

Your feedback on Sale Street/Wellesley Street Intersection Improvements



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Summary

From the 18 November – 8 December 2019 we asked people if they had any feedback on the proposed design for the Sale Street/Wellesley Street Intersection Improvements Project (which would replace the temporary planters and road markings that are currently in place). In total **113 submissions** were received.

Key themes from feedback

The **top 5 feedback themes are shown below**. For a complete list of themes and Auckland Transport's (AT's) responses please refer to the 'Your feedback' section of this report.

Feedback theme	No. of mentions
 Generally, support the proposed changes	59 (52%)
 Proposed changes make intersection safer	35 (31%)
 Proposed changes are good for pedestrians	35 (31%)
 Proposal needs to include improvements for buses e.g. bus lane	27 (24%)
 Proposal creates underutilised space – add plantings/gardens/trees	20 (18%)

Project decisions and next steps

After carefully considering public feedback **AT has decided to proceed with the project**, subject to the following changes in response to public feedback:

- investigating opportunities to enhance the streetscape at the intersection. We will include the planter boxes as part of the permanent design.

In the future we will also be consulting on improvements to the Wellesley Street streetscape to enable more buses to move people reliably along this route.

These improvements will interface with the intersection changes at Wellesley / Sale Street.

Auckland Transport will be in touch with residents and local businesses once we have confirmed the construction timeline which is expected to start in August 2020 and conclude by November 2020.

We will work closely with the community to mitigate disruption as much as possible and ensure advance notice is given. This will include working closely with the appointed contractor to assess ways we can make the works happen as efficiently as possible to lessen the impact to road users.

Background

What did we seek feedback on?

We proposed changes to the Sale Street / Wellesley Street intersection which would replace the temporary planters and road markings that are currently in place. The proposal released for public feedback included:

- signalling the Sale Street / Wellesley Street intersection enabling pedestrians a safe place to cross
- widening the footpath space at the intersection
- removing the traffic island in the middle of Sale Street
- adding a new loading zone outside of Sweat Shop Brew Bar
- permanently removing the car park spaces that have already been removed as part of the temporary changes
- combining the two traffic lanes exiting Sale Street to one traffic lane.

For more detailed information on the proposal, please refer to Appendix 1 or visit at.govt.nz/projects-roadworks/sale-street-wellesley-street-intersection-improvements/.

Main project benefit



Safer intersection and better connectivity for pedestrians

Consultation

From the 18 November – 8 December 2019 we asked people if they had any feedback on the proposed design for the Sale Street/Wellesley Street Intersection Improvements Project.

What we asked you

We asked if you had any feedback on the permanent changes proposed to the Sale Street/Wellesley Street intersection.

Activities to raise awareness

To let you know about our consultation, we:

- Posted letters with freepost feedback forms to 373 addresses surrounding the project zone
- Met with Waitemata Local Board, City Centre Residents Association, Heart of the City Business Association, City Works Depot, and Les Mills
- Sent an email to our stakeholder database
- Set up a project webpage and online survey for people to provide feedback
- Promoted the consultation through our social media channels

How people provided feedback

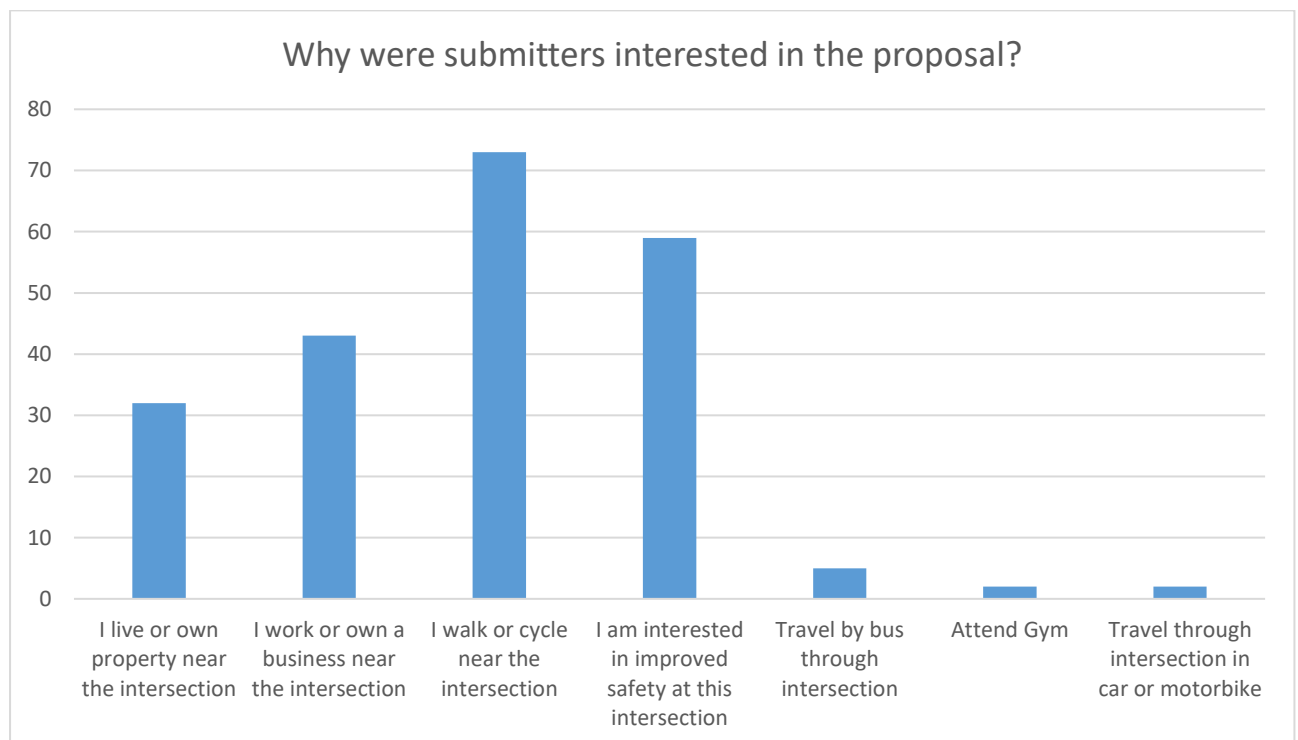
You could provide feedback using an online submission form (on our **Have Your Say website**) or a freepost form included in the letter. See Appendix 2 for a copy of the feedback form.

