installed along Carlton Street, the majority of residents would be discouraged from using the bus service, as the walking distance would be very large to the closest bus stop</p>
<p><b>More bus stops</b></p> <ul style="list-style-type: none"> <li>Add more bus stops toward the centre of Carlton Street in addition to the four proposed stops.</li> </ul>	<p>Based on anticipated catchments we have located the stops by the school and the lower half of Carlton Street. The distance between the bus stops is close to the urban recommended access distance of 400m.</p>

Feedback suggestions	AT response
<b>Car parking suggestions</b>	
<p><b>Retain all on-street parking</b></p> <ul style="list-style-type: none"> <li>• Concerns primarily from residents/landlords about the loss of Carlton Street on-street car parking               <ul style="list-style-type: none"> <li>- Fears it may increase illegal parking and congestion, therefore increasing risk to pedestrians</li> <li>- May push parking pressure on to other nearby streets, and congest them further</li> <li>- Negative impact on parents performing local school and athletic club pick-ups and drop-offs.</li> </ul> </li> </ul>	<p>We acknowledge that the proposal removes carparking on Carlton Street however the number is relatively low given the overall number of parks.</p> <p>Currently there are 130 spaces on Carlton Street, the current proposal removes 12 spaces leaving a balance of 118.</p>
<p><b>Remove more on-street parking</b></p> <ul style="list-style-type: none"> <li>• In general along Carlton Street to enable more space for buses and other road users' safety.</li> <li>• All the way up Carlton Street on one side of the road; suggest the uphill side of the street.</li> <li>• Remove all on-street parking on both sides of Carlton Street to maximise road space.</li> </ul>	<p>Removing additional carparks would result in inconvenience for many residents, park users and the school community. This is also likely to result in increased vehicle speeds and volumes.</p>
<p><b>Create new off-street parking</b></p> <ul style="list-style-type: none"> <li>• Use some of Hillsborough Park to create a carpark to support local activities, school drop-offs/pick-ups, and local residents.</li> </ul>	<p>The current proposal results in minimal parking removal for Carlton Street and therefore the development of an additional carpark is not justified.</p>
<b>Pedestrian amenity and crossing suggestions</b>	
<p><b>Signalised crossing</b></p> <ul style="list-style-type: none"> <li>• Install a signalised crossing at the Carlton Street/Hillsborough Road intersection as a safe option for school children and all other pedestrians.</li> </ul>	<p>There is currently a nearby crossing on Hillsborough Road and the proposal for Carlton Street includes an upgraded crossing point outside of the school entrance.</p> <p>Therefore we do not believe that there is sufficient justification for modifying the Carlton Street / Hillsborough Road intersection at this time.</p>
<p><b>Relocate crossing</b></p> <ul style="list-style-type: none"> <li>• Move proposed school crossing away from the brow of the hill to improve safety and visibility of children.</li> </ul>	<p>This is an existing Kea crossing used by Hillsborough Primary School students. The Kea crossing is being upgraded to a Zebra to improve safety for all pedestrians crossing this section of Carlton Street. The Zebra crossing has advanced signage and roadmarking, the speed table would reduce vehicle speeds, and the visibility sight distances are achieved for the pedestrians crossing the Zebra.</p>

Feedback suggestions	AT response
<p><b>Footpaths</b></p> <ul style="list-style-type: none"> <li>• Enforce keeping the footpath clear of rubbish bins, particularly on the right hand side of the road going up Carlton Street; pedestrians/children often forced to walk on the road due to lack of space/berm.</li> <li>• Clear footpaths of overgrown plants for pedestrian safety.</li> <li>• Prioritise repairing or upgrading existing footpaths on Carlton Street and nearby roads.</li> </ul>	<p>Specific concerns can be made to Auckland Transport via our call centre.</p>
<b>Community and environment</b>	
<p><b>Trees and plantings</b></p> <ul style="list-style-type: none"> <li>• Requests to Increase/improve ongoing maintenance of overgrown plantings along Carlton Street.</li> </ul>	<p>The proposed design removes side islands from existing speed tables, specific maintenance concerns can be raised with the Auckland Transport call centre.</p>
<p><b>Noise, pollution, flooding</b></p> <ul style="list-style-type: none"> <li>• Concerns buses will increase noise, pollution and vibration along Carlton Street, reducing residents' quality of life and/or property values.</li> <li>• Concerns more speed tables with less space between them could increase risk of flooding to homes between Mcllroy and Sunnyridge on northern side of the road, as they are below the height of the road.</li> </ul>	<p>AT has made a significant investment in its public transport system over the past few years, which is resulting in a high rate of patronage growth. Growing our public transport patronage is one way we can help to reduce Aucklanders' reliance on the inefficient use of their private vehicles, which is a significant contributor to issues such as pollution, road safety risks and noise.</p> <p>The proposed speed tables have a channel incorporated into the design therefore they will not change the current risk of flooding.</p>
<p><b>Security</b></p> <ul style="list-style-type: none"> <li>• Concerns proposal will decrease residents' sense of security with the introduction of buses, increased traffic, and reduced on-street parking.</li> </ul>	<p>The new bus route will result in more passive surveillance on Carlton Street, more pedestrians and people on buses, which should have a positive impact on security.</p>
<p><b>General maintenance/timing of works</b></p>	<p>Carlton Street will be maintained to the same standard as all other bus routes across the city.</p>

