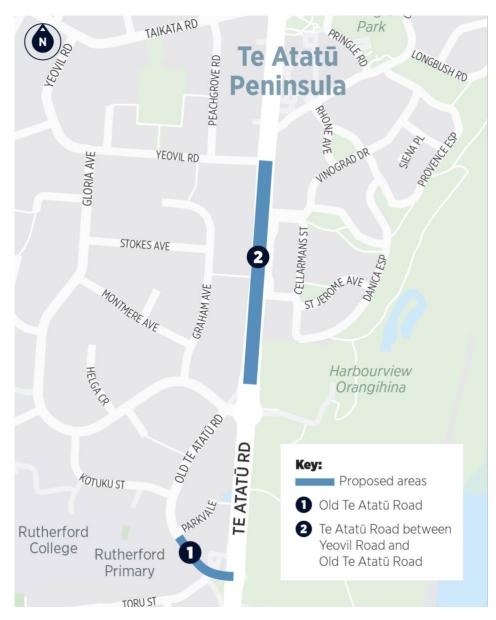
# Your feedback on Te Atatū Peninsula bus priority/T2 lanes

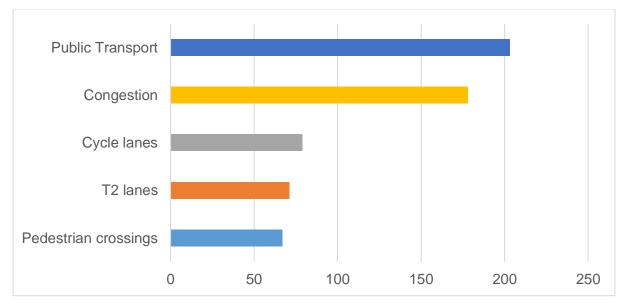


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### Summary

We are proposing to install bus priority/T2 lanes on sections of Old Te Atatū and Te Atatū Roads. We consulted on this proposal from 7-28 November 2022 and received 370 responses.



#### Key themes in feedback

Submissions may be counted in more than one theme.

- **Public Transport:** The most commented on theme was around the use of buses. Many people wanted to highlight that they supported public transport, but it was not suitable for their circumstances.
- **Congestion:** Residents of the Peninsula suggested the project would add to the existing congestion and felt that AT should take a 'car first' approach to transportation.
- **Cycle lanes:** Improving the safety of the cycle lanes was a well-supported proposal. Some residents suggested that additional cycle infrastructure should be included in the project.
- **Bus priority/T2 lanes:** Much of the feedback raised concerns that the lanes would add to the current congestion. People also questioned the need for the lanes as they do not believe the buses are very well patronised.
- **Pedestrian crossings:** The raised table on Te Atatū Road near Yeovil Road was well received. Some people raised concerns that a raised table would create a slight delay in their journey time and cause additional congestion.

#### **Next steps**

We anticipated that this project would begin construction in the second half of 2023. We will be in touch with the Henderson/Massey Local Board, schools, residents, and local businesses once we have confirmed the construction timeline.

We will work closely with the community to mitigate disruption as much as possible and ensure advance notice is given of any works.

### Why bus priority lanes?

Bus priority and T2 lanes are designed with the aim of improving the reliability and speed of public transport, reducing congestion, and promoting sustainable transport options.

Congestion is already a problem on Te Atatū Road during peak travel periods, causing delays and increasing travel times for all road users. Bus priority and T2 lanes can help to reduce traffic by providing an incentive for drivers to switch to public transport or carpooling. The new bus services designed for the West, including the Northwestern Express service, will make public transport a more viable option for many people. In addition, these lanes can help to reduce the number of delays and cancellations caused by congestion and traffic, which can have a significant impact on the punctuality and frequency of public transport services.

By improving public transport, we can also reduce the number of cars on the road, which can lead to a further reduction in congestion and emissions. This, in turn, can help to create a more sustainable and liveable urban environment.

Despite the benefits of bus priority and T2 lanes, communities often have concerns about them. One of the most common concerns is that these lanes can increase travel times for individual car users. However, it is important to note that the aim of bus priority and T2 lanes is not to discourage car use but rather to provide more efficient and sustainable transport options. By providing dedicated lanes for buses and T2 vehicles, we can help to reduce congestion and make public transport a more attractive option.