Feedback

Overview

We received public feedback on the proposal from 113 submitters.

- 106 of these were submitted online, 6 were submitted using the freepost feedback form and 1 was submitted via email.
- Submissions were received from:
 - City centre residents, workers and business owners
 - People who walk or cycle through the intersection
 - People who travel by bus or car through the intersection
 - People interested in safety at the intersection
 - Greater Auckland
 - Generation Zero
 - Bike Auckland
 - Blind and Low Vision NZ (formally Blind Foundation)
 - City Centre Residents Group
 - Walk Auckland



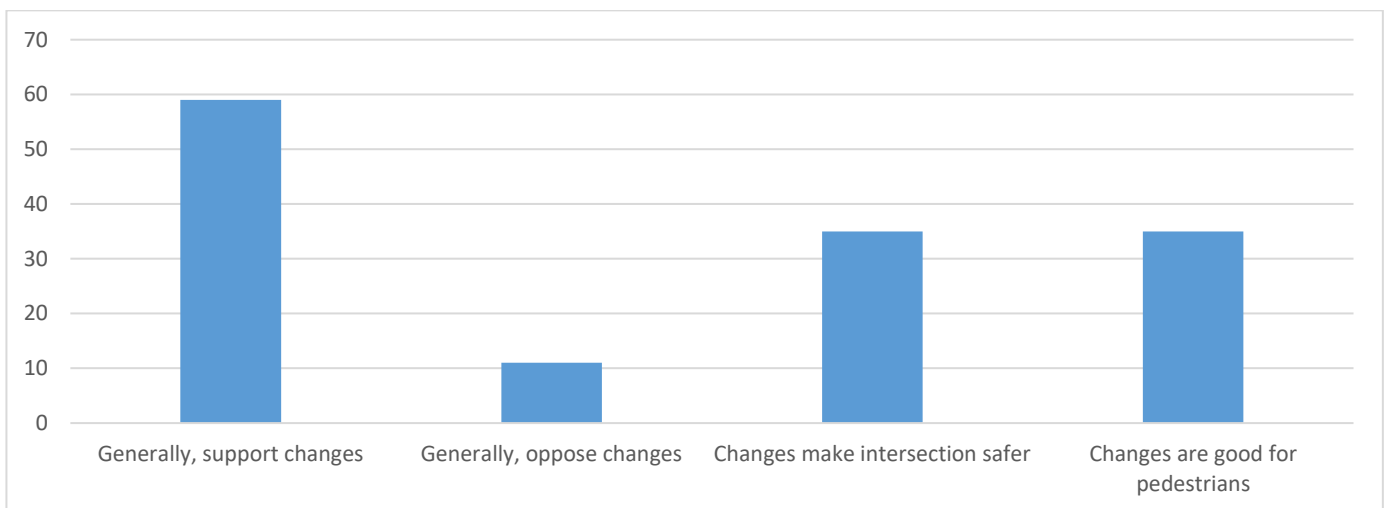
Key feedback themes

We have analysed the public feedback (which includes feedback from key interest groups) to identify key themes and have grouped them together under the following topics:



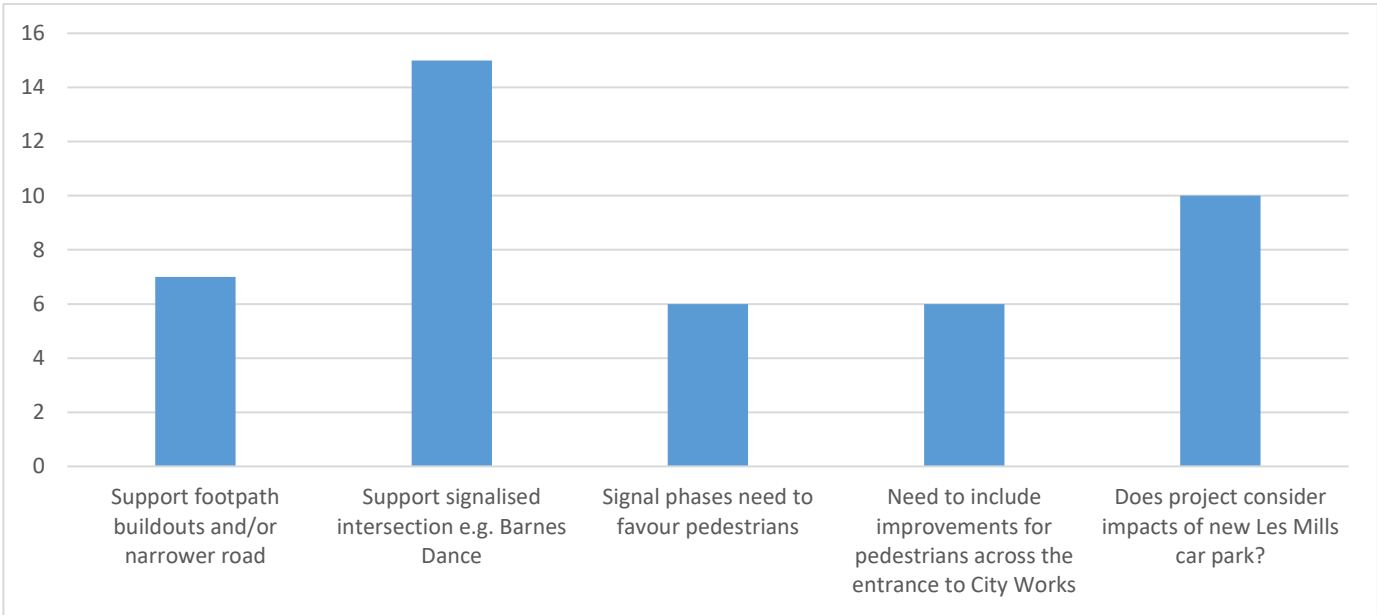
The themes covered under each topic and the number of times they were mentioned is outlined below:

General feedback themes



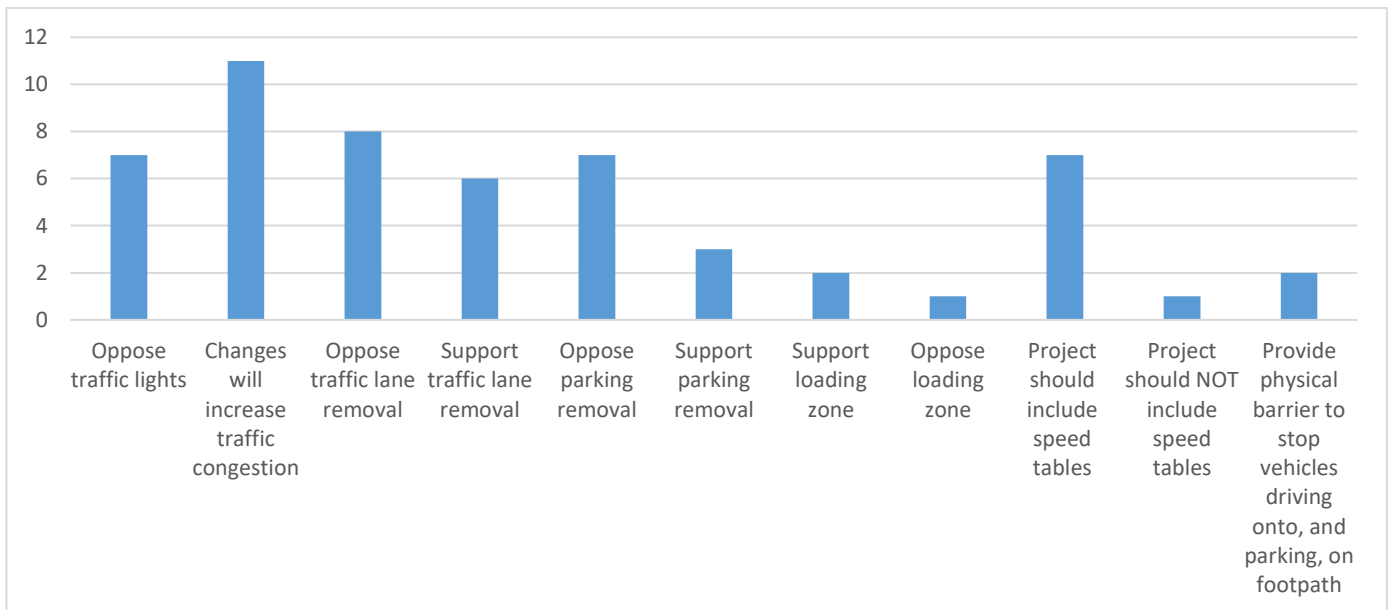
Feedback Theme	Main Points
Generally, support changes	Either fully support the project or supported the project but also wanted some changes/additions to the design (suggested changes/additions are picked up in other themes below).
Generally, oppose changes	Opposed the project but may have also had further comments which are picked up in themes below.
Changes make intersection safer	Will make intersection safer to cross, intersection was dangerous to cross prior to the temporary changes being made.
	Changes make intersection safer generally.
Changes are good for pedestrians	Will make intersection safer to cross, intersection was dangerous to cross prior to the temporary changes being made.
	It's good the changes will reduce vehicle speeds.
	Glad to see pedestrians are being given greater priority in this area.

