

Summary of your feedback on Mairangi Bay village centre improvements



Total number of submissions received = 132

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Summary

Feedback for the project was mixed with many supporting the safety improvements and others concerned additional congestion could arise from the changes.

- Nearly 45% people provided feedback to us to help us improve the safety and outcomes of the proposal design, and/or to lessen the impacts they are concerned might occur. These covered a wide range of topics.
- A third of the submissions raised concerns about the new pedestrian crossings worsening congestion in the village. Travel through the village, especially during weekday commuting hours was a key theme underpinning this concern. Many people raised existing congestion issues on Beach Road.
- About a quarter of submitters (24%) felt that the proposal is unnecessary, that the village is safe for pedestrians and that the existing facilities are enough for the size of the village.
- 20% of people who made submissions thought that cyclists have not been sufficiently catered for in the design, and that the design needs to go further. Some felt that the design makes cycling less safe.
- 10% of people have voiced support for a future 30KM/hr zone.
- 10% raised concerns about the crossing at the Beach Road - Montrose Terrace roundabout. Safety was a key factor underpinning many of these comments.
- 10% of submitters gave feedback on the gateway treatments – most thought they need to be improved/ were inadequate and would not achieve the desired outcome.
- 7% of people's submissions asked for pedestrian crossings at other locations in addition to the proposed locations.

Consultation outcome

Auckland Transport (AT) in partnership with Hibiscus and Bays Local Board has read and reviewed all feedback received during the consultation.

We will proceed with the proposal to improve safety through Mairangi Bay village with one small change to the pedestrian crossings. The profile of the raised pedestrian crossings will now be more gentle on exit which means drivers will only need to slow on the approach.

Next steps

Auckland Transport will be in touch with residents and local businesses once we have confirmed the construction timeline.

It is anticipated that construction of these changes will take place towards the end of 2019 and take between four and six weeks to complete.

We will work closely with the community to mitigate disruption as much as possible and ensure advance notice is given.

Background

Project overview

Auckland Transport (AT) is working alongside the Hibiscus and Bays Local Board to make changes to roads in Mairangi Bay town centre in order to improve safety and accessibility for all road users.

The improvements proposed include:

- Three new raised pedestrian crossings within Mairangi Bay town centre – two on Beach Road and one on Hastings Road near the Beach Road intersection.
- Building out the kerbs in four locations to help encourage slower vehicle speeds when vehicles enter the town centre. The locations are: two on Beach Road, one on Ramsgate Terrace and one on Hastings Road.

The proposed speed calming measures will also enable the speed limit in the project area to be reduced to 30km/h in the future - as a part of the upcoming speed limit bylaw change. Consultation on this proposed bylaw will take place in early 2019.

The aim of the project is to improve safety for all road users. Hibiscus and Bays Local Board see these changes as important and are funding the proposed improvements.

Activities to raise awareness

To let you know about our consultation, we:

- Posted 503 letters and feedback forms to the project area
- Set up a project webpage and an online feedback form on our website.
- Posted regionally targeted information on our social media channels, including Facebook, Twitter and LinkedIn
- Placed an advertisement in Our Auckland on the 3rd of December.
- Sent an email to a stakeholder database including business and resident associations.
- Spoke to businesses in person adjacent to where changes are proposed.

Feedback sought from you

The consultation ran from 29 November to 14 December 2018. We asked for feedback on these proposed changes. You could provide feedback using an online submission form (on

our [Have Your Say website](#)), via email, or by completing the hard copy feedback form that was included with the consultation letter. A copy of the feedback form may be found in [Attachment 1](#) at the back of this report.

Your feedback

About you

We received feedback on the Mairangi Bay town centre improvements proposal from 132 submitters:

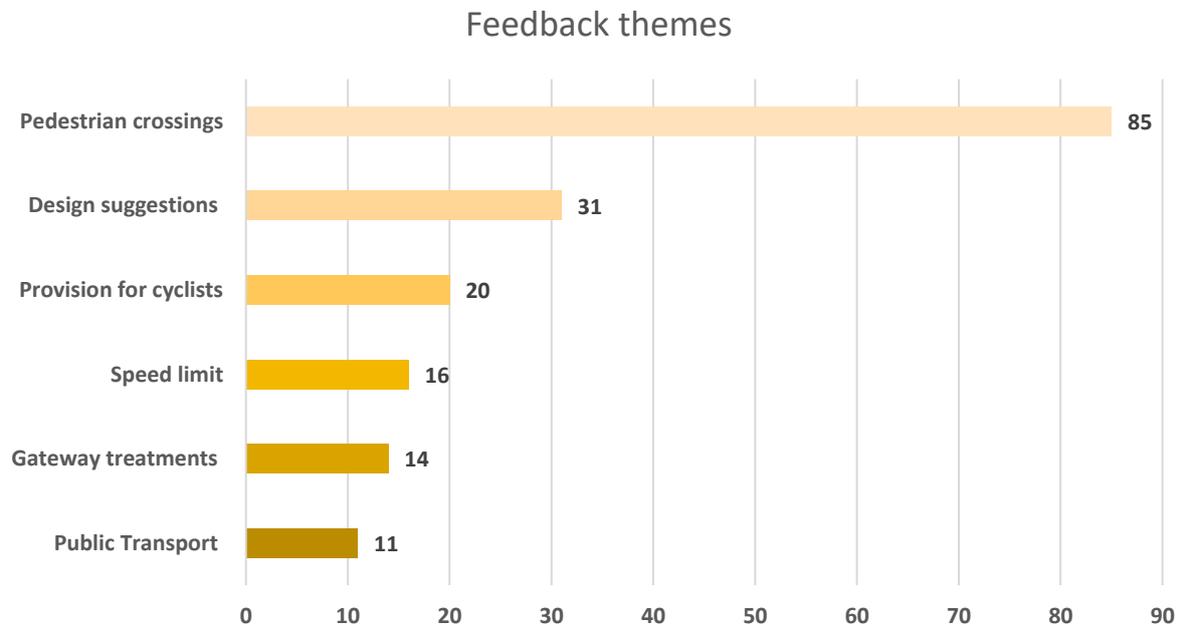
- 112 were completed online, 18 were submitted using the hardcopy feedback form, and 2 submissions were received by email.
- Of the 132 submitters:
 - 80 submitters (60%) live or own property in/near the project area,
 - 10 (8%) work or own a business in the area,
 - 72 (52%) walk or cycle in the area

What you told us

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.

