

New North Road traffic lights

Public feedback report



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Summary

To improve safety for pedestrians, the Albert-Eden Local Board and Auckland Transport plan to install a set of traffic lights outside 649-653 and 632 New North Road, Mount Albert. We consulted on this proposal from 5 to 25 March 2020 and received 15 submissions.

Overview of feedback

Sentiment	Summary
Like proposal	Eight people liked the proposal to install traffic lights on New North Road. Typically, they said they like the proposal because there is a need for a safe crossing point on New North Road, especially near the train stations.
Dislike proposal	Six people disliked the proposal. This was predominately because they felt it would increase traffic congestion in the area. A few of these people were residents near the proposal area who felt the noise, light and environmental effects of the traffic lights would impact their enjoyment of their properties.
Mixed	One person had mixed feelings about the proposal because while they could see the benefits for pedestrians, they were worried about the visibility and safety of people exiting the train station via the underpass. They also asked for improvements to the footpath around the proposal area.

Submissions counted in one category only

Consultation outcome

We have considered all of the feedback we received and reviewed the design in light of your comments. Having taken all submissions into account, we have decided to proceed with the project subject to funding approval.

To address some submitters' concerns about congestion, the new signalised pedestrian crossing will be linked to adjacent traffic signals to ensure that the signals are optimised along the route. The pedestrian crossing will not be called on demand as an isolated signal controller, as this could create congestion along the New North Road street network.

These traffic lights will provide a safe crossing facility that supports our commitment to making our communities safer while helping people access public transport – like at Morningside Train Station. The crossing will address safety concerns and will reduce the risk of crashes at this location involving crossing pedestrians being hit by vehicles.

Next steps

COVID-19 has had a significant impact on AT and the wider Auckland Council whānau. As a result, Auckland Council is implementing an Emergency Budget which will reduce AT's capital and operating budgets. It could also impact the Albert-Eden Local Board's transport capital fund which was going to fund this project.

This could mean this project is delayed. We will be in touch with you once we know more about how this project will be impacted by the current budget constraints. We thank you for your patience and understanding during this time.

Background

What did we seek feedback on?

To improve safety for pedestrians, the Albert-Eden Local Board and Auckland Transport plan to install a set of traffic lights outside 649-653 and 632 New North Road, Mount Albert.

It is important that a safe crossing location is provided at this location as there are currently high volumes of pedestrians crossing this section of road on their way to Morningside train station. Providing safe access to public transport is important to the Albert-Eden Local Board and Auckland Transport, as we work to make our communities safer for all road users. At present, it is a very dangerous place to cross and sadly, people have been hurt on this section of road. This project is funded by the [Albert-Eden Local Board](#)'s transport capital fund.

In addition to the traffic lights, we also plan to:

- Install skid resistant surfacing leading up to the traffic lights - starting at the boundary of 661 and 653 on the northern side of New North Road and outside 632 on the southern side.
- Install new 'traffic signals ahead' warning signs outside 665 and 628 New North Road. In addition, we also propose a 'traffic signals ahead on right' sign on Wolseley Street, parallel to the property at 645 New North Road.
- Improve the street lighting where the traffic lights will be and on both sides of the road for 200 metres either side of the traffic lights – from just before Rocky Nook Avenue to just before Inwood Street.
- Where required, trim some of the lower branches of some trees outside your properties so that road signs can be seen and cut back vegetation to allow for the full width of the footpath to be used.

In order to install the traffic lights, we will need to remove 15 on-street parking spaces. We conducted a parking survey which found that there is sufficient alternative off-street parking nearby – motorists will be able to find alternative spaces within 100 metres.

See [attachment 1](#) at the end of this report for a map with details of the designs.

Consultation

We consulted on the proposed traffic lights from 5 to 25 March 2020.

What we asked you

We asked: *“Do you have any feedback on the proposed changes? If you have any feedback, issues or concerns regarding the proposal, please share them with us below.”*

Activities to raise awareness

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

- Posted letters, the plans and freepost feedback forms to local properties.
- Hand-delivered letters to local businesses.
- Set up a project webpage and an online feedback form on our website.
- Emailed local and wider stakeholders inviting feedback.

