

Report on public feedback

Proposed changes to Ramsgate Terrace

Overview

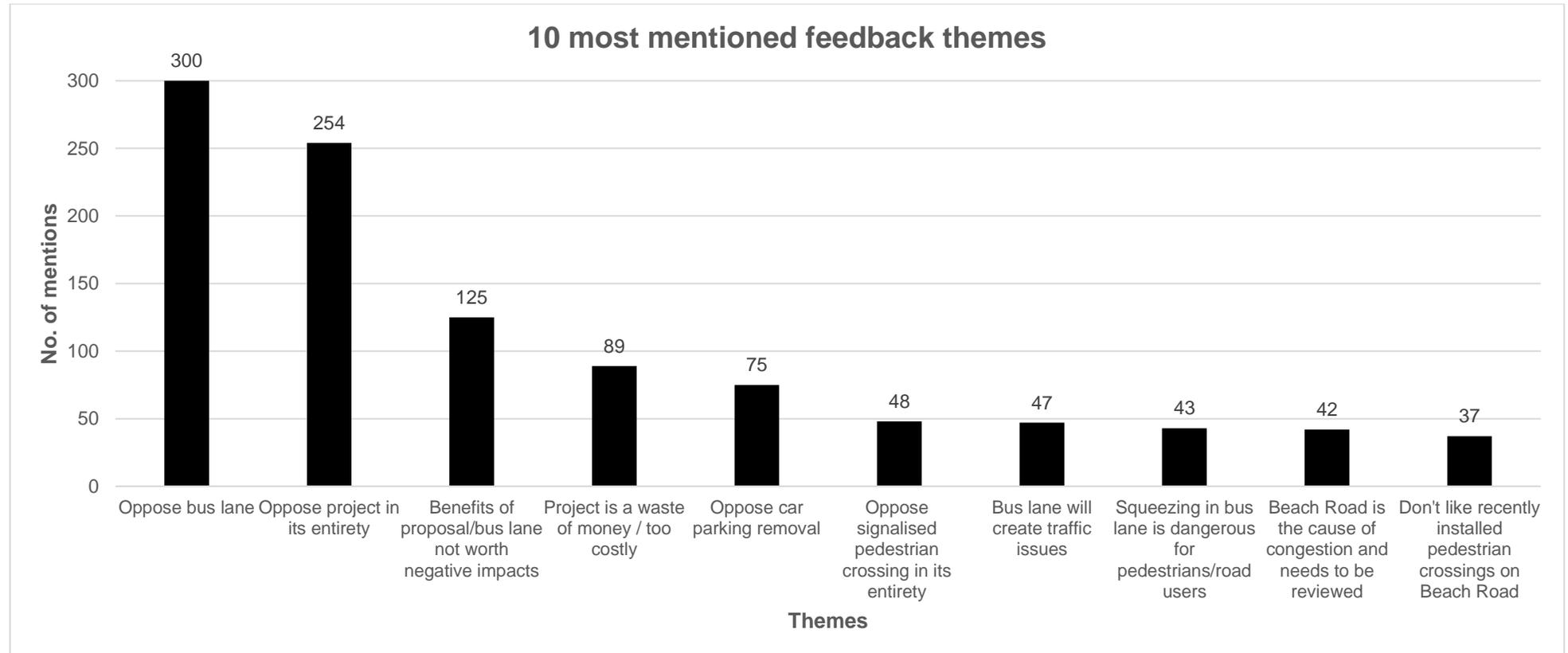
From 3 August – 15 November 2020 the public were invited to provide feedback on proposed changes to Ramsgate Terrace, including:

- A northbound bus lane operating 4pm-7pm weekdays.
- Changes to bus stops and shelters, these directly affect properties at 3 (Countdown), 6, 7 and 12 Ramsgate Road.
- A new signalised pedestrian crossing.
- The footpath heading down the hill between 8 and 10 Ramsgate Terrace is being resurfaced and widened. The steps down the same hill are being removed.
- Removal of on-street parking at various locations and during the operation of the bus lane.

In total **352 submissions** were received. The feedback received has been grouped into **44 Themes**. The themes have then been clustered together under **7 Topics**. For example, one topic is 'Buses and bus lane', and all the feedback themes that involved suggestions that related to buses and the bus lane are grouped under that topic.

Feedback overview

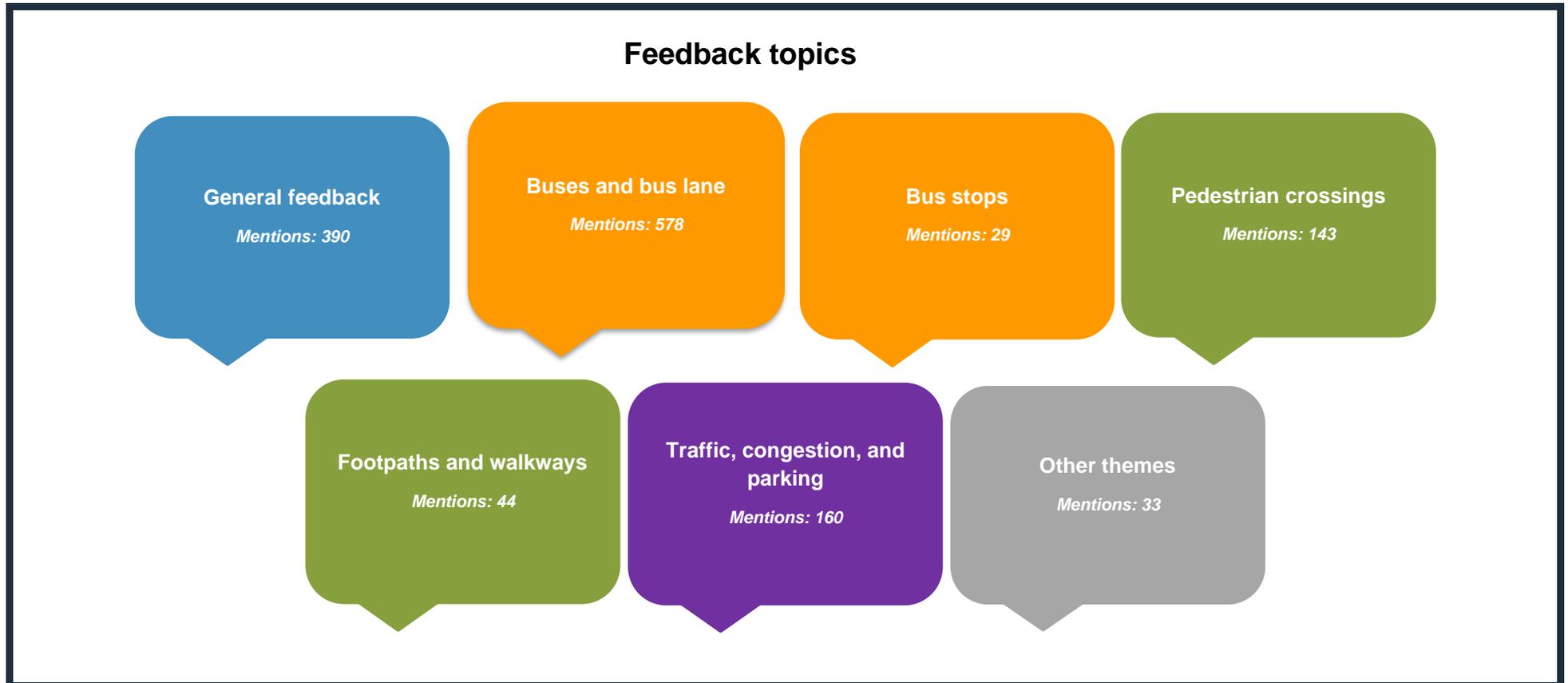
We received public feedback on the proposal from 352 submitters, the 10 most mentioned feedback themes¹ were:



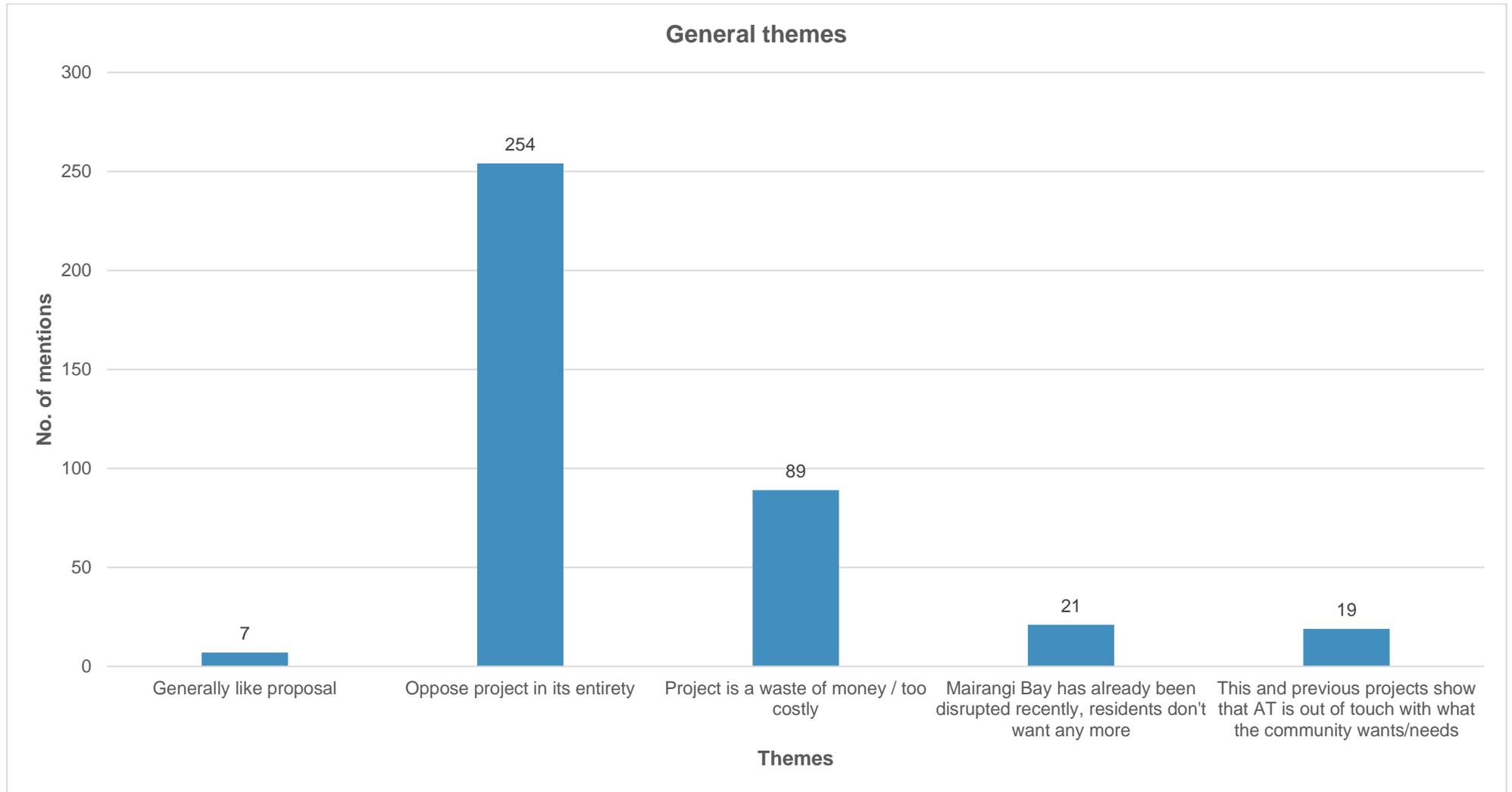
¹ One person's or organisation's submission can count towards multiple themes and topics.

Key feedback topics and themes

This section outlines the feedback topics and related themes from all submitters, as well as AT's responses to the feedback themes. One person's or organisation's submission can count towards multiple topics and themes.

