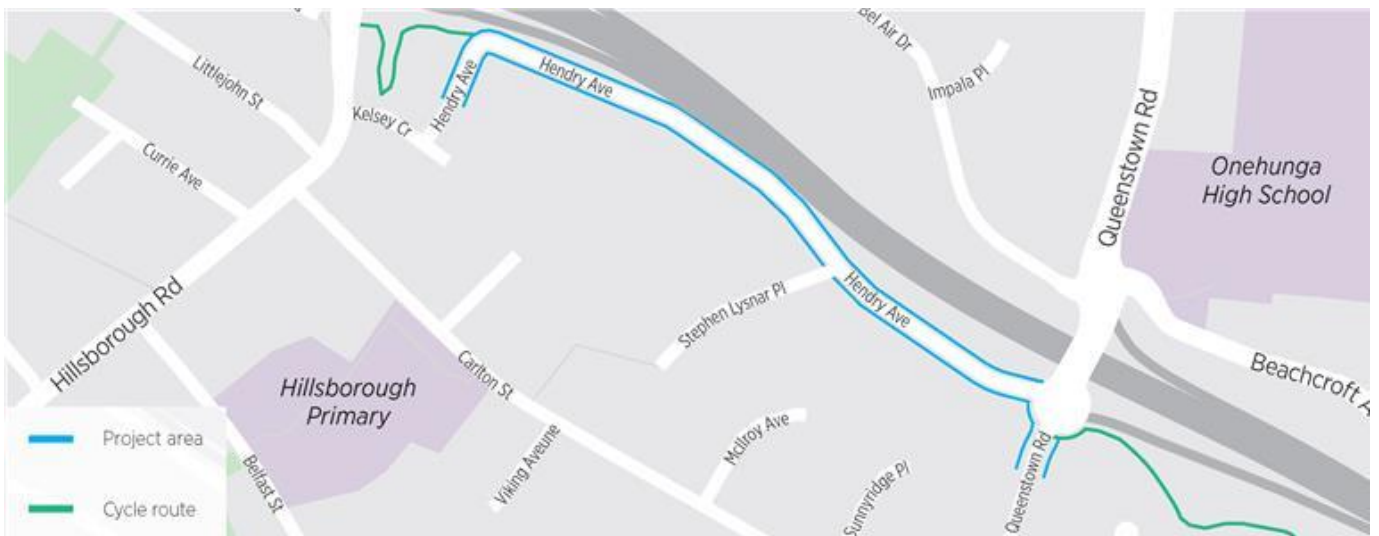


Your feedback on Hendry Avenue, Hillsborough – Safety Improvements



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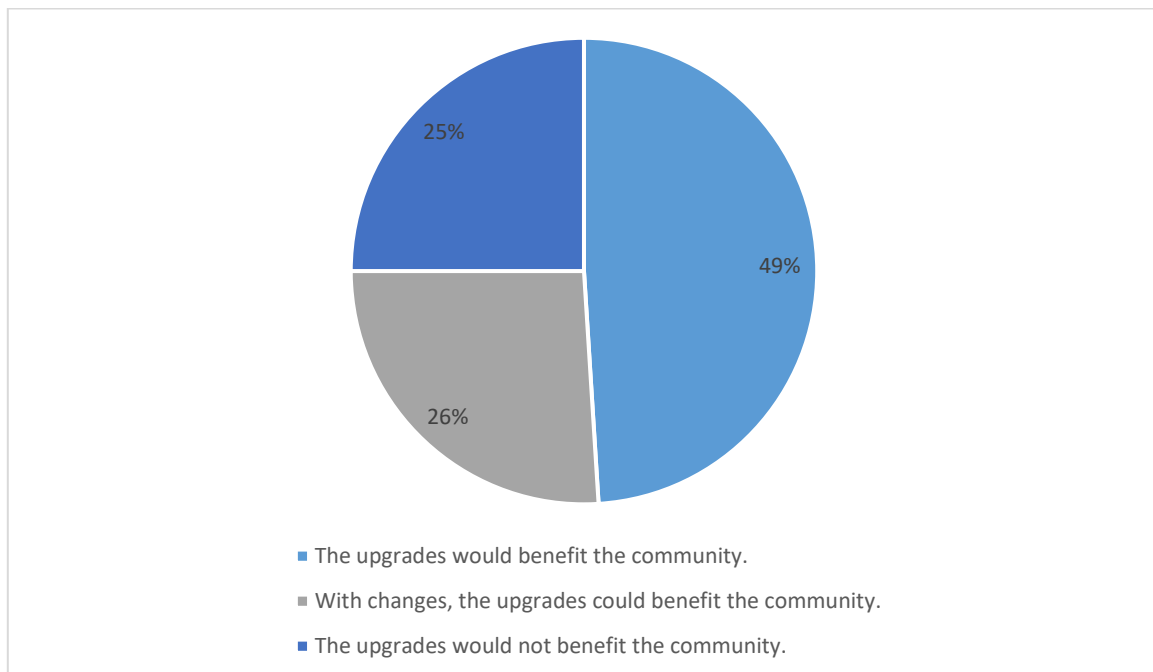
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Summary

We proposed upgrades to Hendry Avenue to improve the South Western Cycleway link and make the road safer for everyone. The consultation ran from the 28 November 2022 to the 16 December 2022, and received a total of 61 submissions. Out of the total 61 received submissions, 1 was a phone call and 60 were online submissions, 7 of which were blank submissions.

Key themes in feedback

What do you think of the proposed upgrades?



53 submitters replied to this question

Do you have any information that could improve the proposed upgrades?

