

Summary of your feedback on Torbay village improvements



Total number of submissions received = 74

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Summary

Feedback was mixed with some being satisfied that the proposal would decrease speeding in the village and make crossing the road safer.

Others were concerned around lack of provision for cyclists or a perception that improvements are unnecessary. There was also concern that parking removal would be detrimental to businesses.

Key themes to emerge were:

- 23 people (31%) do not want car parking removal
- 22 people (30%) feel the design lacks provision for cyclists. 18 of these people (24%) feel that cycle lanes should be installed.
- 17 people (22%) are concerned about the safety of the car parks on the roundabout – for vehicular and cycle traffic - and have asked for these parks to be removed.
- 16 people (21%) requested pedestrian crossings at other locations; 10 of these people requested a crossing by the 4 Square; four suggested on the Toroa St leg of the roundabout and two suggested one is needed at Deep Creek Rd.
- 11 people (15%) commented that the previous AT work in the village was disruptive and are concerned about any further work occurring.
- 12 people (16%) do not think the village needs these improvements; is sufficiently safe as is; has enough crossings.

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 changes to improve safety, however as a direct result of feedback we have made the following amendments to the proposal:

- We will upgrade the pram crossing on Toroa Street to a zebra crossing.
- We will install a new additional raised pedestrian crossing outside Four Square. This will require the removal of three on street car parks.
- We will build out the footpath near the bus stop at the southern end of Beach Road to improve space for pedestrians and enable better bus manoeuvrability.

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 the Torbay village centre to improve safety and accessibility for all road users and pedestrians.

We are proposing to make changes to roads in the Torbay village centre in order to improve safety and accessibility for all road users, especially children and people walking and cycling.

80% of all road deaths and serious injuries occur on 50km/h local urban roads. Nearly half of those deaths and injuries involve vulnerable road users – children, the elderly, people walking and people on bikes or motorcycles. 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.

The improvements proposed include:

- A new zebra crossing on the raised table on the southern side of the Beach Road/Toroa Street roundabout.
- Build out the kerbs near the Beach Road and County Road intersection, the Beach Road and Toroa Street intersection and north of the Beach Road and Deep Creek Road intersection to help encourage slower vehicle speeds upon entry to the town centre.
- Moving the bus stop on Beach Road opposite Chand Indian Restaurant by a few metres to enable buses easier access to the bus stop. This will mean removal of one car parking space.
- Introduction of three 30-minute waiting spaces (P30) on Toroa Street near its intersection with Beach Road.

Activities to raise awareness

To let you know about our consultation, we:

- Posted 218 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

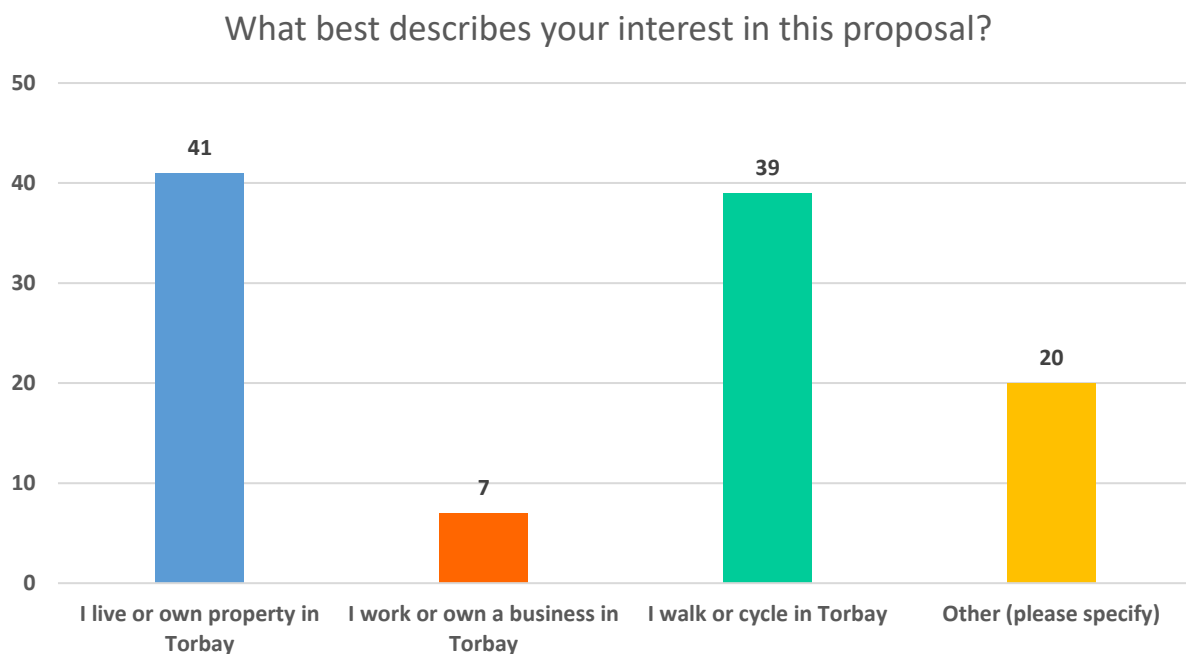
The consultation ran from 29 November to 14 December 2018. We asked for feedback on these proposed changes. You could provide feedback using an online submission form (on our [Have Your Say website](#)), via email, or by completing the hard copy feedback form that was included with the consultation letter. 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 Torbay village centre improvements proposal from 74 submitters:

- 64 were completed online, 8 were submitted using the hardcopy feedback form, and 2 submissions were received by email.
- Of the 110 submitters:
 - 41 submitters (55%) live or own property in/near the project area,
 - 7 (9.5%) work or own a business in the area,
 - 39 (53%) walk or cycle in the area.



(Respondents could select more than one option))

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.

Overall sentiment

From all the comments we received, the largest proportion (40.5%) do not support the proposal. The main reasons cited for this were:

- Perceived lack of provision for cyclists in the design
- It was felt that the improvements are unnecessary (the area has already been upgraded recently or the area is safe as it is currently).
- Removal of parking was not supported because it is felt that it is necessary for the survival of businesses.

"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.

"I use this area frequently and never see speeding. What I see are queues if traffic waiting for people to park from the road lane because the footpath was widened unnecessarily."

"Seems pointless as there are already crossings and there has been so much disruption to torbay village and the shops there already. Please don't go ahead with these changes!"

35% of you had mixed feedback. Some liked some aspects and not others and suggested improvements to the design. Some of you did not expressly state if you supported the proposal. The areas where you felt further consideration is required will be detailed below within each of the key themes.

"I think that the designers of these safety improvements have given lots of thought to the safety of pedestrians and almost no consideration to the safety of people on bikes."

"We need a pedestrian crossing at the other end of the shops near the 4square . one opposite the dairy will lead to traffic jams. DONT move the bus stop as we will loose [sic] another park and we lost so many during your last attempt to "improve" things which was a disaster. Agree to build out the curb on County rd but NOT Toroa - again traffic and disruption. Agree with the 30 min parking on Toroa."

24% of you expressed support the project. Where a reason was offered, this was mainly because people felt that there was speeding in the village and crossing the road was not easy/ felt unsafe.

"30 k zone through village a must."

"Agree with South zebra crossing. Sadly the existing zebra crossing is a disaster waiting to happen. People coming up Beach Road from South accelerate as they get

