



We're making plans to replace rail crossings from Kingsland to Swanson with safer connections

Opening City Rail Link means faster journeys, especially from the west. Trains will run more frequently across the network, making it easier to connect with people and places.

Initially after City Rail Link opens, the amount of time traffic waits at a rail crossing (where you walk or drive directly over train tracks) will be similar to waiting at an average intersection red light.

But over time as Auckland grows, rail demand will increase. We're planning for even more trains in the 2030s, starting from Mt Albert to the City Centre. Current crossings won't work as they do today, with increased traffic delays and safety risks if we don't replace or remove them.

We're planning now to enable future replacements to rail crossings across Auckland to allow more trains to run while keeping traffic moving and making it safer to get around your community.

Along the rail line from Kingsland to Swanson, we are investigating options for the future of the 21 remaining western rail crossings.

We're planning now for a future where people can continue to move safely and smoothly around their community and across the rail corridor safely.

Recent engagement

Between April and May 2026, we invited people from Kingsland to Swanson to share their experiences of rail crossings, both in their local area, and along the routes they use every day.

How we engaged



75,000 flyers delivered



13 social media posts reaching **185,648 people**



8,699 visits to the Western Line level crossing AT webpage over this period



11 briefings with elected members



21 stakeholder meetings and presentations (corridor + wider Auckland)



10 community events across the corridor



17 in-depth interviews and focus sessions with residents and businesses



Material translated into **Te Reo, Samoan, Hindi** and **Chinese**

How we received feedback



25 emails received to **levelcrossings@at.govt.nz**



9 submissions and 11 detailed email responses (many including maps & photos) were received



Over 12 schools actively engaged and shared information through their networks



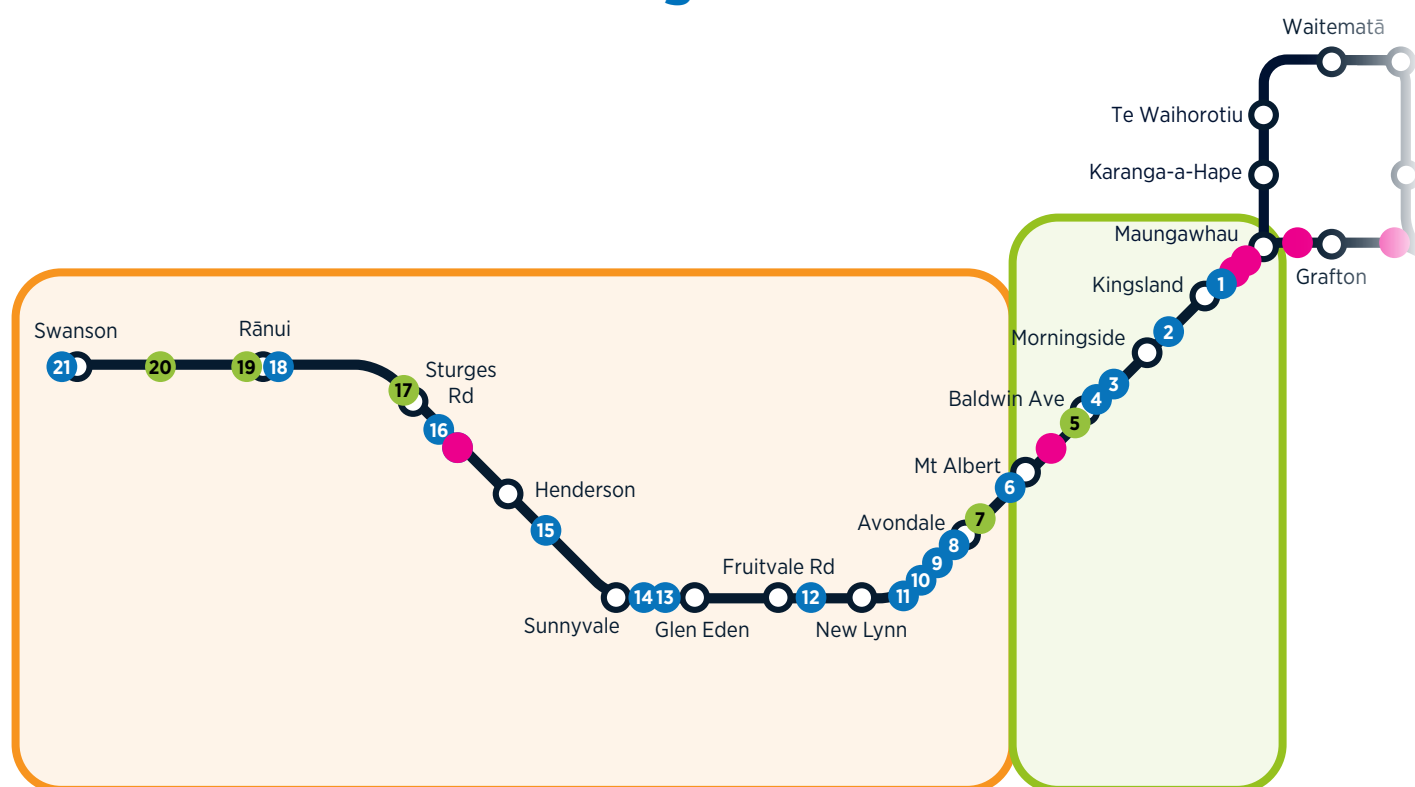
4,879 survey responses were received, representing **2,404 individuals** (including 844 from the People's Panel). Many respondents provided feedback on more than one rail crossing.



