

# Federal Street walking and cycling improvements



## Contents

<b>Summary .....</b>	<b>1</b>
Key points in feedback.....	1
Outcome and next steps .....	3
<b>Background.....</b>	<b>4</b>
Project information .....	4
Benefits .....	4
<b>Consultation.....</b>	<b>5</b>
Activities to raise awareness.....	5
<b>Public feedback.....</b>	<b>6</b>
Overview .....	6
Overall themes in feedback .....	7
<i>What do you think of the contraflow cycleway? .....</i>	<i>10</i>
<i>What do you think of the planter boxes? .....</i>	<i>12</i>
<i>What do you think about the crossing on Wyndham Street?.....</i>	<i>15</i>
<i>What do you think about the painted dots on the road? .....</i>	<i>18</i>
<i>What do you think about the painted kerb build-out? .....</i>	<i>20</i>
<i>What do you think about the improved lighting?.....</i>	<i>22</i>
<b>AT responses .....</b>	<b>24</b>
<i>General Themes .....</i>	<i>24</i>
<i>Contra flow cycleway .....</i>	<i>26</i>
<i>Planter Boxes.....</i>	<i>30</i>
<i>Crossing on Wyndham Street.....</i>	<i>32</i>
<i>Painted dots on the road.....</i>	<i>33</i>
<i>Painted kerb build-outs .....</i>	<i>35</i>
<i>Improved lighting.....</i>	<i>36</i>
<b>Appendix 1: feedback form .....</b>	<b>37</b>

## Summary

Auckland Transport (AT) in partnership with the Auckland Design Office (ADO) has made walking and cycling improvements to Federal Street ahead of a larger [Federal Street Upgrade](#). We consulted on these improvements from 18<sup>th</sup> June to 19<sup>th</sup> August 2018 and received 247 submissions.

We consulted on these improvements after implementing the changes given AT and ADO can monitor and amend the components if needed.

We asked people what they thought of the individual parts of the project and why. The elements of the project that we asked about included:

- contraflow cycleway
- planter boxes
- a pedestrian and cycle crossing on Wyndham Street
- painted dots
- the painted kerb buildouts
- improved lighting

### Key points in feedback

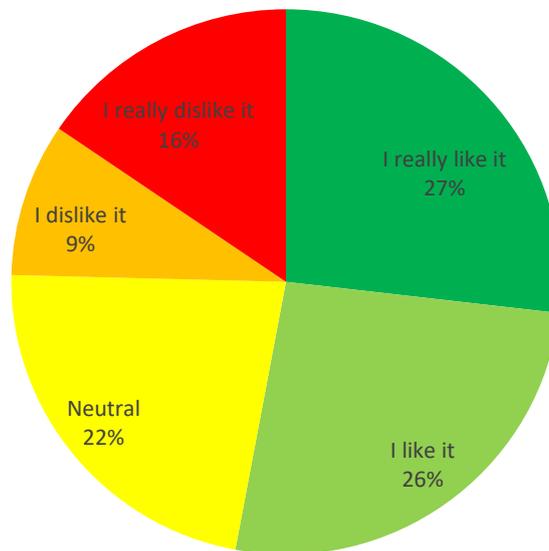
Overall:

53% of people generally felt positive about the upgrades to Federal Street.

25% of people generally felt negative about the upgrades.

Neutral 22% felt neutral or unable to provide feedback on the upgrades.

## Overall response to the Federal street walking and cycling improvements

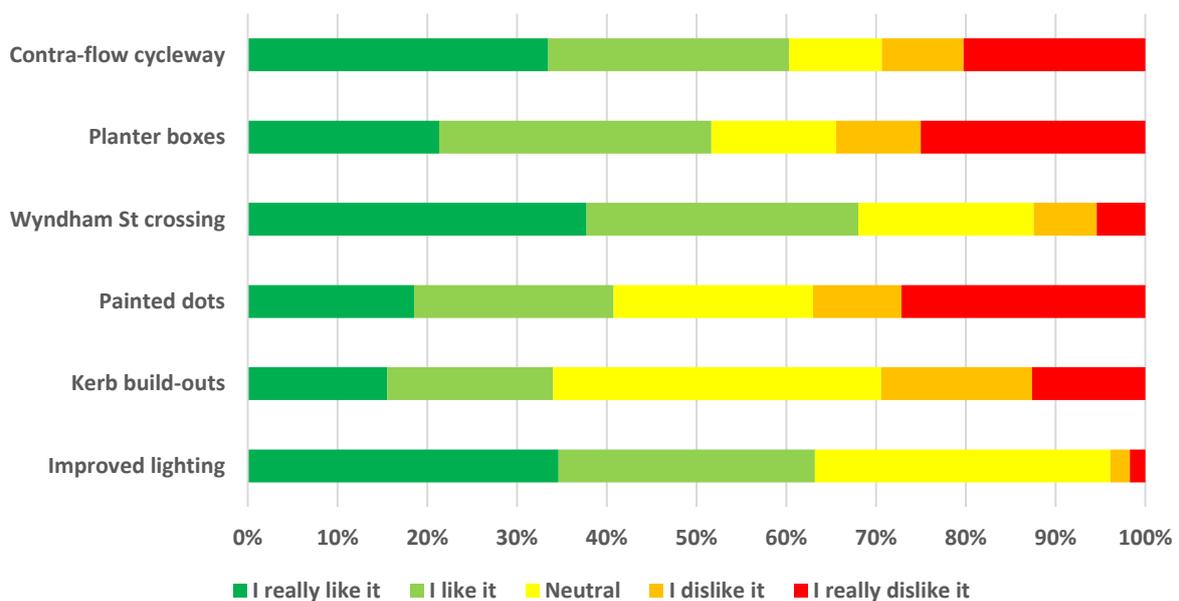


Percentages were calculated from the totals from each of the six questions.

The most popular elements of the upgrade were the Wyndham St crossing (68%), contra-flow cycleway (61%) and improved lighting (63%).

The painted dots and planter boxes while still more generally supported, were the most controversial.

## Responses to Federal St walking and cycling improvements by question and overall



We also identified the following key themes in your feedback:

- Most people perceived the six elements of the as improving safety. Feedback suggests that the planter boxes, contraflow cycleway and improved lighting in particular were seen as improving safety.
- People found the bold and colourful look of the upgrades polarising, as similar liked and disliked each element. Most of the contention around look and feel was around the planter boxes and painted dots
- People across the spectrum of like and dislike noted that the planter boxes had been moved or tipped over creating a hazard
- Lots of people found the painted dots and painted kerb build-outs confusing
- Many people did not notice the improved lighting on Federal St

## Outcome and next steps

After closely considering all feedback....

- We will be improving road space between the Court and Rydges hotel by reconfiguring the footpath outside the court.
- We will move parking bays down by 1 meter on the eastern side of Federal Street between Victoria St West – Kingston St, to improve vehicle accessibility for vehicles exiting the carpark at 65 Federal Street
- We are investigating the addition of a disability car parking space
- We will improve the ongoing maintenance, repainting the coloured dots, replanting the plants and improving the plant watering regime
- We will add reflective tape to the planter boxes for improved visibility

# Background

## Project information

Auckland Transport (AT) has made improvements to pedestrian and cycling facilities along Federal Street, between Victoria Street and Fanshawe Street.

The facilities are temporary and provide a quiet route through central Auckland, while a larger [Federal Street upgrade](#) project is underway. We are using approaches that are relatively low-cost and quick to install.

These interim improvements include:

- A protected, southbound (up Federal Street) ‘contra-flow’ cycle lane.
- Improved pedestrian facilities in the lower section of Federal Street through upgraded footpath surfacing, road marking and signage.
- A pedestrian crossing on Wyndham Street.
- Painted polka dots along sections of the road to create a slower, safer environment for pedestrians and bike riders.

Given Federal Street’s relatively low traffic speeds and volume, people cycling northbound can do so in the general traffic lane, guided by “sharrows” (road markings designed to guide cyclists and alert motorists to their presence).

## Benefits

- An easy north/south route through central Auckland for pedestrians and people on bikes, as an alternative to Hobson Street and Albert Street.
- A link in the City Centre Cycle Network to the Nelson Street Cycleway, via the future Victoria Street Cycleway.
- An opportunity to better understand people’s experiences of cycle lanes and shared spaces, which will inform future city centre development projects.

# Consultation

We consulted on the Federal Street walking and cycling improvements from 18<sup>th</sup> June to 19<sup>th</sup> August 2018.

## Activities to raise awareness

Auckland Transport undertook a number of activities to encourage people to have their say on the proposal.

To publicise the consultation, we:

- Delivered letters and feedback forms to 1311 households
- set up a detailed project webpage and an online feedback form on our website
- promoted the consultation through our social media channels, including Facebook, Twitter, Neighbourly and LinkedIn, for the course of the consultation period
- Engaged stakeholders both in person and by email
- Held two drop-in sessions for members of the community to speak to the project team

You could provide feedback using an online submission form (on our [Have Your Say website](#)) or a hard copy form included in the brochures. See [Attachment 1](#) at the end of this report for a copy of the feedback form.

