Level Crossing Programme – station access bridges

Glen Innes, Takaanini and Te Mahia Stations-
Engagement feedback Summary

August 2025

Executive summary

Auckland Transport (AT) is building new pedestrian bridges at Glen Innes, Takaanini, and Te Mahia stations to replace existing level crossings and improve safety and accessibility.

Preferred designs were developed and shared with partners, stakeholders, customers, and the community during a targeted engagement period from 5–30 May 2025.

The feedback requested was specific, due to site constraints, and focused on surrounding access, connectivity, and safety.

Overall, feedback was positive and constructive, and highlighted both local and network-wide considerations.

Key themes included:

- Access: Concerns about car parking, drop-off areas, and lift reliability.
- Safety and Security: Requests for better lighting, CCTV, and emergency features.
- Design Suggestions: Interest in non-slip surfaces, weather protection, and screening.
- Bridge Design: Comments on stair width, materials, and bike access.
- Cycling Facilities: Support for secure bike storage and parking.

Feedback was consistent across all three locations and generally aligned well with the proposed plans. Some great insights and ideas have influenced improvements, including:

- ✓ Including weather protection and anti-climb/throw/jump screening at all sites.
- ✓ Confirming cultural design elements with mana whenua at Glen Innes Station.
- ✓ Improving safety at the Ferguson Street accessway at Te Mahia. Reducing car park removals at Takanini from 19 to 13. AT is currently working with KiwiRail to minimise any re-work of the bridge should a 3rd and 4th track be delivered in the future, which may require us to adjust the bridge alignment and/or lifts/stairs.
- ✓ Exploring improvements to drop-off zones, bike storage, and Hop-card readers at all three locations.
- ✓ Upgrading the Glen Innes pedestrian underpass for safety and maintenance.

This engagement has been a vital step in ensuring the final designs meet the needs of customers and communities.

Project overview

Auckland Transport, KiwiRail and NZ Transport Agency are working together to remove all 42 remaining level crossings in Auckland during the next 10-30 years.

Before City Rail Link can open there's a lot of work happening across the transport network to be ready. AT has already removed level crossings in preparation and are getting ready to remove or replace others across the network.

If level crossings are not removed there will be increased safety risks and barrier arms will be down longer, impacting travel times on our roads.

The timing of removals is driven by a range of factors including the frequency of trains, available funding and passenger growth.

City Rail Link will unlock more frequent train services and new connections, making it easier to get around Auckland.

To replace the level crossings at Glen Innes, Te Mahia and Takanini Stations we are building new pedestrian bridges to provide safe access to the station platforms.

The designs aim to be cost-effective and efficient, with minimal impact on surrounding areas and infrastructure.

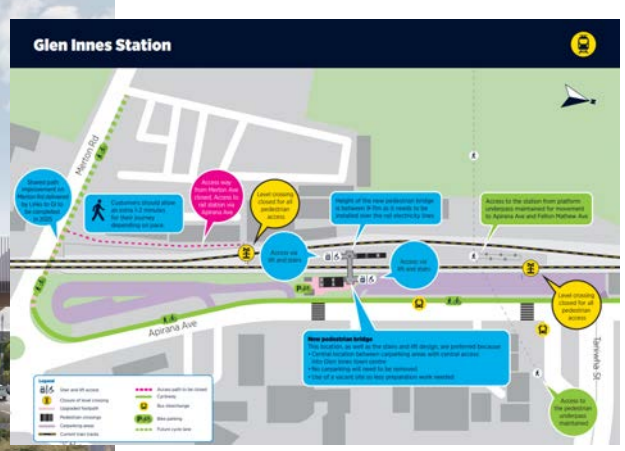
Clear and ongoing communication with stakeholders and the community is a key part of the project to support this significant change in station access.

Overview of our communications and engagement

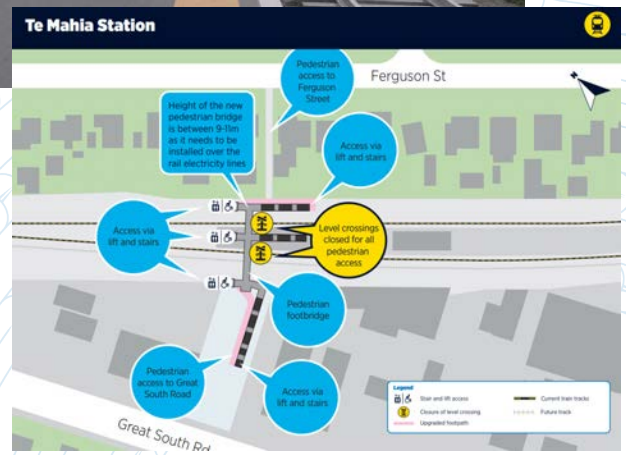
- Door knock around each station area
- Flyer delivery (2k radius)
- Customer engagement at train station (12 two-hour sessions/ x4 sessions per station)
- Online engagement survey and use of champions to share our feedback survey
- Posters at community facilities (train stations, accessways near the train platform, schools and community hub/ libraries)
- Outreach to identified stakeholders (schools, business association, bike groups, resident associations)
- Targeted engagement with Tāmaki Regeneration and their Community Liaison Committee (marae, school, residents etc.)
- Social media engagement – awareness building for survey/ events
- Supported elected member engagement and responding to enquiries raised directly to them
- Face-to-face engagement opportunities (four drop-in sessions)
    - Te Oro – 10-year community event
    - Everybody Eats – pop up event
    - Takaanini Community Hub 8 & 17 May

Communication and engagement material

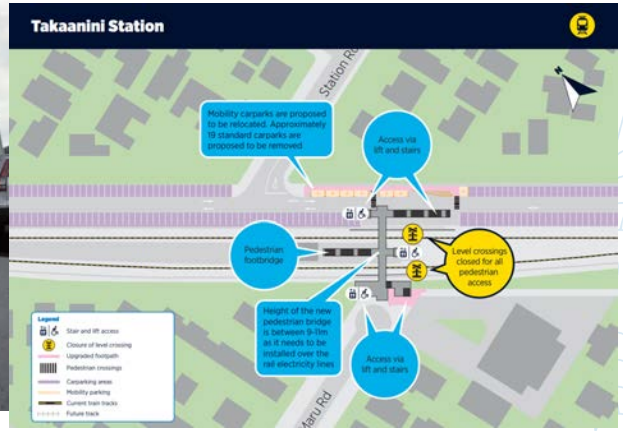
Proposed design for Glen Innes Station



Proposed design for Te Mahia Station



Proposed design for Takanini Station



Feedback received

Where our feedback and insights came from

Glen Innes Station

- 19,075 flyers delivered
- 25 door knock – face to face conversations to surrounding properties
- Four customer engagement sessions at Glen Innes Station
- Two engagement events – spoke with approx. 50 people in person
- Stakeholder presentations
- Engagement with Maungakiekie-Tāmaki Local Board and Ward Councillor
- Engagement with mana whenua
- Engagement with the Capital Projects Accessibility Group (CPAG)
- Four schools engaged
- 640 insights received and analysed (138 responses to our survey).

