

Public Feedback Report: Waitematā Safe Routes

- **Route 1: Surrey Crescent to Garnet Road**
- **Route 2: Richmond Road**



Total number of submissions received = 1084

Contents

Summary.....	3
<i>Overview of feedback received</i>	3
Outcome.....	5
Next steps	5
Background	6
Proposed changes	7
<i>Route 1: Surrey Crescent to Garnet Road</i>	7
<i>Route 2: Richmond Road</i>	11
Public consultation.....	15
Activities to raise awareness	15
Number of submissions	15
1.0 Feedback – overall sentiment.....	17
2.0 Route 1 – Surrey Crescent and Garnet Road feedback	21
3.0 Route 1 feedback – businesses and residents.....	27
4.0 Route 2 – Richmond Road feedback	30
5.0 Route 2 feedback – businesses and residents.....	38
6.0 About the submitters.....	41
7.0 Local Board feedback.....	42
7.1 Key stakeholder submissions	45
<i>Grey Lynn Business Association</i>	45
<i>Bike Auckland</i>	48
<i>Other submissions received</i>	51
Design and construction suggestions and our responses.....	52
Attachment 1: Brochure delivered to local properties.....	76

Summary

Auckland Transport is proposing improvements in Grey Lynn and Westmere which involve creating protected cycleways, new pedestrian crossings, bus stops, raised speed tables at intersections to promote safety and changes to road markings.

These works are the continuation and improvement of the works that were halted in February 2018 on Surrey Crescent and Richmond Road. Following construction pausing, AT carried out a number of reviews which identified safety and design issues. AT met with key community members and stakeholders to discuss the important issues. Revised designs were created and AT sought public feedback from 12 November to 14 December 2018 and received 1084 submissions.

Overview of feedback received

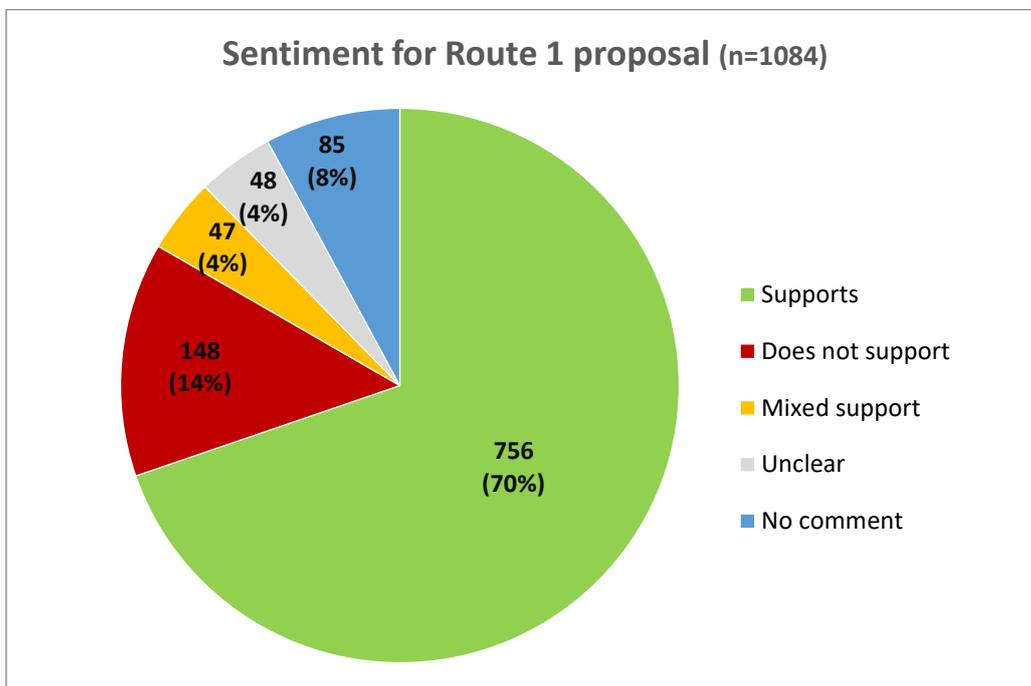
The key themes that came through in the feedback received can be grouped into the following categories:

- Support for proposed changes
- Suggestions for proposed improvements
- Opposition to proposed changes
- Cycleway
- Roads and road users
- Traffic calming
- Planting and landscaping
- Pedestrian amenity
- Parking
- Bus stops and shelters
- Community and project outcomes
- Intersections
- Visibility
- Disruption from construction

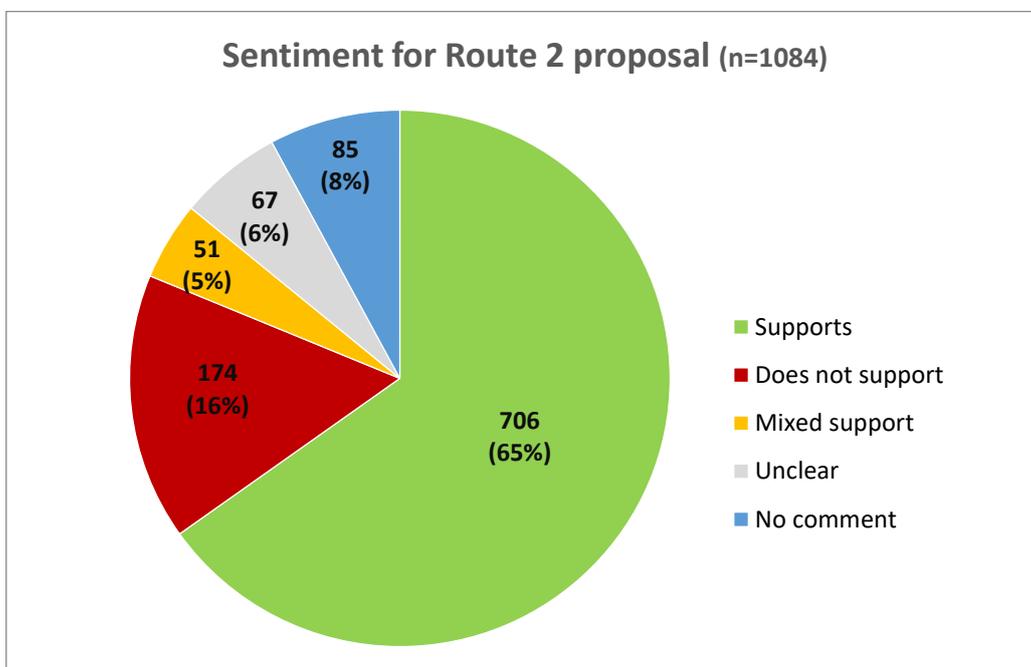
We have summarised and responded to all feedback received in our [suggestions table](#) at the back of this report.

The sentiment for the proposed changes was analysed and found:

Route 1 – Surrey Crescent and Garnet Road



Route 2 – Richmond Road



Outcome

Due to the high number of submissions (1084) and the level of detailed feedback provided, the analysis and design review process has taken longer than anticipated. We apologise for the delay. We have made it a priority to give all of the feedback due consideration because it's important to us that the consultation process is robust and we get things right.

In the coming weeks, we will work closely with key stakeholders in the community on the design solutions. Working with those stakeholders, we hope to reach a final design which we can then share with the community later in the year.

Next steps

AT will work closely with stakeholders on the design solutions. Once a final design is reached, we will notify submitters of the outcome and the construction timeline. We will be in touch later in the year.

As you may already be aware, there are some issues in West Lynn Village that need to be addressed regardless of the design outcome. One of the first areas to be addressed will be the footpath leading to the zebra crossing outside 428 Richmond Road to make it fully accessible for all users. We will also improve the footpath to the south-east of the crossing leading to Hakanoa Street to address the slope alongside the parking bays. In addition, these works will also address the issues with the drainage for the stormwater runoff from the footpath. This work will progress when the design and construction timeframes are agreed. AT is also mindful to avoid the busy November-December trading period.

We will notify those directly affected by these works in due course.

Background

Auckland is growing and changing. Our roads are becoming increasingly congested and, in many areas, building and widening roads is no longer a feasible or cost-effective option. To keep Auckland moving, we need to give people more transport choices, which means using the space we have available carefully.

Transport modes such as walking, cycling and public transport can move more people within the same space as a traffic lane and are often more cost effective to construct and maintain. If we can make these modes of transport efficient, safe and appealing, then we are giving people a viable alternative to the car, and over time we can increase the number of people walking, cycling and using public transport. This will help manage congestion on our roads and could create streets that are more attractive and inviting for residents, businesses, shoppers and other users.

Our proposed improvements in Grey Lynn and Westmere include creating protected cycleways, new pedestrian crossings, bus stops, raised speed tables at intersections to promote safety and changes to road markings.

These works are the continuation and improvement of the works that were halted in December 2017 on Surrey Crescent and Richmond Road. That work didn't live up to the community's expectations or the standards we hold ourselves to at Auckland Transport. Since then, we have spent a lot of time listening to the community about the improvements they would like to see.

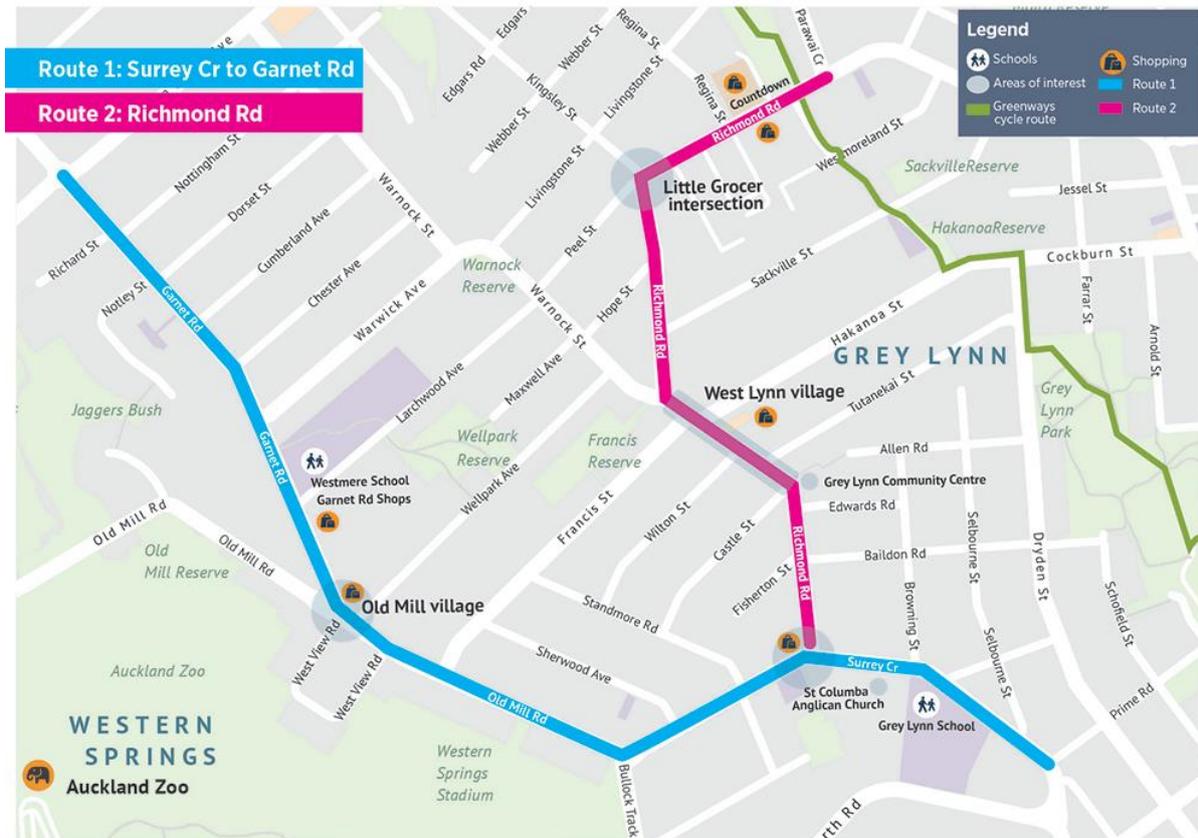
A number of reviews were carried out which identified safety and design issues. We've met with key community members to discuss the important issues. We understand that people are concerned about more disruption. People want a safe space for pedestrians and people on bikes, but there are different opinions on how that should be achieved.

Proposed changes

The cycleways and associated improvements are proposed across two routes:

Route 1: Surrey Crescent to Garnet Road.

Route 2: Richmond Road.



Benefits

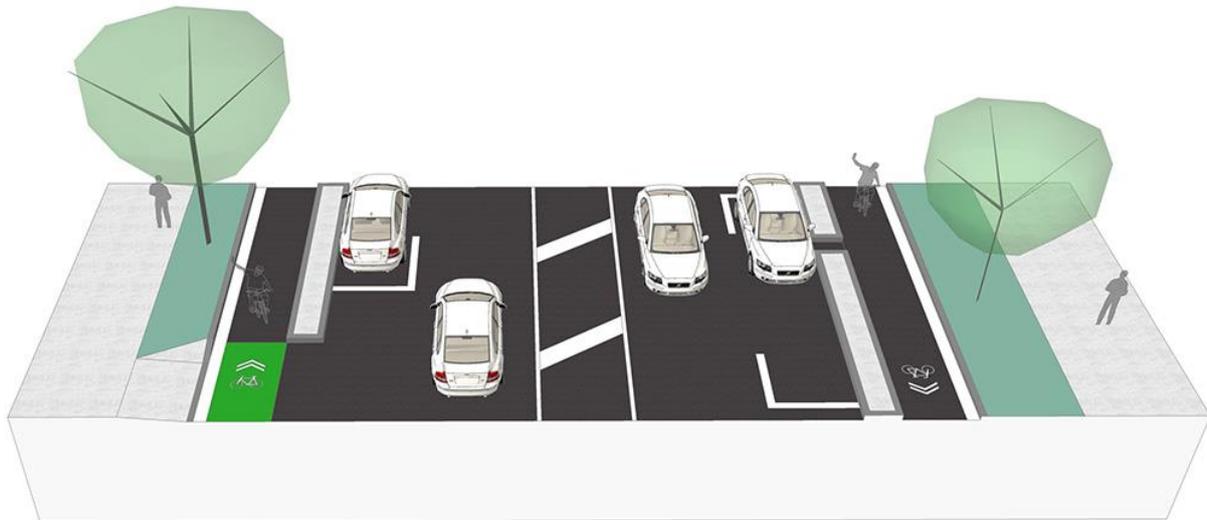
- Safer streets for everyone.
- Encourage more people to walk and cycle.
- Improved retail centres with better urban design.
- Fix the stormwater issues.
- Improve the locations of bus stops and pedestrian crossings.
- Add more trees and green space.

Route 1: Surrey Crescent to Garnet Road

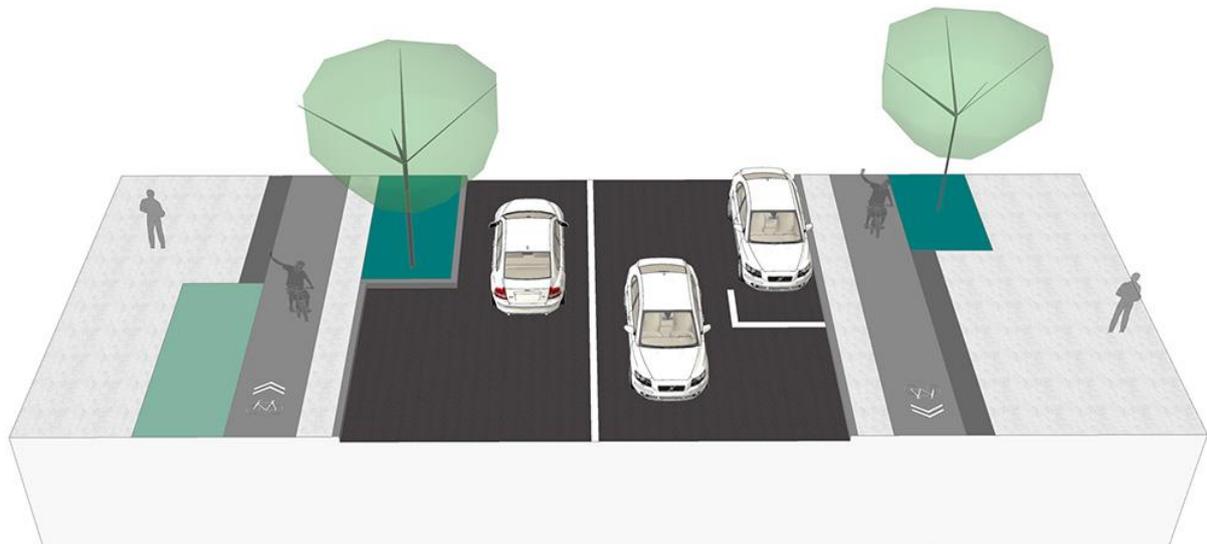
We are proposing for Route 1 - Surrey Crescent to Garnet Road:

- Raised tables at side streets and at pedestrian crossings to calm vehicle speeds.
- New pedestrian crossings.
- A mix of on-road cycleways and raised to level of footpath cycleway.
- A mix of bus stop layouts.
- A raised separator between parked cars and on-road cycleway.
- Significant planting to reflect history of place.

Typical cross section from Surrey Crescent to Garnet Road



Typical cross section in Old Mill village



Surrey Crescent and Richmond Road intersection

There are a large number of school children in the area and, at present, this intersection is very difficult to cross. We propose installing some form of pedestrian crossing and other measures which will make it safer for people to cross here. We are currently investigating the best way to do that.

Improved intersections

On each side street on both routes, we propose raised tables. A raised table is a raised section of the road, with ramps on each side, that aims to slow vehicles to a safe speed. These will also be used for pedestrian crossings to make it safer for people to cross.



Artist's impression of the Cumberland Avenue and Garnet Road intersection

Old Mill village

Proposed changes for Old Mill village:

- Quality materials and increased landscaping to promote a village feel.
- Keeping the existing Pohutakawa tree and adding other landscaping elements in the Old Mill traffic island to make it a better place to stay and enjoy.
- Providing a protected space for people on bikes and making it easier for pedestrians to cross the road.

Westmere School and Grey Lynn School

An overview of the proposed improvements outside Westmere School, similar changes are planned for outside Grey Lynn School:

- Creating an area where buses can park/children can get on and off buses safely.
- Cycleway outside the school is raised to the level of the footpath.
- Restricted parking zones at peak drop-off and pick-up times.



Detailed plans for Route 1 (2018 consultation material)

Download the detailed design plans for route 1 to learn more about the proposed changes at specific locations (i.e. address or intersecting road). Please note that the plans are the ones that AT presented for the re-engagement and they will be subject to design changes as a result of the feedback received. They are therefore provided for information and should not be used in any other context.

Garnet Road

- [110 to 126 and 131 to 153 Garnet Road, includes Nottingham Street and Richard Street \(PDF 4.43MB\)](#)
- [76 to 108 and 105 to 127 Garnet Road, includes Notley Street, Dorset Street and Cumberland Avenue \(PDF 4.57MB\)](#)
- [52 to 78 and 83 to 103 Garnet Road, includes Westmere School, Warwick Avenue and Chester Avenue \(PDF 4.63MB\)](#)
- [35 to 81 and 50 to 67 Garnet Road, includes Westmere School and Larchwood Avenue \(PDF 4.40MB\)](#)
- [6 to 78 and 35 to 57 Garnet Road, includes Well Park Avenue, West View Road and Old Mill Road \(PDF 4.56MB\)](#)

Old Mill Road

1. [37 to 57 and 40 to 66 Old Mill Road, includes Francis Street and West View Road \(PDF 4.33MB\)](#)
2. [10 to 38 and 5 to 33 Old Mill Road \(PDF 4.49MB\)](#)

Surrey Crescent

- [3 to 7, 53 to 69 and 156 to 184 Surrey Crescent, includes Sherwood Avenue and Bullock Track \(PDF 4.33MB\)](#)
- [35 to 51 and 108 to 152 Surrey Crescent, includes Gilbert Avenue and Stanmore Road \(PDF 4.38MB\)](#)
- [13 to 33 and 54 to 108 Surrey Crescent, includes Browning Street and St Columba Anglican Church \(PDF 4.22MB\)](#)
- [1 to 13 and 44 to 54 Surrey Crescent, includes Firth Road, Selbourne Street and Grey Lynn School \(PDF 4.45MB\)](#)
- [24 to 34 Surrey Crescent, includes Prime Road, Selbourne Street and Surrey Medical Centre \(PDF 4.53MB\)](#)

Concept plans for Route 1

[Download the detailed concept plans for Route 1 \(PDF 1.34MB\).](#)

Route 2: Richmond Road

Careful consideration has been given to the proposed changes to Richmond Road and West Lynn village to ensure the character, history and charm of the village and streetscape is kept.