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Location of western rail crossings



Outer West

7	Avondale Station (Crayford Street)	Pedestrian
8	St Jude Street, Avondale	Road
9	Chalmers Street, Avondale	Road
10	St Georges Road, Avondale	Road
11	Portage Road, New Lynn	Road
12	Fruitvale Road, New Lynn	Road
13	Glenview Road, Glen Eden	Road
14	Sherrybrooke Place, Sunnyvale	Road
15	Bruce McLaren Road, Henderson	Road
16	Mt Lebanon Lane, Henderson	Road
17	Sturges Road Station, Rānui	Pedestrian
18	Metcalfe Road, Rānui	Road
19	Rānui Station, Rānui	Pedestrian
20	O'Neills Road, Swanson	Pedestrian
21	Christian Road, Swanson	Road

Inner West

1	George Street, Kingsland	Road
2	Morningside Drive, Morningside	Road
3	Asquith Avenue, Mt Albert	Road
4	Rossgrove Terrace, Mt Albert	Road
5	Baldwin Avenue, Mt Albert	Pedestrian
6	Woodward Road, Mt Albert	Road

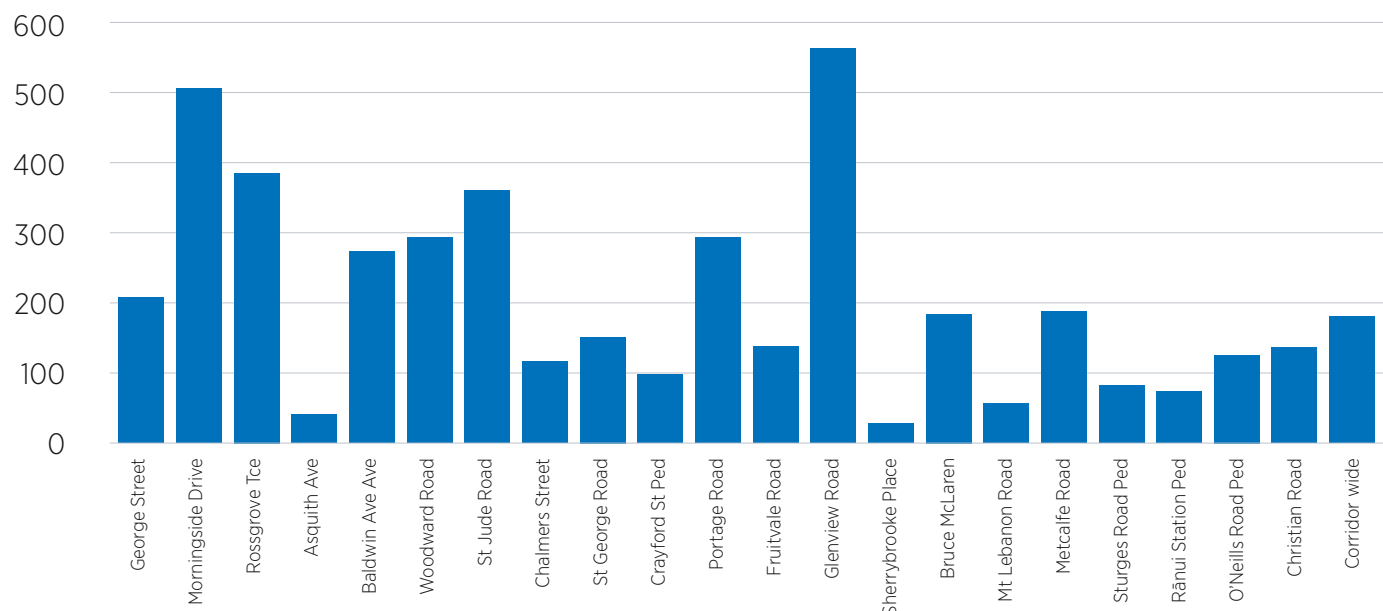
Kī • Key

- Road rail crossings
- Pedestrian rail crossings
- Train station
- Rail crossings closed prior to City Rail Link opening

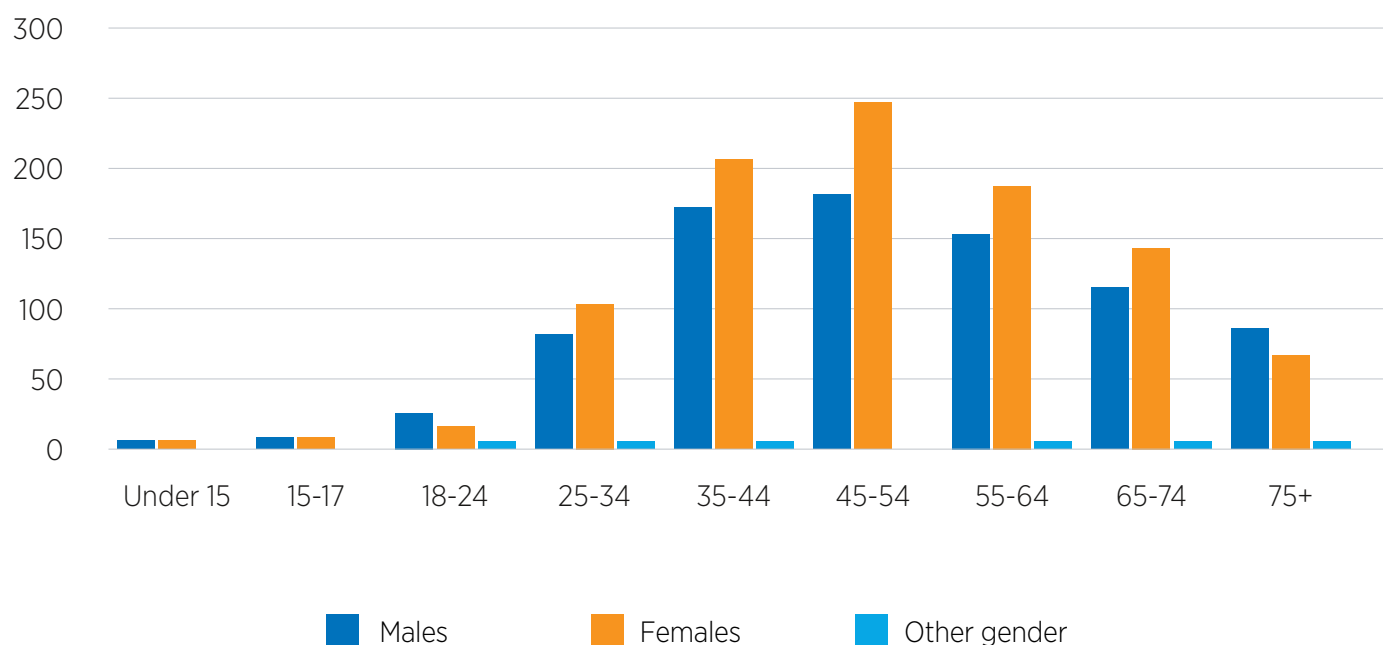
Who we heard from

We heard from people across Auckland through our online survey.

