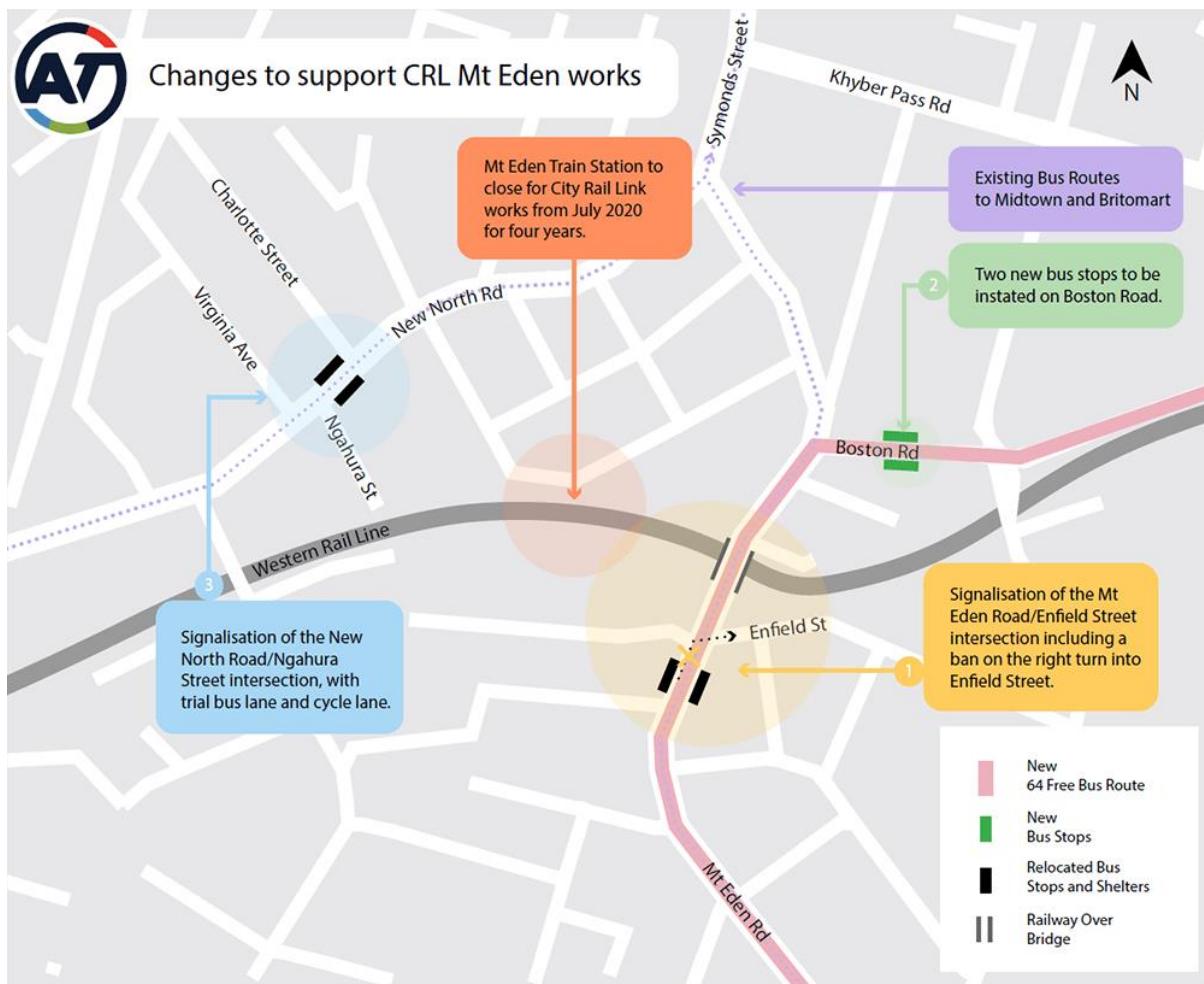


Summary of your feedback on Mt Eden CRL works (Mt Eden Road and Boston Road)