Support pedestrian/cycling crossing (marked 7 on map) to significantly aid safety.	6 Submissions
Concern that the bus stop on Queenstown Road is very unsafe for pedestrians, cyclists and vehicles.	5 Submissions
Concern that adding a new bus stop along Queenstown Road is senseless/ unnecessary/ waste of money.	4 Submissions

Concern that the crossing that houses 11-15 Queenstown Road share is used by 12 vehicles and many visitors that come/go from the 6 houses serviced by that crossing.	4 Submissions
Concern that if pedestrian island is removed, it creates a hazard with cars overtaking bus, impeding view of pedestrian/bike crossing.	4 Submissions
Concern that if bus stops go ahead at 20 Queenstown Road, it will cause more congestion during peak hours.	4 Submissions
Concern that bus stop at 7 Queenstown Road will impede vision for all the 12 vehicles trying to turn right out of 11-17 Queenstown Road.	4 Submissions
Concern that installing bus stops along Queenstown Road has no benefit to cyclists.	4 Submissions
Enquiry about necessity of adding a bus stop at 7 Queenstown Road when there is a bus stop 300m away at 106 Frederick Street heading east and 230m away at 101 Frederick Street heading west.	4 Submissions

Hillsborough: Safe with us

We want to make our roads safe for everyone regardless of how they are travelling. We are guided by the Vision Zero approach to transport safety, which prioritises human safety. Projects like this one on Hendry Avenue are another step towards our goal of achieving no deaths or serious injuries on our roads.

Background

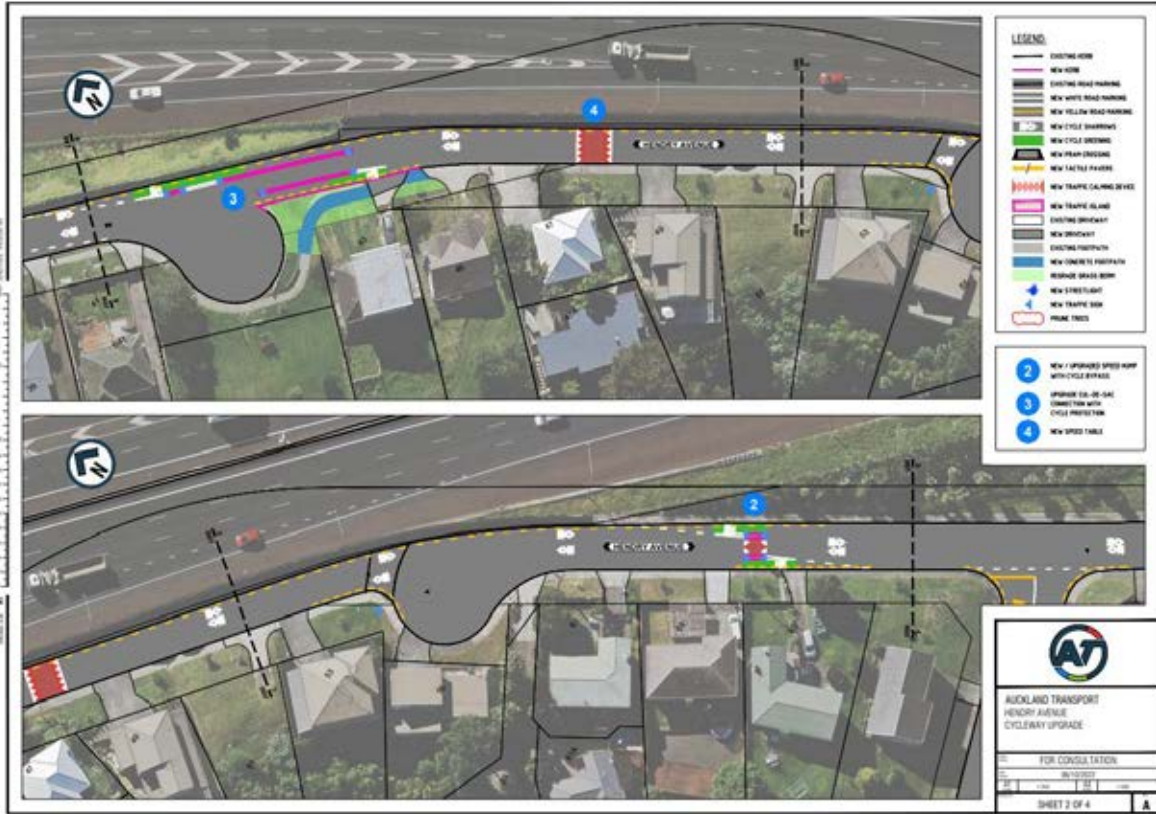
What are we seeking feedback on?

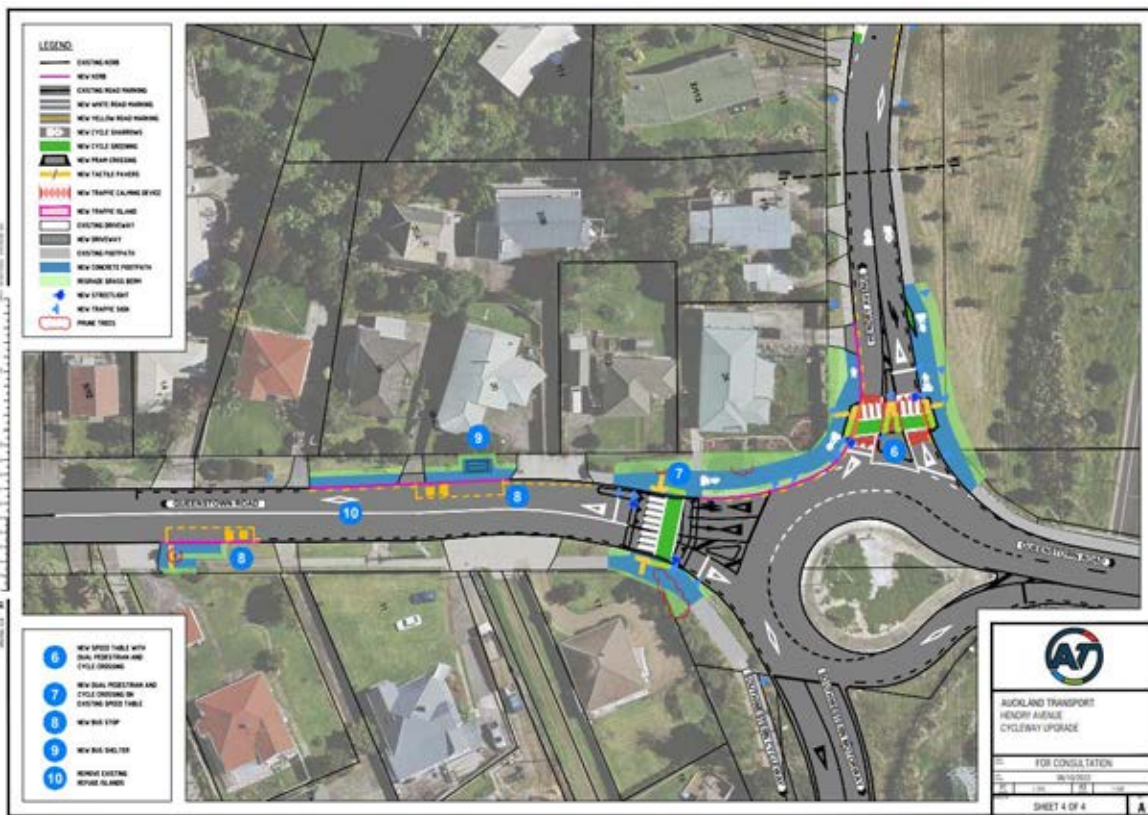
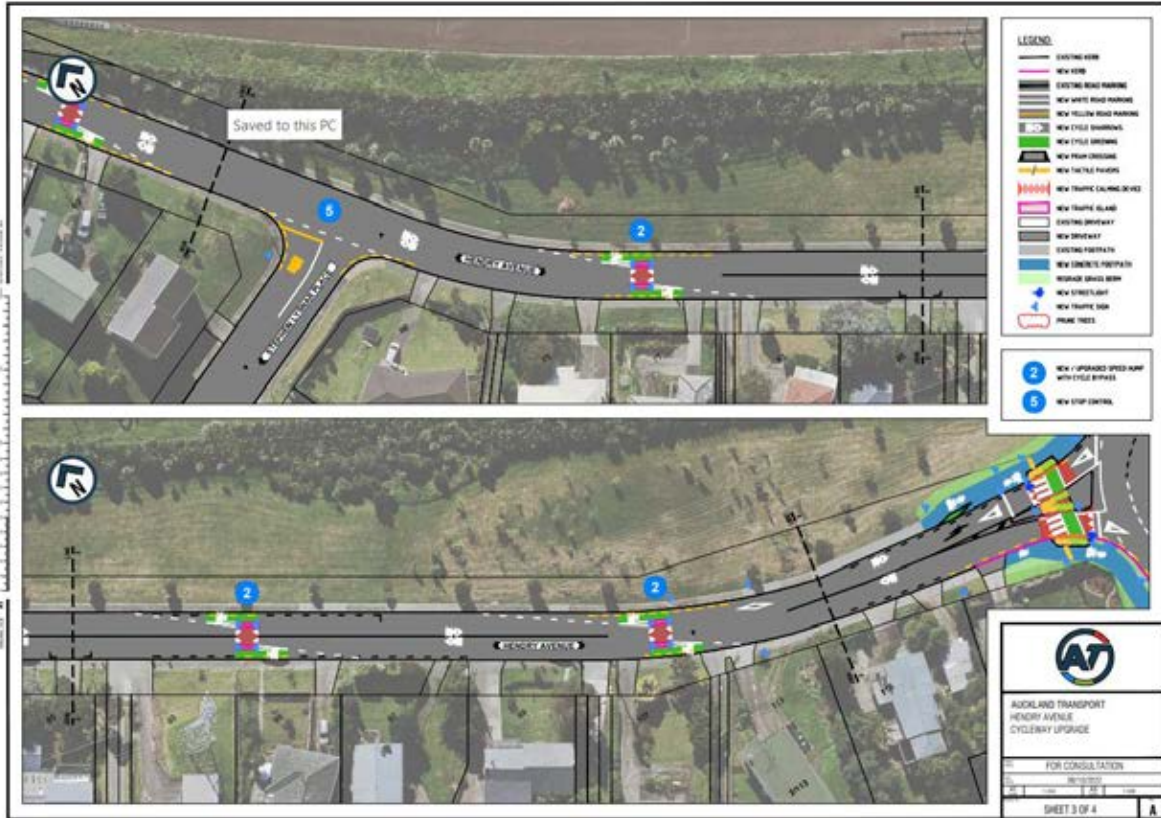
In response to requests from the community, the Puketāpapa Local Board, and our own investigations, we proposed upgrades to Hendry Avenue to improve the Southwestern Cycleway link and make the road safer for everyone.

We proposed to

- Raise a section of the road at the corner outside 15 Hendry Avenue. This would encourage lower speeds as drivers approach the corner where the Southwestern cycleway joins Hendry Avenue.
- Install cyclist and pedestrian crossing facilities on the raised corner.
- Install new, or upgrade the existing, speed bumps outside 19B, 27, 39, 65, 77, 95, 107 Hendry Avenue. They will have flat space on either side for cyclists to bypass the bump.
- Reconstruct the footpath outside 43 Hendry Avenue.
- Install a wide, flat speed bump outside 47 Hendry Avenue.
- Add a STOP control to the intersection of Stephen Lysnar Place and Hendry Avenue.
- Install a new raised zebra crossing on Hendry Avenue at the Queenstown Road intersection. This raised crossing will have both cyclist and pedestrian crossing facilities.
- Paint both pedestrian and cyclist crossing markings onto the existing speed bump on Queenstown Road at the intersection.
- Upgrade the footpath into a shared pedestrian and cycle path near the Queenstown Road and Hendry Avenue intersection.
- Install two new bus stops outside 20 Queenstown Road and 7 Queenstown Road. This would include a bus shelter outside 20 Queenstown Road.
- Resurface the road from 17 Hendry Avenue to the intersection with Queenstown Road.
- Paint green road-markings on sections of Hendry Avenue to make the Southwestern Cycleway clearer.
- Install tactile pavers at all road crossing points. These are yellow guidance paving markers to help visually impaired people find their way to crossings and safely across roads.
- Install new signs and paint new road markings to support the changes.

Download the [proposal drawings for Hendry Avenue \(PDF 2.27MB\)](#)





Consultation

We proposed upgrades to Hendry Avenue to improve the South Western Cycleway link and make the road safer for everyone. The consultation from the 28 November 2022 to the 16 December 2022 and received a total of 61 submissions. We had one feedback submission through a phone call to Auckland Transport's Customer Focus Team and a total of 60 online submissions. Seven of those online submissions were blank and removed from the data set, resulting in an overall 54 submissions on the consultation.

What we asked you

We asked:

- What do you think of the proposed upgrades?
- Do you have any information that could improve the proposed upgrades?

Activities to raise awareness

To let you know about our consultation, we:

- mailed letters and drawings to residents along Hendry Avenue and nearby.
- set up two corflutes along the Southwestern Cycleway with a QR code to the webpage.
- set up a project webpage and an online feedback form on our website.
- emailed key stakeholders.

How people provided feedback

You could provide feedback using an online submission form (on our [Have Your Say website](#)), through phone or via email. See [Hendry Avenue, Hillsborough - Safety improvements](#) at the end of this report for a copy of the feedback form.

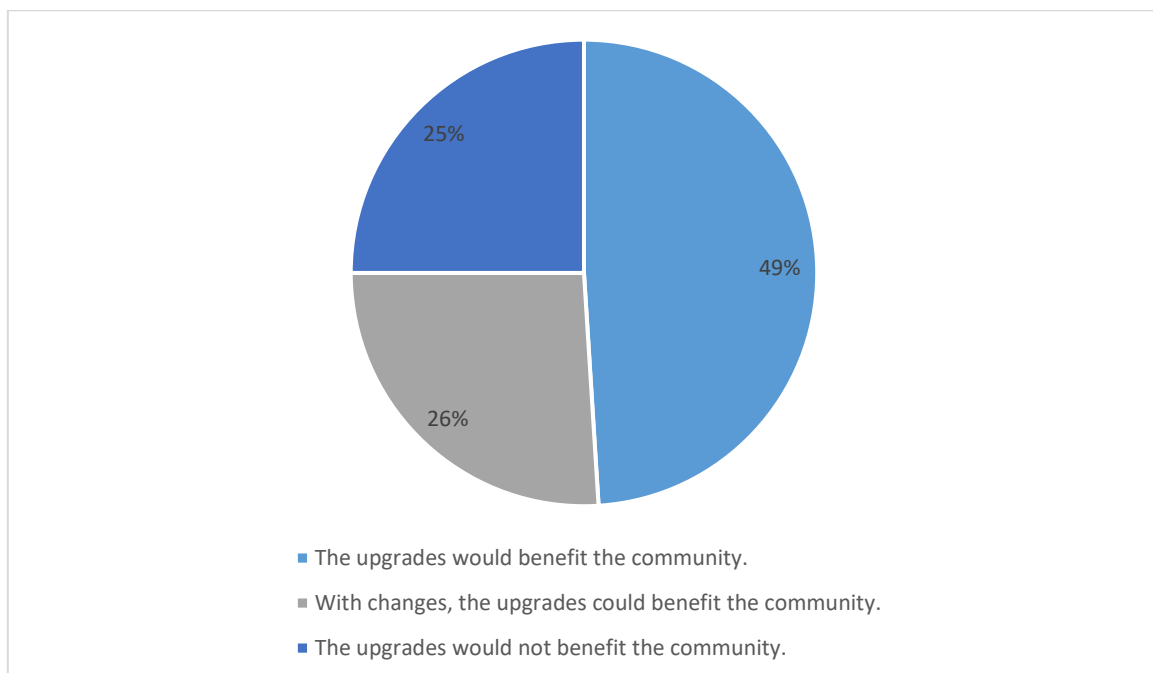
Your feedback

Overview

We received feedback on the proposal from 54 submitters.

What do you think of the proposed upgrades?

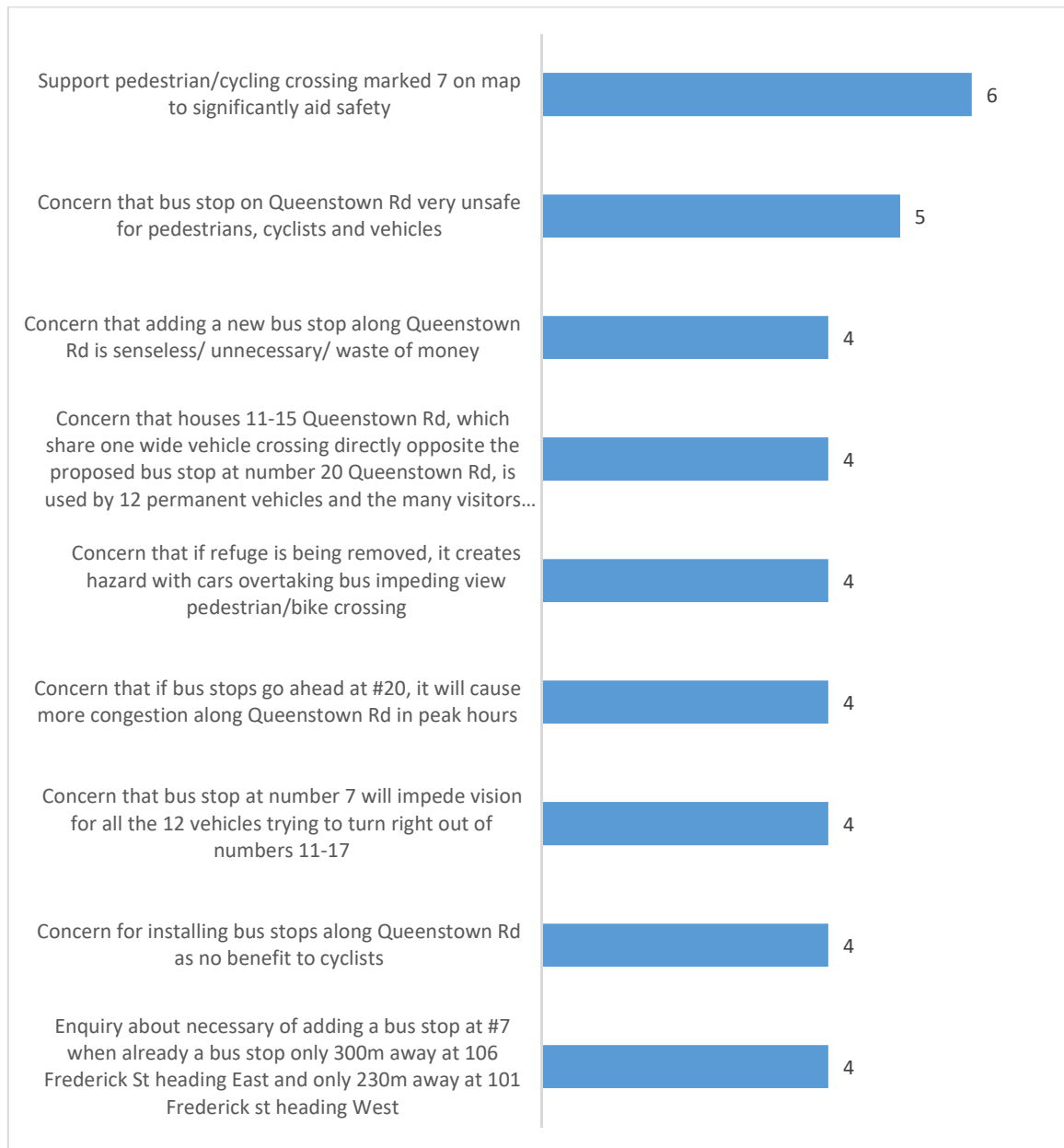
A total of 53 submissions were received on this question, of which 49% stated that they believe that the proposed upgrades would benefit the Hillsborough community. This was followed by 26% of the respondents claiming that with certain changes, the upgrades could benefit the community. Finally, and coming in very closely, 25% of the submitters believed that the proposed upgrades would not benefit the community.



53 submitters replied to this question

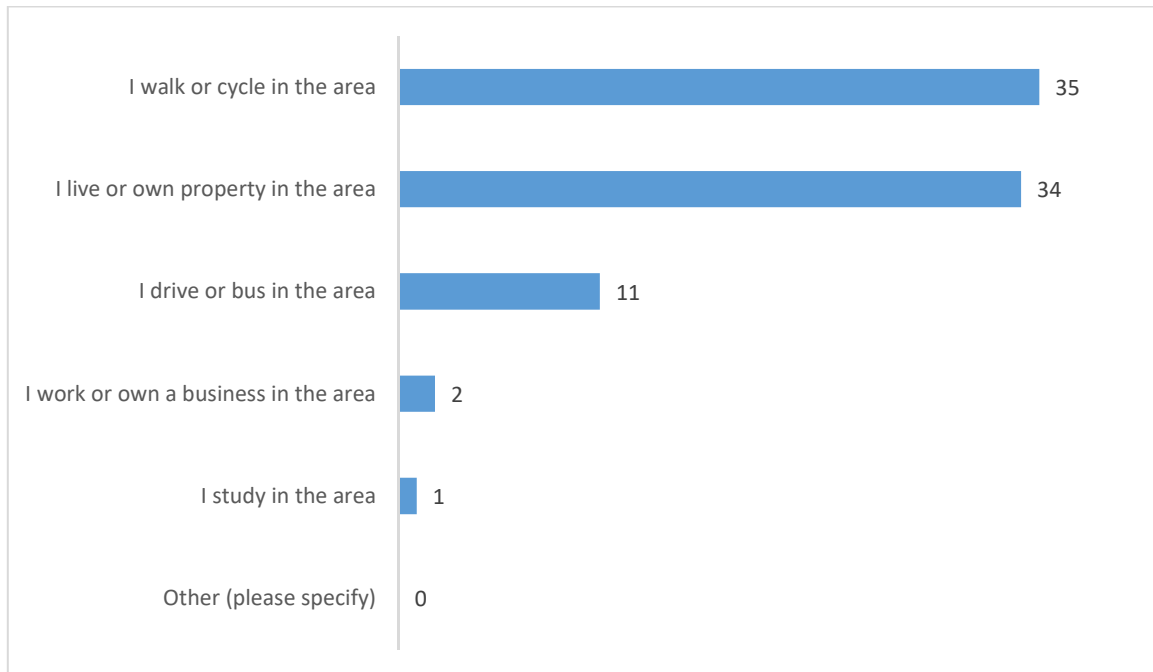
Do you have any information that could improve the proposed upgrades?

We received a range of feedback from the 54 submissions on this question. The most frequently expressed feedback points are presented in the graph below.



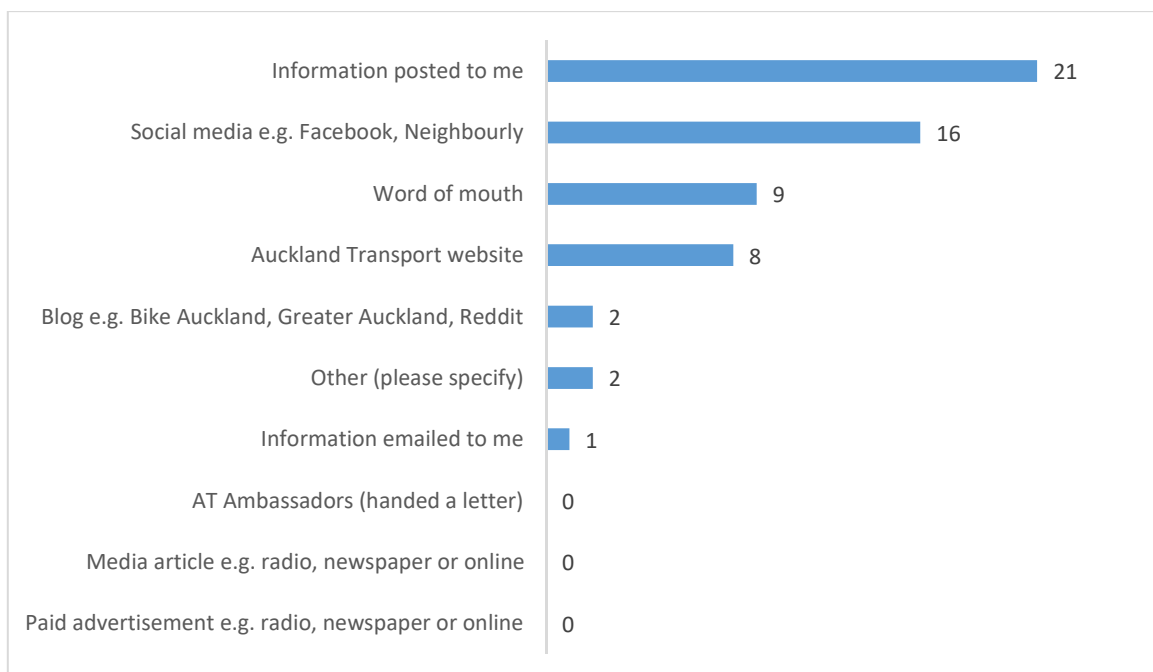
54 submitters replied to this question

What best describes your interest in this proposal?



Submitters could have chosen more than one item.

How did you hear about this project?



Submitters could have chosen more than one item.

Feedback, Suggestions and AT responses

Respondents raised a wide variety of feedback and suggestions to improve our proposal. We have collated and responded to all suggestions and concerns identified in the feedback, organised by theme.

Feedback	AT Response
BUS STOP	
Concern that installing new bus stops 180m from the existing bus stops on an underutilised bus service defies any cost/benefit analysis.	The existing bus stop is part of a different bus route. The bus stop we're proposing would reduce the walking distance for bus users from approximately 500m to 250m.
Concern about the bus stop location at 20 Queenstown Road as the area is congested already. Suggestion to put the bus stop outside 12 or 14 Queenstown Road to allow traffic to pass a stopping bus freely.	The proposed bus stop would be used by buses for approximately 30 seconds to quickly drop off/pick up passengers and should have a very minor impact on any traffic congestion.
Concern that the current patronage of 68 bus on this part of the route is currently negligible.	The bus stop you are referring to is part of a different bus route. We try to ensure that bus stops are within 200-300 metres of each other as this is a comfortable distance for most people. The bus stop we are proposing will reduce the walking distance for bus users from approximately 500m to 250m.
SPEEDING AND SPEED BUMPS	
Concern about the placement of the speed bump outside 95 Hendry Avenue as it's at the top of the hill with low visibility for traffic coming into a single lane.	We'll do a safety assessment of our design and will make necessary changes after the review.
Concern that the number of speed bumps is excessive.	The number of speed bumps has been determined based on what would be most effective at encouraging slow, safe speeds of 30km/h. If there were fewer speed bumps, drivers may travel faster than 30km/h between speed bumps.

<p>Suggestion to add a lower speed (10) sign to the existing Queenstown Road existing speed bump.</p>	<p>Signage near speed bumps is only advisory. So having a lower speed sign than is necessary is unlikely to encourage drivers to travel any slower.</p>
<p>Suggestion to do something to the cycle lane on the corner of Hendry Avenue and Queenstown Road to stop cyclists going too fast around this corner, especially coming around the corner from Hendry Avenue.</p>	<p>We are going to upgrade the footpath into a shared pedestrian and cycle path on this corner. Cyclists should look out for others, slow down, use a bell and pass with care. Our project will provide a significant widening of the footpath connecting the Southwestern Cycleway with Hendry Avenue. This will be in line with our specifications for “shared paths” throughout the region giving cyclists and pedestrians much more space and clearer visibility to minimise potential conflicts.</p>
<p>Suggestion to leave the road as it is and not make it any faster.</p>	<p>The raised crossing and speed bumps will encourage lower speeds. Lower speeds will make Hendry Avenue safer for everyone, whether they are driving, walking, running, or cycling.</p>
<p>Suggestion for the new speed bump outside of 47 Hendry Avenue to also have a cycle bypass.</p>	<p>Due to the width and number of driveways, we're unable to provide a cycle bypass in this location. We concluded that a wider speed bump was the best compromise.</p>
<p>Concern about the height of the speed bumps as they should not be higher than current speed bumps.</p>	<p>The proposed speed bumps will be no higher than 75mm, which is like those currently in place.</p>
<p>Concern that cyclist currently go fast with speeds between 60-90 km/h.</p>	<p>Our proposed changes mean that cyclists and drivers do not need to merge into the same traffic lane as they pass over the speed bumps. This will improve safety for drivers and cyclists. This proposed change would also encourage cyclists to use the road rather than the footpath, reducing the possibility of dangerous downhill collisions with pedestrians.</p>
LOCATION OF PROPOSAL	
<p>Concern that proposed raised crossing on Hendry Avenue near the roundabout is too close to Queenstown Road. Suggestion to move proposed raised crossing at further into Hendry Avenue.</p>	<p>The crossing on Hendry Avenue and Queenstown Road was designed with pedestrian and cyclist safety in mind. We're unable to move the crossing further down Hendry Avenue because it would make it difficult</p>

	for pedestrians, cyclists, and other road users to see each other due to the fence and trees around the corner.
Concern that the council will be responsible for deaths if they choose the proposed location for cycle lane.	Hendry Avenue is already the designated connecting road for the Southwestern Cycleway. This proposal aims to make the street safer for cyclists and pedestrians.
Suggestion to move proposed cycle way up the road closer to the dairy halfway up the street.	We're always monitoring cyclists' usage of the road network and may consider adding additional cycling facilities where we see a strong demand. We recognise that connecting to Hillsborough Road via Carlton Street is a viable alternative route to Hendry Avenue for the Southwestern Cycleway. For the time being, due to the slow speeds, low vehicle demand, and ease of wayfinding, Hendry Avenue remains our preferred choice for this important regional connection.
FOOTPATH/FOOTBRIDGE	
Concern for making cyclists cross a place where a footbridge is required. Suggestion to put in a foot bridge to ensure safety.	Our proposal seeks to provide an urgent cost-effective solution to provide safer crossing facilities for pedestrians and cyclists on the Southwestern Cycleway. We will achieve this with the raised zebra crossings at the top of the hill across Hendry Avenue, and at the south end across both Hendry Avenue and Queenstown Road. A footbridge to achieve this connection is not currently proposed but may become a possibility in the future.
Suggestion to remove the berm and make a new footpath all the way to the kerb outside 43 and 45 Hendry Avenue to maximise the road width.	We're proposing to widen the footpath where necessary to make it safer for pedestrians and cyclists. This does not leave any berm between the road and the footpath.
Suggestion to allow the property owner of 22 Queenstown Road to build a concrete footpath from the small gate to the existing Queenstown Road crossing.	We'll build this concrete footpath when we begin construction.

<p>Suggestion to extend the shared path over the Queenstown Road motorway overbridge to the intersection with Bel Air Drive.</p>	<p>As part of our project and ongoing monitoring we'll be observing cyclist use of the Queenstown Road motorway overbridge. We expect to work with Waka Kotahi in the future to provide an improved experience for cyclists seeking to cross here.</p>
<p>SAFETY AND TRAFFIC ISSUES</p>	
<p>Concern that a vehicle entering Hendry Avenue would have its rear section protruding into the roundabout traffic if it stopped at this raised section.</p>	<p>We've ensured that there's space for one car to stop before the raised section. However, we're also unable to move the raised section any further due to design limitations.</p>
<p>Concern about more cars parking on both sides on Hendry Avenue, especially from 97 to 115 Hendry Avenue making it dangerous because the hill restricts driver visibility.</p>	<p>We're proposing to add broken yellow lines in various places along Hendry Avenue. This will stop vehicles from parking in areas with poor or low visibility and will improve safety. Some sections will still permit parking on both sides of the road. However, motorists have been rarely seen to do this, and so we believe it is in residents' best interests to retain as much parking freedom as possible. We will watch the area closely after construction and may add additional broken yellow lines if necessary.</p>
<p>Concern that many vehicles currently use the inside right lane to enter Hendry Avenue which is incorrect and could result in an accident.</p>	<p>As part of the changes, we will refresh the road markings at the roundabout. This will indicate to drivers where they need to be to get to Hendry Avenue.</p>
<p>Concern that the issue on Hendry Avenue is the roadside parking, as it removes all visibility and creates traffic congestions on corners.</p>	<p>We proposed broken yellow lines (no stopping at all times) to prevent people from parking in areas that were causing problems. The new broken yellow lines will improve visibility and accessibility on the corners.</p>
<p>Concern that issues on Hendry Avenue will create major accidents.</p>	<p>The purpose of this proposal is to reduce the average speed along Hendry Avenue and resolve underlying safety issues such as parked vehicles obstructing visibility, unsafe crossing facilities for pedestrians and cyclists, and poor street lighting. The proposed broken yellow lines (no stopping at all times) and new street lighting will improve visibility, and the raised crossings will provide safe crossing locations and</p>

	encourage lower speeds on Hendry Avenue. Overall, the proposal will result in a safer environment for all road users.
Concern that proposed safety improvements are extremely dangerous in some respects.	The purpose of this proposal is to reduce the average speed along Hendry Avenue and address any underlying safety issues which will result in a safer environment for pedestrians and cyclists.
<p>Suggestion to upgrade the resurfacing from 15 Hendry Avenue to 134 Kelsey Crescent to improve local road safety.</p> <p>Suggestion to deal with the ongoing problem of Kelsey Crescent, which is that motorists are having to take the corner where Hendry Avenue meets Kelsey Crescent "blind" and hope for the best.</p> <p>Suggestion for the right of way at the intersection of Hendry Avenue and Kelsey Crescent should be for Kelsey Crescent traffic. It currently doesn't make sense and is dangerous.</p>	The focus of this project is to provide cyclists with a safe connection along the South Western Cycleway on Hendry Avenue. However, we've received several responses regarding Kelsey Avenue and are currently investigating the location.
Concern that putting a cycle way on a blind corner is dangerous, as vehicles are travelling at high speed around that corner and cars cross the inferred centreline due to parked vehicles and road width.	Our proposal ensures a safer corner because of the raised section of road (which functions like a speed bump) and painted broken yellow lines (no stopping at all times) which will prevent parked vehicles from blocking visibility. Drivers will be able to see cyclists sooner and approach the corner at slower speeds.
Suggestion to install mirrors to see traffic coming from 10 and 15 Hendry Avenue as they are blind corners with a lot of traffic at peak hours.	Mirrors can sometimes increase risk because it can be difficult for inexperienced road users to use them safely. Our proposal includes a raised corner which will encourage lower speeds and make it easier for drivers to see each other.
Concern about the sharp increase in non-resident traffic using Hendry Avenue as a shortcut to Hillsborough Road.	The changes will reduce the overall speed on Hendry Avenue which should deter non-resident traffic using Hendry Avenue as a shortcut.