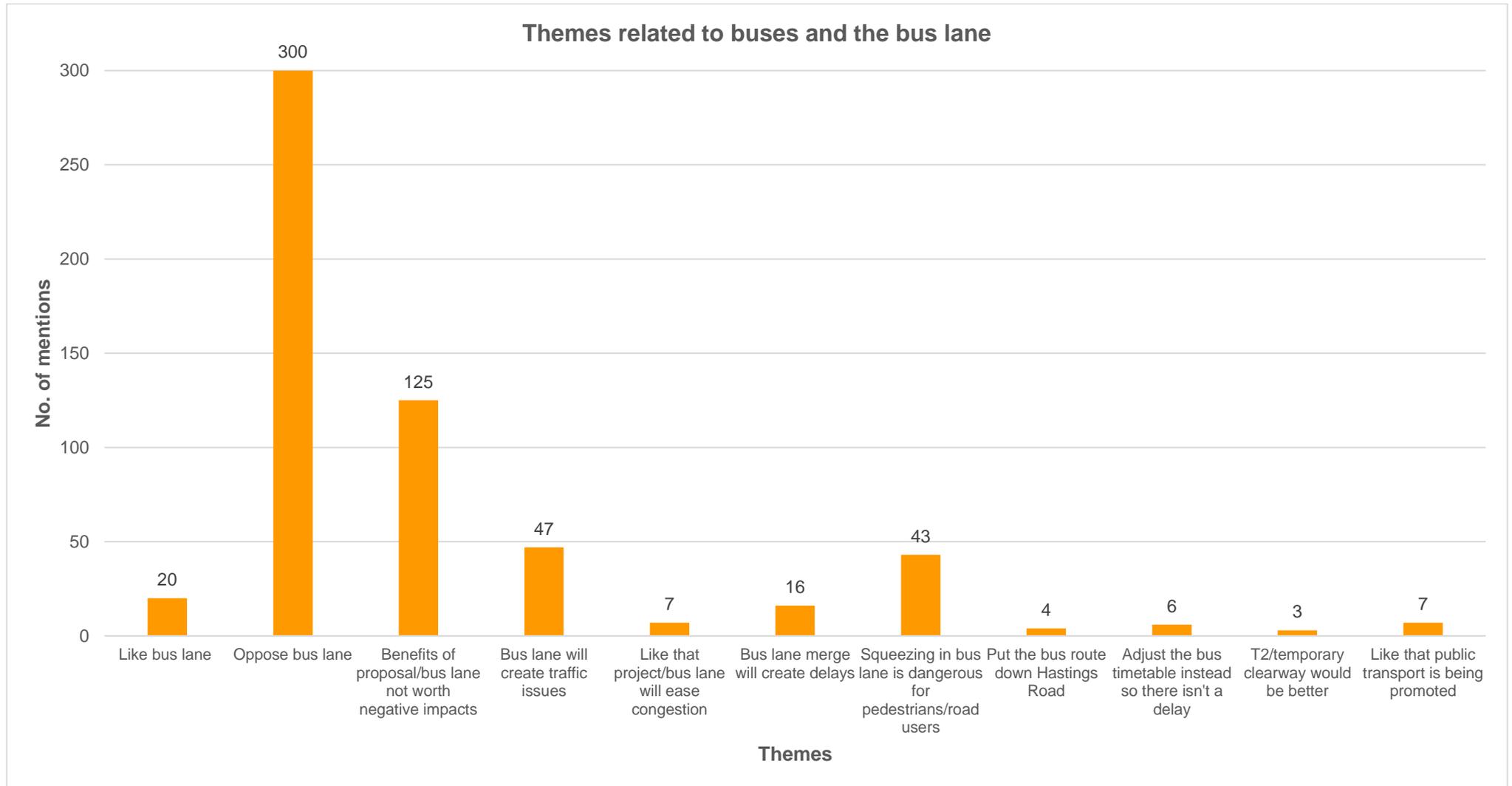


General feedback



Feedback Theme	Main Points
<p>Generally, like proposal <i>Mentions: 7</i></p>	<ul style="list-style-type: none"> • Generally, like proposal.
<p>Oppose project in its entirety <i>Mentions: 254</i></p>	<ul style="list-style-type: none"> • Like nothing about proposal. • Proposal isn't required (e.g. traffic isn't that bad). • Don't change anything. • Spend money elsewhere / areas of greater priority.
<p>Project is a waste of money / too costly <i>Mentions: 89</i></p>	<ul style="list-style-type: none"> • Minimal benefit and potentially more congestion. • Expense is not justified. • This is a waste of money. • Expense has already been paid for latest upgrades. • Only benefits bus users not all rate payers. • The price is too high. • Spend money elsewhere / areas of greater priority.
<p>Mairangi Bay has already been disrupted recently; residents don't want any more <i>Mentions: 21</i></p>	<ul style="list-style-type: none"> • Digging up newly laid traffic improvements is not acceptable. • Further roadworks disruption is unwelcome in Mairangi Bay. • Waste of money to dig up new traffic calming installations.
<p>This and previous projects show that AT is out of touch with what the community wants/needs <i>Mentions: 19</i></p>	<ul style="list-style-type: none"> • AT will just go ahead with what they want to do and ignore community feedback. • AT has already made Mairangi Bay worse with previous projects (particularly pedestrian crossing on Beach Road). • Proposal is not in line with what this community wants.