Total number of submissions received = 15

Summary

- Overall sentiment for this proposal is positive - 73% of respondents expressed a level of support for the proposed changes (with 33% explicitly supporting the proposed changes and 40% supporting some changes but wanting improvements to others).
- Two people said they did not support the proposed changes while the remaining two respondents gave feedback outside the scope of this proposal.
- Four people (27%) wanted the right-hand turn from Mt Eden Road to Enfield Street to be retained, saying they felt it was the safest and most convenient way to access this street. Some felt the alternative side streets were too narrow or unsafe; others thought the traffic flow issues were unsubstantiated.
- Five people wanted more pedestrian and new cycling amenity along both Mt Eden Road and Boston Road; two people wanted cycle lanes instated on Mt Eden Road.
- Three people (20%) expressed concerns about the loss of on-street car parking to enable the proposed changes, primarily along Mt Eden Road.
- Three people requested the new, free bus service to operate more frequently than initially publicised by AT – while out of scope for this project the feedback was passed on to AT Metro and changes were made to the service as a result.

Next steps

Based on the feedback received we have decided to proceed with the proposed design. All the changes outlined in the consultation materials will be implemented from July 2020.

The new, free 64 bus route between Kingsland and Newmarket via Boston Road will commence from 5 July 2020. Although the route is being introduced primarily to support people who can no longer access train services from Mt Eden Train Station, AT Hop card users can use the service throughout the duration of the station's closure.

Background

Auckland's city centre is being transformed through the development of the City Rail Link (CRL), more public and pedestrian spaces, and better connections between key points in the city centre and waterfront. This programme is on a scale never seen before in our city, with \$6 billion of public sector investment over five years and an estimated \$10 billion of private investment.

The CRL will unlock Auckland's rail network and allow faster, more frequent movement of passengers around the network. When it is completed in 2024, CRL will double the number of people able to reach the city centre by rail in under 30 minutes and make Auckland's regions more accessible via the city centre.

To support the upcoming CRL Mt Eden Station upgrades, Auckland Transport (AT) will need to provide reliable access to public transport and a safer environment for people to travel around the CRL works via a range of transport modes.

Mt Eden Station closes for CRL upgrade works from July 2020 for four years. The rail overbridge on Mt Eden Road will also undergo works as part of this upgrade for one year. The two bus stops and shelters on the overbridge will need to be relocated to Mt Eden Road to enable these works.

To provide safe access to the bus stops AT proposed installing new traffic signals and pedestrian crossings at the Mt Eden Road/ Akiraho Street/ Enfield Street intersection. We also proposed the removal of the right-hand turn from Mt Eden Road into Enfield Street to improve traffic flows.

AT proposed the introduction of a new, free bus route to operate between Newmarket and Kingsland via Boston Road to mitigate the loss of access to train services during the Mt Eden Station closure. Two new bus stops to support this service are also proposed for Boston Road.

Activities to raise awareness

To let you know about this consultation, we:

- Delivered letters and information packs to 761 residents, property owners and businesses along the streets within the proposal project area
- Emailed the letters and information packs to 78 key stakeholders including four BIDs
- Set up a project webpage and online feedback form on our AT website
- Communicated the proposed changes to key stakeholders and interest groups
- Targeted promoted posts on Facebook
- Briefed the Albert-Eden and Waitematā Local Boards on the proposal.

Your feedback

About you

We received feedback on the Mt Eden Road and Boston Road proposal from 15 submitters.

- 14 submissions were completed online; one written submission was received by email.
- Of our 15 submitters:
 - Eight live in or near the project area
 - Six use public transport to or from this area
 - Five own property in or near the project area
 - Two own a business in the project area; two work in or near the project area.