Amount of feedback received across each rail crossing



Age and gender representation among respondents



Groups we heard from

Feedback was gathered from over 44 key stakeholder groups through meetings, workshops or via writing.

11 elected representatives	• MPs • Councillors • Local boards
Mana whenua	• AT's Mana Whenua partnership forum
4 peak bodies	• Auckland Chamber of Commerce • Freight Reference Group • Automobile Association (AA) • Fire and Emergency NZ (FENZ)
5 business associations	• Mt Albert Business Association • Karangahape Road Business Association • Glen Eden Business Association • Dominion Road Business Association • Avondale Business Association
6 community groups	• Open Space for Future Aucklanders Inc • Mt Albert Residents Association • Glen Eden Residents Association • Celebrate Swanson • Glen Eden Historic Trust • Buzzly (youth engagement platform)
3 interest groups	• Bike Auckland • Greater Auckland • Campaign for Better Transport
3 key destinations	• Eden Park • Westfield St Lukes • Corban Estate
12 Schools (actively engaged)	• Elim Christian College Mt Albert • Fruitvale School • Gladstone School • Glen Eden Primary School • Iqra School • Marist College • Mt Albert Grammar School (MAGS) • Mt Albert Primary School • Ōwairaka District School • Rānui Primary School • St Dominic's Catholic College • Swanson School
1 vulnerable user group	• Capital Projects Accessibility Group (AT forum)

What we heard

Many respondents provided feedback on more than one crossing, reflecting how people experience the network as part of wider journeys rather than individual locations. Higher levels of feedback were received at crossings with more congestion and complexity, reflecting where issues are most strongly experienced.

Across our engagement activities, including events, emails, meetings, and briefings, we received a wide range of feedback, along with many constructive ideas and potential solutions. We greatly value this local insight and understanding, as no one knows your community or neighbourhood better than you.

We will now review this feedback in detail and come back to you with a more comprehensive update outlining 'what we heard' and 'what we are doing next', building on the ideas and suggestions shared.

Key themes across the corridor:

Current issues people raised:

- **Congestion and delay** are felt to be significant in some locations, particularly at peak times and surrounding network conditions
- **Operations and coordination** feel like they are not working reliably at key crossings (e.g. Morningside Dr, Metcalfe Rd, Glenview Rd)
- **Complex layouts and competing movements** create high-pressure environments, where crossings interact closely with intersections, side streets and access points
- **Queueing near or onto tracks** is common at constrained locations (e.g. Woodward Rd, Morningside Dr, Glenview Rd), contributing to safety risks and unreliable performance
- **Crossings function as part of wider routes, not isolated points** – issues are experienced across entire journeys, reflecting how people use the network in practice
- **High reliance on crossings for daily movement** – school, station and local trips drive frequent use and sensitivity to change
- **Not all locations experience the same issues** – some crossings (e.g. parts of the Mt Albert cluster) are seen as generally functioning, highlighting variation across the corridor.

Future focused concerns:

- **Community severance and reduced access** – concern that people will be cut off from key destinations if alternatives are not direct and practical
- **Displaced congestion** – risk that changes shift traffic onto surrounding streets without sufficient capacity or safe design
- **Construction and disruption impacts** – concern about effects on local communities, businesses and daily travel during delivery
- **Crossings are expected to remain open until viable alternatives are available**
- **Acceptance of change depends on maintaining or improving access in practice** – safe and workable alternatives need to be in place before closures occur
- **Strong reliance on crossings reinforces expectations** that future solutions must support everyday journeys, not just system performance.

What we're already doing

Alongside long-term rail level crossing solutions, Auckland Transport is progressing network optimisation plans which focus on improving traffic flow, safety, and reliability near rail crossings as train frequencies increase with City Rail Link (CRL). Types of improvements include kerb and traffic signal changes, signage and pedestrian safety enhancements.

After CRL opens, the traffic wait time at a level crossing when barrier arms are down is expected to be similar to the waiting at an average intersection with red lights.

The planned higher train frequencies are not expected to worsen traffic delays in the short term, however we know some locations near busy arterials already experience delays. In those areas we will make road and signal changes aimed at helping traffic flows near rail crossings. For example, traffic light phasing changes at Glen Eden have recently been implemented.

Priority locations include Morningside, Glen Eden, St Jude Street (Avondale), and Woodward Road (Mt Albert), with staged delivery from 2026–2027.

Other level crossing locations will be investigated for potential improvements over time.

George Street

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
205 survey responses <i>"It is a good connection from New North to Dominion... especially when other routes are more congested."</i>	Mode use: • 62% car/truck • 32% walking/cycling • 6% other Frequency of use: • 54% frequently Top safety or access concerns people shared: • Road layout constraints 32% • Traffic congestion 15% • Accessibility and design constraints 10% 78% of people shared they experience safety and access issues currently. Top destinations people shared they are travelling to: • Supermarkets or speciality shops in Mt Eden 21% • Dominion Road (broadly) 16% • New North Road 12% • Workplaces/commuting (city centre or in other) 11% Why use this crossing – top three: • Fastest route 28% • Easiest route 23% • Close to my destination 19%	This is a lower-use local route valued as a quieter alternative, but it plays a secondary role with other routes available. We heard that while most people prefer to keep it as-is, the community are open to safety improvements.	• Layout is difficult to navigate, with slopes, uneven surfaces, and poor visibility • Congestion at peak times, especially when barriers are down • Queues make it hard to access New North Road • It is important to maintain an east-west connection • Alternative routes must be safe and able to handle traffic if changes occur.



Morningside Drive

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
502 survey responses <i>"At peak times it's dangerous on a bike, cars don't see bikes."</i> <i>"It's scary and very dangerous crossing."</i> <i>"This is a busy crossing and will only get busier with the construction of apartment buildings and more businesses around the area."</i>	Mode use: • 57% car/truck • 33% walking/cycling • 10% other Frequency of use: • 74% frequently Top safety or access concerns people shared: • Severe traffic congestion 22% • Interaction with nearby traffic signals 17% • Vehicles queuing on tracks 13% 96% of people shared they experience safety and access issues currently. Top destinations people shared they are travelling to: • St Lukes Mall & retail 21% • Morningside Precinct (cafes, bars, local businesses) 12% • Workplaces/commuting (local + city) 10% Why use this crossing – top three: • Fastest route 25% • Easiest route 22% • Close to my destination 17%	Strong support for a bridge or underpass to separate road and rail This is a busy and important route with a complex layout and, nearby station and intersections.	• There is a strong connection to the train station, with approximately 75% of users accessing it via this crossing compared to other entry points, highlighting its critical role in station access • The area is complex, with multiple movements, interactions, and surrounding land uses to consider • Planning needs to account for future growth and demand, not just current issues • There is some openness to relocating the crossing, provided it delivers better overall outcomes.