Feedback themes

The themes to emerge from the feedback are shown in the graph below and in discussed in the following sections. We have also responded to comments and suggestions; our responses may be found within the [design suggestions table](#).

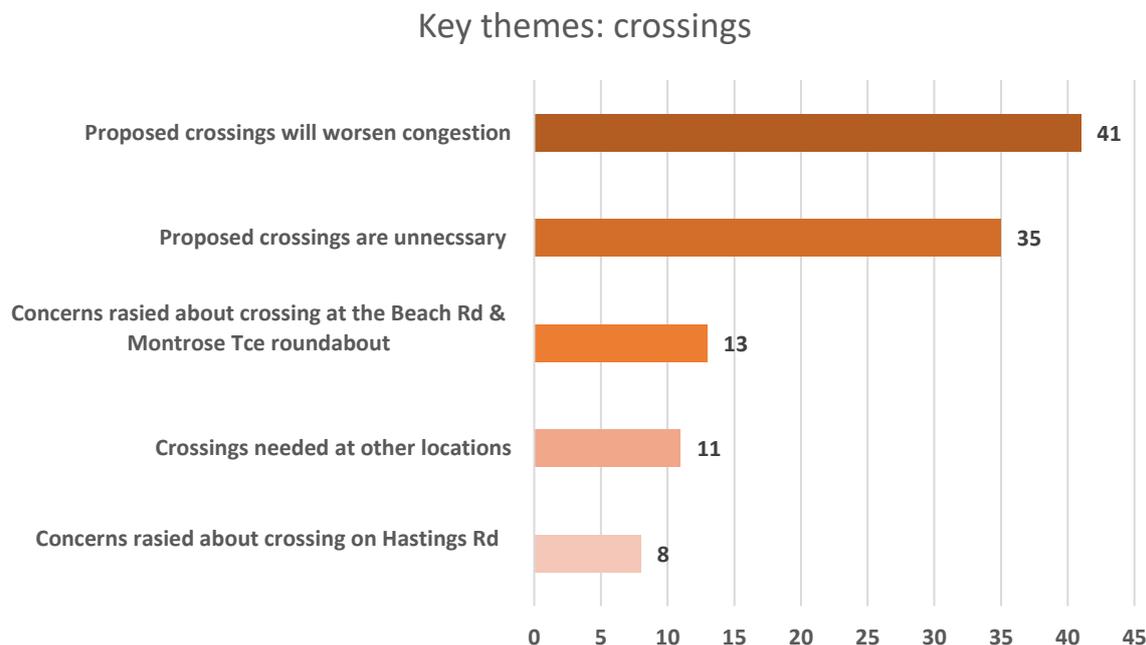


Please note: not all submitters gave feedback on this area. Submissions may be counted in more than one theme.

1. Pedestrian crossings

We proposed installing three new raised pedestrian crossings within Mairangi Bay town centre – two on Beach Road and one on Hastings Road near the Beach Road intersection.

85 of you commented on crossings. The themes to emerge from the crossing feedback are shown in the graph below. We have also responded to comments and suggestions; our responses may be found within the [design suggestions table](#).



Please note: not all submitters gave feedback on this area. Submissions may be counted in more than one theme.

41 people were concerned that the new pedestrian crossings will worsen congestion in the village. Five of these people raised concerns with locating crossings close to roundabouts, as they felt it would impair traffic flow and isn't safe. 32 of these people also felt that the proposal is unnecessary:

- The existing crossings are enough for volume of foot-traffic / length of retail area (20 submitters)
- Islands sufficient; crossings not needed (1 submitter)
- Agree with the Hastings Road crossing but disagree with crossing at Montrose/ Beach Road (2 submitters)
- Fixing a problem that doesn't exist/ is pedestrian safety a problem in the village/ / provide evidence to support problem exists (13 submitters)

- Traffic speeds are below 30km/h when the area is at its busiest (6 submitters)
- Speed is not a problem in the village (4 submitters).

Several people stated that pedestrians do not obey road rules and cross where they like, which causes traffic hold ups, and that perhaps this could be lessened through education or enforcement.

Three people were concerned the crossings will encourage people to avoid the town centre and increase 'rat running'.

Crossing design suggestions

Raising crossings

Two people objected to the crossings being raised, and suggested that if they were flush they would have less impact on traffic. One person requested we design them so cars are prevented from driving around people on the crossing. Another person suggested they were not good practice.

Suggest controlled crossing

Two people queried whether a controlled traffic light might work better than several uncontrolled crossings, as they provide a safe place to cross and are better for traffic flow.

Pedestrian crossing at Beach Road - Montrose Terrace roundabout

13 people raised concerns about locating a crossing here:

- It would cause congestion; one person suggested leaving as is with islands (5 submitters)
- It is unsafe to locate a crossing near a roundabout i.e. drivers distracted by looking for other cars (4 submitters)
- Foliage/ restaurant tables here obscure visibility for both people on foot and in cars (5 submitters)
- We should move the crossing further away (1 submitter); Install a hump before the roundabout to slow traffic on the approach to the crossing (1 submitter); move the crossing north of Hastings St where there are already refuge islands and side islands (1 submitter)
- Not needed here as other the other crossings in the village are sufficient (1 submitter).