Proposed features include:

- Fixing the stormwater and ponding issues.
- Re-positioned and in-line bus stops.
- New and re-positioned pedestrian crossings - with better grades.
- Measures to slow vehicle speeds – like raised tables on all side streets.
- Safe, separated and connected cycleways.
- Enhance the sense of a green, vegetated streetscape.

Surrey Crescent to the village

We are proposing a cycleway on both sides of the road with raised tables at intersections.



Artist's impression of cycleway and raised table on Richmond Road.

Peel Street roundabout

We will finish what we started and make a better intersection for vehicles, pedestrians and people on bikes.

For more details, [see concept plans for Route 2](#) (includes Peel Street roundabout).



For more details, [see concept plans for Route 2](#) (includes West Lynn village).

Proposed bus stop locations in the village

Westmere-bound bus stop

We have heard that people are not in favour of the existing Westmere-bound bus stop in front of the liquor store. After considering bus user survey data, AT HOP card data and our urban design experts, we propose moving the Westmere-bound bus stop to 458 Richmond Road – opposite Gypsy Tea Room.

Reasons for this proposed location:

- The bus stop is centred within the village - statistics show a higher number of people use stops in the town centres.
- Good proximity to proposed city-bound stop (outside Baby on the Move).
- No conflict with existing retail frontages.

We've also heard people want it back to the original location outside of Child Youth and Family (CYFs).

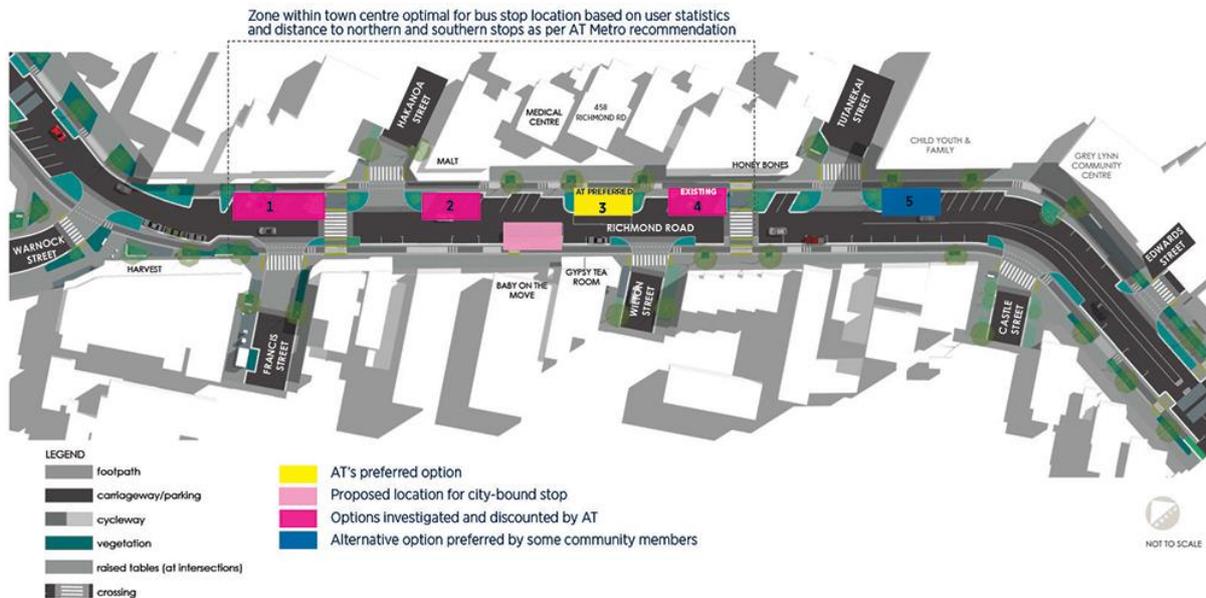
City-bound bus stop

We propose moving the city-bound bus stop to go outside Baby on the Move at 449 Richmond Road. This will bring the stop closer to the one in the opposite direction and help

to reduce blockages from cars parked illegally outside convenience retail reliant on short-term parking.

Investigated bus stop locations in the village

Four Westmere-bound bus stop locations were investigated in West Lynn village and some community members prefer a fifth location which is outside of Child Youth and Family (CYFs).



[Download the map of bus stop locations in West Lynn village \(JPG 1MB\)](#)

Pedestrian crossing relocation in the village

To improve the alignment, visibility and safety of the cycleway, we propose moving the pedestrian crossing further up – between Francis Street and Hakanoa Street.

Reasons for this proposed location:

- Better visibility of the crossing for drivers coming from Ponsonby.
- Allows for a break in traffic for vehicles turning right into or from Francis and Hakanoa Streets.
- Crossing location works well with existing levels.

Detailed plans for Route 2 (2018 consultation material)

Download the detailed design plans for route 2 to learn more about the proposed changes at specific locations (i.e. address or intersecting road). Please note that the plans are the ones that AT presented for the re-engagement and they will be subject to design changes as a result of the feedback received. They are therefore provided for information and should not be used in any other context.

Richmond Road near Surrey Crescent

- [519 to 553 and 544 to 570 Richmond Road, includes Surrey Crescent and Fisherton Street \(PDF 4.59MB\)](#)

West Lynn village

- [476 to 534 and 475 to 513 Richmond Road, includes Grey Lynn Community Centre, Tutanekai Street, Baildon Road \(PDF 4.46MB\)](#)
- [422 to 480 and 405 to 475 Richmond Road, includes Hakanoa Street, Francis Street, Wilton Street, Tutanekai Street \(PDF 4.94MB\)](#)
- [388 to 436 and 351 to 409 Richmond Road, includes Warnock Street and Sackville Street \(PDF 4.64MB\)](#)

Richmond Road near Hope Street

- [311 to 347 and 334 to 386 Richmond Road, includes Hope Street and Peel Street \(PDF 4.44MB\)](#)

Countdown supermarket area

- [277 to 287 and 300 to 334 Richmond Road, includes Kingsley Street and Regina Street \(PDF 4.33MB\)](#)
- [247 to 271 and 250 to 280 Richmond Road, includes Hukanui Reserve, Westmoreland Street West and Parawai Crescent \(PDF 3.92MB\)](#)

Concept plans for Route 2

[Download the detailed concept plans for Route 2 \(PDF 1.28MB\)](#)

Changes to parking spaces

In order to make these streets more accessible for everyone, some parking spaces will need to be removed. Details on the specific changes will be known when the design review is developed and the design is presented to the community. The project team will endeavour to maintain as much of the current parking provision as possible, and where possible additional parking will be created.

Public consultation

The public consultation ran from 12 November to 14 December 2018.

We sought feedback on the following elements:

- What you liked about the plans for Route 1 and Route 2
- What you thought we could improve on the plans for either route
- Any issues or concerns with the proposed changes (and, for Route 2, a prompt about bus stop locations or disturbance was included).

Activities to raise awareness

To let people know about our consultation and to give them the opportunity to provide feedback, we:

- Sent letters to properties on and near the roads included in the proposed changes
- Sent letters to absentee property owners
- Posted 9,603 information leaflets to properties on and near the roads included in the proposed changes as well as the wider area
- Erected on-street signage
- Advertised in the *Central Leader*
- Published articles in *Our Auckland*
- Set up a project webpage and an online feedback form on our website
- Posted information on our social media channels, including Facebook, Twitter and Neighbourly
- Ran a geo-targeted social media advertising campaign
- Held six public drop-in sessions attended by the project team

Number of submissions

We received 1084 submissions; 925 using the online feedback form, 136 using the hard copy feedback form, and 23 via email.

We also received feedback from key stakeholders:

- Waitemata Local Board
- Grey Lynn Business Association
- Bike Auckland

Other submissions received:

- Business Grey Lynn

Other feedback received

One member of the public conducted their own survey which asked people to indicate which bus stop location they preferred in West Lynn village. Respondents were given two options:

- a) "In the middle of the village outside 458 Richmond Road beside the Medical Centre"
- b) "On the outskirts of the village (original site) outside Child Youth and Family"

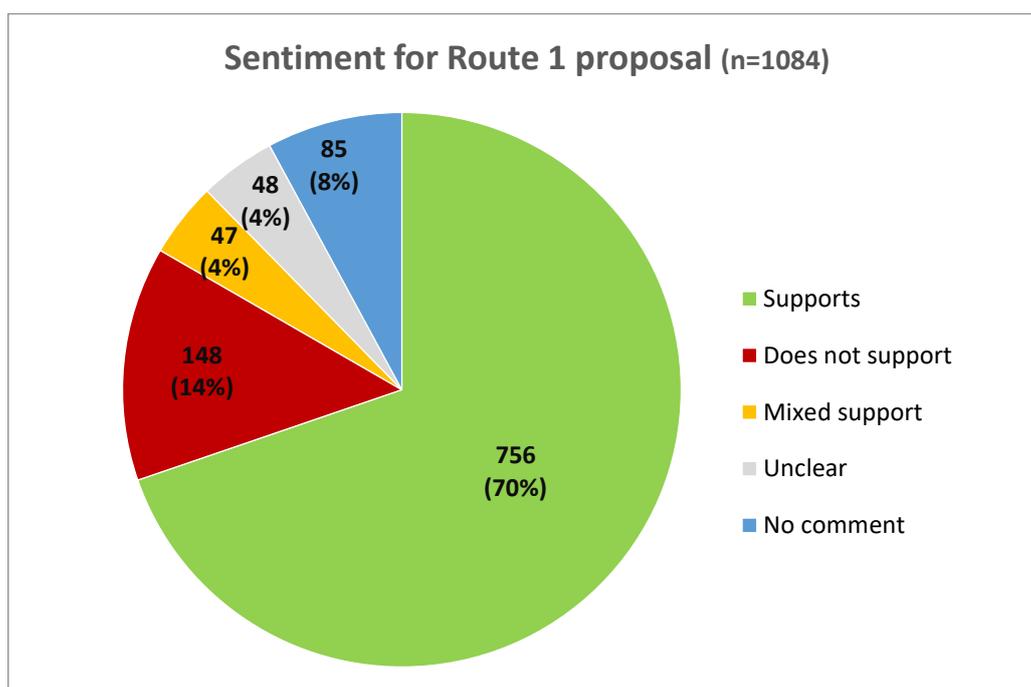
The member of the public has stated that of the 226 completed forms, 222 people voted for the bus stop to be relocated to outside Child Youth and Family with the other four people wanting it outside 458 Richmond Road, beside the medical centre.

1.0 Feedback – overall sentiment

Multiple answers could be given to many of the questions, so the total number of responses and comments may exceed the number of submissions. Similarly, percentages should not be summed where multiple responses have been given to a question and expressed as a proportion of submitter numbers.

Sentiment for proposed changes

Route 1 – Surrey Crescent and Garnet Road



Of all the comments we received, 70% (756 respondents) voiced their support for the proposal.

Where respondents provided a reason for their support, most said they liked:

- the proposed separated/dedicated cycleway design to enable safe cycling (469 comments)
- the overall design, saying it will be great if it is implemented (432)
- the overall design as they felt it will provide safer streets for everyone (347)
- plans to plant more trees throughout and landscape the project area (283)
- raised tables along side streets to calm traffic, making cycling and walking safer (241)
- the proposal to reduce the speed limit to 30km/h (or 40kph) in the area (217).

“Protected bike lanes are awesome. I started cycling recently because of protected bike lanes - the more bike lanes the more places I can go. I also like the raised footpaths on side streets, the trees and landscaping.”

“This is a great project! It properly reallocates space and priority for more vulnerable users of the street, and by doing that will also make it nicer and safer to drive a car also.”

148 people (14% of all submitters) objected to the proposal overall. Key areas of concern raised by submitters included whether the project is necessary and how costly it would be, and the further disruption or inconvenience it will cause local residents and businesses.

“I am opposed to any changes to these streets. The cycleway is not necessary and is a waste of ratepayers' money.”

“... this is a huge investment that doesn't seem to be necessary at all and only seems to be potentially threatening to the businesses and peaceful community life in this area with potential endless construction periods in sight after the most recent ones.”

The key concerns raised about the proposal were:

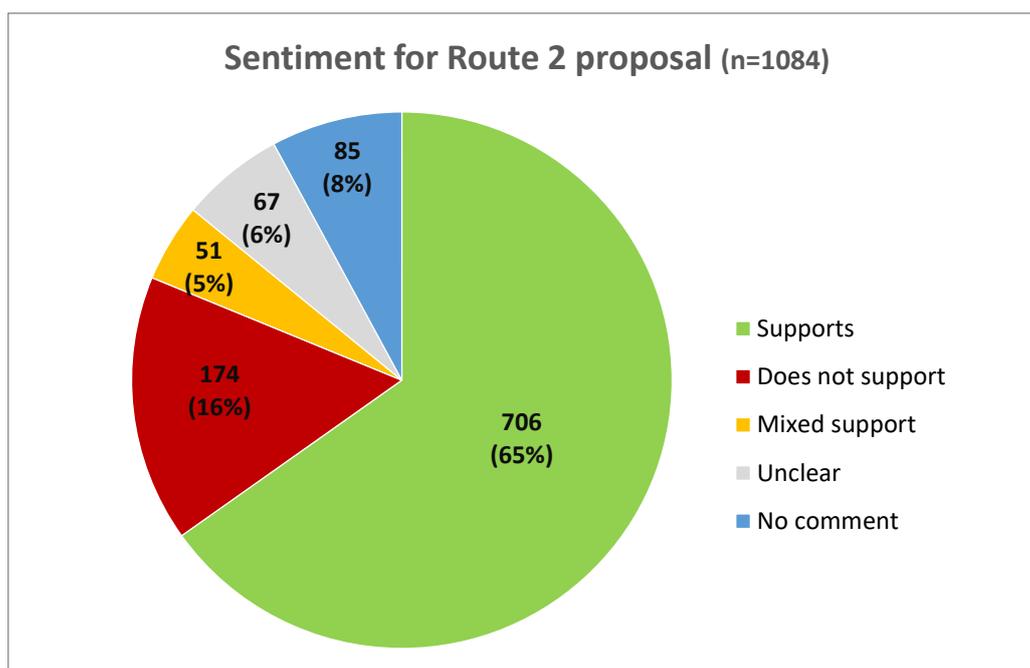
- the proposal needs to improve safe right-turn options for people on bikes from the cycleway, particularly down side streets (176 comments)
- the overall design, saying they dislike it all, not to proceed, or to leave the project area as it currently is (109)
- the loss of car parking spaces to enable the design (51)
- dislike of the proposed cycleway design, often preferring on-road cycling facilities (34)
- issues with either the initial or current consultation process (33)
- the proposed inline bus stop designs as a safety or congestion hazard (27).

47 respondents (4%) gave mixed feedback; they liked some aspects of the proposal but not others, and 48 respondents (4%) made comments and/or suggestions but did not make any statements that clearly indicated sentiment toward the project.

“I am not sure about all the raised tables on side streets ... these are confusing for children on the footpath as it feels like the footpath keeps going, when they need to be aware that they are in fact the road. But I do like that they slow down the traffic.”

“Not sure. Is there adequate allowance for me to enter and exit my property by car?”

Route 2 – Richmond Road



Of the comments we received, 65% (706 respondents) voiced their support for the proposal.

Where respondents provided a reason for their support, most said they liked:

- the proposed separated/dedicated cycleway design to enable safe cycling (380 comments)
- the overall design, saying they like all aspects of the proposal in general (333)
- the proposed plantings and landscaping to beautify the project area (271)
- the raised tables and traffic calming proposed, resulting in slower traffic speeds (265)
- that the design would improve safety in general (248)
- the proposed lower speed limit of 30km/h (or 40km/h) in the area (233).

“Mainly the protected cycleways so that my children and I can cycle safely and more often. But also a more pedestrianised aesthetic.”

“I love that all road users have their own space; pedestrians, cyclists and general traffic. All the new plantings will make it a wonderful space for everyone.”

174 people (16% of all submitters) objected to the proposal. The most common concerns related to possible disruption to local businesses and community should the proposed plans go ahead and the loss of car parking along West Lynn Village/Richmond Road.

“I think this is a terrible idea. I am not a business owner but understand from speaking to several owners on Richmond Road that they do not want and do not support further disruption to their businesses.”

“Please reinstate the same number of car parks in West Lynn in the same sort of spread we had before the 2017 botch up ... PLEASE don't take the car parks away from outside Richmond Road cafe.”

People also had concerns about:

- the lack of safe right-turn options from the cycleway (175 comments)
- the overall design: dislike everything; do not proceed; or leave the area as is (131)
- the functionality and safety of the inline bus stop designs (70)
- the original or current consultation process, saying it is flawed or insincere (71)
- the proposed cycleway design, saying it is unsafe (29)
- the proposal being unnecessary because of low or no demand for cycling facilities in the area (24).

51 respondents (5%) gave mixed feedback; they liked some aspects of the proposal but not others, and 67 respondents (6%) made comments and/or suggestions but did not give any clear indication of their sentiment toward the project.

“The recent changes enormously improved the whole area and made biking, walking and bus usage a much better experience, and to extensively re-model is unnecessary (though I do think this version is better).”

“Bus stop should definitely be between Tutanekai Street corner and GLCC.”

We have summarised and responded to all feedback received in our suggestions table at the back of this report.

2.0 Route 1 – Surrey Crescent and Garnet Road feedback

We received 1084 submissions via the online feedback form, hardcopy feedback form, and email. They have been grouped into high-level topics by route and broken down into further detail (sub-themes). Comments were sometimes assigned more than one relating sub-theme.

40% of all submitters (432 comments) stated that they liked all of the proposal; 10% (109) expressed their specific dislike of everything proposed, and requested it be left as is, or not to proceed. 13 submitters requested the project area be restored to the original state (before the first wave of AT developments).

Specific suggestions made are in the suggestions table at the back of this report.

2.1 Proposal, delivery and focus

1443 comments were received regarding the proposal in general, the delivery, or the direction of the project. Within this are 15 sub-themes, summarised below, in descending order of popularity.

- Expectations that the proposed work will make it safer and easier for all users – 32% (347 comments). This had the second-highest amount of comments for Route 1.
- Comments about the predicted timeline of the construction of the project and resulting disruption of the community and businesses, including that the disruption would not be worth the outcome, or to build it faster (or stagger construction) to minimise disruption – 23% (246).
- Requests to implement the design to the best standard or the highest quality – 15% (164).
- Comments about the current or previous consultation, or the process in general, usually concerns that the consultation is insincere, skewed by interest groups, or otherwise flawed – 3% (33).
- Concerns about the ease of (or space for) putting out rubbish bins, and potential challenges the design would cause for this – 2% (20).
- Further questions about the project or requests for more information – 2% (20).
- Maintenance concerns or suggestions regarding the upkeep and cleanliness of the proposed facilities – 2% (17).
- Other issues raised, regarding other locations or projects out of scope of this project – 1% (14). Where possible, these will be forwarded to the appropriate area or team.
- Some felt the proposal should have more car focus and that the design was too focussed on bike, bus or pedestrian movements – 1% (10).
- Comments and suggestions about access or ease of use for elderly, disabled or otherwise mobility-challenged users – 1% (8).
- Suggestions to negate the impact that construction will have on the businesses and community, including compensation, ongoing communication or phased delivery – 1% (6).
- Suggestions about the surface or material to be used for the road, cycle or pedestrian improvements – 0.37% (4).

2.2 Cycling and cycleway

1123 comments were made across 17 sub-themes about the proposed cycleway design or route.

- Support for protected/separated cycleways, with 43% of submitters' comments relating to this theme (469 comments). This was the most popular theme across all topics for both Route 1 and Route 2.
- Suggesting sloped or bike-friendly kerbs in bike lanes to enable safe access to and from the cycleways – 17% (182).
- Requesting improvement of (or protection during) right-turn options for people on bikes, particularly turning from the cycle lane into side streets – 16% (176).
- Suggestions regarding the cycleway design or route – 4% (38).
- Opposition to the proposed cycleway, usually in preference of on-road cycling facilities – 3% (34).
- Requests to continue or extend the cycle facility, either in general or to specific locations – 3% (34).
- Like the continuity and connectivity provided by the proposed cycling and walking facilities – 3% (33).
- Concerns about safety of people on bikes and/or their ability to be seen by drivers entering or exiting driveways – 3% (31).
- Suggestions or comments about separation treatments between bikes and cars – 3% (29).
- Questioning the necessity of cycling facilities at all, due to little or no demand for cycling facilities in the project area or on this route – 2% (21).
- Concerns for people on bikes with the cycle lane inside parked vehicles as proposed, due to a risk of 'dooring' – 2% (21).
- Issues with or concerns about vehicles parking on the cycleway, including some suggestions to prevent this – 1% (14).
- Suggestions for control or restriction of electric scooters and e-bikes and their potential use of the proposed facilities – 1% (13).
- Requests to increase the width of the proposed cycleway to enable safe passing of other users – 1% (9).
- Support for the raised cycleway design and requests for more of this around Auckland – 1% (8).
- Requests for bike and scooter parking to be installed on the route – 1% (6).
- Cycle access or crossing is required in specific location – 0.46% (5).

