



Feedback Report: approaches to construction

Carrington Road Improvements Project

December 2025



Executive summary

Auckland Transport is delivering the Carrington Road Improvements project to support significant housing development and urban growth in Mount Albert. The project, funded through the Infrastructure Acceleration Fund, will upgrade Carrington Road to accommodate increased travel demand and improve safety and accessibility.

Preference for shorter construction period:

Public consultation on construction approaches was held from 25 August to 14 September 2025, seeking community preferences on trade-offs between construction duration and disruption. A total of 76 people provided feedback, with most expressing a preference for shorter construction period.

- 49% of respondents supported restricting access to side streets to complete work faster.
- 53% supported longer working hours and weekend work to accelerate delivery.

Key themes

- Strong desire to “get it done quickly.”
- Concerns about disruption, access for residents, and safety for pedestrians and cyclists.
- Requests for clear communication during construction.

Each of the two drop-in sessions attracted around 20–30 attendees, with discussions focused on design decisions, congestion, parking, and access.

The project has been shaped through engagement with Mana Whenua, the Albert-Eden Local Board, local residents, organisations and businesses, and advocacy groups. Engagement will continue through construction planning and into construction.

Next steps:

- Resource consent hearing in late 2025.
- Sharing a design for the Mount Albert rail overbridge in 2026.
- Contractor procurement in early 2026, with construction expected to start in Autumn 2026 and finish in 2028.

Auckland Transport will re-engage the community once a contractor is appointed and provide detailed staging and communication plans.

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Introduction

Project background and context

Auckland Transport is upgrading Carrington Road to support local housing development and wider growth. The Carrington Road Improvements project receives crown-funding through the Infrastructure Acceleration Fund, enabling early delivery of key transport upgrades to support urban development.

Land adjacent to Unitec is being developed for housing by three Tāmaki Makaurau Rōpū, as commercial redress under their collective Treaty settlement. The development is being facilitated by the Ministry of Housing and Urban Development.

Over the next 10 to 15-plus years, at least 4,000 homes will be built, along with retail and commercial facilities, and parks and open spaces. Te Kukūnga Waka (Carrington Residential Development) will increase the number of people using Carrington Road and change how it is used and accessed.

The Carrington Road Improvements project is working within the funding available to ensure infrastructure is in place to support the new development, as well as growth and intensification in the wider area.

Successive rounds of community feedback have helped shape the project. In 2023, Auckland Transport sought community feedback on street layout options and the location of crossings. Community feedback helped shape a “preferred option” about which Auckland Transport sought community feedback in 2024. In 2025, the final design was shared with the community and feedback was sought on proposed approaches to construction. The community response is detailed within this report.