“...the seating at PaperMoon obstructs the view for both pedestrians crossing Beach Road being able to see cars coming out of Montrose Terrace, and for motorists coming

out of Montrose Terrace to see pedestrians, so this is a less than ideal placement for a pedestrian crossing.”

Crossing on Hastings Road

- Six people are concerned that the crossing is positioned too close to the corner and is unsafe; Three of you noted that cars speed around the corner and are concerned about locating a crossing here for this reason.
- Five people felt it was unnecessary here and would cause traffic problems.
- Three people are concerned cars may park on the crossing as they try to see around the corner - they suggested we move it further up Hastings Road to prevent this.
- Three people felt that it was unnecessary here, one stating the islands perfectly sufficient.

“My only concern is whether there will be space for queuing traffic turning from Hastings Road onto Beach Road, with the pedestrian crossing so close to the intersection (as per the artist's impression). It seems likely that cars will be tempted to queue across the crossing if it ends up as the illustration shows. But otherwise it's fantastic!”

Pedestrian crossing at other locations needed too

Nine people thought that pedestrian crossings were needed at other locations too, these locations are:

- On all / more legs of roundabouts for people coming from all direction or who had other destinations than the village i.e. walking to the beach.
- On Montrose Terrace
 - On the raised area on the corner of between the Sidmouth St Reserve and Mairangi Bay Surf Club and toilets.
 - On the existing raised area between Mairangi Bay Children's Playground and the toilets.
 - On Montrose Terrace because the footpath on the northern side of the road is very uneven and most pedestrians cross the road to use the southern side footpath.
- On Penzance Road so the Murrays Bay Intermediate and Primary school children can cross that road safely.

[We have responded to comments and suggestions; our responses can be found within the Design suggestions table.](#)

2. Design suggestions

Nearly 45% people provided feedback to us to help us improve the design or lessen the impacts they were concerned might occur. Some suggested improvements fall outside the scope of this project. Some key topics you raised are detailed below; all suggestions have been captured and responded to in the [Design suggestions table](#) (including those outside of the scope of this project).

Speed calming

Five people thought that additional speed calming is necessary at roundabouts to make it safe for people to cross the road. They felt that traffic speed approaching the roundabouts and visibility means extra intervention is needed, and suggested speed bumps and/ or cameras on all approaches.

Village carparks

Six submitters thought we need to look at the village car park entry/exists as well. They suggested ways the entry/exits could be reconfigured to improve the environment and safety for people on foot in the village, while allowing for traffic flow.

Carpark at the corner of Beach Road and Ramsgate Terrace

There was a range of ideas put forward to improve arrangements here:

- Remove the right-hand turn into the carpark from Ramsgate Terrace because it causes congestion; extend traffic island to prohibit this, make entry only off Beach Road
- There should be no right turns out of the carpark at Ramsgate Terrace/ Beach Road.
- The speed of vehicles exiting the car park should be controlled
- There should be a clear zone for turning into the shops at Ramsgate Terrace

Car park entry/exit opposite Hastings Road on Beach Road

Two people suggested that the carpark entry/exit be closed, because it is not desirable to have cars crossing the footpath on Beach Road. They thought the alternative entrance/s and exist/s are enough. One person suggested that this become an entrance only (no exiting vehicles).

Turning into/out of Hastings Road onto Beach Road

Nine people thought that that right hand turns out of Hastings Road should be banned at all times because this movement causes traffic to back up. Another submitter suggested

consideration should also be given to preventing right turns into Hastings Road for the same reason.

Design philosophy

Two people thought the design should be consistent with Vision Zero design, and similarly another commented that the traffic calming measures were underwhelming, that the design should go further. One person felt that the design still focuses on how to accommodate for pedestrians around cars and traffic, as opposed to how to accommodate for cars around pedestrians as the priority.

3. Provision for cyclists

20 people felt that cyclists were not sufficiently catered for in the design. They told us that the design lacks consideration for cyclists or provided minimal improvements. Their main concerns are:

- That the gateway treatments and kerb buildouts make it less safe or create pinch points for people on bikes (9 comments)
- The raised pedestrian crossings are not ideal for cyclists' (2 comments)

Twelve people have asked us to review the plans and install cycle lanes or separated cycle lanes, two suggesting that this could be achieved by removing the flush medians or removing parking in the village. Four people also suggested the angled parking should be removed because it presents a hazard to cyclists. Two people asked us to review the design against Vision Zero principles.

*"I'm really disappointed with the scheme - stated objectives are to "improve safety and accessibility for all road users, especially children and people walking and cycling." But as far as I can see there's no provision for improved cycle safety at all. In fact, most of the threshold build-outs you are proposing with make it *less* safe for cyclists, especially on roads where parking is allowed but that parking is not particularly well-used. It will force cyclists out into the road, potentially putting them in conflict with bigger road users."*

[We have responded to comments and suggestions; our responses may be found within the Design suggestions table.](#)

4. Speed limit

Fourteen people voiced support for a future 30KM/hr zone. Where a reason was provided, they felt that it would:

- Be safer for everyone for people and children on foot (4 submitters)
- Reduce excessive speed in the village (2 submitters)
- Remove road noise (1 submitter)

Two people thought that a lower speed area should be extended beyond the town centre and encapsulate Montrose Terrace and Sidmouth St (2 submitters) and extend up the hill to the North (1 submitter).

Other suggestions:

- One person, while they expressed support for a lowering of the speed limit here, queried whether impact studies been conducted to measure the impact of this were to go ahead?
- One person also suggested that Beach Road somehow bypass the shopping strip altogether would be an even greater improvement.
- Speed cameras necessary to enforce any speed limit change
- Two people wanted to know why the car park is signposted 50km/hr, as this seems excessive for a car park and not supportive with the proposal to reduce speeds in the town centre.
- And one person queried whether 30km/hr was necessary. They thought 50km/hr was appropriate.