One of the most significant benefits of bus priority lanes is their ability to reduce emissions from public transport. Auckland Transport is working with our service providers to transition to electric buses, however Auckland's current diesel bus fleet is a source of air pollution. By reducing congestion and improving the efficiency of public transport, bus priority lanes can help to reduce CO2 emissions from these vehicles, thereby improving air quality and public health.

AT understands that public transport is not a suitable option for everyone. However, for areas, such as Te Atatū peninsula, where there is already strong customer demand for bus services during morning and evening peak travel times, it is important to support bus services during peak periods.

### Background

Auckland Transport and Waka Kotahi are working on a wider project to improve bus services to the West and Northwest of Auckland. As part of the Northwest Bus Improvements project, the Western Express bus service (WX1) will begin operating in November 2023. This service will take passengers between Westgate and the city centre, stopping at Lincoln Road and Te Atatū interchanges.

To support passengers getting to the WX1 bus stops at the motorway interchange, we proposed installing new bus priority/T2 lanes on sections of Old Te Atatū and Te Atatū Roads.

#### **Project details**

The preferred option for Te Atatū Road involves:

- Converting the kerbside lanes between Gunner Drive and Gloria Avenue (approx. 500m) into a bus priority/T2 lane.
- The bus priority/T2 lane would operate:
  - Southbound in the morning peak
  - Northbound in the evening peak.
- Upgrading the existing cycle lanes to make them protected and safer for people on bikes.
- Upgrading the existing refuge crossing south of Gunner Drive to a raised pedestrian crossing.
- New refuge island on Yeovil Road at the intersection of Te Atatū Road.

The preferred option for Old Te Atatū Road involves:

- Installing a short bus lane (approx. 60m) between Parkvale Grove and Toru Street. on the approach to the bus stop and intersection (for south bound buses).
- Allowing buses to turn right from the left lane at Old Te Atatū Road/Te Atatū Road intersection.
- Relocating/modifying the existing traffic island and flush median on Te Atatū Road to accommodate tracking. This is based on a 12.6m bus and 10.3m truck simultaneously turning at the intersection.
- Installing a raised pedestrian crossing near Parkvale Grove.

### Consultation

We consulted on the proposed safety improvements from 7-28 November 2022.

#### What we asked you

We asked:

- 1. Do you support the proposed changes on Te Atatū Road between Yeovil Avenue and Gloria Avenue?
- 2. Do you support the improvements to Old Te Atatū Road between Parkvale Grove and Te Atatū Road?

#### Activities to raise awareness

To let you know about our consultation, we:

- Delivered brochures to letterboxes on Te Atatū Peninsula
- Set up a project webpage and an online feedback form on our website
- Posted information on social media
- Held four public information sessions at the Te Atatū Library

#### How people provided feedback

You could provide feedback using an online submission or by emailing us at <u>ATEngagement@at.govt.nz</u>

### Your feedback

#### **Overview**

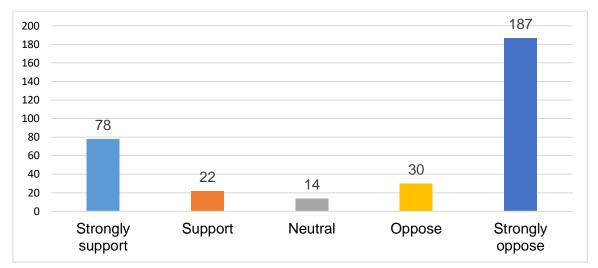
We received 370 online responses on the proposal.

#### **Themes in feedback**

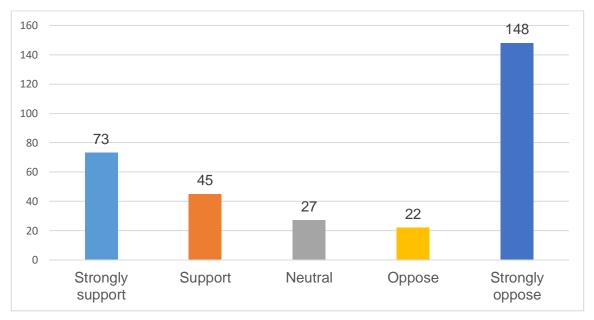
We have analysed the public feedback to identify key themes.