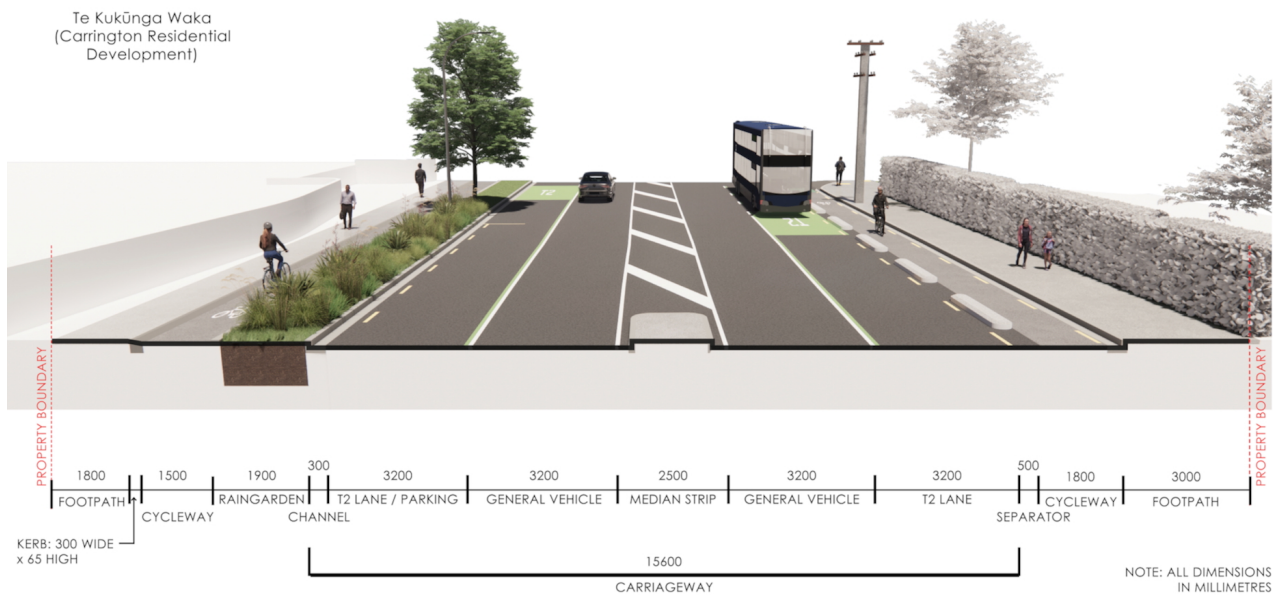


Figure 1: Typical Carrington Road cross-section, north of Woodward Road

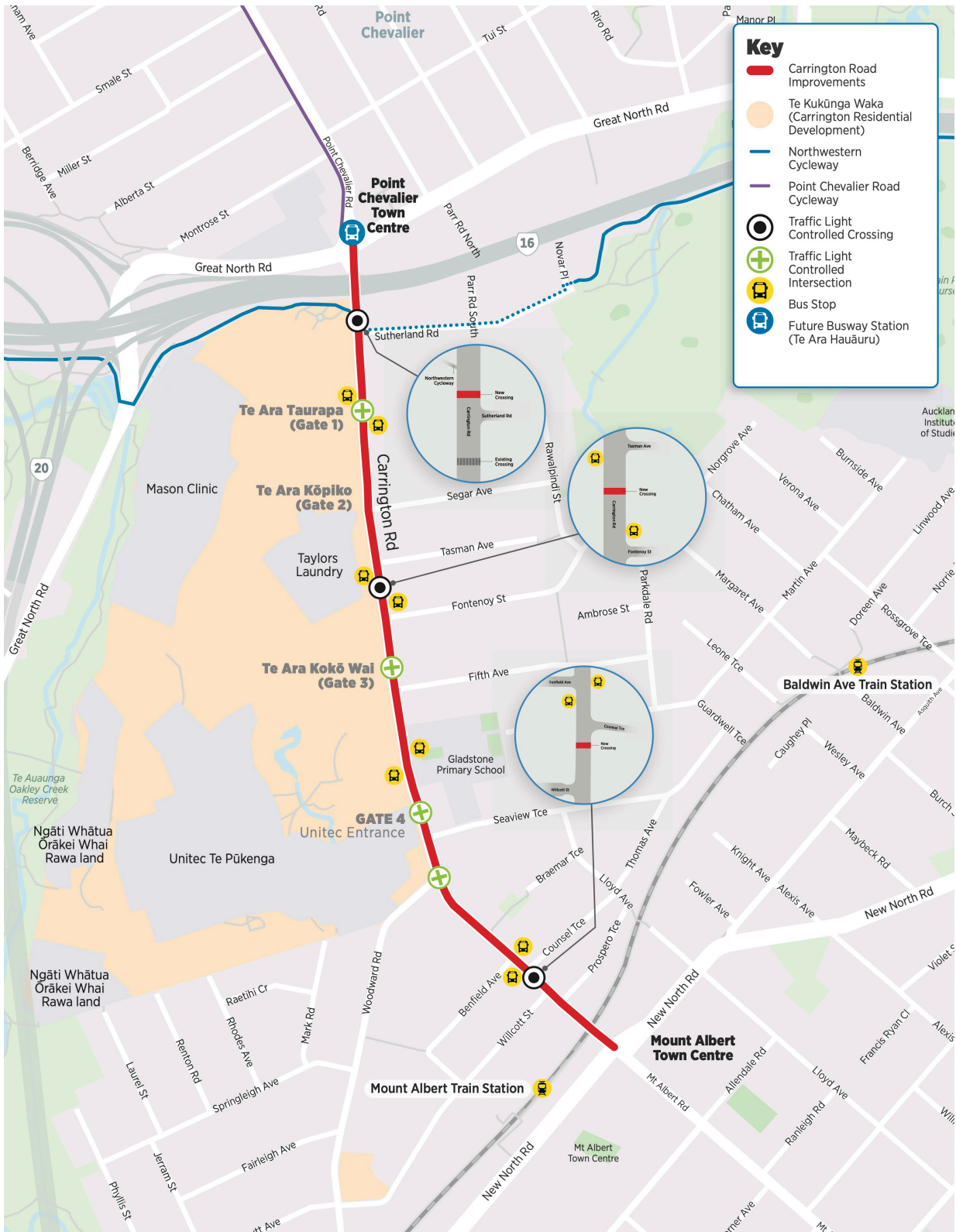


Figure 2: Carrington Road Improvements covers the length of Carrington Road.

Engagement overview

Public consultation ran from Monday 25 August to Sunday 14 September, 2025. The project web page was updated to include new renders and an updated set of street plans. The Mount Albert rail overbridge was not included within the street plans, as design and investigation work is ongoing.

The web page linked to an online survey, open for the consultation period. With the street design largely confirmed, feedback was sought on the community's preference for greater disruption and a shorter construction duration, or less disruption and a longer construction duration.

A total of 76 people provided feedback. A total of 17 people opened the survey but did not provide feedback. This was a low response rate compared with the 2023 (367) and 2024 (169) consultations.

A total of 40 people indicated their relationship to Carrington Road is based around travel along or to Carrington Road. A total of 16 people indicated that they live on Carrington Road or a side street.

A total of six people indicated "Other". Responses within this category included Bike Auckland's feedback, a landlord who owns property, and a cyclist who crosses Carrington Road.

Responses to the online survey questions should be considered within the context of people's relationship to Carrington Road. The response rate of people who indicated they live on or near Carrington Road was less than half those who travel along or to it.