“I would hope that AT could eventually apply a 30kph zone through here, but in the meantime as many visual clues need to be given to drivers as possible to lower speeds.”

5. Gateway treatments

Most of the people who provided feedback on the gateway treatments (14 people) thought that the design should be changed (7 people) to ensure they achieve the desired speed calming. They thought that it would be more effective to use an alternative treatment/ bolder treatment such as; red rumble strips, SLOW signs on the road or speed humps.

Two people were uncertain whether these were also quasi pedestrian crossings and might encourage people to cross at these points, raising concerns about whether this is safe or the desired outcome.

Several people are concerned about whether the gateway treatments will make it difficult to turn out of nearby driveways (2 people), and if the road narrowing road was unsafe,

especially if larger vehicles like buses were on the road. This related back to whether people thought they would be effective slowing traffic and would result in accidents.

[We have responded to comments and suggestions; our responses may be found within the Design suggestions table.](#)

“It would be better to have a simple red rumble strip as you enter the village from the north AND south (as both are downhill) and big SLOW signs.”

6. Public Transport

Eleven people commented on public transport in Mairangi Bay.

Two people suggested we remove the bus stops in the village because the buses can sometimes hold up traffic, this is mostly due to drivers not pulling all the way into bus stops or not being able to if another bus is also in the stop.

Five people felt that the design did not support bus movement. Areas of concern were:

- Roundabouts too small/ difficult to navigate; buses regularly mount the kerb/aprons.
- Road narrowing (gateway treatments) prevent buses from passing and will add to congestion
- The proposal will slow bus movement, when it should be faster
- Raised zebra crossings are uncomfortable for passengers. One person that any increased bus traffic will be dangerous

Two people felt that bus lanes are necessary to help ease congestion and to improve service reliability.

Other bus service comments

- Two people commented that buses in the village sometimes block the lanes by either not pulling forward when another bus leaves a stop (1 submitter), or not pulling in all the way (1 submitter).
- The recent bus changes have caused very poor service and are frequently 10-15 mins late. (1 submitter)

[We have responded to comments and suggestions; our responses can be found within the Design suggestions table](#)

Other submissions

In addition to public feedback, we also received written submissions from the following key stakeholders and interest groups. Their feedback is summarised below, and their suggestions or concerns included in the [Design suggestions table](#).

Bike Albany

- Safety improvements optimised for pedestrians and not people on bikes.
- The raised crossings are good, but the "gateway features" represent pinch-points for people on bikes where we are forced into close proximity with people driving cars.
- Carparks in the town centre are hazard for cyclist, could be used as bike lanes instead
- invest more time in re-designing these safety features to protect people on bikes.

Design suggestions and our responses

Below is a summary of all design suggestions and concerns you raised in your feedback. We have also provided responses to key questions and issues you have raised in this phase of feedback.

Feedback suggestions	AT response
Pedestrian crossings	
Congestion	
<ul style="list-style-type: none"> • Will worsen congestion in the village • Locating crossings close to roundabouts will impair traffic flow • Islands sufficient instead of raised/ zebra crossing (will not impair traffic flow) 	<p>Whilst minor delays may occur when the zebra crossing is in use and it is considered the proposal will not have a significant adverse impact on traffic flow.</p> <p>The roundabout acts as a speed calming measure and the proposed raised table zebra crossings will replace the existing pedestrian refuge islands. The refuge identifies this location as a desire line for pedestrians and introducing a raised zebra crossing will make it safer for pedestrians to cross the road, which is appropriate for a village environment where you have a high number of pedestrian movements.</p>
Not necessary	
<ul style="list-style-type: none"> • Too many crossing for the village; existing crossings sufficient for the volume of foot-traffic and for the length of the retail area. • Fixing a problem that doesn't exist/ Have there been pedestrian accidents in the village/ please provide evidence to support problem exists • At peak time traffic volume means traffic rarely exceeds 30km/h • Speed is not a problem in the village 	<p>This is a Local Board initiative to create a safe and low speed environment for Mairangi Bay village.</p> <p>On Beach Road, between the two roundabouts, there are currently three pedestrian refuges, one zebra crossing, and a further refuge on Hastings Road. The number of crossings has not changed as the proposal for Beach Road is to raise the existing zebra crossing and upgrade the refuge on south of the roundabout with Montrose Terrace to a raised zebra crossing. Upgrade the refuge on Hastings Road at its intersection with Beach Road to a raised zebra crossing.</p>

Feedback suggestions	AT response
	The raised crossing will reduce vehicle speeds to 30km/h as well as making it safe for pedestrians to cross the road.
Pedestrian behaviour	
<ul style="list-style-type: none"> • Pedestrians do not obey road rules and cross where they like (why bother installing crossings), 	Creating a slow speed environment will make it safer for vulnerable road users and survivability will be greater if they are involved in a collision. The proposed measures should encourage pedestrians to cross at these improved locations.
Road safety	
<ul style="list-style-type: none"> • Crossings will do nothing to improve road safety/ no evidence of safety issues that would support the construction of additional traffic calming ramps. 	The proposal is to create a safe speed environment, where there are vulnerable road users present. Research shows that raised crossings reduce vehicle speeds and the number and severity of collisions.
Rat running	
<ul style="list-style-type: none"> • Will encourage people to rat run to avoid village 	The distance between the roundabouts is approx. 170m and an alternative route via Montrose Terrace and Sidmouth Street is approx. 550m. It is unlikely that having two raised tables on a person's journey will encourage them to take an alternative route, which is more than three times as long.
Raising crossings	
<ul style="list-style-type: none"> • If they are flush they will have less impact on traffic • Design them so cars are prevented from driving around you. • Not 'good practice'. 	Raised crossings are proven to reduce vehicle speeds to a survivable level should a vulnerable road user be involved in a collision. They will also make it easier for those with mobility difficulties to cross the road, as the crossing will be at the same level as the footpath.
Controlled crossings	