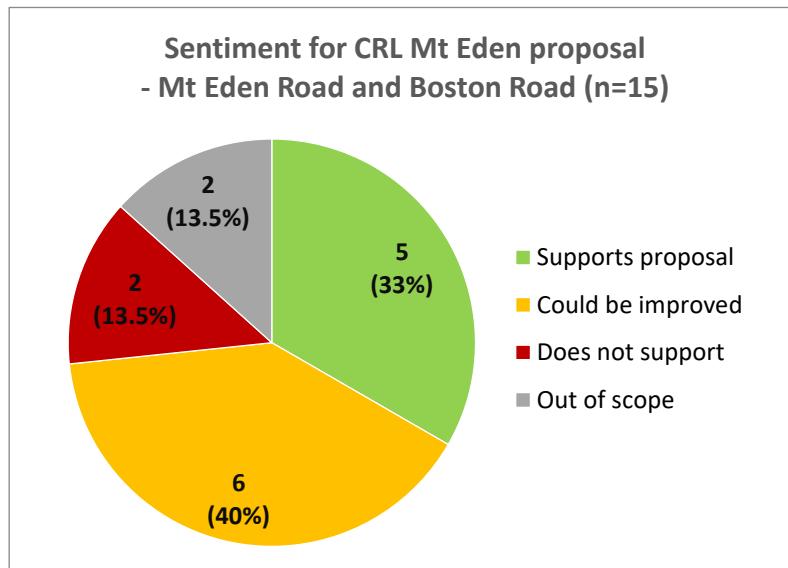
Note: respondents could select more than one option to define their interest in the project.

What you told us

Sentiment for this project

Your overall sentiment for this project was positive, with 73% of all respondents providing feedback to endorse or improve the proposal.

A third of you (33%) stated your explicit support for the proposal along with your suggestions; 40% liked aspects of the proposal but not others and gave feedback to improve the proposal. Two submitters (13.5%) stated they did not support this proposal; the remaining 13.5% gave feedback outside the scope of this proposal and therefore their sentiment for this proposal is unknown.



- Key reasons people supported the proposal were:

- Signalising the Mt Eden Road / Akiraho Avenue / Enfield Street intersection will make it safer for all people travelling through this busy area, particularly pedestrians needing to cross the road to access the bus stops.
- The introduction of the new, free bus service as a public transport solution during the closure of Mt Eden Station.

"We welcome the improvements to the Mt Eden Rd/Akiraho St/Enfield St intersection, which will make it safer and easier to cross."

- Those who did not support the proposal objected to the bus stop and/or bus shelter relocations from the overbridge to Mt Eden Road, as on-street parking will no longer be available to local residents, service delivery and tradespeople, nor commuters.

"...serviceability of...property must be taken into account for any temporary road changes proposed to facilitate the CRL work."
- Where people support aspects of the proposal but not all of the proposed changes, most agree that
 - The intersection signalisation will make this area safer for everyone, however
 - Removing the right-hand turn into Enfield Street from Mt Eden Road is unnecessary, unjustified or inconvenient.

"Prohibiting right turns onto Enfield is the only issue I have with the plans."

Feedback themes

The overarching themes of the feedback we received are discussed in more detail in the sections to follow. We have responded to your comments, suggestions, and issues raised in the feedback within the [Design suggestions table](#) at the back of this report.

1. Bus stop, bus shelter and bus lane suggestions

We received 11 comments or suggestions about the proposed bus stop and shelter relocations. Those directly affected by the proposed changes had concerns about or opposed the changes, most other respondents welcomed the moves. Suggestions were made about the bus lane widths in this area to support cyclists' safety when riding along Mt Eden Road.

- Supports Mt Eden bus stop and bus shelter relocations (1 submitter)

- Supports new bus stops for Boston Rd (1 submitter)
- Leave the existing bus stops and shelters on the overbridge (1 submitter)
- Opposes the bus stop relocation to 105-107 Mt Eden Rd (1 submitter)
- Opposes the bus shelter relocation to 40 Mt Eden Rd (1 submitter)
- Provide ample bus shelters for rain cover (1 submitter)
- Maximise bus lane widths for cyclists' safety (1 submitter).

“...the new bus stops on Boston Rd will...improve access to the bus network for Boston Rd businesses.”

“...maximise the bus lane widths/do not build out footpaths so much that the bus lanes become dangerously narrow for bikes.”

Bus service frequency and route

Although the details of the new, free bus service were not in scope for changes under this proposal, we passed on your feedback to our AT Metro team.

- Increase the frequency of the new bus service (3 respondents)
- Support for the proposed route between Kingsland/Newmarket (1 respondent).

The new route was since upgraded to a more frequent service – Route 64 – and will operate every 15 minutes from 7am – 7pm daily. The route extension was confirmed, meaning it will now run between Kingsland and Newmarket via Boston Road. This will provide better connections for more people affected by the Mt Eden Station closure. Route 64 will launch on 5 July 2020.

