

# Your feedback on Mount Wellington Highway bus/truck lane and other improvements



# Contents

<b>Summary .....</b>	<b>1</b>
Key themes from feedback .....	1
Project decisions .....	2
Next steps .....	2
<b>Background.....</b>	<b>3</b>
What did we seek feedback on? .....	3
Main project benefits .....	3
<b>Feedback activities .....</b>	<b>4</b>
What we asked you.....	4
Activities to raise awareness.....	4
How people provided feedback.....	4
<b>Feedback received .....</b>	<b>5</b>
Overview .....	5
Key feedback themes .....	6
<b>Attachment 1: Designs released for public feedback.....</b>	<b>16</b>
<b>Attachment 2: Feedback form .....</b>	<b>19</b>

# Summary

From the 28 October – 17 November 2019 the public were invited to provide feedback on a proposed bus/truck lane and other improvements along Mount Wellington Highway. In total **58 submissions** were received.

## Key themes from feedback

The **top 6 feedback themes** are shown below. For a complete list of themes and Auckland Transport's (AT's) responses please refer to the 'Feedback received' section of this report.

Feedback theme	No. of mentions
 <b>Lack of provision for people on bikes</b>	<b>14 (24%)</b>
 <b>Don't narrow flush median</b>	<b>12 (21%)</b>
 <b>Support proposed changes</b>	<b>11 (19%)</b>
 <b>Project will make congestion worse</b>	<b>11 (19%)</b>
 <b>Concerns with merging traffic at end of bus/truck lane</b>	<b>8 (14%)</b>
 <b>Footpaths should be wider</b>	<b>6 (10%)</b>

## Project decisions

After considering the public feedback **we have decided to progress the project** through to implementation, subject to the following changes:

- modify the lane markings at the start of the bus lane to guide motorists away from the bus lane and into the general traffic lane (i.e. discourage corner cutting).
- where there is space, widen the footpath on the eastern side of the road.

## 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 around July/August 2020 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 provided.

# Background

## What did we seek feedback on?

The proposal released for public feedback included the following changes:

- A southbound bus/truck lane operating 24hours seven days a week (buses, heavy vehicles over 3500kg, bicycles and motorbikes will be permitted to use the lane)
- Narrowing of the painted central median
- Kerb and footpath realignments on the west side of the road
- A new signalised pedestrian crossing and associated kerb widening
- Upgrading the pram crossings at Longford Street
- A new bus stop, bus stop and shelter relocation and bus stop improvements

For more detailed information on the proposal, please refer to Appendix 1 or visit [at.govt.nz/projects-roadworks/mt-wellington-highway-bustruck-lane-improvements/](https://at.govt.nz/projects-roadworks/mt-wellington-highway-bustruck-lane-improvements/).

## Main project benefits



### Up to 7-9 buses and 120 trucks per hour

will benefit from the bus/truck lane.



### 40 - 120 seconds

is the current **average delays** to buses between the bus stop on Penrose Road and 270 Mount Wellington Highway.



### Various changes to bus stops

will improve bus stop spacing, pedestrian and bus accessibility and sightlines for vehicles exiting Hamlin Road.



### New signalised pedestrian crossing will improve safety

and connectivity across the road for people walking and using other active modes of travel like riding bikes and scooters.



### New pram crossing at Longford Street

will improve accessibility for mobility scooters and wheelchairs.

## Feedback activities

From the 28 October – 17 November 2019 the public were invited to provide feedback on a proposed bus/truck lane and other improvements along Mount Wellington Highway. In total **58 submissions** were received.

### What we asked you

We asked if you had any safety or accessibility concerns with the proposal, and if you had any other comments or suggestions.

### Activities to raise awareness

To let you know about the opportunity to provide feedback on the project, we:

- mailed 957 letters with free post feedback forms to property owners and occupiers in the area
- emailed information to other key interest groups
- handed out project information on buses traveling through the project boundaries
- set up a project webpage and an online feedback form on our website
- placed an advertisement in East & Bays Courier newspaper on 30 October 2019
- shared a media release on the proposal
- posted about the proposal on Neighbourly and the Maungakiekie-Tāmaki Local Board Facebook page
- held a public drop-in session from 4pm-8pm on 12 November 2019.