Pedestrian related feedback themes



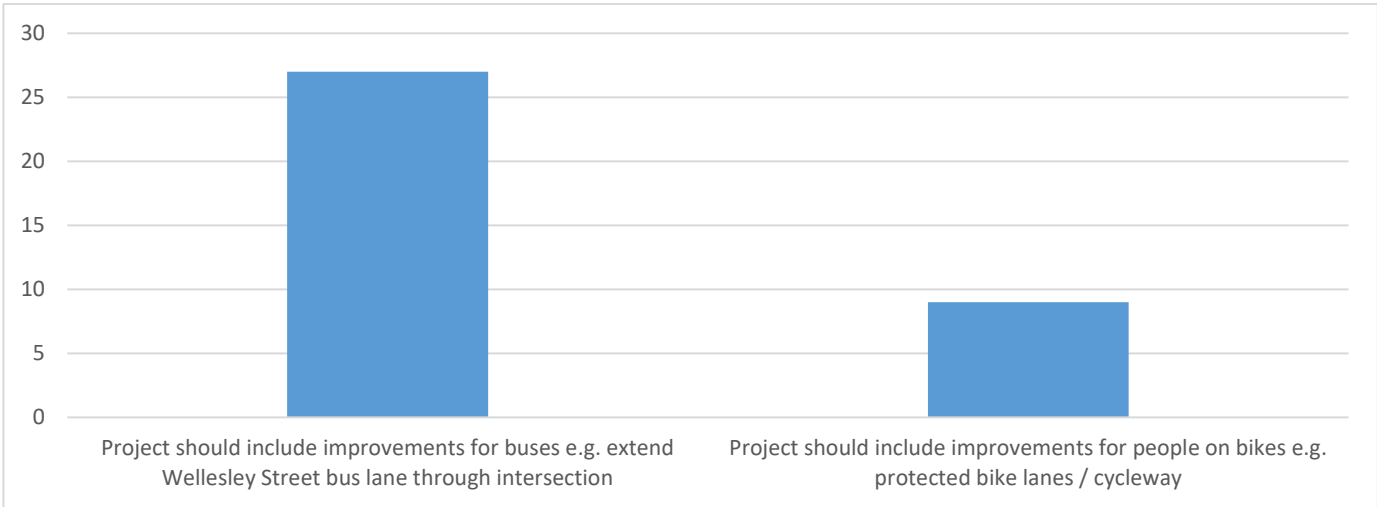
Feedback Theme	Main Points
Support footpath buildouts and/or narrower road	Support footpath buildouts and/or narrower road.
Support signalised intersection e.g. Barnes Dance	Support signalised intersection e.g. Barnes Dance so pedestrians can cross on all legs of the intersection.
Signal phases need to favour pedestrians	If light phases for pedestrians are not regular enough, the pedestrians will be held up or just cross on red pedestrian phases. One suggestion was to have an additional pedestrian phase to cross Sale Street i.e. in addition to the Barnes Dance phases.
Need to include improvements for pedestrians across the entrance to City Works	This vehicle access encourages high speeds for vehicles entering the car park and appears to function like a road rather than a vehicle crossing (i.e. vehicles appear to have priority when pedestrians actually do).
Does project consider impacts of new Les Mills car park?	When the new Les Mills car park opens there will be much less people crossing this intersection to access the gym (as they can park in the new car park). Should monitor the impact of the new car park on pedestrian numbers before implementing permanent solution.