Feedback suggestions	AT response
<ul style="list-style-type: none"> Controlled traffic light might work better than several uncontrolled crossings as they better maintain the traffic flow. 	<p>The proposed raised crossing are located on pedestrian desire lines and it would not be appropriate to have two signalised crossing in such close proximity. Also signalised crossings only control traffic speeds when they are in use and the aim of the project is to create a low speed environment, which is safe for all users.</p>
<p>Proposed crossing at corner of Beach Road & Montrose Terrace</p>	
<ul style="list-style-type: none"> Leave as is with islands Unsafe to locate near a roundabout (drivers distracted by looking for other cars when entering.) Foliage/ restaurant tables obscure visibility of people on foot and in cars Move further away from roundabout Install hump before RB to slow traffic Move north of Hastings St where there are already refuge islands and side islands and other crossings in the village people can use 	<p>This is a Local Board imitative to create a safe and low speed environment for Mairangi Bay village.</p> <p>The roundabout acts as a speed calming measure and the proposed raised table zebra crossings will replace the existing pedestrian refuge islands. The refuge identifies this location as a desire line for pedestrians and introducing a raised zebra crossing will make it safer for pedestrians to cross the road, which is appropriate for a village environment where you have a high number of pedestrian movements.</p>
<p>Proposed Hastings Road crossing</p>	
<ul style="list-style-type: none"> Is positioned too close to the corner and is unsafe; poor visibility; cars speed around the corner Unnecessary and would cause congestion Concerned cars may park on the crossing trying to see around the corner; moving it further up Hastings Road. Existing islands sufficient 	<p>The proposed raised zebra crossing is in the same location as the existing pedestrian refuge. Setting the crossing further into Hasting Road is likely to result in pedestrians not using the crossing at it would not be on the pedestrian desire line.</p> <p>It is essential that crossing facilities are installed on the pedestrian desire lines and in such a way that there is sufficient visibility between motorist and pedestrians crossing the road.</p> <p>The raised crossing will reduce vehicle speeds making it safe for pedestrians to cross the road.</p> <p>Raised zebra crossings are a safe system treatment especially for a village centre environment.</p>

Feedback suggestions	AT response
Put crossings on all / more legs of roundabouts	
<ul style="list-style-type: none"> To make it as safe as possible For people whose destination is the beach (both roundabouts) 	Pedestrian improvements will be monitored following the implementation of the scheme to determine its effectiveness and to identify if additional measures are required.
<ul style="list-style-type: none"> Across Ramsgate Road on the Beach/ Sidmouth/Ramsgate roundabout for people walking to the shops. 	Due to the location of the entrance to the car park, a raised crossing would not be suitable in this location, There are splitter islands at the roundabout, which enable pedestrians cross the road safely.
<ul style="list-style-type: none"> Across Beach Road on the Beach/ Sidmouth/Ramsgate roundabout to provide safe access to the new daycare being built 411 Beach Road 	Creating a pedestrian facility on Beach Road, south of the roundabout will be considered as part of the detailed design.
Put crossings on Montrose Terrace and Sidmouth Street	
<ul style="list-style-type: none"> On the raised area on the corner of between the Sidmouth St Reserve and Mairangi Bay Surf Club and toilets. 	The existing raised table at the corner of the intersection of Sidmouth Street and Montrose Terrace provides access to surf club. This is a low speed environment where site observations have shown that pedestrians do not have difficulty in crossing the road at this location. This should be monitored as part of the overall scheme to determine if any improvements are considered necessary in the future.
<ul style="list-style-type: none"> On the existing raised area between Mairangi Bay Children's Playground and the toilets. 	This is a slow speed environment where pedestrians using the existing raised table can cross the road with little difficulty due to the low volume of traffic.
<ul style="list-style-type: none"> On Montrose Terrace because the footpath on the northern side of the road is very uneven and most pedestrians cross the road to use the southern side footpath. 	This is a slow speed environment where pedestrians can use the existing raised tables to cross the road with little difficulty due to the low volume of traffic.

Feedback suggestions	AT response
	The uneven nature of the footpath should be referred to the Maintenance team for investigation.
Put crossings on Penzance Road	
<ul style="list-style-type: none"> For the Murrays Bay Intermediate and Primary school children crossing that road. 	As this area is beyond the limits of the project, this request will be passed to Traffic Engineering for further investigation.
Other crossing suggestions	
<ul style="list-style-type: none"> Improve visibility at southern roundabout (Beach Road/ Ramsgate Terrace/ Sidmouth St) 	The roundabout does control vehicle speeds and there is sufficient visibility for a driver, travelling within the speed limit, to stop if required.
<ul style="list-style-type: none"> Suggest a continuous median be installed for pedestrian safety. 	There is an existing flush median between the roundabouts and these are not a safe location for pedestrians to cross the road. The raised pedestrian crossings however do create a safe place to cross the road.
<ul style="list-style-type: none"> The existing islands at Montrose Terrace, Ramsgate Terrace and those south of Hasting should remain. 	The existing islands on Montrose Terrace and Ramsgate Terrace are retained. The islands on Beach Road south of Hastings Road are also retained within the proposed raised zebra crossing. The existing island on Hastings Road is to be replaced by a raised zebra crossing.
<ul style="list-style-type: none"> Improve street lighting on pedestrian crossings 	Wherever necessary the street lighting will be upgraded as part of the project.
<ul style="list-style-type: none"> Remove all crossings where motorists have right of way. 	The primary focus of this project is to improve safety for vulnerable users and to create a low speed environment.
Design suggestions	
More speed calming	