### How people provided feedback

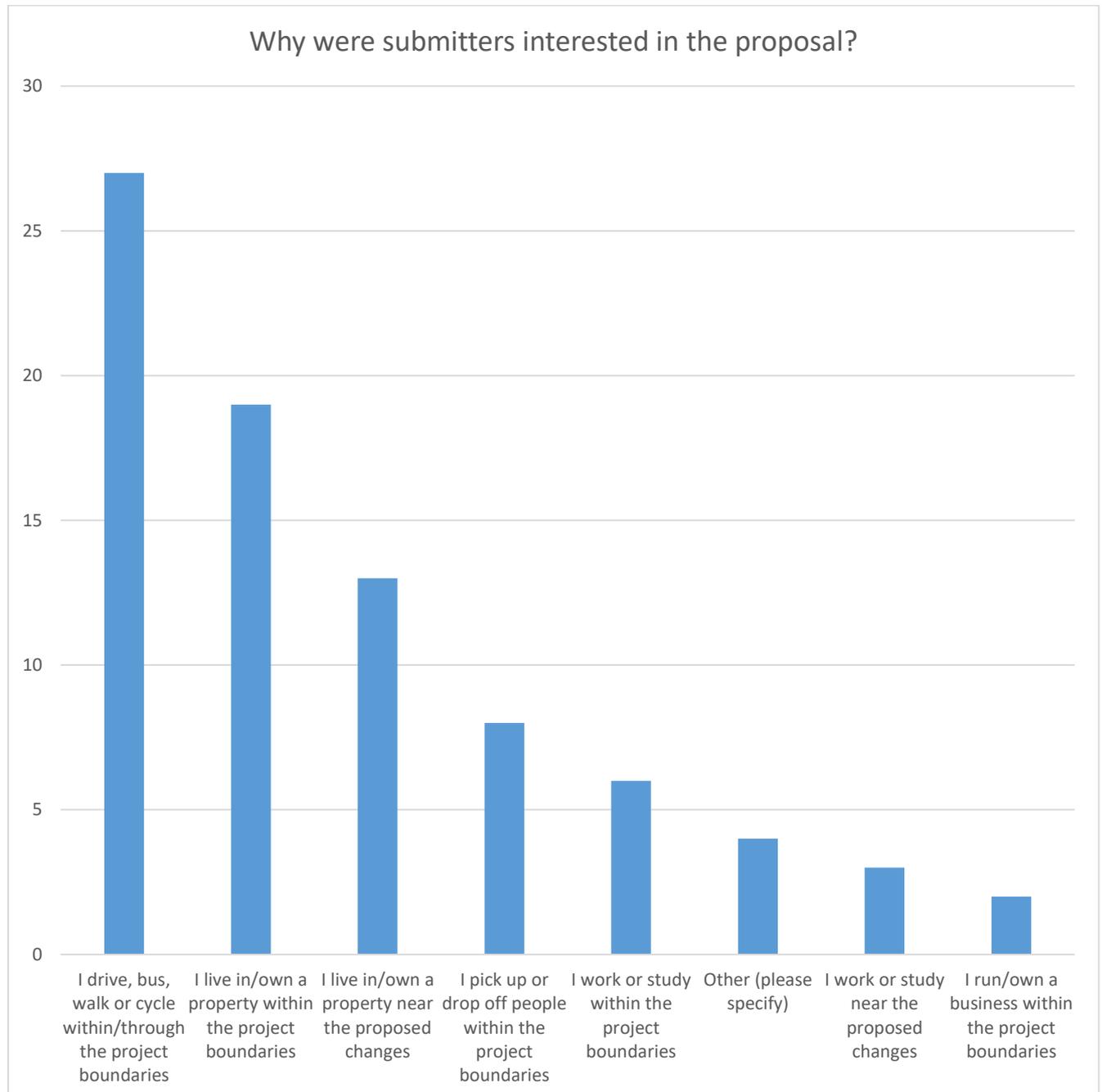
You could provide feedback using an online submission form on the project webpage or a freepost form included in the project letter. See Appendix 2 for a copy of the feedback form.

# Feedback received

## Overview

We received public feedback on the proposal from 58 submitters, including submissions from:

- NZ Heavy Haulage Association
- National Road Carriers Association
- A member of the Road Transport Association
- Bike Auckland



## Key feedback themes

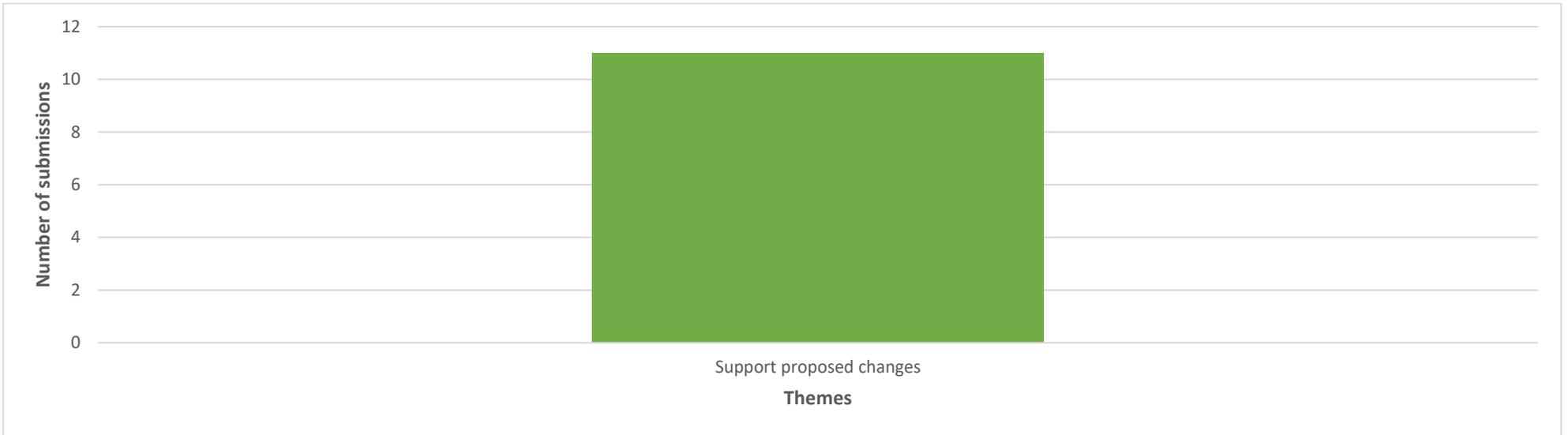
This section outlines the feedback topics and related themes as well as Auckland Transport's responses to the feedback themes.