2. Intersection and road suggestions

You made 14 suggestions about the proposed intersection signalisation and road spaces within the project area. Most were concerned about losing the right-hand turn into Enfield Street or offered suggestions to improve traffic flows and safety.

- Retain right-hand turn from Mt Eden Rd to Enfield St (4 submitters)
- Side street alternatives are too narrow/unsafe to access Enfield St (2 submitters)
- Intersection signalisation will make this area safer for everyone (2 submitters)
- Reconsider the need for signalising the intersection (1 submitter)

- Allow straight-through traffic in the Akiraho Avenue left-turn lane (1 submitter)
- Traffic light phasing suggestions to manage traffic flows (1 submitter)
- Reverse the one-way direction on Edwin Street for safety (1 submitter)
- Design supports the safe movement of oversize vehicles (1 submitter)
- Reduce the speed limit on Mt Eden Road (1 submitter).

“The amount of traffic turning into Akiraho St is minimal as it is no-exit road. But turning right from Mt Eden Road to Enfield Street is necessary.”

“The mentioned alternatives are all tiny streets for which it is very difficult (and hence more unsafe) to make right-turns into, especially in rush hour.”

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

3. Car parking suggestions

Five suggestions or comments were about the loss of on-street car parking to enable the bus stop relocations or as a result of the intersection signalisation/no right-turn into Enfield Street. Some suggested ways to mitigate the loss of parking for locals and the public to use.

- Concerns about loss of on-street car parking (3 respondents)
- Supports car park removals to enable the bus stops (1 respondent)
- Remove local RPZs to mitigate the loss of public on-street parking (1 respondent).

“Take away the residential parking zones (paid parking/permits) at 'Mt Eden' and 'Eden Terrace'. Very unfair if this is in place for 4 years.”

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

4. Active transport suggestions

Five respondents suggested introducing cycling amenities expand on the proposed pedestrian amenities long Mt Eden Road and Boston Road. Some felt more improvements were needed given more people were likely to be accessing bus services to/from this area

due to the train station closure. Others thought this would be a good opportunity to add cycling infrastructure to this busy city fringe street.

- Consider adding cycle lanes to Mt Eden Rd (2 people)
- Ensure pedestrian amenities support the mobility impaired (1 people)
- Improve pedestrian amenity and safety on Boston Road (1 people)
- Provide room for cycle lane/wider footpaths on the overbridge (1 people).

"Please consider adding cycle lanes where the roads are being changed. This is a very busy area for cyclists."

We have summarised and responded to your comments and suggestions in the [Design suggestions table](#).

Design suggestions and our responses

Below is a summary of all design suggestions and concerns put forward in your feedback. We have also responded to key questions and issues you have raised about this proposal.

Feedback suggestions	AT response
Mt Eden CRL works (Mt Eden Road and Boston Road)	
Bus lanes, bus stops, bus shelters	
Location and amenity of bus stops and bus shelters <ul style="list-style-type: none"> • Leave the bus stops and bus shelters in their current location on the Mt Eden overbridge. • Opposes the relocation of the bus stop from the overbridge to 105-107 Mt Eden Rd <ul style="list-style-type: none"> - Impacts access to and serviceability of the affected property for tenants, tradespeople, and service delivery providers. • Opposes the relocation of the bus stop from the overbridge to 40 Mt Eden Rd <ul style="list-style-type: none"> - Concerns about security, vandalism, and rubbish in this business area, and the general public using the business premises for shelter. 	<p>Due to the nature of the works happening on the rail overbridge as part of the City Rail Link upgrades, the bus stops and shelters cannot remain in their current location. They must be moved off the overbridge so the works can take place unimpeded, and for the safety of passengers boarding and alighting bus services at the stops.</p> <p>Discussions were undertaken with the property owners to work through their concerns and these were addressed through alternative parking options.</p> <p>Discussions and site visits were undertaken with the concerned tenant. The location of the bus shelter was amended slightly to pull it further away from the building. The existing rubbish bin and bench seat from the current bus stop will also be relocated. Further, oOh!media New Zealand (formerly Adshel) have a 24hr service for maintaining the bus shelters.</p>
<ul style="list-style-type: none"> • Provide ample bus shelters to give waiting passengers sufficient rain cover. 	<p>The bus shelters will be the existing ones to be relocated from the Mt Eden overbridge. Each of these bus shelters is 4.4m wide by 1.8m deep. These can accommodate between 8 and 10 people. There is very limited space to provide additional shelters due to existing street trees and driveways.</p>