#### **General sentiment**

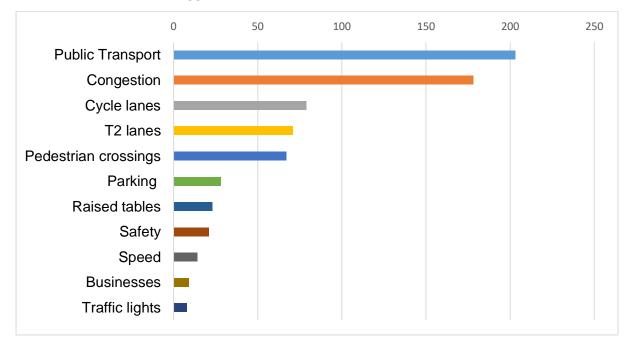
# Do you support the proposed changes on Te Atatū Road between Yeovil Avenue and Gloria Avenue?



## Do you support the improvements to Old Te Atatū Road between Parkvale Grove and Te Atatū Road?



#### Themes raised in the feedback



These themes relate to suggestions or issues related to specific aspects of the proposal.

Submissions may be counted in more than one theme.

#### **Public Transport**

People frequently commented that the bus service did not suit their individual needs. As such, any investment in improving public transport for people on the Peninsula was wasted as they avowed not to use the bus service.

*"I'm all for public transport if it works for your situation but not everyone works in one particular place and needs their vehicle for visiting customers for work."* 

Other people commented, based on their observations, the number of people who lived on the peninsula and used the bus did not warrant a priority lane. There was also a feeling that the bus service is unreliable, and people couldn't rely on it.

"Buses drive by all the time with little to no passengers."

*"The public transport system is crap, no one uses it and its extremely unreliable and slow"* 

Some people made comments like the following

"Buses must be prioritised over other vehicles."

#### Congestion

Many people pointed out that Te Atatū Road is the only road in and out of the peninsula and introducing bus priority/T2 lanes would contribute to the existing congestion.

"We only have one road on and off Te Atatu peninsula, this road is already overloaded and with the unitary plan allowing developers to remove single houses and replacing them with apartment blocks with little extra parking the roads are already far more congested, removing the use of lanes on the main road will turn the existing traffic jams into nightmare for commuters."

"Our main road is often blocked and backed up from the motorway all the way back to Gloria Ave, sometimes all the way to the main shops, so reducing main traffic to one lane when ideally there needs to be 3 lanes (6 lanes in total)."

While people were concerned that the proposed bus priority/T2 lanes would slow down traffic flows, they also pointed out that Te Atatū Road is already congested

"removing the use of lanes on the main road will turn the existing traffic jams into nightmare for commuters."

"There is already too much traffic for the existing lanes"

Others offered a view that suggested the proposal was part of Auckland Transport's conspiracy to force people out of their cars and onto bikes or public transport.

*"the only purpose by AT is to piss people off to try and force them into public transport which is part of agenda 21/30."* 

"People need to (and should be able to choose to) drive but Auckland Transport seems to steamroll ahead with trying to make traffic worse for drivers and instead wanting people to take 2 busses and 1.5 hours to get to work in the cbd."

#### **Cycle lanes upgrades**

Improving the safety for people on bikes was an issue that people supported, even if they were against the bus priority/T2 lanes.

"Protecting the cycle lanes is great."

"Very grateful for the improvements to protect the bike lane. Our family uses this route to visit cousins on the peninsula (and vice versa) so this is a really important piece of safety work."

"I strongly disagree with the bus/t2 lane but support the changes for pedestrians and cyclists"

However, there were some people who thought protecting people on bikes was not a good investment.

"Cycle lanes are also used at such a limited capacity investing in this is counter productive."

"Separators for the cycle lane have not worked in other areas in my opinion. I do support improvements to the crossing by Yeovil Road"

#### **Bus priority/T2 lanes**

Outside of the impact the bus priority/T2 lanes may have on traffic flows, a common theme was the need for enforcement of the existing and any new lanes.

