

SURREY CRESCENT AND OLD MILL ROAD IMPROVEMENTS PROJECT

Engagement Report – July 2025



Contents

Introduction	2
Project background.....	2
Proposed plans	2
Our engagement.....	4
What we heard	4
Parking	7
The final design	8
Next steps	9

Introduction

Over the last year Auckland Transport (AT) has been refining the final design for the Surrey Crescent and Old Mill Road improvements project. This included gathering feedback from locals and key stakeholders. This report provides an overview of our engagement, general sentiment, design suggestions and our responses to those suggestions (including [changes we've made to the design](#)).

A total of 48 individuals or stakeholders provided feedback.

Construction is planned to start in September 2025 and be completed in December 2025.

Project background

The aim of this project is to create a safer and more pleasant environment for people of all ages to get to shops, schools, their workplaces and parks in Grey Lynn. It is part of a wider programme of works to improve transport routes in the inner west ([Grey Lynn to Pt Chevalier](#)) connecting this area to the city centre.

The Surrey Crescent and Old Mill Road improvements project includes footpath upgrades, cycling paths and improved pedestrian crossings and will be delivered at the same time as planned road surfacing works.

Proposed plans

The scope of improvements starts on Surrey Crescent near the corner of Selbourne Street (just south of Grey Lynn School) and continues on Surrey Crescent to the intersection with Old Mill Road and Garnet Road (see map below).

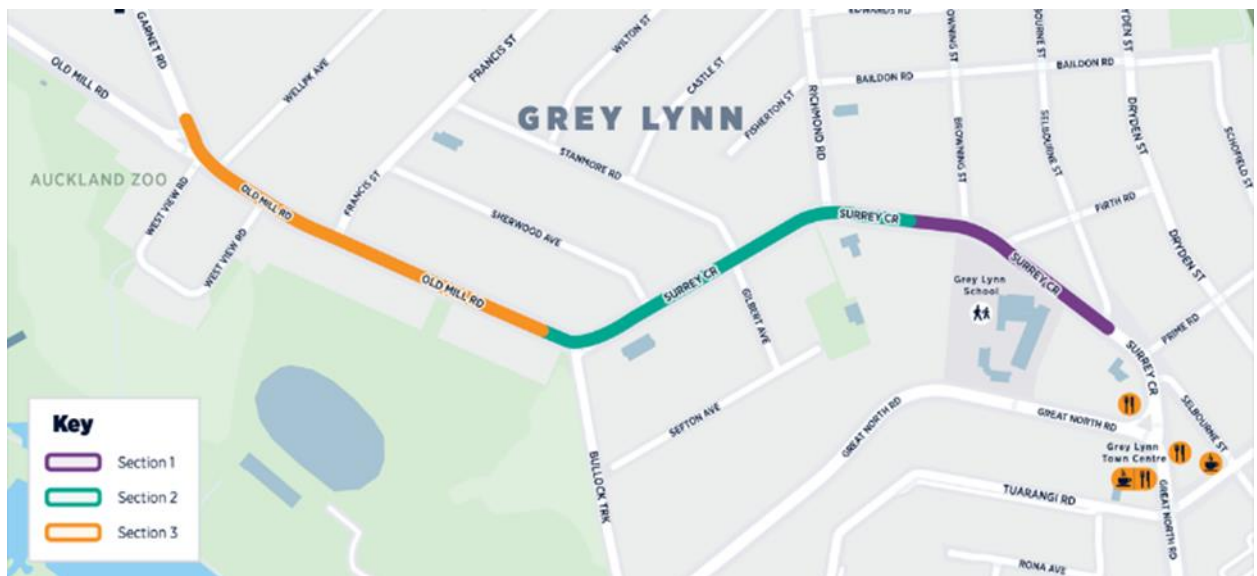
There will be space for people to walk and cycle along the whole route on both sides of the road.

- Cycle lanes on the road.
- Cycle lanes on the berm.
- A shared walking and cycling path.
- Improvements to pedestrian crossings.
- Raising the pedestrian crossing at Grey Lynn School entrance.
- Road narrowing outside Grey Lynn School.
- New road surface.
- Short stay parking spaces outside Grey Lynn School (school hours only)

Kerbside parking

For safety reasons, a small amount of parking removal will be required – for example where we need to improve visibility at the pedestrian crossings we are upgrading to zebra crossings, or for visibility between cyclists and cars adjacent to driveways. Additionally, we are required to bring the lead-in and lead-out space at existing bus stops up to standard.