2.3 Traffic calming

Comments about traffic calming proposed for the route were made across 7 themes (736 comments total).

- Support for the proposed raised tables on side streets and slow traffic to improve safety of pedestrians and people on bikes – 22% (241 comments).
- Support for the proposed 30km/h (or alternatively, 40km/h) speed limits in the project area, through the village or around schools – 20% (217).
- Support for the traffic calming proposed for the intersection of Richmond Road and Surrey Crescent – 15% (163).

- Other suggestions regarding speed limits, including a general 'lower' or specific speeds or locations – 4% (39).
- Support for the traffic calming proposed across the route and resulting slower traffic speeds – 4% (38).
- Suggestions for additional traffic calming as part of this project, of varying treatments and locations, or in general – 2% (23).
- Concerns about, or general dislike of, the proposed traffic calming along the route, usually due to congestion, inconvenience or vibration that is expected to result – 1% (15).

2.4 Roads and road users

660 comments were grouped into 11 themes regarding roads and road users.

- Priority for people on bikes was an important concern, with submitters insistent that bikes be given right of way across side streets and for this to be made clear to other road users – 20% (217 comments).
- Recommendations that side road entrances be narrowed to reduce car speeds and minimise exposure of pedestrians and people on bikes to other vehicles when negotiating these intersections – 16% (170).
- Support for the proposed removal of the painted median strip to make space for the other improvements – 13% (142).
- Suggestions for road marking or signage to clarify priority or alert users to the presence of the cycleway to improve safety for all road users – 3% (32).
- Suggestions for intersections to be signalised in specific locations, often in replacement of a particular roundabout, to improve safe crossing for pedestrians and people on bikes or for ease of traffic movements – 2% (26).
- Other improvements suggested for specific intersections to improve safety or ease of movements – 2% (21).
- Support for proposed improvements to specific intersections along the route – 2% (18).
- Concerns about, or opposition to, proposed road narrowing, or suggestions for alternatives to this – 1% (12).
- Support for the proposed roundabout changes, or suggestions for additional changes – 1% (8).
- Suggestions for changes to traffic flow, including making specific streets one way, or preventing through traffic – 1% (8).
- Opposition to the proposed removal of the painted median strip, usually with concerns for difficulty of vehicle right-turn movements and expected resulting congestion – 1% (6).

2.5 Planting and landscaping

370 comments were made about planting and landscaping, split into 6 sub-themes.

- Support for the planting and landscaping proposed across the route, expecting it will make the route more beautiful, enjoyable, safe or otherwise more pleasant for users – 26% (283 comments).
- Suggestions about types of planting along the route (including more nikau, fewer nikau, more exotic trees, more NZ native trees or colourful planting) or requests for more trees/planting in general – 3% (34).

- Opposition to, or concerns about, proposed planting and landscaping, usually due to expected visibility concerns, or loss of car parks in favour of planting – 2% (23).
- Support for retention of all existing trees, and dislike of the proposed removal of existing – 2% (20).
- Concerns about maintenance requirements and costs to upkeep proposed landscaping and planting – 1% (7).
- Suggestions for use of the berm along the route – 0.28% (3).

2.6 Pedestrian amenity

Submitters made 366 comments across 10 themes about pedestrian amenity on the route.

- Suggestions for zebra crossings to be painted across all raised tables, specifically across the proposed raised tables at side street entrances, to increase pedestrian safety and clarify priority – 17% (187 comments).
- Support for the proposed pedestrian crossing improvements on the route – 5% (56).
- Support for other proposed pedestrian improvements, particularly regarding the project's attention to and accommodation for active modes – 3% (33).
- Suggestions for improvements to other pedestrian crossings or refuges in specific locations in the project area – 2% (21).
- Support for the proposed pedestrian crossing for the Westmere kindergarten – 2% (19).
- Suggestions for an additional pedestrian crossing at Garnet Road/Old Mill Road to improve access and safety for all users – 2% (18).
- Suggestions for a new crossing at the Garnet Road/Meola Road roundabout to improve this intersection for pedestrians and people on bikes – 1% (13).
- Suggestions for new pedestrian crossings in other locations for pedestrian safety and access, often to create a straighter walking route that better follows demand – 1% (11).
- Opposition to the proposed pedestrian crossing location(s) or design, with concerns about pedestrian safety, visibility, congestion or traffic speed – 0.37% (4).
- Suggestions for additional footpath improvements along the route to improve pedestrian safety and amenity – 0.37% (4).

2.7 Community and project outcomes

147 comments were made about expected outcomes of the project to the community. These have been split into 5 sub-themes.

- Expect the project, once implemented, will create safer streets for children and the more vulnerable, particularly regarding pedestrian improvements – 5% (56 comments).
- Anticipate that the new facilities will encourage more walking and cycling because of the improved amenity and safety of the route for these modes – 4% (41).
- Concerns that the delivered project will negatively impact the local area and businesses, specifically because of the lack of available parking – 2% (24).
- Expect positive community and environmental effects resulting from delivered project, because of less car use, more walking and cycling and people-friendly streets – 2% (21).
- Expect that the projects will **not** encourage increased cycling because the facilities will not be appropriate or safe enough or the demand not being high enough in the first place – 0.46% (5).

2.8 Parking

Submitters made 124 comments about parking, in 8 themes.

- Concerns raised about the proposed removal of on-street parking in general or in specific locations along the route, with requests to retain or replace removed parks – 5% (51 comments).
- Requests to increase or ensure enforcement of illegally parked vehicles in bus stops, across cycling facilities, footpaths or on berms – 2% (19).
- Requests to provide more parking, and suggestions for other parking options, in general or in specific locations – 2% (17).
- Requests to remove more parking than proposed to encourage reduced car use or to improve visibility in specific locations – 2% (17).
- Suggestions for restricted parking, either time limited to improve turnover, drop-off zones, or loading zones, for specific locations – 1% (11).
- Support for the reduced car parks proposed on the route to facilitate the improvements or create a more people-focussed village environment – 0.46% (5).
- Suggestions regarding angle parking and where they could be instated, either as replacements for or in addition to existing parks – 0.18% (2).
- Concerns about road width versus on-street parking, specifically roads that are too narrow to accommodate parking on both sides, particularly with new proposed facilities – 0.18% (2).

2.9 Bus stops and shelters

109 comments were made about bus stops and bus shelters on the route, across 13 themes.

- Oppose the inline bus stop designs proposed to the route, because of the expected congestion, visibility or dangerous overtaking manoeuvres – 2% (27 comments).
- Support for the inline bus stops and the straighter cycle route they facilitate, or general user-friendly nature of the design – 2% (19).
- Support for the AT-preferred bus stop locations – 1% (14).
- Requests to move the bus stop from outside the dairy, as it is unsafe – 1% (9).
- Claims that bus stops outside primary schools are unnecessary – 1% (6).
- Suggestions or concerns for other bus stop locations – 1% (6).
- Requests to leave bus stop locations and shelters as and where they are – 0.46% (5).
- Concerns raised about visibility issues with the bus stop on Garnet Road, near Dorset Street – 1% (6).
- Concerns about bus stops being located across the road from each other, as AT preferred locations are, because of expected congestion and ease of emergency vehicle access – 0.46% (5).
- Request to remove bus stop(s) on Garnet Road due to high vehicle traffic – 0.28% (3).
- Suggestions for bus shelter designs, specifically that they be wind and rain proof and comfortable – 0.28% (3).
- Suggestions to keep the bus stop outside Garnet Station or to move it slightly south – 0.28% (3).
- Suggestions to move bus stops outside of village centres to reduce congestion and fumes and to create a more pleasant village – 0.18% (2).

2.10 Other features

45 comments were made about other features proposed, across 3 sub-themes.

- Support of proposed Old Mill village improvements, specifically for pedestrians and people on bikes, and general improved safety and atmosphere – 3% (34 comments).
- Issues raised about drainage and flooding, impressing how important successful drainage is, and specifying locations where drainage is required – 0.46% (5).
- Suggestions for additional improvements, including seating and lighting – 0.46% (5).

We have summarised and responded to all feedback received in our suggestions table at the back of this report.

3.0 Route 1 feedback – businesses and residents

Of the 1084 total submissions received, 117 were from people who own or run a business in or near the project area, and 664 from people who live in or own property in or near the project area.

The business and resident feedback was included in the overall feedback as well as listed separately to better understand the feedback from these demographics.

3.1 Respondents who own or run a business in or near the area

117 submitters identified themselves as owning or running a business in or near the project area. 29% of these (32 submitters) mentioned that they like everything proposed; conversely, 21% (23 submitters) expressed the opposite. Three submitters requested that it be restored to the original state (before the first changes were made for this project).

Feedback in support

The top themes in support of the project included support for the proposed protected cycleway design (28%), expectations that the proposal, if implemented, would be safer and/or easier for all users (27%), and support for the proposed raised tables on side streets and resulting slower vehicle speeds (and increased safety for pedestrians and people on bikes) these treatments would create (17%).

Other supportive themes were:

- support for proposed planting and landscaping to beautify the area and make it a nicer environment to spend time in – 16% (17 comments)
- support for the proposed 30km/h speed limit, or 40km/h, through the village to create a more pedestrian-friendly environment and to encourage drivers to stop and shop – 14% (15)
- support for traffic calming proposed at the intersection of Richmond Road and Surrey Crescent to slow traffic and create a safer environment for all users – 9% (10).

Feedback in opposition

The top theme from those opposing or raising concerns about the proposal were regarding disruption due to construction, and the predicted timeline being too long for their businesses to either recover from or survive through, particularly following the previous construction in the area (14%). Suggestions to alleviate this included compensation, rates relief or to build it quickly (the last generally not in opposition).

Other concerns about the proposal included:

- concerns about the proposed removal of on-street parking, particularly in the village, with requests to retain or replace as they felt they would lose customers if people could not drive and park conveniently enough – 10% (11 comments)
- comments about the current or previous consultation, or the process in general, and concern that the consultation is insincere, skewed by interest groups, or otherwise flawed – 6% (7)
- opposition to the proposed cycleway design, preferring an on-road facility, as it would require less parking loss and expenditure – 6% (7)
- concerns with the proposed planting and landscaping, with many feeling that the greenery is not worth the trade-off with on-street parking spaces – 6% (7).

Suggestions for proposal improvements

There were several suggestions for improvements to the proposal, including:

- requests to ensure bikes have clear right of way across side streets to prevent confusion and conflict between cycle and vehicle movements – 14% (15 comments)
- requests for improved right-turn options for people on bikes, regarding protection from vehicles particularly into and out of side streets – 11% (12)
- suggestions for zebra crossings on raised tables across side streets to clarify pedestrian priority in these locations – 11% (12)
- suggestions for sloped or bike-friendly kerbs in bike lanes to improve access for people on bikes to and from the cycling facility – 10% (11)
- suggestions to narrow side road entrances to reduce car speeds and minimise exposure of pedestrians and people on bikes – 10% (11).

3.2 Respondents who live or own property in or near the project area

664 submitters identified themselves as living or owning a property in or near the project area. 34% of these (227 submitters) voiced their support for everything proposed, and 12% (81 submitters) felt otherwise, stating dislike of the whole project, requesting it not be continued and left as it is. Seven submitters requested it be restored to the original state (before the first changes were made for this project).

While the actual numbers of submitters differed, the themes identified as most popular for support, opposition, and suggestions almost exactly mirrored the business submissions in popularity.

Feedback in support

The top themes in support of the project included support for the proposed protected cycleway design (39%), expectations that the proposal, if implemented, would be safer and/or easier for all

users (26%) and support for proposed planting and landscaping, expecting a more pleasant environment as a result (24%).

Other supportive themes were:

- support for the proposed raised tables on side streets and resulting slower vehicle speeds (and increased safety for pedestrians and people on bikes) these treatments would create – 20% (131 comments)
- support for the proposed 30km/h speed limit, or 40km/h, particularly through the shopping area and around schools – 14% (95)
- support for traffic calming proposed at the intersection of Richmond Road and Surrey Crescent to slow traffic and create a safer environment for all users – 11% (74).

Feedback in opposition

The top theme in opposition to or raising concerns about the proposal were regarding disruption to the businesses and community due to construction, particularly following the previous construction in the area (17%). Suggestions to alleviate this included compensation, rates relief or to build it quickly (the last generally not in opposition).

Other concerns about the proposal included:

- concerns about the proposed removal of on-street parking, particularly in the village, with requests to retain or replace as they felt they would lose customers if people could not drive and park conveniently enough – 7% (44 comments)
- opposition to the proposed cycleway design, preferring an on-road facility as it would require less parking loss and expenditure – 4% (26)
- opposition to the proposed inline bus stop design, expecting traffic congestion and dangerous overtaking manoeuvres as a result – 4% (25).

Suggestions for proposal improvements

There were several suggestions for improvements to the proposal, including:

- requests to ensure bikes have clear right of way across side streets to prevent confusion and conflict between cycle and vehicle movements – 15% (103 comments)
- suggestions for zebra crossings on raised tables across side streets, to clarify pedestrian priority in these locations – 13% (85)
- suggestions for sloped or bike-friendly kerbs in bike lanes to improve access for people on bikes to and from the cycling facility – 13% (83)
- suggestions to narrow side road entrances to reduce car speeds and minimise exposure of pedestrians and people on bikes – 12% (77)
- requests for improved right-turn options for people on bikes, regarding protection from vehicles particularly into and out of side streets – 11% (74).

4.0 Route 2 – Richmond Road feedback

1084 total submissions were received via the online feedback form, hardcopy feedback form, and email. They have been grouped into high-level topics by route and broken down into further detail (sub-themes). Many of the popular themes were similar across the two routes, but Route 2 had more sub-themes overall. Again, they are listed below in descending order of popularity.

31% of all submitters (333 comments) stated that they liked all of the proposal; 12% (131) expressed their specific dislike of everything proposed, and requesting it be left as is, or not to proceed. 33 submitters requested the project area be restored to the original state (before the first wave of AT developments).

Specific suggestions made are in the suggestions table at the back of this report.

4.1 Cycling and cycleway

1414 comments were made across 27 sub-themes about the proposed cycleway design or route. Comments were sometimes assigned more than one relating sub-theme.

- Support for protected/separated cycleways with 35% of submitters' comments relating to this theme (380 comments). This was the most popular theme across all topics for both Route 1 and Route 2.
- Expectation that the proposal will increase safety in the project area in general – 23% (248).
- Suggesting sloped or bike-friendly kerbs in bike lanes to enable safe access to and from the cycleways – 17% (179).
- Requesting improvement of (or protection during) right-turn options for people on bikes, particularly turning from the cycle lane into side streets – 16% (175).
- Support for the straighter cycling route proposed for an easier and safer biking journey – 5% (58).
- Liking the proposal's focus on active modes of transport, including walking, cycling and bus focus – 4% (40).
- Suggestions regarding the cycleway design, including on-road facilities, bi-directional or only on one side of the road – 4% (38).
- Like the continuity and connectivity provided by the cycling and walking facilities proposed – 3% (36).
- Requests to continue or extend the cycle facility, either in general or to specific locations – 3% (30).
- Opposition to the proposed cycleway, concerned that the design is unsafe for users or pedestrians – 3% (29).
- Questioning the necessity of cycling facilities at all, due to little or no demand for cycling facilities in the project area or on this route – 2% (24).

- Concerns about the cycle lane inside parked vehicles as proposed due to potential conflict with moving vehicles entering/exiting driveways, car parks and side streets – 2% (20).
- Expect that the proposal will, if implemented, encourage walking, cycling, bus and other alternative modes of transport – 2% (17).
- Like the proposed separation from parked vehicles to reduce the ‘dooring’ risk by providing space for people on bikes to react – 2% (17).
- Suggestions or comments about separation treatments between bikes and cars – 2% (17).
- Concerns about the cycle lane inside parked vehicles as proposed due to potential conflict with bus passengers exiting buses onto the cycle lane – 1% (12).
- Concerns about the cycle lane inside parked vehicles as proposed due to potential conflict with parked vehicles and the risk of ‘dooring’, or parked vehicles preventing moving vehicles from seeing people on bikes on the cycleway – 1% (11).
- Concerns about unsafe motorist behaviour, such as speeding or encroaching onto the cycleway, and requests for enforcement – 1% (11).
- Support for the proposed cycle route in general – 1% (10).
- Requests and suggestions for a cycle crossing or cycle access at specific locations on the route – 1% (9).
- Suggestions to install bike parking along the route, particularly in West Lynn village, sometimes in replacement of on-street car parks – 1% (7).
- Requests to give and clarify right of way for people on bikes in specific locations on the route – 1% (7).
- Requests for the cycle route to be even straighter, with specific locations that need to be straightened as they are currently a hazard– 0.46% (5).
- Suggestions for alternatives for the cycle route – 0.46% (5).
- Suggestions for control or restriction of electric scooters and e-bikes and their potential use of the proposed facilities – 0.46% (5).
- Concerns about the cycle lane inside parked vehicles as proposed due to potential conflict with pedestrians crossing into the cycle lane – 0.28% (3).

4.2 Proposal, delivery and focus

1235 comments were made regarding the proposal in general, the delivery, or the direction of the project. Within this are 18 sub-themes, summarised below, in descending order of popularity.

- Comments about the timeline of the construction of the project, specifically when to or not to build (build it soon; do not build in December/January) or to stagger construction to minimise disruption – 19% (201 comments).

- Requests to implement the design to the best standard or the highest quality – 14% (150).
- Negative feedback about the current or previous consultation, or the process in general, usually concerns that the consultation is insincere, skewed by interest groups or otherwise flawed – 7% (71).
- Concerns about the impact that the project delivery and construction, or the finished product, would have on businesses, including lost revenue and customers, especially following the previous disruption from the last wave of developments, and the loss of on-street parking proposed for West Lynn village – 6% (68). There is an expectation many businesses will leave the area.
- Concerns about general disruption in the community as a result of further construction, and for the length of time predicted – 5% (55).
- Requests to complete construction quickly to minimise disruption and start realising the benefits – 3% (37).
- Suggestions to negate the impact that construction will have on the businesses and community, including compensation, ongoing communication or phased delivery – 3% (31).
- Like that the proposal seems to cater to the needs of all users – 2% (25).
- Further questions about the project, or requests for more information – 2% (21).
- Suggestions for the surface or material to be used for the road, cycle or pedestrian improvements – 2% (17).
- Comments and suggestions about access or ease of use for elderly, disabled or otherwise mobility-challenged users – 1% (16).
- Other comments and suggestions about delivery and construction, such as ongoing communication and which companies to use (or not use) – 1% (15).
- Maintenance concerns or suggestions regarding the upkeep and cleanliness of the proposed facilities – 1% (11).
- Concerns about the ease of (or space for) putting out rubbish bins and potential challenges the design would cause for this – 1% (11).
- Positive comments about the consultation, such as recognition of where the feedback has fed into the new design and that the consultation is appreciated – 1% (9).

4.3 Traffic calming

Comments about traffic calming proposed for the route were made across 6 themes (694 comments total).

- Support for the proposed raised tables on side streets to improve pedestrian and cyclist safety, and slow traffic – 24% (265 comments).

- Support for the proposed 30km/h (or alternatively, 40km/h) speed limits in the project area, through the village, or around schools – 21% (233).
- Suggestions to slow the left turn towards the village at the Peel Street intersection, as concerned vehicles travel too fast here, especially for the new proposed improvements – 15% (160).
- Support for the traffic calming proposed for the intersection of Richmond Road and Surrey Crescent – 15% (163).
- Concerns about, or general dislike of, the proposed traffic calming along the route, due to congestion, inconvenience or vibration that is expected to result – 2% (18).
- Suggestions for additional raised tables at side streets at specific locations – 0.18% (2).

4.4 Pedestrian amenity

Submitters made 691 comments across 9 themes about pedestrian amenity on the route.

- Requests to improve the crossings, or provide pedestrian crossings, on all legs of the Peel Street roundabout to improve pedestrian amenity and safety and provide a safer alternative for less confident people on bikes – 18% (193 comments).
- Priority for people on bikes and pedestrians was an important concern, with submitters insistent that bikes be given right of way across side streets and that this be made clear to other road users– 18% (190).
- Suggestions for zebra crossings to be painted across all raised tables, specifically across the proposed raised tables at side street entrances, to increase pedestrian safety and clarify priority – 17% (188).
- Support for the proposed pedestrian crossing improvements on the route – 5% (57).
- Support for other proposed pedestrian improvements, particularly regarding the project's attention to and accommodation for active modes – 2% (20).
- Opposition to the proposed pedestrian crossing location(s) or design, with concerns about pedestrian safety, visibility, congestion or traffic speed – 2% (17).
- Suggestions for new pedestrian crossings in other locations for pedestrian safety and access, often to create a straighter walking route that better follows demand – 1% (14).
- Suggestions for additional footpath and 'people space' along the route to improve pedestrian safety and amenity – 1% (10).
- Suggestions for improvements to existing footpaths along the route, in specific locations – 0.18% (2).

