

# Maoro Street bus and safety improvements

## Community feedback summary

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### Project background

Aucklanders have told us that moving around our city safely and easily is important to them.

Maoro Street is a key arterial road which provides a link between New Lynn and State Highway 20. Maoro Street experiences heavy peak traffic congestion with approximately 40,000 vehicles/day. During the morning peak periods approximately 16-18 buses (which can carry up to 900 passengers) and 1,000 – 1,600 vehicles per hour use the route.

This heavy congestion results in travel time delays for buses and general traffic.

### Community feedback

#### *Inviting community feedback*

We invited feedback on two potential designs - dynamic bus lanes and a T2 transit Lane - to improve bus travel and manage traffic flow on this busy corridor. Both options included safety and access improvements for people walking and cycling in the area, including on side roads, at the Maoro Street and New Windsor Street intersection, and a new midblock pedestrian crossing on Maoro Street.

In 2023, we reported back on the results of our consultation on the first design - dynamic lanes and safety improvements - and although we had received community support for this project, we also committed to investigating other suggestions made by the community. One such option was installing a T2 lane from Tiverton Road to Maoro Street instead of a dynamic bus lane. After investigating, we took this alternative design to the community for further feedback.

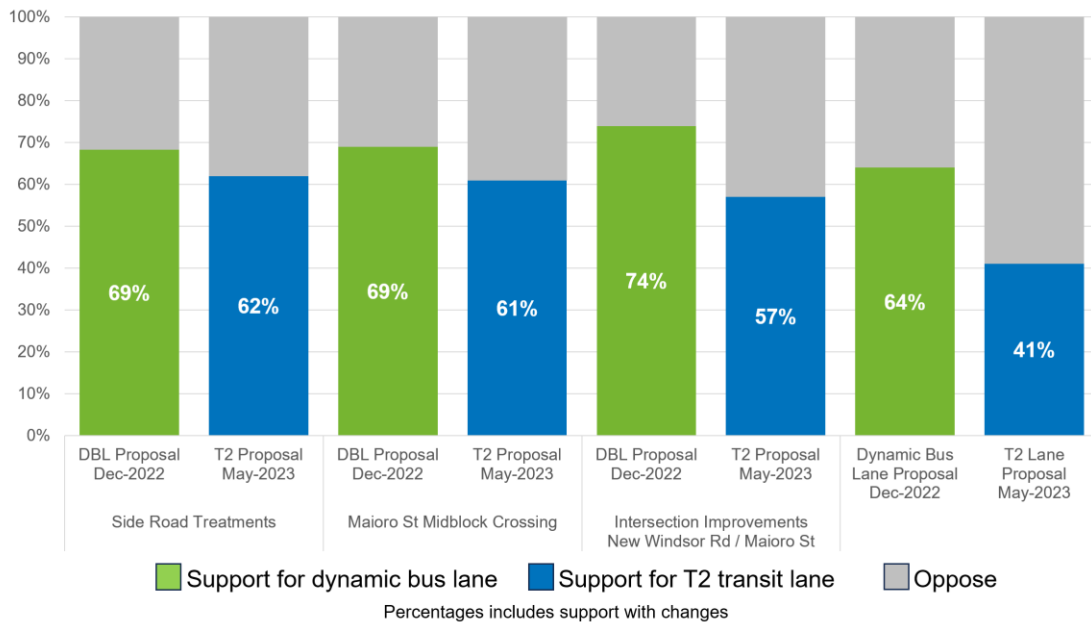
#### *What we heard*

We received strong community support for aspects of both designs. People recognise that reliable public transport is important, especially if it helps reduce congestion. There was also recognition that the intersection improvements and new signalised crossing will better connect the community and keep people safe, especially children.

Comparing feedback on both designs, the community was more supportive of implementing a dynamic bus lane rather than a T2 transit lane. This is largely due to the dynamic lane retaining two lanes in each direction for general traffic by utilising the median at peak times. People felt that a transit lane reducing available lanes for single occupancy cars, who they felt were the predominant road users, would unfairly disadvantage these drivers (some for whom public transport or carpooling might not be a viable option) and increase congestion and travel times.

There was more support for the proposed safety improvements (on side roads and the Maoro Street and New Windsor Street intersection, and a new crossing on Maoro Street) when part of the dynamic bus lane proposal. People who support the safety improvements felt they will better connect the community and keep people safe, especially children. Concerns raised were largely related to possible impacts on traffic flow.

## Consultation Feedback



### Final outcome

After reviewing feedback received on both designs and carrying out traffic assessments, we have finalised our plans to alleviate congestion, reduce bus delays, improve safety and deliver the best outcomes for the wider community, while balancing the needs of everyone using Maioiro Street.

As such, our decision is to:

- Implement a **dynamic bus lane**, operating in the **morning peak only** in the eastbound (citybound) direction when there is currently the most congestion. This arrangement maintains two traffic lanes in each direction. We will monitor traffic flow and can reassess the need in the future for a westbound bus lane.
- Upgrade the New Windsor Road and Maioiro Street intersection, including raising the intersection, removing the slip lane and adding paired pedestrian and cyclist crossings.
- Install a raised table at the Roseville Street entry. We will monitor speeds in the area to assess whether further speed calming is needed at other side streets.
- Install a signalised pedestrian crossing on Maioiro Street near Rosamund Avenue. Traffic will only be stopped when pedestrians activate the signals. The crossing will not be on a raised table as initially proposed.

You can view the updated design scheme or simplified illustrations of our final design on the [project webpage](#).

### Next steps

It is anticipated construction will start early 2025. Construction will be carefully planned to ensure we keep traffic flowing. The community and commuters will receive notifications ahead of work starting, information about how the work will be carried out and potential impacts.

## Suggestions and concerns

We received a lot of helpful suggestions to improve our plans and people also highlighted concerns about some aspects of the design. The key themes of concerns raised are in the table below, along with our responses.

If you have other questions that you would like answered, please contact the project team on [ATEngagement@at.govt.nz](mailto:ATEngagement@at.govt.nz). You can also read the detailed community feedback reports on the [project webpage](#).

Concern	AT response
<p><b>The Maioro Street and New Windsor Road intersection Improvements will create congestion</b></p>	<p>Safety improvements at this location have received strong community support and were proposed in response to concerns raised by the school and wider community. In response to requests for improved cycling facilities, we have made it easier for cyclists to cross at this intersection by adding paired pedestrian and cyclist crossings to the design following our first round of engagement.</p> <p>A speed review has confirmed that speeds are a concern at this location and raising the intersection will help to encourage safer speeds, offering better protection for school children and other users. We have assessed the impacts and concluded they are likely to have minimal impact on congestion with the traffic signal phasing expected to operate similar to existing.</p>
<p><b>Removal of the slip lane will impact truck movement (Maioro Street-New Windsor Road intersection)</b></p>	<p>A scheme assessment and vehicle tracking has been undertaken to ensure the design caters for trucks and other vehicles.</p>
<p><b>Restricting right turns and removing the flush median on Maioro Street will disrupt local residents</b></p>	<p>We acknowledge people living on Maioro Street and local streets are concerned about how these changes will impact their travel.</p> <p>An assessment was carried out to consider the impacts for people turning right out of properties and side streets (Rosamund Road, Roseville Street, and Cordelia Place). While the assessment indicated that restricting right turns may cause some delays, this is far outweighed by the travel time savings achieved for all traffic travelling through Maioro Street.</p> <p>Morning peak right turn surveys show low numbers of right turn movements during the morning peak (6 am and 10 am) from driveways and side roads with 350 total vehicles recorded. We have calculated that taking an alternative route will increase drive times by an average of 1.8 minutes for these drivers. However, the dynamic bus lane will shorten commutes on the bus by</p>

Concern	AT response
	<p>up to 4 minutes in the morning peak and we also expect slight improvements for the other 6,400 vehicles using Maioro Street during this time, as they will no longer share a lane with buses.</p> <p>We have listened to concerns and revised the design, with a dynamic bus lane only operating eastbound in the morning peak and the road returned to the current layout, including the median for the rest of the day, and all day on weekends. We will monitor the impact post construction.</p>
<p>The proposal will increase traffic on side roads</p>	<p>Our assessments show there is a low likelihood of traffic on side streets increasing, as the dynamic lane scheme maintains the same number of general traffic lanes. This is likely to mitigate any desire for drivers to seek alternative routes through smaller side streets.</p>
<p>Raised road treatments will delay traffic / be noisy / cause vibrations</p>	<p>We have reviewed the need for raised devices (raised intersection, raised midblock crossing and raised side road entries). Based on speed analysis investigations we will be retaining the raised tables at the New Windsor and Maioro Street intersection and Roseville Street side street entry. We will monitor speeds in the area to see if further speed calming interventions are required.</p> <p>Based on feedback received, we are also investigating installing wide aprons around the catchpit grates to smooth out the level difference for vehicles.</p>
<p>Dynamic lanes are not safe / too confusing for drivers</p>	<p>Monitoring of other dynamic lanes in Auckland and internationally suggest that drivers understand directions provided by signage and are able to safely comply with changes. Sometimes it takes people time to adjust to change when driving through a new layout, or an unfamiliar area. Road signs have been approved by The New Zealand Transport Agency (NZTA) Waka Kotahi and assessed as appropriate for drivers who cannot read English, and to be universal to help drivers understand where they should be on the road.</p> <p>As part of the implementation all the lanes will be remarked so they would be of equal width, appropriate for vehicle lanes. The lanes would also be marked with LED lights for the dynamic changes.</p>
<p>Include more cycling facilities and better address climate change</p>	<p>The objectives of this project primarily focus on improving efficiency and promoting use of public transport which supports climate change objectives. We have investigated if there is the opportunity to widen the shared path, however this would potentially bring cyclists close to property boundaries with high fences, increasing the risk of collisions with vehicles at driveways.</p>

Concern	AT response
	<p>Existing street poles also limit the benefit of any widening. We do note however that localised path widening has been provided where it is safe to do so.</p>
<p>The new crossing on Maoro Street will increase or create congestion.</p>	<p>It is important that safe options for pedestrians to cross busy roads are provided for people to move around their neighbourhood safely and access shops, schools and public transport. Currently there is no pedestrian crossing along the 700m stretch of Maoro Street between New Windsor Road and Richardson Road and we have identified that there is demand for pedestrians to cross here.</p> <p>Traffic will only be stopped when pedestrians activate the signals, and we will also install a call cancelation. The speed table has been removed from the design.</p>