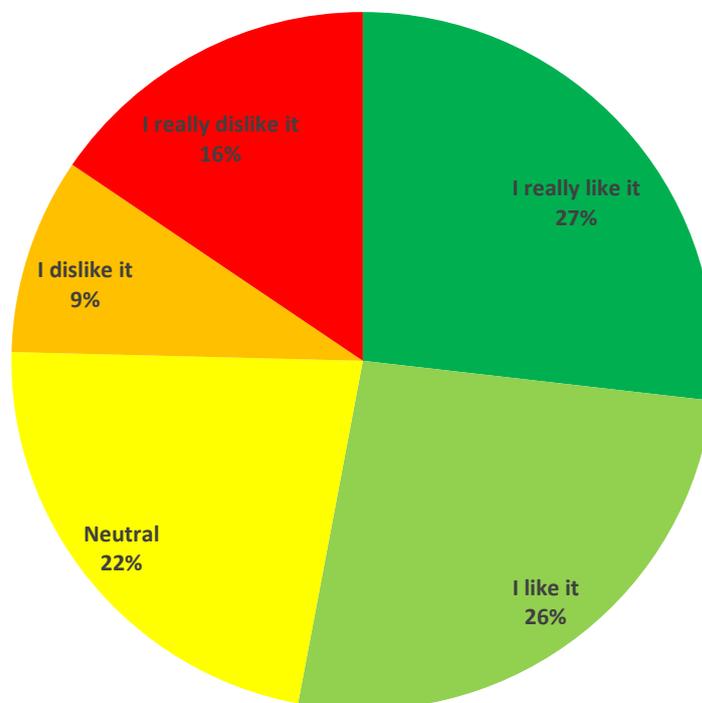
# Public feedback

## Overview

We received public feedback on the proposal from 247 people, which we have analysed to identify key themes in the responses across all questions.

205 of these were submitted online and 42 were submitted using the hardcopy feedback form.

## Overall response to the Federal street walking and cycling improvements



Based on the answers to all six questions

Overall, when the feedback that AT received is compared across all six questions people generally support the walking and cycling upgrades on Federal St as 53% of people felt positive about the upgrades. The contra-flow cycleway and improved lighting proved to be the most popular elements of the upgrades.

The painted kerb build-outs (37%) and the improved lighting (33%) were the questions most people felt neutral about. The contra-flow cycleway (10%) and planter boxes (14%) had the fewest neutral responses.

Across the whole project 25% of feedback was negative towards the project. The painted dots (37%) and planter boxes (35%) were the most opposed elements of the overall upgrades, while the improved lighting (4%) and pedestrian crossing on Wyndham St crossing (12%) received the least negative feedback.

## Overall themes in feedback

The themes identified in the feedback have been grouped by each element that made up the project. In addition, a section on themes that were present in the project overall has been included.

We have responded to all your comments and suggestions, and have included these responses, grouped by project element, in the section '[Design suggestions in feedback and AT responses](#)'.

## Safety



Submissions may be counted in more than one theme.

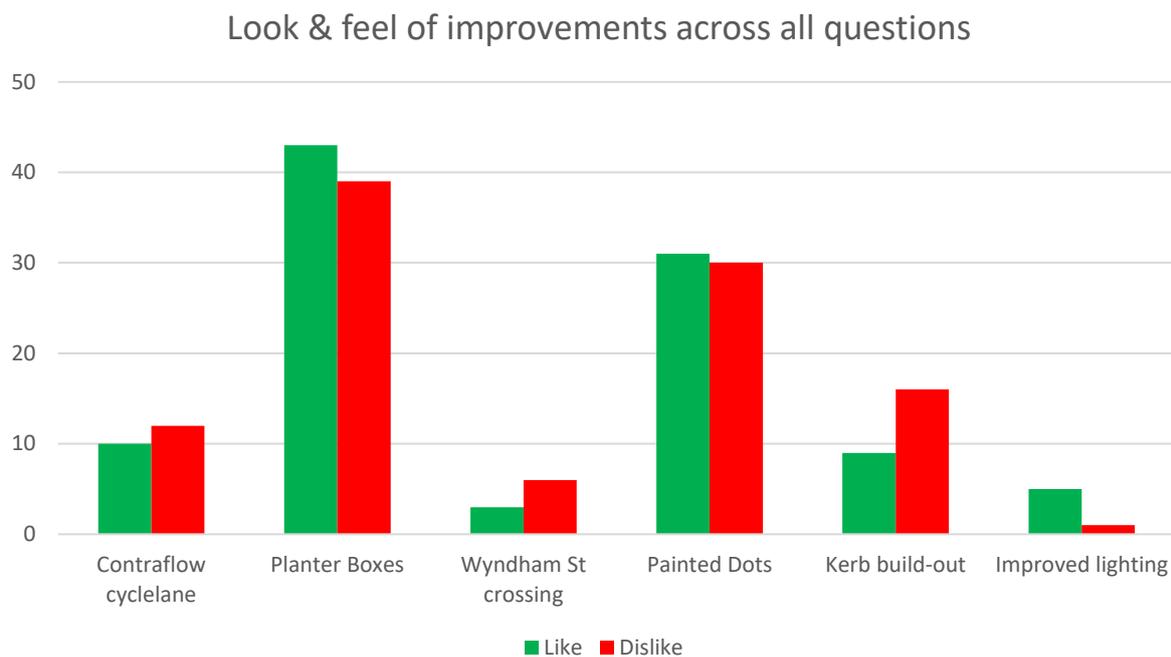
Safety was a theme in the feedback from all six questions. 'More safe' in this context means that the feedback indicated that the person thought element made them feel safer than before the upgrades were implemented, while 'less safe' means the opposite.

Overall, people felt that the Federal St upgrades improved safety. Across all six elements of the upgrades, significantly more people felt that the upgrades improved safety. Except for the painted dots, where a similar number of people felt the dots made the area 'more safe' as felt the dots made the area 'less safe'. The feedback on the painted dots is likely so close because of the number of people who found the concept of the dots [confusing](#).

Also of interest is that many people perceived the improved lighting as improving safety, but no one felt that the lights decreased safety.

This is likely the result of the difference between what safety means in the context of lighting compared to the other elements of the upgrades. In the context of the other upgrades, safety means less conflict between or protection from motorists, cyclists and pedestrians. In the context of lighting safety often means the ability to see after dark, which protects people from other people and from tripping over.

## Look & feel



Submissions may be counted in more than one theme.

The look and feel of the improvements was mentioned in feedback for all six questions. In particular, the planter boxes and painted dots received a lot of attention, likely because they are the more visually obvious and unusual elements in the upgrades. The elements of the upgrades that received less feedback around look and feel, like the contraflow cycleway, Wyndham St crossing and improved lighting, tended to be elements that people more familiar with due to their widespread use.

The look and feel of the Federal St walking and cycling upgrades is best described as polarizing. The numbers of people who like the look and feel of the upgrade are relatively close no matter which element you look at.

Those who liked the look and feel often described them as bright, vibrant and a good way to add colour to a dull street.

*“It’s great to see these planters around the city brightening up communal spaces”*

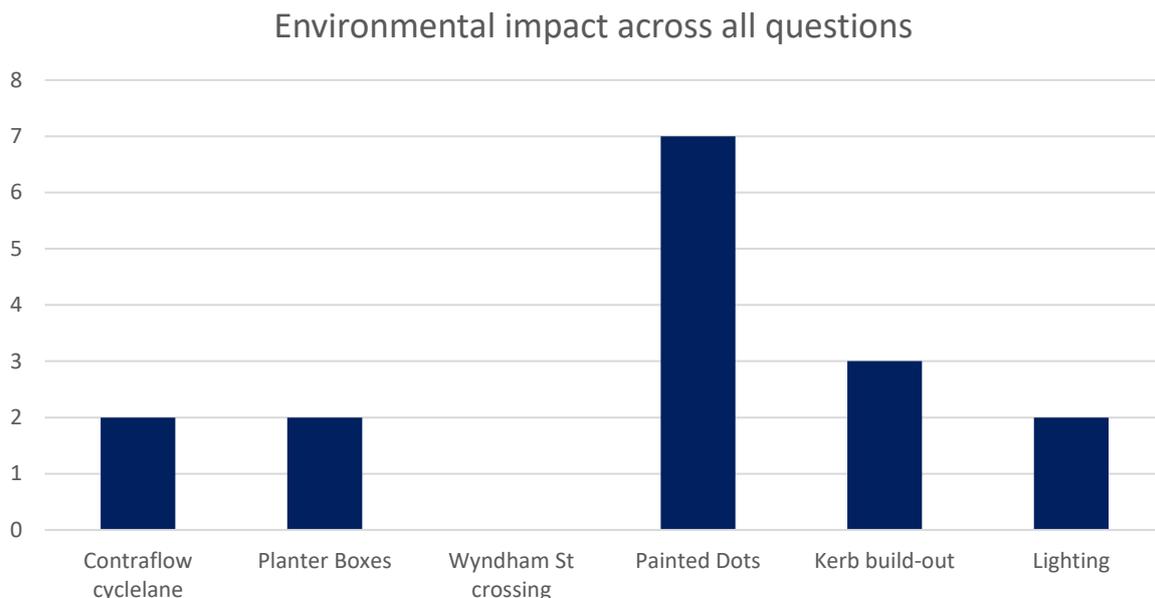
*“They’re nice and colourful, brightening up the area and adding character to the city centre.”*

Those who disliked the look and feel of the upgrades often described them as looking cheap, ugly, an eyesore and did not like the ‘playschool aesthetic’.

*“Visual pollution”*

*“They are ugly. The bright colours do not fit in with the character of the area, including the well-designed steps in St Patrick’s Square”*

## Environmental Impact



Submissions may be counted in more than one theme.

