

Victoria Street and Grey Street – Intersection Improvement Engagement Summary

Thank you for helping us make better decisions for your neighbourhood, informed by your local knowledge.

Community feedback showed support for the safety intent of the project, while some respondents also raised suggestions or concerns. These matters have been reviewed and are addressed below.

Project outcome

After carefully reviewing the feedback received, we recommend that the project proceed to implementation. Our next step is to seek approval from the Local Board.

We expect to have these changes implemented by mid-2027.

What we did

Engagement was held from 10 August 2026 to 31 August 2026.

- 1,111 letters delivered to mailboxes on 10 August 2026
- 2,919 postcards delivered to businesses and properties in the proposal area on 17 August 2026
- Auckland Council social media
- Auckland Council project webpage: <https://haveyoursay.at.govt.nz/victoria-grey-improvements>
- Emails to stakeholders including emergency services, freight operators, NZ Police and schools
- Maungakiekie-Tāmaki Local Board received an email update on 6 August 2026

We received 8 pieces of feedback.

Community Feedback

People told us:

- The proposed roundabout and pedestrian crossings are supported by residents. The current intersection is considered unsafe by many members of the community, particularly for right-turning vehicles exiting Grey Street onto Victoria Street. These safety improvements are needed for pedestrians, especially elderly residents, or those with disabilities.

Feedback themes and Auckland Council response

Support the proposal

87.5% of respondents supported the proposed roundabout as a necessary improvement to control the traffic flow, provide safe crossing points for vulnerable users and reduce crash risk.

Response:

Thank you for your feedback.

Pedestrian crossings and pedestrian safety

Some respondents commented on the proposed pedestrian crossings. Respondents asked whether the crossings would be zebra crossings and were concerned that crossing could remain difficult during queued traffic and at afternoon peak, particularly when travelling with a pram. Comments asked that the crossings not be located too close to the roundabout, referring to the Grey Street / Onehunga Mall roundabout where they considered the crossings too close to the intersection. Some respondents considered that a roundabout could make crossing more difficult, referring to their experience at the Church Street / Victoria Street roundabout during heavy traffic. Respondents expected the proposal to provide safer crossing opportunities for pedestrians, particularly school children.

Response:

- **Request for zebra crossing:** The proposed pedestrian refuge islands would improve pedestrian safety by shortening the crossing distance. Pedestrian refuge islands have been selected instead of zebra crossings to ensure consistency with the surrounding area and alignment with the proposed roundabout at the Alfred Street and Grey Street intersection.
- **Location of pedestrian crossing:** We know that pedestrians generally cross at the most direct route, so it is important to locate pedestrian crossings on desire lines to encourage people to use the facility.
- **Roundabout could make crossing more difficult:** The proposed roundabout will simplify turning movements and lower operating speeds at the intersection. The proposed pedestrian refuge islands would also improve pedestrian safety by shortening the crossing distance.

Traffic flow, congestion and alternative treatments

Some respondents commented on traffic flow, congestion or alternative treatments. Respondents expected the proposal to improve traffic flow. Comments expected queuing to continue and preferred traffic signals and commented that Grey Street should not operate as a thoroughfare given Mt Smart Road serves that function. Some respondents were concerned that a roundabout could increase congestion, considered that other safety measures should be examined and suggested leaving the intersection as it is. Comments raised concerns that drivers could divert onto Grotto Street and Heretaunga Avenue, which they said are already used as through routes, and that this could make timetable-keeping more difficult for bus drivers.

Response:

- **Traffic signal:** Traffic signal was considered during the investigation stage. However, our analysis shows that a roundabout provides the best traffic capacity for the intersection and minimises delays to traffic.
- **Grey Street/Grotto Street/Heretaunga Avenue:** We do not expect the proposed roundabout to encourage more vehicles to use Grotto Street and Heretaunga Avenue. While we cannot restrict vehicles from using Grey Street, the roundabout is expected to improve safety for all road users and slow vehicles at the intersection.
- **Congestion:** Traffic modelling was carried out during the investigation stage and shows that the proposed roundabout is not expected to cause significant delays at the intersection.