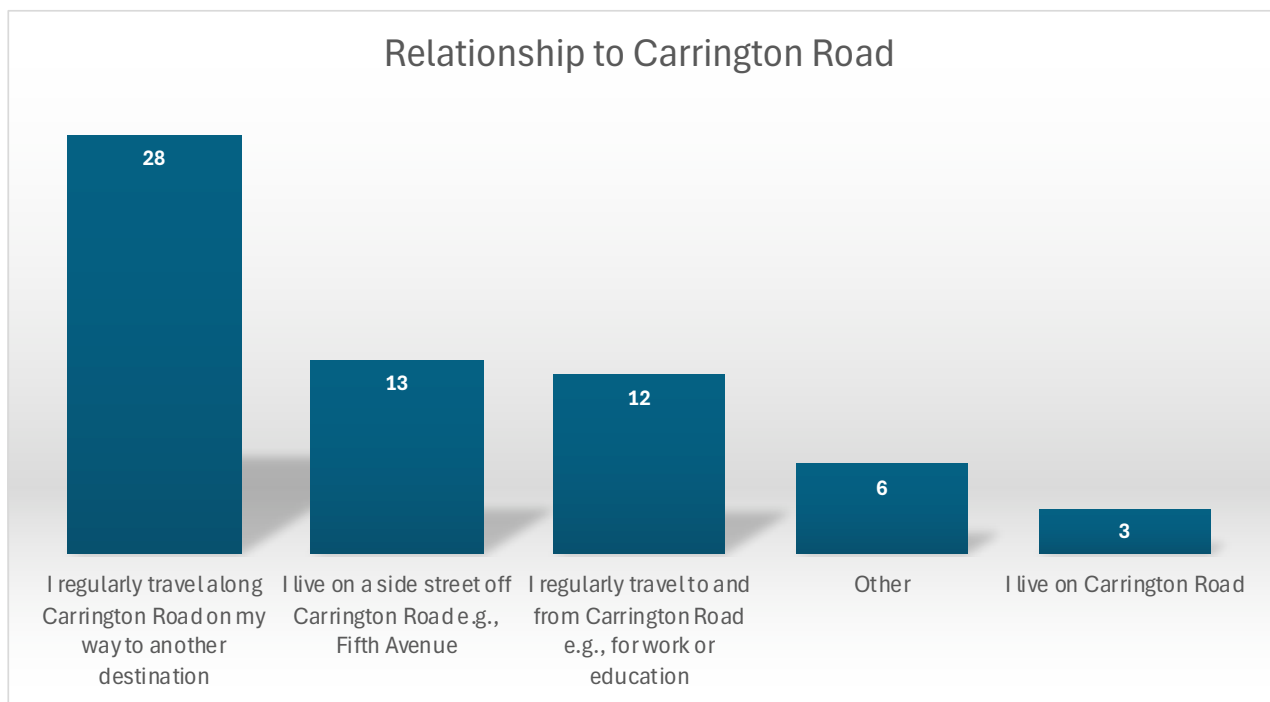


Figure 3: A majority of survey participants travel along, or to Carrington Road

Activities to raise awareness

- 7,774 flyers were delivered to properties along Carrington Road and within the surrounding area.
- 351 notification letters were mailed to owners of property on Carrington Road and side streets, where they were not owner-occupiers.
- A notification email was sent to 111 project partners, key stakeholders, and subscribers.
- 60 A2-size posters advertising the consultation were displayed along Carrington Road and side streets.
- Drop-in sessions were held at Gladstone Primary on Thursday 4 September, 3:30pm-6:30pm, and Saturday 6 September, 10:00am-1:00pm.

- A door-knock of businesses in the Mt Albert and Point Chevalier town centres was conducted. Multiple copies of flyers were left in customer-facing businesses such as hospitality and retail.

Drop-in sessions

At both drop-in sessions, a long plot of the street design was displayed on tables for attendees to view and project team members were on hand to answer questions.

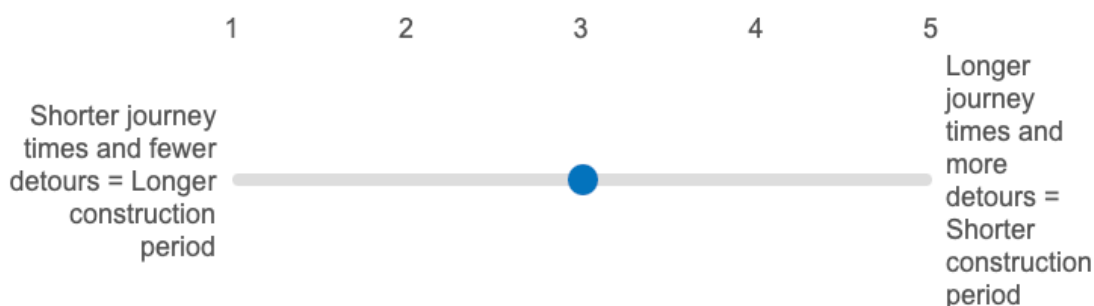
Both sessions were attended by around 20-30 people. Attendees were mostly familiar with the project but not the details of the changes. Conversation focussed more on design elements and the reasons behind decisions than construction planning. Key topics of discussion included:

- Decisions relating to the location of crossings and bus stops, use of traffic lights, type and timing of transit lanes, and cycleway design.
- Perceived and anticipated impacts of local development, e.g. congestion, loss of green space, over-subscribed schools.
- Congestion – both related to development but also the current experience of people driving along Carrington Road. The Mount Albert rail overbridge remains a key area of concern for community members.
- Parking – particularly in relation to the usefulness of new parking spaces on Carrington Road and how they might be used.
- Access – primarily in relation to the perceived impacts of changes to Carrington Road impacting on residents' ability to enter and exit their property.

Online survey feedback

Question one

By restricting access into side streets and working in more locations along Carrington Road, we can complete work faster. Let us know what is important to you.



Response breakdown

A total of 76 survey participants answered this question.