Mt Albert cluster – Asquith Ave, Rossgrove Tce and Baldwin Ave

1098 survey responses across all three

These crossings are seen as a connected group that supports daily travel, especially for walking and cycling. People want changes considered carefully to maintain access and plan for future growth.

Overarching themes for this group of crossings:

- These crossings are seen as a connected group that supports daily travel, especially for walking and cycling.
- Crossings **need** to be considered together, not individually.
- Recent growth and development are increasing pressure on the area.
- People want changes considered carefully to maintain access, consider issues on surrounding roads and plan for future growth.

Rossgrove Tce



Asquith Ave



Baldwin Ave



Asquith Ave

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
444 survey responses <i>“If this were closed it would create enormous congestion on surrounding narrow suburban streets as well as huge safety issues for the 100s of students using the train to multiple area schools.”</i> <i>“Asquith avenue is a short cut to bypass the New North Road/St Lukes road intersection.”</i>	Mode use: • 41% car/truck • 58% walking/cycling • 1% other Frequency of use: • 79% frequently Top safety or access concerns people shared: • Traffic congestion 20% • Barrier downtime 11% • Interaction with Rossgrove 7% • Through traffic (rat-run) 7% 75% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: • Motorway access & regional connections 13% • Kings plant barn 12% • St Lukes/major retail hub 11% • Mt Albert shops & local centre 10% Why use this crossing – top three: • Fastest route 28% • Easiest route 22% • Safest route 18%	Mixed views This route is an important and well-used local connector, but high levels of through traffic place pressure on an otherwise narrow residential street.	• Maintain convenient and direct access for local trips • Improve road layout, visibility, and safety to reduce conflicts between users • Provide safe, clear, and accessible walking and cycling facilities that can handle high use • Ensure surrounding roads and intersections continue to operate well without added congestion • Build and open any new connection before closing the existing crossing.



Rossgrove Terrace

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
384 survey responses <i>“There are no other ways out of my neighbourhood... not having access to this crossing would have a massive impact on my family's lives.”</i>	Mode use: • 58% car/truck • 40% walking/cycling • 2% other Frequency of use: • 89% frequently Top safety or access concerns people shared: • Traffic congestion 27% • Barrier downtime 9% • Interaction with Asquith Ave 7% • Pedestrian safety & access issues 6% 77% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: • Mt Albert shops & supermarkets 14% • Schools, childcare & education 12% • St Lukes/major retail hub 11% • Workplaces & commuting CBD/main roads) 9% Why use this crossing – top three: • Fastest route 26% • Easiest route 20% • Only reasonable route 17%	Mixed views This is an essential and highly valued local connection, providing a key route across the rail line, but its importance means it is heavily relied on for daily travel.	• Maintain strong east-west access across the rail line for everyday travel • Improve safety, visibility and crossing conditions, especially during school and station peak times • Ensure surrounding roads and intersections continue to work well and avoid added congestion • Provide a smooth and well-connected link to Baldwin Station, with easy movement on both sides of the rail line • Safely manage high volumes of people, particularly during school and commuter peaks • Deliver clear, safe and high-quality walking and cycling facilities that can handle heavy use • Build and open any new connection before closing the existing crossing.



Baldwin Ave Station (pedestrian)

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
270 survey responses <i>“This pedestrian crossing must stay... local residents would be negatively affected by any proposed changes.”</i> <i>“My son (in a wheelchair) uses this crossing... he feels safe and can access the train station and trains even on his own.”</i>	Mode use: - Walking 81% - Cycling 15% - Other 4% Frequency of use: 70% frequently Top safety or access concerns people shared: - Risky behaviour 8% - Minor congestion/waiting for trains 5% - Accessibility concerns 6% 62% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Train station & public transport access 23% - Local shops & supermarket (Mt Albert) 13% - Schools & education 11% Why use this crossing – top three: - Fastest route 25% - Easiest route 21% - Safest route 20%	Feedback suggested this is the safest and most trusted pedestrian crossing in the area, providing a key connection to the station and local destinations. Its importance has increased following nearby closures. A high proportion of station users at Baldwin Ave children, secondary or tertiary students (around 45%), highlighting the importance of safe and reliable walking access for everyday school travel.	- Keep a pedestrian connection in this location (or close by) to maintain access across the rail line - Make sure the new connection is just as direct and easy to use for everyone, including wheelchairs, prams and bikes - Keep good access to Baldwin Station, with easy movement between both sides of the platform - Provide a safe, high-quality path for walking, cycling and other small, wheeled users, designed to handle lots of people - Build and open the new connection before closing the existing crossing.



Woodward Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
293 survey responses <i>"I have experienced vehicles misjudging the crossing and being stuck on the tracks when the barriers drop."</i> <i>"Congestion which can back all the way up Woodward almost to Carrington Rd."</i> <i>"Woodward Road is narrow... parked cars restrict traffic flow to one lane."</i>	Mode use: • 78% car/truck • 21% walking/cycling • 1% other Frequency of use: • 64% frequently Top safety or access concerns people shared: • Traffic congestion 27% • Interactions with New North Road lights 17% • Vehicles queuing onto tracks 11% 90% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: • Supermarkets (PAK'nSAVE) 21% • Motorway access & regional routes 15% • Local centres nearby (Mt Albert, Pt Chev, New Lynn, Avondale) 13% • Family, friends' local connections 11% Why use this crossing – top three: • Fastest route 26% • Easiest route 22% • Only reasonable route 16%	Strong support for a bridge or underpass to separate road and rail This is an important and well-used route but congestion, complex layout and safety concerns, especially near intersections, create ongoing issues.	• Key local route with high reliance for everyday travel • Tight layout with nearby traffic lights makes it difficult to use • Challenging for people walking and cycling, with limited space • Safety concerns due to driver's behaviour and complex movements • Low-traffic neighbourhood idea not widely supported.