The environmental impact of the Federal St upgrades was mentioned in the feedback to most of the questions. Most of the feedback around environmental impact was concerned with the paint in places, such as the painted dots, contraflow cycleway and painted kerb build-out, being washed into the storm water system and ultimately the harbour. People noted that coloured grit was often left in the gutter after it had rained.

*“They look colourful, but am not sure how environmentally sound they are. Seems to be some residue from them leaching into the drainage system”*

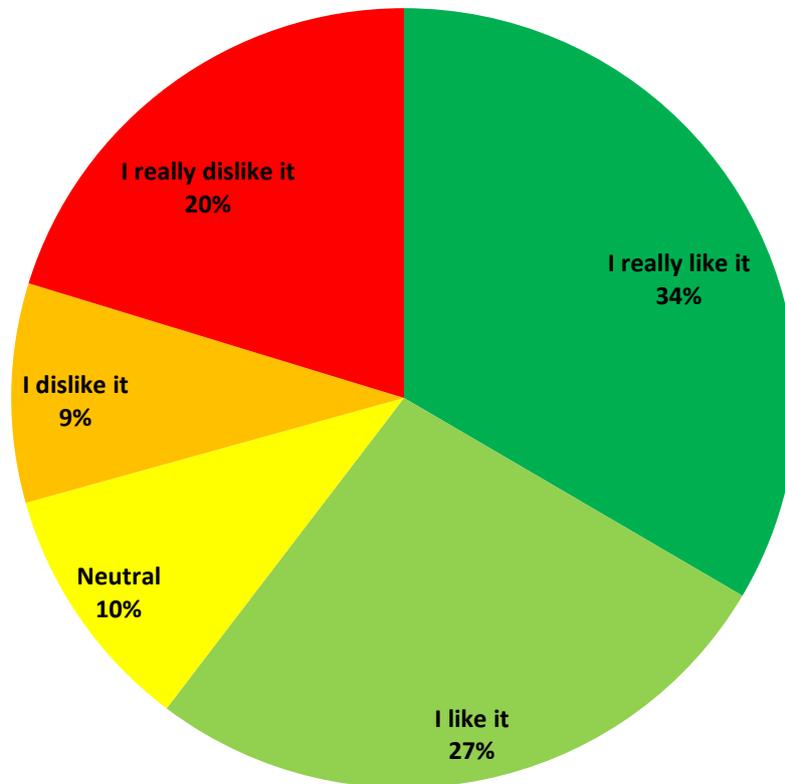
Interestingly the Wyndham St crossing included paint on the road but received no comments about grit or paint being washed into the harbour, or any other worries about its environmental impact.

Concerns on the two elements that did not involve paint on the road, the planter boxes and improved lighting, were around sustainability. For the improved lighting 2 people suggested that they would prefer solar powered lighting.

People questioned whether plastic was the best material to make the planter boxes out of and expressed a preference for more sustainable options.

Feedback by question

## What do you think of the contraflow cycleway?



Submissions counted once only

Generally, people were in favour of the contraflow cycle way as 146 people (61%) reported feeling positive about the new contraflow cycleway.

*“It was really hard to find a safe way from Quay street up to the top of Albert Street - this is a great improvement.”*

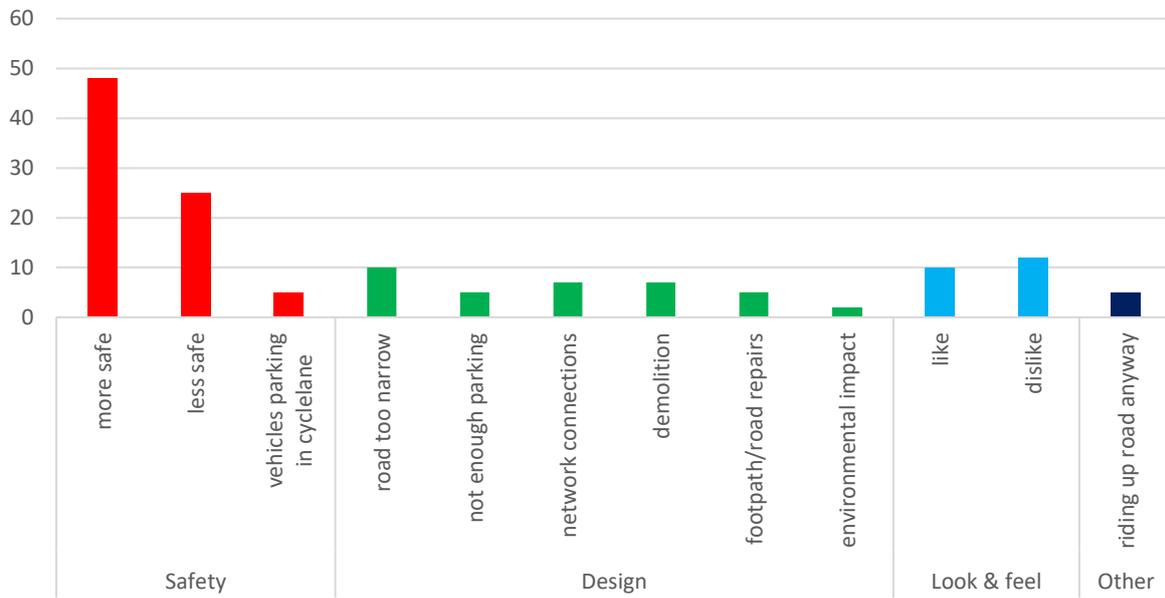
*“Bright and easy to understand the direction to travel”*

However, a reasonably large minority of nearly one third of people (71, 29%) felt negatively about the new cycleway.

*“Not needed and simply a waste of space”*

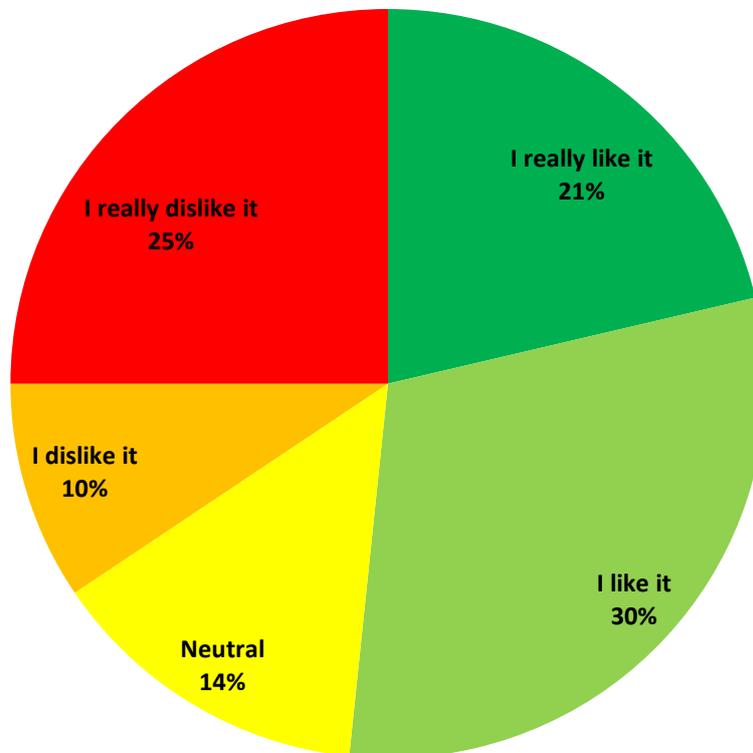
*“It is a visual eyesore and introduces yet another unexplained separation ie beige stripe and white banded black lumps!”*

### Themes around the contra-flow cycle lane



Submissions may be counted in more than one theme.

## What do you think of the planter boxes?



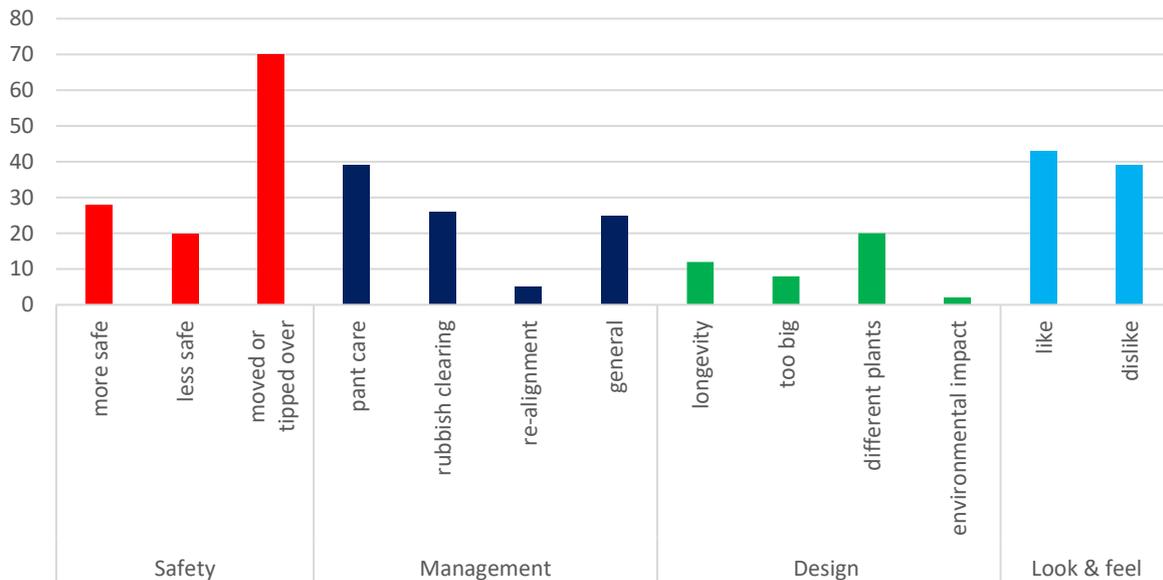
Submissions counted once only

Generally, people supported the planter boxes (126, 51%), though about a third (84, 35%) of people indicated they felt negatively about the planter boxes.