### Feedback topics



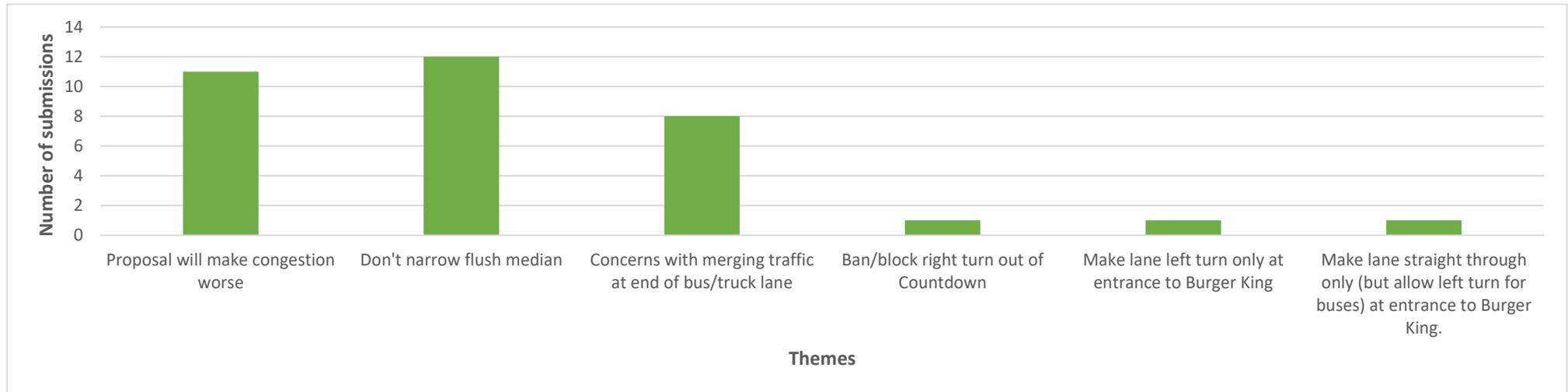
**Please note:** one person's or organisation's submission can count towards multiple topics and themes.

**General feedback themes**



Feedback Theme	Main Points	Auckland Transport's Responses
Support proposed changes <i>Mentions: 11 (19%)</i>	<ul style="list-style-type: none"> <li>• General support for the proposal</li> <li>• Support speeding up bus travel times</li> </ul>	Thanks for your feedback

## Traffic and safety related feedback themes

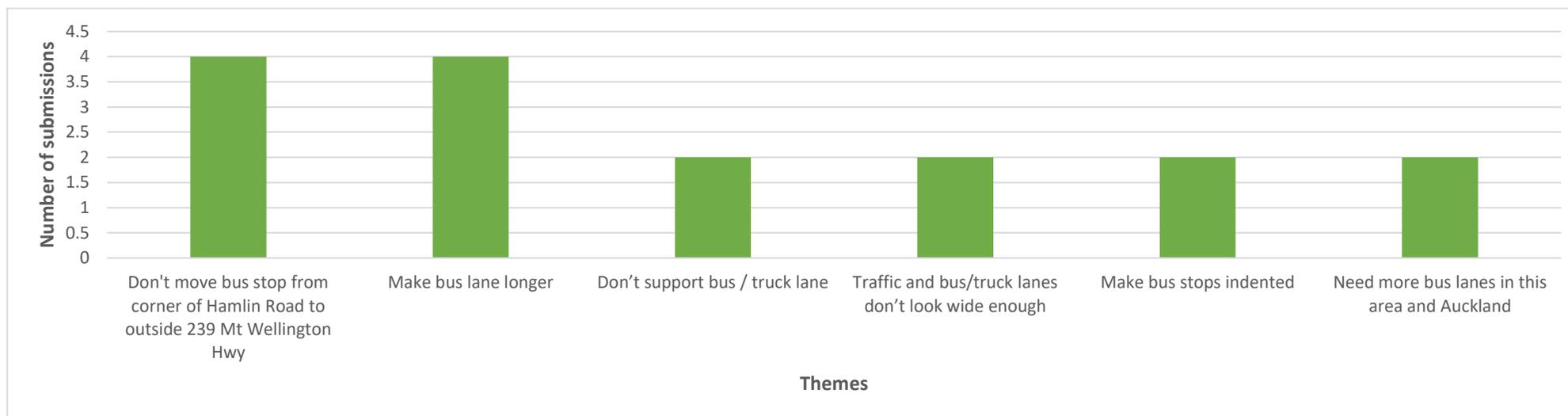


Feedback Theme	Main Points	Auckland Transport's Responses
Proposal will make congestion worse <i>Mentions: 11 (19%)</i>	Signalised pedestrian crossing will create more congestion.	The pedestrian crossing will only operate when someone pushes the button. It will be green for most of the time and it will cause minimal delays. Furthermore, even if vehicles have to wait at the pedestrian crossing, it's likely that during peak traffic times they will still catch the end of traffic queues at the next intersection or the motorway onramps. As such in many instances, the pedestrian crossing will have little or no impact on travel times for vehicles during peak traffic times.  Auckland Transport is committed to improving road safety and it is important that we provide safe and convenient crossing facilities for people.
	Bus / truck lane will create congestion.	The same number of traffic lanes for private vehicles will be maintained in both directions and therefore congestion should be no worse than current levels.
	Merge at end of bus/truck lane will create congestion.	The proposed termination point of the bus/truck lane is similar to the existing merge/diverge of the general traffic lanes, as such it should not add to congestion.