Takanini Station

- 11,302 flyers delivered
- 31 door knock – face to face conversations to surrounding properties
- Four customer engagement sessions at Takanini Station
- Two engagement events – spoke with approx. 40 people in person (both Takanini and Te Mahia stations)
- Stakeholder presentations
- Engagement with Papakura Local Board and Ward Councillors
- Engagement with mana whenua
- Engagement with the Capital Projects Accessibility Group (CPAG)
- One school engaged
- 158 insights received and analysed (40 responses to our survey).

Te Mahia Station

- 11,926 flyers delivered
- 12 door knock – face to face conversations to surrounding properties
- Four customer engagement sessions at Te Mahia Station
- Two engagement events – spoke with approx. 40 people in person (both Te Mahia and Takaanini stations)
- Stakeholder presentations
- Engagement with Manurewa Local Board and Ward Councillors
- Engagement with mana whenua
- Engagement with the Capital Projects Accessibility Group (CPAG)
- One school engaged
- 165 insights received and analysed (36 responses to our survey).

Partner feedback

Mana whenua:

Summary of feedback:

Mana Whenua mostly support the proposed design, especially the focus on safety and better connections.

They raised concerns about things like people climbing fences or getting onto tracks in unsafe ways and asked for extra safety features to be added.

They also suggested including Māori artwork (mahi toi) on the bridge to help prevent graffiti.

Mana Whenua want to explore how cultural elements can be included throughout the design to keep things consistent

How this feedback was reflected in the design:

- AT are working with mana whenua to provide cultural elements in the design at Glen Innes Station.
- Safety features are included in the design to stop people getting onto tracks. Anti-throw screens have also been included in the design.

Councillor Dalton & Newman

Manurewa-Papakura Ward

Summary of feedback:

Councillor Dalton is generally supportive of the project but raised concerns about recent lift breakdowns. She said it's important to have strong, reliable lifts with regular maintenance, so people feel safe and confident using them.

Councillor Newman strongly supports replacing the level crossing with a pedestrian bridge and wants the project to move ahead quickly to match the opening of the City Rail Link. He also prefers lifts over ramps in the design.

How this feedback was reflected in the design:

- AT has confirmed that the lifts used will be robust outdoor, weather-resistant and large (capacity of 26 people).
- Confirmation that AT and Auckland One Rail regularly check how well the lifts are working at stations and will keep up with maintenance to make sure they stay in good condition.
- Reviewed the operational plan to include that in the event of an emergency there will be at least one ground-level exit that's easy to access and at the same height as the train tracks. This exit will be watched over and managed by Auckland One Rail.

Councillor Bartley

Maungakiekie-Tāmaki Ward

Summary of feedback:

Councillor Bartley raised concerns about where the bridge is placed near Apirana Avenue. She is worried that without a proper drop-off area, cars might stop on the road, causing traffic jams.

She also noted the feedback received from community about perceived and real safety concerns from the pedestrian underpass and the need to finalise the Merton Road shared path and cycleway.

How this feedback was reflected in the design:

- AT will review of drop-off/pick up area options at Glen Innes Station.
- Safety and maintenance improvements will be made for the pedestrian underpass prior to removing the level crossings.

Partner feedback – local boards

Papakura Local Board

Summary of feedback:

Overall supportive of the design option presented, however some members were concerned about the loss of car parks and asked AT to look at ways to reduce the number being removed.

There were also concerns about lift reliability and questions about what other options would be available for people with accessibility needs if the lifts weren't working.

How this feedback was reflected in the design:

- The stair layout was changed, which helped reduce the number of car parks being removed at Takanini Station from 19 down to 13. AT is currently working with KiwiRail to minimise any re-work of the bridge should a 3rd and 4th track be delivered in the future, which may require us to adjust the bridge alignment and/or lifts/stairs.
- To support accessibility during emergencies, one at grade exit will be retained. This exit will be monitored and managed by Auckland One Rail.

Maungakiekie-Tāmaki Local Board

Summary of feedback:

Overall supportive of the design option presented and believed it was an excellent outcome with no loss of carparking at Glen Innes Station.

Questions were initially raised regarding ramps and whether they could be an option for the station, however the local board understood the space limitations and length of the ramp would make this impractical.

Feedback also looked ahead to future plans for Glen Innes Station, with a suggestion to build a pedestrian bridge that connects both sides of the station and to remove the existing underpass.

How this feedback was reflected in the design:

- Accommodating growth at Glen Innes will require future considerations across the rail network to ensure that current planning accommodates for future changes. The modular design of the bridge structure allows for future proofing of Glen Innes Station.
- The team considered an option at the Northern end of the platform due to existing pedestrian movements. Due to existing constraints, technical risks, impact to the carparking and volume of enabling works required to facilitate an option here, it was assessed that this would not be achievable within programme or budget.

Manurewa Local Board

Summary of feedback:

Overall supportive of the design option presented and liked that it gives access to both sides of the tracks.

Members understood that adding ramps instead of lifts would cost more and take up a lot more space.

There was also a preference for some form of weather protection, even if it's only partial cover.

How this feedback was reflected in the design:

- Weather protection by way of canopies will be included in the final design.

Stakeholder feedback

Capital Project Advisory Group

The members of this group expresses their concerns about the design using lifts instead of ramps. They were worried about how reliable the lifts would be and how people would safely leave the platform if the lifts weren't working.

Through continued engagement with the group, AT were able to provide detail on the operational procedures in place should there be an unplanned outage and how accessible customers could continue with their travel.

We also provided the group with details of the at grade exit that would be retained at the stations. This exit would be used in the event of an emergency/evacuation to ensure customers can exit the station platform safely.

Business associations

In Glen Innes, the business associations asked to be involved early to help reduce construction impacts.

In Takanini, the business association representative was particularly interested in the removal of road-level crossings and how those changes might affect vehicle movements in the area.

Resident associations

We spoke to two resident association groups, both of which are very interested in the changes happening in their community.

In the Takanini area there was an evening session held by the resident's association about the work proposed and encouraging members (residents) to engage with the team and provide feedback.

In Glen Innes, the representative we spoke with conveyed their frustration with construction happening over the past few years and the need to manage construction impacts a lot better than previous AT projects.

Other organisations

Several other local agencies have been engaged. This includes Tamaki Regeneration and the Family Community Centre in Glen Innes as well as church facilities and local community health centers and schools across all three locations.

Feedback included:

- Design of the pedestrian bridge and material used
- Location of the pedestrian bridge and how this changes the current access for customers and community
- Lighting and security
- Reliable and well-maintained lifts
- Alternative access
- Concern about car park removal at Takaanini
- Weather protection
- Anti-throw/ climb and jump screens

Face to face communication and engagement

Door knocking:
The communication and engagement team visited 68 nearby properties around each station to speak directly with local residents.

Feedback was overwhelmingly supportive and provided valuable insights into how locals use the stations and surrounding areas—often differing from broader community views.