*“Adds colour to a reasonably dull street. Slows cars turning corner, makes street feel like it is for everyone, not just cars.”*

*“They have become litter boxes and are constantly getting hit by cars.”*

## Themes around the planter boxes



Submissions may be counted in more than one theme.

### Safety

These themes relate to the safety of people using Federal St in upgraded areas

#### ***Planter boxes moved or tipped over***

70 people mentioned that the planter boxes had been moved into the road or cycle way, or had been tipped over, making it the most popular issue in this question. Interestingly, people who were positive about the planter boxes were only slightly less likely to mention that they had been moved or tipped over than those who felt negatively; suggesting that though this was an issue for at least some of the people surveyed it was not a deal breaker. Making the planter boxes heavier or attaching them to the ground were both common suggestions on how to avoid the planter boxes being moved or tipped over.

*“The planter boxes are an effective, low cost way to ensure physical separation for people on bikes. Unfortunately, they keep getting tipped over or pushed into the cycle lanes. Heavier planters or potentially affixing the boxes to the street may assist.”*

*“The flower pot boxes often get knocked over by cars, which I'd assume is then a major hazard for cyclist and defeats the purpose of the bike lane.”*

### Management

These themes relate to the ongoing management and maintenance of the planter boxes on Federal St

## **Plant care**

People often worried that the plants growing in the boxes along Federal St were not receiving enough care and were looking withered as a result.

*“Nice bit of colour but that plants are a bit weedy. Let organise some gorrilla gardening.”*

## **Rubbish clearing**

26 people noticed that the planter boxes had rubbish dumped in them or wondered who was expected to clean up the rubbish.

*“One small problem I’ve noticed is that people are using them as rubbish bins in the absence of any actual rubbish bins.”*

## **Re-alignment**

A small number of people mentioned the need for someone to take responsibility for re-aligning the planter boxes when they are moved or tipped over.

*“there should be more effort to realign the boxes”*

## **General**

25 people mentioned the need for general maintenance, upkeep or management of Federal St now that the walking and cycling upgrades have been completed. This can include street cleaning, emptying rubbish bins etc. It is likely that some of the comments in this category were referring plant care, rubbish clearing or re-alignment, but did not include enough detail to make that clear.

*“I like them. I just wonder how much maintenance do they need?”*

## **Design**

These are themes that relate to the design elements or choices made in this project.

## **Longevity**

12 people were worried about the how well the planter boxes (not the plants or soil) will last. Most of these comments were about the planter boxes being damaged or ageing quickly.

*“They look like they’ll age badly and/or be vandalised. Some are already bowing in the middle.”*

## **Too big**

Some people (8) mentioned that they found that the planter boxes took up too much space, either taking up too much space from the road, cycleway or ‘better things’.

*“Planter boxes appear silly, too small for purpose, yet also crowding the road”*

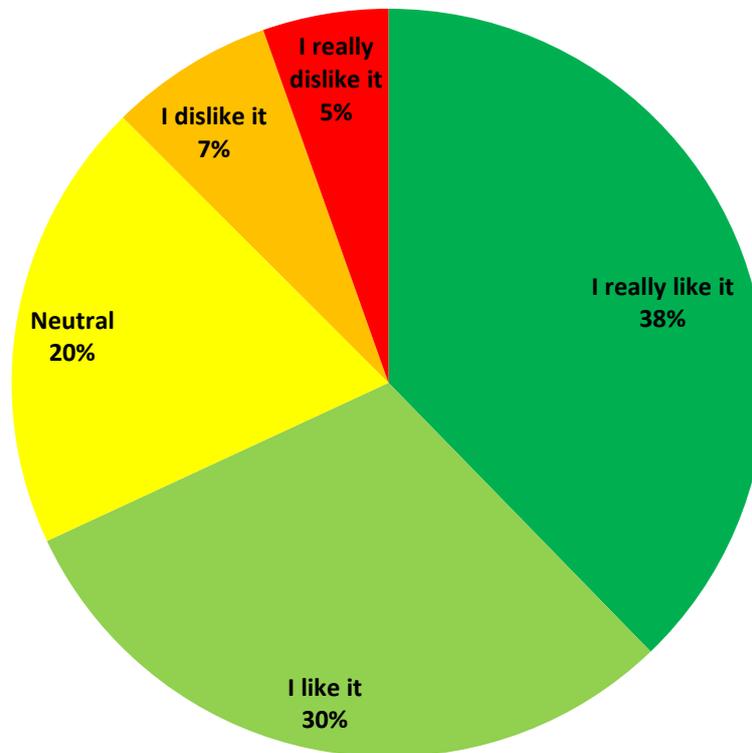
### ***Different plants***

People asking for different plants was the most popular design theme (21, 8.5%). These people found the choice of plants in the planter boxes lacking and preferred either more hardy plants or larger, lush plants.

*“Larger and lush plants please!”*

*“The greenery leaves (pun not intended) a lot to be desired”*

## **What do you think about the crossing on Wyndham Street?**



Submissions counted once only

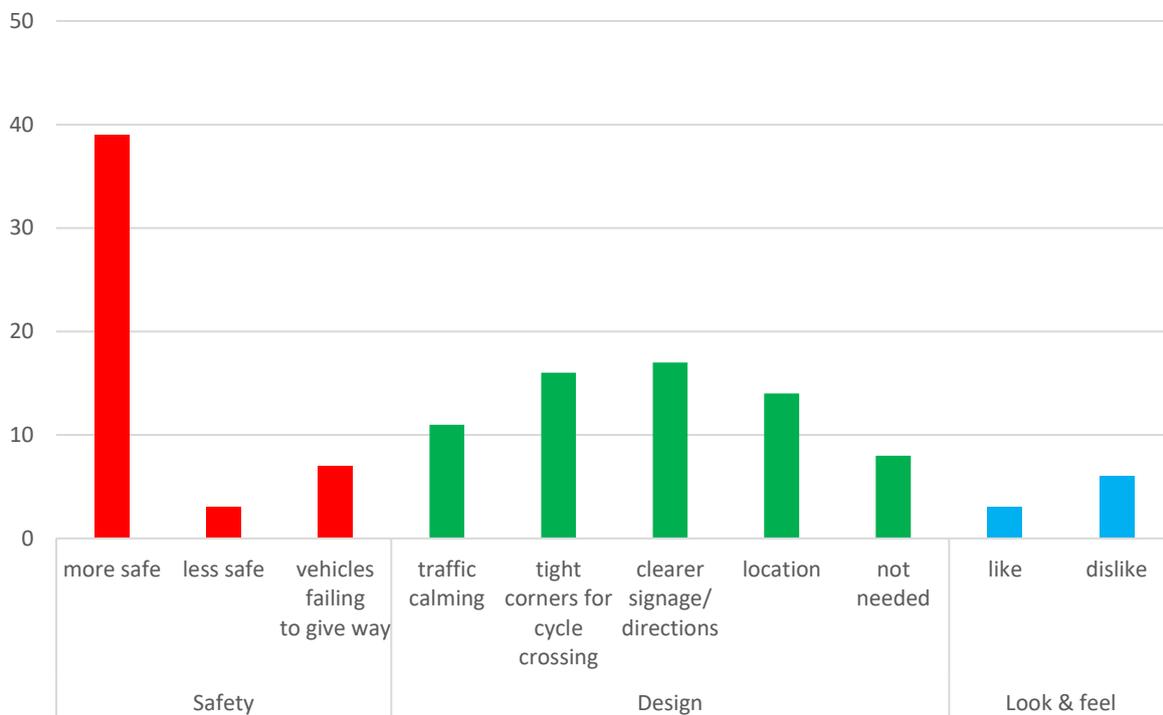
68% (164) people felt positively about the crossing on Wyndham Street, making it the most popular feature of the Federal Street walking and cycling upgrades.

*“Federal Square is an extremely popular area, and with constant movement, providing a safe crossing for pedestrians is a great idea”*

12% (30) people felt negatively about the crossing on Wyndham St.

*“Cycle crossing is dumb, not needed”*

### Themes around Wyndham St crossing



Submissions may be counted in more than one theme.

### Vehicles failing to give way

7 people mentioned that they had seen vehicles travel through the pedestrian crossing without giving way to people.

### Traffic calming

11 people mentioned that they would prefer that some kind of traffic calming element was included on the pedestrian crossing. Mostly the suggestions were to either build a raised table into the crossing or add speed bumps on the lead up to the crossing.

### Tight corners

16 people reported finding the corners on the cycle crossing so tight that they are difficult to navigate. A few of these commenters suggested that cyclists would cut across the pedestrian crossing section rather than attempting to navigate around the tight corners.

## **Clearer signage or directions**

17 people thought that the pedestrian crossing was not clear enough, especially to drivers. These commenters questioned what the rules around the cycle crossing are, particularly whether cyclists or vehicles are required to give way.