4.5 Bus stops and shelters

464 comments were made about bus stops and bus shelters on the route, across 23 themes.

- Prefer westbound bus stop Option 5 (outside Child, Youth and Family) – 7% (78 comments).
- Oppose the inline bus stop designs proposed to the route because of the expected congestion, visibility or dangerous overtaking manoeuvres – 6% (70).
- Support for AT-preferred bus stop locations, both westbound and citybound – 6% (67).
- Support for the inline bus stops and the straighter cycle route they facilitate or general user-friendly nature of the design – 4% (41).
- Prefer bus stop locations be closer to the village centre, as expect this will be where people wish to travel the most often – 3% (30).
- Prefer westbound bus stop Option 3 (AT-preferred location, outside Gypsy Tea Rooms) – 2% (23).
- Other suggestions for bus improvements, including fare and route comments, electric buses and driver behaviour comments – 2% (20).
- Prefer westbound bus stop Option 1 (opposite Frances Street entrance, original location) – 2% (18).
- Prefer citybound bus stop at AT-proposed location outside Baby on the Move – 2% (18).
- Prefer citybound bus stop return to its original location – 1% (14).
- Suggestions for bus shelter designs, specifically that they be wind and rain proof and comfortable or transparent so as not to obscure shop fronts – 1% (14).
- Concerns about bus stops being located across the road from each other, as AT preferred locations are, due to expected congestion and ease of emergency vehicle access – 1% (13).
- Suggestions for alternative bus stop locations – 1% (12).
- Suggestions or concerns for other bus stop locations – 1% (6).
- Prefer westbound bus stop **not** be Option 5 (outside Child, Youth and Family) – 1% (10).
- Prefer citybound bus stop in current location (do not move) – 1% (10).
- Prefer westbound bus stop Option 2 (outside Malt) – 1% (6).
- Prefer bus stops outside of village centres to reduce congestion and fumes and create a more pleasant village – 1% (6).
- Prefer westbound bus stop Option 4 (current location, do not move) – 0.46% - (5).
- Dislike AT-preferred locations for bus stops – 0.18% (2).
- Prefer westbound bus stop **not** be Option 3 (AT-preferred location) – 0.18% (2).
- Prefer citybound bus stop be closer to Peel Street – 0.18% (2).
- Prefer citybound bus stop **not** be AT-preferred location – 0.18% (2).
- Prefer westbound bus stop **not** be Option 4 (current location) – 0.09% (1).

4.6 Planting and landscaping

333 comments were made about planting and landscaping, split into 4 sub-themes.

- Support for the planting and landscaping proposed across the route, expecting it will make the route more beautiful, enjoyable, safe or otherwise more pleasant for users – 25% (271 comments). This was the second-most common theme for Route 2.
- Suggestions about types of planting along the route (including more nikau, fewer nikau, more exotic trees, more NZ native trees, or colourful planting), or requests for more trees/planting in general – 3% (36).
- Support for retention of all existing trees and dislike of proposed removal of existing – 1% (15).
- Opposition to or concerns about proposed planting and landscaping, usually due to expected visibility concerns or loss of car parks in favour of planting – 1% (11).

4.7 Other features

226 comments were made about other features proposed, across 5 sub-themes.

- Support of proposed West Lynn village improvements, specifically pedestrian, cyclist and general improved safety and atmosphere – 15% (162 comments).
- Like how the drainage and flooding issues are being addressed and hope that more will not arise from the new developments – 4% (41)
- Would like to see proposal features, particularly village upgrade and facilities for pedestrians and people on bikes, to be rolled out to other areas in Auckland – 1% (14).
- Dislike of or specific suggestions for West Lynn village upgrade – 1% (7).
- Other issues raised about drainage and flooding, stressing how important successful drainage is and specifying locations drainage is required – 0.18% (2).

4.8 Parking

Submitters made 196 comments in total about parking, in 8 themes.

- Requests for more on-street parking or to return parking removed in last round of developments – 6% (69 comments).
- Concerns raised about the proposed removal of on-street parking in general or in specific locations along the route, with requests to retain or replace removed parks – 4% (45).
- Suggestions for restricted parking, either time-limited to improve turnover, drop-off zones, or loading zones, for specific locations – 2% (22).
- Support for the reduced car parks proposed on the route to facilitate the improvements or create a more people-focussed village environment – 2% (20).
- Concerns regarding angle parking, particularly visibility concerns regarding the proposed new cycling facilities – 1% (12).

- Concerns about vehicles parking in cycle lanes, and suggestions of how to prevent this (bollards, separators, enforcement) – 1% (11).
- Other parking suggestions, particularly around improving safety, accessibility or efficiency of existing car parks – 1% (10).
- Like provision for parking in proposal, specifically the angle parking at the Buddhist centre – 1% (7).

4.9 Roads and road users

109 comments were grouped into 11 themes regarding roads and road users.

- Suggestions for road marking or signage, often to clarify priority or alert users to the presence of the cycleway to improve safety for all road users – 3% (33 comments).
- Concerns about, or opposition to, proposed road narrowing, or suggestions for alternatives to this – 2% (20).
- Suggestions for other repairs or improvements along the route, in specific locations – 1% (11).
- Recommendations that side road entrances be narrowed to reduce car speed and minimise pedestrian and cyclist exposure to other vehicles when negotiating these intersections – 1% (10).
- Concerns about traffic speed in certain locations, particularly concerning the proposed new facilities – 1% (6).
- Suggestions for changes to traffic flow, including making specific streets one way or preventing through traffic – 1% (6).
- Concern about traffic turning into and out of side streets, regarding visibility being limited by the cycleway – 1% (6).
- Opposition to the proposed removal of the painted median strip, usually with concerns for difficulty of vehicle right-turn movements and expected resulting congestion – 0.46% (5).
- Support for the proposed removal of the painted median strip to make space for the other improvements – 0.46% (5).
- Other suggestions for the road in general, including road height and the need for the medical centre to have an ambulance ramp – 0.28% (3).
- Other suggestions for the road layout, including the Countdown supermarket exit and visibility issues – 0.28% (3).

4.10 Intersections

93 comments were made about intersections along the route. These have been split into 5 sub-themes.

- Suggestions for improvements to traffic movements and safety of all users at the intersection of Surrey Crescent and Richmond Road – 3% (29 comments).
- Dislike the improvements proposed for the Peel Street roundabout, with requests for a re-think of this design – 2% (26).
- Support for the proposed changes to the Peel Street intersection – 2% (18).
- Improvements suggested for other specific intersections to improve safety or ease of movement – 1% (11).
- Other improvement suggestions for the Peel Street intersection – 1% (9).

4.11 Visibility

14 comments raised concerns about visibility, split into the following two themes:

- concerns about visibility issues due to parked vehicles at side streets, near bus stops or in general – 1% (7 comments)
- other visibility issues with the proposal at specific locations – 1% (7).

We have summarised and responded to all feedback received in our suggestions table at the back of this report.

5.0 Route 2 feedback – businesses and residents

Of the 1084 total submissions received, 109 own or run a business in or near the project area, and 664 live in or own property in or near the project area.

The business and resident feedback was included in the overall feedback, as well as separately listed to better understand the feedback of these demographics.

5.1 Respondents who own or run a business in or near the area

109 submitters identified themselves as owning or running a business in, or near, the project area. 27% (29 submitters) expressed dislike of the whole project; conversely, 25% (27 submitters) mentioned the opposite – that they liked everything. Nine submitters requested it be restored to the original state (before the first changes were made for this project).

Feedback in support

The top themes in support of the project included support for the proposed protected cycleway design (19%), the proposed planting and landscaping to beautify the area and make it a more pleasant environment (17%), and the proposed raised tables on side streets and resulting slower vehicle speeds, (and increased safety for pedestrians and people on bikes) these treatments would create (17%).

Other supportive themes were:

- support for the proposed 30km/h speed limit, or 40km/h, through the village to create a more pedestrian-friendly environment and to encourage drivers to stop and shop – 14% (15 comments)
- support for the improved safety afforded by the proposal, if implemented, in general – 11% (12)
- support for the straighter cycling route proposed, for an easier and safer biking journey – 7% (8).

Feedback in opposition

The top themes in opposition of the project, or raising concerns about the proposal, were concerns regarding the impact on businesses as a result of the construction or completed works (due to reduced on-street parking availability for customers) (16%), negative feedback about the current or previous consultation and concerns it is insincere or otherwise flawed (16%), insistence that the area needs more parking, not less, and requests to provide more or at least return the parking removed in the previous developments (16%).

Other concerns about the proposal included:

- concerns about disruption due to construction and the predicted timeline being too long for their businesses to either recover from or survive through, particularly following the

previous construction in the area (14%). Suggestions to alleviate this included compensation, rates relief or similar

- concerns about the proposed removal of on-street parking, particularly in the village, with requests to retain or replace as they felt they would lose customers if people could not drive and park conveniently enough – 9% (10)
- dislike of the inline bus stop design, expecting congestion and dangerous passing manoeuvres causing the village to be a less desirable location to visit – 8% (9).

Suggestions for proposal improvements

There were several suggestions for improvements to the proposal, including:

- requests to improve or provide pedestrian crossings on all legs of the Peel Street roundabout to improve pedestrian amenity and safety and a safer alternative for less confident people on bikes – 18% (193 comments)
- prefer westbound bus stop Option 5 (outside Child, Youth and Family) – 16% (17)
- requests to ensure bikes have clear right of way across side streets to prevent confusion and conflict between cycle and vehicle movements – 12% (13)
- requests for improved right-turn options for people on bikes, regarding protection from vehicles particularly into and out of side streets – 10% (11)
- suggestions for zebra crossings on raised tables across side streets to clarify pedestrian priority in these locations – 10% (11).

5.2 Respondents who live or own property in or near the project area

664 submitters identified themselves as living or owning a property in or near the project area. 26% of these (172 submitters) voiced their support for all proposed, and 15% (100 submitters) felt otherwise, stating dislike of the whole project, requesting it not be continued and left as it is. 22 submitters requested it be restored to the original state (before the first changes were made for this project).

Feedback in support

The top themes in support of the project included support for the proposed protected cycleway design (29%), for the proposed planting and landscaping, expecting a more pleasant environment as a result (21%), and for the proposed raised tables on side streets and resulting slower vehicle speeds (and increased safety for pedestrians and people on bikes) these treatments would create (20%).

Other supportive themes were:

- expectation that the proposal, if implemented, would increase or improve safety in the area in general – 18% (119 comments)

- support for the proposed 30km/h speed limit, or 40km/h, particularly through the shopping area and around schools – 16% (103)
- like the proposed upgrade improvements for West Lynn Village – 11% (74).

Feedback in opposition

The top themes in opposition of or raising concerns about the proposal included insistence that the area needs more parking, not less, and requests to provide more or at least return the parking removed in the previous developments (8%).

Other concerns about the proposal included:

- opposition to the proposed inline bus stop design, expecting traffic congestion and dangerous overtaking manoeuvres as a result – 8% (55 comments)
- negative feedback about the current or previous consultation and concerns it is insincere or otherwise flawed – 8% (54)
- concerns regarding the impact on businesses as a result of the construction or completed works (due to reduced on-street parking availability for customers) – 8% (52)
- concerns about disruption to businesses and community due to construction, and the predicted timeline being too long, particularly following the previous construction in the area – 6% (38). Suggestions to alleviate this included compensation, rates relief or similar.

Suggestions for proposal improvements

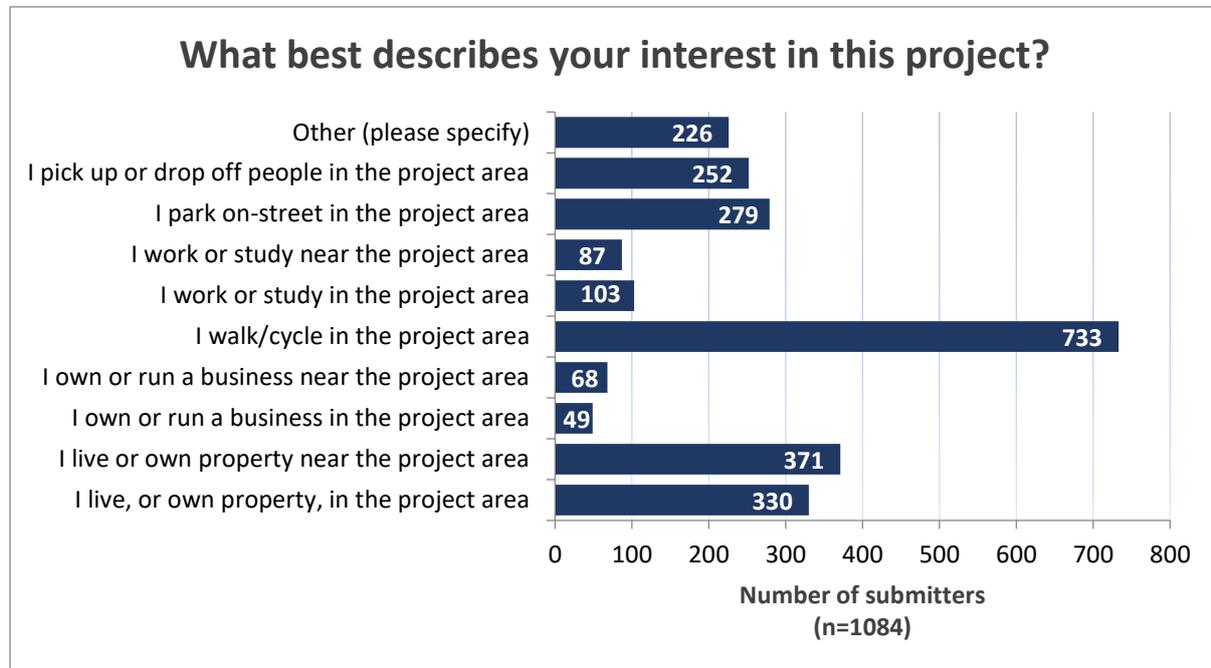
There were several suggestions for improvements to the proposal, including:

- requests to improve or provide pedestrian crossings on all legs of the Peel Street roundabout to improve pedestrian amenity and safety and provide a safer alternative for less confident people on bikes – 14% (95 comments)
- comments and suggestions regarding the predicted construction timeline and schedule, with requests to build soon, to not have construction underway in December/January busy periods or to stagger development to reduce disruption – 13% (87)
- requests to ensure bikes have clear right of way across side streets to prevent confusion and conflict between cycle and vehicle movements – 13% (87)
- suggestions for zebra crossings on raised tables across side streets to clarify pedestrian priority in these locations – 13% (84)
- suggestions for sloped or bike-friendly kerbs in bike lanes to improve access for people on bikes to and from the cycling facility – 13% (83).

6.0 About the submitters

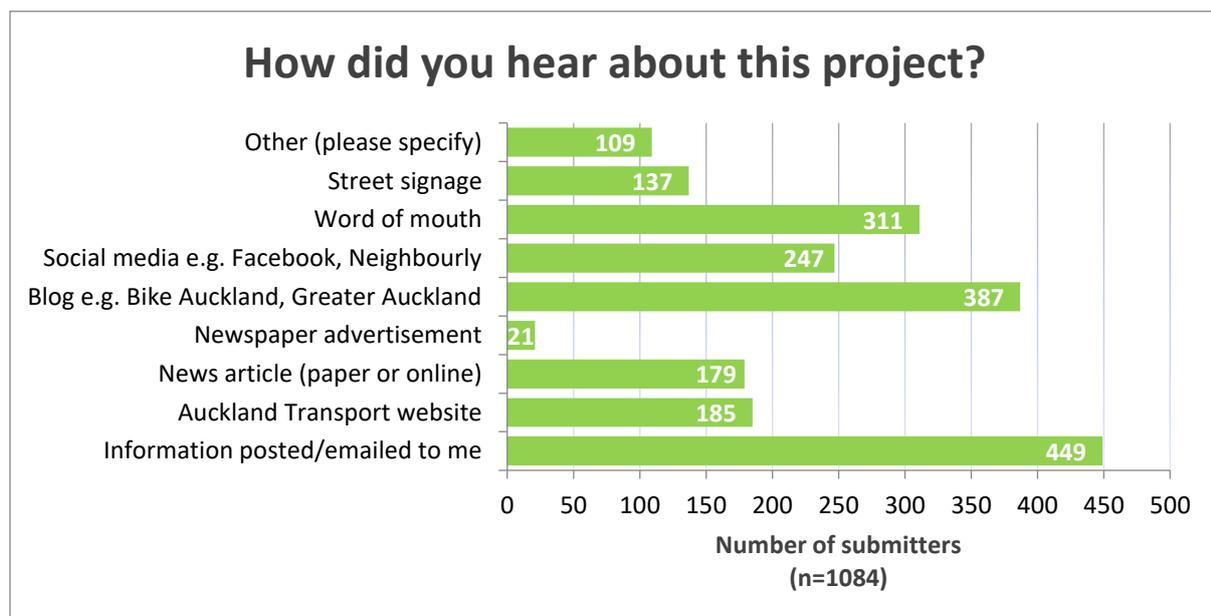
We asked people how they currently use the area. Most people who provided feedback walk or cycle in the area or live/own property in or near the area.

117 respondents marked that they own or run a business in (68) or near (49) the project area.



Please note: submitters could select more than one interest category for this project.

The largest proportion of submitters (449 people) said they heard about this project directly via information that was posted or emailed to them. The Bike Auckland blog was also of significant influence for respondents, followed by word of mouth and social media channels.



Please note: submitters could select one or more options that applied to them.

7.0 Local Board feedback

23/04//2019 Waitematā Local Board feedback: Waitematā Safe Routes

The following Local Board feedback has been prepared by the transport portfolio holders on behalf of the board.

General feedback

As outlined in the Local Board Plan 2017, the Waitematā Local Board supports the objectives of a transport network that is integrated and gives people options for moving about with accessible, sustainable and reliable public transport; and, safe, pleasant walking and cycling routes. Our pedestrian-friendly streets are great public spaces. We support the key initiatives of delivering the Auckland Cycle Network, a fit-for-purpose, safe and connected pedestrian network, slow traffic zones and the integration of placemaking in all transport projects.

The Board supports Auckland Transport's proposed improvements in Grey Lynn and Westmere including creating protected cycleways, new pedestrian crossings, bus stop improvements, raised speed tables at intersections to promote safety, and increasing the numbers of street trees and improved landscaping. We would like AT to bring a best practice standard and approach to the design stage, and to ensure that the Waitematā Safe Routes projects (Routes 1 and 2) add to the neighbourhood amenity values, deliver healthy streets, and create an attractive streetscape.

We are concerned that the projects have taken a significant time to deliver since funding was first made available in 2016 and that AT is now revisiting work that should have been completed properly the first time around. Auckland Transport has already acknowledged that the original work did not meet community expectations. Successful delivery of the projects is an opportunity for AT to restore community trust and confidence. We would like to see an end result the whole community feels proud about.

We note the significant amount of feedback and the strong support for the proposed changes with a substantial majority of respondents supporting the need for safe, separated cycleways and improved street design.

We note the community and business concerns about further disruption, project cost and safety (from both those who oppose and support the project).

We also note the need to urgently rectify the compliance issues with the pedestrian crossing outside Big Sur and storm water issues in the West Lynn Village.

Specific feedback

Route 1 – Surrey Crescent, Old Mill Road and Garnet Road

The Local Board supports:

- the project objective to separate people on bikes from pedestrians and vehicles to create a safer and more enjoyable journey for all.
- the inclusion of raised tables across side streets (we note these are working extremely well for pedestrians on Ponsonby Road and Franklin Road).
- the inclusion of new trees, and improved landscaping.

The Local Board does not support the design of the partly constructed cycleway on the berm.

We request, as a matter of urgency, that AT progresses the installation of the pedestrian crossing on Surrey Crescent between Stanmore Street and Richmond Road serving Grey Lynn School walking bus.

We request that AT investigates options for traffic calming at the Richmond Road/Surrey Crescent intersection and implement improvements so that it provides safe crossing points for pedestrians and a safe right-hand turn for people on bikes. Any option needs to be progressed with input from Grey Lynn Business Association (GLBA).

The Local Board would like AT to work closely with residents to finalise the design particularly at the Mill Road intersection and Bullock Track intersection and requests AT to take a proactive approach to communicating changes to parking: for example, encouraging residents to park on road in allocated spaces rather than across driveways.

We note the reconstructed bus stops on Surrey Crescent (between Richmond Road and Great North Road) are no longer served by a bus route. We request that AT review the re-instatement of a Westmere-Grey Lynn shops route, via Surrey Crescent, as part of the review of the central network.

Route 2 – Richmond Road

We note that this project originated from the Richmond Road Safety Action Plan initiated by the Local Board in 2013, that identified several safety issues raised by the community, including the speed of traffic, illegal parking, and concerns for pedestrian safety particularly at the Warnock Street/Richmond Road and the Peel Street/Richmond Road intersections.

The Local Board supports:

- the project objectives to slow traffic, provide better pedestrian amenity, and enhance the environment for locals and visitors to the West Lynn Village.
- proposals to improve safety for all road users including lowering the speed limit through the Village
- cycleway separation and inclusion of raised tables across side streets.
- inclusion of new trees and improved landscaping.

The Local Board doesn't support shared paths as part of the design and wishes to see separation of pedestrians and people on bikes.

We request that AT investigate options for meeting project objectives with minimal disruption through the West Lynn village.

We note the concerns that have been raised about the accessibility of the pedestrian crossing outside Big Sur (non-compliant ramp) and the storm water issues in heavy rain. We request that these issues are addressed as a matter of urgency:

Bus stop locations

- The Local Board requests that any decision on re-locating the city bound or west bound bus stops are made on objective criteria including the overall operation of the network for customers and best practice spacing between bus stops. We note a slight preference in moving the westbound bus stop to outside Oranga Tamariki (Option 5) but also note opposition to removing car parks as required for Option 5

- The pros/cons of re-location should be canvassed with the GLBA and impacted businesses including the Grey Lynn Community Centre and Grey Lynn Farmers' Market with efforts made to reach a broad consensus on any relocation

Peel Street roundabout

- The Local Board supports further improvements to the pedestrian crossing points on the approach roads

Parking

- The Local Board notes the concerns raised in the feedback about the removal of parking
- The Local Board requests AT continues to improve parking management, enforcement and signage to encourage short-term parking for visitors and to discourage commuter parking

Next steps

The Local Board requests that:

- AT looks at options to open those parts of the Richmond Road cycleway that have already been completed
- AT puts in place a budget for a Development Response Package that is supported by the GLBA and that any construction is timed to minimise disruption
- AT continues to improve parking management and signage, and effectively communicates the parking impact of the proposed works by, for example, making it clear that there has not been a net loss of parking spaces in the West Lynn village as many have assumed
- AT delivers the project without further delay

7.1 Key stakeholder submissions

Below is a summary of feedback received by key stakeholder groups. The business association provided a separate written submission; all other stakeholders gave feedback through our public survey for this consultation.

Grey Lynn Business Association

- Acknowledges that AT has listened to the community in ceasing the initial Grey Lynn routes development and entered into a productive engagement process to revise solutions.
- Acknowledges that designs developed in the proposal represent a significant improvement on the discontinued 2017/2018 works but would welcome an opportunity to present its perspectives to the AT Board to resolve all issues identified and continue to work with AT to implement the full plan.
- Supports solutions that support all modes of transport: cars, bikes, public transport, walking and the myriad of electric-powered transport systems that now form part of inner-city transport solutions.
- However, the GLBA also seeks well-organised transportation systems that serve their local inner-city villages, enabling them to be destination precincts and to support a vibrant local economy and community.
- Supports AT in its vision to develop a network of cycleways across Auckland but believes the financial impact on affected businesses and the community must be an integral part of that vision.
- Would like more context to understand how the proposed cycleway fits in with or links to the overall central city cycleway network.
- Believes AT has improved its community-informed process for these designs but hold concerns the design process is insufficiently informed by evidence and/or data on local traffic and safety issues; wants the latter to be improved.
- Proposes that any disagreements between AT and the local community are highlighted in all papers presented to the AT board on this project.
- Acknowledges the role of the Community Liaison Group (CLG) to improve community input to the design process.
- However, the GLBA would like a greater opportunity to represent the business community and work more closely with AT to redevelop the designs, and to repair and build trust with the local business community.
- Would prefer no loss of parking on either Surrey Crescent or Richmond Road outside the designated shopping areas; would like more opportunity to mitigate any potential loss of parking directly with AT before final design is signed off.

- In particular, would like parking to be reinstated for Harvest Wholefoods and surrounding shops; requests AT investigate options for West Lynn.
- Would like it noted that they can live with the current positioning of the pedestrian crossings and cycleway.
- Does not support the route modifications going ahead unless the following issues are addressed.
 - Compensation to local businesses negatively affected by the first round of works in 2017; without this, local businesses will continue to lack trust in further proposed changes and may not be able to endure further disruption.
 - Direct compensation to businesses for this upcoming round of proposed construction, given this revision is due to flaws in AT's earlier designs.
 - Development response funds to support all local businesses throughout this second proposed round of construction; should be a direct proportion of the capital works funding.
 - AT and Auckland Council provide further relief to local businesses through reduced rental fees and/or rates.
 - AT maintains ongoing community input to the project design and planning functions after the public consultation period closes.
 - A phased approach to construction is adopted to minimise/manage disruption to local businesses.
 - The number of car parks gained or lost through the implementation of the final proposal; uncertainty about how many car parks may be removed is a major concern to the GLBA and its members.
 - If lost car parks cannot be reinstated elsewhere in proximity to local businesses, then alternative cycleway designs should be assessed.
 - A more uniform approach to parking restrictions around the village; make seven days a week and improve/increase enforcement.
 - Access to any research commissioned by AT to inform design decisions and how to minimise disruption,
 - Bus stops – GLBA does not hold a specific opinion about the proposed locations as it would like more data about bus users embarking/disembarking in the village to inform any decision.
 - However, GLBA's overall view is that bus stops would be better located outside of the immediate village to enable car parking to be retained.

- For Route 1, the GLBA specifically supports:
 - Black Box corner (the intersection of cycleways 1 and 2) – the designation of this corner as a shopping/business precinct. There are 20-plus retail/service businesses at the intersection and a further 10–12 businesses in very close or immediate proximity
 - increased number of pedestrian crossings
 - raised cycleways around the schools and most shopping precincts
 - raised tables for cyclists and pedestrians, but questions the need for these on every side road along this route.

- For Route 1, the GLBA has specific concerns about:
 - lack of detail around the intersection in terms of options; would like AT to share collision risk assessment information to determine the best option
 - the number of car parks available; would like existing levels to remain
 - ‘park and ride’ commuters parking both sides of Richmond Road from the West Lynn village to the intersection; consider restrictions to discourage this
 - the bus stops at the top of Richmond Road in both directions; prefer they be shifted away from the intersection and closer to West Lynn village.

- For Route 2, the GLBA specifically supports:
 - increased number of pedestrian crossings overall
 - increased planting.

- For Route 2, the GLBA has specific concerns about:
 - how long this will take; businesses prefer the shortest timeframe possible
 - access for wheelchairs needs to be restored at the Northern end crossing
 - the bus stop on the western side, outside Baby on the Move is still not supported by Baby on the Move
 - the bus stop on the eastern side of the road – prefer that this either stays where it currently is or is relocated to outside Oranga Tamariki (CYFs).

Bike Auckland

- Strongly supports the proposal and thinks it will create healthier, safer and more beautiful streets in this area.
- Made a number of suggestions they thought would improve or enhance the proposed Route 1 and Route 2 designs.
- Would like AT to implement the full final design sooner than the proposed timeframe.
- Route 1 design comments
 - Strongly support the proposed protected bike lanes, inline bus stops, raised tables on side streets, zebra crossings, urban design, added trees and plantings, and materials
 - Also support the flush median removal for space and safety reasons.
- Route 1 suggested design improvements
 - No centre lines in the final design except at intersections and zebra crossings, to signal by design that this is a slower speed environment.
 - Introduce 30kph zones at shopping villages and schools along the route.
 - Ensure zebra crossings are painted across the side streets.
 - Give bikes priority across the side roads and clarify this with relevant signage.
 - Provide easy entry and egress from the protected bike lane, particularly for those who wish to turn right into/out of a side street; suggest creating gaps as needed in both parking and the physical separators, with small side islands to prevent parked cars from blocking the right turn access gaps.
 - Examples for the above include Chester Ave, Warwick Ave, Sherwood Ave, Bullock Track, Gilbert Ave, Firth Road and Browning Street.
 - Reduce side street widths to ensure reduced speeds for turns and reduced exposure lengths for pedestrians and cyclists – particularly Bullock Track and Prime Road.
 - Insert a small island between the entrance/exit of the West View Road and Old Mill Road intersection to help further protect pedestrians and cyclists.
 - Use sloped 'mountable' kerbs to make cycleway even safer for users, particularly along narrower sections and sections between kerbs.
 - Install either traffic signals or a (single-lane) roundabout at the Surrey Crescent/Richmond Road intersection; strongly recommend raising the intersection onto a table to calm traffic with either option (similar to Delta Ave/Great North Road in New Lynn).

- Consider landscaping areas marked for parking prohibition in the proposed design to prevent illegal parking.
 - Extend raised sections of the cycleway across high-volume driveways on this route, creating a speed table effect and slow cars down for cyclists' safety, particularly at 35 and 39 Garnet Road, the church car park at 178 Surrey Crescent and 56 Surrey Crescent.
 - Square up the design angle or add a raised table zebra crossing onto the left-turn slip lane from Great North Road into Surrey Crescent to make it safer as it crosses the start of the new bike lane.
- Route 2 design comments
 - Strongly support the overall design to make the streets safer for all users, particularly the proposed protected bike lanes, raised table side road crossings, raised mid-block zebra crossings, urban design, added trees and plantings, and materials.
 - Also support the proposed inline bus stops along Richmond Road.
- Route 2 suggested design improvements
 - No centre lines in the final design except at intersections and zebra crossings, to signal by design that this is a slower speed environment.
 - Introduce 30kph zones at shopping villages and schools along the route.
 - Ensure zebra crossings are painted across the side streets.
 - Give bikes priority across the side roads and clarify this with relevant signage.
 - Install either traffic signals or a (single-lane) roundabout at the Surrey Crescent/Richmond Road intersection; strongly recommend raising the intersection onto a table to calm traffic with either option (similar to Delta Ave/Great North Road in New Lynn).
 - Use sloped 'mountable' kerbs to make cycleway even safer for users, particularly along narrower sections and sections between kerbs.
 - Consider landscaping areas marked for parking prohibition in the proposed design to prevent illegal parking.
 - Peel Street roundabout – consider a painted separation between pedestrians and people on bikes western and northern crossings (over Peel Street and Kingsley Road).
 - Peel Street roundabout – consider a crossing on the southern arm over Richmond Road to improve pedestrian and cyclist safety.

- Peel Street roundabout – widen refuge island crossing over the eastern Richmond Road arm to enable safe refuge for cyclists and access to the bike lane running south towards West Lynn Village coming from Kingsley Road.
- Peel Street roundabout – ideally would like to see raised crossings on the Richmond Road arms too.
- Consider changing the 522 Richmond Road refuge crossing into a zebra crossing.
- Consider building out the driveways of 499 and 522 Richmond Road and 499 Richmond Road, aligning the start of vehicle crossing ramps with the kerblines of the adjacent traffic side islands.
- Bend Warnock Street carriageway a bit further north to improve visibility of bike lane users to turning vehicles; saves potential need to remove a car park.
- Reduce side street widths to ensure reduced speeds for turns and reduced exposure lengths for pedestrians and cyclists – particularly Tutaneikai Street.
- Provide easy entry and egress from the protected bike lane, particularly for those who wish to turn right into/out of a side street; suggest creating gaps as needed in both parking and the physical separators, with small side islands to prevent parked cars from blocking the right turn access gaps, e.g. Sackville Street.
- Extend raised sections of the cycleway across high-volume driveways on this route, creating a speed table effect and slow cars down for cyclists' safety, particularly opposite 335 Richmond Road.
- Bus stop locations – support measures to reduce disturbance to retailers through effective construction and consultation management.

Other submissions received

Business Grey Lynn

- Supports the submissions of Chris de Latour, Gael Baldock and Karen Soich.
- Would like it noted that, at AT's community meeting held in September at RSC with over 80 residents and retailers in attendance, the majority wanted no further disruption to the West Lynn shops other than
 - the moving of the bus stop outside the liquor store to outside Oranga Tamariki
 - the re-installment of parking within the West Lynn shops
 - work required to make the West Lynn village accessible for disabled
 - storm water issues being addressed.
- Prefer the current cycleways be painted out and more room given to on-road cyclists; feel that the current lanes are dangerous to pedestrians, children, cyclists and motorists.
- Does not support separated cycle ways as they create a hazard to on-road cyclists, motorists, and to cycle lane riders having to negotiate with pedestrians, parking and exiting cars, and rubbish and recycling bins.
- Concerned about the effect roadworks have already had on the local retailers, some of whom have suffered reduced incomes and are just getting back on track.
- Wants AT to provide detailed cost analysis for any future improvement/design plans before any further work is undertaken in this area.
- Does not support the proposed reduction of parking spaces, which will further impact the local retail trade; several shops have already closed, and others are considering selling/moving out if these proposed plans go ahead.
- Does not support the proposed plantings as traffic calming measures at the start of the streets leading onto Richmond Road; says that a reduced speed limit is sufficient.
- Does support further serious and meaningful community consultation to be undertaken on this project.
- Does support cycle lanes added to the roadways, where suitable along Garnet Road and Surrey Crescent, provided it does not impact car parking spaces or impede the safety of pedestrians and road users and provided the cycle lanes are clearly marked.
- Felt the consultation should have included an explicit question asking the community whether they supported the implementation of this plan or not.

Design and construction suggestions and our responses

Below is a summary of all construction concerns, suggestions and design suggestion feedback provided by you. In the right-hand column, we have also provided responses to key questions and issues raised in your feedback.

Feedback	AT response
Waitemata Safe Routes Route 1 – Surrey Crescent to Garnet Road	
Parking	
<p>Concerns</p> <ol style="list-style-type: none"> 1. Parking is already at a premium and this will be further exacerbated 2. Will increase illegal parking (local residents) and bad drop-off decisions (near schools) 3. Bike lane on the passenger side of parked cars will be hazardous to passengers getting out of cars 4. Parking near schools is critical for parents who work <p>Suggestions</p> <ol style="list-style-type: none"> 5. Provide a safe area for couriers and delivery trucks to offload deliveries 6. Loss of parking will mean people have to walk in the dark to their homes – improve streetlights and CCTV cameras for safety 7. Move bus stops right up to top edge of existing driveways so that street parking is not lost 8. Allow people to use bus stops for dropping/collecting children from schools <p>Enforcement</p> <ol style="list-style-type: none"> 9. Please stop residents parking across the berms 10. Enforce time zones for car parks outside the Old Mill shops so residents do not steal valuable car parks from businesses 11. Little enforcement is currently in place to prevent people parking on yellow lines, more plants to reduce illegal parking opportunities 	<ol style="list-style-type: none"> 1. Some parking changes will occur as a result of increasing the functionality of the roads but the reduction will be applied only in situations where road safety would be compromised should the parking remain. 2. Illegal parking would be enforceable by AT parking wardens as it currently is. 3. This concern will be considered as part of the design changes. 4. Any changes to existing parking provision near schools will be communicated to the school principle to ensure that they fit with the school travel plan. 5. Provision for loading and unloading will be considered in the final design. 6. Any parking loss will be kept to a minimum and would not then require excessive additional walking distances. An assessment of the street lighting and improvements where required will also be part of the design changes. 7. Bus stop positions will be positioned to keep a natural balance between the space currently required and the space proposed 8. A private vehicle is not allowed to stop within a marked bus stop and there is no proposal to seek a change to that restriction for this project.

Feedback	AT response
	<ol style="list-style-type: none"> 9. The request will be passed the AT parking enforcement team for the area. 10. The request will be passed the AT parking enforcement team for the area. 11. The request will be passed the AT parking enforcement team for the area. Any design change would aim to remove areas where illegal parking may otherwise occur.
Pedestrian amenity	
<p>Support – people like that the design</p> <ol style="list-style-type: none"> 1. puts people (and active modes) first 2. encourages walking and cycling 3. will make it safer and easier for kindy/school/college kids to reach their schools/kindergartens 4. gives right of way to pedestrians (formal crossings); think zebra crossings should be on all raised tables 5. will help slow traffic (raised tables) 6. improves accessibility for people on foot 	<ol style="list-style-type: none"> 1. The project aims to provide more travel choice as well as connections to other facilities in the area. 2. The project aims to provide more travel choice as well as connections to other facilities in the area. 3. Providing a safer road system should help encourage more short distance active trips. 4. Additional zebra crossings would help to provide a safer road system by providing more controlled crossing locations. 5. Raised tables help to lower vehicle turning speeds which provides a safety benefit for motorists, pedestrians and people on bikes. 6. Providing a safer road system will help encourage more active modes of travel.
<p>Concerns about crossings</p> <ol style="list-style-type: none"> 1. Pedestrian volume too low to justify all the crossings 2. Crossings at the top of Wilton Street, Castle Street, Edwards Road, Warnock Street are not necessary 3. Traffic volume too high on Surrey Crescent for raised crossings; will cause congestion 4. Loss of off-street parking 5. Less privacy for homes located by crossings 6. Will hinder access out of side streets (if located too close) 7. Will cause congestion located in Old Mill Road village 	<ol style="list-style-type: none"> 1. The design promotes a continuous walking and cycling experience but the placement of controlled crossings will be reviewed as part of any design change. 2. The design promotes a continuous walking and cycling experience but the placement of controlled crossing will be reviewed as part of any design change. The design changes will consider the extent of raised crossings to be provided. 3. Additional zebra crossings on raised tables will help to provide a safer road system by providing more controlled crossing locations but the placement of them will be reviewed as part of any design change. Impact on congestion will be minimal.

Feedback	AT response
	<ol style="list-style-type: none"> 4. New pedestrian crossings help to provide a safer road system for all where pedestrians are not required to cross roads between parked vehicles. The placement of new crossings will be reviewed as part of any design change. 5. Users of pedestrian crossings generally face away from properties and focus on using them safely and observing approaching traffic. Infringement of privacy will be considered in the placement of any new crossings. 6. The placement of new crossings will be in accordance with design requirements to ensure that no existing turning or crossing movements are impeded. 7. The design promotes a continuous walking and cycling experience but the placement of controlled crossing would be reviewed as part of any design change.
<p>Crossing requests at other locations</p> <ol style="list-style-type: none"> 1. Garnet Road/Meola Road/William Deny Ave roundabout 2. On Garnet Road near Larchwood Ave 3. At the Surrey Crescent–Richmond Road intersection; put a roundabout with crossings on each arm; signalise with crossings 4. At the Bullock Track 5. By the last bus stop on Garnet Road from the city (105) 6. Across Selbourne Street 7. Outside Lollipops Grey Lynn (120 Surrey Crescent) 	<p>The project team undertook an extensive review of the locations of existing and potential pedestrian crossings and those shown on the consultation drawings are considered to address the current crossing needs. The final location of the pedestrian crossings will be considered as part of any design changes along with alternative crossing requests.</p>
<p>Suggestions to relocate/move crossings</p> <ol style="list-style-type: none"> 1. From opposite St. Columbia Church on Surrey Crescent to outside 54 Surrey Crescent for pedestrians coming from Browning Street who work in common area down lane 2. Crossing on Old Mill Road should be located at the Western Springs entrance – less disruptive to residents, is for events and moves crossing down from blindspot on corner 3. Crossing on Garnet Road is too close to the bend in the road, would be safer to move further down 4. Farther away Surrey Crescent/Richmond Rd intersection, otherwise it's too hard for cars coming from Grey Lynn to stop 	<p>The final location of the pedestrian crossings and relocation suggestions will be considered as part of any design change (see above).</p>

Feedback	AT response
<p>Visibility</p> <ol style="list-style-type: none"> 1. Ensure planting does not block view of cars/pedestrians; plant mature trees as growing trees will obscure visibility 2. Do not locate crossings too close to bus stops – buses block view of cars 3. Restrict parking near crossings – parked cars obstruct views (Surrey Crescent at top of Stanmore Road a problem) 	<p>The proposed planting and landscaping along with the location of bus stops and parking was prepared so that visibility was not compromised. Visibility splays will be reviewed as part of any design change.</p>
<p>Signalisation</p> <ol style="list-style-type: none"> 1. Signalise more of the crossings; crossings by schools – too much emphasis on bike and traffic flow 	<ol style="list-style-type: none"> 1. The zebra crossing prioritises pedestrians over traffic and allows pedestrians to cross with minimal delay. Signal crossings monitor approaching vehicles and advance or delay the red phase depending on approaching vehicle distance and speed. Pedestrians generally have a longer wait time to cross the road in comparison to zebra crossing. Zebra crossings are therefore considered to be the optimum crossing type where they have been proposed.
<p>Roads and road users</p>	
<p>Suggest further road narrowing</p> <ol style="list-style-type: none"> 1. Narrow wide side roads to slow turning traffic, e.g. Bullock Track, Prime Road, and West View Road/Old Mill Road 2. Narrow Garnet Road 3. Make traffic lanes as narrow as possible to achieve the desired 30km/h speed limit 	<ol style="list-style-type: none"> 1. The design does propose raised tables across some side roads and also the narrowing up of some wide intersections such as Bullock Track and West View Road. 2. The design proposes to use some of the existing road for the creation of the cycle lanes. The provision of cycle lanes will narrow roads such as Garnet Road because the parking would be located closer to the centre line than it currently is. 3. The design has been prepared to cater for all permitted vehicles on the road.
<p>Concerned about road narrowing</p> <ol style="list-style-type: none"> 1. Does not allow tolerance for car driver error; makes roads less safe 2. Cannot accommodate buses 3. Proposed planting will narrow lanes even further 4. There is no room for traffic to pass road cyclists 	<ol style="list-style-type: none"> 1. The design has been prepared to cater for all permitted vehicles on the road but the final design will review all road widths to ensure that restrictions are not created for buses. 2. The design has been prepared to cater for all permitted vehicles on the road.