- Number of participants who selected 1 = 12
- Number of participants who selected 2 = 5
- Number of participants who selected 3 = 22
- Number of participants who selected 4 = 8
- Number of participants who selected 5 = 29

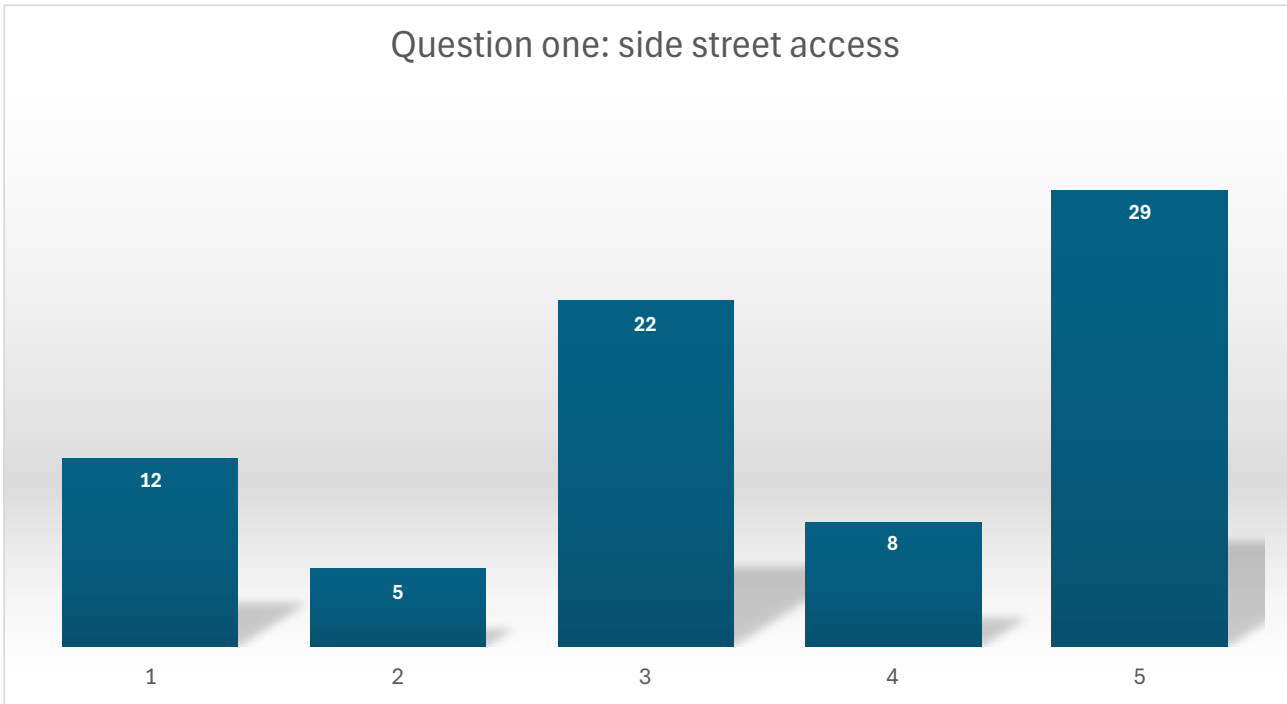


Figure 4: Question one: side street access

The combined number of responses selecting 4 or 5 was 37, or 49%. The combined number of responses selecting 1 or 2 was 17, or 22%. The number of responses selecting 3 was 22, or 29%.

The results indicate a majority of participants support restricting access to complete work faster.

Noting the small sample size, when participants are filtered for those who indicated they live locally, the preference for a shorter construction period remains, with 13 participants selecting 4 or 5, compared with two participants selecting 1 or 2.

- Number of local participants who selected 1 = 1
- Number of local participants who selected 2 = 1
- Number of local participants who selected 3 = 1
- Number of local participants who selected 4 = 4
- Number of local participants who selected 5 = 9

Thematic analysis of comments

Participants were asked to explain why they chose the rating they selected. Of the 59 comments provided, 28, or 47% can be summarised as wanting the project to be completed quickly. A total of 10, or 17%, can be summarised as wanting less disruption.

Question one: thematic analysis of comments

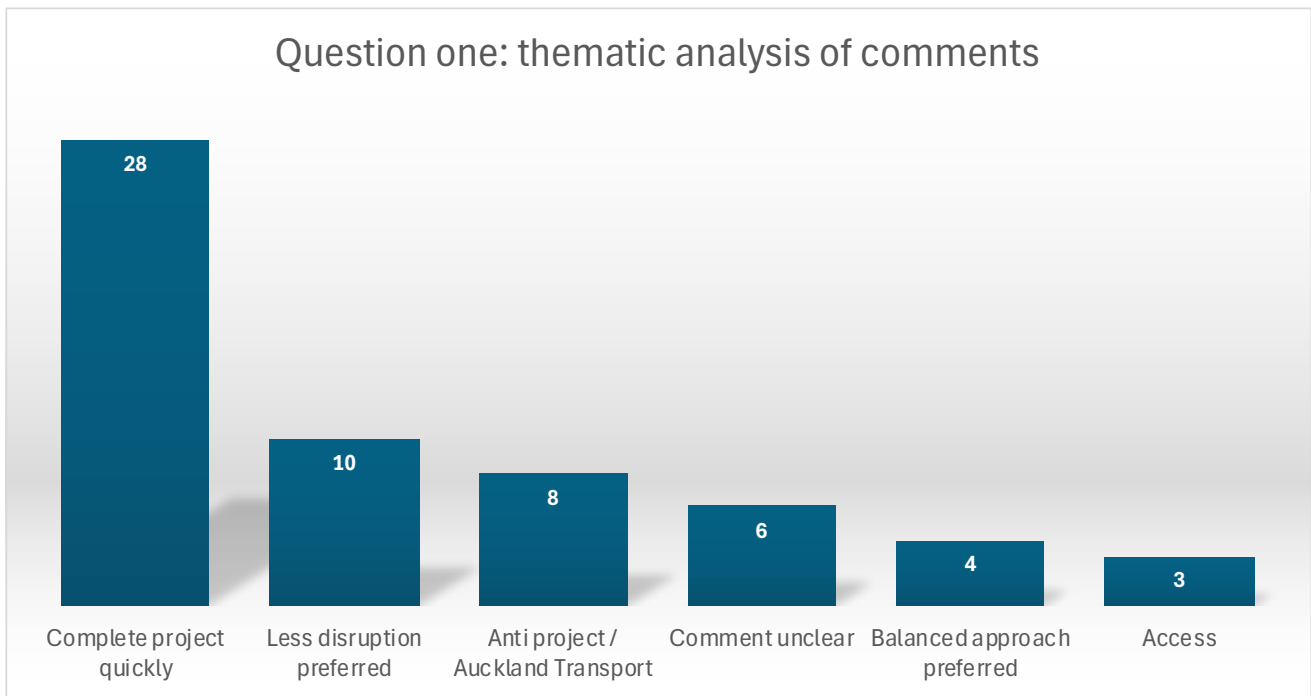


Figure 5: Thematic analysis of comments

Selected comments

“Makes sense to get it done as soon as possible”

“I am a local and use this road a lot and don't want to be sitting in traffic for hours each day.”

“I live on Sutherland Road and our children go to Gladstone Primary. Road closures will be very disruptive to us and would prefer more access during construction, even if it comes at the cost of a longer construction period.”

“This is a transformative project and it would be great to see it delivered as soon as possible.”

“A balanced approach is best.”

“As a person who rides a bike on Carrington Road safety is the most critical aspect for me and the sooner there is a separated cycle lane along the full length of the road the safer it will be to use for my commute.”

“I have zero confidence in the ability of AT to achieve anything good, as proven by the work you have done on other projects. There is no point in me saying which of these trade-offs I prefer, as everything AT does ends up being a farce and screwup.”

“The detours for Meola Rd and Pt Chev Road were truly painful. The least disruption to vehicle traffic during construction is the most important thing.”

Question two

Carrington Road is a residential area, so working at night is not allowed except where necessary, but we're considering maximising our hours of work during the day and working weekends. Let us know what is important to you.

Thematic analysis of comments

Participants were asked to explain why they chose the rating they selected. Of the 54 comments provided, 28, or 52% can be summarised as wanting the project to be completed quickly. A total of eight, or 15%, can be summarised as wanting less disruption.

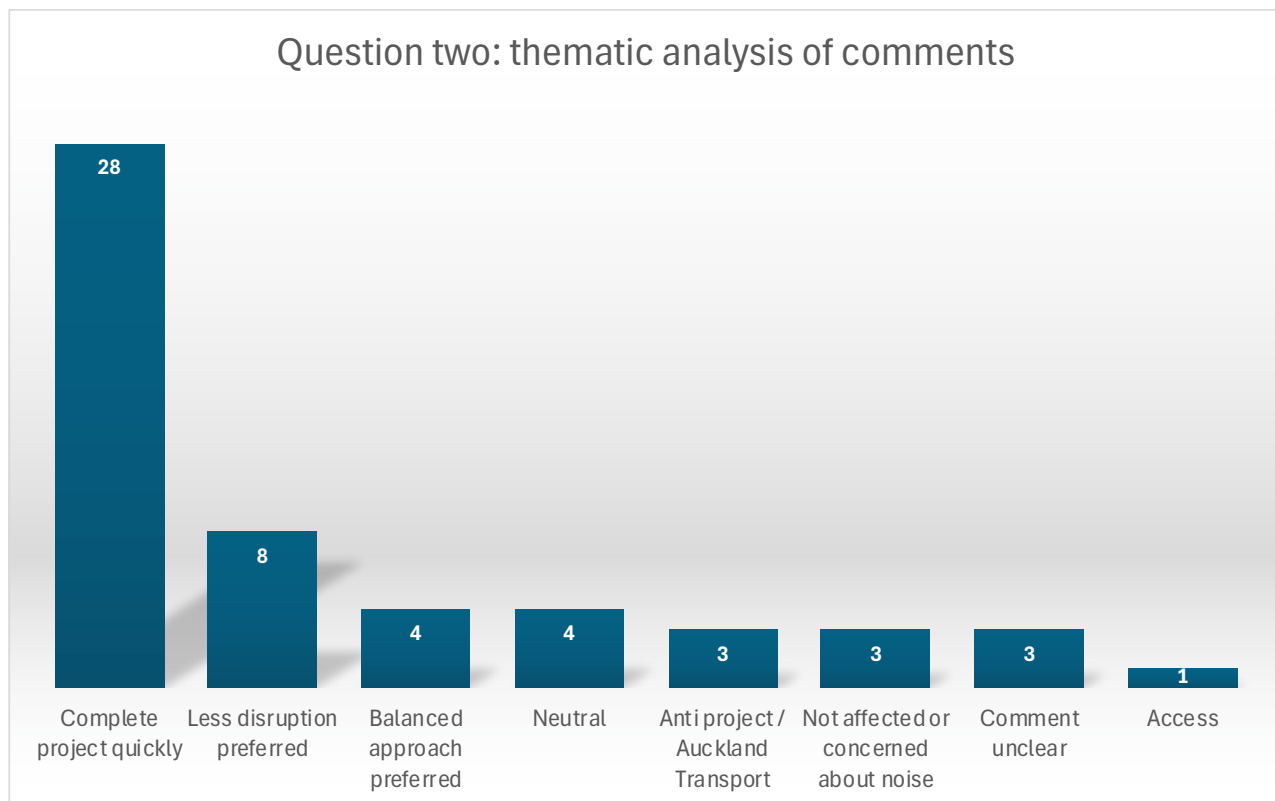


Figure 7: Thematic analysis of comments

Selected comments

“For the next 10-15 years, many apartments will be being constructed across Te Kukūnga Waka... Regardless of whether AT proceed to go quickly, or slowly, there will still be extended disruption... I would prefer to start enjoying the upgrades as soon as possible.”