## **Location**

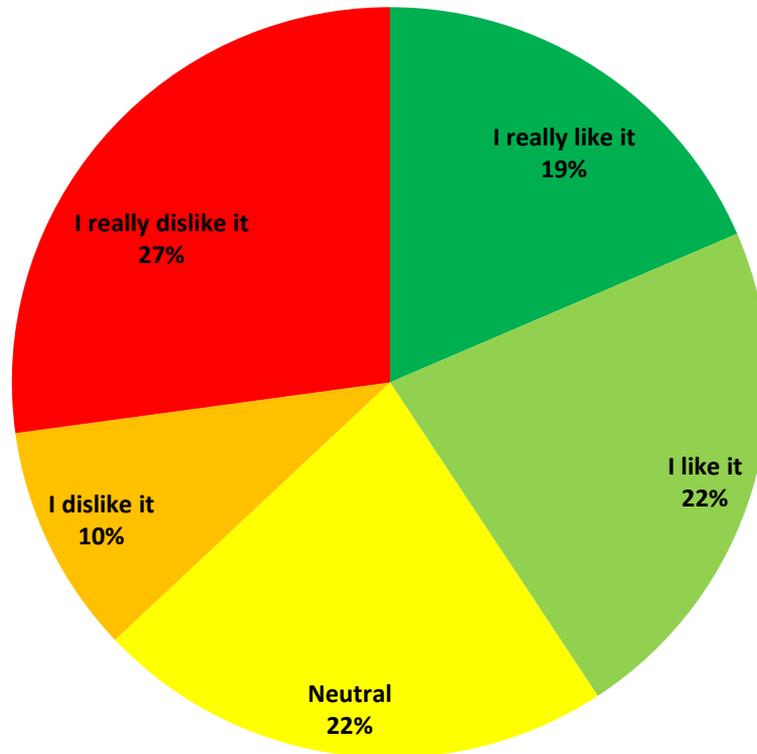
11 people mentioned that the pedestrian crossing on Wyndham St is in a good location. These people mentioned how useful the crossing is given its proximity to Federal Square and felt positive about the about the Wyndham St crossing generally.

In contrast to this, 3 people mentioned that they thought the crossing is in the wrong place. These people suggested that if people were travelling down Wyndham St the signal crossings on the corners of Hobson St and Albert St would be more convenient.

## **Not needed**

7 people suggested that a crossing on Wyndham St was not needed. Mostly this group suggested that the road was not busy or fast enough to need a pedestrian/cycle crossing and all disliked the crossing to some degree. Given that the Wyndham St crossing is the most popular element of the Federal St upgrades, those who felt the crossing was not needed are a small minority.

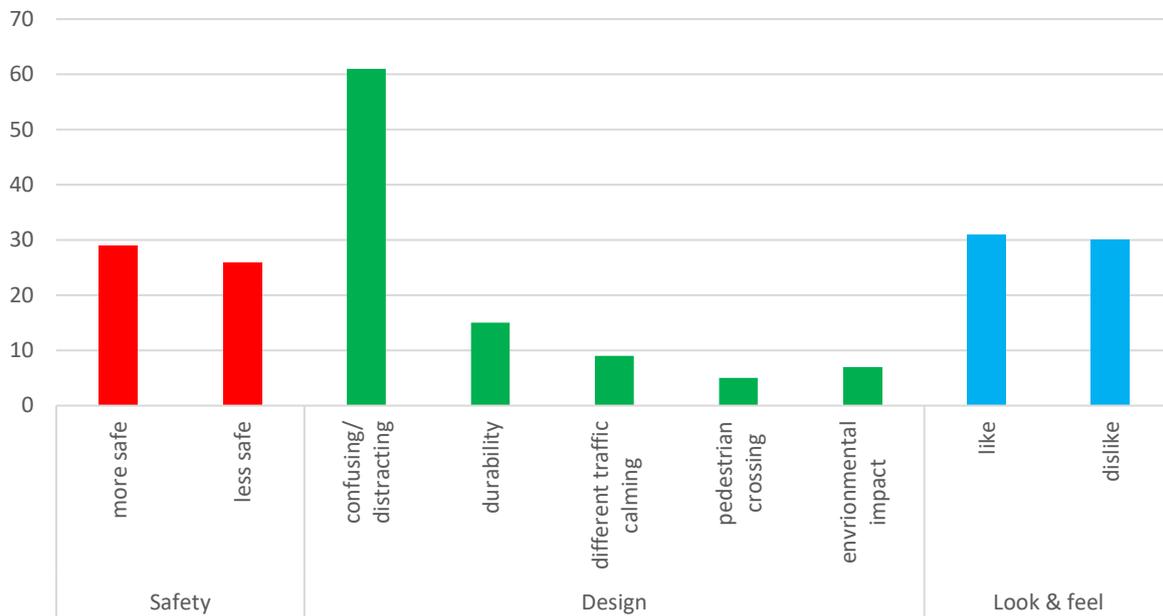
## What do you think about the painted dots on the road?



Submissions counted once only

The painted dots were the most controversial aspect of the Federal St walking and cycling improvements. While 41% (99) of submitters felt positively about the painted dots, 37% (90) felt negatively. The responses to the painted dots are the most evenly split of any of the six elements of the Federal St improvements. The planter boxes have a similar number of people who feel negatively with 35% (84), however the number of people who felt positive was substantially higher at 51% (126).

## Themes around painted dots



Submissions may be counted in more than one theme.

### Confusing and distracting

The biggest complaint about the painted dots, was that they would be confusing and distracting to people wanting to move through the areas that feature the dots. Almost every person who found the dots confusing or distracting also disliked the painted dots generally.

### Durability

15 people worried that the painted dots would fade quickly. This group were disappointed by how long dots in other areas, such as Shortland St, have lasted before becoming faded.

### Different traffic calming

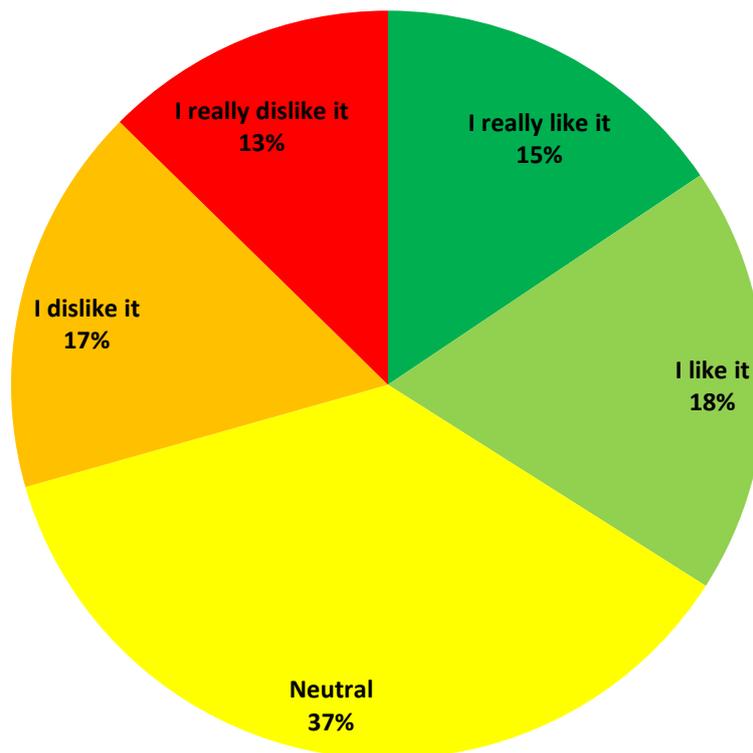
9 people mentioned that they would have preferred different traffic calming measure instead of or as well as the painted dots. Suggestions included:

- A raised table
- A slower speed limit
- A shared space incorporating pavers similar to Fort St
- Road narrowing
- Kerb-build outs

## Pedestrian Crossing

5 people suggested that they would have preferred pedestrian crossings in place of the painted dots.

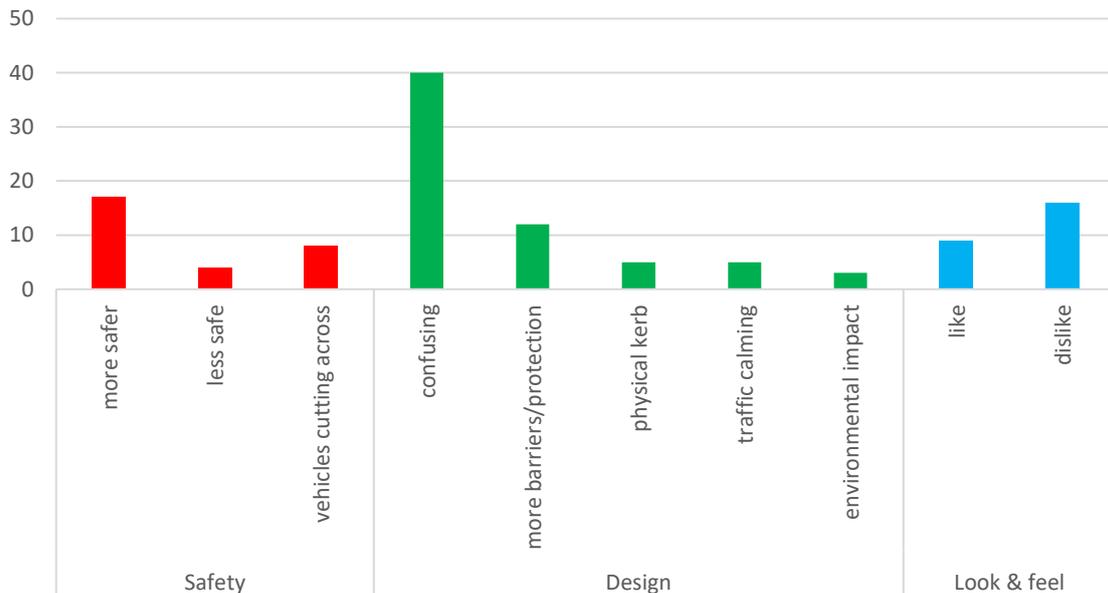
## What do you think about the painted kerb build-out?