Customer outreach at train stations:
AT ambassadors engaged directly with train users at Glen Innes, Takanini, and Te Mahia stations. They shared flyers, design renders, and access maps. Feedback was positive, with customers encouraged to provide input online.

Information sessions:
Four sessions were held in May to connect with the wider community and stakeholders:

- Te Oro 10-year event
- Everybody Eats pop-up
- Takaanini Community Hub (8 & 17 May)

Around 90 people attended, including elected officials, resident groups, and key stakeholders.

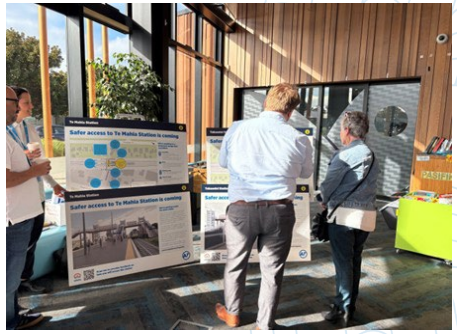
General Themes
Face-to-face engagement was well received, allowing AT to address questions before discussing the level crossing removals and proposed pedestrian bridges. Feedback was largely positive, with strong support for accessible, safe, and well-connected designs.

Key Concerns

- Reliability of lifts and emergency support
- Safety in wet weather—non-slip surfaces and tactile materials

Station-Specific Insights

- Takaanini: High use by elderly and commuters; parking is essential; safety around stairs and platforms is a priority.
- Te Mahia: Station's setback location contributes to anti-social behaviour, including dirt bikes and rock-throwing.
- Glen Innes: Underpass feels unsafe; concerns about access from St John's and traffic impacts on Apirana Avenue.



Social media

Our strategy focused on sharing AT-led posts to drive traffic to the engagement survey and events.

We also encouraged key stakeholders—including councillors, local boards, and groups like the Glen Innes Village and bike community—to amplify the message.

Overall, feedback was mixed but largely constructive. Notably, Bike Eastern Suburbs generated detailed discussion around the proposed bike ramp width. This input was valuable and has been shared with the design team to ensure the final design meets community expectations.

Survey responses

Survey summary

Purpose and approach:

The preferred design of each of these three stations has been developed based on timeframe and design criteria (explained earlier).

Engagement with community was prioritised to test the preferred design and gather detailed customer insights that will feed into detailed design work the team can now progress.

The focus of the engagement was on access, connection, and safety. The team wanted to understand how best to tie these pedestrian bridges and new access points to the community/ existing area.

Timeframe and engagement period:

Monday 5 May and Friday 30 May

Questions asked in the survey:

1. *What needs to be included or considered to make sure everyone has access to and from the station?*
2. *What ideas do you have to help us ensure the pedestrian bridge feels safe for people to use day and night?*
3. *If you bike to the station, we want to provide you with the choice to leave your bike safely or take it on the train. Please share how we can best support these journey types for you.*
4. *Is there any other local information you can share with us about how we can best develop the designs of this pedestrian bridge?*

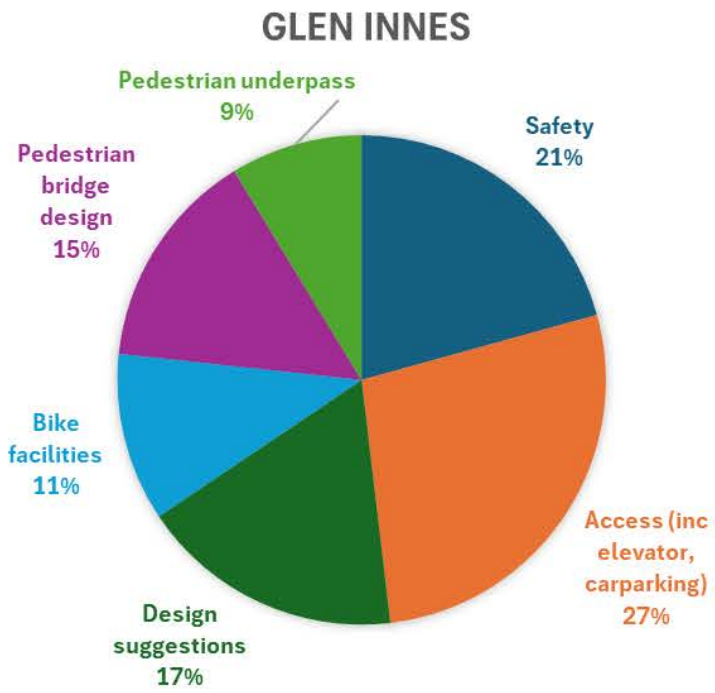
Number of people responded

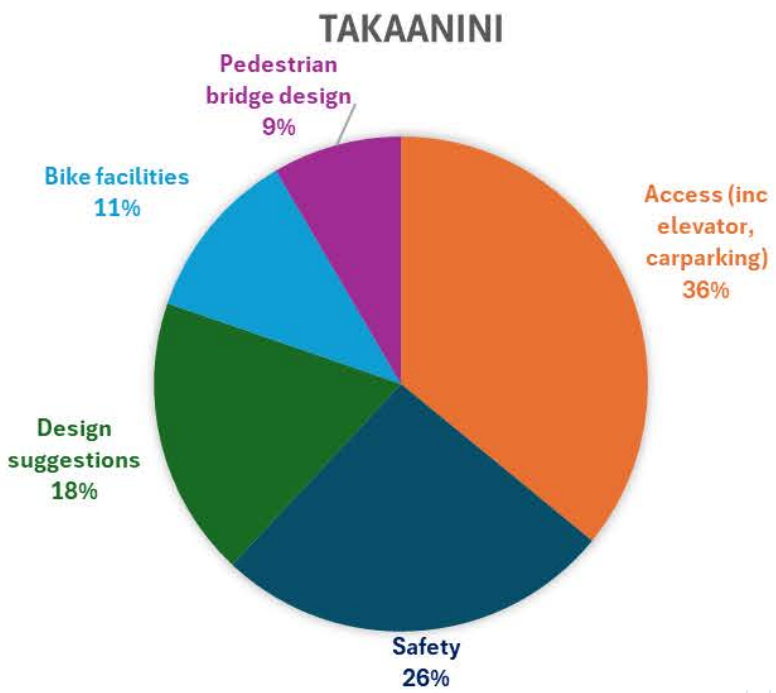
- 138 Glen Innes (640 insights)
- 40 Takanini (159 insights)
- 36 Te Mahia (165 insights)