“The locals have lost trust in AT and these plans and duration of these plans - look at point chevalier road, waste of money and time and so many unnecessary signs... these projects are not making roads safer, creates more congestion, frustration, cyclists are still using the road, it's a waste of money!”

“Get it done more quickly, before all the apartments go in.”

“It is important for the residents to have good rest otherwise it is going to impact the mental health of community.”

“I am often home during the day, so those like me will be worst impacted if the construction stops when I leave for work in the evenings! Also I think lengthy construction will be more trying than longer days. But I don't want to be woken at 7am every day for two years!”

“I don't live on Carrington Rd, so it's probably up to those residents to give their opinion on this.”

“My family is expecting a baby during the construction period.”

“Happy to sacrifice for shorter period of disruption as a resident.”

“Work can be out of hours in the northern part where there is very little residential e.g. medical distribution centre and vacant former Unitec land. South of Fifth Ave needs to be done quietly and keep to regular hours.”

Question three

What other things should the project team consider when planning construction? What's important to you and why?

Thematic analysis and selected comments

A total of 53 participants answered this question.

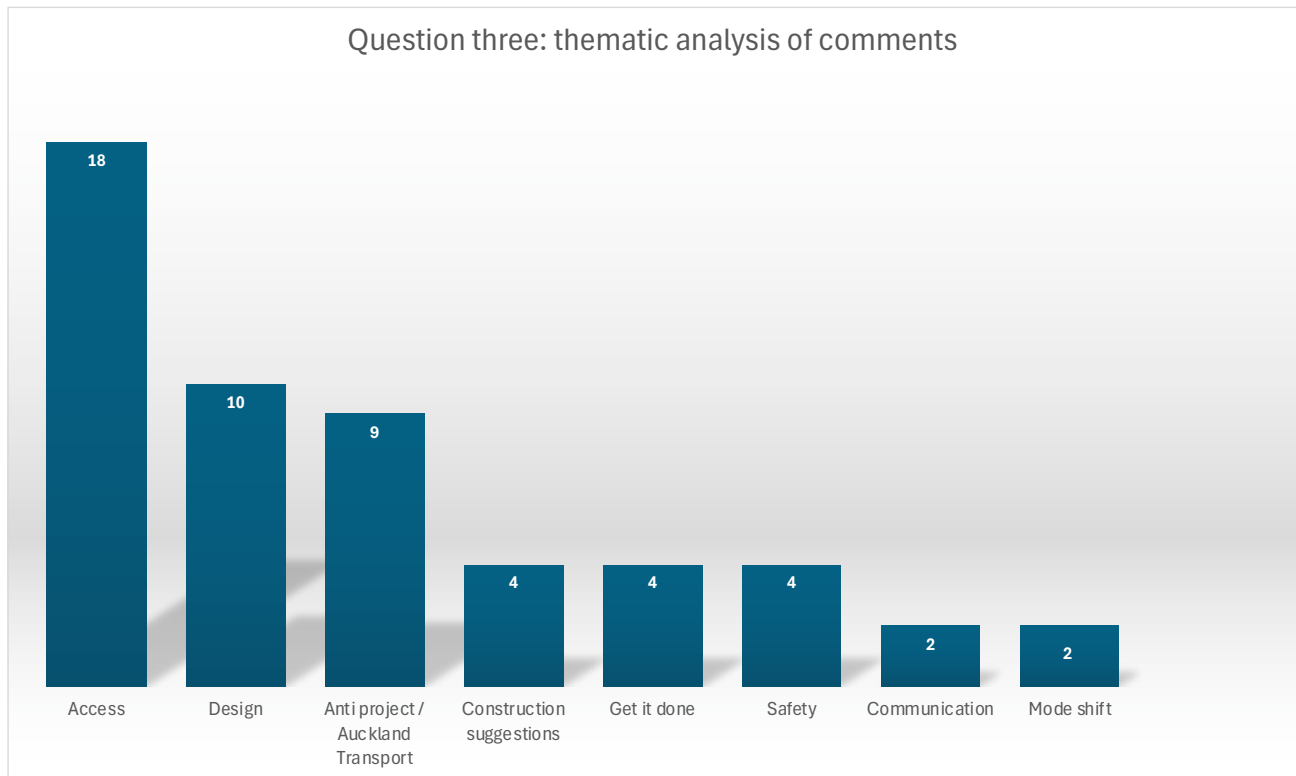


Figure 8: Thematic analysis of comments

Access was a theme within 18 comments. It was often linked to safety and construction, e.g. ensuring footpaths open for children to walk to school.

“Treat pedestrian inconvenience as more important than car inconvenience! Pedestrian detours add a far greater percentage to the journey time than car detours, and also expose the pedestrians to more of Auckland’s temperamental weather. Especially with the CRL opening, I want to be able to walk to and from the train easily.”

“Ensure good footpaths and access for disabled during and after construction.”

“Please ensure access to the cycleway is maintained throughout, including late nights and early mornings. If detours are necessarily, please post signage advising this in advance so this can be factored into travel times.”

“There is only one exit on Sutherland Road and no ability to detour, please ensure residents are able to enter and exit the street throughout all times of construction.”

Design was a theme within 10 comments, with suggestions relating to raised tables, parking, stormwater and cycleway design.