Feedback suggestions	AT response
<ul style="list-style-type: none"> Put speed bumps/ cameras on approaches to roundabout to slow traffic (Montrose Terrace, Ramsgate Terrace, Beach Road) Gateway treatments will not slow speeding cars 	<p>The roundabouts tend to control vehicles speeds and therefore raised features on all approaches are not necessary. The gateway treatments are to advise motorists that they are entering a village environment.</p>
Remove roundabouts	
<ul style="list-style-type: none"> Remove the roundabouts – they cause accidents and cause traffic delays 	<p>Roundabouts are effective in reducing traffic speeds and managing the flow of traffic. Removing the roundabouts will increase traffic speeds through the village centre and make it more difficult for motorists exiting the side roads.</p>
Carpark at the corner of Beach Road and Ramsgate Terrace	
<ul style="list-style-type: none"> Remove the right-hand turn into the carpark from Ramsgate Terrace (it causes congestion), extend traffic island to prohibit this (entry only off Beach Road) There should be no right turns out of the carpark by Ramsgate/ Beach Road. Speed of vehicles exiting the car park should be controlled There should be a clear zone for turning into the shops at Ramsgate Terrace. 	<p>This is a private car park and restricting the turning manoeuvres would require the car park layout to be altered. It would also mean that the number of u-turning movements at the roundabout would increase. A keep clear marking already exists on Ramsgate Terrace's at the entrance to the car park.</p>
Close the carpark entrance opposite Hastings Road on Beach Road	
<ul style="list-style-type: none"> It is not desirable to have cars crossing the footpath on Beach Road. There are alternatives entrances and exists Make the entrance in only (no exiting vehicles) 	<p>This is a private car park and as such, Auckland Transport cannot enforce any restrictions within the car park.</p>
Parking	
<ul style="list-style-type: none"> Change parking arrangements - reversing out parked cars cause traffic problems 	<p>There is a high demand for parking within the village centre. The existing angle parking layout accommodates more vehicles than</p>

Feedback suggestions	AT response
	parallel parking. Approximately, eight parking spaces would be lost if the angle parking is changed to parallel parking.
<ul style="list-style-type: none"> Parking transferred to high side of Montrose Terrace, pedestrians could be seen by motorists exiting their driveways. 	<p>Currently, the parking is located on the southern side of Montrose Terrace where the shops and restaurants are located and thus does not require the vehicle occupants to cross the road.</p> <p>There are also driveways on the northern side of the road and transferring the parking would not address the comments raised.</p>
No right turn into Hastings Road	
<ul style="list-style-type: none"> Consideration should also be given to preventing right turns in to Hastings Road, 	There is an advisory existing “No right turn during peak hours” sign to discourage no right turn manoeuvres. However this will be monitored to determine if the restriction needs to be made legal and enforceable.
Left turn only from Hastings Road onto Beach Road	
<ul style="list-style-type: none"> There should be no right turns out of Hastings Road at all times. - causes traffic to back up 	See previous comment.
Design philosophy	
<ul style="list-style-type: none"> The design should be consistent with vision zero design? 2 traffic calming measures somewhat underwhelming 1 design still focuses on how to accommodate for pedestrians around cars and traffic, as opposed to how to accommodate for cars around pedestrians as the priority 1 	This a Local Board funded project with an aim to create a design which promotes safe and low speed environment that reduces the risk of crashes within the village centre. The project also aligns with AT’s vision zero.
Planting	

Feedback suggestions	AT response
<ul style="list-style-type: none"> • Don't landscape and plant trees at the side and centre of the crossing as AT appears to love to do. This acts as camouflage for pedestrians. Milford is possibly the worst example of this, AT need to fix this urgently • I believe there should be thought at change in road surface and there should be trees and plants in the proposed new kerbs. • along the central hashed areas to also prevent vehicles driving across opposing flow to park and leading to more risk to drivers and pedestrians unaware. 	<p>Planting/landscaping is not included within the scheme, however if there is a desire to introduce additional planting / landscaping then this can be done retrospectively and subject to funding.</p>
Signage	
<ul style="list-style-type: none"> • Paint the kerbs and crossing well to aid people with poor vision • Pedestrian crossings signs need to be more visible to cars. • Recommend that give way signs be put up at service station - both Beach Road & Sidmouth and from (exit) Countdown super market. 	<p>The crossing will be designed to current standards, which takes into consideration the use by visually impaired persons.</p> <p>There is a demarked area between the private property (service station) and public highway where pedestrian should be walking. AT will work with the service station management to improve signage, if required.</p> <p>The existing layout of Countdown supermarket currently has a Give Sign which clearly indicates the priority at that location.</p>
Pedestrianize the town centre	
<ul style="list-style-type: none"> • Bypass traffic around the Village, around the beachfront. Pedestrianize the town centre - solves congestion and ped safety problems 	<p>Beach Road is an arterial road with five day average daily traffic volume of approx. 12,000 vehicles. Being a village centre, Beach Road needs to be accessed by all road users such as pedestrians, customers to the shops, buses and delivery vehicles. AT is committed to making the roads safer for all road users and these changes will help improve safety for people walking and cycling including school children.</p>

Feedback suggestions	AT response
Provision for cyclists	
Design does not provide for cyclists	
<ul style="list-style-type: none"> Minimal/no benefits/ consideration for cyclists 12 Buildouts make it less safe/ create pinch points 9 Raised pedestrian crossings are not great for cyclists' 2 Angle/diagonal parking should be removed/reduced 4 	<p>The objective for this project is to reduce the speed environment within the village centre to improve safety for all the road users including cyclists. A speed limit of 30km/h is internationally recognised as the survivable speed for vulnerable road users.</p> <p>The gateway treatments, which consist of side islands, are necessary to highlight to drivers that they are entering a change in environment and a low speed area. There is sufficient width at the side islands for a vehicle to pass a cyclist.</p> <p>Removal of angle parking will result in loss of 6-8 parking spaces within the village centre. The slow speed environment will not create any significant impact on cyclist within the village centre.</p>
Install cycle lanes	
<ul style="list-style-type: none"> Install protected bike lanes/ bike lanes 11 Remove the flush medians and provide cycle lanes 2 Remove parking in the village and replace with cycle lanes 1 	<p>To install protected bike lanes will require a complete redesign of the village centre and is likely to result in the loss of the on all street parking. Removing the flush median would not create sufficient width to install a safe cycle lane.</p>
Speed limit	
30km/hr zone	

Feedback suggestions	AT response
<ul style="list-style-type: none"> • Include Montrose Terrace and Sidmouth Street. 2 • Extending up the hill to the north. 1 	<p>Both Montrose Terrace and Sidmouth Street are included with the proposed 30km/h speed limit, which is part of the Speed Limit Bylaw 2019.</p> <p>This is a Local Board funded project for the village centre with primary focus on vulnerable road users. Extending the project up the hill is out of the village centre and hence is out of scope of this project.</p>
50km/hr in the car park of Penzance Road	
<ul style="list-style-type: none"> • Two people wanted to know why the car park is signposted 50km/hr, as this seems excessive for a car park and not supportive with the proposal to reduce speeds in the town centre. 	<p>The access to the car park is within the 30km/h speed limit and the 50km/h sign is for motorists exiting the car park to inform them of the speed limit on Penzance Road.</p>
Enforcement	
<ul style="list-style-type: none"> • Speed cameras necessary to enforce any speed limit change 	<p>The design speed in the village centre is self-regulatory and hence the enforcement if required will be minimal.</p>
Other	
<ul style="list-style-type: none"> • And one person queried whether 30km/hr was necessary. They thought 50km/hr was appropriate 	<p>The objective for this project is to reduce the speed environment within the village centre to improve safety for all the road users. A speed limit of 30km/h is internationally recognised as the survivable speed for vulnerable road users.</p>
Gateway treatments	
Purpose	

Feedback suggestions	AT response
<ul style="list-style-type: none"> Will it encourage people to cross here, and is this one of it's purposes? Moving closer to the roundabout as people would not walk up the hill to cross there 	<p>The purpose of gateway treatment is to advise drivers that they are entering a slow speed driving environment.</p> <p>These treatments are solid island and therefore not designed as crossing locations.</p>
Location	
<ul style="list-style-type: none"> Could make difficult to turn out of nearby driveways 	<p>Vehicle tracking will be checked at the detail design stage for all movements in and out the driveways close to the gateway treatment, to ensure that there are no accessibility issues.</p>
Safety / congestion	
<ul style="list-style-type: none"> Narrowing road is unsafe, especially if larger vehicles like busses on the road Will cause congestion <p><i>(See also provision for cyclists, comments related to gateway features creating pinch-points).</i></p>	<p>Narrowing the road at the gateway is to increase driver awareness of the change in the environment to a slow speed area. There is sufficient width for buses or heavy commercial vehicles to pass safely at the gateways.</p> <p>In the village centre, there may be a slight delay to through traffic when the pedestrian crossings are being used but the measures are unlikely to cause any significant congestion.</p>
Effectiveness	
<ul style="list-style-type: none"> Are too discreet/will be lost between parked cars; should stand out more, be bigger, be longer; plant Move to where they can be better seen Replace with speed tables as the buildouts won't effectively slow traffic Simpler and/or more effective; use red rumble strips, SLOW signs, speed humps 	<p>The proposed treatments, which are suitable for a village environment, will be effective in reducing traffic speeds and will be clearly visible to motorists and pedestrians.</p>
Location	

Feedback suggestions	AT response
<ul style="list-style-type: none"> locate further back on the hill approaches to villages/other approaches to village. Suggestions include by: Newhaven Terrace at the level of the bus stop heading north; by Sunrise Avenue. Start slowing traffic sooner, especially downhill traffic 	<p>The project is to create a slow speed environment in the village centre. Newhaven Terrace and Sunrise Avenue are located beyond what is considered the village environment.</p>
<p>Hastings Road gateway</p>	
<ul style="list-style-type: none"> Concerned this requires removal of a tree 	<p>The existing tree at the proposed gateway location on Hasting Road has been retained.</p>
<p>Public transport</p>	
<p>Bus stops in village</p>	
<ul style="list-style-type: none"> Remove the recessed bus stop bay at stop ID 3158 - drivers need to learn to be more patient in an area like this - and to widen the pavement here. bus stop in middle of shops causes congestion buses in the village sometimes block the lanes by either not pulling forward when another bus leaves a stop (1), or not pulling in all the way 	<p>The widening of the footpath at bus stops is not part of this project but could be considered in the future.</p> <p>The bus movements will be referred to AT Metro's operation team for consideration.</p>
<p>Design does not support bus movement</p>	
<ul style="list-style-type: none"> Roundabouts too small/ difficult to navigate, regularly mount the kerb/aprons 3 and slows traffic 1 Road narrowing prevents buses from passing and will add to congestion 2 Slow bus movement, when it should be faster 1 raised zebra crossing at this point will provide an uncomfortable ride for passengers. 1 	<p>The existing roundabouts are designed so that large vehicles can use the overrun area if required.</p> <p>There is sufficient width for the safe movement of heavy vehicles and the raised table ramps will be the standard design as agreed with AT Metro.</p>
<p>Bus reliability</p>	