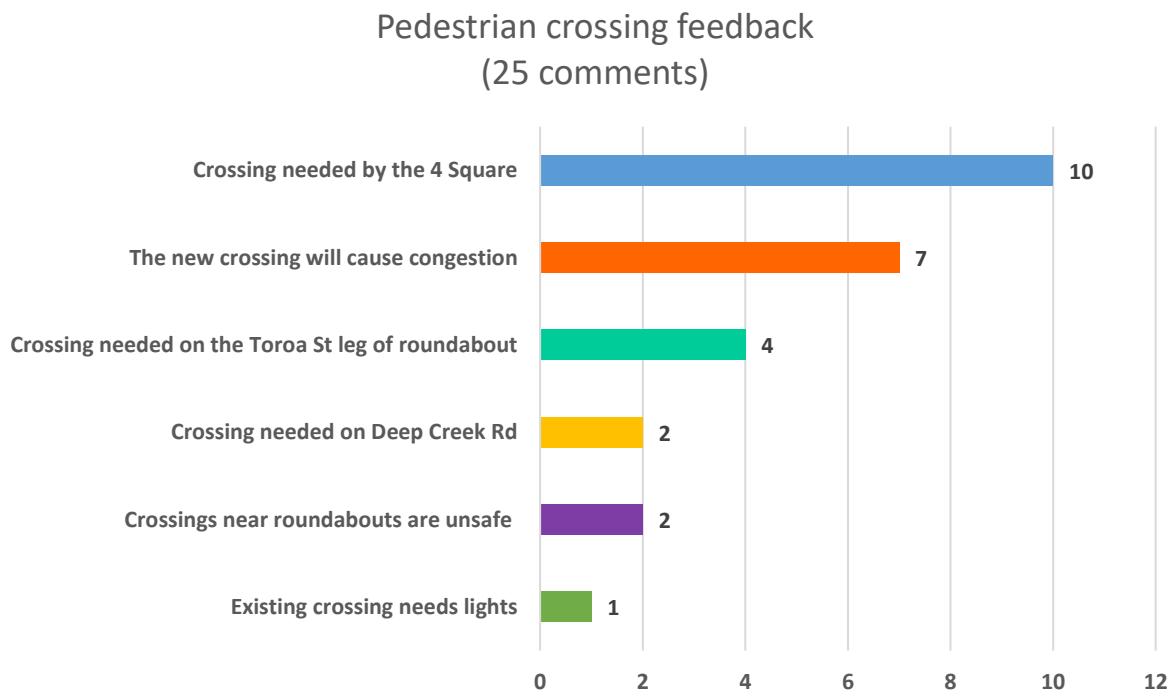
to the Toroa Street intersection, the zebra crossing needs lights to halt traffic & allow pedestrian to cross.”

The following sections provide more detail of your feedback on each of the themes raised — many of which are interconnected. We have also responded to comments, questions and suggestions; our responses may be found within [our design suggestion and response table](#)

1. Pedestrian crossings

We proposed installing a new zebra crossing on the raised table on the southern side of the Beach Road/Toroa Street roundabout.

The themes to emerge from the 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, and some submitters provided more than one suggestion. Submissions may be counted in more than one theme.

Most people commenting on the pedestrian crossings requested additional crossings.

10 submitters requested a crossing outside Four Square because this is a popular place to cross. One person suggested that the new crossing proposed (on the southern side of the

Beach Road/Toroa Street roundabout) be positioned here instead and that it would act as a gateway as well as catering for demand at this location.

Four people thought that a crossing is necessary on the Toroa St leg of the roundabout and that pedestrians should be equally catered for on all legs of this roundabout.

“The second design addition is to provide a raised zebra crossing as opposed to the pedestrian island at the Toroa Street crossing. This would highlight the area as being pedestrian orientated, and a slow speed environment, completing the loop along with the northern and southern beach road raised zebra crossings.”

Other comments include the suggestion to signalise the existing crossing due to perceived dangers here (1 comment), and that positioning crossings near intersections is unsafe (2 comments). Two people felt that a pedestrian crossing is also needed on Deep Creek Rd because of traffic speed and volume here makes it hard to cross.

Seven people expressed concern about the proposed new crossing on the southern side of the Beach Road/Toroa Street roundabout. They suggested it was unnecessary as there is already one close to this side of the shops, and some were also concerned that it will lead to congestion in the town centre.

“I like the new crossing, but Torbay gridlocks in the morning so I don’t know what will happen to traffic flow.”

2. Provision for cyclists

Eighteen people felt that there lack of provision for cyclist in the design and felt that cycle lanes to be installed. Many felt that pedestrian safety was well provided for in the design but the design lacked any improvements that would make cycling safer or attractive. Five people commented on pinch-point in the design at the roundabout and the gateway treatments.