"The current T2 lane onto the highway from the Peninsula is regularly used by single occupancy vehicles cutting queues as there are no enforcement cameras to penalise offenders."

"Additionally as this is a short section of T2 any gains would be insignificant and it will be largely ignored unless enforced"

#### Pedestrian crossings and raised tables

Like the cycle lane safety improvements, the feedback showed a lot of support for this measure.

"I do support improvements to the crossing by Yeovil Road."

"The extra crossing at the southern end of the village will be a great addition for pedestrians"

Again, there were a few who felt that traffic flows should be maintained at the cost of keeping pedestrians safe while crossing.

"And it's really bad idea to install slow bumps/ raised crossing on main roads. That is really stupid and dangerous to drivers. It damaging all vehicles, all suspensions."

"A pedestrian crossing with a raised hump is not required. A pedestrian crossing should be at the same level of the road."

#### Parking

Where parking was concerned, the impact of housing intensification where carparks are not provided with the new properties, is creating frustration among residents. This issue was raised many times in the consultation and at the public meetings held at the Te Atatū library. However, this issue is outside the scope of this project.

"this road is already overloaded and with the unitary plan allowing developers to remove single houses and replacing them with apartment blocks with little extra parking the roads are already far more congested"

"The politicians allowed for the intensification of the peninsula with no consultation with the community on the future shape of the peninsula."

### **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 organised by theme in the table below.

Design suggestion in feedback	AT response
General	themes
Bus priority/T2 lane	s and congestion
<ul> <li>The bus priority/T2 lane will add to the existing congestion making it harder to get around.</li> <li>T2 will considerably slow down traffic from Te Atatū.</li> <li>T2/bus lanes in this section of Te Atatū Road are not needed with the current bus timetabling.</li> <li>I oppose the bus lane as it is an isolated part of a network. With one lane for only a short section of Te Atatu Road, that does not connect to the bus lane at the motorway will result in additional merging by vehicles which will increase trip times overall.</li> <li>This plan is unnecessary and will create more congestion as public transport is not established enough in the Te Atatu peninsula community and so you're simply channelling car drivers into a narrower road space.</li> <li>I support the T2 and bus lanes, although I consider it too soon. Te Atatu Road is congested at the motorway, so that the proposed 'T1' lane will be stationary for hours each day, meaning no one will get off the Peninsula.</li> <li>With the increasing population and increasing traffic on the Peninsula</li> <li>T2 will considerably slow down traffic from Te Atatū.</li> </ul>	<ul> <li>The purpose of the proposed T2 lane on Te Atatū Road in Te Atatū Peninsula is to optimise the people movement along the corridor. The project will prioritise higher occupancy vehicles (such as buses and T2/T3s), and make sure they have a more efficient and reliable journey, which maximises the people throughput.</li> <li>This project is part of the wider initiatives to improve the bus operations in west Auckland. New timetables and bus schedules will be implemented to enable more frequent and reliable buses along this key bus corridor.</li> <li>The proposed T2 lane between Yeovil and Old Te Atatū Road is to address the existing congestion problem during the peak hours and school time. Auckland Transport will be monitoring the performance of the T2 lane and will make changes accordingly when required.</li> <li>The purpose to introduce the T2 lane is to maximises the people throughput, and influence travel behaviour (towards a more sustainable mode) and promote mode shift and carpooling.</li> </ul>