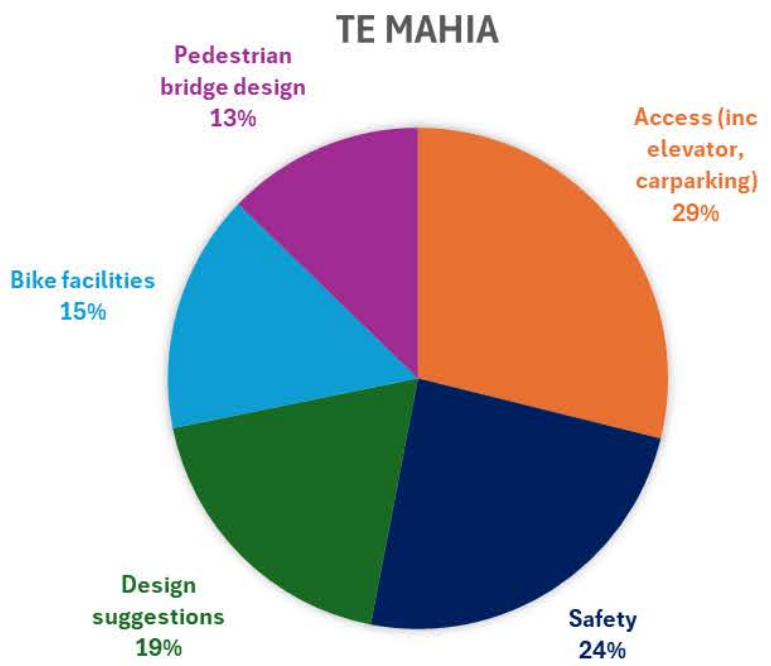
Top trending themes

- Access (including carparking/ drop-off areas)
- Safety and security
- Design suggestions:
    - Consistent items raised – inclusion of weather protection and anti-climb/throw/jump screen on pedestrian bridge
- Pedestrian bridge design and material (such as width of stairs and material used and bike access on stairs)
- Bike facilities, including secure bike storage/ parking

Themes and feedback per location

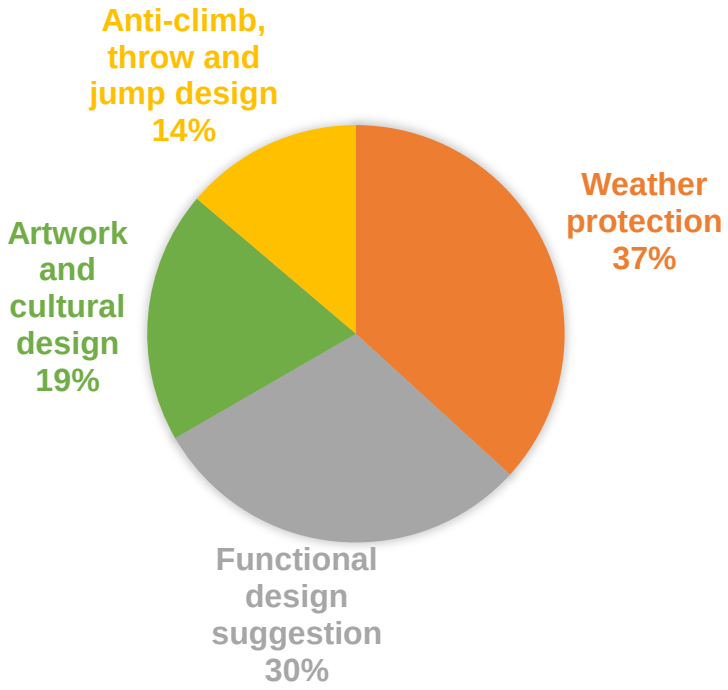




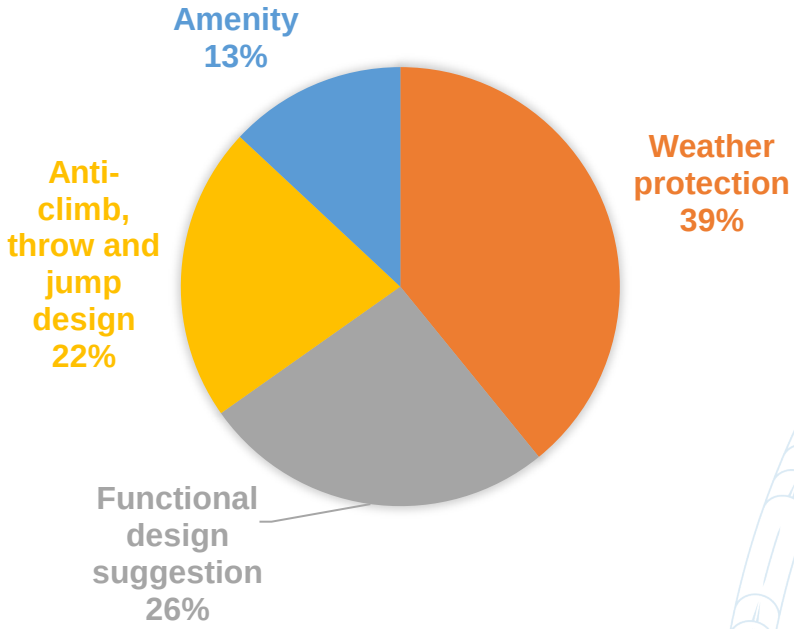


Design suggestions raised/ requested

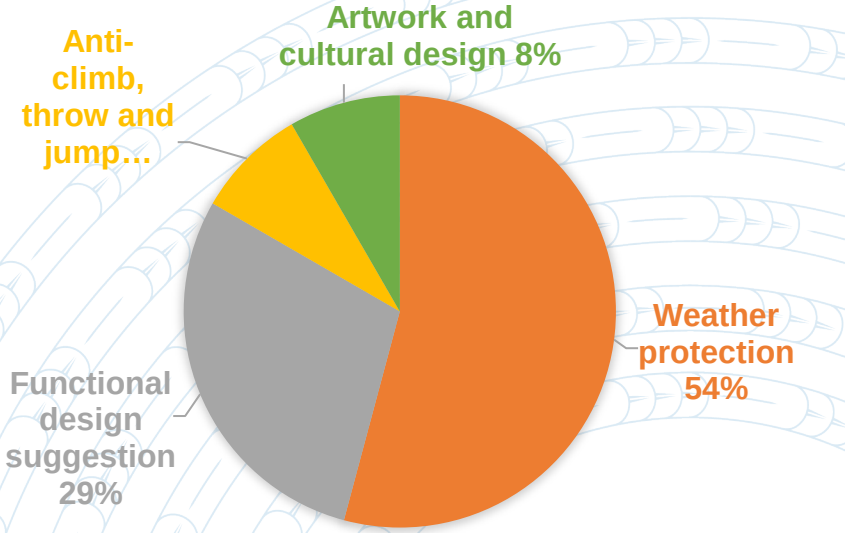
GLEN INNES



TAKAANINI



TE MAHIA



Weather protection represented the largest amount of feedback across all stations from a design suggestion perspective. 54 people (25%) raised this in the survey and a few in the community conversations had in person.

Key themes across all three locations:

Access feedback and response:

Lifts accessibility and reliability

Lifts were widely supported as the preferred option over ramps, especially for elderly users, families with strollers, and those with mobility needs. Each lift will be weather-resistant, with a capacity of up to 26 people, and space for bikes, wheelchairs, mobility scooters, cargo bikes, and strollers.