Through careful design, we have minimised any parking loss as much as possible. Of approximately 177 parking spaces along the route, only 15 will be removed. About 7 of these are near existing bus stops. No parking spaces immediately adjacent to businesses will be removed.



Please see the detailed plans [here](#) and the engagement brochure [here](#).

Our engagement

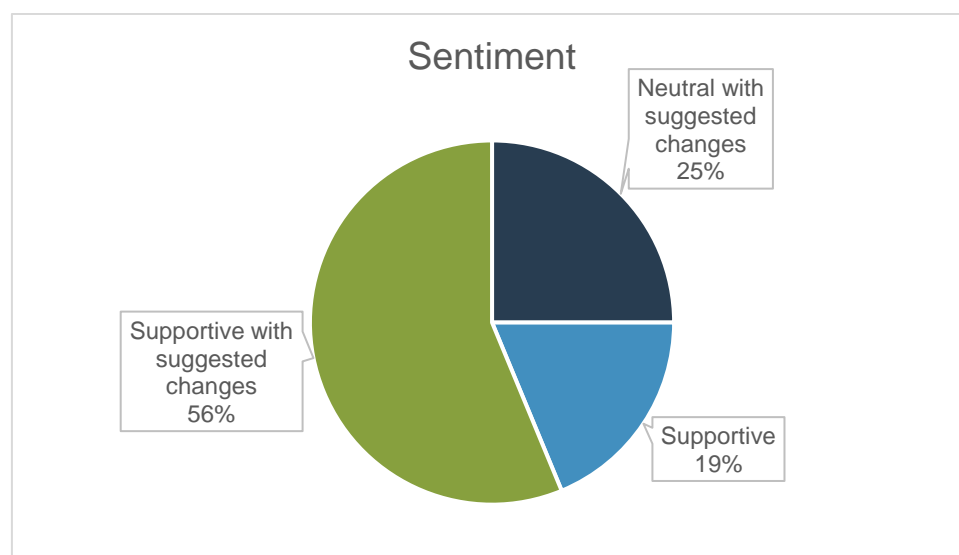
An AT webpage was set up with detailed plans and invited people to contact AT with suggestions on how to improve the design. We delivered 4,000 brochures to property owners, tenants and local residents, and met with the Waitematā Local Board, business owners, Grey Lynn School, the Grey Lynn Business Association, the Grey Lynn resident's association and other stakeholders in the area.

What we heard

AT would like to thank everyone who took the time to provide their suggestions and input. We heard from a total of 48 stakeholders and individuals. Below is a summary of main themes.

Sentiment

75% of those we heard from voiced support for the project. The remaining 25% had neutral views and contributed suggestions.



Suggested changes

Below are the most mentioned suggested changes and our response.

Suggestion	AT response
Change the shared path on Section 2 (Surrey Crescent from Old Mill Road to just past the Richmond Road intersection) to an on-road cycle lane to separate cyclists from pedestrians. (17 mentions)	AT will construct an on-road cycle lane on the northern side of Surrey Crescent through this section. To make space for the on-road cycle lane we will need to remove the flush median between Sherwood Ave and Stanmore Road. On the southern side the design is for a berm separated cycleway next to the footpath instead of a shared path.
Concerns with safety aspects of the on-road cycle lane across Old Mill Road at the Garnet Road and Old Mill Road intersection. (11 mentions)	This section of the project (Section 3 – Old Mill Road from just past the intersection with the Bullock Track to Garnet Road) intersection) has been deferred because a separate intersection upgrade project has been initiated. The goal is to provide new pedestrian crossings and integrated cycling facilities. Public engagement will follow when options are ready.
There should be planting on all kerb buildouts/kerb extensions (10 mentions)	This is not possible in all places as it would require digging out the asphalt, increasing project delivery costs and add to on-going maintenance cost.
Suggestions for making side roads along the route safer for people walking and cycling including requests for raised platforms, road markings. (10 mentions)	In response to feedback, we have done our best to narrow the crossing distance on side roads by building out the corners. Doing this will also help slow driver speeds entering or exiting side streets.
The Richmond Road approach to Surrey Crescent should be one lane only (not two lanes) to reduce crossing distances for pedestrians and cyclists. (10 mentions)	Comprehensive changes to this intersection are not possible within the project budget. We are, however, building out the corners as much as possible to reduce crossing distance and slow driver speeds. We will also upgrade the crossing outside the child centre Lollipops to a zebra crossing.
Extend the on-road cycle lane to Prime Road to join the existing cycle lane. (9 mentions)	We have explored this option. However, the challenges of extending the cycle lane here requires more investigation than this project can deliver. It will need to be looked at as part of a separate project.