<ul> <li>The proposal should do more to encourage public transport and cycling</li> <li>Even though I strongly support the changes, this is not nearly enough to improve the situation with public transport and cycling in Te Atatu Peninsula.</li> <li>I support interventions that improve bus reliability/efficiency.</li> </ul>	<ul> <li>Auckland Transport is making small but positive changes step by step, to public transport and cycling gradually in the Te Atatū Peninsula area. We would love to further improve the public transport and cycling in the Te Atatū Peninsula, however this has to be balanced by the competing demands from the rest of Auckland and against the budget constraint we have.</li> </ul>
Public transport use	
<ul> <li>Buses do not yet take the majority of Peninsula people to their final destinations in any reasonable time frame, so are not an option.</li> <li>Bus is not always feasible option.</li> <li>Has an assessment of bus occupancy been undertaken to determine the net gain?</li> <li>Public transport does not work on the peninsula.</li> <li>With the increasing population and increasing traffic on the Peninsula, we need these changes supporting public transport</li> <li>The services are not frequent enough.</li> <li>Reliable, safe, comfortable services is where you should be focused.</li> <li>Buses are not reliable</li> </ul>	<ul> <li>Buses can take a large number of cars off the road. They reduce overall transport emissions, free up space on the roads and in city centres. They may not be suitable for every journey and some destinations will take longer to access. More priority along bus routes will create faster and more reliable travel, therefore making them more attractive to more people. We have changes coming that will significantly improve journey times and significantly improve the range of destinations you can reach by public transport. If you want to reach Henderson, the new route will be more frequent and will run later into the evening compared to the current service. It will provide improved connections to and from trains at Henderson, which will be more important and more attractive when the City Rail Link opens. A new route will serve new bus stops on the peninsula providing more people greater access to a bus stop. These routes will pass through the Te Atatū Bus Interchange and from there you'll be able to take other services including a WX1 to Westgate and the NorthWest Shopping Centre or a 149 to Rosebank or Avondale which are examples of journeys that are difficult to make in the current network.</li> <li>We agree with you. Bus services are not always the most feasible option for every journey but if more people who can use them do then this will free up the road for people who can't use buses. We have</li> </ul>

changes coming that will provide more frequent buses all day, seven
days a week to create access to more destinations.
Giving T2 priority on our roads will allow the more space-efficient bus
and multi-person vehicle to travel more quickly than single-occupancy
vehicles. This will encourage people to use these options which will free
up space on the road for others. This change is designed for future
growth both in the population of the area and the numbers of people
choosing to use public transport.
• If the question is about assessing the performance of bus services – our
primary method of assessing the performance of individual routes is to
measure their boardings-per-service-hour and compare it with that's
route target as laid out in the Regional Public Transport Plan. We
publish boardings-per-service-hour data in the AT Metro bus
performance report, available here: AT Metro patronage report
• Public transport may not work for all the people all the time, but many
people do currently use bus services on Te Atatū peninsula. We have
bus service changes coming that will provide more frequent buses all
day, seven days a week, that will connect to more destinations making it
more workable.
• We agree with you, and you've pointed out some of the reasons why we
will be implementing a new bus network that includes more buses and
more bus priority.
We agree that the current bus services are not frequent enough. We
have bus service changes coming that will provide more frequent buses
all day, seven days a week.
<ul> <li>We agree with this, but frequency must also be added to this list. Giving</li> </ul>
buses more priority along their routes will make bus services more
reliable. Making them more frequent will mean you won't have long to
wait for your bus to arrive.

	• More bus priority lanes will allow buses to be more reliable. We are also working with bus operators to recruit more bus drivers for Auckland, and this will cut down the number of trips cancelled.
<ul> <li>T2 lane doesn't make sense with low bus occupancy</li> <li>Not many people on Te Atatū peninsula use the bus.</li> <li>Buses do not yet take the majority of Peninsula people to their final destinations in any reasonable time frame, so are not an option.</li> </ul>	<ul> <li>Based on our monitoring and analysis, we are observing that people in the Peninsula are using public transport more and more as a means of travelling. With the proposed new PT network as well as the latest infrastructure we are implementing, we are expecting that buses will become more and more popular.</li> <li>We agree with you. Bus services are not always the most feasible option for every journey but if more people who can use them do then this will free up the road for people who can't use buses. We have changes coming that will provide more frequent buses all day, seven days a week to create access to more destinations.</li> </ul>
Design sug	gestions
Bus priority	//T2 lanes
<ul> <li>Road design</li> <li>We don't need T2 lane we need wider road.</li> <li>Make Te Atatū Road four lanes plus the Bus priority/T2 lanes.</li> <li>Instead of slowing cars down to let buses pass why not speed up everyone? If the cars are moved through quicker the buses would get through quicker.</li> <li>The bus lane on Old Te Atatū should be extended. Buses can get stuck further back.</li> <li>The bus stop should be moved further north on Old Te Atatu Road.</li> <li>The bus turning right from the left lane onto Te Atatu Road may cause some issues with cars wanting to turn left?</li> </ul>	<ul> <li>Based on research and previous experiences across the world, it is well recognised that we could not simply get out of congestions by widening the roads or building more traffic lanes.</li> <li>The purpose of introducing the T2 lane is to maximise the people throughput, and influence driver behaviour and promote mode shift and carpooling.</li> <li>Based on our investigation, the proposed bus priority plan on Old Te Atatū Road is appropriate, it balances congestion issues and the parking demand.</li> <li>Bus stop – The positions of the current bus stops have been carefully spaced and designed considering the people movement and street space along Te Atatū Road.</li> </ul>