AT and Auckland One Rail actively monitor lift performance and carry out regular maintenance to ensure reliability. In the event of an unplanned outage, customers are notified via the AT app, website, onboard announcements, and station PA systems. Planned maintenance is communicated through station posters and the AT app, with alternative routes and transport options provided.

For mobility users and those with large strollers affected by lift outages, free wheelchair-accessible vans can be arranged by contacting the AT Call Centre or speaking to station staff.

In emergencies, an at-grade accessible exit will be available and managed by Auckland One Rail.

Safety and security feedback and response:

Lighting and surveillance

AT will assess lighting and security measures during the detailed design phase to ensure the pedestrian bridge is equipped with appropriate lighting, CCTV cameras, and emergency alarms. This safety review will be based on the final design, which incorporates community feedback, and will guide the optimal placement of these features.

Wider area considerations

AT is also reviewing the surrounding areas, including car parks, the underpass approach in Glen Innes, accessway in Te Mahia, and nearby shared paths and cycleways, to ensure these spaces are well-lit and monitored. The goal is to create a safe and welcoming environment for people accessing the pedestrian bridge, both during the day and at night.

Visibility and sight lines

A key theme in the feedback was the importance of clear sight lines and open, visible spaces. The design will reflect this by ensuring good visibility throughout the station precinct and surrounding area.

Design suggestions and response:

Weather protection was requested to improve safety for those using the stairs and bridge, particularly during wet conditions.

Customers expressed concerns about slipping hazards and the challenges of using umbrellas on the stairs and bridge during busy periods.

While weather protection was not considered in the initial design canopies will be included in the final design.

Anti-climb, throw, and jump screens were identified by customers and the community as essential to prevent anti-social behaviour on the pedestrian bridge.

In response, additional safety screens will be incorporated into the design alongside the existing protection barriers that prevent access to the electric train lines.

The project team is currently reviewing suitable materials and design options for these screens and will confirm the final appearance before construction begins.

Functional design and accessibility features

The pedestrian bridge will incorporate detailed functional design elements to enhance safety and accessibility. These include non-slip surfaces, handrails, tactile indicators, and Braille signage within the lifts. These features reflect feedback from customers and the community, emphasising the importance of a high-quality user experience.

The bridge will be constructed using concrete with a broom-finished surface to provide a textured, non-slip exterior. All surface tactiles and handrails will adhere to AT standards to ensure consistency and accessibility.

Wayfinding and connectivity

Wayfinding was identified as a key component to support seamless movement between transport modes, including buses, walking and cycling paths.

As part of this project, clear and accessible wayfinding signage will be installed to guide users effectively. This includes highlighting the most suitable routes for individuals with mobility challenges, ensuring inclusive access for all.

Pedestrian bridge design features – feedback and response:

Ramps to access pedestrian bridge:

Ramps will not be included in the design due to the extensive land requirements needed to achieve a suitable gradient for universal accessibility. Constructing ramps would necessitate significant space, including the removal of existing car parks and potential property acquisition. From a customer experience standpoint, the extended length of the ramps would result in considerably longer walking distances and travel times to and from the station.

Width and design of stairs, bridges, and walkways:

The pedestrian bridge will feature stairs and walkways with a width of 2.5 metres. This design ensures sufficient space for safe and comfortable movement for all users accessing the station platform.

Bike facilities and access – feedback and response:

Bringing Bikes on Trains

Some community members raised concerns about limited space for bikes on trains during peak travel times. The project team acknowledges that trains can be crowded during these periods. As a result, providing secure bike storage options at the station is being considered to support those who are unable to travel outside peak hours.

Bike Ramp on Pedestrian Bridge Stairs

Feedback from the cycling community highlighted the importance of a well-designed bike ramp on the pedestrian bridge stairs. Key considerations included accommodating various tire widths and ensuring adequate clearance from handrails. The proposed design includes a 300mm-wide concrete ramp, allowing cyclists to comfortably push their bikes up and down the stairs.

Secure Bike Racks

Existing bike parking facilities will be retained but relocated closer to the pedestrian bridge entrance. This new location will offer improved passive surveillance, weather protection, lighting, and CCTV coverage.

In response to community concerns about bike theft and security, AT Auckland is exploring the procurement of more secure bike storage solutions across the wider Auckland network. Timing and final details are still to be confirmed.

Key themes in Glen Innes

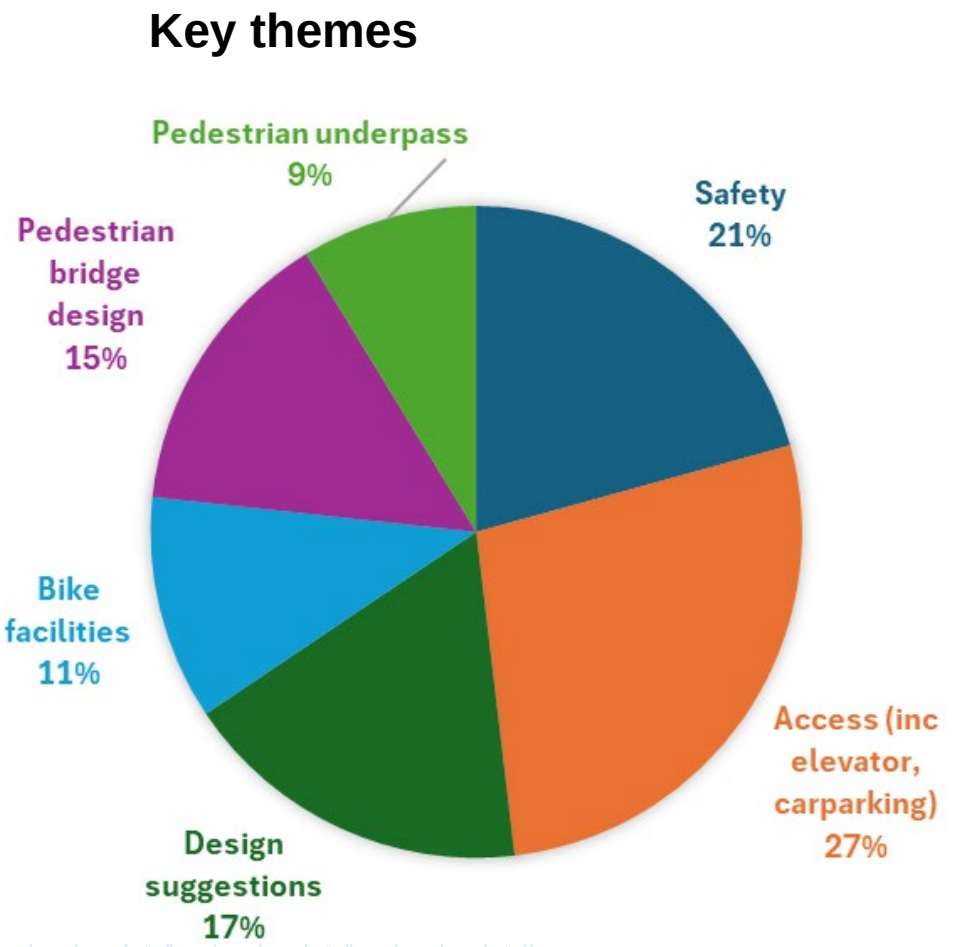
We heard strong support for closing the level crossings at Glen Innes Station and replacing them with a new pedestrian bridge. Feedback highlighted that the bridge must be fully accessible, safe, well connected, and designed to meet the needs of all users.