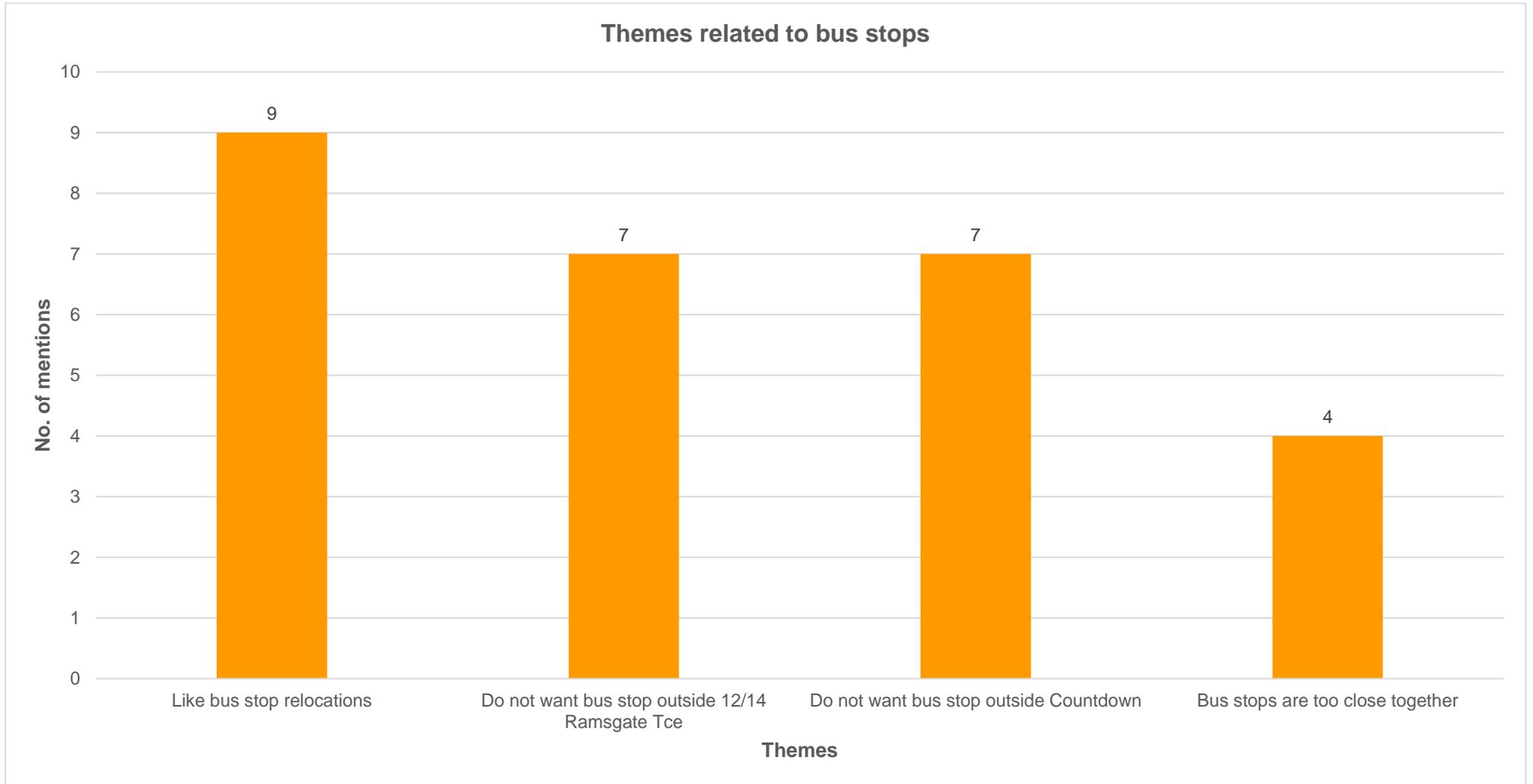
Buses and bus lane



Feedback Theme	Main Points
Like bus lane <i>Mentions: 20</i>	<ul style="list-style-type: none"> • Generally, like bus lane. • Will speed up journey times. • The 3min travel time saving underestimates the actual benefits.
Oppose bus lane <i>Mentions: 300</i>	<ul style="list-style-type: none"> • Leave it as it is. • Bus lane not necessary. • Bus lane will be at expense of cyclists, pedestrians, and vehicles. • Would rather have the parking than a bus lane. • Will add more congestion to the area.
Benefits of proposal/bus lane not worth negative impacts <i>Mentions: 125</i>	<ul style="list-style-type: none"> • Proposal is not necessary/not required. • The projects benefits are minimal at best. • Changes not justified for a bus every 15mins. • Changes not warranted for the number of passengers on the buses along this part of the route. • Time savings for buses do not justify the costs of project. • Buses will still need to get through the Beach Road intersection, so will not save much time. • Congestion is non-existent and/or rare and/or minimal and/or short-lived. • Bus lane operating hours are too long. • Proposals benefits are not worth impact on traffic flow. • Proposals benefits are not worth parking removal. • Proposals benefits are not worth the safety risks created for people trying to cross the road. • Proposals benefits are not worth disruption to the village.
Bus lane will create traffic issues <i>Mentions: 47</i>	<ul style="list-style-type: none"> • Project will not incentives any/enough people to use the bus, so will not improve congestion. • Generally, adding bus lane will increase congestion (generally, or due to merge back into traffic lane). • Will add congestion and complexity in a complex environment, which includes the entry/exit from Countdown. • Will make it harder to enter/exit the Countdown supermarket.
Like that project/bus lane will ease congestion <i>Mentions: 7</i>	<ul style="list-style-type: none"> • Like that providing a bus lane will reduce traffic/traffic congestion. • Think that project will improve traffic flow.