Traffic, parking and loading related feedback themes



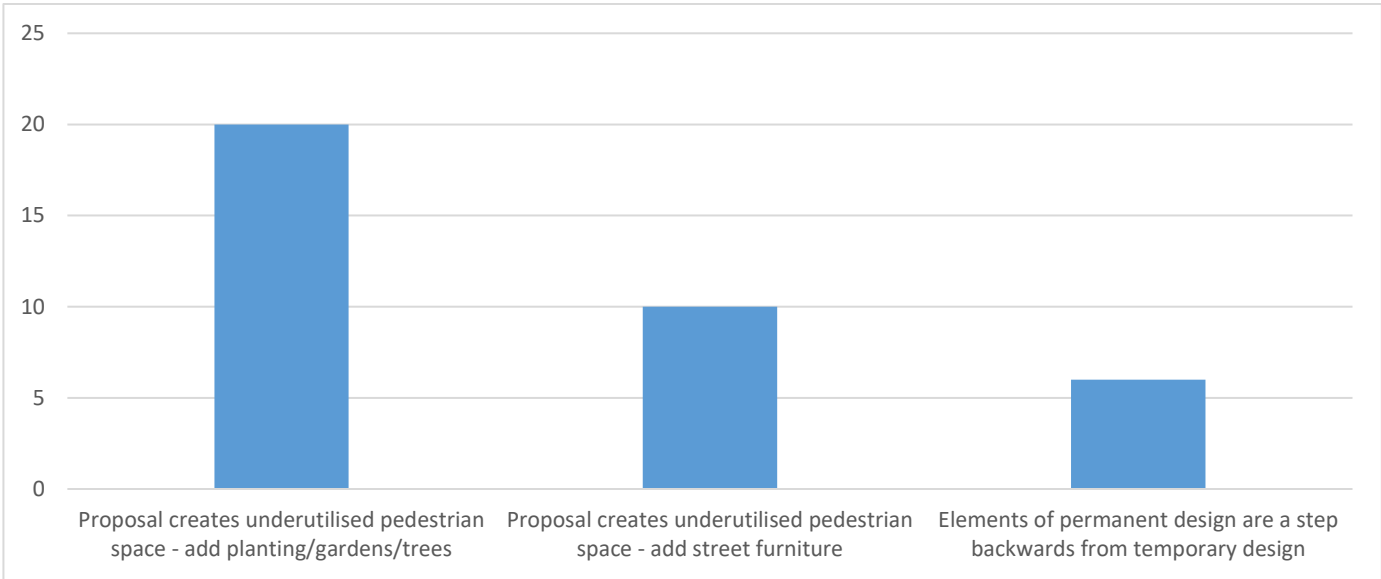
Feedback Theme	Main Points
Oppose traffic lights	Traffic lights will hold up vehicles and increase traffic congestion.
Changes will increase traffic congestion	Made general statements that the project will increase traffic congestion.
	Removing traffic lane from Sale Street will create congestion.
	Traffic lights will create congestion.
Oppose traffic lane removal	Removing traffic lane from Sale street will hold up traffic.
Support traffic lane removal	Generally, support lane removal, or support it as it will improve pedestrian safety.
Oppose parking removal	Need more parking not less.
Support parking removal	Generally, support parking removal, or support it as the parking is unnecessary.
Support loading zone	Generally, support proposed loading zone.
Oppose loading zone	Loading zone should not go ahead as it will take away the existing green spot/trees.
Project should include speed tables	Speeds tables included in temporary design have slowed down vehicles and should be retained.
Project should NOT include speed tables	Hope speed tables (from temporary design) are removed in permanent design.
Provide physical barrier to stop vehicles driving onto, and parking, on footpath	Large footpath area will be attractive for vehicles to park on.

Bus and cycle related feedback themes



Feedback Theme	Main Points
Project should include improvements for buses	Buses get held up along Wellesley Street, project should include changes, such as bus lanes, to speed up buses. For example, extend Wellesley Street bus lane through intersection.
Project should include improvements for people on bikes	Project should include improvements for people on bikes e.g. protected bike lanes / cycleway.

Urban design related feedback themes



Feedback Theme	Main Points
Proposal creates underutilised pedestrian space - add planting/ gardens/ trees	Project creates a very wide footpath that will be underutilised. Should add gardens (including raingardens) and trees to footpath buildouts to provide shade, make the area look nicer, and to provide a space for people to eat lunch etc.
	Project should not remove any existing permanent trees and should not result in less greenery than the temporary measures.
Proposal creates underutilised pedestrian space - add street furniture	Add seating and artwork to make the area look nicer and to provide a space for people to eat lunch etc.
Elements of permanent design are a step backwards from temporary design	No colour/life.
	No gardens or trees.
	Temporary changes have already improved pedestrian safety, why does the permanent design need to make further changes?

Feedback from key interest groups

Several key interest groups also submitted on the proposal. These groups and their feedback is outlined below:

Greater Auckland

- Support changes overall.
- Project should add bus lanes to Wellesley St.