Submissions counted once only

The painted kerb buildouts had roughly equal amounts of support (33%, 81) and opposition (30%, 70). What is unusual is that 37% (87) people felt neutral about their inclusion. This result is likely due to the kerb build-outs being a more discreet part of the overall upgrades and because of the high number of people who found the build-outs confusing.

## Themes around the painted kerb build-outs



Submissions may be counted in more than one theme.

### Vehicles cutting across painted kerb

8 people reported seeing or noticed evidence (such as tire tracks) of vehicles cutting across the painted kerb build-outs.

### Confusion

By far the strongest theme across the feedback on the painted kerb build-outs was confusion around their purpose and the rules around who could use them. 40 people indicated that they found the kerb build-outs confusing, more than double the next strongest theme.

Many people seemed to be confused about the overall purpose of the kerb buildouts:

*“Not really sure what the purpose of these are, is it a special bike lane for 10 meters?”*

*“What are they for? Can markings be done on them to clarify the matter for all users?”*

While some people were specifically unsure whether this the painted kerb buildouts were part of the cycleway or whether they are for pedestrians too:

*“If cycleways are green, why isn't this green? It's confusing”*

*“May deter some drivers from using this space, but a little confusing as to whether this is a cycle lane or not”*

## More protection

Some people (12) felt that the painted kerb build-outs did not provide enough protection and indicated that they would like some kind of physical barrier in order to prevent vehicles driving over the kerb build-outs.

*“Should have some planters or something to keep people from driving in it.”*

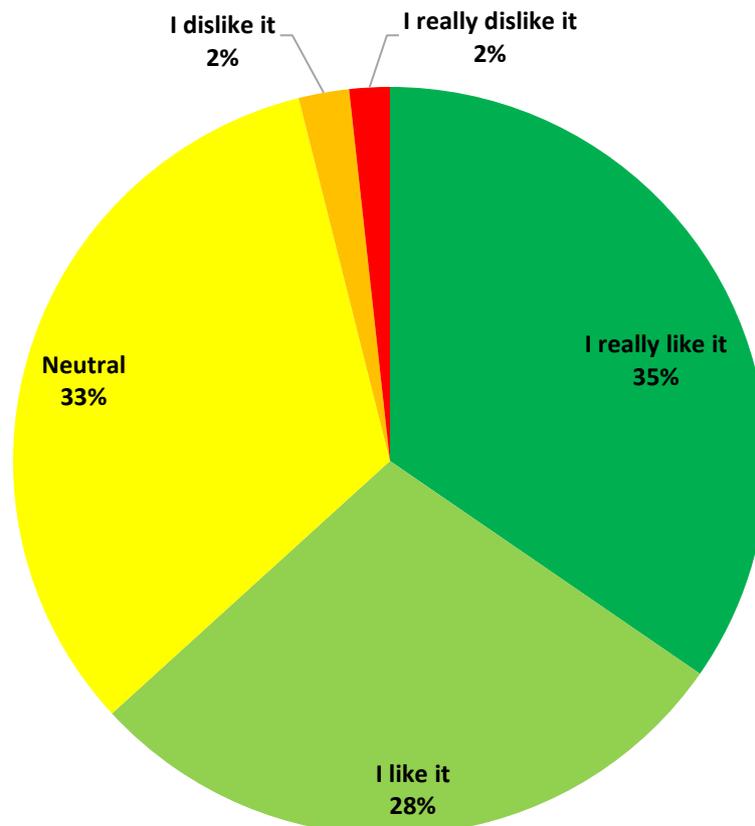
## Physical kerb

5 people suggested that physical kerb build-outs would have been a better alternative to the painted kerb build-outs. Most suggested that a temporary physical kerb build out would have given pedestrians more protection by slowing vehicles while still being mountable by large vehicles.

## Other traffic calming measures

5 people suggested that other traffic calming measures should be used instead of or in addition to the painted kerb as the buildouts did not do enough to slow vehicles.

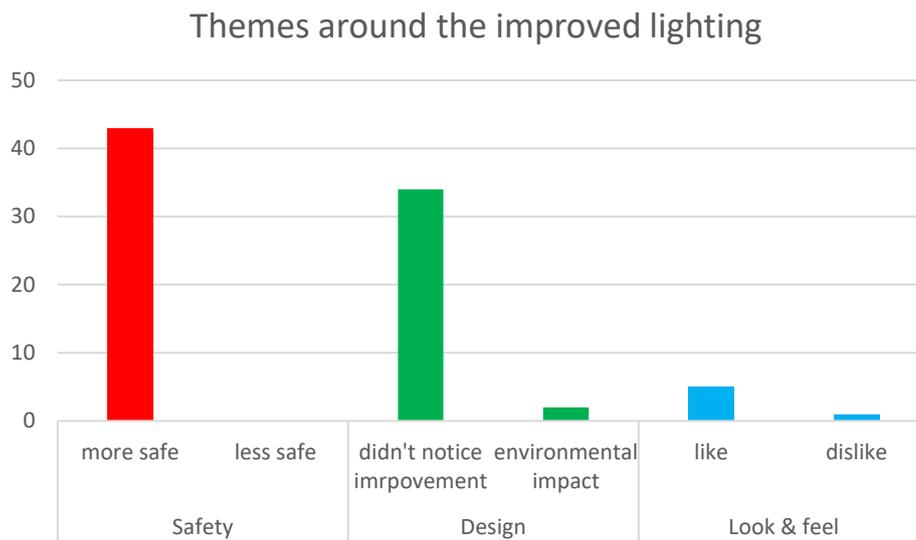
## What do you think about the improved lighting?



Submissions counted once only

Overall, the response to the improved lighting was positive, as 63% (146) of people supported the lighting. Only 4% (9) of people felt negatively about the improved lighting.

Like the painted kerb build-outs there was an unusually high number of people who felt neutral about this element of the Federal street improvements. However, while the large number of neutral responses to the kerb build-outs seem to be the result of confusion around the purpose of the build-outs, the neutral responses to the lighting seem to be the result of people either not noticing it (discussed in next section).



Submissions may be counted in more than one theme.

### Didn't notice improvements

A large number (34) of people indicated that they hadn't noticed the improved lighting. Some people did not visit Federal St after dark.

*"I tend to cycle during the day, so I have not noticed it."*

Most people simply said that they did not notice the improvements without any further detail.

## AT responses

People suggested a wide range of changes to the proposal. We have collated and responded to all design suggestions identified in the feedback, organised by the following theme groups:

Feedback from public	AT response
<b>General Themes</b>	
I don't like how the upgrades look	The upgrades aimed to bring some colour and brightness to what has been a relatively dull street in the past. The upgrades were temporary and will be replaced with a full streetscape makeover in line with the City Centre Master Plan in the longer term.
I would have preferred to the footpath to be fixed	Federal Street is planned for a full streetscape upgrade and will become part of a city centre laneway circuit as per the City Centre Masterplan. Federal Street (from Wellesley Street to Fanshawe Street) will be investigated for the upgrade with the cycleway facility being an interim improvement. For more information on the upgrade see here: <a href="https://at.govt.nz/projects-roadworks/federal-street-upgrade/">https://at.govt.nz/projects-roadworks/federal-street-upgrade/</a> .  With this in mind, it was decided that this temporary work would not address deficiencies in the footpaths, as this would be addressed with the streetscape upgrade.
More streets in the city would benefit from contraflow lanes - thinking Wyndham between Hobson and Nelson.	We agree and would like to introduce more contra-flow cycle lanes to one-way streets in the city. No funding has been allocated to such projects at this stage though.