Feedback Theme	Main Points	Auckland Transport's Responses
	Removing central median will create congestion.	<p>The frequency of vehicles turning right into vehicle crossings is low. If one lane is obstructed by a vehicle waiting to turn right, following drivers can change lanes in order to pass. There is enough capacity in the second lane for traffic to keep flowing even if someone is stopped for a long time waiting to turn right.</p> <p>Furthermore, the congestion on Mt Wellington Highway is a result of capacity constraints at the signalised intersections and the motorway on-ramps. As such, if people are delayed by vehicles turning right into properties along Mt Wellington Highway, it's likely that during peak traffic times delayed vehicles will still re-join the end of the traffic queues at the next intersection or the motorway on-ramps.</p>
Don't narrow flush median <i>Mentions: 12 (21%)</i>	Vehicles waiting to turn right into properties on Mt Wellington Hwy or Hamlin Rd will now block traffic causing congestion (will block lane for up to 5 minute).	A 2-metre painted median is proposed at the Hamlin Road / Mount Wellington Highway intersection to ensure right turning vehicles do not have to wait in the traffic lane.
	Vehicles stopping or waiting to turn right into properties on Mt Wellington Hwy or Hamlin Rd will increase chances of crashes (there were lots of crashes before the median was installed).	An independent safety audit was undertaken on the proposed design. The auditor was instructed to specifically review and consider the implications of removing the painted median. They concluded that the painted median is not likely to result in a risk of injury crashes.
	Vehicles turning right to exit properties, Hamlin Rd or Countdown will not have a safe place to wait in the middle of Mt Wellington Hwy before they enter the southbound traffic flow (makes it unsafe).	An independent safety audit has been undertaken on the proposed design. The auditor was specifically instructed to review and consider the implications of removing the painted median. They concluded that the painted median is not likely to result in a risk of injury crashes.
	Removing flush median makes it less safe for pedestrians to cross the road.	The changes include a signalised pedestrian crossing to provide a safe facility to cross this busy road. The existing flush median is not a safe location for pedestrians to wait whilst crossing the road.
Concerns with merging traffic at end of bus/truck lane <i>Mentions: 8 (14%)</i>	Vehicles wanting to turn left into Sylvia Park or head south on the motorway won't be able to merge into bus and truck traffic.	Vehicles are able to enter the bus/truck lane 50 metres prior to turning into Sylvia Park.
	Merge at end of bus/truck lane will create congestion.	The proposed termination point of the bus/truck lane is similar to the existing merge/diverge and should not add to congestion.
Ban/block right turn out of Countdown <i>Mentions: 1 (2%)</i>	Right turn out of countdown is dangerous for: <ul style="list-style-type: none"> <li>• Vehicles as there are lots of near collisions with northbound vehicles on Mt Wellington Hwy</li> <li>• Pedestrians/kids using the central median who are nearly hit by right turning vehicles.</li> </ul>	We are not modifying the Countdown entrance as part of this work. However, the Road Safety team are looking at options to improve safety for vehicles entering and exiting Countdown. Solutions to improve access are complicated, as such they are being progressed as a separate project.

Feedback Theme	Main Points	Auckland Transport's Responses
Make lane left turn only at entrance to Burger King <i>Mentions: 1 (2%)</i>	Make lane left turn only into Burger King.	Buses and trucks will need to use the left lane to continue straight ahead, therefore we will not be making the lane left turn only.
Make straight through only (but allow left turn for buses) at entrance to Burger King <i>Mentions: 1 (2%)</i>	Will improve traffic flow as people can turn into Sylvia Park further up the road and will allow bus lane and bus stop to be shifted/extended further south.	This is one of the main accesses for Sylvia Park from Mount Wellington Highway and by closing this off to vehicles, it would increase congestion at the next entrance 150 metres south.