Generation Zero

- Support changes overall.
- Project should add bus lanes to Wellesley St.
- Changes make intersection safer.
- Support shorter crossing distances.
- Support wider footpaths.
- Support that approach to intersection is not flared.
- Support Barnes Dance.
- Add plantings, trees and street furniture to design.
- Add protected cycle lanes to intersection.

Bike Auckland

- Support changes overall.
- Project should add bus lanes to Wellesley St (or at least some form of bus priority).
- Concerned there is still five traffic lanes on Wellesley St but no cycle facilities. Cycle facilities are required, particularly for people on bikes heading uphill.
- Concerned that Barnes Dance signal phases will not be regular enough for people wanting to cross Sale St, people will cross on red pedestrian phase.
- Proposal lacks amenity improvements that temporary design has, particularly need to add street trees.

Blind and Low Vision NZ (formally Blind Foundation)

- The radii of the crossing on Sales Street and the western crossing of Wellesley Street are steep and installing tactile ground surface indicators (warning) in a way that complies with RTS 14 will be challenging. The leading edge needs to be longer than the set back. Can the layout be modified, or the crossings moved slightly to enable an easier to install and interpret layout?
- There are a number of off-street carparks close to the intersection - is there warning for drivers to give way and keep priority for pedestrians?
- On the west side of Wellesley Street heading west, the footpath alignment changes with the indented 90-degree parking. What design considerations are being incorporated to identify the continuous accessible path of travel for pedestrians?

- The Y shape layout of directional tactile ground surface indicators on the east side of Sale Street needs to have the 600 X 600 mm warning tiles included to show the change of direction.
- On the east side of sales street, one set of directional tgsi is not required if the design of the warning tgsi is improved i.e. the drawn layout is challenging with the staggers making aligning with the direction of travel difficult. If installed as shown this side also need the 600 mm X 600 mm change of direction as the tiles are connecting.

City Centre Residents Group

- Concerned that Barnes Dance signal phases will not be regular enough for people wanting to cross Sale St, people will cross on red pedestrian phase.
- Support footpath buildouts and narrower road.
- Need to add plantings, street trees and furniture to design.
- Temporary changes were more vibrant e.g. colour/life and plantings.
- Add speed table to permanent design.
- Provide physical barrier to stop vehicles driving onto, and parking, on footpath.
- Include cycle lanes, not green bike boxes (which not best practice).
- Support loading zone and removal of on-street car parks.
- Need to improve pedestrian link across the City Works entrance.
- Barnes dance kerb cuts and painted lines seem non-standard - should direct pedestrians diagonally also, but only face perpendicular.

Walk Auckland

- Support proposal.

Themes requesting changes to the project and other themes requiring responses from AT

Below we have collated and responded to all themes from submitters (i.e. members of the public and key interest groups) that suggested changes to the proposal, as well as other themes that required a response from AT.