WARNING SIGNS

Suggestion for clearer road arrows showing motorists which lane to take when entering Hendry Avenue from the roundabout.	When we make these changes, we will refresh the road markings and make it easier to identify where to go.
Suggestion to install no parking signs outside 43 and 45 Hendry Avenue.	We're painting broken yellow lines (no stopping at all times/no parking) outside 43 and 45 Hendry Avenue.
Suggestion to make the top corner of Hendry Avenue well signposted as the crossing may be dangerous for approaching vehicles.	We'll ensure that the top corner of Hendry Avenue is well signposted. We've also proposed a raised speed table to slow down drivers as they approach.
Suggestion to improve the placement of "Give way to cyclists and pedestrians" signs at the proposed crossings.	As part of this proposal, we'll be installing new signage and improving the existing signage to make it easy to see and follow.
STREETLIGHTING	
Concern that the lighting is very poor on Hendry Avenue. Suggestion to improve the lighting by adding lamps that match the height on those on the other side of the road.	We will review the lighting on this street and will be making upgrades.
PARKING	
Suggestion for more restrictive parking on Hendry Avenue, from Stephen Lysnar Place to the intersection with Queenstown Road.	We are painting broken yellow lines where we need to keep everyone safe. We've kept parking along this section, so residents and visitors have space to park.
Suggestion to have broken yellow lines on both sides of road (i.e., remove all parking) on Hendry Avenue to gain road width and visibility.	We proposed painting broken yellow lines in areas where it will improve visibility. We want to retain some parking along Hendry Avenue to provide parking spaces for residents and visitors.
ROAD SIZE	
Concern about the narrowness of the road outside 43 and 45 Hendry Avenue and that the proposed island line will make a tight space even tighter.	Our proposal significantly widens this narrow section so that there's enough space for cyclists to travel safely down both sides of the road. The footpath width on the southern side would be widened to 2 metres. The traffic lane would stay 3.2 metres wide, which is suitable for all standard vehicles. Keeping this as a single lane would maintain low

	speeds and low demand for cut-through driving through Hendry Avenue, improving safety for cyclists and pedestrians.
NOISE	
<p>Suggestion to put money into motorway noise and speed control.</p> <p>Suggestion to replace wire netting noise barrier with modern sound retardant material and add speed and sound cameras to catch those speeding.</p> <p>Suggestion that there should be no engine braking on the motorway in built up areas.</p>	<p>We understand that noise can be distressing, and we have passed this feedback onto Waka Kotahi as the motorway and its fencing fall under the national road authority rather than Auckland Transport. They have nationwide guidance on road noise, which you can read more about here: https://www.nzta.govt.nz/roads-and-rail/highways-information-portal/technical-disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/noise-and-vibration/</p>
MISCELLANEOUS	
<p>Concern that "Have Your Say" does not let anyone have a say; just agree yes or no.</p>	<p>We read and consider all feedback we receive. We always provide space for longer answers in our surveys so you can submit detailed feedback.</p>

Attachment 1: Feedback form

Hendry Avenue, Hillsborough - Cycle Safety Improvements

All feedback is important whether you support the proposal or have concerns with it. Your feedback will help us decide the final shape of these changes. All responses will remain anonymous and will be collected and treated according to AT's [privacy policy](#), we encourage you to be as honest as you wish to be. If you would like to report any other transport-related concerns in your neighbourhood please fill in this form [here](#) or call us 09 355 3553. We appreciate any and all feedback you can provide us.

What do you think of the proposed upgrades?

- The upgrades would benefit the community
- The upgrades would not benefit the community
- With changes, the upgrades could benefit the community

Do you have any information that could improve the proposed upgrades?

Is your feedback on behalf of an organisation or business?

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

What best describes your interest in this proposal?

- (Select all that apply)*
- I live or own property in the area
 - I work or own a business in the area
 - I study in the area
 - I walk or cycle in the area
 - I drive or bus in the area
 - Other (please specify):

How did you hear about this project?

- (Select all that apply)*
- Information posted to me
 - Information emailed to me
 - Word of mouth
 - Auckland Transport website
 - Social media e.g. Facebook, Nextdoor
 - Blog e.g. Bike Auckland, Greater Auckland, Roadit
 - Media article e.g. radio, newspaper or online
 - Paid advertisement e.g. radio, newspaper or online
 - AT Ambassadors (handing a letter)
 - Other (please specify):

Contact Information

Auckland Transport will not use your contact information for anything other than to communicate changes to this proposal if you opt in to receive updates from us. [More on our privacy policy here.](#)

Would you like to receive email updates on the proposed changes?

- We send proposed outcome results at the end of the project and proposal update emails throughout the year. We will not use your email address for any other purpose.
- Yes
 - No

The following questions are optional and help us understand who we are reaching. If you would prefer not to answer, you can scroll to the bottom of the survey and click the button.

What gender do you most identify with?

- Male
- Female
- Gender Diverse
- Not listed (please specify):
- I'd rather not say

Which ethnic group(s) do you identify with?
(Select all that apply)

- African
- Australian
- Chinese
- Cook Island Māori
- Indian
- Korean
- Latin American
- Māori
- Middle Eastern
- Newari
- NZ European or Pākehā
- Samoan
- Southeast Asian
- Tongan
- Another ethnicity (please specify)
- I'd rather not say

What gender do you most identify with?

- Male
- Female
- Gender Diverse
- Not listed (please specify)
- I'd rather not say

Which is your age bracket?

- Under 18
- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 - 74 years old
- 75+
- I'd rather not say