Parking, access and visibility

The proposal affects kerbside space equivalent to approximately 23 vehicles, of which approximately 9 spaces are regularly used. Some respondents commented on parking, access or visibility from differing perspectives. Respondents opposed the parking removal and were concerned that displaced vehicles would park further along an already busy street. They also noted that vehicles currently park close to their driveway and restrict visibility when exiting and commented that discouraging on-street parking would be their preferred overall outcome. Comments identified parked vehicles north of the intersection as obstructing sightlines to approaching traffic when entering the intersection by bicycle.

Response:

- **Parking:** Parking removal is required to maintain visibility for vehicles and pedestrians using the roundabout. We understand that on-street parking is a valuable resource and have minimised parking loss as much as possible.

Driver behaviour, speed and wider road safety

Some respondents commented on driver behaviour and speed. Respondents considered driver behaviour, including mobile phone use, to be an underlying cause of crashes and did not expect the proposed layout change alone to address this. Some respondents reported seeing drivers cross straight through from Grey Street without slowing or stopping at the compulsory stop sign and requested a 40 km/h speed limit on Victoria Street with supporting signage and lower enforced speed limits on surrounding streets used as through routes.

Response:

- **Driver behaviour:** The proposed roundabout is expected to improve safety by simplifying turning movements, lowering speeds and shortening pedestrian crossing distances. We acknowledge the concern regarding driving behaviour, NZTA runs road safety campaigns to discourage unsafe behaviours such as speeding, drink-driving and mobile phone use.
- **Speed limit change:** At present, Victoria Street is not included in Auckland Transport's current priority programme for speed limit reviews. This programme is developed to focus on roads where the safety benefits can be achieved based on a range of factors, including crash history, road function, and risk assessment. If the road is considered to be a significant safety concern by the community, and there is support from the Local Board to address this concern through a speed limit

change, Auckland Transport may consider including the road in a future priority programme. Community support and engagement are an important part of this process, as they contribute to the successful implementation of any proposed speed limit changes. It is important to note that speed limit reviews are typically undertaken at a network level. This means that if Victoria Street is included in a future programme, adjacent roads with similar functions are likely to be reviewed at the same time to ensure consistency across the wider network. We encourage you to continue engaging with your Local Board representatives to help communicate community concerns regarding road safety in your area.

Construction and delivery

Some respondents had concerns about the length of time the intersection would be affected during construction.

Response:

Thank you for your feedback. We will work with our contractor to develop a construction methodology that minimises disruption as much as possible.

Other requested improvements and locations

Some respondents requested additional improvements beyond the proposed works. Respondents asked why similar improvements were not being considered for the Alfred Street / Church Street intersection, which they considered more dangerous, and asked when similar work would be delivered there. Comments supported the proposed lighting upgrade and requested improved lighting more widely along Grey Street between Alfred Street and Onehunga Mall and along Victoria Street.

Response:

- **Alfred Street / Church Street:** Auckland Transport is also proposing a roundabout at the Alfred Street / Church Street intersection. This project was open for community engagement from 17 August to 7 September 2026. Further information is available on Auckland Transport's website.
- **Street lighting:** For this project, the street lighting upgrade will focus only on the Victoria Street / Grey Street intersection. Due to budget constraints, we are unable to extend the street lighting upgrade area.

NZHHA / heavy haulage

The Heavy Haulage Association was contacted as a stakeholder given the intersection's potential impact on heavy vehicle movements. They submitted a report which outlined their support for the project.

Response:

- We responded that we acknowledge their submission and will let them know of the project outcome.

What happens next

After carefully reviewing the feedback received, we recommend that the project proceed to implementation. Our next step is to seek approval from the Local Board.

We expect to have these changes implemented by mid-2027.

We'll be in touch with residents in the affected work areas before construction begins.

For further information, updates and comments, please visit

<https://haveyoursay.at.govt.nz/victoria-grey-improvements> or scan the QR code below



Plan showing the proposed upgrades:

