



Spencer East Coast Road Intersection Improvements Engagement Feedback Summary Report

September 2026



Executive summary

Project overview:

We are proposing a series of footpath, bus shelter, road marking and signalisation changes at the intersection of East Coast Road and Spencer Road in Pinehill, Albany, to make travelling through this intersection safer and better for everyone.

How we engaged:

We reached out to key stakeholders and local businesses through in-person meetings and emails, alongside letter drops and social media engagement with the local board, and encouraged public feedback by email or through our online survey, hosted 15 June to 15 July 2026. Who we heard from

Survey feedback (n= 114) received was largely from regular users of the road, travelling by car, with some cycling, pedestrian and other usage. We also received 6 emails about this project, from the public, transport businesses, and a local board member.

What we heard:

In the survey, safety, access or other concerns were consistently low across all proposed project elements (64-89% of respondents selected no concerns).

Of those that did report concerns the key themes with most frequent feedback were:

- Traffic lights: Suggestions of alternatives such as roundabouts and right turn bans, with concerns around congestion and existing safety issues due to driver behaviour and visibility.
- School bus stops: Concerns with the width of Spencer Road, bus ease driving along it and adding to congestion, and safety for children using the service.
- Broken Yellow Lines: Acknowledgement of the current problem, with suggestions to extend this along all or part of Spencer Road.
- Anything else to consider: Feedback here mostly described support for the project, acknowledging current issues, alongside suggestions for alternative or additional work.
- Email feedback: Unique themes via email included resident concerns, freight concerns, and time of day.

Next steps:

Construction on this project will start in 2026.



Project overview

Background

The intersection of East Coast Road and Spencer Road in Pinehill, Albany is a busy arterial route, carrying more than 20,000 vehicles daily. This area is highly used by pedestrians, including school children and residents, due to its proximity to schools, a local church, and a large residential neighbourhood. Over the past five years (2021–2026), there have been four reported accidents within 50 metres of the intersection, three resulting in minor injuries, primarily due to drivers failing to stop. Growing communities mean a busier intersection. So, we're working to make travelling through this intersection safer and better for everyone.

Proposed changes

- **Signalise** the East Coast Road and Spencer Road intersection to make it safer and easier for vehicles and pedestrians to cross.
- **Build a new footpath** between 720 and 756 East Coast Road, to make it safer for pedestrians. Where the footpath also crosses a driveway, we will also reinstate the property access at our cost.
- **Relocate bus stops and shelters:** Relocate bus stop and shelter #3151 from outside 655 East Coast Road to outside 671/673 East Coast Road and relocate bus stop and shelter #3170 from outside 780 East Coast Road to outside 792 East Coast Road to bring these bus stops closer together and to provide a safe place for pedestrians to cross.
- **Install No Stopping at All Times lines (Broken Yellow Lines)** around the intersections and bus stops to improve visibility and safety. This means cars will not be able to park in these locations.
- **Slightly move the existing bus stop** and shelter #3146 outside 730 East Coast Road to align with the new footpath.
- **Install new school bus stops** outside 7 and 12 Spencer Road to give students a safer place to wait for the bus.



Engagement undertaken

When: We undertook public engagement between 15 June to 15 July 2026.

- **How:** Consultation included notifying the Hibiscus and Bays and Upper Harbour Local boards, emailing 25 key stakeholders such as emergency services, schools and churches, and mailing 3,465 postcards to the local community. Local Board members also shared the project through community social media groups, so no further social media posts were needed. Early S339 notification was provided to affected property owners at 671 and 673 East Coast Road and City Impact Church regarding the proposed bus shelter relocations. In-person visits were also made to nearby schools, churches and community facilities, including Sherwood Primary School, Rangitoto College, Northcross Church, Pinehill School, Oaktree Kindergarten and City Impact Church North Shore.

Who: We spoke with residents, businesses, and churches impacted by this change. We did this by requesting meetings and, when we did not hear back, by dropping in for an informal chat with the project engineer and comms lead. We approached and heard from the following groups:

1. Stakeholders and residents

- Via postcards/letters, in-person drop-in chats

2. Elected Members

- Via briefings, meetings and memoranda

Feedback received: We received 114 completed surveys and 6 email responses, mostly from residents impacted by the change, along with a question from a Local Board member.