Suggestions to address pinch points included:

- Designing a bypass around the back of gateway treatments.
- Avoiding signs near the kerb.
- Using middle islands instead of side islands

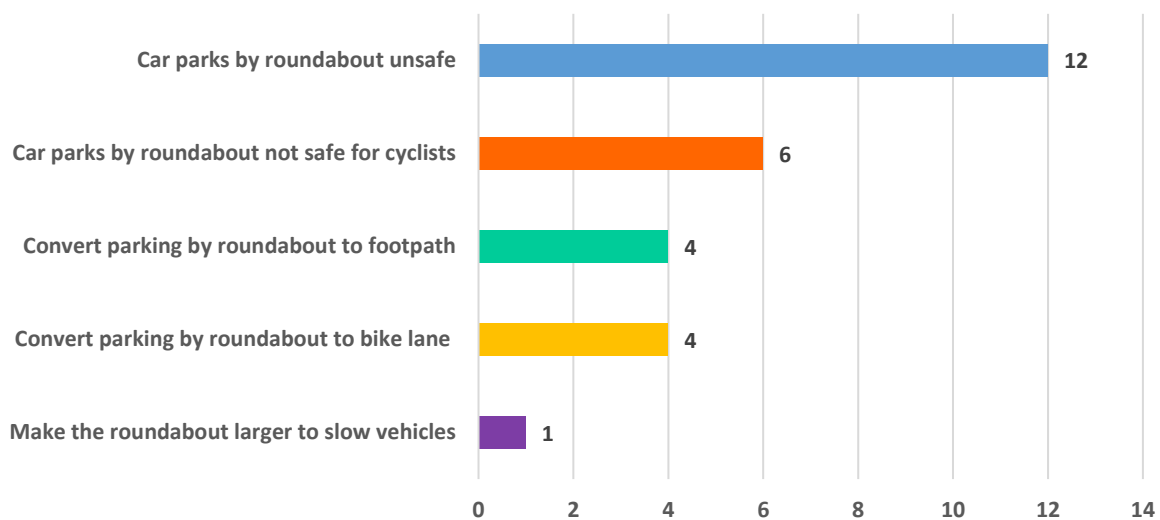
“Despite what you say this is also absolutely not safer for cyclists. Having bits built out into the road are just simply dangerous because as a cyclist you can’t see behind you, you have to assume that the motorist has seen you and is going to let you in. Please DON’T do this. Please put in protected cycle lanes instead.”

Six of people also felt that the parking arrangement at the roundabout is dangerous for cyclists. This is detailed in the next section [3. Car parking at roundabout](#).

3. Car parking at roundabout

The themes to emerge from the 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](#).

Key themes: Car parks at roundabout



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

17 people provided feedback on the car parking on the roundabout in the town centre. All of these submitters felt that this arrangement is unsafe for vehicular traffic and/or people on bikes and must be removed. Another concern was the impact of people parking their cars on the traffic flowing around the roundabout.

*“It’s madness to retain the parking *on the roundabout*. This is such a hangover from 1970s town planning and should be eliminated as much as possible. For goodness sake give this space back to pedestrians.”*

One person observed that one of the car parks on the roundabout (outside the dairy) is only accessible by reversing in and thought that this was particularly dangerous.

“Recently the parking bays were reconfigured in Torbay and frankly this has been a disaster in front of the shops. The park in front of the dairy is only accessible by reversing in, due to the raised curb. To park here you have to enter the roundabout then completely stop and then reverse in with traffic coming at you from several

angles. Otherwise you have to drive over the raised curb. It is a terrible design and completely stops the roundabout working efficiently.”

Four people suggested the parking spaces be converted to a bike lane and four people suggested that the area should be converted to footpath. One person felt that roundabout should be increased in size to adequately slow traffic.

“Please remove the carparking on the roundabout. Very dangerous and never seen in other roundabouts. Add cycle lanes or at least some green paint.”

4. Parking removal

16 people commented on car parking in the village. Most do not support the proposed parking removal (12), voicing concerns about the impact this will have on businesses in the area. Seven people commented that the last upgrade removed too many parks, made parking hard to find and don't want to see further parking removed

Four people do not support the repositioning of the bus stop and resulting loss of one car park. One suggested that the bus stop be moved farther south to avoid loss of customer parking.