Avondale Station (pedestrian)

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
98 survey responses <i>"It is hard to navigate when busy."</i> <i>"Teenagers running over tracks is a safety issue."</i>	Mode use: 75% walking 25% cycling Frequency of use: 79% frequently Top safety or access concerns people shared: - Design/layout issues 26% - Risky behaviour (ped and cyclists) 13% - Barrier downtime & missed trains 13% 87% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Train station & public transport access 28% - Avondale town centre 14% - Local access/neighbourhood 10% - Workplace/commuting via train 10% Why use this crossing – top three: - Fastest route 30% - Easiest route 24% - Only reasonable route 17%	This is a key pedestrian link to the station, but narrow space, crowding, and mixed users create safety and comfort challenges. Avondale has high peak-period station activity, and Crayford Street is the primary access point to the station. Train tag-on data shows around 71% of station users enter or exit via this crossing, highlighting its critical role as a walking and cycling connection into the station. Around 27% of station users are children, secondary or tertiary students, reinforcing the importance of safe, accessible and reliable crossing conditions for everyday school travel.	- Key walking and cycling link to the station with 71% of train users tagging on at this entrance point - Narrow shared path creates crowding and conflicts - Difficult for slower users (e.g. prams, mobility needs) - Nearby intersections add complexity and safety risks.



St Jude Street

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
364 survey responses <i>"There are queues through Avondale because of this level crossing."</i> <i>"There is no reasonable way to avoid this route."</i>	Mode use: - Car/truck 77% - Walking/cycling 20% - Other 3% Frequency of use: 64% frequently Top safety or access concerns people shared: - Traffic congestion 25% - Interaction with roundabout and nearby intersections 16% - Barrier downtime 10% - Maintaining this important connection 10% 92% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Avondale town center and services 19% - New Lynn town center and retail 21% - Supermarkets (Mt Albert/ New Lynn) 11% Why use this crossing – top three: - Fastest route 27% - Easiest route 21% - Only reasonable route 16%	Strong support for a bridge or underpass to separate road and rail This is a key route connecting major roads, but congestion, train delays, and nearby intersections create ongoing pressure and safety concerns. St Jude Street plays an important role in access to Avondale station. Around 27% of station users enter via this route, supporting movement to and from the station and surrounding areas alongside the primary access at Crayford Street.	- Important connection between major roads with few alternatives - Frequent congestion and unpredictable delays - Barrier arms felt to be down for a long time - Queueing affects surrounding roads and intersections - High reliance increases pressure on the crossing.



Chalmers Street

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
120 survey responses <i>“Very steep approach... lots of heavy braking.”</i> <i>“Not wide enough for parking both sides and traffic.”</i>	Mode use: - Car/truck 71% - Walking/cycling 25% - Other 4% Frequency of use: 61% frequently Top safety or access concerns people shared: - Road layout constrains 18% - Parking impacts 16% - Traffic congestion 13% 87% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Avondale town centre and services 18% - New Lynn town centre and retail 15% - Motorway & regional access (SH20 focused) 11% - Neighbourhood movement/ access 11% Why use this crossing – top three: - Fastest route 26% - Easiest route 21% - Safest route 17%	This is a local street under increasing pressure, with more traffic, limited space, and growing safety concerns at busy times.	- Narrow road with steep slope and parked cars limits space - Congestion and delays during peak times and train movements - Shared space between cars, pedestrians, and cyclists adds complexity - Accessibility challenges for people with limited mobility.



St Georges Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
153 survey responses <i>"It can be hard to see trains both ways."</i> <i>"There are delays but this is manageable."</i>	Mode use: - Car/truck 79% - Walking/cycling 19% - Other 2% Frequency of use: 52% frequently Top safety or access concerns people shared: - Traffic congestion 16% - Barrier downtime 11% - Layout and visibility constraints 8% 73% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - New Lynn town centre & retail 20% - Avondale town centre & services 16% - Workplaces/commuting 10% - Motorway & regional access 8% Why use this crossing – top three: - Fastest route 28% - Easiest route 23% - Only reasonable route 15%	This is identified as a secondary route that generally works, but layout constraints, train movements, and nearby signals are starting to create delays and safety concerns.	- Local alternative route with generally lower traffic - Delays and queues during peak times - Angled crossing makes it harder to use - Limited space and protection for pedestrians and cyclists - Mixed experiences, with some safety concerns raised.



Portage Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
292 survey responses <i>“Can be messy when there is a lot of traffic, often people are impatient.”</i> <i>“This is a main route and worthy of investment in grade separation. Congestion can be significant here when trains go through.”</i>	Mode use: - Car/truck 79% - Walking/cycling 17% - Other 4% Frequency of use: 65% frequently used Top safety or access concerns people shared: - Traffic congestion 24% - Barrier downtime 17% - Traffic light + rail signal coordination 14% 91% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - New Lynn town centre & retail 21% - Local businesses (Portage Rd corridor) 14% - Workplaces/commuting 11% Why use this crossing – top three: - Fastest route 26% - Easiest route 22% - Only reasonable route 16%	Strong support for a bridge or underpass to separate road and rail This is a major route with high traffic volumes, but congestion, complex signals and frequent train movements create delays and safety risks.	- High-traffic route including trucks and business access - Congestion and delays - Barrier arms felt to be down for a long time near the station - Complex mix of signals, crossings, and rail operations - Safety risks for pedestrians and cyclists in a busy environment.



Fruitvale Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
138 survey responses <i>"No safe zone for cyclists."</i> <i>"Too many parked cars... creates hazard."</i>	Mode use: - Car/truck 61% - Walking/cycling 35% - Other 4% Frequency of use: 59% frequently used Top safety or access concerns people shared: - Parking impacts 22% - Traffic congestion 16% - Layout & visibility constraints 10% 86% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Train station & public transport 19% - Kelston shops 14% - Local access (home/neighbourhood) 12% Why use this crossing – top three: - Fastest route 26% - Easiest route 22% - Only reasonable route 16%	This is an important local connection, but narrow space, parking, and increasing use are creating congestion and safety concerns, especially during peak times.	- Important local route for residents, students, and station users - Narrow street with heavy parking limits visibility and space - Congestion during school times and train movements - Station proximity creates crowding and delays - Mixed experiences, with some safety concerns.



Glenview Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
562 survey responses <i>"I often misjudge space and end up on crossing."</i> <i>"I actively avoid this crossing."</i>	Mode use: - Car/truck 80% - Walking/cycling 18% - Other 2% Frequency of use: 77% frequently used Top safety or access concerns people shared: - Traffic lights, intersection layout, and rail signal coordination 29% - Extreme traffic congestion 22% - Vehicles queuing onto tracks 10% - Pedestrian and cyclist safety 10% 100% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Glen Eden town centre & local services 13% - Train station & park/ride 11% - Henderson & major retail/health 11% Why use this crossing – top three: - Fastest route 26% - Easiest route 21% - Only reasonable route 16%	Strong support for a bridge or underpass to separate road and rail This is one of the busiest crossings, but its constrained layout near the station and complex intersections leads to congestion, delays, and safety risks. Glen Eden has a high peak period station activity, reinforcing the importance of this crossing for daily station access and movement through the town centre. Around 25% of Glen Eden station users are children, secondary or tertiary students, highlighting the importance of safe and reliable access for students and young people.	- Congestion with extended queuing - Important connection with few alternative routes - Strong link to town centre, station, and local businesses - Park and ride operating at or near full capacity - People rely on multiple access options such as walking, drop-off and nearby crossings - Complex intersection.



Sherrybrooke Place

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
29 survey responses <i>"This crossing is the only way to get to the houses."</i> <i>"We need better lighting and amenity here and often the barrier isn't working for hours."</i>	Mode use: - Car/truck 60% - Walking/cycling 25% - Other 15% Frequency of use: 50% frequently Top safety or access concerns people shared: - Minor safety concerns 22% - Risky behaviour (drivers/pedestrians) 13% - Minor congestion/delays 13% 70% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Train station and public transport 24% - Local neighbourhood/home 24% - Local shops and services 14% Why use this crossing – top three: - Only reasonable route 21% - Fastest route 24% - Easiest route 19%	This is a low volume but essential local crossing for residents.	- Tight space with parked cars creating congestion - Risky behaviour from some drivers and pedestrians - Concerns about reliability of signals and barriers - Limited lighting and infrastructure affect safety and comfort.



Bruce McLaren Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
185 survey responses <i>"Traffic is often backed up 100–200 meters."</i> <i>"I was almost stuck when barriers came down"</i>	Mode use: - Car/truck 88% - Walking/ cycling 7% - Other 5% Frequency of use: 66% frequently Top safety or access concerns people shared: - Traffic congestion 22% - Barrier downtime 15% - Layout & visibility constraints 13% 78% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Henderson town centre & WestCity 26% - Local services & retail 15% - Workplaces/ commuting 11% Why use this crossing – top three: - Fastest route 28% - Easiest route 22% - Only reasonable route 17%	Strong support for a bridge or underpass to separate road and rail This is an important connection for the wider network, but congestion and a complex layout create delays and safety issues.	- Important connection with limited alternative routes - Regular congestion and queueing - Barrier arms felt to be down for a long time - Complex layout with multiple movements and side roads - Mixed experiences, with concerns about delays and behaviour.



Mt Lebanon Lane

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
59 survey responses <i>“Traffic builds up during events.”</i> <i>“1000’s of people can attend some events which makes access difficult.”</i> <i>“Intersection very close... compounds issue.”</i>	Mode use: - Car/truck 64% - Walking/cycling 31% - Other 5% Frequency of use: 43% frequently used Top safety or access concerns people shared: - Traffic congestion (peak & events) 23% - Barrier timing 16% - Intersection layout & proximity issues 14% 73% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Corban Estate Arts Centre & cultural facilities 25% - Henderson Park & recreation 19% - Local access (residential) 12% - Cycling & shared paths 12% Why use this crossing – top three: - Only reasonable route 24% - Fastest route 21% - Easiest route 16%	This is a local access route. Nearby intersections and train movements can create delays and safety concerns.	- Important access to homes and Corban Estate - Congestion during peak times and events - Nearby intersections add complexity and delays - Mixed experiences, with visibility and delay concerns.



Sturges Road Station (pedestrian)

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
79 survey responses <i>"This is a vital crossing for students"</i>	Mode use: - Walking 69% - Cycling 18% - Other 13% Frequency of use: 59% frequently Top safety or access concerns people shared: - Safety concerns general 17% - Risky behaviour 12% - Barrier downtime 9% 72% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Train station & park and ride 38% - Local neighbourhood access 11% - School/education 9% Why use this crossing – top three: - Fastest route 27% - Easiest route 22% - Only reasonable route 18%	This is a key pedestrian crossing with high use, but frequent train movements and safety concerns make a grade-separated solution preferable. Sturges Road Station has high peak-period station activity, reinforcing the importance of reliable pedestrian access to the station. Around 38% of station users are children, secondary or tertiary students, highlighting the importance of safe, direct and well-connected walking access for everyday school and education travel. Park and ride is heavily used.	- High use, especially by students and regular commuters - Crossing generally works but is under pressure - Barrier arms felt to be down for a long time - Safety concerns linked to behaviour and design - Personal safety concerns raised by some users due to anti-social behaviour (fights/violence).



Metcalfe Road

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
189 survey responses <i>“One of the only ways to get from one side of Rānui to the other.”</i> <i>“The chaos around the roundabout just up Metcalfe from the tracks is terrifying.”</i>	Mode use: - Car/truck 84% - Walking/cycling 12% - Other 4% Frequency of use: 85% frequently Top safety or access concerns people shared: - Sever traffic congestion 22% - Complex intersection & roundabout interactions 18% - Risky behaviour (drivers and pedestrians) 12% 95% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Lincoln Road retail & commercial hub 17% - Motorway access & regional travel 14% - Rānui town centre & local services 10% - Workplaces/commuting 10% Why use this crossing – top three: - Fastest route 30% - Easiest route 23% - Only reasonable route 17%	This is heavily used connection but congestion, a complex layout and high demand create safety and reliability issues.	- Important connection with high daily use - Complex and constrained intersection layout - Safety risks from queueing and turning movements - Reliability and travel time are key concerns.