Some community members suggested keeping the level crossings or relying solely on the existing pedestrian underpass. However, removing the level crossings and replacing them with a new accessible bridge will provide a safer and more efficient way to access the station, while also helping to improve train journey times. The underpass will remain in place, but on its own, it cannot accommodate the number of people using the station, particularly during peak times.

A key theme in the feedback was the need for weather protection on the pedestrian bridge and stairs. People said they want protection from the weather on the pedestrian bridge and stairs. Many were especially concerned about the stairs, where rain could make surfaces slippery and umbrellas could make it hard to move around safely.

The reliability of lifts was also strongly emphasised. Community members stressed that lifts must be dependable and well-maintained to ensure the bridge is truly inclusive especially for all users including those using wheelchairs and mobility scooters, e-bikes, families with strollers and older or younger people.

While this project does not include additional car parking, it is closely connected to the new shared path and cycleway, as well as the Apirana Avenue bus interchange, to support a range of travel options and encourage more active and sustainable transport choices.



Glen Innes Station specific feedback and responses – in addition to the key themes shared across all three locations

Access feedback and responses:

Car parking and drop-off facilities
Community feedback highlighted the desire for additional car parking and drop-off areas at Glen Innes Station, particularly due to the number of students being dropped off and commuters using park-and-ride from surrounding suburbs. While additional car parking is not included in this project, AT's First and Final Leg team is considering the inclusion of a dedicated drop-off zone.

Connections to bus interchange and shared paths
Many people emphasised the importance of seamless connections between the station, local bus services, and the shared walking and cycling paths. This has been a key focus in the design of the pedestrian bridge, which will directly link to the pedestrian crossing, the Links to Glen Innes shared path and cycleway, as well as the Glen Innes town center.

Safe access along Merton Road
Concerns about safe walking and cycling access along Merton Road were raised. These will be addressed in the final stages of the Links to GI Project, scheduled for completion by the end of the year. This work will improve safety and connectivity for those accessing the station from the western side.

Pedestrian underpass use and upgrades
The continued use of the pedestrian underpass, especially by cyclists, was strongly supported. The underpass will remain open, and based on feedback, AT will carry out safety and maintenance upgrades before the level crossings are closed. These improvements will include better lighting, drainage to prevent surface flooding, and general safety enhancements.

Merton Road accessway and level crossing
Some feedback requested that the Merton Road accessway and level crossing remain open for those coming from the St John's side of the station. While AT acknowledges these concerns, the removal of level crossings across the network is essential for safety and rail efficiency. Constructing a similar pedestrian bridge at this location would require significant property acquisition, high costs, and complex infrastructure changes, including platform extensions and relocation of KiwiRail assets. However, improvements to Merton Road through the Links to GI project will provide a safer and more direct connection from the western side of the station to Apirana Avenue and the new pedestrian bridge.

Design suggestions and responses:

Artwork and cultural elements
Feedback from local customers, community members, and stakeholders varied widely in terms of desired design features, ranging from a minimalist "no-frills" approach to more visually striking, "Instagrammable" elements.

The station will feature a modular design constructed primarily from concrete. AT is actively engaging with local mana whenua to incorporate cultural artwork and design elements that reflect the identity and heritage of the area. These contributions will help shape a meaningful and inclusive space for all users.

Safety feedback and responses:

Vegetation Removal
In response to feedback, vegetation around the car park at the corner of Merton Road and near the pedestrian underpass is being cleared. This will improve visibility and enhance safety in these areas.

Pedestrian Underpass Improvements
Concerns about safety and the overall condition of the pedestrian underpass were frequently raised.

AT will undertake upgrades before the pedestrian bridge becomes operational, and the level crossings are closed.

These improvements will focus on:

- Enhanced lighting
- Addressing surface flooding
- General safety upgrades

Pedestrian bridge feedback and responses:

Bridge location

Several people asked why the pedestrian bridge is proposed in its current location, as shown in the project communications. This site was selected for several key reasons:

- It is located on vacant land, meaning no property acquisition is required.
- There is no need to modify the KiwiRail network, including the platform or electrical systems.
- It provides direct access to Apirana Avenue, the pedestrian crossing, and the shared walking and cycling path.
- It connects conveniently between car parking areas, particularly improving access from the southern car park.
- The location avoids impacts on existing car parks or private/public property beyond the vacant land.

This placement helps reduce project costs, delivery time, and disruption to the community and customers.

Extending the bridge over Apirana Avenue

Some feedback suggested extending the bridge across Apirana Avenue, similar to a concept previously shown by Tāmaki Regeneration. However, this would require a major redesign, additional funding, and significantly more time, as well as greater disruption to the surrounding community.

As Glen Innes grows in the future, the station will evolve and further access improvements are likely to be required. The modular design of the bridge structure allows for future proofing of Glen Innes Station.

Level crossings and underpass use

Some community members questioned whether the level crossings could remain or if the existing pedestrian underpass could be used instead of building a new bridge.

AT is committed to removing level crossings across the network to improve safety and rail efficiency. While the pedestrian underpass will remain in use, it cannot accommodate the volume of people, especially during peak times, and does not meet accessibility requirements on its own. Therefore, the new pedestrian bridge is essential to ensure safe, accessible, and efficient station access for all users.

Key themes in Takanini

We heard strong support for replacing the level crossings at Takanini Station with a pedestrian bridge. Community members emphasised the importance of the new bridge being safe, fully accessible, and well connected.