•	<ul> <li>Bus right turn on left lane – Right turning manoeuvrers from buses are infrequent and left turning traffic volume is low. This project prioritises bus movement along Te Atatū Road.</li> </ul>
Pedestrian	crossing
<ul> <li>A pedestrian crossing will impede traffic.</li> <li>Putting a crossing near Yeovil Street is adding to the traffic build up</li> <li>The proposed pedestrian crossing I think could cause worse congestion and an alternative of crossings on Gunner and Te Atatu Road to the north of Gunner may work better.</li> <li>I would also suggest changing the existing raised platform on Gunner Drive at the same time to a marked pedestrian crossing to avoid confusions for cars and pedestrians.</li> <li>A pedestrian crossing with a raised hump is not required. A pedestrian crossing should be at the same level of the road.</li> <li>Also no pedestrian crossings on the main road!</li> </ul>	<ul> <li>Upgrading the existing refuge island near Yeovil Street to a fully protected signalised pedestrian is well aligned with Auckland Transport vision of Safe System principle and Vision Zero. It provides the much-needed safe crossing to the local shops, which fits well with the pedestrian desire line. During the consultation stage, the majority of people supported this part of the proposal. The signal will only be activated when pedestrian use the call button. It will not interrupt traffic all the time.</li> <li>Based on our monitoring, the existing raised platform on Gunner Drive is operating sufficiently. It slows down the traffic and provides a safer environment for the pedestrians.</li> <li>Having a raised platform is aligned with Auckland Transport vision of Safe System principle and Vision Zero. It reduces the vehicle speed approaching to the crossing and significantly reduce the risk of severe crashes.</li> </ul>
<ul> <li>Support for a pedestrian crossing</li> <li>Good to introduce the crossing near Yeovil.</li> <li>Please make the new raised table zebra crossing on Te Atatu Rd a dual cycle/pedestrian crossing.</li> <li>I like the idea of a raised pedestrian crossing. This area has needed it.</li> <li>Old Te Atatū Road</li> <li>Please upgrade the crossing to a dual pedestrian/cycle crossing, to facilitate active transport on the peninsula.</li> </ul>	<ul> <li>Dual crossing – This project does not include the provision of a dual crossing as there are no shared path facilities on the northern side of Te Atatū Road.</li> </ul>

<ul> <li>The new crossing is great - this road is filled with school kids of all ages at both ends of the day so anything that helps them get safely to and from school is good.</li> <li>The raised crossing will also slow traffic around the primary school and college which is great.</li> </ul>	lanes
<ul> <li>Support for making cycle lanes safer.</li> <li>Upgrading cycle lane is desperately needed.</li> <li>Cycle lane protection is very important.</li> <li>I would prefer to cycle however at busy traffic times I feel unsafe in the current unprotected cycle options.</li> <li>When I cycle there with the family I want to be safe.</li> <li>Very grateful for the improvements to protect the bike lane. Our family uses this route to visit cousins on the peninsula (and vice versa) so this is a really important piece of safety work.</li> <li>Old Te Atatū Road</li> <li>I often bike there to access Rutherford Primary. The lights need to</li> </ul>	<ul> <li>Access to the ramp on Old Te Atatū Road – Old Te Atatū Road is secondary collector road which has less traffic and slower vehicle speeds compared to Te Atatū Road which makes it safer for cyclists. Furthermore, outside of school hours the cyclist demand along old Te Atatū Road is low.</li> <li>The purpose of this project is to improve bus reliability and reduce congestion on our roads. The proposal between McLeod Road and Wakeling Avenue removes sections of on-road parking, and the addition of T2 lanes makes it more attractive for cyclists when compared to general traffic lanes.</li> </ul>
<ul> <li>Forten bike there to access Ruthenord Primary. The lights need to recognise bikes and an access ramp to the cycleway would be great</li> <li>A cycle path along this road for school students who cycle home to Te Atatu South would be welcome too.</li> </ul>	
<ul> <li>Opposition to making cycle lanes safer.</li> <li>You are expanding cycle lanes for a micro percentage of a micro percentage of people who need them on the peninsula.</li> <li>Cycle lanes are also used at such a limited capacity investing in this is counterproductive.</li> </ul>	We are upgrading the existing cycle lanes to protected cycleways with separator. This is well aligned with Auckland Transport vision of Safe System principle and Vision Zero.