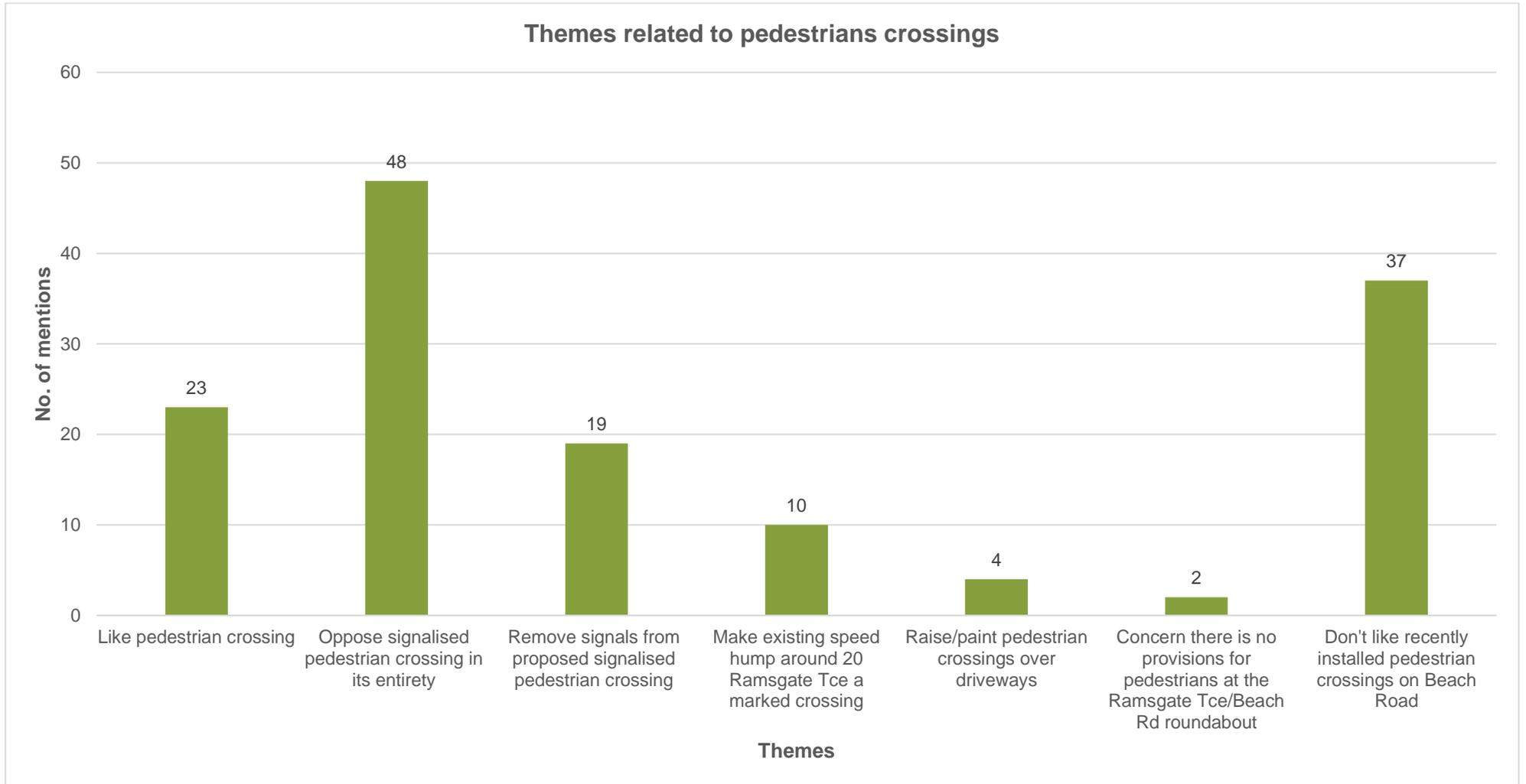
Feedback Theme	Main Points
Bus lane merge will create delays <i>Mentions: 16</i>	<ul style="list-style-type: none"> • The bus will lose any time savings gained once it meets Beach Rd. • Bus merging before roundabout will cause congestion on Ramsgate Terrace. • AT has not considered this in their calculations.
Squeezing in bus lane is dangerous for pedestrians/road users <i>Mentions: 43</i>	<ul style="list-style-type: none"> • Road is too narrow for a third lane. • The footpath on Ramsgate Terrace is too narrow and dangerous for pedestrians as it is, buses will be close to the footpath and may sideswipe pedestrians. • Bus lane will mean buses are travelling faster right next to the footpath, which is dangerous for pedestrians. • Pedestrian safety is more important than a bus lane. • People may step out into the bus lane that used to be parking, particularly children. • Narrow lanes will mean buses will stray into other lanes. • 3 lanes of traffic is not safe in Mairangi Bay village.
Put the bus route down Hastings Road <i>Mentions: 4</i>	<ul style="list-style-type: none"> • Hastings Road is a better road for the bus than Ramsgate Terrace.
Adjust the bus timetable instead so there isn't a delay <i>Mentions: 6</i>	<ul style="list-style-type: none"> • Why doesn't AT just change the schedule to allow for peak time delay. • Delay is minimal and can be allowed for in schedule.
T2/temporary clearway would be better <i>Mentions: 3</i>	<ul style="list-style-type: none"> • Provide a T2 lane instead. • Provide a clearway instead (i.e. allow parking outside of bus lane operating hours).
Like that public transport is being promoted <i>Mentions: 7</i>	<ul style="list-style-type: none"> • Like that public transport is being prioritised/promoted.

Bus stops



Feedback Theme	Main Points
Like bus stop relocations <i>Mentions: 9</i>	<ul style="list-style-type: none"> • Like new location outside Countdown. • Like that bus stop is being moved away from the entrance to tennis/bowls club. • Like new location outside 12/14 Sunnybrae Road. • Like that bus stop is being moved from outside Countdown. • New locations are safer/better.
Do not want bus stop outside 12/14 Ramsgate Terrace <i>Mentions: 7</i>	<ul style="list-style-type: none"> • The proposed shelter will obscure drivers view of street from driveways for Norfolk apartment and 14 Ramsgate Terrace. • Suggest put between 14 and 16 instead. • Bus shelter will block footpath. • Buses will block driveways. • Owner of property opposes bus stop and bus shelter. • Put bus stop/shelter where proposed pedestrian crossing is.
Do not want bus stop outside Countdown <i>Mentions: 7</i>	<ul style="list-style-type: none"> • Bus shelter will block footpath. • Putting the bus stop away from Countdown is safer for pedestrians. • Not required as there is a bus stop just around the corner.
Bus stops are too close together <i>Mentions: 4</i>	<ul style="list-style-type: none"> • There will be a stop by Countdown and around corner by the dairy, this is too short and will mean bus stops twice in close succession.