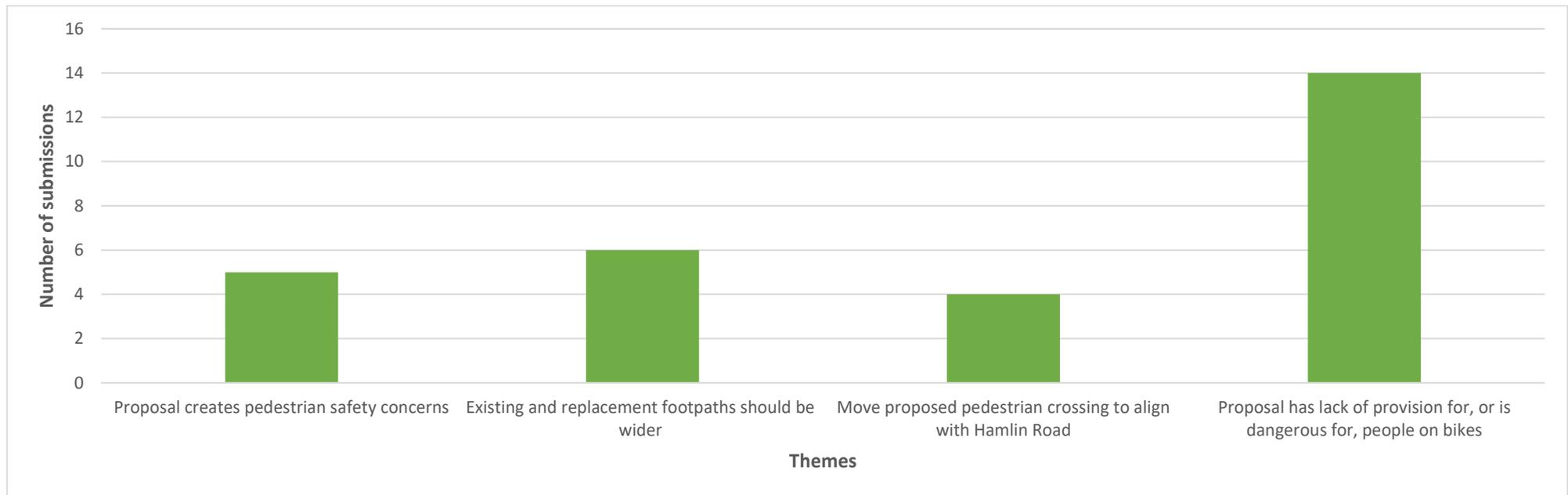
## Bus related feedback themes



Feedback Theme	Main Points	Auckland Transport's Responses
Don't move bus stop from corner of Hamlin Road to outside 239 Mt Wellington Hwy <i>Mentions: 4 (7%)</i>	New bus stop location will disrupt access to next property along from proposed location (237/237a Mt Wellington Hwy).	There is no reason for the bus stop to create any access issues to this driveway as there is a significant gap between the new bus stop and the driveway.
	New location is on an uphill making it difficult for the bus to get moving.	The gradient is not particularly steep and will not be a problem for buses. There are busier bus stops on much steeper inclines in Auckland, e.g. Victoria Street West or Wellesley Street in the city centre.
Make bus lane longer <i>Mentions: 4 (7%)</i>	Make bus lane longer.	We investigated extending the bus lane, however, we had to shorten it in order to retain the flush median outside Countdown, which is heavily utilised.
Don't support bus/truck lane <i>Mentions: 2 (3%)</i>	Generally, don't support bus / truck lane.	The bus/truck lane will reduce travel times and improve travel time reliability for buses and trucks. This is important because buses (and trucks) are experiencing significant delays along this route. The average delays to buses between the bus stop on Penrose Road and 270 Mount Wellington Highway are approximately 1 minute 30 seconds (7am-9am, weekdays), 2 minutes

Feedback Theme	Main Points	Auckland Transport's Responses
		(4pm-6pm, weekdays) and 40-50 seconds in between these times (including Saturdays).
Traffic and bus/truck lanes don't look wide enough <i>Mentions: 2 (3%)</i>	Traffic / bus lane doesn't look wide enough.	We have surveyed the road width along this route and the lane widths and layout have been designed to safely accommodate buses, trucks and general vehicles.
Make bus stops indented <i>Mentions: 2 (3%)</i>	Make bus stops indented to improve traffic flow and prevent frustrated truck drivers pulling out from behind stopped buses.	<ul style="list-style-type: none"> <li>• There isn't enough width between the kerb and property boundaries for bus stops to be indented.</li> <li>• Indented bus stops can cause delays to buses as they often struggle to merge back into the traffic lane/flow.</li> <li>• During heavy traffic the bus, and traffic behind it, will often catch back up to the tail of the traffic queue as traffic is moving slowly.</li> </ul>
Need more bus lanes in this area and Auckland <i>Mentions: 2 (3%)</i>	Need more bus lanes in this area and Auckland	Thanks for your feedback. Auckland Transport has an ongoing programme to improve bus travel times throughout Auckland, this includes initiatives such as bus lanes.