Separators for the cycle lane have not worked in other areas in my opinion.	
Safe	ety
<ul> <li>Safety around the schools and Old Te Atatū Road</li> <li>During school hours this area is chaotic, and unsafe for students</li> <li>School traffic safety should be the priority, not buses.</li> <li>This section of road is busy with school children and young adults as well as public transport. Please continue to focus on improving safety for all.</li> <li>No mention of safety for bike riders here at present I usually use the footpath</li> <li>Another raised crossing or speed reduction measure is required further towards the Baptist church to slow traffic and improve safety for kids and bus users (and kids that use the buses of which there are many!).</li> </ul>	This is a bus priority focused programme as part of the wider initiatives to improve bus operations in west Auckland. All the safety feedbacks have been passed onto the Safety team for further investigation.
<ul> <li>Cycle safety</li> <li>The more safety for cyclists the better.</li> <li>I like the floating bus stop in the location, it will help improve safety for cyclists.</li> </ul>	Thanks for the support.
<ul> <li>The proposed design will create safety issues.</li> <li>You have already caused safety and congestion issues with the changes. The Peninsula is not set up for any narrowing of roads</li> <li>This is a ridiculous idea from AT just like having bus stops on the motorway with no consideration for health and safety.</li> </ul>	<ul> <li>The proposed road widths are standard and meet all the design and safety standard.</li> <li>The motorway interchange including the onramp heading to the motorway is within the jurisdiction of Waka Kotahi, we have shared the comment with the relevant team.</li> </ul>

heading to the city.	
<ul> <li>Vehicle speeds and speed</li> <li>Vehicle speed concerns:</li> <li>Traffic speeds are high (frequently over the limit) so extra protection is needed for more vulnerable road users (including pedestrians).</li> <li>The area definitely needs the cycle-safety improvements given the speeds people travel on Te Atatu Road.</li> <li>This will increase amenity and pedestrian safety effects along these streets especially as drivers go airborne over the existing speed bumps on Yeovil Rd and Gloria Ave, and start speeding through the 40kmph school zones.</li> <li>Traffic speeds down Old Te Atatu Rd are too high. Permanent measures are needed to slow traffic.</li> </ul>	<ul> <li>The raised platforms and signal crossings will provide the infrastructure to slow down the vehicles. Auckland Transport will be monitoring the operation and safety impact of the project after implementation.</li> </ul>
<ul> <li>Speed reduction measures:</li> <li>Your needless speed bumps are a waste of money.</li> <li>Stop putting in raised pedestrian humps.</li> <li>Raised crossings are good ideas.</li> <li>It's really bad idea to install slow bumps/raised crossing on main roads. That is really stupid and dangerous to drivers. It is damaging all vehicles, all suspensions.</li> <li>Raised crossing are ridiculous. Vehicles with trailers struggle with them. It increases noises as they bounce around. A few trucks have lost loads on them, so they are more of a hinderance than a solution.</li> </ul>	<ul> <li>The purpose of the speed humps and raised platform ensure the vehicles speed is reduced, this is aligned with Auckland Transport vision of Safe System principle and Vision Zero.</li> </ul>

### **Attachment 1: Updated design**