Rānui Station (pedestrian)

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
72 survey responses <i>“For our kura, this is the primary access route used by tamariki and whānau. We consider this the most appropriate and safest location for a future pedestrian connection.”</i>	Mode use: - Walking 69% - Cycling 17% - Other 14% Frequency of use: 57% frequently Top safety or access concerns people shared: - Barrier timing 15% - Risky behaviour 11% - General safety concerns 11% 63% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Train station & platform access 21% - Rānui Town centre & community hub 17% - Schools & childcare 10% - Local neighbourhood/home 10% Why use this crossing – top three: - Fastest route 27% - Only reasonable route 21% - Easiest route 19% - Safest route 13%	This is the main access point to the station, widely used by the community. While it generally works well, reliability and wait times are key concerns. Train tag-on/off data shows around 67% of station users enter or exit via this crossing, highlighting its critical role as a walking and cycling connection into the station. From the survey responses, 20% of people described this as an essential community connection and recommended a replacement (such as an active mode bridge) in the same location.	- Main access point to the station for most users - Used for local access rather than through travel - Generally, works well with improved safety features - Wait times vary depending on trains and peak use



O'Neills Road (pedestrian)

	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
126 survey responses <i>“Essential part of our community to keep us connected.”</i> <i>“Vital that a walking and cycling crossing is maintained.”</i>	Mode use: - Walking 76% - Cycling 20% - Other 4% Frequency of use: 73% frequently Top safety or access concerns people shared: - Alternative routes are not suitable 9% - Amenity & design improvements 4% - Operational issues 3% 67% of people shared they experience safety or access issues currently. Top destinations people shared they are travelling to: - Swanson village & local shops 19% - Schools & childcare 14% - Health & local services 11% Why use this crossing – top three: - Fastest route 27% - Easiest route 22% - Safest route 19% - Only reasonable route 14%	This is a valued and important local link with few issues, and the community supports maintaining and improving it as the area grows. From the survey responses, around 33% of people described this as an essential community connection and recommend a replacement (such as an active mode bridge) in the same location.	- Important and well-used local connection - Limited safety or access concerns overall - Minor improvements needed (footpaths, lighting, surfaces) - Construction impacts currently affecting access - Good accessibility for walking, cycling, and mobility.



	What we heard about use of this rail crossing	General sentiment	Key themes/considerations
137 survey responses <i>“Closing this would be disastrous.”</i>	Mode use: - Car/truck 66% - Walking/cycling 30% - Other 4% Frequency of use: 84% frequently 16% not frequently Top safety or access concerns people shared: - General safety concerns 3% - Amenity & design improvements 5% Around 80% of people reported no safety or access issues and opposed closing or replacing the crossing. Top destinations people shared they are travelling to: - Swanson village & services 18% - Schools & childcare 12% - Health services 10% Why use this crossing – top three: - Fastest route 26% - Easiest route 21% - Safest route 18%	This is a low-use local crossing with minimal train activity, with respondents expressed a general view for it to remain as it is. Many also described it as a vital local connection with limited train activity.	- Local road upgrade suggested at Swanson/Christian intersection - Walking and cycling connections need improvement - Concerns about shifting traffic to nearby busy roads - Area growth increasing future pressure.



Summary of broader stakeholder feedback (submissions, emails, meetings) by location

George Street	Local business: Opposes closure, citing increased traffic risk from rerouting, and the role of George Street as a key local and freight link. Questions traffic data differences and suggest alternatives: grade separation, a new interchange ramp, or reconfiguring the interchange (preferred). Bike Auckland: Supports closing to vehicles given nearby alternatives; sees opportunity for a strong active mode connection within the wider network. Campaign for Better Transport: Open to closure only if traffic impacts are well managed, particularly the Dominion Rd–New North Rd connection, and bus performance is protected.
Morningside Drive	Bike Auckland: Open to closing to vehicles if feasible, with a need to manage industrial traffic impacts; must retain safe walking and cycling access. Campaign for Better Transport: Identifies Morningside Drive as a top priority for grade separation; a critical bus corridor requiring early action before development constraints arise; recommends a bridge realignment to the east of the existing alignment.
Mt Albert area	Mt Albert Business Association: Focus on potential construction impacts on businesses, including disruption, loss of parking, and need for business support and clear signage. Raises accessibility needs, traffic pressures (including Carrington Rd upgrade), interest in wider network opportunities. Mt Albert Resident's Association (MARA): Engagement with local representatives highlighted key concerns around safety, community severance, future growth pressures, and the need for early clarity on options and timing. Gladstone Primary School: Supports the programme but recommended all crossings to be replaced before closure. Key concerns are child safety, school access across the rail line, increased congestion, and reduced walking, especially for families from the east. Open Space for Future Aucklanders: Supports in principle but strongly opposes closures without high-quality replacements in place first; warns of increased congestion, reduced safety, and loss of connectivity in Mt Albert. Bike Auckland: Strong active mode focus at Asquith/Rossgrove/Baldwin (high foot traffic, low traffic network opportunity; retain multiple links) and Woodward Rd (retain access; improve underpass safety). Campaign for Better Transport: Focus on network efficiency and development alignment, supporting closure at Asquith (retain Rossgrove as main link; consider new connection) and prioritising Woodward Rd for road bridge. Detailed community submissions or detailed emails (11): Recommendation that all crossings are replaced with high-quality solutions before closure, with a focus on maintaining and enhancing connectivity. We have also engaged with key destinations like Westfield St Lukes and Eden Park.
Avondale area	Bike Auckland: Focus on active mode safety, supporting improvements at Crayford/St Jude (consider bridge; dependent on St Jude remaining open), retaining walking/cycling access at St Georges Rd, and identifying Chalmers St as lower cycling priority with potential low traffic network benefits. Campaign for Better Transport: Very high-priority corridor (Crayford/St Jude/Chalmers), to be treated together with potential closure of St Jude and upgrade of Chalmers as main route; St Georges Rd could support a road bridge (with property/parking impacts).
Portage Road	Bike Auckland: Supports full closure of the crossing for all modes, with emphasis on upgrading nearby Te Whau paths to maintain and improve cycle network continuity. Campaign for Better Transport: Supports a bridge solution, noting site constraints (Whau Creek) make this the most feasible option.