## Pedestrian and cycle related feedback themes

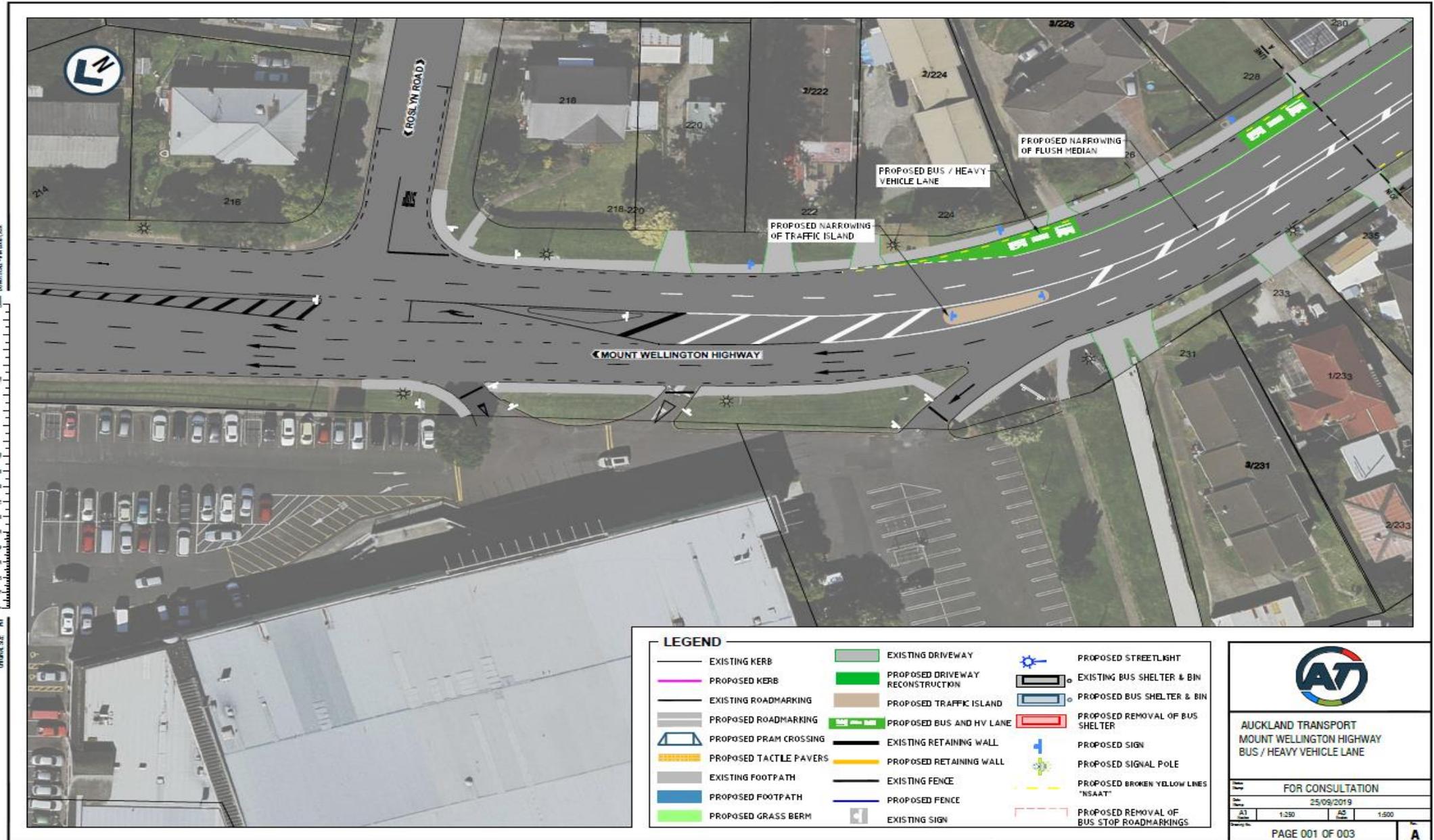


Feedback Theme	Main Points	Auckland Transport's Responses
Proposal creates pedestrian safety concerns <i>Mentions: 5 (9%)</i>	Removing painted median makes it harder to cross the road.	The changes include a signalised pedestrian crossing to provide a safe facility to cross this busy road. The existing flush median is not a safe location for pedestrians to wait whilst crossing the road.
	Adding another lane creates a barrier for pedestrians to cross.	The changes include a signalised pedestrian crossing to provide a safe facility to cross this busy road.
	Additional lane with higher speeds for trucks is dangerous so close to the footpath.	Where there is space, the original design will be amended to widen the footpath adjacent to the proposed bus/truck lane to provide more space between pedestrians and buses/trucks.
Existing and replacement footpaths should be wider	Narrow footpaths close to road edge is dangerous.	Where there is space, the original design will be amended to widen the footpath adjacent to the proposed bus/truck lane (east side of road) to provide more space between pedestrians and buses/trucks.

Feedback Theme	Main Points	Auckland Transport's Responses
<p>Mentions: 6 (10%)</p>		<p>On the west side of the road the original proposal included a widened footpath from Hamlin Road to just past the new bus stop.</p>
	<p>Footpaths should be least 1.8m (AT's Code of Practice).</p>	<p>All new and reconstructed footpaths will be at least 1.8m wide.</p>
	<p>Footpaths should be shared path width like other sections of Mt Wellington Hwy.</p>	<p>This location has not been identified as a priority location for use of the limited funding available in Auckland to improve facilities for people on bikes.</p> <p>Providing new facilities for people on bikes would incur significant costs which is beyond the budget of this project e.g. to widen the footpath to a shared path width (minimum 3m wide) would require boundary adjustments and significant retaining works in some locations.</p> <p>However, where there is space, the original design will be amended to widen the footpath on the eastern side of the road. Also, your feedback has been passed on to the Auckland Transport cycling team to consider as a future project.</p>
<p>Move proposed pedestrian crossing to align with Hamlin Road Mentions: 4 (7%)</p>	<p>A location closer to Hamlin Road will still serve bus passengers well but will better align with pedestrian desire lines heading from Hamlin Road to Sylvia Park.</p>	<p>The proposed location of the mid-block crossing provides a safe crossing facility between the new bus stops, and between Hamlin Road and the walkway between 246-248 Mount Wellington Highway. Pedestrians heading from Hamlin to Sylvia Park can cross at the existing signalised intersection outside Sylvia Park.</p>
<p>Proposal has lack of provision for, or is dangerous for, people on bikes Mentions: 14 (24%)</p>	<ul style="list-style-type: none"> <li>• Including trucks in bus/truck lane is unsafe for people on bikes.</li> <li>• Bus / truck lane is too narrow</li> </ul>	<p>The proposed bus / truck lane will carry less traffic than the existing traffic lanes and can be used by people on bikes who are confident riding on the road. This position is reinforced by the feedback provided by Bike Auckland on the project, who said “...<i>We are neutral on the project overall (as it does not progress cycling safety on this problematic corridor).....</i>”</p>
	<p>Merge at end of bus / truck lane is unsafe for people on bikes.</p>	<p>We have reviewed the proposed layout at the end of the proposed bus/truck lane. Drivers wanting to turn left will be required to change lanes ahead of the Sylvia Park intersection, and the road rules require them to give way to any vehicles, or people on bikes, who are already in the bus/truck lane.</p> <p>We acknowledge that close to the intersection the risk of crashes occurring is higher than in a mid-block location. However, this situation is no different to other intersections along bus lanes throughout the city. Without constructing separated, off-road cycle facilities, there is no way for this risk to be mitigated, and we believe that overall this project does not increase the risk to people on bikes. This position is reinforced by the feedback</p>

Feedback Theme	Main Points	Auckland Transport's Responses
		<p>provided by Bike Auckland on the project, who said "...We are neutral on the project overall (as it does not progress cycling safety on this problematic corridor)....."</p>
	<p>Starting bus / truck lane on corner/curve could cause lane cutting and hit cyclists.</p>	<p>We will modify the lane markings at the start of the bus lane to guide motorists away from the bus lane, into the general traffic lane and discourage corner cutting.</p> <p>However, we believe there is less of a risk to people on bikes with the proposed bus lane starting on the corner compared to the current arrangement with no bus lane at all. We did look at starting the bus lane earlier, however, we had to start it in this location to retain the median at the Countdown exit. This position is reinforced by the feedback provided by Bike Auckland on the project, who said "...We are neutral on the project overall (as it does not progress cycling safety on this problematic corridor)....."</p>
	<p>Include cycle lane or shared path for people on bikes.</p>	<p>There is limited funding available to invest in cycling projects in Auckland and the funding we do have needs to be invested in the locations with the greatest benefits for the most people. At this point in time, this location has not been identified as a priority location for the use of cycle funding as there are other locations where investment will create greater benefits for cyclists and encourage more people to give riding a bike a go.</p> <p>If it were possible to make some cost-effective improvements for people on bikes as part of the project then we would include them, however providing meaningful improvements for people on bikes would incur significant costs which is beyond the budget of this project. For example, to widen the footpath to a shared path width (minimum 3m wide) would require boundary adjustments and significant retaining works in some locations.</p> <p>However, where there is space, the original design will be amended to widen the footpath on the eastern side of the road. Also, your feedback has been passed on to the Auckland Transport cycling team to consider as a future project.</p>