Other parking related comments received included suggestions to:

- designating parking for Plunket mums (1 comment)
- remove the single parking space outside the Plunket because it makes exiting the car park behind Chand/Plunkett difficult. (1 comment)
- make one side of Toroa St no parking (1 comment)
- make the 30 minute car parks 60 minute to allow café patrons to park (1 comment)

“The community does not need to lose any more parking spaces. It means loss of business for retailers and could result in the death of our community.”

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

5. Gateway treatments and kerb buildouts

Feedback on the gateway and kerb build outs was equally for and against.

Seven people voiced their support for the gateway treatments, three of these people suggesting speed calming at additional locations.

- One submitter suggested building out the kerbs build-outs at more locations to help encourage slower vehicle speeds upon entry to the town centre:
 - Near the Beach Rd and County Rd intersection.

- Near the Beach Road and Toroa Street intersection.
- north of the Beach Rd and Deep Creek Rd intersection.
- Another submitter requested a speed bump outside Four Square.

Five people do not support these treatments because they create pinch-points for cyclists. One person felt that the kerb buildouts on Toroa St would disrupt traffic, and another submitter thought that gateway treatments would be ineffective.

“Side traffic islands at county road are a good idea as it is often slow and dangerous turning right onto beach road due to cars moving quickly and an obstructed view due to parked cars outside four square, especially when parked near the intersection.”

“Despite what you say this is also absolutely not safer for cyclists. Having bits built out into the road are just simply dangerous because as a cyclist you can't see behind you, you have to assume that the motorist has seen you and is going to let you in. Please DON'T do this.”

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

6. Other matters

Previous works

17% of all submitters raised the roadworks carried out in 2016/17. Eight people commented that the last round of works were lengthy and disruptive. With several commenting on why we 'didn't get it right the first time'. Three people believe that previous works are not effective or achieved poor outcomes.

“Also last road works took longer than a year to finish which has a huge impact on all of us. We would really expect it to be speedy this time.”

“Torbay “improvements” it's a joke. You have messed it up already [sic] and made a pigs ear of it ! Put it back to how it was!”

Necessity of works

Twelve people queried whether the work is necessary, several stating that the area currently feels safe and that there are an adequate number of crossings.

Don't think we need raised pedestrian crossings - the one that is currently there is working well. This intersection has been recently re-developed and it doesn't need more work. The footpaths are wide and there are islands in the middle of the roads, as well as the pedestrian crossing, that make it easy for pedestrians to cross. I'm there often with my two young kids and I feel safe walking around with them.

We have responded to all comments and suggestions; our responses may 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

- Think that the designers have given lots of thought to the safety of pedestrians and almost no consideration to the safety of 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.
- Query why car parks have been retained on the roundabout and suggest bike lanes instead
- Think AT should 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
1. Pedestrian crossings	
Crossing needed by the Four Square	
<ul style="list-style-type: none"> • Will slow traffic at approach to town • A lot of people want to cross here to get to the Four Square. • Move second crossing to this location instead (there is already a crossing in the shops) 	<p>Following responses to the consultation, the introduction of pedestrian crossing at Four Square was investigated. A pedestrian survey was undertaken and the results showed that a high number of pedestrians do cross Beach Road in the vicinity of Four Square.</p> <p>A recommendation to introduce a raised zebra crossing was supported by the Local Board as it would make crossing Beach Road safer as well as reducing vehicles speeds approaching the village centre.</p>
New crossing (southern side of the Beach Rd/Toroa St roundabout)	
<ul style="list-style-type: none"> • Not necessary - already have one close to this side of the shops • Will cause congestion • Is unsafe located near roundabout 	<p>There is an existing uncontrolled crossing facility on the raised table on Beach Road to the south of the roundabout. A recent pedestrian survey showed that this is one of the busiest crossing locations in the village centre for pedestrians. Introducing a zebra crossing will make it safer for pedestrians to cross the road and is appropriate for a village environment where you have high number of pedestrian movements.</p>
Crossing needed on the Toroa St leg of roundabout	