Safety improvements at the East Coast Road and Spencer Road intersection in Pinehill, Albany



Proposed changes include:

- Signalise the East Coast Road and Spencer Road intersection to make it safer and easier for vehicles and pedestrians to cross.
- Build a new footpath between 720 and 756 East Coast Road.
- Relocate two bus stops and shelters (#3151 and #3170).
- Install No Stopping at All Times lines (broken yellow lines) around the intersections and bus stops to improve visibility and safety in these areas.
- Realign the existing bus shelter at bus stop #3146.
- Install two new school bus stops outside 7 and 12 Spencer Road to give students a safer place to wait for the bus.

Following feedback, we will review the proposed design and update you on the planned changes. We anticipate construction starting in late 2026.






For more information, or to share your thoughts by 15 July 2026, visit haveyoursay.at.govt.nz/ecr-spencer-safety-improvements or email ATengagement@at.govt.nz



Method

Data collection

- Survey responses were collated from the AT Have Your Say website.
- Emails via the ATEngagement@at.govt.nz

Data analysis

- Counts and percentages were calculated for multi-choice questions.
- All feedback was reviewed in full to identify key ideas, concerns, and suggestions.
- A coding framework was developed to categorise recurring themes across all engagement groups.
- Each piece of feedback was assigned one or more codes based on the themes it reflected. This split pieces of feedback into individually coded segments.
- Coded segments were then counted and grouped by frequency to understand the prevalence of each theme.
- Results were summarised to show the most common themes and patterns across the engagement.



Results

Note: Not all respondents answered every question. Totals vary by question, and 'tell us more' responses are calculated from those who provided additional comments.



Have Your Say Who we heard from

User type

114 respondents filled in our Have Your Say survey.

Frequency of intersection use: **114** respondents reported how often they use the intersection. Half our respondents use it most days (53%), a third use it most weeks (33%) and the rest use it occasionally (14%).

Mode of travel: **114** respondents reported how they travel through this intersection. Travel by car was chosen by most respondents (83%), though some also travel by walking (11%), or cycling (4%), and 1% by truck, bus or other (e-scooter, mobility etc.)

Summary:

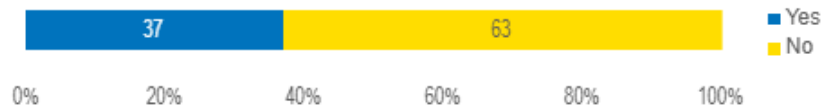
We heard mostly from respondents who use the intersection most days or most weeks, so are highly familiar with the intersection, with dominant travel through by car, alongside some walking and cycling use.



Have Your Say: Traffic Lights

112 people responded to: *Do you have any safety, access or other concerns about the proposed signalised changes to the Spencer Road and East Coast Road intersection?*

Most people (63%, n = 72) reported **no** concerns.



"A restriction on right turns is a much lower cost and more effective solution than lights."

"A small roundabout would do the job and be much cheaper."

41 people chose to tell us more. **The key themes are summarised below.**

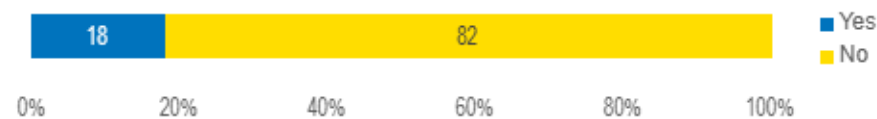
Theme	Description	n
Suggestions of alternative and/or other work	Suggestion of an alternative solution (i.e., instead of proposed works)	17
	Suggestion of other work (<i>unclear if this is an alternative or an addition to the proposed project</i>)	12
	Suggestion of prohibiting and/or restricting right-hand turns out of Spencer Road	8
	Suggestion of a round-about	9
Questions and/or concerns about the project	Concern/belief that the planned works will not address the (cause of) problems	3
	Concern/belief that the planned works will worsen congestion and/or safety	15
	Questions for the project/design team	1
The current system	Acknowledgement of difficulties within current system (e.g., congestion)	10
	Safety concerns within current system (e.g., visibility, driver behaviour, speed)	4
Support and/or opposition	Support for (part of) the proposed project	3
	Opposition to (part of) the proposed project	7
Right-turns out of Spencer Road	Traffic turning right out of Spencer Road (on to East Coast Road) causes congestion/a back log of traffic	4
	Have experienced difficulty turning right out of Spencer Road	3
Cost concerns	Concerns regarding the cost of the project (incl. the belief there are cheaper alternatives)	3



Have Your Say: New School Bus Stops

111 people responded to: *Do you have any safety, access or other concerns about the proposed new school bus stops on Spencer Road?*

Most people (82%, n = 93) reported **no** concerns.



“Spencer Road is quite narrow with cars parked on both sides of the road. That would need to be considered if buses would be going through there.”

19 people chose to tell us more. The **key themes** are summarised below.

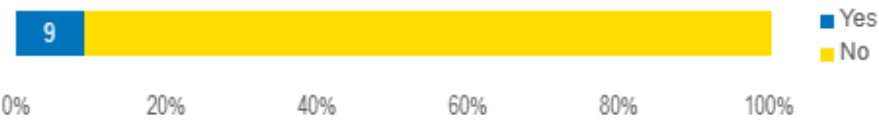
Theme	Description	n
Concerns/suggestions regarding the width of Spencer Road	Concerns that Spencer Road is too narrow (especially with cars parked on both sides of the road)	9
	Suggestion of limiting parking along Spencer Road (e.g., adding yellow lines to one or both sides)	3
Concerns regarding buses using Spencer Road	Concerns that buses will worsen pre-existing issues along the road (e.g., narrowing it further, adding congestion)	7
	Concerns that buses will experience difficulties using the road	3
Concerns regarding child safety	Concerns regarding child safety (e.g., when they cross the road to embark/disembark the bus)	4
Question(s) for the project team	Questions posed to the project team	3
Support and/or opposition to the proposed work	Support for (part of) the proposed project	1
	Opposition to (part of) the proposed project	2
Move bus stop	Suggestion of moving the bus stop to a different location	1
Bus stops along East Coast Road	Comment referred to the bus stops along East Coast Road	1



Have Your Say: New Footpath

112 people responded to: *Do you have any safety, access or other concerns about the proposed new footpath?*

Most people (91%, n = 104) reported **no** concerns.



"It seems the road is too narrow to add a new footpath."

"It will be very close to the road."

8 people chose to tell us more. **The key themes are summarised below.**

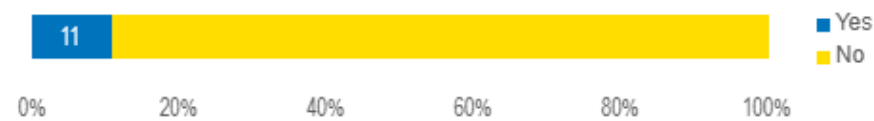
Theme	Description	n
Suggestions of alternative and/or other work	Suggestion of an alternative solution (i.e., instead of proposed works)	2
	Suggestion of other work (<i>unclear if this is an alternative or an addition to the proposed project</i>)	1
Concerns with the proposed works	Concerns regarding the difficulty and/or safety of crossing the road	2
	Concerns regarding how close the footpath is to the road	1
Questions for the project team	Questions posed to the project team	1
Narrow road	Belief the road is too narrow to add a footpath	1



Have Your Say: Broken Yellow Lines I

112 people responded to: Do you have any **safety, access or other concerns** about the proposed locations of parking restrictions - "No stopping at all times" (broken yellow lines)?

Most people (89%, n = 101) reported **no** concerns.



10 people chose to tell us more. The **key themes** are summarised below.

Theme	n
Suggestion of more yellow lines/extending the ‘no stopping’ area along Spencer Road	5
Concerns regarding impacts on residents (access to parking, access to home,	3
Perception that parked cars worsen congestion.	2
Alternative/additional solution proposed/suggested	1
Reduces parking for people to pick up/drop off kids.	1

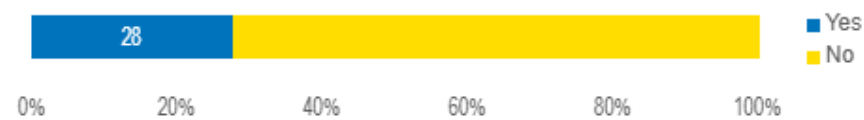
"The No Stopping should extend back to the new school bus stops to allow better access to the intersection."



Have Your Say: Broken Yellow Lines II

112 people responded to: Are there **any other locations** where you would like to have "No stopping at all times" (broken yellow lines) installed?

Most people (72%, n = 81) suggested **no other locations**.



30 people chose to tell us where. Themes are summarised below.

Theme	n
Acknowledgement of difficulties and/or safety concerns with current system	17
Add yellow lines to Spencer Road (part of or whole of the road)	13
Add yellow lines to roads outside of the project scope	9
Reference to large vehicles experiencing and/or causing difficulties	9
Broad suggestion (specific road not mentioned)	5
Add yellow lines to East Coast Road (part of or whole of the road)	2

"There needs to be yellow lines in Spencer Road at least on one side of the road as it is nearly impossible to drive down this road when traffic is coming the other way."



Have Your Say: Anything else to consider?

63 responses were received to the question: *Is there anything else you would like to tell us that we may have missed?*

The key themes from these concerns are summarised below.

Theme	Description	n
Support for and/or opposition to (part of) the project	Support for (part of) the project	26
	Opposition to (part of) the project	3
	Desire for the project to start and/or finish quickly	5
	Suggestion of an alternative solution (i.e., instead of proposed works)	5
Alternative, additional, and/or other work	Suggestion of other work (<i>unclear if this is an alternative or an addition to the proposed project</i>)	16
	Suggestion of additional work (i.e., in addition to the proposed works)	4
	Suggestion of a round-about.	6
Difficulties and/or safety concerns in current systems	Acknowledgement of current difficulties/safety concerns within areas inside of the project area	15
	Acknowledgement of current difficulties/safety concerns within areas outside of the project area	6
No additional feedback	Participant said they had no additional feedback to give	8
Improved safety	Belief the proposed works will improve safety	4
Survey feedback	Feedback on survey software/design	1

"I think this is an excellent idea. I actively avoid using this intersection because it's almost impossible to turn out, especially in peak hour traffic."



Emails: Feedback

6 email responses were received

Who we heard from

Emails were received from members of the public, a local board member, as well as the NZ heavy haulage association.

Feedback themes

Feedback mirroring themes from the survey included:

- Alternatives- e.g. roundabout or right turn restrictions instead
- Support for project with caveats

Unique themes included:

- Support for the project, provided over-dimension loads can still use the route.
- Concerns around morning queues
- Notice of a relevant potential property sale
- Concerns from nearby residents about parking, driveway impacts and not receiving project information.



Next steps

Note: Not all respondents answered every question. Totals vary by question, and 'tell us more' responses are calculated from those who provided additional comments.