Feedback suggestions	AT response
<ul style="list-style-type: none"> <li>Concerns buses/heavy traffic will further damage the road, and that much needed repairs and maintenance will not be afforded /addressed in a timely manner.</li> <li>Concerns implementation of the proposed changes will cause undue disruption to locals.</li> </ul>	<p>Disruptions to locals will be minimised as much as possible as part of the construction methodology and will be for a relatively short period.</p>
<b>Questions</b>	
<p>“Why can't the bus take the route it currently takes down Hugh Watt Drive, which is not far away and is already set up for heavy traffic?”</p> <p>“What is the noise reduction plans for those living on the street?”</p> <p>“Carlton Street also has a weight restriction due to unstable land. Can you advise whether this has been identified and that this weight restriction can be managed with the use of Heavy Bus traffic as proposed? Will current road restrictions for Queenstown Road, Frederick St and Carlton Street on the use of the road by vehicles exceeding 11 metres be removed?”</p> <p>“How does this improvement plan propose for the bus NOT to cross the centre-line into opposing traffic?”</p> <p>“How have the safety concerns raised previously been mitigated with moving the bus stop further up Hillsborough Rd onto the hill?”</p> <p>“How many people are crying out for buses on Carlton St, Frederick St. and Queenstown Rd?”</p>	<p>Hugh Watt Drive is a motorway and therefore the bus cannot stop to pick people up or drop them off. By running buses on a residential street instead that doesn't currently have any bus service it can be more useful. It will make public transport available to more people who want and need it and is a better use of resources.</p> <p>During implementation a construction management plan will be in place to manage noise as a result of the construction. In regard to ongoing noise from buses, Auckland Transport plans to invest in modernised fleets that are both quieter and produce lower emissions.</p> <p>As part of this project the wording of the sign will be amended so that the heavy vehicle restriction is targeted at trucks.</p> <p>On all narrower streets, road users need to navigate by giving way to oncoming vehicles and pull into areas where there are no cars parked (such as driveways, bus stops and side roads). It is not uncommon and often necessary for all road users to cross the centre line to pass obstacles on some roads.</p> <p>This proposal does not involve moving any bus stops on Hillsborough Road.</p>

Feedback suggestions	AT response
	<p>Thirty six respondents to this consultation expressed support for this bus service. Some of these respondents said they knew of other non-respondents who would also use it.</p>
<b>Issues</b>	
<p>“A safety report produced by Opus following development of the previous design scheme for Carlton St indicated a risk of ‘significant harm or death’ due to (from our understanding) the inability of a bus to safely navigate Carlton Street i.e. not cross the yellow safety centreline when navigating past cars parked on the street.”</p> <p>“Parking of private vehicles makes negotiation through these streets difficult. Driving on the wrong side of the road, sometimes for quite a distance, is required to reach your home.”</p> <p>“The exit from Carlton St onto Hillsborough Rd, currently a compulsory stop, is difficult during anything but light traffic times during the day.”</p> <p>“The roundabout at Queenstown and Carlton St already has buses running over it because buses can't get around it.”</p> <p>“The previous request for resident feedback was not extended to the residents of the cul-de-sac streets to Carlton Street. They will be impacted by the loss of on street parking in Carlton Street.”</p>	<p>As part of the development of the previous Carlton Street design in 2018, a Safety Audit was prepared by Opus, an independent consultancy. It has been reported by some residents that this report contained recommendations that Carlton Street is not suitable for bus use.</p> <p>This interpretation of the report is incorrect. The 2018 Audit was specific to the previous design that was consulted on. As part of the review the auditor noted that the design documentation did not specify what centre line controls would be implemented eg yellow no-over taking lines. A risk was raised that if the existing controls were not retained there would be an infrequent probability of an incident, however the incident could be quite serious.</p> <p>We therefore amended the detailed designs to ensure that the existing yellow no-overtaking lines would be retained. The new proposal includes these centreline controls and therefore mitigates the risk raised in the previous audit.</p> <p>As mentioned above, on all narrower streets, road users need to navigate by giving way to oncoming vehicles and pull into areas where there are no cars parked (such as driveways, bus stops and side roads). It is not uncommon and often necessary for all road users to cross the centre line to pass obstacles on some roads.</p> <p>During busy periods traffic exiting from Carlton Street may be delayed because there are few gaps in traffic on Hillsborough Road. However, signalling this intersection, or making any other modifications to reduce delays to Carlton Street traffic is likely to make this road more attractive as a through route, and could result in an increase in traffic volumes using Carlton Street.</p>

Feedback suggestions	AT response
	<p>We have assessed the risk of serious crashes occurring at this intersection. Both the personal risk and the collective risk of crashes has been categorised as 'low', and therefore we do not believe that there is sufficient justification for modifying the Carlton Street / Hillsborough Road intersection at this time</p> <p>The roundabout is designed to be mounted by larger vehicles.</p> <p>As part of this consultation information was sent to all streets that are located off Carlton Street.</p>

# Appendix 1) Feedback form



Please complete this freepost form and return it to us by **Friday 15 March 2018**.

Alternatively, you can provide feedback online at [AT.govt.nz/haveyoursay](http://AT.govt.nz/haveyoursay)

If you have difficulty completing the form, you can call us on **(09) 355 3553** and our contact centre staff will fill in the feedback form with you over the phone.

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

**Do you have any feedback on these proposed changes?**

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 .....  
 .....  
 .....

**PERSONAL INFORMATION**

Name .....

Business/Organisation .....

Street address .....

Suburb .....

City/Town ..... Post code .....

Email address ..... Phone number .....

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project. The following information is for statistics purposes only, and does not affect your feedback.

PRIVACY: AT is committed to protecting our customers' personal information.

**What best describes your interest in this proposal?**

*(please tick all that apply)*

- I live or own property on or near Carlton Street
- I work or own a business near Carlton Street
- I walk or cycle on or near Carlton Street
- I am interested in improved safety on Carlton Street
- Other *(please specify)*

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 .....  
 .....

**How did you first hear about this project?**

*(please tick all that apply)*

- Information posted/emailed to me
- Auckland Transport website
- Word of mouth
- Other *(please state)*

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