Feedback suggestions	AT response
<ul style="list-style-type: none"> The recent bus changes have cause very poor service and are frequently 10-15 mins late. 	<p>This will be referred to our bus operations team for action.</p>
Bus lanes needed	
<ul style="list-style-type: none"> Two of you feel that bus lanes are necessary to help ease congestion and to improve services (1) 	<p>The installation of bus lanes a village environment is not appropriate unless it is connected to a wider infrastructure project where bus lanes are installed.</p>
Other	
<ul style="list-style-type: none"> any increased bus traffic will be dangerous 	<p>This project will not increase existing bus traffic.</p>
Other locations you feel need improving	
Kowhai & Beach Road intersection	
<ul style="list-style-type: none"> Intersection Kowhai Road & Beach Road, particularly dangerous trying to turn right from the bottom of Kowhai into Beach Road1 	<p>The project is to create a slow speed environment in the village centre. The Kowhai Road & Beach Road intersection is located beyond the village environment. However this will passed to the Traffic Engineer team for assessment to be undertaken.</p>
Beach Road and Brighton Terrace	
<ul style="list-style-type: none"> Prevent traffic from turning left onto Beach Road from Brighton Terrace, as people use this to cut through 	<p>This is not part of the village centre project, but restricting left turn manoeuvres out of Brighton Terrace would create a significate inconvenience for the residents.</p>
Beach Road and Penzance Road	

Feedback suggestions	AT response
<ul style="list-style-type: none"> Apply a keep clear zone on Beach Road at the Penzance Road intersection to help turning traffic.¹ 	<p>Keep Clear markings are normally installed at an intersection where vehicles are likely to obstruct access from the main road into the side road. This is not the situation at Beach Road and Penzance Road intersection.</p>
Scarboro Terrace	
<ul style="list-style-type: none"> Traffic calming in Scarboro Terrace, as people are using this as a rat run. 	<p>The project is to create a slow speed environment in the village centre and Scarboro Terrace is located beyond the village environment.</p>
East Coast Road	
<ul style="list-style-type: none"> Fix East Coast Road – if traffic flowed better people would use it instead of Beach Road instead 3; if you fix East Coast Bays Road first you may eliminate the need for these pedestrian safety improvements 1 	<p>Improvements for East Coast Road are not part of this project, which is a village improvement scheme.</p>
Hastings Road	
<ul style="list-style-type: none"> Hastings Road (3) Speed calming necessary, particularly by the Mairangi Bay Art Centre. Speed table or crossing by the walkway between Penzance Road and Hastings Road would benefit children and elderly, and slow traffic. 	<p>The project is to create a slow speed environment in the village centre and the Arts Centre in Hastings Road is located beyond the village environment.</p>
Other issues you raised and questions you asked	
Impact study's/ evidence	
<p>Have impact studies/ projections been conducted and what effect on traffic is anticipated?</p>	<p>The scheme will reduce traffic speeds within the village centre and it is considered that there will be no significant impact to through traffic.</p>

Feedback suggestions	AT response
Consultation process	
<p><i>"I am also extremely disappointed in the lack of local publicity surround these changes."</i></p>	<p>Consultation of the project included:</p> <ul style="list-style-type: none"> • Posting 503 letters and feedback forms to residents within the project area • Set up a project webpage and an online feedback form on AT's website. • Posted regionally targeted information on our social media channels, including Facebook, Twitter and LinkedIn • Placed an advertisement in Our Auckland on the 3rd of December 2018. • Sent an email to a stakeholder database including business and resident associations. • Spoke to local businesses in person adjacent to where changes are proposed.
Other	
<p><i>"The landscaping and trees on the side and centre islands in Milford obscure visibility of pedestrians Milford, AT need to fix this urgently"</i></p>	<p>This comment does not relate to Mairangi Bay village. However it will be passed to the Traffic Engineering team for consideration.</p>
<p><i>"Why do you need warning signs of raised humps as the street is already full of signs/clutter/etc, I thought that the new approach was to minimize the use of signage - if a driver can't see that the road feature they shouldn't be driving"</i></p>	<p>To comply with current regulations all vertical features should have warning signs.</p>

Feedback suggestions	AT response
<p><i>“Upgrade the totally neglected roundabout Beach Road - Montrose Terrace, compared with the well looked after roundabout Beach Road - Ramsgate Terrace.”</i></p>	<p>This should be referred to the Maintenance Team for investigation in consultation with the Local Board and business association.</p>
<p><i>“Pedestrians are also hampered & endangered by vehicles parking across the walkway access points on Hasting Road” (walkaway between Penzance Road and Hastings Road and Christie Park)</i></p>	<p>This location will be monitored to determine if any further action is required.</p>
<p><i>“There appears to be little of merit for green infrastructure to calm car speeds and deliver stormwater quality improvement for the nearby creek. Can improved water quality not be married into improved safety through rain gardens along the central hashed areas to also prevent vehicles driving across opposing flow to park and leading to more risk to drivers and pedestrians unaware. If the pavements are to be built out can that not be done with environmental objectives in mind through increased roadside tree and infiltration catch pits? Currently the roading design looks to simply [sic] increase the areas of impervious surface with no regard to water quality degradation despite the roading being a critical source of heavy metals from vehicles, to the Mairangi creek.”</i></p>	<p>The village improvements are a Local Board initiative and the installation of rain gardens would cost significantly increase the cost of the scheme, which the Local Board are funding.</p> <p>There are no changes to the existing built out pavements on Beach Road. Additional catch pits will be provided in the area where existing crossings have been raised to ensure water ponding does not happen.</p>

Attachment 1: Feedback Form

Feedback form

Mairangi Bay town centre safety improvements



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

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

Do you have any feedback on these proposed changes?

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PERSONAL INFORMATION

Name

Business/Organisation

Street address

Suburb

City/Town Post code

Email address Phone number

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

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

What best describes your interest in this proposal?

(please tick all that apply)

- I live or own property in Mairangi Bay
- I work or own a business in Mairangi Bay
- I walk or cycle in Mairangi Bay
- Other *(please specify)*

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How did you first hear about this project?

(please tick all that apply)

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

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