<p>Businesses leaving rubbish bins in the cycle lane has left no room for cyclists. This has happened with the large green bins near Victoria St</p>	<p>We will be working with Auckland Council Rubbish Collection team to monitor the situation and ensure that rubbish bins are being put in the correct places.</p>
<p>How much did this cost?</p>	<p>\$369,000</p>
<p>Has AT considered the environmental impact from the paint washing into the storm water system?</p>	<p>The main component was a coated recycled clear glass which is unlikely to have a noticeable environmental impact as it is essentially sand. The premature fading of the painted aspects of the upgrades were caused by cold conditions during the curing process. We are confident that warmer and milder weather during repainting will mean the paint lasts longer.</p>
<p>The painted upgrades have faded quickly. Will they be repainted?</p>	<p>Thank you for your feedback. Most of the fading was the result of cold weather. The painted aspects of the upgrades will be repainted in warmer weather which improves the durability.</p>
<p>These new upgrades need to be reflected in the NZ road code.</p>	<p>These improvements comply with the NZ road code.</p>
<p>Will AT provide a gender analysis of street upgrades?</p>	<p>We have commissioned an independent report that evaluates the Federal Street upgrades safety, comfort, usability and road user perceptions for all potential users of Federal Street. This didn't include a gender analysis however we welcome feedback on this.</p>
<p>Will AT provide an ability/disability analysis of street upgrades?</p>	<p>We have commissioned an independent report that evaluates the Federal Street upgrades safety, comfort, usability and road user perceptions for all potential users of Federal Street.</p>

Contra flow cycleway	
The raised yellow and black speed bumps are treacherous for cyclists and motorbikes. When damp they are extremely slippery and so pulling into the driveways/carparks is super difficult.	AT will investigate whether these speed bumps are working as designed and replace them if necessary.
The cycle lane needs more protection from motor vehicles on the road	The contra-flow lane is protected as well as it can be, given the limited road space and many driveways. Federal St is a low-speed, low-traffic street which further reduces the risk of collision, and injury. Overall this has resulted in a substantially safer environment for all users.
There are issues with people parking vehicles in the contraflow lanes (especially delivery vehicles and motorcycles)	We enforce Federal Street on request and as part of the officer's normal daily duties. If you see someone parked illegally please call <a href="tel:093553553">09 355 3553</a> .
Cycle lane needs to be wider	The cycle lane is as wide as possible given the constrained space available. More space will be available for walking and cycling following the streetscape upgrade in future.
Bylaws need to be changed so cyclists riding at less than 15-20kmh count as pedestrians, and can therefore legally use the footpath - still the safest place and necessary to cross the road etc in many areas (think school children)	This is not within AT's remit. The Ministry of Transport is responsible for changes to regulations on where cyclists are allowed to ride.
Paint the whole cycle path so it's clear for taxi's and other traffic not to park on the cycle path.	Paint isn't necessary on the entire cycleway, only on the conflict points. Please contact AT enforcement if you see someone parked illegally on <a href="tel:093553553">09 355 3553</a> .
Do cyclists travelling northbound need to be protected by a dedicated lane instead?	Given the limited amount of space on Federal Street it is not feasible to have a dedicated cycle lane going in both directions. People travelling

	northbound down the hill will be moving at a similar speed as vehicles meaning they are in a better position to 'claim the lane' reducing the risk of coming into conflict with other vehicles. We acknowledge this is not suitable for all ages and abilities. However, the longer term streetscape upgrade plan will help address this and will be suitable for all ages and abilities.
The cycle lane between Wolfe and Fanshawe was closed by construction/demolition without an alternative route being opened	Unfortunately, the demolition of 9 Wolfe St disrupted usage of the cycleway between Wolfe St and Fanshawe St. People on bikes were guided to the footpath on the other side (which was temporarily a shared path).
Having cars towards coming you feels a little bit scary.	The protective barriers protect people using the contraflow cycleway wherever possible. People driving cars are meant to give way to people on bikes as they cross side streets and driveways. The low-speed, low-traffic nature of Federal St ensures that the risk of collision and injury is very low.
The lines aren't straight	The lines were painted as designed. Do contact us if there is a specific painted area you would like to see improved.
It does not resemble what one expect from the Official New Zealand Road Code for cyclists	The Federal Street upgrades comply with the NZ road code.
It is dangerous as it pushes parked cars out into the road and then requires people, including disabled people to walk over tripping hazards and through bikes going in the wrong direction	By adding the cycleway, the road has been narrowed which encourages drivers to travel at lower speeds. People on bikes using the contraflow cycleway are travelling uphill and thus more slowly, making it easier to stop to avoid any collisions.

	<p>We will be monitoring the cycleway separators, and whether they have become a tripping hazard for people walking. To date, we have not been aware of any incidents. The 'armadillos' are marked with reflective tape to make them visible at night.</p>
<p>The 2 disabled carparks that were removed for the separated cycleway, haven't been replaced and a highly needed for access to the District Court</p>	<p>Thank you for your feedback. We will be replacing these and are currently assessing options with the parking team.</p>
<p>Lowering the speed limits and educating drivers and cyclists how to use these spaces is a better alternative</p>	<p>Thank you for your feedback. We are proposing to reduce speed limits across Auckland city centre to make them survivable in case of a crash. This was consulted on in March 2019.</p> <p>We also have a community transport team who educate community groups including schools on transport safety and education as well as encouraging active modes of transport.</p>
<p>I haven't seen a bike use it</p>	<p>Independent research show an average of 81 cyclists using Federal Street a day with around 30 using the contraflow lane specifically. As the cycling network is extended and linked up we expect numbers to increase further. We have included the independent research report on the project page.</p>
<p>parking has been removed because of the bike lane</p>	<p>Two carparks across Federal Street have been removed to enable these changes. The streetscape upgrade as part of the City Centre Masterplan will change the focus of Federal Street to a shared space in the longer term.</p>
<p>The upgrades have hugely effected business with deliveries and loss of business</p>	<p>We have worked with businesses to move or remove some planters if it was brought to our attention that they were proving problematic. Independent research undertaken by Mackie Research show that overall</p>

	businesses are quite happy with the improvements. We have kept residents and businesses informed throughout the design and construction phases of the project.
The contraflow cycleway is unusual and because of this people do not know how to react to it	We know from before the project people were already riding the wrong way up Federal St. Therefore, we knew there was demand, especially with CRL works affecting Albert St. A separated contra-flow lane means those wanting to ride southbound can do so safely and legally.
It is a one way street so cyclists should be travelling one way also	We know from before the project people were already riding the wrong way up Federal St. Therefore, we knew there was demand, especially with CRL works affecting Albert St. A separated contra-flow lane means those wanting to ride southbound can do so safely and legally.
Nelson st has better network connectivity from the light path and to the viaduct. The improvements on Market Place have made this much better so Federal St seems unnecessary	Federal Street provides another North-South link for cyclists and will eventually link up with the rest of the cycling network. One north-south route is not enough.
There is a danger of vehicles used to exiting driveways onto the road looking to their left only, then proceeding.. potential crash with cyclists in the contraflow lane coming from their right	People existing driveways should already be used to looking left and right for people using the footpath.
When vehicles are parked on either side of the road service and large vehicles find it difficult or impossible to access the Rydges Hotel	We are looking at ways of increasing the space for heavy vehicles using this area. We are working with the High Court and Rydges to address this issue. A long-term solution will need to be found when the streetscape upgrade is investigated along the rest of Federal Street.

<p>The cycle lane should have been extended down the two way section of the street also</p>	<p>A streetscape upgrade is advancing for upper Federal Street with construction scheduled to commence in later 2019. This will provide a shared path connection for upper Federal Street.</p>
<p>There is a danger of vehicles and cyclists coming into conflict as vehicles exit parking garages, especially before people get used to the contraflow cycleway</p>	<p>AT encourages vehicles to use their mirrors and be mindful of other road users. Given the slow speed nature of the road the risk of collision is low as people have more time to react to potential hazards.</p>
<p>Parking and access to the buildings is already very hard to find. Tradies and tenants have to carry goods long distances.</p>	<p>We understand and appreciate that any change we implement is unlikely to satisfy everyone, but seeing as street space is limited, we have to try and balance the (often conflicting) needs of many different road users.</p>
<p>Vehicles are forced to block the cycle-lane when accessing the parking buildings</p>	<p>This is not an ideal situation and will be addressed during the streetscape upgrade.</p>
<p><b>Planter Boxes</b></p>	
<p>Planter boxes don't provide adequate protection</p>	<p>We believe they are sufficient as well as providing a bit of colour to the street.</p>
<p>The planter boxes have been moved into the road or cycleway</p>	<p>Please contact AT when this happens (call 111 if you are witnessing a crime or emergency, or call 09 355 3553 to report a problem)</p>
<p>The planter boxes have been tipped over and their contents spilled on the road or cycleway</p>	<p>Please contact AT when this happens (call 111 if you are witnessing a crime or emergency, or call 09 355 3553 to report a problem)</p>
<p>The plants are not healthy or well cared for</p>	<p>A maintenance programme is now in place for the plants and planter boxes</p>

I have doubts about the longevity of the planter boxes	The planter boxes are fabricated from a very durable material and are designed to be robust in the street environment
The planter boxes are being used as rubbish bins	A maintenance programme is now in place for the plants and planter boxes
I have concerns about the ongoing maintenance of the planter boxes	A maintenance programme is now in place for the plants and planter boxes
I would prefer different plants	We are not planning to change the plants for now.
I have concerns about the cost of maintaining the plants and boxes	The boxes and plant species are very low maintenance. The soil mix contains water storing crystals to minimise watering requirements further.
I'm worried that the plants will grow into the road and cycleway	Please contact AT if this happens.
The plastic used in the planter boxes is not environmentally sustainable as they will take a very long time to break down	The planters are made from bio-polymers and will be recycled at the end of their life
The planter boxes make crossing the road harder, especially for those in wheelchairs, as they reduce visibility of wheelchair users to traffic	We will have the project assessed by a Universal Access & Design Specialist.
The planter boxes should be well marked with reflective markings, and should be of a height that is visible when viewed through the mirror of a vehicle	Thank you for your feedback. We will be adding reflective markings to the planter boxes.
They may need something higher in them (flag?) so that drivers parking are aware of their presence	Thank you for your feedback. We will be adding reflective markings to the planter boxes.