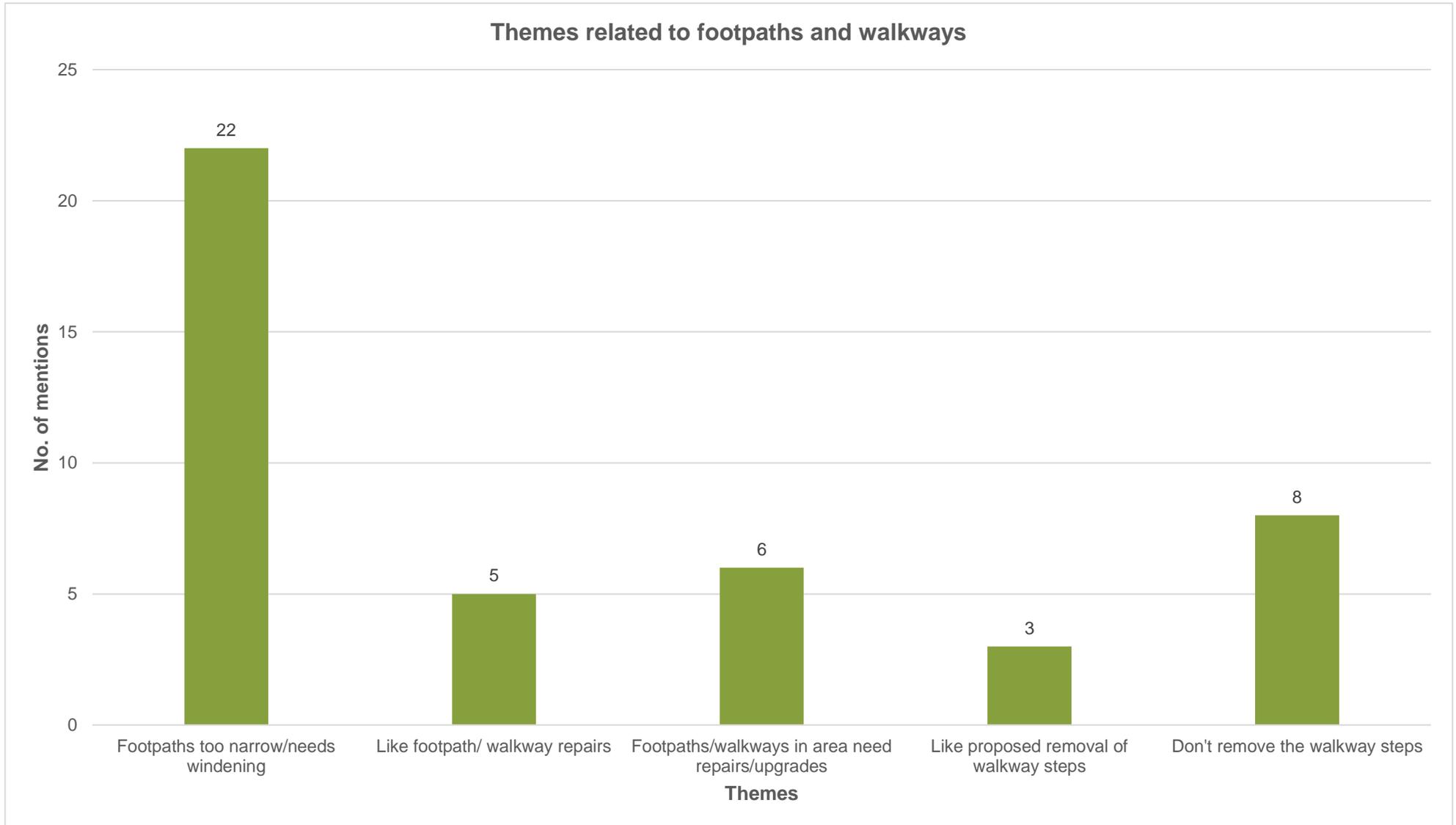
Pedestrian crossings



Feedback Theme	Main Points
Like pedestrian crossing <i>Mentions: 23</i>	<ul style="list-style-type: none"> • Like pedestrian crossing. • Pedestrian crossing good for safety.
Oppose signalised pedestrian crossing in its entirety <i>Mentions: 48</i>	<ul style="list-style-type: none"> • Signalised pedestrian crossing is unnecessary. • Don't need more crossings in the area (already have three new crossings on Beach Road). • Crossing will slow down traffic and cause congestion. • Crossing will slow down buses and erode the travel time savings of the bus lane. • There is not much foot traffic in this location a signalised crossing isn't required. • Pedestrians do not have trouble crossing the road here, a signalised crossing is not required. • Leave the pedestrian crossing where it is.
Remove signals from proposed signalised pedestrian crossing <i>Mentions: 19</i>	<ul style="list-style-type: none"> • Change to a raised table, Swedish style crossing, zebra crossing or central refuge island. • Oppose signalised crossing unless signals are removed. • Crossing will slow down traffic and cause congestion. • Crossing will slow down buses and erode the travel time savings of the bus lane.
Make existing speed hump around 20 Ramsgate Terrace a marked crossing <i>Mentions: 10</i>	<ul style="list-style-type: none"> • This is used by pedestrians anyway. • Should give pedestrians priority. • A good place for a crossing, by walkways
Raise/paint pedestrian crossings over driveways <i>Mentions: 4</i>	<ul style="list-style-type: none"> • Pedestrians should be provided raised priority crossings over entrance to Countdown and clubs.
Concern there is no provisions for pedestrians at the Ramsgate Terrace/Beach Rd roundabout <i>Mentions: 2</i>	<ul style="list-style-type: none"> • There is currently no provision for cycles and pedestrians to navigate the Ramsgate Terrace/Beach Rd roundabout intersection.

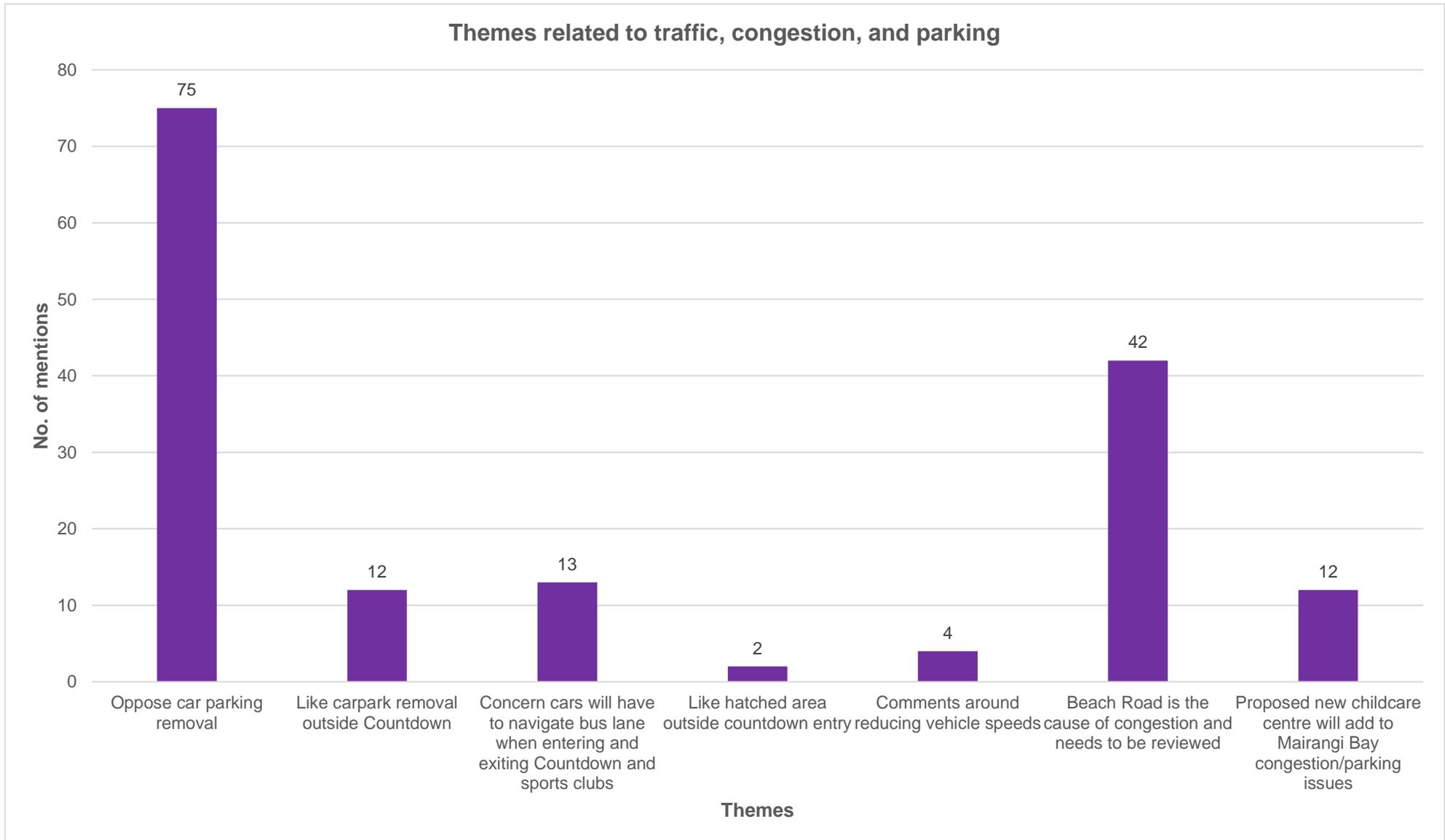
Feedback Theme	Main Points
<p>Don't like recently installed pedestrian crossings on Beach Road</p> <p><i>Mentions: 37</i></p>	<ul style="list-style-type: none"> • Disagree with placement of existing crossings on Beach Road, they are dangerous and cause congestion. • Crossings on Beach Road are creating congestion which is why the buses are being delayed. • Existing pedestrian crossings should be moved/removed. • Existing pedestrian crossing by Paper Moon is dangerous. <ul style="list-style-type: none"> ○ There are many near misses between pedestrians and cars turning left from Montrose Terrace. ○ Cars do not see pedestrians, Paper Moons umbrellas, tables, chairs, and customers block vision.

Footpaths and walkways



Feedback Theme	Main Points
Footpaths too narrow/needs widening <i>Mentions: 22</i>	The footpath on Ramsgate Terrace is too narrow and is dangerous for pedestrians with large vehicles on road. There are no berms and traffic is close to footpath. Widen footpaths INSTEAD of installing a bus lane. Buses cannot fit on Ramsgate Terrace; footpath needs to be widened to make pedestrians safe. Currently, if people with pushchairs/scooters/children on bikes meet one party must use road to get past. Removing footpath on one side to make a wider one on the other could be an option.
Like footpath/walkway repairs <i>Mentions: 5</i>	Like that footpath and/or walkway are being repaired.
Footpaths/walkways in area need repairs/upgrades <i>Mentions: 6</i>	Please fix cracks in footpaths in area. Walkway to Newhaven needs repair. Stairs handrail was damaged in an accident and needs repair. Please install lights in the walkway between 8 and 1 Ramsgate Terrace.
Like proposed removal of walkway steps <i>Mentions: 3</i>	Like that steps are being removed from hill. Steps need to be removed or repaired regardless if proposal goes ahead.
Don't remove the walkway steps <i>Mentions: 8</i>	Community like walkway steps. Steps are well used by people on foot. Instead of installing a ramp replace steps for steps. Only prams and bikes use the ramp.

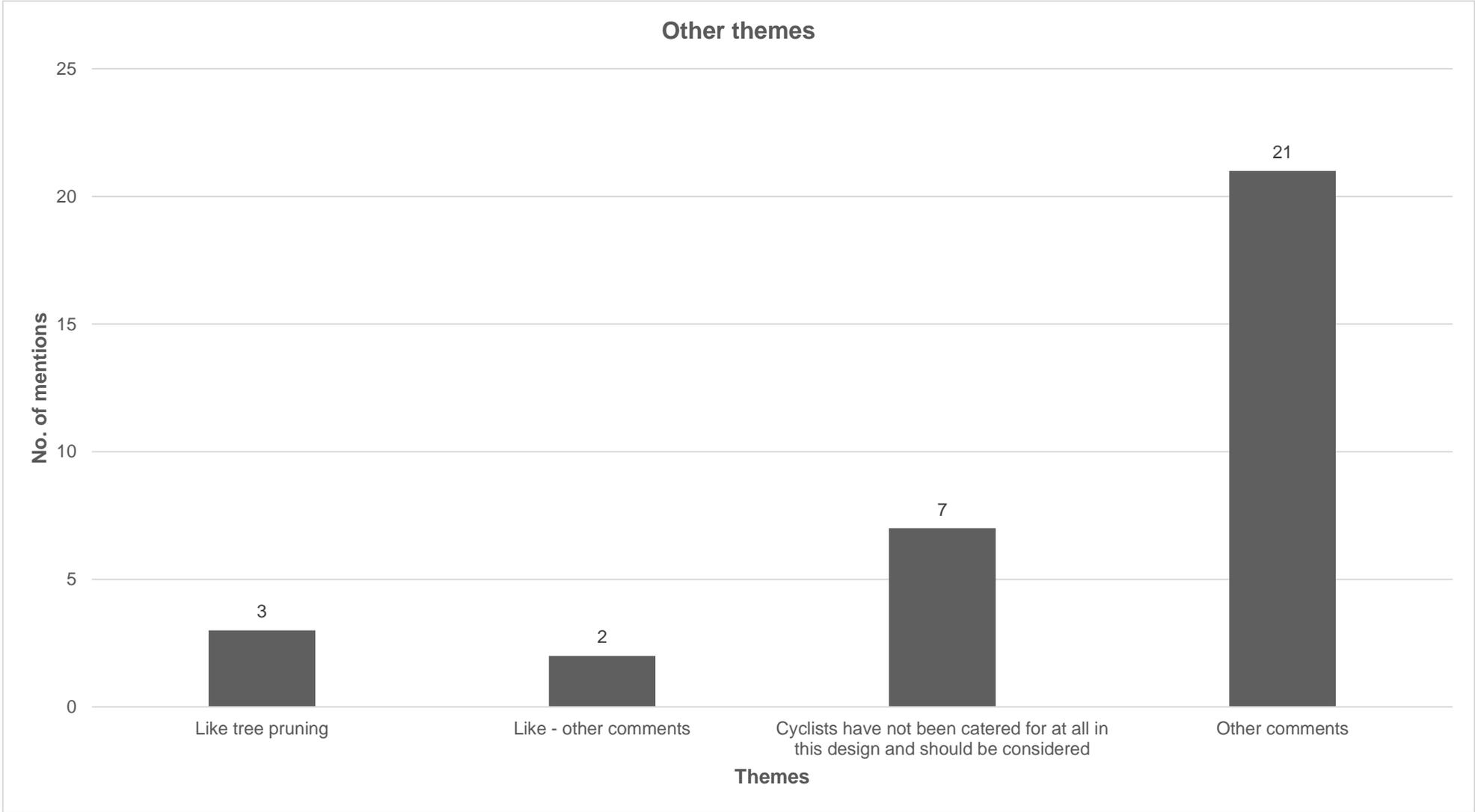
Traffic, congestion, and parking



Feedback Theme	Main Points
<p>Oppose car parking removal</p> <p><i>Mentions: 75</i></p>	<ul style="list-style-type: none"> • Generally, oppose car parking removal. • Elderly use the on-street parking. • The area around the 3 sports club already lacks parking. • This parking is used by people that work in Mairangi Bay shops. • Ramsgate residents use this street for parking. • Other available parking does not suit mobility impaired, or elderly carrying bowling balls (too far away from bowling club). • Parking is required for weekly events at the bowling and Tennis club. Removing car parking will likely mean people stop coming to bowling club events, which could mean the end of the club. • Parking narrows the road and slows down traffic. • Parking provides a barrier between footpath and traffic lane.
<p>Like car park removal outside Countdown</p> <p><i>Mentions: 12</i></p>	<ul style="list-style-type: none"> • Will make it safer to enter/exit car park (improved visibility). • Like that removing them will improve traffic flow.
<p>Concern cars will have to navigate bus lane when entering and exiting Countdown and sports clubs</p> <p><i>Mentions: 13</i></p>	<ul style="list-style-type: none"> • Bus lane will add to activity/chaos/confusion in area and make it more difficult/unsafe to enter/exit Countdown carpark. • Increased difficulty entering/exiting Countdown will create traffic congestion.
<p>Like hatched area outside countdown entry</p> <p><i>Mentions: 2</i></p>	<ul style="list-style-type: none"> • Hatched areas will make it easier to get in and out of Countdown car park.
<p>Comments around reducing vehicle speeds</p> <p><i>Mentions: 4</i></p>	<ul style="list-style-type: none"> • The proposals changing of the position of the gateway, will move the start of the soon to be implemented 30km/hr speed limit. This will require further consultation. • Reduce the speed limit and/or slow down traffic along Ramsgate Road.
<p>Beach Road is the cause of congestion and needs to be reviewed</p> <p><i>Mentions: 42</i></p>	<ul style="list-style-type: none"> • Beach Road is where most congestion is / causes congestion in Mairangi Village and on Ramsgate Terrace. • Recently installed pedestrian crossings close to roundabouts on Beach Rd cause congestion. • Beach Road roundabouts cause congestion: <ul style="list-style-type: none"> ○ Changing to traffic lights would reduce congestion. ○ Changing to signalised roundabouts would reduce congestion. • Remove roundabout by Paper Moon. • Mairangi Village could do with a new traffic layout or by-pass.

Feedback Theme	Main Points
<p>Proposed new childcare centre will add to Mairangi Bay congestion/parking issues</p> <p><i>Mentions: 12</i></p>	<ul style="list-style-type: none">• A childcare centre is planned for corner of Sidmouth and Beach Road's and will add to congestion.• Childcare centre will take up spare parking on Sidmouth Street during pick up/drop-off times.

Other themes



Feedback Theme	Main Points
Like tree pruning <i>Mentions: 3</i>	<ul style="list-style-type: none"> • Like tree pruning. • Pruning should be occurring regardless if proposal proceeds.
Like – other comments <i>Mentions: 2</i>	<ul style="list-style-type: none"> • Like that the proposal gets rid of the pedestrian build outs by Countdown. • Like that it will have minimal impact on car traffic.
Cyclists have not been catered for at all in this design and should be considered <i>Mentions: 7</i>	<ul style="list-style-type: none"> • Mairangi Bay town centre should be made more cycling friendly. • This plan does not cater for cyclists. • Beach Rd/ Ramsgate Terrace roundabout doesn't cater to cyclists.
Other comments <i>Mentions: 2</i>	<ul style="list-style-type: none"> • Make bus lane longer. • Make access to shopping centre carpark from Beach Rd only. • Keep Clear area in front of sports clubs carpark is required. • Put a clear way at the top of Maxwellton Drive and east coast bays intersection and/or extend broken yellow lines. • Concern about reshaping of driveway. • Road has just been dug up to slow traffic, now this project is an attempt to speed it up again. • Countdown entry/exit needs improving/ban right turns out of Countdown/ Add hatched lines to the exit from Countdown as well. • Start bus lane just before driveway to Tennis/Bowling Club parking area. • Provide 6 new on-street car parks on the north side of Ramsgate Terrace by the parking for the reserve. • Would get way better value by helping buses avoid the morning traffic on Beach Rd. The traffic is at a standstill and the bus can't go anywhere. • Better road maintenance required in area. Road way in Ramsgate Terrace has subsided. • Need to ensure regular enforcement of parking. • Need to police unauthorised use of bus lane. • The 15-20-minute wait for a connecting bus at Constellation Station is a much bigger disincentive to catch the bus than the limited delays in this location. • Broken yellow lines or a clearway at Maxwellton Road would ease congestion. • Install electronic real time bus time table. • Bowling club are overstating the impact parking removal will have.