Feedback suggestions	AT response
<ul style="list-style-type: none"> To highlight the area as being pedestrian orientated Will slow traffic speed Should be a raised table, pedestrians should be properly catered for at all locations (not just an island) 	<p>Following responses to the consultation, the introduction of pedestrian crossing on Toroa Street was investigated. A pedestrian survey was undertaken and the results showed that pedestrians do cross Toroa Street at Scouts Café.</p> <p>Given the levels of the road and footpath, it is proposed to introduce a zebra crossing at grade.</p>
Crossing needed on Deep Creek Rd	
<ul style="list-style-type: none"> Travel speeds here, is high traffic road, difficult to cross Needed to cater for Elderly and Kindergarten children and parents The inclusion of a pedestrian island halfway might help but do not restrict the ability of cars to turn right onto beach road without blocking the path of cars wishing to turn left into Torbay and down to long bay beach. 	<p>This is outside the scope of this project, however, these concerns will be passed to Traffic Engineering team for further investigation.</p>
Signalise existing pedestrian crossing	
<ul style="list-style-type: none"> People accelerate as they get to the Toroa Street intersection, the zebra crossing needs lights to halt traffic & allow pedestrian to cross. 	<p>A 30km/h is proposed for Torbay Village as part of the Safe Speed Programme. The introduction of the additional zebra crossing will create a slow speed environment and give pedestrian priority when crossing the road.</p>
2. Provision for cyclists	
Design lacks provision for cyclists	
<ul style="list-style-type: none"> Design is not safer for cyclists Design lacks any provision for cyclists 	<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>

Feedback suggestions	AT response
	<p>Whilst there are no cycle provisions that currently link to Torbay village, it is considered that in a slow speed environment, cyclists will take the lane.</p>
Cycle lanes	
<ul style="list-style-type: none"> • Add protected cycle lanes. • Remove car parks at roundabout and install a bike lane 	<p>There are no cycle provisions that currently link to Torbay village, it would not make sense to the public to protect cyclists in a lower speed environment. It is considered that in a slow speed environment, cyclists will take the lane.</p> <p>The parking layout is existing and parking is in high demand in the village centre outside the shops.</p>
Remove parking from roundabout	
<ul style="list-style-type: none"> • Is dangerous for cyclists to have cars reversing in and out of car parks 	<p>Parking is in high demand in the village centre outside the shops where traffic speeds are low due to the roundabout and raised tables. The parallel parking layout is no different to many other locations around Auckland, where a person may cycle past this type of parking.</p>
Pinch points	
<ul style="list-style-type: none"> • Gateway and kerb build-out treatments dangerous for cyclists • Design a bypass around the back of gateway treatments. • Avoid signs near the kerb. • Use middle islands instead of side islands 	<p>The gateway treatments, which consist of side islands and signs, are necessary to highlight to drivers that they are entering a change in environment and a low speed area. Many of the side islands are located near parking bays and are not wider than the parking bays.</p> <p>A bypass is not feasible due to the site constraints and adjacent parking. There is sufficient width at the side islands for a vehicle to pass a cyclist.</p> <p>All signs will be set back from the kerb and at the required height so not to cause an obstruction.</p> <p>Central islands are not appropriate in this instance.</p>
Bike parking	

Feedback suggestions	AT response
<ul style="list-style-type: none"> • Provide bike parking in the village 	<p>This will be investigated to determine if it can be incorporated within the scheme.</p>
<h3>3. Roundabout design</h3>	
<h4>Car parking at roundabout</h4>	
<ul style="list-style-type: none"> • Is dangerous for vehicles and people on bikes • Unprecedented • Replace with footpath/ planting / bike lanes • Impairs traffic flow 	<p>Parking is in high demand in the village centre outside the shops where traffic speeds are low due to the roundabout and raised tables. The parallel parking layout is no different to many other locations around Auckland, where a person may cycle past this type of parking</p>
<h4>Increase roundabout size</h4>	
<ul style="list-style-type: none"> • Increase roundabout size to more effectively slow traffic 	<p>The roundabout is exiting and works well in terms of providing manoeuvring movements for buses and heavy vehicles. Traffic speeds at the roundabout are already low.</p>
<h3>4. Parking</h3>	
<h4>Retain parking</h4>	
<ul style="list-style-type: none"> • Essential to the survival of the businesses • Access to car parks is important to enable people to shop, they will go elsewhere 	<p>We understand car parking is important to local businesses and have worked to minimise car parking loss as much as possible.</p> <p>The removal of four car parking spaces is required to enable safer crossing facilities for pedestrians. Unfortunately, there wasn't a way around this without jeopardising the new crossing facility.</p> <p>There will be one car park space removed on Beach Road at the southern end of village. This is required to allow buses to safely access the bus stop and better align to the kerb so that passengers can get on and off the bus safely.</p>

Feedback suggestions	AT response
	<p>Given the feedback for a new crossing facility outside Four Square, there will be three car parking spaces removed to enable the raised zebra crossing to be installed.</p>
Bus stop relocation	
<ul style="list-style-type: none"> • Object to relocation bruise of loss of car park • Appears to work where it is (why are you moving it?) • Move further south instead to preserve shop parking 	<p>The existing bus stop at the southern end of Beach Road is not being relocated. It is however being modified as the existing layout does not have sufficient manoeuvring space to allow a bus to access the stop when a vehicle is parked in the end car parking space. This results in the bus not being aligned properly with the kerb and rear of the bus overhanging the traffic lane.</p> <p>The bus stop is being modified to incorporate the gateway feature and for buses to better align with the kerb so that passengers can get on and off the bus safely.</p>
Parking management	
<ul style="list-style-type: none"> • Amend 30 min parking to 60 min parking to provide for cafe patrons 	<p>A P30 parking restriction has been recommended by the Parking Design team and has been incorporated in the scheme of works.</p>
Other parking suggestions	
<ul style="list-style-type: none"> • Designated car parks for Plunket mothers • Make one side of Toroa St no parking. • Consider removing the single parking space outside the Plunket – it affects visibility when exiting from the car park here. 	<p>It is not possible to designate spaces for individual businesses on a public road.</p> <p>The on street parking tends to control vehicle speeds and it is not recommended at this time to remove parking on one side of Toroa Street.</p> <p>Visibility may be partially restricted by a car parked outside Plunket, however exiting vehicles are able see behind the parked car for approaching vehicles.</p>
5. Gateway and kerb build outs	

Feedback suggestions	AT response
Gateway treatments	
<ul style="list-style-type: none"> • Are ineffective • Create pinch points for cyclists • Will impact traffic flow 	<p>The side islands are designed to create a gateway effect highlighting to drivers that they are entering a lower speed environment.</p> <p>There is an edge line road marking that will guide traffic, including cyclists, round the side islands where there is sufficient space for a car to safely pass a cyclist.</p>
Kerb build outs	
<ul style="list-style-type: none"> • Will impact traffic flow • More kerb build outs needed to encourage slower vehicle speeds upon entry to the town centre: <ul style="list-style-type: none"> – near the Beach Road and County Road intersection, – the Beach Road and Toroa St intersection – north of the Beach Road and Deep Creek Rd 	<p>The side islands are designed to create a gateway effect highlighting to drivers that they are entering a lower speed environment.</p> <p>The gateways with side islands are located on Beach Road to the south of its intersection with County Road and to the north of its intersection with Deep Creek Road. Due to the location of the gateway on Toroa Street it does not require side islands.</p>
6. Other matters	
Previous roadworks in the village	
<ul style="list-style-type: none"> • Were lengthy (over a year), disruptive and had detrimental effect on businesses • Expect it to be speedier and more planning to minimise impact. • Why weren't these improvements implemented in the previous project? 	<p>There will be some disruption during the construction of the works. We certainly want to make sure disruption is kept to a minimum and will be working with the community to mitigate disruption as much as possible.</p>
7. Questions / observations and issues you have raised	
Traffic calming	

Feedback suggestions	AT response
<ul style="list-style-type: none"> <i>Traffic calming has been proven in studies to not work. What is the scientific basis of your unsupported opinion stated as fact? Set limits by the 85% rule. Anything else is criminal negligence.</i> 	<p>There are numerous studies that show where traffic calming measures have been introduced there is a reduction in vehicle speeds as well as the number and severity of crashes.</p>
<ul style="list-style-type: none"> Make the Village a 30km/hr zone 	<p>In the proposed speed limit Bylaw 2019, there is a proposal to introduce a 30 km/h in Torbay village. We are working through the feedback from the consultation process and a decision will be made by the AT Board in October 2019.</p>
Stormwater	
<ul style="list-style-type: none"> Previous work has caused stormwater to pool outside Scout Café and a drain grid is buckled outside dairy 	<p>The drainage channels at the edge of the road will not be affected by the proposed works. However, checks will be undertaken during the detailed design to determine if additional catch-pits are necessary.</p>
Necessity of project	
<p><i>I don't think we need raised pedestrian crossings - the one that is currently there is working well. This intersection has been recently re-developed and it doesn't need more work. The footpaths are wide and there are islands in the middle of the roads, as well as the pedestrian crossing that make it easy for pedestrians to cross. I'm there often with my two young kids and I feel safe walking around with them.</i></p>	<p>The proposed scheme formalises the uncontrolled crossing on the raised table by Scouts. As a result of the responses to the consultation it has been agreed to introduce a further raised crossing outside Four Square.</p>
Enforcement	
<ul style="list-style-type: none"> Proposed speed reduction is unlikely to have much effect if it is not enforced. 	<p>The design of the proposed scheme will reduce operating speeds to 30km/h and therefore should not require enforcement. However, should enforcement be necessary then NZ Police will undertake this.</p>

Feedback suggestions	AT response
Bus stop/ parking	
<ul style="list-style-type: none"> • Stop buses from using customer car parks while waiting – send them to Long bay like you used to. 	This will be referred to our AT Metro Operations team for action.
<ul style="list-style-type: none"> • Move the bus stop down towards the Four Square as it blocks the view when leaving the car park. 	This will be referred to our AT Metro Operations team for action.
Questions you raised	
<ul style="list-style-type: none"> • <i>I don't quite get your "building out of kerbs north of deep creek beach road intersection" as your pdf is not very clear, but so long as it doesn't impede exiting out of deep creek right or left it is probably ok. If however it prevents cars turning left freely where there is a car turning right then it will cause problems. (Currently there are times when traffic turning right out of deep creek can be delayed for some time - particularly around school start/finish times and then from 4pm to 5:30 pm.)</i> 	The proposed side islands will not restrict turning manoeuvres at the Deep Creek Road intersection and are located so they will not restrict access in to or out of a private property.
<ul style="list-style-type: none"> • <i>Can the proposed speed limit reduction be achieved without further roadworks?</i> 	The proposed measures are required to ensure that operating speeds are reduced to 30km/h. Whilst there will be some disruption during the construction of the works, Auckland Transport will work with the contractors to minimise the disruption.
<ul style="list-style-type: none"> • <i>Other countries handle the injury rates by improving driver behaviour with training and testing car drivers. They deal with the problem at source rather than the fire fighting which is happening in Auckland. Friends from the UK were horrified at the driving they saw in local roads and highways. Of particular note was the drivers who go straight across 3 lanes from right to left. And drivers who do a right hand turn into motorway traffic rather than correctly filtering into the motorway traffic. No care and no</i> 	The proposed scheme is to create a low speed environment thereby making it safer for vulnerable road users. Auckland Transport has a number of road safety programmes, which includes infrastructure improvements and education projects. The education projects aims at improving driver behaviour such as road safety education in schools, teenage driving lessons, helping businesses to encourage car pool and car sharing etc.

Feedback suggestions	AT response
<p><i>attention. It is time to improve the quality of driving in a Auckland and New Zealand. Reducing speed is just going to increase frustration of driver</i></p>	
<ul style="list-style-type: none"> <i>Details of what the gateways will be must be published prior to installation. Presume a village name plate incorporating a speed roundel.</i> 	<p>The gateway signs, which will have the speed limit sign and village name, will need to comply with current signing specifications</p>
<ul style="list-style-type: none"> <i>What will be the speed limit through here [village]?</i> 	<p>In the proposed speed limit Bylaw 2019, there is a proposal to introduce a 30 km/h in Torbay village. We are working through the feedback from the consultation process and a decision will be made by the AT Board in October 2019.</p>

Attachment 1: Feedback Form

Feedback form

Torbay 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 Torbay
- I work or own a business in Torbay
- I walk or cycle in Torbay
- 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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