Crossing on Wyndham Street	
The pedestrian/cycle crossing is too wide	It is the standard width for a shared pedestrian / cycle crossing.
There is no need for a pedestrian crossing here	There are many pedestrians crossing the road here, and this crossing gives people walking and cycling the priority.
Speed bumps or a raised table should be included to more effectively slow down people in vehicles	Yes, we agree. However, we had limited budget to carry out physical civil works for this project. Speed calming treatment will be more substantial in the long term with the streetscape upgrade project.
Drivers have not given way to pedestrians at the crossing	This is a concern. Hopefully, with time people driving will get used to the new infrastructure. If not, we will look into greater enforcement.
The right angle turns on the bike crossing are very tight and will be difficult to use for the unconfident cyclists	Yes, we acknowledge that the turns are tight, especially for less confident people, or people with larger bikes. We were limited by both time and space to come up with an optimal design. This will be addressed by the streetscape upgrade, planned for Federal St in a few years.
There should be traffic lights in this area instead	We do not think there needs to be traffic lights in this location.
The crossing would be better suited on a different part of Wyndham Street	This was the most suitable location for the project, given the space, time, and funding constraints of the project.
The zebra stripes should be over the green section too	This is not the standard practise with dual pedestrian / cycle crossings. The design has been agreed by NZTA.

<p>Please also add a pedestrian crossing on Swanson Street. it will make things safer for the thousands of people entering ANZ Centre</p>	<p>This is not an appropriate location for a zebra crossing due to there being 3 lanes where a crossing makes the most sense. We acknowledge that this is not an ideal situation.</p>
<p>The crossing obstructs the sight lines between people using the nearby disabled carpark and motor vehicles</p>	<p>The sightlines were assessed as part of the design and the design provides the best possible sight lines given the design restrictions present on Federal Street.</p>
<p><b>Painted dots on the road</b></p>	
<p>The painted surfaces can be slippery to pedestrians and cyclists</p>	<p>The painted dots have a higher friction than any of the surrounding road surfaces and should therefore be safer than the normal tarmac road surface.</p>
<p>Dots are confusing to motorists and to pedestrians</p> <ul style="list-style-type: none"> <li>- Who has right of way?</li> <li>- They distract people from important signs like stop and give way signs</li> </ul>	<p>We are not aware of the dots contributing to specific incidents. We do not believe that they are sufficiently distracting to excuse people from ignoring road signs.</p> <p>Normal right-of-way road rules apply. In this case, people driving have right-of-way. If there is confusion over this, then this will mean that people slow down and look out a bit more. Slower speeds reduce the risk of collisions and injury.</p>
<p>The dots slowed traffic at first but now vehicles are travelling just as fast as they did before the dots</p>	<p>Traffic speed and volume surveys were undertaken on Federal St and surrounding streets before and after the project. It shows that traffic speeds have decreased. The surveys took place a few months after project completion to allow for people to get used to the new layout.</p>

	<p>We acknowledge there may be other influences on traffic speeds in the area, other than other project, most notably CRL works, and other construction projects.</p>
<p>The dots give pedestrians a false sense of security when crossing the road</p>	<p>We are not aware of the dots contributing to specific incidents. Normal right-of-way road rules apply. In this case, people driving have right-of-way. If there is confusion over this, then this will mean that people slow down and look out a bit more. Slower speeds reduce the risk of collisions and injury.</p>
<p>I'd prefer a pedestrian crossing instead of dots</p>	<p>At Swanson St, this was not an appropriate location for a zebra crossing due to there being 3 lanes where a crossing makes the most sense. We acknowledge that this is not an ideal situation, but CRL consent conditions dictate that 3 lanes be maintained here during CRL construction.</p>
<p>Slower speed limits in the city is a better alternative</p>	<p>Our design is intended to slow traffic speeds, and speed surveys show that this has been achieved. Agree that posted speed limits are important too. This is something that is currently being investigated by AT.</p>
<p>Service animals don't know what to do when crossing over the painted dots and in at least one instance have become stuck on one side of the road.</p>	<p>Thank you for your feedback. AT will investigate this further.</p>
<p>I would prefer permanent upgrades such as resurfacing the road and footpath, built in planters or planting trees</p>	<p>Yes, that is coming with the Auckland Council-led streetscape upgrade, planned to be implemented in stages over the next decade.</p>

<p>Vehicles stop on the broken yellow lines in this area to pick up and drop off people, which causes congestion and is a hazard to pedestrians crossing the road</p>	<p>We enforce Federal Street on request and as part of the officer's normal daily duties. If you see someone parked illegally please call <a href="tel:093553553">09 355 3553</a>.</p>
<p>I don't like the colours of the dots. Could they be different colours?</p>	<p>These were the only colours available to use.</p>
<p>Visitors from nearby hotels interpret the dotted area as a pedestrian crossing</p>	<p>We are not aware of the dots contributing to specific incidents. Normal right-of-way road rules apply. In this case, people driving have right-of-way. If there is confusion over this, then this will mean that people slow down and look out a bit more. Slower speeds reduce the risk of collisions and injury.</p>
<p>The recent addition of the right hand turn bay from Swanson to Federal Street makes this area more dangerous as pedestrians and cyclists will need to consider more movement options</p>	<p>We acknowledge that this is not an ideal situation, but CRL consent conditions dictate that 3 lanes be maintained here during CRL construction.</p> <p>The slower speed environment created by the upgrades mean that the results of an accident will be greatly reduced.</p>
<p><b>Painted kerb build-outs</b></p>	
<p>I would prefer physical barriers instead or in addition to painted kerb build-out</p>	<p>We were limited in the physical civil works we could carry out due to time and budget constraints.</p>
<p>The painted kerb buildouts are confusing to pedestrians and motorists</p> <ul style="list-style-type: none"> <li>- What is their purpose?</li> <li>- Are they for pedestrians, motorists or cyclists?</li> </ul>	<p>The kerb build-outs are intended to narrow the road space for people driving, encouraging them to drive more slowly and carefully.</p>

Cars continue to drive across the build-outs	The kerb build-outs are intended to narrow the road space for people driving, encouraging them to drive more slowly and carefully.  Traffic speed and volume surveys show that speeds have reduced in the area.
A different traffic calming measure, such as speed bumps, would have been preferable	Speeds of less than 30kmph have been achieved, therefore it is not necessary to implement speed bumps.
I would have preferred a physical kerb	We were limited in the physical civil works we could carry out due to time and budget constraints.
Why are they not green like the cycleway?	We did not want the build-outs to be confused with the cycleway by having the same colour.
The road is now too narrow for long vehicles and vehicles with trailers	The road is an adequate width, however a particular pinch point is between the Court and Rydges hotel which we will work to address.
<b>Improved lighting</b>	
Is the improved lighting solar powered and sustainable?	It is low wattage LED which consumes less energy than most other street lights but is not solar powered.
Why do the lights go off on Victoria St West at 2am?	AT will investigate this further with the lighting team.
The improvements to the lighting don't go far enough	We acknowledge your concern. We will be looking to address this over the longer term.

# Appendix 1: feedback form

## Have your say...



### Federal Street Walking and Cycling improvements FEEDBACK FORM

Please complete this freepost form and return it to us by **Sunday 19 August 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 on the route, please be sure to state where. You are welcome to attach additional pages (or provide feedback online) if you need more space to provide feedback.

**PLEASE TELL US WHAT YOU THINK ABOUT THE FOLLOWING >>**

**Contraflow cycleway?** PLEASE TICK

I really like it    
  I like it    
  Neutral    
  I dislike it    
  I really dislike it

Why?

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**Planter boxes?** PLEASE TICK

I really like it    
  I like it    
  Neutral    
  I dislike it    
  I really dislike it

Why?

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[AT.govt.nz/haveyoursay](http://AT.govt.nz/haveyoursay)

**Crossing on Wyndham Street?** PLEASE TICK

I really like it   
  I like it   
  Neutral   
  I dislike it   
  I really dislike it

Why?

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**Painted dots on the road?** PLEASE TICK

I really like it   
  I like it   
  Neutral   
  I dislike it   
  I really dislike it

Why?

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**Painted kerb buildouts?** PLEASE TICK

I really like it   
  I like it   
  Neutral   
  I dislike it   
  I really dislike it

Why?

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**Improved lighting?** PLEASE TICK

○ ——— ○ ——— ○ ——— ○ ——— ○

**I really like it**      **I like it**      **Neutral**      **I dislike it**      **I really dislike it**

Why?

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**Do you have any other comments or suggestions about the project?**

Why?

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**Personal information**

Name .....

Business/organisation .....

Street address .....

Suburb ..... Post code .....

Email ..... Phone .....

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project. 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 along the route
- I own a business along the route
- I work or study along the route
- I often walk along this route
- I often cycle along this route
- I often drive along this route
- I often park along this route
- Other (PLEASE STATE) .....

**How did you hear about this project?**  
(PLEASE TICK ALL THAT APPLY)

- Information posted/emailed to me
- Auckland Transport website
- News article (paper or online)
- Newspaper advertisement
- Blog e.g. Bike Auckland, Greater Auckland
- Social media e.g. Facebook, Neighbourly
- Word of mouth
- Other (PLEASE STATE) .....

**What best describes your walking and/or cycling habits?**  
(PLEASE TICK ALL THAT APPLY)

- I walk and/or cycle regularly
- I walk and/or cycle occasionally
- I may walk and/or cycle more often if facilities were improved
- I would never walk or cycle

Please note: this information is for statistics purposes only, and does not affect your feedback.