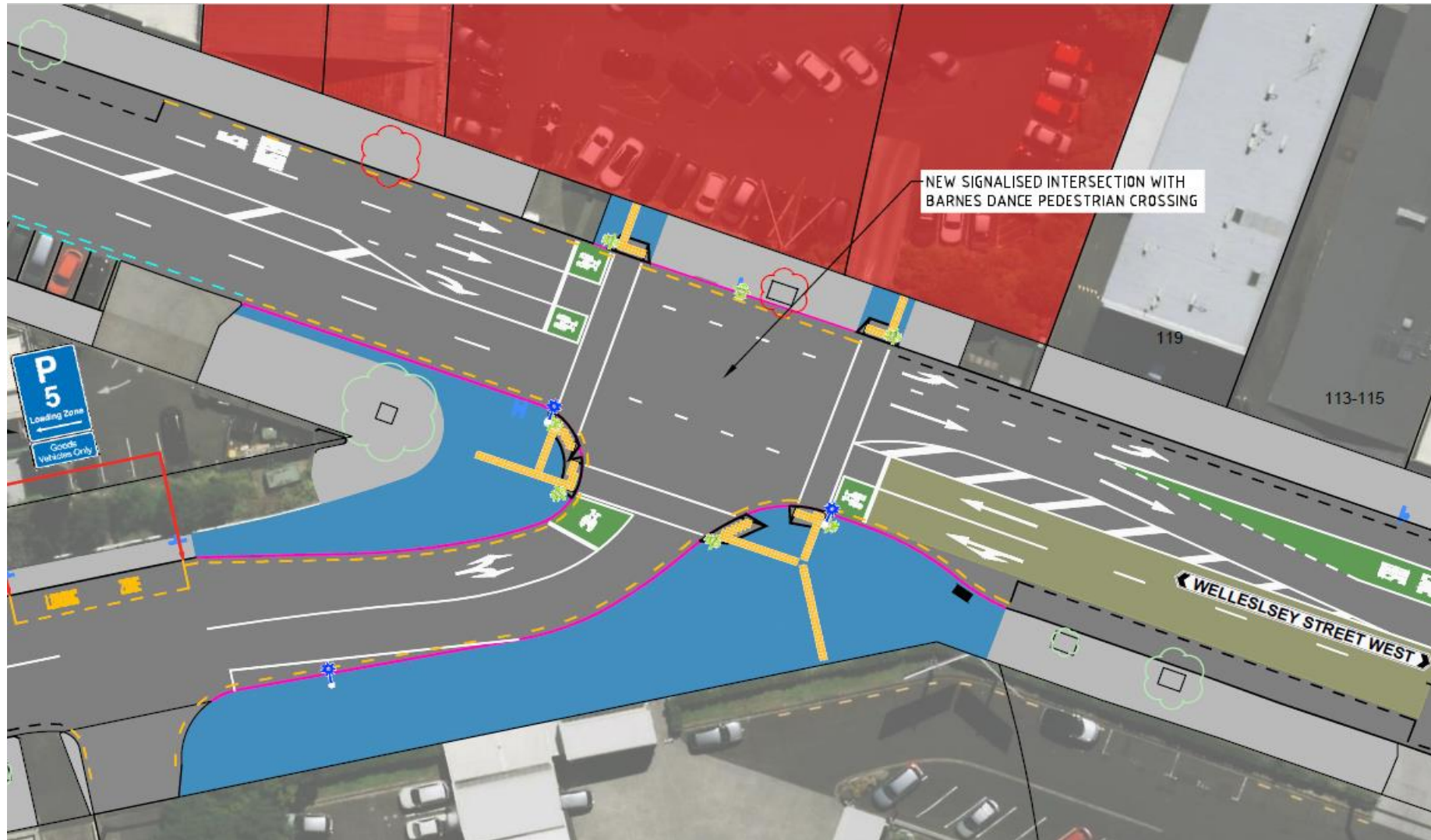
Design suggestion in feedback	AT response
General feedback themes	
Generally, oppose changes	
<ul style="list-style-type: none"> Opposed the project but may have also had further comments which are picked up in themes below. 	<p>AT has decided to proceed with the project because:</p> <ul style="list-style-type: none"> It will make the intersection safer for pedestrians and people on bikes It will reduce vehicles speeds and lessen the likelihood of crashes. There are high numbers of people crossing the road at this location <p>The vast majority of submitters were supportive of the project.</p>
Pedestrian related themes	
Signal phases on traffic lights need to favour pedestrians	
<ul style="list-style-type: none"> If light phases for pedestrians are not regular enough, the pedestrians will be held up or just cross on red pedestrian phases. One suggestion was to have an additional pedestrian phase to cross Sale Street i.e. in addition to the Barnes Dance phases. 	<p>We will work with our traffic signal engineers to optimise efficiency for pedestrians at this intersection.</p>
Need to include improvements for pedestrians across the entrance to City Works	
<ul style="list-style-type: none"> This vehicle access encourages high speeds for vehicles entering the car park and appears to function like a road rather than a vehicle crossing (i.e. vehicles appear to have priority when pedestrians actually do). 	<p>We are formalising the footpath across the City Works entrance as a driveway to prioritise pedestrians.</p>

Design suggestion in feedback	AT response
Does project consider impact of new Les Mills car park?	
<ul style="list-style-type: none"> When the new Les Mills car park opens there will be much less people crossing this intersection to access the gym (as they can park in the new car park). Should monitor the impact of the new car park on pedestrian numbers before implementing permanent solution. 	<p>The car park is now open and there is still a large pedestrian demand to cross at this location.</p>
Other points related to pedestrians	
<ul style="list-style-type: none"> Barnes Dance kerb cuts and painted lines seem non-standard - should direct pedestrians diagonally also, but only face perpendicular. The existing weigh bridge should be retained and be made a feature of the space. 	<ul style="list-style-type: none"> We will make the pram crossings to standard. The weigh bridge presents a hazard for pedestrians and so we will need to remove it.
Traffic, parking and loading related themes	
Changes will increase traffic generation	
<ul style="list-style-type: none"> Removing traffic lane from Sale Street will create congestion. 	<p>The signals will give traffic exiting Sale Street a phase to allow them to exit Sale Street safely. The removal of the traffic lane allows for a shorter pedestrian crossing distance.</p>
<ul style="list-style-type: none"> Traffic lights will hold up vehicles and increase traffic congestion. 	<p>Our modelling shows that the impact to traffic here is manageable and any queues should clear faster than at the intersections of Wellesley Street and Victoria Street/Nelson Street.</p>
Oppose parking removal	
<ul style="list-style-type: none"> Need more parking not less. 	<p>The aim of this proposal is to improve pedestrian safety and connections at this intersection and provides the opportunity to enhance the intersection. Some parking removal is required to achieve the desired outcomes here.</p>
Oppose loading zone	
<ul style="list-style-type: none"> Loading zone should not go ahead as it will take away the existing green spot/trees. 	<p>We want to provide loading to assist local shops and businesses, however we will look at where we can add new greenery and streetscape enhancements within the project as we work on the detailed design.</p>

Design suggestion in feedback	AT response
Project should include speed tables	
<ul style="list-style-type: none"> Speeds tables included in temporary design have slowed down vehicles and should be retained. 	<p>The speed humps that were installed were intended as a temporary measure whilst there was no formal crossing opportunity for pedestrians. As we will now be providing formal crossing opportunities, we will be removing the temporary measures. We will however pass this suggestion over to the team developing the Bus Corridor Improvements for traffic calming considerations.</p>
Provide physical barrier to stop vehicles driving onto, and parking, on footpath	
<ul style="list-style-type: none"> Large footpath area will be attractive for vehicles to park on. 	<p>We are working with Auckland Council on opportunities to enhance the streetscape at this intersection which should also help to dissuade drivers from parking on the footpath. If parking on the footpath becomes an issue, we will highlight this area for enforcement.</p>
Other points related to traffic	
<ul style="list-style-type: none"> Narrow the intersection further to get a full 90° turn into Sale St. Put in a roundabout, will reduce congestion. As this will be a 30km area in the near future it would be good to either raise the full intersection or at least the 'arms' of the intersection to ensure survivable impact speeds. This would also help cars stick to the limit, especially when travelling downhill. 	<ul style="list-style-type: none"> The intersection design as proposed allows for larger vehicles such as rubbish trucks to be able to safely track into Sale Street and there is no available room to tighten this further. Our modelling shows that the impact to traffic here is manageable and any queues should clear faster than at the intersections of Wellesley Street and Victoria Street/Nelson Street. We will not be raising the intersection or its arms as it is not standard practice to provide raised traffic calming measures at signalised intersections. Furthermore, Wellesley Street is a heavily used bus corridor and is identified for further bus improvements, so we wouldn't want to adversely impact on bus journeys. However, we will pass this suggestion over to the team developing the Bus Corridor Improvements for traffic calming considerations.
Bus and cycle related feedback themes	
Project should include improvements for buses	
<ul style="list-style-type: none"> Buses get held up along Wellesley Street, project should include changes, such as bus lanes, to speed up buses. For example, extend Wellesley Street bus lane through intersection. 	<p>Bus lanes are being investigated as part of the wider Wellesley St Bus Improvements proposal. The changes to the intersection will be integrated into the wider changes for bus priority on Wellesley Street proposed to be staged in the coming years.</p>

Design suggestion in feedback	AT response
Other points related to bus stops	
<ul style="list-style-type: none"> Fix or move the bus stop location outside City Works. Heaps of buses stop there, and it bottles up the road because they take a lane. 	<p>We will pass this suggestion onto the team developing the Bus Corridor Improvements for consideration.</p>
Project should include improvements for buses	
<ul style="list-style-type: none"> Project should include improvements for people on bikes e.g. protected bike lanes / cycleway. 	<p>This corridor is not currently identified for cycle infrastructure however we will pass the suggestion for cycle lanes over to the team developing the Bus Corridor Improvements. Following a study of options, Victoria Street West was chosen as the best route to improve bike access into and through the city centre. It is not as steep and will have less bus traffic than Wellesley Street.</p>
Urban design related feedback themes	
Proposal creates underutilised pedestrian space - add planting/ gardens/ trees/ street furniture	
<ul style="list-style-type: none"> Project creates a very wide footpath that will be underutilised. Should add gardens (including raingardens) and trees to footpath buildouts to provide shade, make the area look nicer, and to provide a space for people to eat lunch etc. Project should not remove any existing permanent trees and should not result in less greenery than the temporary measures. Add seating and artwork to make the area look nicer and to provide a space for people to eat lunch etc. 	<ul style="list-style-type: none"> We are working with Auckland Council on opportunities to enhance the streetscape at this intersection. We will only be trimming the existing trees and won't need to remove them.
Stick with temporary design	
<ul style="list-style-type: none"> Temporary changes have already improved pedestrian safety, why does the permanent design need to make further changes? 	<p>There is currently no formal opportunity to cross Wellesley Street at this location and the current changes were only installed as an interim measure.</p>


Attachment 1: Designs released for public feedback



Attachment 2: Feedback form

Feedback form

Sale Street / Wellesley Street intersection improvements



Please complete this freepost form and return it to us by **Sunday 8 December 2019**.

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 the more permanent changes proposed?

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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 on or near Sale / Wellesley Street
- I work or own a business near Sale / Wellesley Street
- I walk or cycle on or near Sale / Wellesley Street
- I am interested in improved safety on Sale / Wellesley Street
- 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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