How people provided feedback

You could provide feedback via:

- An online survey – available on the [project page on the AT website](#), also available via AT’s [Have Your Say website](#)).
- A freepost feedback form sent to local properties. See [attachment 2](#) at the end of this report for a copy of the feedback form.
- Emailing ATengagement@AT.govt.nz.

Your feedback

Overview

We received 15 submissions on the proposed traffic lights.

- Nine people submitted online, three people used the freepost feedback form and two were submitted via email.

The issues, concerns and design suggestions raised in the consultation feedback have been summarised and responded to in the [design suggestions section](#) of this report.

Themes in feedback

We have analysed the public feedback to identify key themes. They have sorted into two groups:

- **Sentiment towards proposal** – submissions were categorised by whether the submitter liked, disliked or had mixed feelings about the proposal
- **Effects of the proposal** – these themes are about the outcomes that people suggested would result from the proposal
- **Suggestions from feedback** – these themes are about suggestions and tweaks people offered to improve the proposal

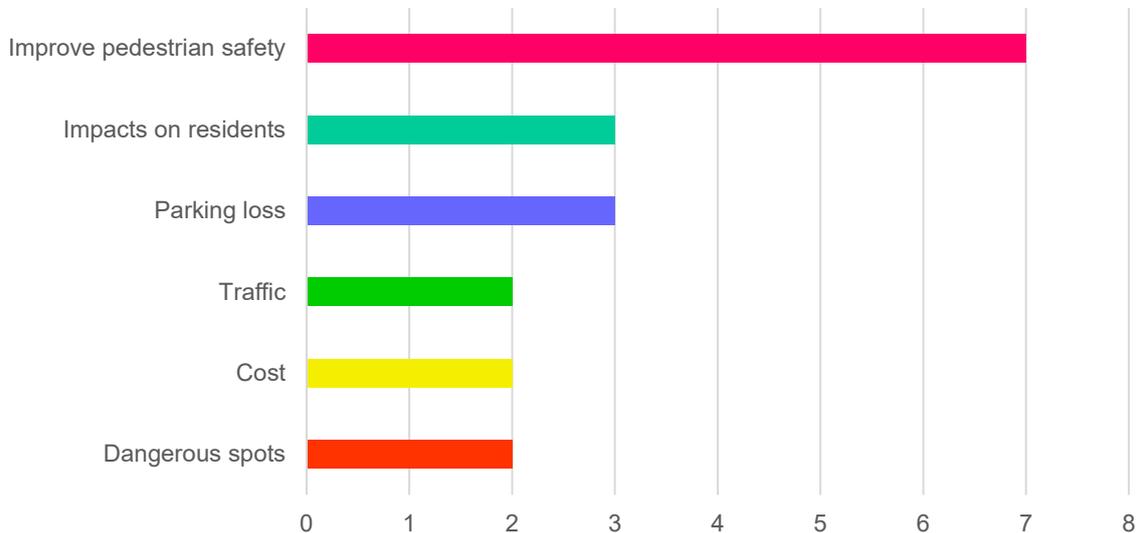
Sentiment towards traffic lights on New North Road

Sentiment	Summary
Like proposal	Eight people liked the proposal to install traffic lights on New North Road. Typically, they said they like the proposal because there is a need for safe crossing point on New North Road, especially near the train stations.
Dislike proposal	Six people disliked the proposal. This was predominately because they felt it would increase traffic congestion in the area. A few of these people were residents near the proposal area who felt the noise, light and environmental effects of the traffic lights would impact their enjoyment of their properties.
Mixed	One person had mixed feelings about the proposal because while they could see the benefits for pedestrians, they were worried about the visibility and safety of people exiting the train station via the underpass. They also asked for improvements to the footpath around the proposal area.

Submissions counted in one category only

Submissions counted in one category only

Themes in feedback



Submissions may be counted in more than one theme.

Improve pedestrian safety

These people felt that the proposed traffic lights would improve safety for pedestrians wanting to cross the street on New North Road.

“This is necessary for everybody using the western exit/entry at Morningside station. My wife and I walk our son from the station to daycare on Malvern Road - we either have to wait for a gap in traffic (less safe) or take the long detour at the Morningside Drive intersection.”

Impacts on residents

These people live close to the site of the proposed traffic lights and had range of concerns about the negative effects that the traffic lights might have on them. These concerns included; noise from the traffic lights, people using the crossing and the construction of the traffic lights, the security of their properties, more light and less privacy from the proposed trimming of trees, and increased air and noise pollution from cars stopping and starting.

Parking loss

These people worried that the loss of parking will make it more difficult to find parking in the area.

“...it’s already an issue if I want to park...during the day and weekend.”

Traffic

These people worried that the proposed traffic lights would increase traffic congestion in the area.

“...lights at the main junction will cause traffic issues and increase risk to the crossing. I suggest you improve the crossing at the main junction.”

Cost

These people felt that the proposal was a waste of money.

“Another idea of congesting the inner city. Not required as lived and worked in area for 30 years. Please stop wasting my rates money.”

Dangerous spots

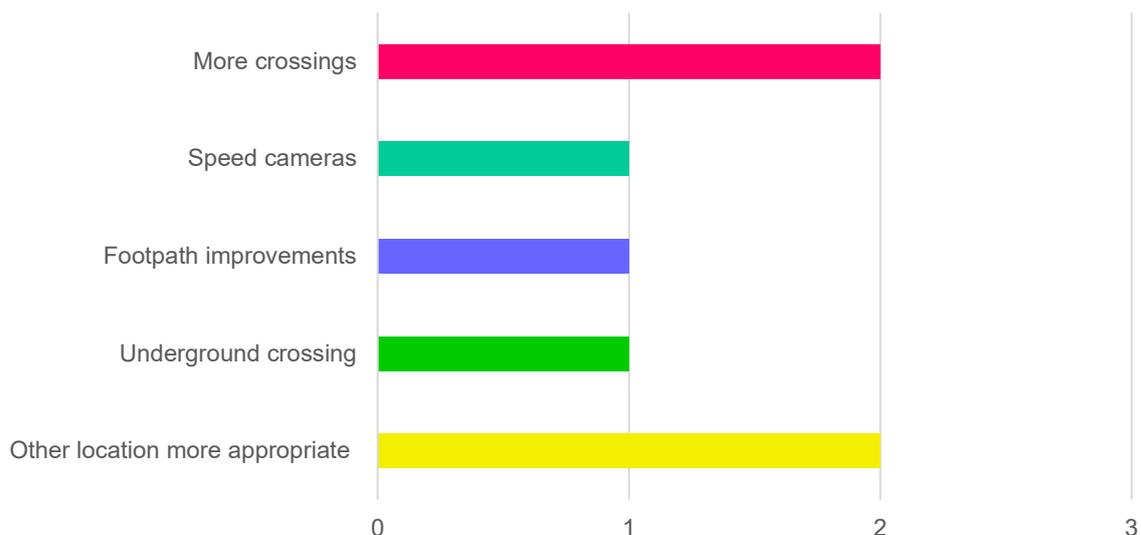
These people identified other areas that were dangerous for pedestrians and asked AT to consider measures to increase safety.

One person mentioned that people often use Rocky Nook and Fowlds Park as a rat run to avoid St Lukes, often with little concern for pedestrians.

Two people stated that as the right-hand turn is blocked by a traffic island, drivers often do fast U-turns on New North Road to access Inwood Street. They stated this poses a danger to pedestrians as they may not be expecting the maneuver when crossing the street.

“Both Rocky Nook + Inwood are already difficult to cross because of unpredictable motorist activity. Any positive additions to this plan would be welcome.”

Suggestions from feedback



Submissions may be counted in more than one theme.

More crossings

These people felt that more crossings beyond the one proposed would benefit New North Road.

"I would also like to see more of these pedestrian crossing points along New North Road (e.g. there is a 1km section of New North Road with no safe crossing points between Ngahura Street and Bond Street) where there are various shops, bus stops and side streets."

Speed camera

This person wanted a speed camera to be installed near the proposed traffic lights.

"OMG that's fantastic. I'm always scared I will get run over. Put a speed camera out there too please :)"

Footpath improvements

This person wanted AT to ensure that the footpath around the proposed traffic lights was up to standard and would safely accommodate the foot traffic from the station entrance.

"I would strongly encourage increasing the scope of works to allow for kerb-cutdowns at Wolseley Street to be brought up to standard and for a compliance check on the footpaths on both sides of New North Road for a few hundred meters from the station to ensure that there are no trip hazards and that wheelchairs can use the footpath with space for passing etc."

Underground crossing

This person felt that we should think more outside the box and suggested an underground crossing would be a better use of money.

"Waste of Revenue, same old style to put more restrictions and create further congestions. Why not thinking out of square? like underground road crossing"

Other location(s) more appropriate

These people felt that the location of the proposed traffic lights is not ideal and suggested an alternative that they felt was more appropriate.

One person thought that AT should improve the traffic lights at the intersection of New North Road and Morningside Drive (about 350 meters north-east of the proposal) instead.

"...lights at the main junction will cause traffic issues and increase risk to the crossing. I suggest you improve the crossing at the main junction."

The other person, who lives close to the site of the proposed traffic lights, felt that AT should install a pedestrian refuge further up the road to serve people using the train and local shops located there.

Create a pedestrian crossing with no lights further up the road just before the corner around Wolseley Street, and a median in the middle of the road for the people to wait to cross the next section. “

Design suggestions in feedback and AT responses

Submitters suggested a wide range of changes to the proposal. We have collated and responded to all design suggestions identified in the feedback.

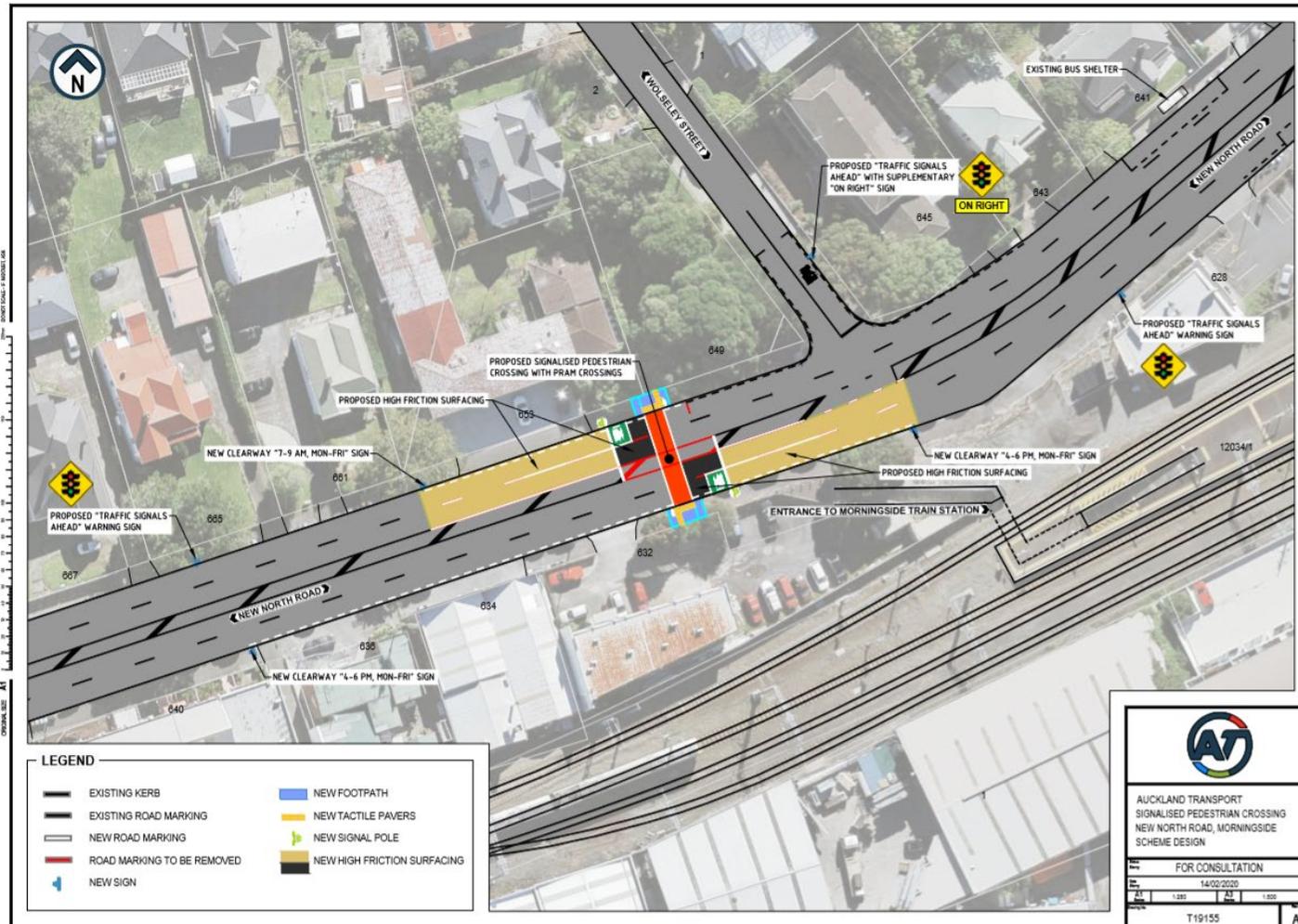
Design suggestion in feedback	AT response
Effects of proposal	
Impacts on residents	
<p>The proposal will negatively impact residents in the following ways:</p> <ul style="list-style-type: none"> • The beeping from the traffic lights • Noise and air pollution from traffic slowing down and accelerating • The security of properties and letterboxes • Less privacy from the tree trimming 	<p>The sound level of the signalised crossing buzzer will be compliant with the noise standards under The Auckland Unitary Plan.</p> <p>The Auckland Unitary Plan has lower noise limits at night from 10am until 7am so we will apply the noise limits to the buzzer at these times to comply with the restrictions.</p> <p>The signalised crossing will be located outside 649 and 653 New North Road with the call button outside 649 New North Road (the park area on the corner). We have positioned the call button as far away as possible from properties on New North Road to mitigate any noise impacts.</p> <p>We will use a high friction surface to reduce the pollution effects. We propose a bauxite surface which is high friction, to improve vehicle braking and reduce the noise impacts of the midblock crossing. When assessed over a day, the effects of the signals should be no more than minor on the arterial road. The high friction surfacing should reduce the noise from vehicles decelerating and accelerating as there should be almost no slippage to make noise from the tyres.</p> <p>The traffic lights will be fitted with a CCTV camera which will help to enhance security in the area.</p> <p>The tree trimming is outside the park and is a general maintenance item. The tree pruning will only be done where it restricts visibility or takes up footpath space which may reduce safety. Tree trimming would not be on</p>

Design suggestion in feedback	AT response
	private property and only where it extends into the road reserve.
Parking loss	
<p>The loss of parking will make it difficult for residents to park</p> <ul style="list-style-type: none"> • It's already an issue if residents want to park in front of their property during the day and weekend • I do not agree that car parks will be able to be found within 100 metres 	There are 15 parking spaces within 100m of the site that are available on a first-come first-serve basis.
<p>The loss of parking will impact local businesses</p> <ul style="list-style-type: none"> • A local business regularly relies on those parks to load and unload goods. Removing them will mean they will have to carry heavy bulky loads across the road or park on the footpath obstructing the general public. 	This business has off-street parking outside of its entrance which can be used for the loading and unloading of goods.
Traffic	
<p>The proposed lights will increase traffic congestion</p>	We have reviewed the traffic operations and propose to optimise the signal operations and pedestrian phase call buttons to minimise impact on this arterial road while providing improved safety for people to cross New North Road. We have carried out traffic modelling which as indicated that there will be no significant increase in congestion in this location.
Cost	
<p>The proposed traffic lights are a waste of money</p>	This is part of Auckland Transport's, and the Albert-Eden Local Board's, efforts to improve safety across our road network to make our communities safer. The proposed crossing will provide a safe crossing point for pedestrians and will improve access to public transport services.
Dangerous spots	
<p>Rocky Nook and Fowlds park</p> <ul style="list-style-type: none"> • People use these streets as a rat run to avoid St Lukes • Cars turning left out of Rocky Nook often don't look left they are only concerned with oncoming traffic from the right. So speed controls signage on Rocky Nook may be necessary. 	<p>Thank you for this feedback. However, unfortunately, this is outside the scope and budget of this project.</p> <p>We will pass this information on to our road safety team to consider and investigate outside of this project. Rocky Nook Avenue is a side street approximately 180m from the crossing. The proposed new traffic lights on New</p>