Addressing the key concerns raised

Responses to the broad concerns raised

What we heard	AT response
Why traffic lights instead of alternatives like a roundabout or right turn bans?	Why not a roundabout? A roundabout was not chosen as the preferred option because the roads at this intersection have very different roles and traffic volumes. East Coast Road is a major arterial road and carries much more traffic than Spencer Road, which is a collector road. Roundabouts usually work best when traffic is more evenly spread across each approach. Because most traffic travels along East Coast Road, a roundabout would still likely cause delays for vehicles exiting Spencer Road during peak times. The proposed traffic signals were selected because they provide the best overall balance of safety, access, and traffic flow. Site observations and traffic assessments showed that one of the main existing issues is the difficulty drivers have turning right out of Spencer Road and finding safe gaps in East Coast Road traffic. This often causes delays and queues on Spencer Road, especially during peak times. A roundabout would not necessarily fix this issue and could still result in poor performance for the Spencer Road approach when East Coast Road traffic is heavy. Why not a right turn restriction? The project team also looked at whether right-turn restrictions could be used. However, Spencer Road is an important collector road and carries a lot of traffic from the surrounding residential area. Restricting right turns would make access harder, could move traffic onto nearby local roads, and may create compliance issues if drivers make prohibited turns or take alternative routes.
Will traffic lights worsen safety or congestion?	The primary objective of the project is to improve safety for all road users, especially pedestrians crossing East Coast Road and people travelling to nearby schools and bus stops. Traffic signals are expected to make the intersection safer by controlling vehicle movements and giving pedestrians dedicated crossing times. While signals may cause some delays during peak periods, traffic modelling has been used to help manage traffic as efficiently as possible while improving safety. The project aims to balance traffic flow with better safety outcomes. The safety benefits of controlled pedestrian crossings and managed intersection movements are expected to outweigh any minor increases in delay.



Addressing the key concerns raised

Responses to the broad concerns raised

What we heard	AT response
Is Spencer Road wide enough/safe enough for these school bus stops?	The proposed bus stops on Spencer Road are for school buses only. They will operate during school pick-up and drop-off times, generally between 7:00am and 8:00am and 3:00pm and 4:00pm on school days, as shown in the design. The bus stop locations were reviewed as part of the design process, including vehicle tracking and operational checks. This confirmed that Spencer Road is wide enough to safely accommodate the proposed bus stops while allowing traffic to continue moving along the road. Because these stops are for school buses only, two buses are not expected to regularly stop at the same location at the same time. School bus services also run at different times, which helps reduce the chance of conflicts between buses.
What accommodations for child safety using these bus stops have we made?	The design includes new footpaths and tactile paving to make walking to and from the proposed school bus stops safer and more accessible. Traffic signals at the East Coast Road / Spencer Road intersection will also provide controlled pedestrian crossings across East Coast Road, so pedestrians do not need to rely on gaps in traffic. Overall, the proposed layout is considered suitable for Spencer Road and the expected school bus operations.
Can we extend broken yellow lines to more or part of Spencer Road?	The proposed broken yellow lines follow Auckland Transport's safety requirements for driver visibility, as set out in the Auckland Transport Design Manual (AT TDM). Their locations have been chosen to make sure drivers can see clearly at key points along the road. Any requests for more broken yellow lines outside this project would need to be assessed separately.



Next steps

Managing impacts

- Once construction begins, we'll do our best to keep disruption to a minimum.

Ongoing engagement and communication

- Before work begins, residents will receive a works notification at least five days in advance. This will include the planned date and time of the works, along with contact details if any issues arise.

Timing

- Construction is planned for **September 2026**.



Appendix



HaveYourSay: Demographics & Feedback

Gender

111 people shared their gender. Of those 42% were male, 58% were female. None identified as another gender.

Age

110 people reported their age. Of those, 2% were 18–24, 6% were 25–34, 30% were 35–44, 33% were 45–54, 16% were 55–64, 12% were 65–74, and 3% were 75 or older.

Ethnicity

108 people provided their ethnicity. Of those, 68% identified as Pākehā/NZ European, 4% as Māori, 15% as Chinese, 1% as Indian, 3% as Southeast Asian, and 9% as another ethnicity.

Mana Whenua

For those who identified as Māori, none identified as mana whenua.

Local Board Area

114 people shared their Local Board area. Of those, 83% live in Hibiscus and Bays, 16% in Upper Harbour and 2% in Kaipātiki or Rodney Local Boards.

Clarity of Communication

"The information about this project was easy to understand"

Of the 109 who rated our communication, 77% agreed, 21% somewhat agreed and 3% disagreed with the statement.

Engagement Opportunity

"There were enough opportunities to share my views on this project (e.g. This survey, pop-up sessions, email)"

Of the 109 who rated their chances to have a say, 70% agreed, 26% somewhat and 5% disagreed with the statement.