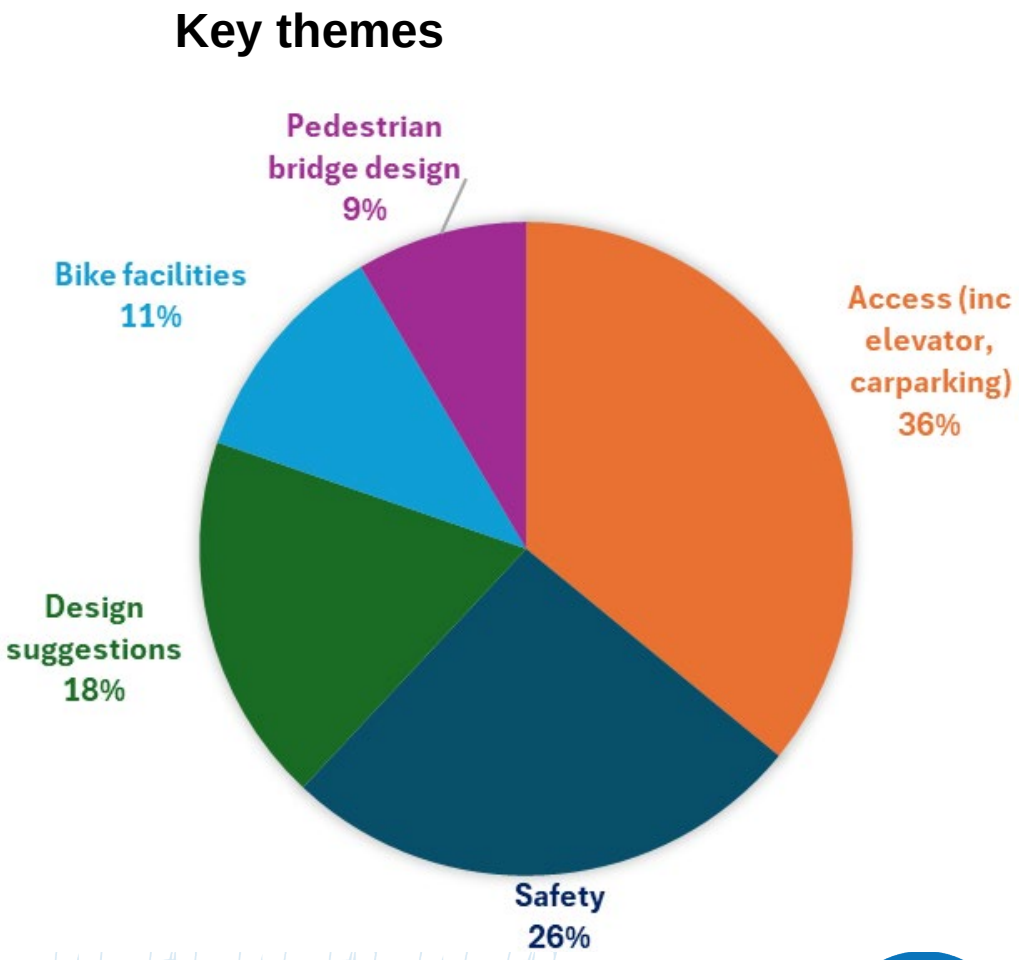
Many people shared that they do not feel safe using the current level crossings, especially when travelling with children to daycare, school, shops, and other local facilities. The pedestrian bridge is seen as a much-needed improvement to support safer and more inclusive access.

Concerns were raised about the removal of car parks, particularly by customers who use the station as a park-and-ride from surrounding rural areas. In response, the design has been revised to reduce the number of car parks affected from 19 down to 13 by adjusting the placement of the stairs within the car park. AT is currently working with KiwiRail to minimise any re-work of the bridge should a 3rd and 4th track be delivered in the future, which may require us to adjust the bridge alignment and/or lifts/stairs.

People also said they'd like shelter from the weather on the bridge and stairs. They mentioned that having covered areas would help stop people from slipping when it's wet and make it more comfortable to use in any weather.

The importance of reliable lifts was also strongly emphasised, particularly to support accessibility for all users, including those using wheelchairs and mobility scooters, e-bikes, families with strollers and older or younger people. Ensuring the lifts are dependable and well-maintained will be critical to making the bridge truly inclusive.

Additional feedback included requests for public toilet facilities and more seating. While this is outside the scope of the current project, seating options will be reviewed during the final design phase to improve comfort for station users.



Takanini Station specific feedback and responses – in addition to the key themes shared across all three locations

will not be included in this project.

Access feedback and responses:

Car parking removal concerns was the key theme for Takaanini Station
Concerns about the removal of car parks at Takanini Station were a key theme in the feedback received. Many people highlighted the station's role as a busy and well-used park-and-ride facility, with customers often travelling from surrounding rural areas to catch the train to work.

In response to this feedback, the design has been revised to reduce the impact on parking. The layout of the stairs within the car park has been adjusted, decreasing the number of car parks affected from 19 to 13. AT is currently working with KiwiRail to minimise any re-work of the bridge should a 3rd and 4th track be delivered in the future, which may require us to adjust the bridge alignment and/or lifts/stairs.

Access Between Maru and Station roads is an important community link
Preserving the connection between Maru Road and Station Road was identified as a high priority by local residents and station users. Many shared that they rely on this route daily to access schools, daycare centers, and local shops.

The new pedestrian bridge design ensures this connection remains intact. For example, if you're coming from Maru Road, you'll be able to use the lift or stairs to access the bridge. From there, you can cross to the opposite side and use another lift or stairway to reach the Station Road car park. Clear wayfinding signage and a dedicated pedestrian path through the car park will guide you safely to your destination.

Design suggestions and response:

Amenity requested as part of the project

Community feedback requested the inclusion of public toilets and additional seating as part of the replacement of the level crossings at Takaanini.

While these amenities are not part of the core scope of work, the project team will explore options to improve seating availability where possible. However, public toilets

Key themes in Te Mahia

We heard strong support for closing the level crossings and replacing them with a pedestrian bridge. Feedback emphasised that the new bridge must be fully accessible, safe, and well connected.

Concerns were raised about personal safety and anti-social behaviour at the station, particularly the risk of items being thrown from the bridge onto the platform or neighbouring properties.

In response, the design will include anti-climb, anti-throw, and anti-jump screens, along with protective barriers to keep people safely away from the electric train lines.

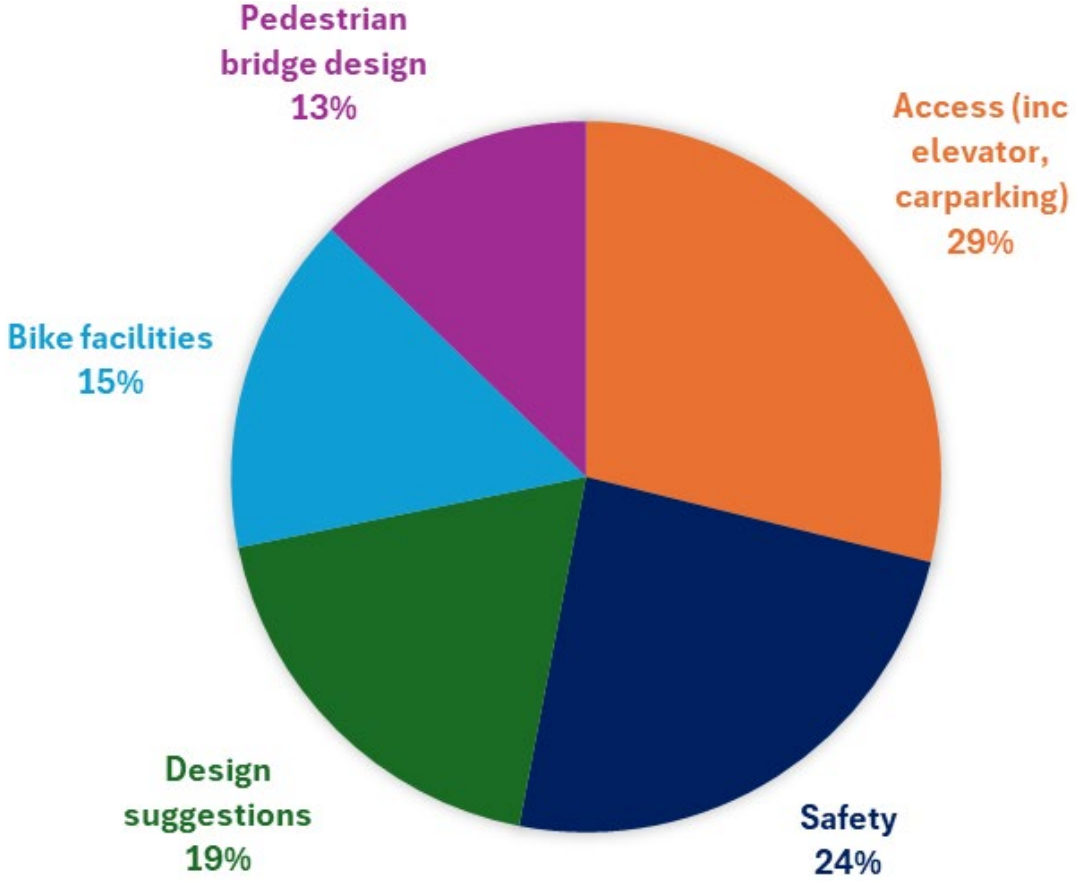
Weather protection was also highlighted as an important feature, with many people requesting covered areas on the bridge and stairs to reduce slipping hazards and improve comfort during wet conditions.