Feedback	AT response
<ol style="list-style-type: none"> 5. There is no allowance for parked car doors opening 6. Will make exiting and turning from driveways/side roads less safe 7. Puts cars closer to pedestrians 	<ol style="list-style-type: none"> 3. The planting and landscaping has been proposed in areas where parking or stopping is not desired. The position of the planting and landscaping will be reviewed as part of any design change. 4. The width of the cycle lanes and traffic lanes have been designed to allow passing manoeuvres without the need to cross the centre. In most locations along the routes, the cycle lane is separated from the traffic by on-road parking or a physical separator. 5. The design proposed a 600mm to 800mm buffer zone for car doors opening on the side of the cycle lanes. 6. Drivers exiting from driveways or side roads will have good visibility of a person on a bike approaching along the kerbside cycle lane as they will be on the inside of the parking area. Direct sightlines between people on bikes and turning vehicles at driveways and side roads will be reviewed as part of any design changes. 7. Road narrowing would place traffic closer to the centre line and further away from the footpath and pedestrians.
<p>Median strip removal</p> <ol style="list-style-type: none"> 1. makes it less safe for turning cars 2. removes refuge for pedestrians 3. removes refuge for turning cyclists 	<ol style="list-style-type: none"> 1. Removing the median strip would remove the area where right turning traffic can wait but it would not make the manoeuvre less safe because the vehicles behind would be stationary. 2. The painted median strip provides an area for people to wait while crossing the road but it does not provide adequate protection, particularly in bright and low light condition. New pedestrian crossings are proposed in the design but the position and frequency of them will be reviewed in the locations where the median strip is removed. 3. The painted median strip provides an area for people on bikes to move into and wait while crossing the road but it does not provides adequate protection. Right turn bays would be retained in the design where turning traffic volumes requires that they are provided or the road width permits.
<p>Right turn bay (at Bullock Track)</p> <ol style="list-style-type: none"> 1. Retain; removing it will cause traffic delays 	<ol style="list-style-type: none"> 1. The proposals are intended to remove crossing conflicts and make the intersection clearer to understand. Right turn bays would be retained in the design where turning traffic volumes requires that they are provided or the road width permits. This review would apply to this intersection in any design change.

Feedback	AT response
<p>Raised table at Bullock Track</p> <ol style="list-style-type: none"> Will cause problems at the top of the Bullock Track for traffic coming up the hill 	<ol style="list-style-type: none"> The proposal includes a raised table at this intersection. Auckland Transport has recently completed extensive trials of speed table designs which included the ramp gradients. A raised table at this location would be reviewed as part of any design change to ensure that it would not cause problems for vehicles coming up the hill.
Public Transport	
<p>Bus stop arrangement concerns</p> <ol style="list-style-type: none"> Intruding bus stops directly opposite each other (i.e. 35 & 8 Garnet, 45 & 48 Old Mill, 63 & 176 Surrey Crescent) risk bringing traffic to a complete halt The bus stop opposite 63 Surrey Crescent may create congestion for vehicles turning right out of Bullock Track, which is a pinch point during busy periods The bus stop in front of Garnet dairy (89 Garnet Road) obscures the view of people wanting to make a right turn onto Garnet Road from Warwick Avenue Inline stops hold up traffic; there should be enough room to recess bus stops by sacrificing some berm space Congestion relating to inline stops will be hazardous around the school <p>Suggestions</p> <ol style="list-style-type: none"> Make the two bus stops near Meola Road offset (not opposite each other) Currently buses park there while waiting for service to start. If buses park on both sides, it will narrow the road and create poor visibility for exiting cars The current bus stop on Garnet Road by Dorset Street is used as a bus waiting stop and creates a visibility issue for cars turning out of Dorset Street. Please move this a few metres to allow clear visibility Bus stop outside Grey Lynn school is redundant and never used, and obscures visibility. Please remove and replace with drop-off parks 	<p>The proposals include changes to bus stop locations and the design of the bus bay. The proposal would be reviewed as part of any design change and would consider the feedback received.</p>

Feedback	AT response
Waitemata Safe Routes Route 2 – Richmond Road	
Parking	
In the village	
Concern about parking removal <ol style="list-style-type: none"> 1. Businesses will suffer if visitor, delivery and trade parking is removed 2. So people need to drive to the shops/surgery/other; where will they park? 3. Retain the two car parks outside Mamata 4. Disabled people will be unable to access the village 	<p>The proposal aims to balance the outcomes of providing greater choice for active travel alongside maintaining the viability and attractiveness of the village centres as shopping destinations. One of the outcomes is to maintain the current level of available parking.</p>
Create more car parking <ol style="list-style-type: none"> 1. More angle parking down side streets for shoppers 2. Close top of Warnock Street and extend angle parking from Harvest Wholefoods all the way through to the Buddhist centre to create up to 10 more parks 3. Do not remove car parking spaces on side streets 	<p>The proposal has endeavoured to maintain the amount of available car parking and where practicable increase available parking. The car parking would be reviewed as part of any design changes and would consider the feedback received.</p>
Encourage turnover/enforcement <ol style="list-style-type: none"> 1. Make some side-street parks short-term parking to encourage turnover 2. Parking outside shops only 20 mins 3. There is a lack of enforcement of parking restrictions to make them effective 4. There is no enforcement in weekends 5. Fines are too low to encourage compliance 6. Discourage commuter parking 	<p>The proposal did not include changes to parking restrictions. Auckland Transport is assessing this as a separate concern to determine the suitability of further parking time limit restrictions through West Lynn town centre to increase parking turnover and discourage all day parking that limits the available parking for visitors.</p>

Residential parking	
<ol style="list-style-type: none"> 1. Visitors will be unable to find a park 2. People without/with few off-street parks will suffer 	<p>The proposal has endeavoured to maintain the amount of available car parking and where practicable increase parking availability. The car parking would be reviewed as part of any design changes and would consider the feedback received.</p>
Angle parking	
<ol style="list-style-type: none"> 1. Is dangerous, requires reversing into single-lane carriageway, sometimes visibility is obscured by large cars 2. Should be reverse-in, as it's safer for everyone 3. Encourages cars to protrude into cycle lanes 	<p>The proposal included angle parking because it enables more car parking to be provided. It does require vehicles to drive in and reverse out and the visibility in the areas of the parking has been considered in the design.</p>
Support car parking removal/suggest further	
<ol style="list-style-type: none"> 1. Fewer parks, more social sidewalk spaces 2. More than enough parking retained 3. Add more spectated cycleways and less on-street parking 4. Don't add more parking under pressure. We need to get out of our cars and safely walking and cycling 5. Car parking generates driving 6. Puts pedestrians first, everyone is a pedestrian no matter your mode of travel <p>Suggest further parking removal</p> <ol style="list-style-type: none"> 7. Remove car parks where necessary to improve visibility for those on foot, on bikes and in cars, i.e. at intersections and near crossing 	<p>The proposal has endeavoured to balance the needs of the local businesses that require on-road parking for short-term passing trade with the project outcomes to provide more choice for active transport. Parking has only been removed in areas where it would encroach into visibility splays, such as intersections and pedestrian crossings. Parking would be reviewed as part of any design changes.</p>
Pedestrians and pedestrian amenities	
Peel Street intersection	
<ol style="list-style-type: none"> 1. Pedestrian crossings should be on all legs of the roundabout at the Peel Street intersection 2. Upgrade pedestrian refuges to full pedestrian crossings 	<p>The proposal provides a pedestrian crossing on the leg of the roundabout that has a footpath and cycle lane crossing. The crossing needs on the other legs will be reviewed as part of any design change to determine the need for either a pedestrian crossing or larger splitter islands.</p>
Zebras on all raised tables	
<ol style="list-style-type: none"> 1. Put pedestrian crossings on all raised tables to formalise the crossings and signal to drivers that pedestrians have right of way 	<p>The proposal provides a pedestrian crossing on each raised table that the footpath and cycle lane cross. Where zebra crossings are not proposed, this is because the raised table is sufficient to accommodate the crossing demand.</p>

More crossings suggested	
<ol style="list-style-type: none"> 1. At Sackville Street and Hope Street 2. More pedestrian crossings across Richmond Road 3. Outside 8088 at 334 Richmond Road 4. Between West Lynn and Countdown 5. Outside RAND café to help school kids crossing 6. Outside the Grey Lynn community centre 	<p>The project team undertook an extensive review of the location of existing and potential pedestrian crossings and those shown on the consultation drawings are considered to address the current crossing needs. The final location of the pedestrian crossings will be considered as part of any design change along with alternative crossing requests.</p>
Footpaths	
<ol style="list-style-type: none"> 1. ALL footpaths need to be in straight lines of access (not like those in village from the last flawed design) 2. Existing sloped pavement outside 422–438 Richmond Road is awful – make pavement flat, with landscaping to create break in heights 	<ol style="list-style-type: none"> 1. The proposal provides crossing locations that are on the desired line of travel for pedestrians. The position of the off-line crossings would be reviewed as part of any design changes. 2. The footpath outside of 422 Richmond Road will be corrected to remove the steep gradient and reduce the stormwater runoff that collects in front of the shops.
Road and road users	
<p>Concerned about road narrowing</p> <ol style="list-style-type: none"> 1. Does not allow for tolerance for car driver error; makes roads less safe 2. Cannot accommodate buses 3. Proposed planting will narrow lanes even further 4. There is no room for traffic to pass road cyclists 5. There is no allowance for parked car doors opening 6. Will make exiting and turning from driveways/side roads less safe 7. Puts cars closer to pedestrians 	<ol style="list-style-type: none"> 1. The design has been prepared to cater for all permitted vehicles on the road. 2. The design has been prepared to cater for all permitted vehicles on the road but this will be reviewed as part of any design change. 3. The planting and landscaping has been proposed in areas where parking or stopping is not desired. The position of the planting and landscaping will be reviewed as part of any design change. 4. The width of the cycle lanes and traffic lanes have been designed to allow passing manoeuvres without the need to cross the centre. In most locations along the routes, the cycle lane is separated from the traffic by on-road parking or a physical separator. 5. The design provides a 600mm buffer zone for car doors opening on the side of the cycle lanes. 6. Drivers exiting from driveways or side roads will have good visibility of a person on a bike approaching along the kerbside cycle lane as they will be on the inside of the parking area. Inter-visibility between people on bikes and turning vehicles at driveways and side roads will be reviewed as part of any design changes.

	7. Narrowing would place traffic closer to the centre line and further away from the footpath and pedestrians.
<p>Bus stop arrangement concerns</p> <ol style="list-style-type: none"> 1. Buses opposite one another would prevent emergency services getting by plus create congestion and potentially dangerous overtaking by impatient motorists 2. Recess the bus stops to allow traffic to pass buses <p>Bus stop location suggestions</p> <ol style="list-style-type: none"> 3. Bus stops need to be spread out more efficiently 4. Ensure bus stops are well clear of side roads for visibility 5. Turn bus stops outside Grey Lynn and Westmere Primary into temporary 'drop off' zones instead of permanent underused bus stops 6. Move bus stop outside 386 Richmond Road to the front of the church at 400 Richmond Road to preserve parking 7. Reinstate original bus stop outside 440 Richmond Road 8. Bus stop near Richmond/Peel/Kingsley is far from seat and shelter, with visibility of bus obstructed by trees on the berm and parked cars <p>Bus shelter design suggestions</p> <ol style="list-style-type: none"> 9. Bus stop opposite Spark Arena blocks visibility down cycle path; will cause bike-on-bike crash. Suggest bike paths around bus stops are more gradual 10. Ensure bus stops are comfortable and rain/wind proof 11. Bus shelter corner of Peel Street needs to be improved 12. Shelter not needed on eastern side of road as passengers more often disembarking 13. Don't block visibility of or access to shop fronts with bus stops 14. Bus shelters could be transparent and void of advertising so as to allow visibility of the shop fronts behind 15. Need sizeable shelter at new city-bound stop – many passengers waiting 16. Commission a local to design a custom canopy for bus shelters <p>Other bus suggestions</p> <ol style="list-style-type: none"> 17. Use electric buses 18. Reduce fares (or don't let moving the stop add a stage) 19. Advocate for more frequent services to justify money spent on stops 20. Reinstate Williamson Avenue bus routes 21. Improve reliability and service of 105 bus 	<p>1 to 8</p> <p>The proposal includes changes to bus stop locations and the layout of the bus bay and those changes were intended to optimise the position and operation of bus services. The bus stop suggestions will be considered as part of any design change.</p> <p>9. The suggested improvement to cycle lanes that pass behind a bus shelter will be considered as part of any design change.</p> <p>10 to 21</p> <p>The feedback and design suggestion received is outside the scope of this project but it has been communicated to AT Metro services which operate and maintain the bus services, including bus shelter design and placement.</p> <p>In response to the Waitemata Local Board's request to review the re-instatement of a Westmere-Grey Lynn shops route, via Surrey Crescent, as part of the review of the central network, AT Metro has provided the following response: <i>The last bus service to operate on this route was removed in August 2011. There was not a call for a bus service on this route when we consulted Aucklanders on bus services in 2015 for the Central New Network changes, beyond a few unclear references to Surrey Cres. We are not aware of any demand that this would serve to justify channelling budget to provide it so therefore at this stage there is no reason for AT to consider reinstating this.</i></p>

West Lynn village upgrade

Suggestions

1. Get rid of sharp concrete edging on bluestone blocks in village, tyre puncture hazard
2. Retain or improve wheelchair/pram access
3. Make West Lynn village pedestrian only, with parking outside town
4. Make village a fully shared space with all modes (15km/h speed limit)
5. Suggest more seating and spaces for bars/cafes to utilise for outdoor seating
6. Increase footpath and shopfront terrace spaces (instead of on-street and angle parking)

1 to 6

The proposal has included improvements through the village to create a sense of place with green landscaping and more space for active travel. The proposal aimed to balance the needs of all users and the need to not discourage visitors and shoppers.

Earlier this year, Auckland Transport consulted on a proposed Speed Limits Bylaw 2019 which would see speed limits on Richmond Road and some surrounding roads reduced from 50km/h to 30km/h. The outcome of this consultation is expected in the next three months. The extent of the proposed speed limit changes in the area are shown below:

Castle Street	between Richmond Road and 65 m west of Richmond Road
Edwards Road	between Richmond Road and 15 m east of Richmond Road
Francis Street	between Richmond Road and 40 m west of Richmond Road
Hakanoa Street	between Richmond Road and 60 m east of Richmond Road
Richmond Road	between 45 m north of Warnock Street and 15 m north of Baildon Road
Tutanekai Street	between Richmond Road and 95 m east of Richmond Road
Warnock Street	between Richmond Road and 65 m west of Richmond Road
Wilton Street	between Richmond Road and 30 m west of Richmond Road

	The lower speed limit would create a slow speed environment which is consistent with the changes already made in the Village by the provision of raised pedestrian crossings and cycle lanes.
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Road and cycleway markings, signage	
On the cycleway	
Safety and right of way	
<ol style="list-style-type: none"> 1. Apply green paint/colour the cycleways at intersections to make them more visible to drivers 2. Green paint over raised tables with side streets to ensure cyclists have right of way 3. Apply green paint on cycleways to deter pedestrians from walking on them and cars parking on them 4. Colour the edges of cycle lanes and planter boxes to improve visibility 5. The cycle markings make no sense 6. Some means of alerting exiting bus passengers that they have to cross a bike lane 	<p>The proposed design has raised tables at each side road where the footpath and cycle lane cross it. It is not intended to colour the cycle lane green at these locations because the speed table serves to moderate vehicle turning speeds. Under the current Road User Rules, people on bikes using an off-road cycle lane do not have priority at side roads and green surfacing can create a priority confusion.</p> <p>Green surfacing would be used at locations where the cycle lane is on the road and where it crosses a driveway that has a higher use than a single residential property or intersection. People using on-road cycle lanes do have priority over side road and turning vehicles.</p>
Route signage	
<ol style="list-style-type: none"> 7. Improve route signage 	
To slow/warn drivers	
<ol style="list-style-type: none"> 1. Signage to slow traffic down at major intersections 2. Signage/stop triangles to indicate to drivers where they need to give way to bikes/pedestrians 3. Fluorescent road markings to mark cycle lanes for cars at night 4. Road markings to warn drivers they are approaching raised tables/crossings 5. Add signs warning those in cars to 'look behind them for cyclists' 6. Put a 'Slow Down' sign at the beginning and end of the West Lynn village 	<p>The proposal shows the general configuration of the road and footways and a general road marking scheme. Traffic signs were not shown on the drawings because they add sign clutter and would detract the proposal being presented.</p> <p>The design of the road marking and traffic signs would be undertaken as part of the design process and the suggestions received will be considered as part of that process.</p>
Road markings – general	
<ol style="list-style-type: none"> 1. Remove, or at least justify all the white/green/yellow lines in the design 2. There are also so many road markings – it is a confusing, visual bombardment. Drivers will dismiss (or miss) 	<p>The proposal shows the general configuration of the road markings required for the design. When viewed on a plan, road markings can appear excessive because they are viewed all at once, unlike on the road when only those within a persons view are</p>

<p>3. Don't use black asphalt and ugly road painting</p>	<p>observed. The design would be developed to remove the need for road markings where possible, such as landscaping to prevent parking or stopping as opposed to broken yellow lines.</p>
<p>Cycleway and cycling amenity</p>	
<p>Cycleway type/amenity</p> <ol style="list-style-type: none"> 1. Protected, raised cycleways with dedicated lanes on each side of the road, as proposed 2. Build a two-way, barricaded cycleway down the middle of the street instead 3. Build one cycleway on one side of the road only 4. If compromise is required, build protected/separated cycleway on the uphill section of this route only 5. Paint the cycleway green to clearly distinguish it from the road, make them consistent across the region, and discourage motorists from parking on it 6. Install bike/scooter parking at shops, parks and other areas of interest along route 7. Create shared paths using the berms or widening existing footpaths, rather than create separated cycleways 8. Prefer cyclists remain on-road only, i.e. no dedicated cycleways 9. Straighten the cycling route outside Harvest Wholefoods 10. Align cycle lane outside 413 to 401 Richmond Road to footpath side of the trees, improving alignment and increasing available car parking by 3–4 spaces 11. Deviation from straight cycle route at Countdown entrance is dangerous as at bottom of hill where cycle speeds will be fast: straighten this section 12. Use planters as separators as often as possible 13. Stop barrier between road and cycleway need to be continuous and bigger to prevent SUVs bouncing over them 14. Should be a wider gap between parked vehicles and cycle lane to reduce dooring risk 15. Make road/cycleway separators slimmer but taller 16. Dislike separators: paddles, orange 'sticks', low ineffective separators 	<p>The proposal endeavoured to balance the needs all road users and those of the community and local businesses and provide facilities that could be used by all ages and abilities. The feedback and suggestions received relating to the type of facility and location helped to highlight aspects where people felt that further value could be added or had particular concerns with what was proposed. All the feedback will be considered as part of any design change.</p>
<p>Cycleway route and connectivity</p>	

<ol style="list-style-type: none"> 1. Roll out this proposed cycleway design all the way across Auckland/use as the example to follow region wide 2. Extend route further down Garnett Road and on through the Westmere shops 3. Extend it all the way along Surrey Crescent 4. Extend all the way to Cox's Bay <p>Extend to Great North Road and West End Road</p> <ol style="list-style-type: none"> 5. Extend along and connect to Meola Road 6. Extend through Grey Lynn shops; possibly continue to Great North Road and Karangahape Road 7. Extend down West End Road and link to Jervois Road 8. Connect to the Northwestern cycleway, perhaps via St Lukes Road exit up through Western Springs; link to Zoo, Western Springs School, and parks as destinations for children/families 9. Extend all the way into the city; connect to inner city cycle paths; connect to Ponsonby Road 10. Improve right turn options from the protected bike lanes into the side roads 11. Detour the West Lynn village and Old Mill Road to minimise disruption to shopping areas/businesses <p>Extend towards the city</p> <ol style="list-style-type: none"> 12. Extend all the way along Richmond Road; link up to cycle facilities on Ponsonby Road/Karangahape Road 13. Connect to the path down Franklin Road 	<p>The proposal only covers the two routes presented and they are part of the wider Auckland cycle network. There are other projects that propose walking and cycle routes elsewhere in Auckland and the CBD and this link goes to the current Auckland Transport Cycle & Walking maps where information on upcoming routes and upgrades is available.</p>
<p>Cycleway safety</p> <ol style="list-style-type: none"> 1. Use sloped kerbs on the inside of the cycleway instead of vertical car kerbs 2. Widen cycleway lanes to enable safe passing 3. Install clear signage to show cyclists have the right of way when crossing side streets 4. Clearly mark cycleway at every section so pedestrians don't wander onto the path 5. Fluorescent road markings to mark cycle lanes for cars at night 6. Reposition cycleways away from the inside of parked cars to avoid car passenger doors opening out in front of cyclists and conflicts with car movements into and out of driveways, side roads and car parks 	<p>The proposal presented the preferred outcome for providing walking and cycling facilities that complimented the existing community and provided connectivity both along the routes and to the wider active mode networks. The feedback and suggestions received highlight aspects of the design where respondents considered that further value could be added or had particular concerns with what was proposed. All the feedback received will be considered as part of any design change.</p>

<ol style="list-style-type: none"> 7. Keep parked cars well back from driveways to maintain visibility for cyclists and motorists 8. Create/enforce rules and/or speed limits for e-bike/e-scooter operators using the cycleway 9. Create/enforce cycleway speed limits to apply to all users 10. Fine motorists and passengers if they open a car door and cause an accident with a cyclist, and educate people about this fine 	
Speed calming	
<p>Concerns about raised tables</p> <ol style="list-style-type: none"> 1. Not necessary; don't calm traffic/not effective 2. They're dangerous and costly 3. The geology of this area is volcanic and susceptible to vibration – vehicles striking the raised tables, especially buses and trucks may cause serious damaging problems to buildings 4. Will generate noise from buses travelling over them 	<p>The proposal includes a raised table at intersections where the footpath and cycle lane cross them. Auckland Transport has recently undertaken extensive trials of speed table designs which included the length of ramp to test effectiveness, comfort and impact. The design of raised tables would be reviewed against the recent trials as part of any design change.</p>
<p>Speed table suggestions</p> <ol style="list-style-type: none"> 1. Speed tables on side streets need to be lower (like Ponsonby Road) not high like Surrey/Selbourne (extremely bad) 	<p>The raised table design will consider the height and length of the ramp because this is the aspect of the design that impacts on the effectiveness and ride comfort for vehicle occupants.</p>
<p>More speed calming</p> <ol style="list-style-type: none"> 1. Add speed humps on Garnet Road, Old Mill Road and Richmond Road – cars speed on these roads 2. Calm Surrey Crescent/Richmond Road intersection with raised platform(s) 	<p>The focus of the proposal is to provide facilities that create more travel choice for active modes. The raised tables on the side roads are to make the area safer for people walking and on bikes while providing a continuous route along the roads. No traffic calming is proposed on the main routes but the requests have been provided to the AT Road Safety Team.</p>
Timing and implementation	
<ol style="list-style-type: none"> 1. This project has been delayed long enough; implement as soon as possible; we urgently need healthy and safe streets 2. Streamline construction – minimise the time it takes; stage/phase works to minimise disruption 3. Further disruption of some 9–12 months planned for West Lynn could be a nail in the coffin for local West Lynn businesses 4. Avoid working in retail areas over the Xmas period 5. Proposed timeframe for construction is too long 6. Roll out all over Auckland 	<p>Auckland Transport recognises that from earlier community engagements it was clear that the residents and businesses did not feel that they had been heard or given sufficient opportunity to participate in the process. This time around we wanted to ensure that the feedback we sought and received was fully considered and that the review and discussion process was robust before this Feedback Report was published.</p> <p>The timeline of 12 to 18 months for the construction was for the overall duration and it was expected that work outside individual properties would take no longer than two weeks. The construction programme and duration would be reviewed as part of any</p>

	design change and the staging and timing of any works would be discussed with residents and businesses as part of the planning stages.
Planting	
Retain existing trees <ol style="list-style-type: none"> 1. Ensure existing trees are kept 2. Retaining existing Pōhutukawa tree(s) is very much appreciated 	<p>1 to 2</p> <p>No trees will be removed as part of the proposed design and the review of the design will ensure that the design works with existing trees.</p>
Safety/other concerns <ol style="list-style-type: none"> 3. Leaves falling from trees will further contribute to blocked drainage in this space 4. For safety, do not plant trees or bushes that will block clear views 5. Plantings could bring the curb out further, making the road narrower 6. Don't plant trees that will shade properties 7. Gardens on corners don't make sense for pedestrians – dangerous, i.e. Hakanoa Street 	<p>3 to 7</p> <p>The proposal included planting and landscaping to soften the paved surfacing and to create green spaces. The type of planting and the position will be reviewed as part of any design change to ensure that it complements the area and does not introduce a nuisance to other around.</p>
Cost concerns <ol style="list-style-type: none"> 1. Plant in moderation – don't create more work for AT/council maintenance and costs to ratepayers; planting looks expensive and unnecessary 	<p>The proposed planting and landscaping would be low height, low maintenance specimens that would require minimal maintenance. The type of planting will be considered as part of any design change.</p>
Suggested planting <ol style="list-style-type: none"> 1. Plant new, mature trees 2. More native/bee-friendly planting/indigenous species/trees/flax/pōhutukawa 3. Plant fruit trees, as opposed to very slow growing natives 4. Plant exotic natives, which reflect our heritage and provide better shade than natives (natives tend to be dense rather than spreading) 5. Angle planter boxes to make parking in adjacent car parks easier or remove (re Huckleberry/Harvest Wholefoods) 	<p>The proposal includes planting and landscaping but a planting register has not been compiled at this stage. The feedback and suggestions received will be considered when a planting schedule is developed.</p>
Stormwater/ drainage	
<ol style="list-style-type: none"> 1. Pleasd stormwater/ponding/drainage issues are being addressed; Please make this a priority 	

<ol style="list-style-type: none"> 2. Will new ramps and other features cause flooding/drainage issues 3. Please fix drain/gutter on Surrey Crescent by Lollipops 4. Flooding issues at 23 Old Mill Road and nearby 	<p>The proposal did not provide any specific detail of the likely stormwater provision but it will be part of the design. This will include improving areas of ponding that were not addressed during the previous construction.</p> <p>In the next few months, there are some issues in West Lynn Village that will be addressed regardless of the consultation design outcome. We are currently working with the Grey Lynn Business Association and other stakeholders on the design solutions.</p> <p>One of the first areas to be addressed will be the footpath leading to the zebra crossing outside 428 Richmond Road to make it fully accessible for all users. We will also improve the footpath to the south-east of the crossing leading to Hakanoa Street to address the slope alongside the parking bays. In addition, these works will also address the issues with the drainage for the stormwater runoff from the footpath. This work will progress when the design and construction timeframes are agreed. AT is also mindful to avoid the busy November-December trading period. We will notify those directly affected by these works in due course.</p>
<p>Community outcomes</p>	
<p>Project will have negative affect</p> <ol style="list-style-type: none"> 1. Project is waste of money; not justifiable considering low number of cyclists 2. Most people in the area drive, so is unnecessary 3. Will unnecessarily cause congestion 4. People don't want to cycle 5. There are more important things for council to spend money on (i.e. health, education) 6. Has economic implications for businesses and as a result of congestion 7. Design prioritises buses, pedestrians and cyclists 8. More car focus is needed 	<p>1 to 8</p> <p>The feedback received from the re-engagement has indicated that there is considerable support for more active travel choices. While the proposal has a walking and cycling focus, it aims to balance the needs of all transport modes and the feedback and suggestions received will be considered as part of any design review.</p> <p>Auckland is growing and changing. Our roads are becoming increasingly congested and, in many areas, building and widening roads is no longer a feasible or cost-effective option. To keep Auckland moving, we need to give people more transport choices, which means using the space we have available carefully.</p> <p>Transport modes such as walking, cycling and public transport can move more people within the same space as a traffic lane and are often more cost effective to construct and maintain. If we can make these modes of transport efficient, safe and appealing, then we are giving people a viable alternative to the car, and over time we can increase the number of people walking, cycling and using public transport. This will help manage congestion on our roads and could create streets that are more attractive and inviting for residents, businesses, shoppers and other users.</p>
<p>Project will have positive outcomes</p> <ol style="list-style-type: none"> 1. Will create a more pleasant, community environment 2. It will make the streets safer and nicer for everyone 	<p>1 to 8</p> <p>Auckland Transport welcomes that the wider benefits of the proposal have been recognised.</p>

<ol style="list-style-type: none"> 3. Encourages active transport modes, supporting low-impact residential developments 4. Will make it easier and more pleasant to walk and cycle in the area 5. Landscaping will make the area more pleasant, offset carbon emissions and concrete runoff, supports biodiversity 6. Slowing traffic in the village will make the village more attractive to spend time in and encourage more money to be spent 7. Encourages people to walk to the shops 8. Improves access for differently-abled people 	
Other amenities	
<ol style="list-style-type: none"> 1. Improve street lighting 2. Install CCTV 3. Provide water fountains 4. Seating (in shade) 5. Improve the street lighting 6. Please fix uneven/broken/sloped footpaths 7. Repair broken concrete garden borders 8. Install seating in the village 9. More rubbish bins 	<p>The feedback and suggestions for areas outside of the project focus will be considered as part of any design review to determine what could be accommodated.</p>
Questions you asked	
<ul style="list-style-type: none"> • On the intersections with Richmond Road, where will the 'stop' or 'give way' signs be positioned? 	<p>The proposal shows the general configuration of the road and footpaths and a general road marking scheme. Traffic signs were not shown on the drawings because they add sign clutter and would detract the proposal being presented. Stop and giveaway sign locations are specified in the National Design Standards for Road Markings (Manual of Traffic Signs and Markings (MOTSAM)).</p>
<ul style="list-style-type: none"> • Still doesn't appear to be enough parking outside Harvest Wholefoods and the bakery. Why can't it be angle parking? 	<p>The proposal has endeavoured to maintain the amount of available car parking and where practicable increase available parking. The car parking will be reviewed as part of any design changes and will consider the feedback received.</p>
<ul style="list-style-type: none"> • How many car parks will be lost? 	<p>The proposal has endeavoured to maintain the amount of available car parking and where practicable increase available parking. The car parking would be reviewed as part</p>

	of any design changes and would consider the feedback received. More specific information on the parking changes will be available once the design has been finalised.
<ul style="list-style-type: none"> How many people are expected to use the cycleway? 	The project aims to provide more choice for active modes of transport and connections to other facilities in the area.
<ul style="list-style-type: none"> What are the carriageway, cycle lane and separator widths? 	<p>The proposed measurements are:</p> <ul style="list-style-type: none"> a) Cycleway 1500mm b) Kerb separator 600mm to 800mm c) Parking 2100mm d) Minimum 3200mm traffic lane for each traffic lane
<ul style="list-style-type: none"> What speed limits will there be on the shared pedestrian space of the footpaths for the newcomers, the electric scooters? I walk a lot and my experience with coexisting with e-scooters so far has not been the best 	The posted speed limit applies over the width of the road corridor. Electric scooter operators are trialling speed limiters within areas of the CBD but the trail does not extend to the project area.
<ul style="list-style-type: none"> What bike speed limits will there be on bike lanes? 	The posted speed limit applies over the width of the road corridor and is applicable to all modes of transport.
<ul style="list-style-type: none"> What type of road surface will be applied to the carriageway and cycle lanes? E.g. chip seal, smooth asphalt, etc. 	To be determined upon detailed design, but the surface would be smooth and cycle friendly.
<ul style="list-style-type: none"> Where is the register of issues requested by the Chair of the Waitemata Local Board? 	There was no timeframe provided from the Waitemata Local Board regarding this request and our project team are working on providing this information to the Waitemata Local Board as requested.
<ul style="list-style-type: none"> As per WLB member Rob Thomas's question, what feedback from the CLGs has actually been used? 	<p>All the CLG feedback was considered. It is important to note that it is not possible to incorporate all comments raised during the CLGs as these cannot all be aligned into the project. Some of the CLG feedback includes:</p> <ul style="list-style-type: none"> - design changes to reduce disturbance in the village centres, - the addition of the Ministry for Children, (formally CYFs) bus stop into the re-engagement materials, - a review of policies regarding rubbish pick up, - relocation of the bus stop adjacent to the Peel street round about. <p>As noted earlier in our responses to your questions we are working on a response to the Waitemata Local Board.</p>

<ul style="list-style-type: none"> When will a safety audit be done on these concept plans? 	<p>A road safety audit will be undertaken once a concept design has been reached. The current design is open to change based on the re-engagement feedback.</p>
<ul style="list-style-type: none"> How does AT expect people/children exiting cars to safely cross over the cycleway? 	<p>The facility is 1.5m wide + an additional 300mm with the channel. To impact a car door a person on a bike would have to be riding alongside the separator edge and a passenger to fully open the door with no prior observation.</p> <p>The design adopts the Safe System approach which aims for a more forgiving road system that takes human fallibility and vulnerability into account. The system recognises that people do make mistakes and some crashes are inevitable, but the system is intended to protect people from death and serious injury.</p>
<ul style="list-style-type: none"> I don't understand where you give way? Before the pedestrian crossing and cycle lane or do you straddle both to get to the road to give way? Please explain so I can understand how all the intersections are going to work 	<p>The rules in the NZ Road Code apply to all vehicles on NZ Roads. The proposal drawings provided a general arrangement and did elements such as traffic signs and tactile ground surface indicators were omitted for drawing clarity.</p>
<ul style="list-style-type: none"> Will you still be able to do a right-hand turn from Motions Road into Old Mill Road? 	<p>No turning movements have been prohibited in the proposal</p>
<ul style="list-style-type: none"> Will the community/homeowners be consulted about planting? Who will mow any proposed grass areas? 	<p>A planting schedule has not been developed at this stage. The proposal shows where additional planting and landscaping could be created.</p>
<ul style="list-style-type: none"> Is AT informed on the impact on retailers/have they considered retailer's needs? 	<p>Our project team will be working very closely with the affected businesses during construction to minimise the disruption as much as possible, we will also work with the affected business around the methodology to be used during the construction phase.</p>
<ul style="list-style-type: none"> Has drainage/stormwater been factored into plans? 	<p>Yes, and it will be developed during the detailed design</p>
<ul style="list-style-type: none"> How are we going to put our wheelie bins out over cycleways, concrete, etc? How do the elderly and disabled exit cars or cross safely? 	<p>The design, as currently presented, accommodates three bins per vehicle crossing without any impact to the cycleway, parking, pedestrians or through traffic. The cycleways are wide enough that even if a bin does end up into the facility there is still room for a person on a bike to manoeuvre around it. We do acknowledge that there are certain vehicle crossings which require more than three bins and we are working on solutions.</p>

	<p>Auckland Transport has been in discussion with <u>WasteMINZ</u> which is NZ's waste collection industry representative, also with Auckland Council and local waste collectors. WasteMINZ has been putting together guidance for the industry on (amongst other things) kerbside refuse collection. They have taken a lead from Christchurch and we will incorporate lessons learned from that community into Auckland's cycleways. We will be looking further into bin requirements in our detailed design phase.</p>
<ul style="list-style-type: none"> Please explain how raised cycleways work? Why are they not used all through the route? 	<p>The cycle path would be raised through high pedestrian volume and slow sections of the route, or where there is higher parking turnover. Having pedestrians and people on bikes at the same level has been demonstrated to reduce operating speed. This is not feasible over the entire length of the facility due to implementation cost and parking impacts.</p>
<ul style="list-style-type: none"> Have you surveyed Grey Lynn School to determine how many children use the bus? 	<p>No bus patronage surveys have been undertaken to identify a particular user group going to a specific destination.</p>
<ul style="list-style-type: none"> With car parking, having a 1m offset downhill and 1.5m offset uphill, it appears virtually impossible to make a left-hand turn out of a driveway without encroaching into the lane of traffic coming in the opposite direction. This is assuming a vehicle is parked correctly, which many will not be. If a rubbish bin is also located here, it is way too dangerous to either turn into or out of driveway. So, I'm estimating these 'offsets' will need to be bigger, and there will be a 50% loss of parking to make this safe. Please advise AT's estimates 	<p>The set back between on-road parking and a vehicular driveway will be reviewed as part of any design change.</p>
<ul style="list-style-type: none"> Why can't you stop illegal parking on footpath and grass verges on Surrey Crescent, Old Mill Road, Garnet Road? 	<p>Our parking wardens will continue to monitor any illegal parking activities and take action as appropriate.</p>
<ul style="list-style-type: none"> Please provide drainage plans or cross section plans to oversee 	<p>This will be available when the detailed design has been completed</p>
<ul style="list-style-type: none"> I have looked at the detailed plan for West Lynn village. It appears to show that the existing central nib wall has been removed – it was deliberately put there when the site at 422 (?) Richmond Road was developed about 15 (?) years ago with extensive off-road parking but too close to a bend in the road to be safe for right-turning vehicle movements – this wall enforces the left-turn in/left-turn out rule for that site and may actually have been a resource consent condition 	<p>Comments have been noted.</p>
<ul style="list-style-type: none"> What is the budget/cost of these changes? 	<p>The previously communicated construction cost range of the concept design would be between \$17m and \$22m. This figure is likely to change but that is dependent on the outcome of the public re-engagement and detailed design has been finalised.</p>

<ul style="list-style-type: none"> The artist's impressions provided in the pamphlet do not make matters totally clear. Question. Is the proposed cycle path to be cut into the existing grass berms? 	<p>The proposal includes both on and off-road cycle lanes. Depending on the location and the available width, the cycle lane may be created on an area that is currently grass berm.</p>
<ul style="list-style-type: none"> The level of detail is appalling. There is nothing about what is happening to local shops parking, devastated by the last waste of time 	<p>Comment has been noted.</p>
<ul style="list-style-type: none"> Please provide statistics showing traffic accidents on Old Mill and Garnet Roads in the areas of proposed change that can help justify the claim [that cycling facilities are needed to improve safety] 	<p>This information is freely available for anyone who wishes to view the crash data themselves on the NZTA website (https://maphub.nzta.govt.nz/cas/).</p>
<ul style="list-style-type: none"> Provide accurate figures on cycling and walking numbers, not fabricated nonsense. I walk regularly to work and there are few cyclists even when it is not raining 	<p>The project aims to provide more choice for active modes of transport and connections to other facilities in the area.</p>
<ul style="list-style-type: none"> Who are the 'key members of my community' you have consulted with? 	<p>Members of the Community Liaison Group (CLG) and the Grey Lynn Business Association (GLBA)</p>
<ul style="list-style-type: none"> How much did the original changes cost? How much will it cost to fix the mistakes? [West Lynn village] 	<p>The previously communicated construction cost range of the concept design would be \$17m and \$22m. This figure is likely to change but that is dependent on the outcome of the public re-engagement and detailed design has been finalised.</p>
<ul style="list-style-type: none"> What is the deal with allowing the wider pavements to be used for cafes and bars to give us a bit more street life? 	<p>This is not a matter for Auckland Transport. Businesses need street trading approval to use a public place outside their premises for outdoor dining. For more information please visit the Auckland Council website: https://www.aucklandcouncil.govt.nz/licences-regulations/business-licences/outdoor-dining-licenses/Pages/default.aspx</p>
<ul style="list-style-type: none"> Has the design considered how the parking of food vans, etc. associated with the Grey Lynn farmers market will impact on the use of the cycleways and pavements? 	<p>The rules in the NZ Road Code apply to all vehicles on NZ Roads including delivery vehicles, the operators of the Farmers Market need to ensure they have appropriate drop off parking areas on the day</p>
<ul style="list-style-type: none"> Unable to comment, not enough engineering detail. Explain clearly how the drainage issues and 1:8 ramp in the eastern side of the street, outside Presentz, Dear Reader, Freida Margolis 	<p>This matter is currently being worked on, further information will be available at a later date.</p>
<ul style="list-style-type: none"> Will any potential future double decker buses be suitable for this route? [Richmond Road] 	<p>This is not planned at this time</p>
<ul style="list-style-type: none"> Why were buses stopped going along Williamson Avenue? Where was the consultation there? 	<p>Auckland Transport did remove buses from Williamson Ave in July 2018, after consultation undertaken in October to December 2015, however we have reconsidered this decision and from 18 August are going to reroute the 134 bus along Williamson Ave (instead of its current route along Great North Rd between The Grey Lynn Shops and K Rd). This will put a bus operating on Williamson Ave about every 30 minutes during the day, and hourly in the evening, 7 days a week. Heading north from Williamson Ave the 134 bus will travel to K Rd, Queen St and the city centre. Heading south it will travel to Pt Chevalier then the motorway to Te Atatu South, Glendene and Henderson.</p>

	Further information on the new network is available on the Auckland Transport website: https://at.govt.nz/projects-roadworks/new-public-transport-network/
Issues you raised	
The design language for road/footpath/cycleway signage is hugely inconsistent. If a cycleway should be green, then all of it should be green. All instances of pedestrian right of way should look like a pedestrian crossing	Comments have been noted
The Church on the corner of Sackville Street and Richmond Road also has a large number of cars that are unsafely parked around it during those times so potentially adding more parking would be very beneficial potentially outside on Richmond Road? The cars create a visibility hazard that currently does not appear to be mitigated	Comments have been noted
Moving the pedestrian crossing will isolate the shops that have been in West Lynn for some time and are our most community-oriented shops (as opposed to bars): Harvest and Moa on one side, Presentz and Dear Reader on the other. As a long-term resident, shopper and walker I would find it frustrating having to cross over first Francis and then Richmond and then Hakanoa to get from one side to the other of that historically established part of West Lynn village. Removal of the middle island means you can't safely jaywalk, but I imagine a lot of people will start to do that to avoid the frustrating little box walk alternative. Either that or they will stop visiting that end of the village, which will be a major shame as those shops are our true character (not the ever-changing day cafes and night bars). The new proposed pedestrian crossing is not useful for daytime shoppers as it only goes between a very small chemist and Nature Baby. I note that the given reasoning is to improve visibility for the cycleway. I feel frustrated that pedestrians are consistently considered less important than cyclists. We keep the community alive as we stop more than cyclists	Comments have been noted
Excellent. We need something like this on Rosebank Road, Avondale, linking the cycleways to the town centre, schools and business areas	Comments have been noted

<p>Feedback should not be able to be skewed by lobby groups (i.e. Bike Auckland funded by AT, or Gen Zero) that does not represent the majority of cyclists or local residents</p>	<p>Comments have been noted</p>
<p>Why are we still pandering to oversize heavy vehicles like Countdown trucks, which should be banned from the city areas? Need to change legislation and stop designing for oversize vehicles</p>	<p>Comments have been noted</p>
<p>When I asked the question about the maintenance of the cycle lanes and whether they will be swept for debris, glass, etc. (as most of the cycle lanes around the city are not), I was somewhat stunned to hear that they will be HANDSWEPT, as AT have no machine available that will fit in the cycle lanes. I am most interested to hear what the frequency of this will be, please advise</p>	<p>Comments have been noted</p>
<p>Pippa Combes should publicly declare her conflict of interest in this exercise by notifying all Grey Lynn representative business groups that her partner is the treasurer/long-time supporter of Bike Auckland – as she has also been</p>	<p>Comments have been noted</p>
<p>Only individuals who live and work within the Grey Lynn area should be able to provide submissions</p>	<p>Comments have been noted</p>

Attachment 1: Brochure delivered to local properties

Personal information

Name

Business/organisation

Street address

Suburb

Postcode

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 in the project area
- I live or own property near the project area
- I own or run a business in the project area
- I own or run a business near the project area
- I walk/cycle in the project area
- I work or study in the project area
- I work or study near the project area
- I park on-street in the project area
- I pick up or drop off people in the project area
- Other (please specify)

RELEASE TAPE ALONG HERE TO CLOSE



FreePost Authority No. 233.462



Consultation and Engagement Team
Auckland Transport
Private Bag 92250
Victoria Street West
Auckland 1142

Project: **WAITEMATA SAFE ROUTES**

RELEASE OUT HERE

Come and talk to us

You can also speak to the project team in person at these public drop-in sessions:

- ◆ **Sunday 18 November**
Grey Lynn Community Centre, 8.30am – 12pm
- ◆ **Tuesday 20 November**
St Columba Church, 4pm – 7pm
- ◆ **Saturday 24 November**
Grey Lynn Park Festival, 9.30am – 5pm
- ◆ **Sunday 25 November**
Grey Lynn Community Centre, 8.30am – 12pm
- ◆ **Wednesday 28 November**
St Columba Church, 4pm – 7pm
- ◆ **Sunday 2 December**
Grey Lynn Community Centre, 8.30am – 12pm
- ◆ **Wednesday 5 December**
St Columba Church, 4pm – 7pm

**Public feedback is open until
14 December 2018**





Have your say...

on plans to make streets in Grey Lynn and Westmere safer, more attractive and more accessible for everyone.

Route 1 - Surrey Crescent to Garnet Road
Route 2 - Richmond Road





**Public feedback is open until Friday
14 December 2018**



Together, we will get it right

Work that was carried out on streets in and around West Lynn village and Surrey Crescent last year didn't live up to the community's expectations or the standards we hold ourselves to at Auckland Transport.

To make it right, we've spent a lot of time in recent months listening to your community about the improvements you would like to see.

We carried out a number of reviews which identified safety and design issues. We've met with key community members to discuss the important issues. We understand that people are concerned about more disruption. People want a safe space for pedestrians and people on bikes, but there are different opinions on how that should be achieved.

Feedback from key members of your community has informed the latest designs which we are now seeking your feedback on.

You can help us to get it right by letting us know what you think of the proposed plans in this brochure and outlined in more detail on the project website.



2

Feedback form

Please complete this freepost form and return it to us by Friday 14 December 2018.
Alternatively, you can provide feedback online at AT.govt.nz/haveyoursay

If you need assistance completing the form, please call us on **(09) 355 3553** 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, number of residence/ nearest intersection/shop. You are welcome to attach additional pages (or provide feedback online) if you need more space.

Route 1 - Surrey Crescent to Garnet Road

1. What do you like about the plans for Route 1: Surrey Crescent to Garnet Road?

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2. What could we do to improve it?

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FOLD

3. Do you have any issues or concerns with the proposed changes?

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Route 2 - Richmond Road

1. What do you like about the plans for Route 2: Richmond Road?

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2. What could we do to improve it?

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3. Do you have any issues or concerns with the proposed changes? Or any thoughts about the bus stop locations or disturbance?

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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
- Street signage
- Other (please state)

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

FOLD

Why are changes needed?

As Auckland's population soars and traffic congestion gets worse, we need to find ways to make it easier and safer for people to walk and cycle. The cycleways proposed in this brochure will connect with the wider cycle network and will encourage more children and adults to get on bikes – getting cars off the road.

There are also a number of safety concerns in the area that need to be addressed alongside some issues brought about from the previous construction work.

Across Auckland, we are also working to create a more 'forgiving' road network that recognises people sometimes make mistakes, but the consequences don't have to be devastating. This involves reducing vehicle speeds in residential areas and making streets safer for everyone – particularly vulnerable road users like pedestrians and people on bikes.

The speed calming measures put forward in this proposal will also enable the speed limit in and around West Lynn village to reduce to 30km/h in the future – as part of any speed limit bylaw.



What is planned?

We are proposing cycleways along routes one and two – with raised tables along every side street on each route to improve safety. However, this is a much improved design from the original project and is much more than just a cycleway. We want to create a safer, better connected Grey Lynn and Westmere by carrying out construction work which will:

- ◆ Make the streets safer for everyone
- ◆ Improve retail centres with better urban design
- ◆ Fix the stormwater issues
- ◆ Reduce the gradient of footpaths
- ◆ Improve the locations of bus stops and pedestrian crossings
- ◆ Add more trees and green space.

For more detailed information go to
[AT.govt.nz/haveyoursay](https://www.at.govt.nz/haveyoursay)

Safer streets

We are proposing to create a new, safe space for people on bikes. It's proposed to be located between parked cars and the existing kerb, and is always separated from the footpath. This means people travelling at different speeds will have their own space.

Areas that have high pedestrian numbers, such as outside schools, village centres and by other busy shops, are proposed to have a cycleway raised to the level of the footpath to promote slower speeds.

The physical separation proposed for these cycleways is a design that is used around the world and is proven to make streets safer for people of all ages and abilities.

The benefits include:

1. More safety for children and less confident riders
2. Better separation from parked cars and opening car doors
3. Better accessibility for pedestrians
4. Encourages more people of all ages and abilities to cycle.

Simply put, we want to make it safe and easy for children to walk or ride their bikes to school.



Location: Surrey Crescent towards Richmond Road. An example of a separated on-road cycleway

6

7

For more detailed information go to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

What are the benefits of this proposal?

Protected cycleways, raised tables and pedestrian crossings all help to make streets safer for everyone,

reduce the risk of crashes and encourage people to use active modes of transport.

Who benefits?

How?

People on bikes

With full physical separation, it will be safer and easier to cycle – encouraging more people to get on bikes.

People walking

Walking will be safer and more enjoyable and we are making it easier to cross the street.

Motorists

More people walking and on bikes means less cars on the road so less traffic congestion. And reduced speeds will make it safer for motorists by reducing the probability and impact of crashes.

Bus users

We are making new stops designed to allow the bus to pull in and out quickly, so less waiting time.

Businesses

Improved accessibility, safer and better connected streets will create more foot traffic and make for a more vibrant village.



Artist's impression of the corner of Wellpark Avenue and Old Mill Road following the proposed changes

Route 1
Surrey Crescent to Garnet Road

For more detailed information go to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

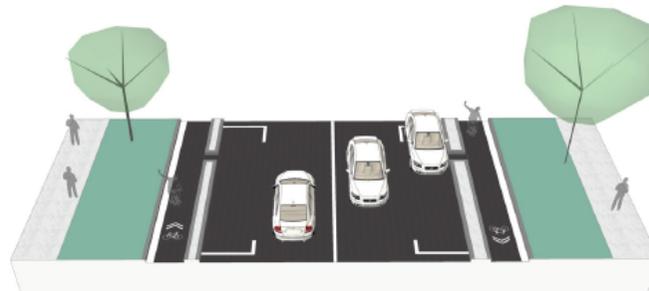
What is being proposed?

- ◆ Raised tables at side streets and at pedestrian crossings to slow vehicle speeds
- ◆ New pedestrian crossings
- ◆ A mix of on-road cycleways and raised to level of footpath cycleway
- ◆ A mix of bus stop layouts
- ◆ A raised separator between parked cars and on-road cycleway
- ◆ Significant planting to reflect local history.

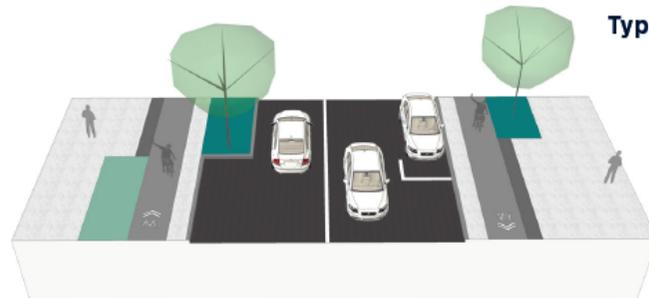
Surrey Crescent and Richmond Road intersection

There are a large number of school children in the area and, at present, this intersection is very difficult to cross. We propose installing some form of pedestrian crossing and other measures which will make it safer for people to cross here. We are currently investigating the best way to do that and would welcome your feedback on what you would like to see or the issues you currently face at this intersection.

Typical cross section from Surrey Crescent to Garnet Road



Typical cross section in Old Mill village



Route 1 Surrey Crescent to Garnet Road

For more detailed information go to
[AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)



Improved intersections

On each side street, we propose raised tables as indicated in this image of what the Cumberland Avenue / Garnet Road intersection would look like. A raised table is a raised section of the road, with ramps on each side, that aims to slow vehicles to a safe speed. These will also be used for pedestrian crossings to make it safer for people to cross. We are proposing raised tables along every side street on each route.

Old Mill village

Proposals include:

- ◆ Quality materials and increased landscaping to promote a village feel
- ◆ Keeping the existing Pohutakawa tree and adding other landscaping elements in the Old Mill traffic island to make it an inviting place to cross
- ◆ Providing a protected space for people on bikes and making it easier for pedestrians to cross the road.



Westmere School and Grey Lynn School

An overview of the proposed improvements outside Westmere School, similar changes are planned for outside Grey Lynn School.

Proposals include:

- ◆ Creating an area where buses can park/children can get on and off buses safely
- ◆ Cycleway outside the school is raised to the level of the footpath
- ◆ Restricted parking zones at peak drop-off and pick-up times.

**Route 2
Richmond Road**

For more detailed information go to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

Surrey Crescent to the village
We are proposing a cycleway on both sides of the road with raised tables at intersections, just like the image below.

Peel Street roundabout
We will finish what we started and make that a better intersection for vehicles, pedestrians, and people on bikes.

Peel Street to Parawai Crescent
Going down the hill, we suggest a kerbside separated cycleway at road level, which will then be raised to footpath level through the section of the bus stop, pedestrian crossing and entrance past Countdown. Going up the hill we are planning a cycleway adjacent to the footpath – within the berm. The route will connect to the Greenways Route, which we finished in 2017, to connect to local parks.



An impression of the Richmond Road – Baildon Road intersection after the proposed changes.

**Route 2
Richmond Road**

For more detailed information go to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

West Lynn village

Keep the character, improve the accessibility

Careful consideration has been given to the proposed changes to Richmond Road and West Lynn village to ensure the character, history and charm of the village and streetscape is kept. Proposed features include:

- ◆ Fixing the stormwater and ponding issues
- ◆ Re-positioned and in-line bus stops
- ◆ New and re-positioned pedestrian crossings – with better grades
- ◆ Measures to slow vehicle speeds
- ◆ Safe, separated and connected cycleways
- ◆ Enhance the sense of a green, vegetated streetscape.

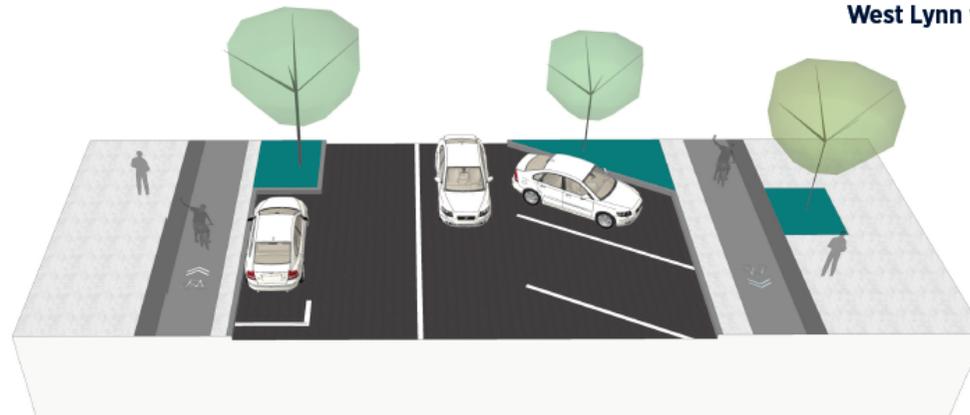
For detailed West Lynn village plans, please attend one of our drop-in sessions or visit our project webpage available via [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

How long will construction in the village take?

We've been speaking with the business owners and we understand that minimising disruption is critical to them. We've been re-looking at our plans to see where we can reduce construction requirements. But the truth is there are some issues that everyone agrees should be fixed, and getting that right will take a few months of construction.

We are seeking your feedback on the village centre to know what's important to you. Once we have that information we will process it into our designs and then begin a robust discussion about construction timelines and how we can reduce the impact.

Typical cross section in West Lynn village



Route 2 Richmond Road

For more detailed information go to
[AT.govt.nz/haveyoursay](https://www.at.govt.nz/haveyoursay)

Options on bus stops in the village

Westmere-bound

We have heard that people are not in favour of the existing Westmere-bound bus stop in front of the liquor store. After considering bus user survey data, AT HOP card data and our urban design experts, we propose moving the Westmere-bound bus stop to 458 Richmond Road – opposite Gypsy Tea Room.

There are a number of reasons for this selection:

- ◆ The bus stop is centred within the village - statistics show a higher number of people use stops in the town centres
- ◆ Good proximity to proposed city-bound stop (outside Baby on the Move)
- ◆ No conflict with existing retail frontages.

We've also heard people want it back to the original location outside of Child Youth and Family (CYFs).

City-bound

We propose moving the city-bound bus stop to go outside Baby on the Move at 449 Richmond Road. This will bring the stop closer to the one in the opposite direction and help to reduce blockages from cars parked illegally outside convenience retail reliant on short-term parking.

What do you think of the options? Please tell us what you think of the options in the enclosed feedback form.

Pedestrian crossing relocation in the village

To improve the alignment, visibility and safety of the cycleway, we propose moving the pedestrian crossing further up – between Francis Street and Hakanoa Street.

There are a number of reasons for this selection:

- ◆ Better visibility of the crossing for drivers coming from Ponsonby
- ◆ Allows for a break in traffic for vehicles turning right into or from Francis and Hakanoa Streets
- ◆ Crossing location works better with existing levels.



An impression of what West Lynn village could look like following the proposed changes. Above is an example of in-line bus stops.

For more detailed information go to [AT.govt.nz/haveyoursay](https://at.govt.nz/haveyoursay)

How long will construction take?

We will be able to provide more precise information around construction timelines and impacts after we have processed your feedback and made the necessary changes. But to build what's shown in this brochure and on the website will take over a year. However, please note, most residents will only see construction directly outside of their property for a few weeks. Construction in the village centres will take longer, even if we are just addressing some of the existing concerns.

We are very aware of the concerns of the businesses and residents about disruption during any construction. We are committed to keep listening and working with them to minimise any impacts going forward.

Will the number of parking spaces change?

In order to make these streets safer, more attractive and more accessible for everyone, some parking spaces will need to be removed. We will be able to provide information on the specific numbers at a later date. The project team is working on ways to maintain as much on-street parking as possible.



An impression of Surrey Crescent after the proposed changes. This is what a raised pedestrian crossing and separated on-road cycleway would look like.

How did we get here?

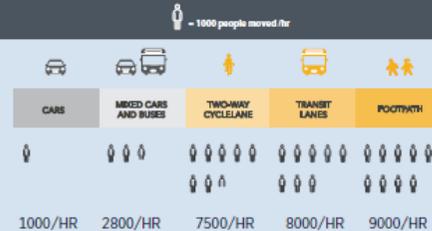
Early 2015	Auckland Cycleway Network approved
Late 2016	Public consultation completed on original design
Late 2017	Construction completed in the West Lynn village centre. AT and local residents were not happy with the results. AT decides to halt construction and re-engage with the community towards a better outcome.
Early – mid 2018	<p>Re-engagement with the community. Surveys sent out, many meetings with community members and multiple drop-in sessions. Community Liaison Group formed to discuss issues with key community members.</p> <p>Feedback from community plus insight from design experts leads to the creation of new and improved concepts for the routes.</p>
WE ARE HERE	Community re-engagement on the new concepts
Early – mid 2019	Take time to understand what the wider community has said. Update the designs to reflect the feedback. Confirm funding. Final decisions communicated to key stakeholders and the wider community.
Late 2019	Construction expected to start on the new facility after plenty of warning is given to the residents and businesses.

22

Why do we want to improve Auckland for people on bikes?

Auckland is growing and changing. Our roads are becoming increasingly congested and in many areas building and widening roads is no longer a feasible or cost-effective option. To keep Auckland moving, we need to give people more transport choices, which means using the space we have available carefully.

Number of people that can be moved per hour in a similar space to a traffic lane



- ◆ **87% of Aucklanders walk regularly and 38% ride bikes.** We want to give people more options for short local trips. Providing safe walking and cycling facilities means people have the choice to leave the car at home.
- ◆ **Cycleways can help create streets that are more attractive and inviting for residents, businesses, shoppers and other users.** Cycle routes often include speed calming, pedestrian improvements and plantings.
- ◆ **Cycling helps keep people fit and active, and helps improve air quality.**
- ◆ **To encourage more people to walk and cycle to their local shops.** Research indicates that people on bikes generally stop more at shops and spend more over time than people in cars.

23

What are we seeking feedback on?

To help improve the designs, we would like your feedback on these two routes:

- ◆ Route 1: Surrey Crescent to Garnet Road
- ◆ Route 2: Richmond Road

We want your views on the proposed changes - namely any issues or concerns you would like to make us aware of.

For more information on the current proposal and previous consultations on these routes, please visit the project webpage:

AT.govt.nz/projects-roadworks/grey-lynn-arch-hill-westmere-improvements/

How do I provide feedback

There are several ways you can provide feedback:

- ◆ Via our project webpage above, and: AT.govt.nz/haveyoursay
- ◆ By completing the feedback form enclosed in this brochure and returning it to us via FreePost
- ◆ If you have difficulty with either of these options, you can call us on (09) 355 3553 and our contact centre staff will fill in the feedback form with you over the phone.

**Public feedback is open until
14 December 2018**

What will we do with your feedback?

We will:

- ◆ Consider your feedback and see what changes we need to make. We will provide information on what we are changing. This will be done around February - March 2019
- ◆ Update the design based on the feedback to see what the new project will cost. Value and funding will be a key consideration before any final decision is made.
- ◆ Make a decision on what to do next and communicate that with the community.



For more detailed information go to AT.govt.nz/haveyoursay



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