# Attachment 1: Designs released for public feedback



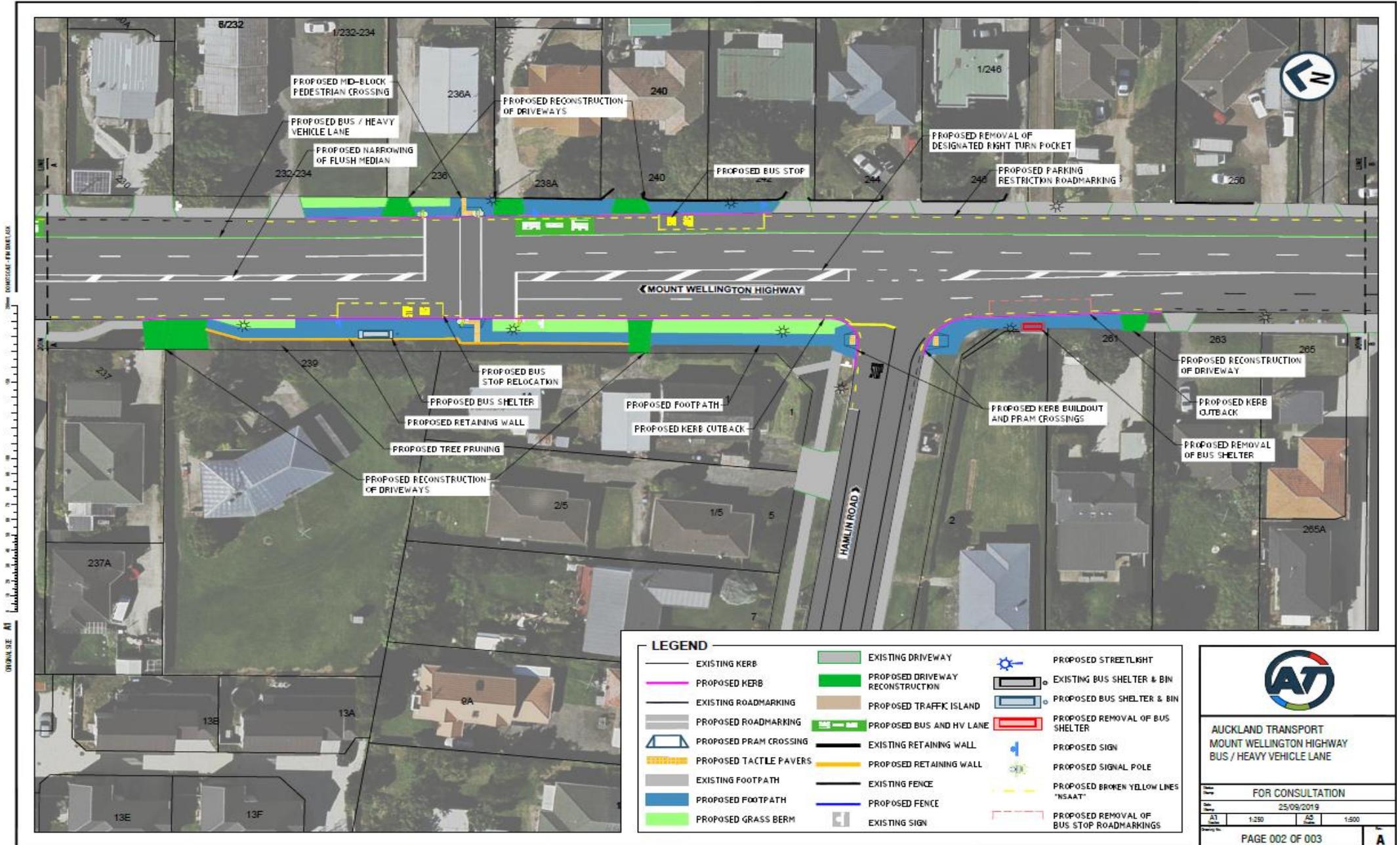
**AT**

AUCKLAND TRANSPORT  
MOUNT WELLINGTON HIGHWAY  
BUS / HEAVY VEHICLE LANE

FOR CONSULTATION  
25/09/2019

Scale: 1:250 (A3), 1:500 (A2), 1:500 (A1)