Fruitvale Road	Bike Auckland: Supports a modal filter/closure to vehicles, identifying a low traffic network opportunity (near schools) while retaining active mode access. Campaign for Better Transport: Prefers a bridge solution integrated with station design. Fruitvale School: Highlights student safety and access concerns, noting increasing on-street parking pressures, growing cycling numbers, and the need for accessible, safe routes.
Glenview Road	Bike Auckland: Focus on improving active mode access, with an opportunity to enhance cycling connections into the town centre, including potential ramps or active crossings. Campaign for Better Transport: Notes the location is very difficult, with nearby development making grade separation complex and costly. Glen Eden Business Association: Highlights significant constraints and congestion pressures, with a need for resilient transport options that support local businesses and town centre character. Open to solutions but concerned about cost, disruption, and maintaining amenity, alongside broader safety concerns. Glen Eden Residents Association: Acknowledges the issue is complex and overdue, with interest in interim traffic improvements, potential underpass options, and alignment with wider cycling plans. Glen Eden Leaseholders: Concerned about uncertainty and economic impacts, including effects on leases, customer access, and business viability; requests clear, early communication and long lead times. Glen Eden Railway Trust: Emphasises the need for a long-term solution aligned with urban growth and town centre uplift, and that it should be prioritised.
Sherrybrooke Place	Campaign for Better Transport: Supports maintaining connectivity through a new bridge access.
Bruce McLaren Road	Bike Auckland: Supports a modal filter, encouraging industrial traffic to be redirected elsewhere, with potential to introduce new connections if the crossing is closed. Campaign for Better Transport: Identifies the site as complex and moderately important, likely requiring a trench or complex interchange, with significance driven by bus services and industrial activity.
Mt Lebanon Lane	Bike Auckland: Notes the site is complex, with some areas relying on sole vehicle access; supports exploring alternative road connections alongside an active mode bridge. Campaign for Better Transport: Prefers a bridge solution, with an option to create a new road link. Corban Estate/artist feedback: Highlights local safety and accessibility issues, including poor drainage and surface conditions (potholes, trip hazards) around the sheds, parking conflicts and unsafe vehicle behaviour, lack of accessible pedestrian connections, and lighting/visibility deficiencies.
Sturges Road Station	Bike Auckland: Supports retaining pedestrian access in its current location to avoid long detours; sees overbridge as beneficial, with the site lower priority for cycling.
Metcalfe Road	Campaign for Better Transport: Identifies this as a high-priority site, noting it is an important bus corridor likely requiring road realignment alongside a bridge (grade separation).
Rānui Station	Bike Auckland: Emphasises strong access retention, avoiding community severance by maintaining pedestrian links, with cycling detours acceptable if safe. Rānui Primary School: Focus on safe, direct pedestrian access for students and community, identifying the Pooks Rd Shops/Carlas Way crossing area as the most appropriate location. Supports a fully enclosed pedestrian bridge to improve safety, visibility, and connectivity, reflecting high existing pedestrian demand.
O’Neills Road	Bike Auckland: Reinforce the importance of the O’Neills Road level crossing for cycling and pedestrian connection and need to replace this with an active mode bridge.
Christian Road	Campaign for Better Transport: Future focused feedback to replace this level crossing with a bridge and progress this last once to support future expansion of the train service to Huapai. Bike Auckland: If this was closed then suggest extending the “Western rail cycleway” from Swanson Station to Christian Road. Also want to see the Swanson Station lifts are upgraded.

General/corridor wide feedback

Bike Auckland: Supports level crossing removal where it improves safety and neighbourhood outcomes, with a strong expectation that safe, direct, and continuous walking and cycling connections are prioritised and enhanced across the network. Also supports the development of 9 carriage train platforms across the Western Line.

Campaign for Better Transport: Strongly supports removal as critical for the rail network, with a focus on prioritising the busiest crossings, protecting bus performance, and delivering practical, future-proof solutions that enable growth and are not constrained by development. Also supports the development of 9 carriage train platforms across the Western Line.

Freight Reference Group: AT provided a programme-wide update on Takanini, Glen Innes, and the Western Line, with the Freight Reference Group expressing general support but seeking clearer detail as plans progress. Key themes included the need for clarity on land use and traffic impacts, concerns about Western Line level crossing constraints, and strong interest in road optimisation to manage increased train frequencies under CRL.

AA (Automobile Association): AT provided an update on the Western Line level crossing removal programme, with AA broadly supporting the approach and recognising its importance for increased rail frequencies. They emphasised the need for clearer information on traffic impacts, timing and prioritisation decisions, and minimising disruption during delivery.

Auckland Chamber of Commerce: AT provided a programme-wide update on Takanini, Glen Innes, and the Western Line, with the Chamber of Commerce expressing overall support while raising concerns about prolonged cumulative disruption. They signalled a preference for faster or staged delivery to reduce impacts and agreed to help share updates with the wider business community.

Greater Auckland: AT met with Greater Auckland to discuss the project, with feedback emphasising the need for stronger urban integration and clearer articulation of the wider benefits of closures and grade separation. They also raised questions about sequencing and prioritisation, including potential trade-offs with other projects, while suggesting specific local opportunities to optimise outcomes.

Emergency services (including FENZ): AT has established a central forum to coordinate engagement with emergency services, with a strong focus on incorporating feedback, particularly from FENZ given the proximity of key stations, and ensuring emergency access requirements are integrated into programme-wide design.

Capital Projects Accessibility Group (AT): AT provided a Western Line level crossing update to this forum, with feedback highlighting the need to prioritise accessibility across design, engagement, and communications. This included using inclusive formats, engaging specialist organisations, ensuring safe and resilient design features, and embedding accessibility and legal considerations early in the programme.

Other feedback from submissions/emails received:

- Emphasise the need for a balanced, well-planned programme
- Ensuring rail service benefits and continuity are not compromised
- Careful consideration of cost vs benefit and value for money
- Minimising disruption to rail operations during delivery
- Integrating pedestrian and cycling infrastructure upfront (futureproofing)
- Supporting active modes as a key part of Auckland's future network, including separating walking and cycling facilities where possible
- Enabling more frequent (potentially 24/7) train services
- Considering freight rail, climate resilience, and long-term network capacity, including allowance for a third main line