



St Heliers Bay Road intersections Engagement Summary Report

August 2025



Report objectives

- This report provides the key points from the feedback received from all engagement on the two St Heliers Bay Road intersections projects.
- This is not a place to list all the feedback received – just the most important points.
- We have responded to the main points raised by survey respondents and stakeholder feedback.



Project overview

St Heliers Bay Road is an important road in Central Auckland, with many homes, businesses and schools. About 13,000 vehicles travel it each day, and it serves as a key route for many buses, service and supply vehicles. Many people also walk and cycle along the road.

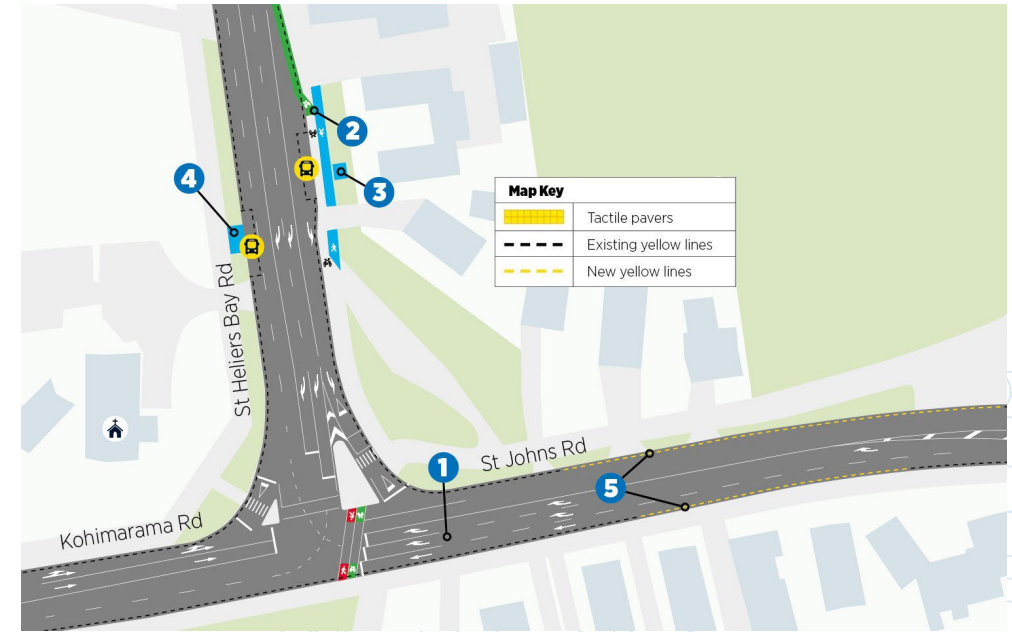
We've identified some changes we can make to two busy intersections - St Heliers Bay Road at St Johns Road / Kohimarama Road and St Heliers Bay Road at Long Drive / Ashby Avenue - that would help reduce congestion and delays and create better journeys for all who travel here. These changes can be delivered quickly, at relatively low cost and with minimal disruption to the community.

At St Heliers Bay Road at St Johns Road / Kohimarama Road intersection:

- Change the middle through lane on St Johns Road into a second right-turn lane.
- Create a new cyclist-pedestrian shared path connection for people on active modes (cycling, walking, riding an e-scooter, etc.) approaching the intersection from St Heliers Bay Road.
- Changes to bus stop ID 7836 to make room for the new shared path.
- Build a bigger concrete pad at the bus stop in front of St Thomas Church (stop ID 7843).
- Install no stopping at all times broken yellow lines on both sides of St Johns Road roughly between properties 355 and 360.

At St Heliers Bay Road at Long Drive / Ashby Avenue intersection:

- Create two new lanes - one for right turning and one for left turning/going straight - on each side of the intersection.
- Slightly adjusting one of the kerblines on Long Drive to support the new lanes. Move the bus stop on St Heliers Bay Road by Ashby Avenue (stop ID 7740) across to the opposite side of the intersection.
- Install new no stopping at all times broken yellow lines around the intersection on all sides.
- Install yellow tactile pavers and other accessibility improvements at the pedestrian crossings.



Engagement undertaken

Between 12 May and 30 May 2025, we invited people in the St Heliers community who live and/or travel near these two intersections to give feedback.

How we raised awareness

To raise community awareness of the consultation, we:

- Sent brochures to 3,614 local homes
- Ran geo-targeted ads on Facebook and Instagram throughout the consultation period. Total audience reach for the ads was 104,317 people.
- Emailed Bike Auckland, Meadowbank Pony Club, St Thomas Church, and Fire & Emergency NZ directly for feedback. Only Bike Auckland and Meadowbank Pony Club responded with feedback.

Community response

Our efforts drove strong community awareness and participation. More than 2,100 people visited our consultation page, and 319 people completed our online survey.

People could select which intersection they wanted to give feedback on. 245 chose to give feedback on the St Heliers Bay Road / St Johns Road intersection proposed changes. 162 people chose to give feedback on the St Heliers Bay Road / Long Drive intersection proposed changes.

Additionally, we received a formal submission from Bike Auckland and an inquiry from Meadowbank Pony Club.



Preview of front side of mailed brochure



Feedback received



What we asked

The survey was divided into two topics:

1. Proposed changes around St Heliers Bay Road / St Johns Road / Kohimarama Road intersection
2. Proposed changes around St Heliers Bay Road / Long Drive / Ashby Avenue intersection

Each survey topic came with a set of questions around each of the proposed changes.

For changes where the goal was specifically to help improve traffic flow through the intersection (e.g., new or altered lane markings, new shared path connection), we asked people if they believed these changes would help improve their travel experience.

- If people answered yes, they continued to the next question.
- If people answered no, they were taken to a write-in question where they could share why they did not believe the changes would help.

For changes that were necessary to support the main changes (e.g., broken yellow lines in specific areas to prevent parked cars from blocking traffic, specific bus stop changes, pedestrian crossing upgrades), we asked people if there was anything we should keep in mind so that we could understand the potential impacts.

- If people answered yes, they were taken to a write-in question where they could tell us what we needed to keep in mind.
- If people answered no, they were taken to the next question.

For the proposed shared path connection on St Heliers Bay Road / St Johns Road intersection, we also asked if it would encourage people to travel by active modes (walking, cycling, scooter, etc.) more often so that we could understand if the change might help facilitate a shift in how people currently travel.

Within each topic, we also asked people if there was anything we might have missed. This gave the community a chance to make us aware of any other factors or potential impacts we should be considering around the proposed changes.



Overall feedback

Overall community response to the proposed changes for both intersections was positive. On proposed changes where we asked people if they felt they would improve their travel experience, most people answered 'yes'. On proposed changes where we asked people if they had things for us to keep in mind, most people answered 'no.'

Here are the key feedback themes found for each intersection:

St Heliers Bay Road / St Johns Road / Kohimarama Road intersection

- Most people thought the proposed changes at the St Heliers Bay Road / St Johns / Kohimarama Road intersection would improve their journeys. Most people who gave feedback also said they did not have any additional points for us to consider.
- For those who did not think the changes would help improve their journey or had things for us to consider, most of their concerns were around some recent road layout changes in front of the Gull petrol station on St Johns Road just before the intersection and how those changes would still impact congestion at the St Heliers Bay Road / St Johns Road intersection.
- Although most people believed the proposed shared pedestrian-cyclist path would improve journeys for cyclists, they also said it would not encourage them personally to travel more often by active modes. We also received some feedback and suggestions around the placement of the shared path's bike lane relative to the bus stop and shelter.
- Some people were also concerned the proposed changes to the St Thomas Church bus stop could have a negative impact on congestion.

St Heliers Bay Road / Long Drive / Ashby Avenue intersection

- Most people thought the proposed changes at the St Heliers Bay Road / Long Drive intersection would improve their journeys. Most people who gave feedback also said they did not have any additional points for us to consider.
- For those who did not think the changes would improve their journeys or had points for us to consider, most of them offered suggestions around the traffic light phasing. They thought the light phases could be longer to ease congestion.
- We also heard some concerns regarding the bus stop relocation and how it would impact traffic, and we got concerns around the addition of tactile pavers at the pedestrian crossings.

We will discuss these themes in more detail in the following slides.



St Heliers Bay Road / St Johns Road / Kohimarama Road intersection feedback

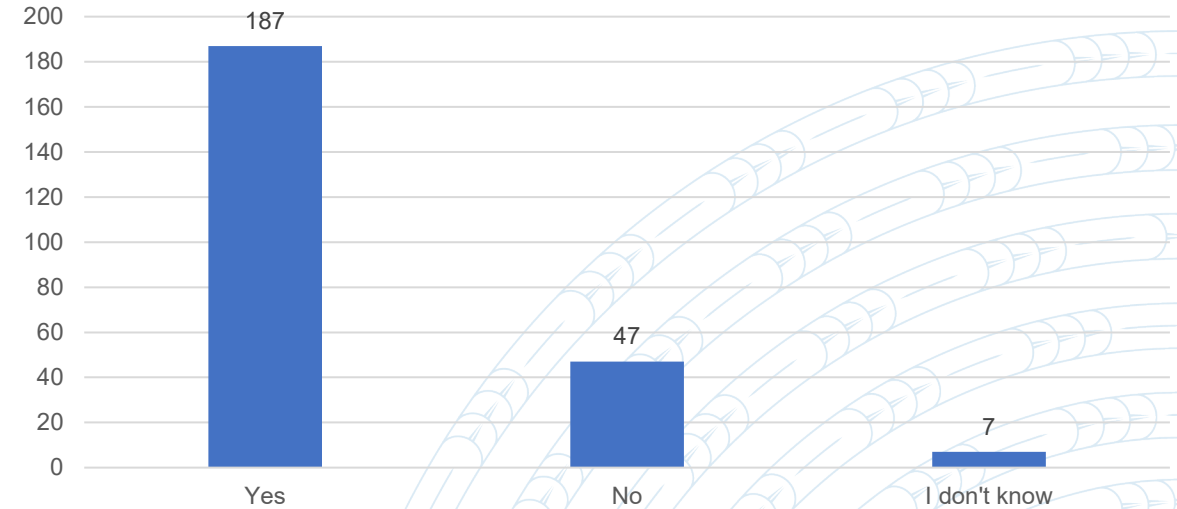
Proposed lane marking changes

We proposed to change the middle through lane on St Johns Road into a second right-turn lane to create more lane space for turning vehicles and allowing more traffic to go on green lights. 241 people chose to give feedback on this change.

Here were the key feedback themes:

- People overwhelmingly believed this proposed change would improve their travel experience through the intersection.
- Of those who did not think the changes would improve their experience at the intersection, most of them said that it was because of issues arising from the road layout around the Gull petrol station nearby.
- We also heard some concerns that the changes could impact the traffic going straight ahead and that it would lead to more congestion in the one remaining through lane.

Do you think these changes will improve your experience travelling through this intersection?



"It is just as busy going straight through the intersection through to Kohimarama as it is turning right to SHBR. To remove a lane here (providing an extra right hand turn into SHBR as proposed) will create major issues for the other route."



St Heliers Bay Road / St Johns Road / Kohimarama Road intersection feedback (continued)

New broken yellow lines on St Johns Road

We proposed to install broken yellow lines on both sides of St Johns Road roughly between properties 355 and 360 to prevent parked cars from blocking traffic flow once the lane marking changes are implemented. We asked people if there was anything we should keep in mind in making this change. 239 people gave feedback on this question.

Here were the key feedback themes:

- Most people who answered said they did not have anything else for us to keep in mind with this change (152 people).
- Of the 53 people who did have points for us to keep in mind, most of their comments were about the traffic impacts of the Gull petrol station and the traffic island in front of it. Most suggested we should remove the traffic island.

St Thomas Church bus stop concrete pad expansion

We proposed to build a bigger concrete pad around this bus stop to give people more room to wait for the bus. We asked people if there was anything we should keep in mind in making this change. 240 people gave feedback on this question.

Here were the key feedback themes:

- Most people who answered did not have anything else for us to keep in mind with this change (116 people).
- Of the 66 people who did have points of us to keep in mind, most of their concerns were around how the new right-turn lane could impact traffic flow around the bus stop.
- They said because the bus stop was not inset into the footpath, traffic coming from the new, middle right-turn lane could cause congestion issues when a bus stops there with the stop with traffic behind it. They suggested we inset the bus stop out of the general flow of traffic.

“Remove the island outside Sunhill/ the Gull station as that blocks traffic. Extend the pedestrian crossing times and put up signage about horses crossing”

“Get the bus stop right back off the road so it doesn't block traffic”



St Heliers Bay Road / St Johns Road / Kohimarama Road intersection feedback (continued)

New pedestrian-cyclist shared path connection

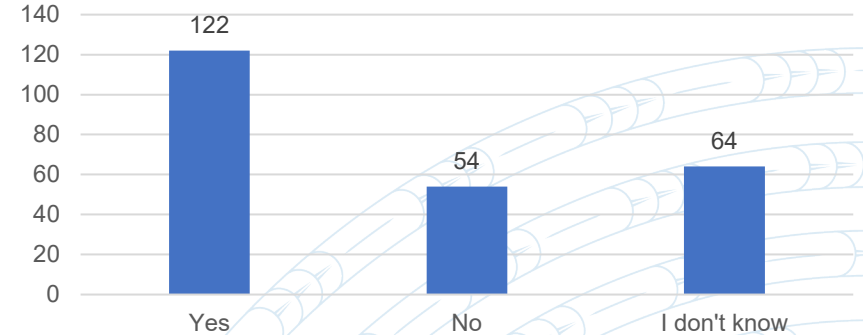
We proposed to create a new shared path connection along St Heliers Bay Road to give cyclists a safer, off-road means of travelling through the intersection. We asked people if they thought this change would benefit people who travel by bike or foot, and we asked if the change might encourage them to travel more often by active modes. 240 people answered the first question, and 239 people answered the second.

Here were the key feedback themes:

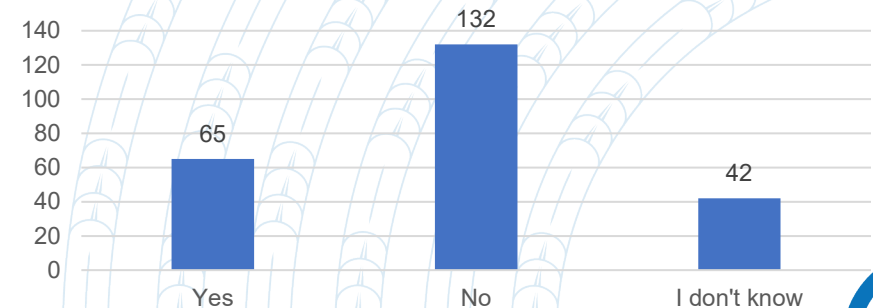
- Most people did agree the new shared path connection would improve cyclists' and pedestrians' experiences at the intersection. However, most also said the change would not encourage them personally to travel more often by active modes.
- For the 54 people who said it would not improve cyclists' and pedestrians' experiences, most of them said no change was needed, as cyclists either already used the current footpath in this way or do not use shared footpath lanes.
- We also heard some concerns from pedestrians and cyclists that the shared path could negatively impact safety because of pedestrians having to cross the bike lane to reach the bus.
- We also heard that bike safety more broadly could be improved in the area.

"Most cyclists go onto the footpath earlier than the proposed connector lane given the mayhem from the previous intersection with traffic merging and often insufficient flow due to buses blocking the left turning lane."

Do you believe this change would benefit people who travel through this intersection by bike or foot?



Would this encourage you to do more travelling by active modes (e.g., cycling, walking, scooter, etc.) in this area if you don't do so currently?



St Heliers Bay Road / St Johns Road / Kohimarama Road intersection feedback (continued)

Additional suggestions to improve travel around the intersection

We also received some suggestions about other things we could do to help improve people's travel experience at this intersection.

Here were the most common feedback themes:

- People told us we should consider the impact of the traffic island in front of the Gull petrol station on people being able to queue at the traffic lights and the effects this has on driver behaviour.
- We also heard that the traffic light phases could be improved, both by changing the phasing of the signals and by adding an option for a longer pedestrian phase, specifically for horses crossing from the Meadowbank Pony Club.
- We heard feedback about the signage around the intersection. People thought it was important that the signage for the lane changes was clear and that signage about horses in the area would also be beneficial.

“Remove the island outside Sunhill/ the Gull station as that blocks traffic. Extend the pedestrian crossing times and put up signage about horses crossing”

“The traffic island installed outside of the new Gull is ridiculous! It stops all the traffic when the light phasing is too slow and those trying to turn right into st Heliers bay road back up to Felton Matthew intersection.”



St Heliers Bay Road / Long Drive / Ashby Avenue intersection feedback

Proposed new lanes for turning, kerb adjustments

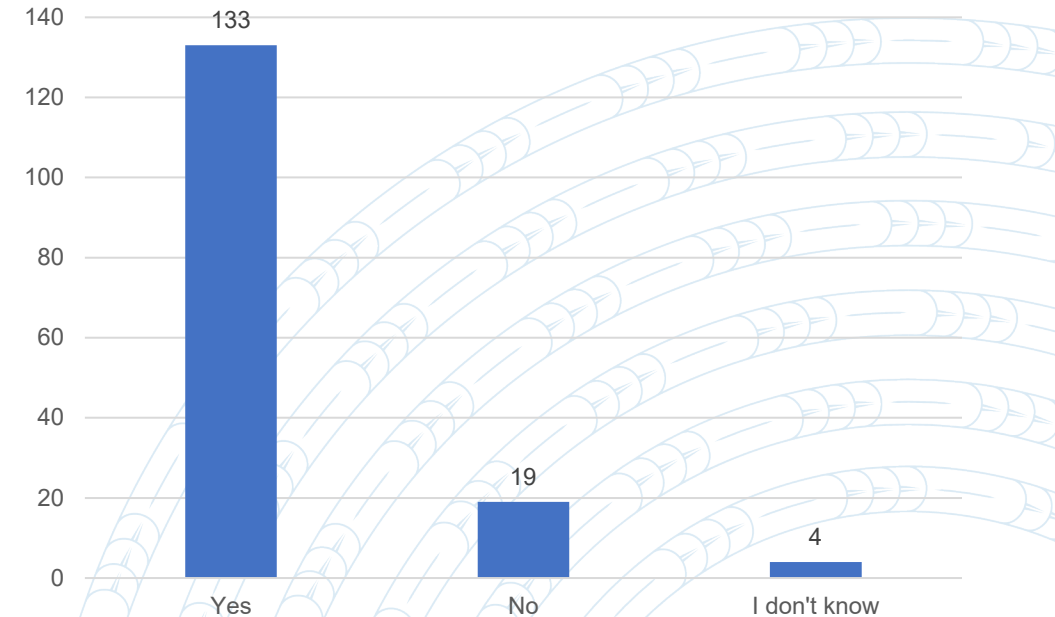
We proposed to create two new lanes – one for turning right, one for turning left/going straight – on all sides of the intersection to help reduce backups and delays; and to make some slight kerb adjustments to make room for the new lanes. We asked people if they believed these changes would help improve their travel experience. 156 people chose to give feedback on these changes.

Here were the key feedback themes:

- People overwhelmingly agreed that the proposed changes would improve their travel experience through the intersection.
- Of the 19 people who told us the changes would not improve their experience, most of them were concerned the new road layout would cause more congestion due to buses not having adequate space to stop or pull into the kerb.
- A few of these respondents also said current driver behaviour already allows for a turning lane when needed, so making it an allocated turning lane will cause congestion when it's not required.

"I don't think these changes will improve the flow of traffic as most of the traffic will now be forced into one lane - whereas traffic already forms two lanes on their own depending on how people indicate which is a more dynamic queuing system than fixed lanes painted on the road."

Do you believe these changes will help improve your experience travelling through this intersection?



St Heliers Bay Road at Long Drive/Ashby Avenue intersection feedback (continued)

Bus stop relocation

We proposed to move bus stop (stop ID 7740) on St Heliers Bay Road from its current place on the eastern side of the intersection across to the western side so that the stop does not block traffic flow when the new lanes are added. We asked people if there was anything we should keep in mind making this change. 156 people gave feedback on this change.

Here were the key feedback themes:

- Most respondents (93) did not have anything else for us to keep in mind as we make the change.
- 30 people did have points for us to keep in mind. Their main concern was the proposed new location of the bus stop would put the buses too close to the intersection. They believed the current road width wouldn't allow buses to stop and pull into the kerb enough for cars behind them to pass. This would cause traffic to bottleneck behind stopped buses, and the congestion could spill into the middle of the intersection.
- To mitigate these concerns, people suggested we make the new bus stop location a recessed stop. Some also suggested moving the bus stop even farther away from the intersection or keeping the bus stop where it currently is.

“Relocation of Bus Stop on St Heliers bay will cause disruption as when bus stops (and cars cannot pass safely) the flow of cars will be limited across intersection and cause gridlock on intersection.”



St Heliers Bay Road / Long Drive / Ashby Avenue intersection feedback (continued)

Pedestrian crossing upgrades

We proposed to upgrade the pedestrian crossings at the intersection with yellow tactile pavers and to improve the ramps so that they're more accessible to people of all abilities. We asked people if there was anything we should be keeping in mind when making this change. 156 people gave feedback on this topic.

Here are the key feedback themes:

- The majority of people who responded (110) said they did not have anything else for us to keep in mind with this change.
- Of the 23 people who did have points for us to keep in mind, most of their concerns were around the yellow tactile pavers. They believed the tactile pavers would be too slippery, especially when wet, and would cause people to trip and fall or create slip hazards for people on bikes and scooters.
- A few people also asked for more provisions for cyclists at the intersection, such as adding junction approach cycle lanes and advanced stop boxes.

New broken yellow lines around intersection

We proposed to install new broken yellow lines around the intersection to ensure parked cars cannot block traffic in the new road lanes. We asked people if there was anything we should keep in mind when making this change. 153 people gave feedback on this question.

Here are the key feedback themes:

- Most people who answered this question (126) said they did not have anything else for us to keep in mind when making this change.
- Of the 12 people who did have something for us to keep in mind, almost all of them wanted to suggest that we extend the broken yellow lines even farther up Ashby Avenue. They said parked cars in this area cause a lot of congestion and bottlenecks.
- A few people also suggested that we upgrade the footpaths on Ashby Avenue and Long Drive. They said the footpaths in these spots are uneven and a safety hazard for people who use them.

"Parked cars on the left side of st Heliers bay road before Ashby ave are always slowing traffic down, there needs to be extended yellow lines."



St Heliers Bay Road / Long Drive / Ashby Avenue intersection feedback (continued)

Additional suggestions to improve traffic flow around the intersection

We also received many suggestions about other things we could do to help improve people's travel experience at this intersection.

Here were the most common feedback themes:

- People told us to consider the current light phases when improving the intersection. They believed they're not long enough to ease congestion and improve traffic flow. They said the phases should be longer.
- We also heard suggestions to shorten the pedestrian light phasing and that pedestrians should cross with traffic in the same direction.
- Some people suggested we add a right arrow traffic light for drivers turning right from St Heliers Bay Road into Long Drive.
- Some people also mentioned that in the past, there were specified lanes for turning, and due to driver behaviour, there was an increased risk of crashes or near misses from drivers running red lights.
- A small number of people also mentioned safety concerns for cyclists turning right at the intersection or having to weave in and out of parked cars and buses.

"The pedestrian light needs to go for a shorter time. There is constant unnecessary waiting as no one ever uses that much time."

"Stopped buses are a problem for cyclists. This is probably true whatever side of the intersection the stop is on."



Stakeholder feedback

Representatives of two organisations submitted feedback on the proposed changes. Bike Auckland submitted feedback on both intersections, and Meadowbank Pony Club submitted a request around the St Heliers Bay Road / St Johns Road / Kohimarama Road intersection.

Bike Auckland submission

Bike Auckland supported most of the changes around both intersections. They did have some suggestions around the new shared path connection and the dashed lane lines at St Heliers Bay Road / St Johns Road / Kohimarama Road intersection. They believed the new shared path connection would be an improvement for cyclists, but they were also concerned about the bike lane conflicting with pedestrians waiting at the bus stop. They suggested moving it behind the bus shelter instead. They also opposed extending the dashed lane line on St Johns Road to create two traffic lanes where there is currently one, as it formalises the road too much for vehicle traffic and could encourage close passes of cyclists by motorists going straight in the through lane.

At St Heliers Bay Road / Long Drive / Ashby Avenue intersection, Bike Auckland suggested adding more protected cycling infrastructure or shared path facilities. If this could not be achieved, they suggested adding hook turn boxes on all intersection sides so that cyclists would not have to merge into the right-turn lanes and to reduce delays for right-turning cyclists. They also asked us to ensure left-turning and through traffic do not share a phase at the intersection, as it creates a vulnerable situation for cyclists. Finally, they said it is not best practice to increase curb radii such as is being proposed at the intersection, as this results in higher vehicle speeds, increased crossing distance, and reduced visibility of turning vehicles for pedestrians.

Meadowbank Pony Club request

A representative from Meadowbank Pony Club emailed us a request to add more fencing around the pedestrian/cyclist crossings on the Kohimarama Road side of the intersection. They said this would provide extra protection for the horses, pedestrians and cyclists from the road traffic.



Responses to main feedback themes



Our response to main feedback themes: St Heliers Bay Road / St Johns Road / Kohimarama Road intersection

Suggestions around traffic impacts of lane marking changes

In response to concerns raised around the lane marking changes potentially increasing congestion in the remaining through lane on St Johns Road, adding an extra lane for right-turn movement will allow more vehicles to clear more quickly and reduce the green time they need compared with the current single-lane setup for right turning. We can then rework the traffic lights phasing to give that extra green time to through and other vehicle movements, helping more vehicles clear the intersection with each phase – which helps reduce congestion and delays. Overall, the lane changes will help ensure vehicles travelling from all directions have the right amount of road space and green-light time to move through the intersection as efficiently as possible.

Concerns around traffic impacts to the median island outside Gull Station

Our traffic modelling and analysis show creating two right-turn lanes on St Johns Road will reduce the long queuing and delays that have been happening on this approach to the intersection. After the change, queues that extend all the way to the Gull Station should no longer be an issue. However, after we make the changes, we'll continue to monitor the intersection's performance. If we continue to see this issue, then we'll modify the median island so that there's enough space for two lanes of vehicle stacking outside the Gull Station.

Can we make the St Thomas Church bus stop (ID 7836) an indented stop?

As part of this project, we will not be providing an indented bus stop at this location. Indented bus stops require more space and would involve relocating the existing shelter and concrete pad onto the grass berm. This could potentially lead to tree removals, present challenges with underground services and incur significant costs. Indented bus stops can also present challenges such as reduced efficiency of bus services and potential safety concerns. Buses will only stop at this location when passengers are boarding or departing the bus. The stop is also positioned away from the intersection and isn't expected to have any major impacts on traffic flow.



Our response to main feedback themes: St Heliers Bay Road / St Johns Road / Kohimarama Road intersection (continued)

More signage at the intersection and green time for pedestrians

Regarding suggestions around signage for the lane marking changes, we will ensure we have the right amount of road markings and signage so people can easily understand and navigate the new lane setup at the intersection. We'll also be adjusting the traffic signal phases to optimise traffic flow. When we do, we'll also review pedestrian phase time and adjust where necessary so that everyone has the right amount of green time to move efficiently through the intersection, whether they're walking, cycling or driving.

Response to Meadowbank Pony Club request

We don't have budget with this project to add new fencing around the crossings at the intersection, but we'll share your request with other groups within AT to consider for future improvements.

Response to Bike Auckland feedback

The proposal includes a shared path, rather than a dedicated bike lane, in front of the bus shelter. The proposed shared path is 4 metres wide, providing sufficient space for both pedestrians and cyclists to pass safely. To help manage cyclist speed through this area, we have included measures such as surface hatching and painted markings. We had also considered shifting the cycle lane behind the bus stop. However, this option presented challenges, including issues with practicality and cost.

Formalising two lanes on St Johns Road is essential to prevent right-turning vehicles from queuing and blocking the through lane, which has been reduced to a single lane. Leaving this space unmarked could result in vehicles informally queuing in the through lane, causing unnecessary congestion and safety issues.



Our responses to main feedback themes: St Heliers Bay Road / Long Drive / Ashby Avenue intersection

Relocating bus stop ID 7740

In response to the concerns raised that the new bus stop location might be too close to the intersection to where stopped buses might cause traffic to back up into the intersection, we could potentially move the bus stop a little farther away to where there's more lane space for vehicles to pass around the bus when it's stopped. We'll explore relocating the bus stop a few metres farther away from the intersection. We'll be looking at whether additional work would be needed to create enough room to place the bus stop and shelter, such as trimming nearby trees, and the potential impact on any underground utilities, pipes, etc.

Suggestions around traffic signal changes

In response to suggestions around the traffic lights, we are planning to update the signal phasing to help traffic move smoothly using the new lanes. We're introducing arrow traffic signals for the right turning traffic on all sides, which will help separate right-turning vehicles from through/left-turning traffic. This change will not only reduce delays and improve traffic flow at the intersection, especially at peak times, but it also enhances safety for the road users by giving right-turning traffic their own time to turn without facing conflicting traffic. We'll adjust the overall traffic signal phasing and timings as much as possible to ensure optimal traffic flow from all directions at all times of day.

Suggestions around pedestrian signals

In response those who suggested we shorten the pedestrian light phase and that pedestrians should cross with traffic in the same direction, we're not planning to make any changes to the existing pedestrian crossing phase with these intersection changes. This intersection currently has one pedestrian-only crossing phase that allows pedestrians to cross from all directions on their green light. This setup is best in helping to ensure pedestrians can safely cross. The changes we're making to the road lanes and to optimise the traffic signals will help reduce overall delays.



Our responses to main feedback themes: St Heliers Bay Road / Long Drive / Ashby Avenue intersection (continued)

Lane reconfiguration impacts on efficiency and safety

In response to concerns around how adding the new lanes might make traffic flow less efficient during off peak hours, we do acknowledge there could be a small reduction in efficiency during these times, but it will be minimal and hardly noticeable to travellers. Also, our modelling shows the dedicated right-turn lanes will bring significant time-saving benefits to travellers during the morning and afternoon peak that will greatly outweigh any minor impacts to off-peak travel efficiency.

A few people also mentioned that in the past, there were specified lanes for turning, and due to driver behaviour, there was an increased risk of crashes or near misses. However, there have not been any specific turning lanes and dedicated right-turn traffic signals at this intersection in the past. This is one of the key drivers to improving traffic flow at this intersection.

Can we add more cycling facilities?

We understand people's concerns around cycling safety in this area, and we appreciate everyone's suggestions. However, there currently isn't enough road or vehicle-tracking space at the intersection for us to add cycling facilities such as cycle lanes, shared paths or hook-turn boxes. There is room to include advance stop boxes, but without more cycling infrastructure to support them, they would not be safe for cyclists to use. Our goal with this project is to make changes that can be done quickly and at relatively low cost to improve overall traffic flow. To make the necessary room for safe, effective cycling facilities, we would need to rebuild the whole intersection, which will take more time and cost more than what's available in this project's budget.



Our responses to main feedback themes: St Heliers Bay Road / Long Drive / Ashby Avenue intersection (continued)

Can we extend the broken yellow lines on Ashby Avenue even farther?

Some people suggested we extend the broken yellow lines back even farther on Ashby Avenue. We could potentially extend them farther back to 1 Ashby Ave. This change would help create even more capacity for vehicles to queue in two lanes (one for right turning and one for left turning/through travel) if traffic ever backed up that far. The change would result in removal of about one additional carpark space on the street. We would also need to engage with the affected property owner before making such a change to address any concerns they might have.

Fixing up footpaths on Long Drive and Ashby Avenue

In response to people's suggestions around addressing footpath defects, we are planning to build new footpaths around the intersection where the new pedestrian crossings and tactile pavers are going in. So, many concerns around footpath defects in these areas will get addressed with these changes. We aren't planning to rebuild any footpaths beyond the intersection with this project, but we would encourage any residents who believe new footpaths are needed in your area, including those on Long Drive and Ashby Avenue who engaged with us, to visit contact.at.govt.nz and submit an official request. From our end, we'll also pass on your comments to the relevant teams at AT to consider for future projects in the area.



Next Steps



Next Steps

- We will share this feedback report with the area local boards.
- Afterwards, we will make the final decisions on our design plans based on the community's feedback and any additional insights provided by the local boards.
- Once we have finalised our design plans, we will share outcomes with the community and when we hope to deliver the projects.