Design suggestion in feedback	AT response
	North Road should have no significant impact on vehicles exiting Rocky Nook Avenue.
<p>Intersection of Inwood Street and New North Road</p> <ul style="list-style-type: none"> • People regularly make U-turns on New North Road as they can't turn right onto Inwood street • Despite it being illegal drivers often turn right from New North Road into Inwood Street and vice versa. 	<p>Thank you for this feedback. However, this is outside the scope and budget of this project.</p> <p>We will pass this information on to our road safety team to consider outside of this project. Inwood Place is approximately 220m from the proposed crossing location. The proposed new traffic lights on New North Road should not significantly affect vehicles using the intersection of Inwood Street.</p>
Suggestions from feedback	
More crossings	
<p>More crossings are needed in Morningside</p> <ul style="list-style-type: none"> • There is a 1km section of New North Road with no safe crossing points between Ngahura Street and Bond Street. • There should be more crossings in the area especially where there are shops, bus stops and side streets. 	<p>Thank you for sharing this with us. Unfortunately, this is outside the scope and budget of this project.</p> <p>We will pass this information on to our road safety team to consider outside of this project.</p>
Speed cameras	
<p>AT should install a speed camera near the proposed traffic lights</p>	<p>Thanks for this suggestion. We will pass it on to our traffic operations team to consider outside of this project.</p>
Footpath improvements	
<p>The footpaths near the proposed traffic lights should be improved by:</p> <ul style="list-style-type: none"> • Bring the kerb-cutdowns at Wolseley Street up to standard • Carrying out a compliance check on the footpaths on both sides of New North Road for a few hundred meters from the station to ensure that there are no trip hazards and that wheelchairs can use the footpath with space for passing etc. 	<p>We will pass this information on to our maintenance teams for consideration.</p>
Underground crossing	
<p>AT should build an underground crossing instead of the proposed traffic lights</p> <ul style="list-style-type: none"> • An underground crossing would be a better use of revenue as it would avoid congestion 	<p>The costs associated with building an underground pedestrian tunnel are beyond the budget of this project.</p>

Design suggestion in feedback	AT response
	An underground pedestrian tunnel would also create challenges regarding mobility accessibility and safety.
Other location more appropriate	
<p>The traffic lights at the intersection of New North Road and Morningside Drive should be improved instead</p> <ul style="list-style-type: none"> • New lights in the proposed location will increase congestion • The road surface near the intersection and the surrounding side streets needs to be enhanced 	Thank you for this suggestion. It is outside the scope of this project but we will pass it on to our road safety team.
<p>Create a pedestrian crossing with no lights further up the road just before the corner around Wolseley Street</p> <ul style="list-style-type: none"> • Currently, people not only walk across the road to the train but often I see several people walking to the liquor store and wok express up the road. • AT's proposed site does not get as much foot traffic as you think. • In six years, no one has been hit by a car only trains. 	The crossing is in this position to improve safety for pedestrians crossing and accessing the train station and is the most appropriate location for a crossing.

Attachment 1: Proposed and final design



Public feedback report - New North Road traffic lights

Attachment 2: Feedback form

Feedback form

Mid-block traffic lights – New North Road



Please complete this freepost form and return it to us by **Sunday 22 March 2020**.

Alternatively, you can provide feedback online at [AT.govt.nz/haveyoursay](https://www.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 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.