“Raised crossings are not needed on Carrington Road. Traffic lights with crossings do the job. You will just slow traffic down.”

“I do not have a garage or a driveway to store my car, only the limited parking outside of my house. I am really concerned about where I will park my car, and I would be upset if I had to start paying for my parking right outside my door.”

“The Carrington Road cycle lanes should be grade separated to provide better access and safety mitigations for children using it to get to and from school and having a consistent connected network across Auckland.”

“Retain all car parking for all residents from Benfield to Woodward. There is no-where else they can park if you remove their parking. All the side streets are already full with cars.”

“We need the storm water on Carrington to be directed away from Fifth Ave, we have been flooded several times over the last few years due to poor drainage.”

“Please get someone who actually cycles to contribute to the cycle lane layout and design. Most cycle lanes around Auckland seem to be designed by and for car drivers.”

Anti-project or anti-Auckland Transport was a theme within nine comments which indicated a lack of support for the project or frustration with Auckland Transport.

“This project seems pointless. Other than a pavement on the other side, you're making it harder for businesses, spending excessive money, making it worse for everyone, and nothing long term will be any different.”

“Please don't make this anti driver like all of your other stupid initiatives.”

“Stop forcing people onto bikes because it suits your agenda. Provide reliable public transport and then we can chat again. You are making roads in Auckland worse for the majority of users (drivers).”

“Maybe stop the project. Realise that it will end up in failure and farce, with cost and time overruns. The end outcome will be no improvement, traffic congestion and more unnecessary debt for the ratepayers to bear.”

Get it done was a theme within four comments, Auckland Transport should get on and complete the project as soon as possible.

“I personally think it would be better to get this done before development occurs to minimise future disruption.”

“Happy to sacrifice for shorter period of disruption as a resident.”

“Auckland Transport has the opportunity to deliver a fabulous project here - pull out all the stops!”

Safety was a theme within four comments. Two comments related to the area around Collectively Kids and the hazard of bikes and scooters near young children.

“If cyclists are going fast around the corner there is a risk of cars coming out of the kindergarten carpark hitting cyclists, or cyclists hitting children who are coming out of the facility. I would suggest cyclists should travel on the road in this area as opposed to a shared footpath.”

“Please prioritise cyclist and pedestrian access and safety... Having a protected cyclist and accessible pedestrian access along at least one side of the road at all times... is important.”

Detours will disproportionately impact these modes... When detours are being set-up through side roads, I would expect the project team to mitigate this through introducing speed calming measures and enforcement of 30 kph speed limits."

Construction suggestions was a theme within four comments.

"Make sure things are done once. It seems like some projects are complete, only to have sections closed off and more work needed."

"Currently during peak times there is a huge queue on the over bridge leading into Pt Chev. Coupled with motorway queuing (the only alternative to the Great North Rd approach), this is going to be a huge recipe for disaster if not staged well."

Communication was a theme within two comments.

"More communication among people living in the community as the traffic congestion is going to impact the traffic and travel time as well as parking space."

Mode shift was a theme within two comments.

"Making sure that public transport and active modes are prioritised in order to encourage modal shift away from cars and a decrease in travel times."

Project partner and key stakeholder engagement

Throughout the project, Auckland Transport has engaged with a number of project partners and key stakeholders. This is summarised below, along with key feedback.

Mana Whenua

Auckland Transport regularly engages with Mana Whenua through Auckland Transport's Central Hui. Mana Whenua have indicated particular interest in native tree relocation or replacement and stormwater management. Auckland Transport is also working with Central Hui group to explore mahi toi opportunities along the corridor.

Albert-Eden Local Board

At the 26 June 2025 Albert-Eden Local Board Business Meeting, Auckland Transport sought Local Board endorsement of the project. The Local Board passed a resolution in support of the project, requesting a number of actions, including the following:

- Suggested Auckland Transport seek public notification of the project resource consent.
- Requested Auckland Transport widen the Mount Albert rail overbridge for walking and cycling and consider its replacement.

Auckland Transport accepted these requests. The resource consent was notified and widening the rail overbridge is being further investigated with a decision expected in late 2025.

Rōpū

Auckland Transport meets regularly with the three rōpū leading Te Kukūnga Waka to provide project updates and coordinate design interfaces along the corridor.

Albert-Eden-Puketāpapa Ward Councillors

Auckland Transport met with Councillor Julie Fairey on 9 May 2025 and Councillor Christine Fletcher on 16 May 2025. Both expressed strong interest in the project, particularly with regard to how Auckland Transport will engage with the community through construction and manage construction impacts.

Mount Albert Electorate MP

Auckland Transport met with MP Helen White on 28 March 2025. She expressed interest in the upcoming consultation, how Auckland Transport was planning to engage the community and making efforts to reach everyone.

Bike Auckland / Bike Ōwairaka

Bike Auckland submitted on the online survey, providing the following comments:

Question two comment:

“Bike Auckland would prefer as short a construction period as possible - mainly because we think it would sit better with the wider community and would do something to dispel the feeling that roading projects take too long. However, we appreciate that residents may have a different point of view.”

Question three comment:

“Bike Auckland would request that the construction team considers cyclists at all times during construction: this is a well-used cycle route and the current level of service must be maintained. This would include proper temporary cycle lanes rather than just closing the cycle lane and well-signposted diversions where absolutely necessary.

Since the crossing near Sutherland Rd is a strategic point on the very popular NW shared path, we would request that an alternative safe crossing is provided while this crossing is relocated, and as much as possible is done to avoid major disruption of this crossing at morning and evening peak times.

We also request that any disruption, diversion or anything else notable about the cycle lanes is communicated as far in advance as possible to Bike Auckland so that we can get comms about it out to our members and social media followers.”

Mount Albert Residents Association

Auckland Transport has met periodically with the Mount Albert Residents Association throughout the project. On 10 June 2025, representatives from the project team presented at an Association meeting. The discussion focussed on the Mount Albert rail overbridge and the challenges associated with widening.

Gladstone Primary Board of Trustees

Auckland Transport has met with the Gladstone Primary Board of Trustees on 25 February 2025 and 29 July 2025. Key areas of discussion included:

- Removal of existing pick up and drop off parking spaces on Carrington Road, replacing with parking spaces on Fifth Avenue.
- Safety concerns at pick up and drop off times of the day, e.g. dangerous driving.
- Safe access to the school during construction.

Local organisations and businesses

Auckland Transport has met regularly with organisations and businesses such as Te Whatu Ora, Unitec and Taylors Laundry throughout 2025, to review design details relating to the interface between their premises and Carrington Road. This has included intersection design and signage.

Emergency Services

Police, St John, and Fire and Emergency New Zealand (FENZ) have been engaged in 2025. The organisations all reviewed the updated street designs and expressed interest in ensuring emergency vehicles have good access along Carrington Road.

Conclusions

Survey feedback indicates that there is community support for increased disruption if it results in a shorter construction period. However, this should be considered indicative-only due to a small sample size and generalised questions. Additionally, most survey participants do not live locally and further efforts will be made prior to construction to engage people who live on or near Carrington Road.

Auckland Transport takes seriously the views expressed by some participants that the organisation has failed to deliver for communities. We will re-engage the community once a contractor is appointed and a construction plan is developed. We will share plans for the staging of work and the way in which it will be delivered, including hours of work.

Once construction is underway, we will continue to engage and ensure the project listens and responds promptly to community feedback and sentiment throughout construction.

Next steps

A hearing on the resource consent was held on 15 and 16 December.

Further design work is underway on a widening option for the Mount Albert rail overbridge. We expect to share this with the community in 2026.

In early 2026, we expect to seek a contractor to deliver the project. We will share construction plans with the community as these are developed.

Construction is expected to start in autumn 2026 and complete in 2028.



Appendix A: Project flyer

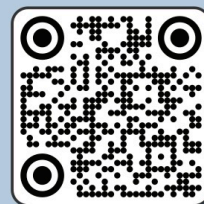
Carrington Road Improvements



Auckland Transport is upgrading Carrington Road to support local housing development

- T2** T2 transit lanes
- A cycleway
- Bus stops and shelters
- Traffic lights
- Crossings
- P** Parking changes
- Trees and vegetation
- Stormwater improvements

Help shape our construction plans



Scan the QR code or visit AT.govt.nz/Carrington

Feedback closes 14 September 2025



For more information visit AT.govt.nz/Carrington



Project objectives



Safety. Carrington Road should be safe for everyone.



User experience. Getting from A to B on Carrington Road should be a positive experience, however people travel.

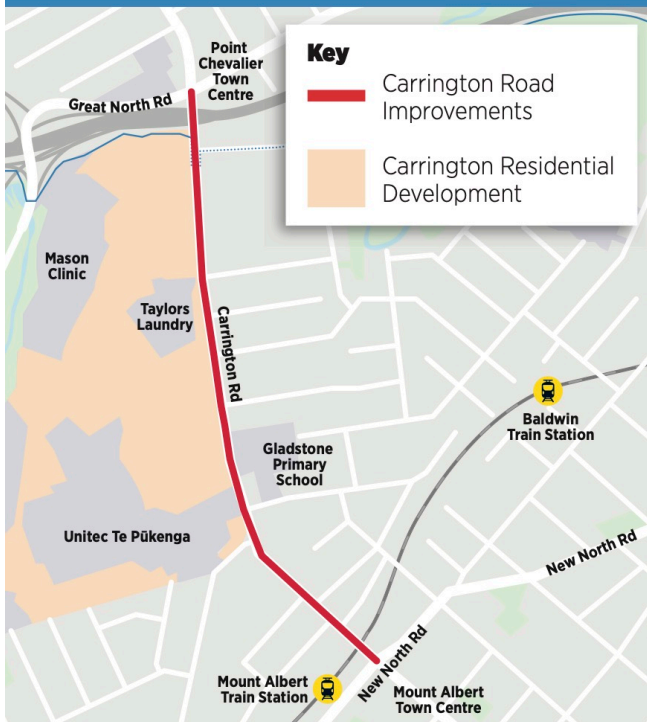


Travel choice, connections, access. People should have options for how they travel, wherever they want to go, and whatever their age or ability.



Liveability, wellbeing, environment. Carrington Road should be designed to be sustainable and adaptable to change.

Timeline



Come and talk to us

Gladstone Primary Staffroom

8 Seaview Terrace, or access off Carrington Road

Stop by any time to discuss the upgrade of Carrington Road with the project team:

3:30pm – 6:30pm on Thursday 4 September

10:00am – 1:00pm on Saturday 6 September

Resource consent

Auckland Transport has requested that the resource consent application for this project be publicly notified. This means that everyone will have opportunity to consider the application and make a submission.

We expect notification in August. The application will be published on the Auckland Council website and a link will be posted at [AT.govt.nz/Carrington](https://at.govt.nz/Carrington).

Get in touch

Ask a question or sign up for project updates. Email: carrington@at.govt.nz or phone: **09 355 3553**



For more information visit [AT.govt.nz/Carrington](https://at.govt.nz/Carrington)