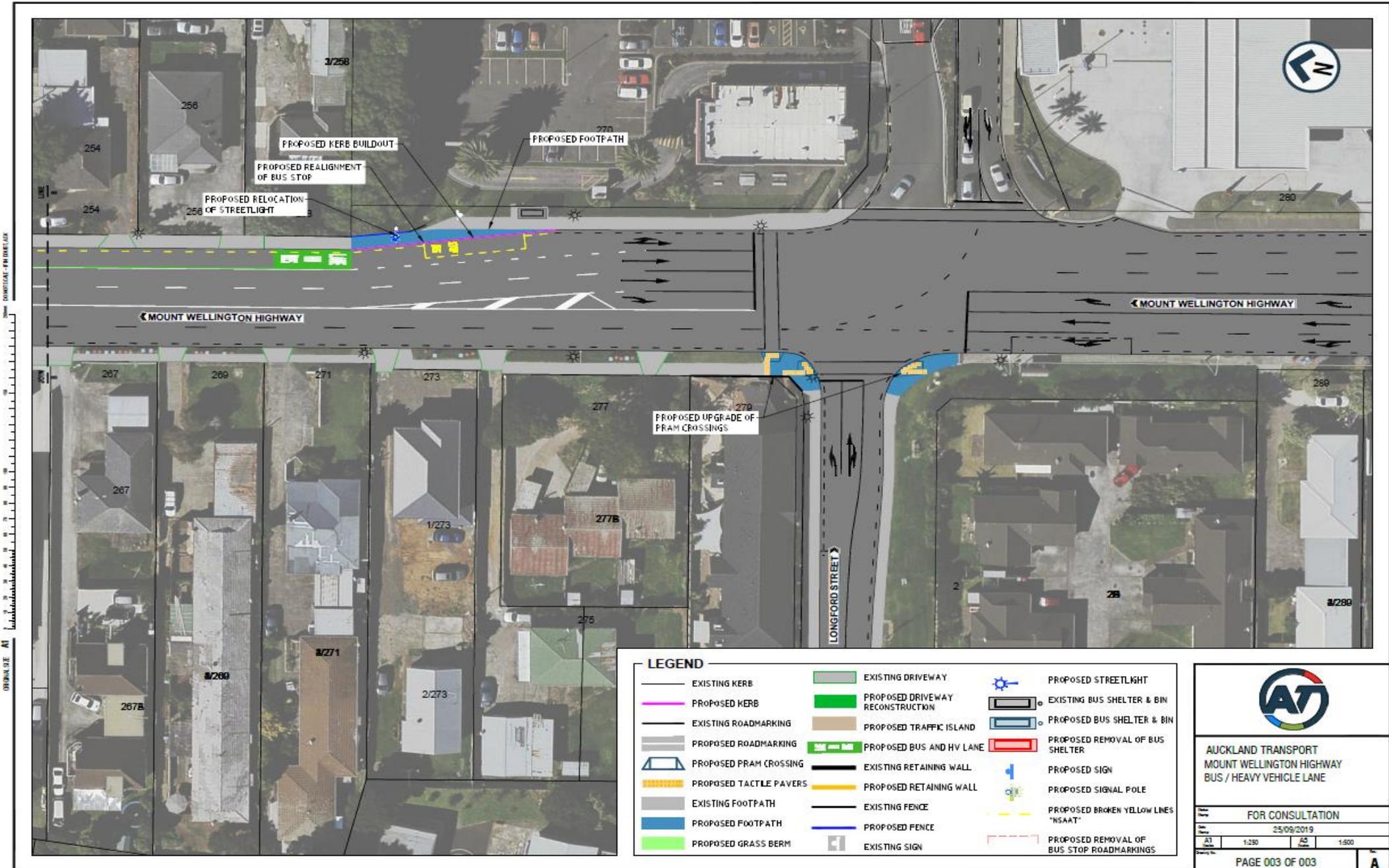
PAGE 001 OF 003



**AUCKLAND TRANSPORT**  
MOUNT WELLINGTON HIGHWAY  
BUS / HEAVY VEHICLE LANE

FOR CONSULTATION  
25/09/2019

Scale	1:250	1:500
Sheet	A1	A2



ORIGINAL: A1  
DIMENSIONAL: 1:1000

LEGEND			
	EXISTING KERB		EXISTING DRIVEWAY
	PROPOSED KERB		PROPOSED DRIVEWAY RECONSTRUCTION
	EXISTING ROADMARKING		PROPOSED TRAFFIC ISLAND
	PROPOSED ROADMARKING		PROPOSED BUS AND HV LANE
	PROPOSED PRAM CROSSING		EXISTING RETAINING WALL
	PROPOSED TACTLE PAVERS		PROPOSED RETAINING WALL
	EXISTING FOOTPATH		EXISTING FENCE
	PROPOSED FOOTPATH		PROPOSED FENCE
	PROPOSED GRASS BERM		EXISTING SIGN
	PROPOSED STREETLIGHT		EXISTING BUS SHELTER & BIN
	PROPOSED BUS SHELTER & BIN		PROPOSED REMOVAL OF BUS SHELTER
	PROPOSED SIGN		PROPOSED SIGNAL POLE
	PROPOSED BROKEN YELLOW LINES "NSAAT"		PROPOSED REMOVAL OF BUS STOP ROADMARKINGS



**AUCKLAND TRANSPORT**  
MOUNT WELLINGTON HIGHWAY  
BUS / HEAVY VEHICLE LANE

<b>FOR CONSULTATION</b>	
25/09/2019	
A1 Scale: 1:250	A2 Scale: 1:500
PAGE 003 OF 003	

## Attachment 2: Feedback form

### Have your say...

Proposed bus/truck lane and other improvements  
along Mount Wellington Highway

#### FEEDBACK FORM

Feedback is open until **Sunday 17 November 2019**.

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. Alternatively, you can request a freepost feedback form.

If your comment relates to a specific location, please be sure to state where.

#### 1 Do you have any safety or accessibility concerns with the proposal?

---

---

---

---

---

---

---

---

#### 2 Do you have any other comments or suggestions on the proposal?

---

---

---

---

---

---

---

---



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

(PLEASE TICK ALL THAT APPLY)

- I live in/own a property within the project boundaries
- I run/own a business within the project boundaries
- I work or study within the project boundaries
- I pick up or drop off people within the project boundaries
- I drive, bus, walk or cycle within/through the project boundaries
- I live in/own a property near the project boundaries
- I run/own a business near the project boundaries
- I work or study near the project boundaries
- Other (please specify)

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

(PLEASE TICK ALL THAT APPLY)

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

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

FreePost Authority No. 233462



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

Project: PROPOSED BUS/TRUCK LANE AND OTHER IMPROVEMENTS  
ALONG MT WELLINGTON HIGHWAY  
Attn: SCOTT WINTON



**Personal Information**

Name .....

Business/organisation .....

Street address .....

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

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

**PRIVACY:** AT is committed to protecting our customers' personal information. Providing your postal or email address ensures that we can contact you with updates to the project. Whilst your points of feedback will be publicly available in our feedback report, your name and contact details will always remain private.

**Is your feedback on behalf of an organisation or business?**

- Yes- I am the official spokesperson for the organisation/ business
- No - these are my own personal views