Reliable lift access was identified as essential to ensure the bridge is truly inclusive. Community members stressed the importance of lifts being dependable and well-maintained to support all users including those using wheelchairs and mobility scooters, e-bikes, families with strollers and older or younger people.

Access challenges were noted, especially for customers being dropped off from Great South Road. The need for safety improvements along the accessway to Ferguson Street was also a key theme.

Some community members suggested incorporating cultural artwork and design elements into the station to help deter graffiti and enhance the appearance of the plaza area facing Great South Road.

Key themes



Te Mahia Station specific feedback and responses – in addition to the key themes shared across all three locations

Access feedback and responses:

Car parking and drop-off facilities
Community feedback highlighted a need for dedicated car parking and a drop-off area at Te Mahia Station.

While additional car parking is not part of this project, AT's First and Final Leg team is currently exploring potential options for a drop-off zone.

Due to Great South Road being a busy arterial route, it is unlikely to be suitable for this purpose. However, Ferguson Street may offer more viable opportunities for a safe and accessible drop-off area.

Access between Ferguson Street and Great South Road:
Maintaining a connection between Ferguson Street and Great South Road was identified as a key priority by local residents and station users. Many people shared that they use this route daily to access schools, daycare centers, and local shops.

The design ensures that this important connection will be preserved via the pedestrian bridge. For example, if you're coming from Ferguson Street, you'll be able to use either the lift or stairs to access the bridge. Once on the bridge, you can walk across to the opposite side, where another lift or stairway will take you down to the Great South Road plaza. Clear wayfinding signage and enhanced lighting will help guide you safely to your destination.

Shared paths and cycleways

Several people noted that cycling access to the station via Great South Road is not currently cyclist-friendly. As Great South Road is a major arterial route, it is not under review for cycling improvements at this time.

Instead, bike access is better supported through nearby local roads, which can connect directly to the station entrance via Ferguson Street. This approach offers a safer and more practical route for cyclists accessing the station.

Ferguson Street accessway

Concerns were raised about the safety and narrowness of the accessway connecting Ferguson Street to the train station. AT will review this area as part of the detailed design phase.

As the available land is limited and property acquisition is not possible at this location, improvements will focus on enhancing the existing space. This includes upgrades to fencing, lighting, CCTV, and other security measures to improve safety and comfort for users.

Design suggestions and response:

Culture art and design

The idea of incorporating more artwork and beautification at Te Mahia Station was raised by several community members. Suggestions included adding a mural or a piece of cultural artwork to enhance the space. People also noted that such features could help deter graffiti and contribute to a more welcoming and well-maintained environment.

We explored opportunities for mahi toi at the station in partnership with mana whenua. While they chose not to pursue this at this time, we remain open to future collaboration when the time is right.

How feedback has been taken into consideration / used?

Most of the feedback we received was consistent with the project delivery goals, specifically:

- ✓ Lifts will be installed that will have a regular maintenance schedule and operational procedure in place for any breakdowns or emergencies
- ✓ Lifts will have capacity for 26 people so strollers, e-bikes, courier bikes, wheelchairs and mobility scooters will all be able to comfortably use these
- ✓ The pedestrian bridge will be constructed from concrete and provide stair access, non-slip surfaces and design standard tactiles for low vision customers
- ✓ Width of the stairs and pedestrian bridge are confirmed to be 2.5m, allowing space for people to pass and travel in both directions safely
- ✓ Well-designed bike access ramps on stairs are confirmed to be 180mm in width (wide enough for all bike tires) and designed with space away from handrails
- ✓ Lighting and security (including CCTV), emergency alarm help points, lighting on and around the pedestrian bridge are all included in the design and will be confirmed prior to construction
- ✓ Existing bike racks will be moved from the current location to the base of the pedestrian bridge, where there will be weather protection, CCTV and lighting
- ✓ Wayfinding will be included to help people with the transition between the bus interchange, shared path/ cycleway and train station
- ✓ For the southern line stations (Takaanini and Te Mahia stations) the design of the pedestrian bridge will be future proofed to allow for the fourth tracking of the southern rail line and for E-gates to be introduced in the future.

How other feedback receive is being incorporated:

How we are using customer, community and stakeholder insights to improve the pedestrian bridge (this project):

- ✓ Anti-climb/throw/ jump screens will be included as a core safety feature in the final design.
- ✓ Weather protection by way of canopies will be included in the final design.
- ✓ Confirm the cultural design elements with mana whenua at Glen Innes Station
- ✓ Confirming safety improvements for the Ferguson Street accessway will be made at Te Mahia Station Changed the stair design and reduced the number of car parks being removed at Takanini Station – from 19 to 13 car parks being removed. AT is currently working with KiwiRail to minimise any re-work of the bridge should a 3rd and 4th track be delivered in the future, which may require us to adjust the bridge alignment and/or lifts/stairs.

How AT is addressing other important customer, community and stakeholder insights shared:

- ✓ Review of drop-off / pick up area options at all three stations
- ✓ Review of more secure bike storage at the station (and more broadly across Auckland) at all three stations
- ✓ Review of whether more hop-card readers are needed at all three stations.

Glen Innes specifically:

- ✓ Vegetation removal (close to car park near Merton Street) – undertaken in June 2025
- ✓ Upgrade of the pedestrian underpass prior to the closure of the level crossings.

Next steps

Next steps

1. Finalise the design
2. Confirm timeframes and dates for construction – looking to start early works in September to make the most of the rail shutdown periods
3. Communicate construction timeframe with the community in the coming months.