Feedback suggestions	AT response
Bus lanes <ul style="list-style-type: none"> Maximise the bus lane widths to allow buses to pass cyclists safely. <ul style="list-style-type: none"> Make bus lane width 4.2m or wider so buses can safely overtake bikes, or Make bus lane 3.3m or narrower so buses cannot overtake bikes unsafely. 	Through this section the existing inbound bus lane width varies a small amount between 3.1m and 3.3m to allow the bus to track around the bend. Consequently, it meets the second recommendation.
Intersection, road and road user suggestions	
Mt Eden Rd / Akiraho Ave/ Enfield Street intersection design <ul style="list-style-type: none"> The intersection signalisation design is good; will reduce accidents and provide a safe place for people to cross the road. Reallocate the new left-turning lane into Akiraho Avenue to allow northbound traffic going straight ahead on Mt Eden Road to use to also use this lane. 	The left turn only lane is designed to cater for traffic turning into Akiraho Avenue and also includes a B-Phase signal for buses to allow them to travel straight ahead from the kerb side lane in advance of the rest of the straight-through traffic. This has been done as the bus lane will be temporarily removed from the overbridge as part of the CRL works. The bus jump will enable the larger number of high frequency bus routes that travel through this area to have priority over general traffic. Consequently, will proceed with this change as proposed.
Traffic signal phasing <ul style="list-style-type: none"> Use a two phase signal at the intersection; Phase 1 gives right of way to north/south traffic (i.e. Mt Eden Rd, including all turning traffic), and phase 2 does the same for east/west traffic <ul style="list-style-type: none"> Make this change to help retain the right-hand turn from Mt Eden Rd to Enfield Street. 	Extensive traffic modelling was undertaken to determine the most safe and efficient traffic signal operations. It was during this process we found the right turn into Enfield Street led to significant queuing on Mt Eden Road. Traffic counts identified that the turning volumes into Enfield Street were low. A safety assessment was therefore undertaken on the alternative routes vehicles could take. We found that there were several safe alternatives. Consequently, this right turn movement will be banned.
Right-hand turn from Mt Eden Rd to Enfield Street <ul style="list-style-type: none"> Retain the right-hand turn into Enfield Street <ul style="list-style-type: none"> feel this change is unsubstantiated, unnecessary, and inconvenient for many road users safety concerns about using alternative side streets to access Enfield Street as they are narrow with poor visibility due to parked cars. Remove the right-hand turn into Enfield Street but reverse the one-way direction on Edwin Street to prevent unsafe entry from Mt Eden Rd on a blind corner. 	As part of our investigations for this proposal, AT commissioned a safety assessment which confirmed that, due to the low level of vehicles turning right into Enfield Street, there would be minimal effects on the safety of the alternative routes. The assessment included an analysis of crash data for all the alternative routes within the surrounding road network and found that there were no significant crash trends or operational issues. We concluded that the low volume of traffic diverting to the alternative routes would have minimal effects on their safety.

Feedback suggestions	AT response
	Removing the right-hand turn significantly improves traffic flows and the safety of all roads users interacting at this busy intersection, including pedestrians accessing the bus stops that need to be relocated farther down Mt Eden Rd from the overbridge.
Speed limit <ul style="list-style-type: none"> Reduce the speed limit of Mt Eden Road through the project area to enhance safety. 	The current speed limit along this section of Mt Eden Road is 50km/h, and we believe signalising the intersection coupled with the bus stop relocations onto Mt Eden Road will create a lower speed environment than the posted limit through this area. Vehicles will need to slow down to respond to the signals, and cars stopped at the lights will proceed at much lower speeds than they currently move at through this area.
Car parking suggestions	
On-street car parking <ul style="list-style-type: none"> Concerns about the loss of on-street parking for residents and commuters to the area <ul style="list-style-type: none"> Some removals will affect the serviceability of particular Mt Eden Road properties, which must be considered/accounted for in the final design Removal of the right-hand turn into Enfield Street from Mt Eden Rd will impede access to four on-street parks on the north-eastern side of Enfield Street. Remove the Residential Parking Zone (RPZ) restrictions currently in place in this area to free up other on-street parking to replace the spaces lost to enable the bus stop relocations. 	<p>There is extensive on-street parking on the surrounding side streets in the area, which anyone can access. The on-street car parks mentioned on Enfield Street will still be accessible to vehicles turning left from Mt Eden Road, moving straight ahead from Akiraho Street, and via any one of the suggested alternative side streets.</p>
	<p>It is common practice to reallocate public road space, such as on-street parking, to maintain public transport service levels. Removing existing RPZs would require changes outside the scope of this project and further consultation. The bus stop and bus shelter relocations are essential to support thousands of passengers who use our bus services to/from the city centre and midtown destinations via Mt Eden Road each week. They are also essential to enable the City Rail Link upgrades to the overbridge, and to support even more people who may need bus services in place of train services while Mt Eden Station is closed. Road space is already constrained along this busy arterial route, and the safety of all road users is paramount to this project. For these reasons, AT will not look to replace on-street parking as part of our final designs.</p>

Feedback suggestions	AT response
Cycling and pedestrian amenity suggestions	
Cycle lanes and cycling amenity <ul style="list-style-type: none"> • Install cycle lanes along Mt Eden Rd at the same time to provide safe facility for cyclists - ensure overbridge works allow extra space for cycle lanes and/or widened footpaths. • Widen the Mt Eden Rd bus lanes or do not build out kerbs to allow sufficient space for cyclists to be passed safely by buses in this area. 	<p>AT is working closely with City Rail Link to manage the works they are undertaking on the overbridge to maintain safe access for all users. It is a very constrained environment and will be reduced down to a single lane in each direction. Pedestrian access will be maintained at all times and every effort is going into making this as wide as possible. As this is a work site the speed limit will be lowered to 30km/h. The installation of the intersection will also slow all vehicles down through this section of Mt Eden Road.</p> <p>The closure of the train station requires sufficient alternative facilities to be provided to ensure people still have good connections to the public transport network. Consequently, the priority was the relocation of the bus stops and maintaining bus priority during the construction period. Both of these high frequency routes have double decker buses and priority was given to building out kerbs to protect passengers from various hazards along the kerb line. AT is working on longer term plans for the whole corridor through the Connected Communities project and this will be an opportunity to address many of the current issues.</p>
Pedestrian amenity <ul style="list-style-type: none"> • Make sure the footpaths, kerb-cut downs and alignment of the new intersection crossings proposed on Mt Eden Rd meet suitable accessibility standards for wheelchairs, etc. • Ensure the Mt Eden overbridge works allow extra space for widened footpaths and/or cycle lanes. • Widen footpaths and generally improve pedestrian amenities along Boston Road to support people accessing the new bus stops and needing to cross the road to nearby businesses precincts. 	<p>We can confirm the design will meet all the required accessibility standards.</p> <p>AT is working closely with City Rail Link to manage the works they are undertaking on the overbridge to ensure that pedestrian accessibility is prioritised.</p> <p>Such larger scale improvements are outside the scope of this project. However, AT and CRL are working closely together to ensure pedestrians are provided with safe environments.</p>
Issues <p>"No substantiated reason was given for prohibiting right-turns into Enfield Street in the first place. It is not clear at all why this would improve traffic flow."</p>	<p>Extensive traffic modelling was undertaken to determine the most safe and efficient traffic signal operations. During this process it was found that the right turn into Enfield Street lead to significant queuing on</p>

Feedback suggestions	AT response
	Mt Eden Road. Such queuing would have a significant negative impact on this main arterial road, which caters for a high volume of frequent bus routes from both Mt Eden and Dominion Roads, as well as general traffic.
"I am very concerned looking at the plans that legacy issues of poor footpaths, kerb-cut downs and alignment of crossings would not meet suitable accessibility standards for wheelchairs, etc."	The design of the new intersection will meet all the required standards for wheelchair access. In addition, the CRL is undertaking accessibility audits of its construction sites to ensure suitable access is maintained for all users. If you notice any specific issues, please contact the CRL team directly on 0800 CRL TALK (0800 275 8255).