Add a no left turn into Firth Street instead of Selbourne Street to reduce rat running. (8 mentions)	We are unable to do this as we can only introduce turning bans to address acute safety concerns and where turning demand is particularly low. We have added an exception on Selbourne Street for local access.
Increase the size of pedestrian refuges so they can accommodate long bikes. (8 mentions)	We have investigated this and unfortunately there is not enough road space to widen the refuges without impacting vehicle lanes. .
Paint side roads crossings with red carpet surfacing and 'SLOW' markings to enhance safety for people walking and cycling. (7 mentions)	We are narrowing side road crossing distances by building out corners which also encourages slower vehicle speeds.
Remove car parks immediately to east and west of the Isaac Apartments driveway on Surrey Crescent for improved visibility. (6 mentions)	We are retaining parking where it is safe to do so, such as in this location.

Examples of what we heard

"We are very supportive of Auckland Transport's work to create a safer and more pleasant environment for people of all ages to get to shops, schools and parks in Grey Lynn."

"It is so wonderful to see some of this project come alive."

"The improvements will make it safer to cycle and walk with my young children, especially to get to the Grey Lynn Library and swimming lessons by bike, and for me to drop my daughter at Grey Lynn school."

"...please go ahead and make progress with these improvements, they're long overdue. Although this affects me directly, it's what the community needs."

"The timing couldn't be better, with the Point Chevalier to Westmere project approaching completion, and the Great North Road upgrade about to get under way."

"I am a resident of Surrey Crescent in Grey Lynn. I also have two children who attend Grey Lynn Primary school. Thank you for the opportunity to submit on this proposal I strongly support the Surrey Cres and Old Mill Rd improvements project."

Parking

Alongside local engagement on the design plans for our walking, cycling and road improvements we were asked to review parking arrangements in two locations at the request of some local businesses.

Garnet Road shops

We were asked to look at ways to increase parking turnover and parking availability for customers outside the shops between 5-19 Garnet Road. AT suggested the following:

- Changing the existing P60 car parks to P30.
- Parking that is currently unrestricted becoming P60.
- Both restrictions operating 8am – 6pm Monday to Sunday.

AT sought feedback from property owners, tenants and businesses from 1-19 Garnet Road. There was good general support for the proposed changes and no objections.

On this basis AT will proceed with these changes.

The changes will be delivered at the same time as the construction of Sections 1 and 2 scheduled to start in September 2025.

Surrey Crescent shops (Cnr with Richmond Road)

The Grey Lynn Business Association asked AT to investigate standardising the parking restrictions in the area of the shops on the Surrey Crescent at the Richmond Road intersection. Currently parking varies here from P5, P10, P30, P90 as well as some unrestricted parking.

AT proposed:

- From the Richmond Road intersection to number 27 Surrey Crescent (on both sides of the road) we will standardise the parking time to P60
- From number 27 to 19 Surrey Crescent (on both sides of the road) standardise parking to P120
- Retain the P10 space opposite this intersection and extend the hours to 10pm.
- Retain two P5 parking spaces near Lollipops Grey Lynn.

The operation times for these restrictions will be:

- P60 8am - 6pm Monday-Sunday
- P120 8am - 6pm, Monday-Friday
- P10 8am - 10pm, Monday-Sunday
- P5 8am - 9am, 4pm - 6pm Monday-Friday, P60 other times.

AT received good support from the business association and local businesses and no objections.

On this basis AT will proceed with these changes which will be implemented at the same time as the construction scheduled for September 2025.

Grey Lynn School

After meeting with Grey Lynn School, we have made some changes to the short stay parking and will:

- Include a loading zone on the northern side of Surrey Crescent.
- Shorten the length of the loading zone on the southern side of Surrey Crescent.

Both loading zones will be 8am - 9am and 2.30 - 3.30pm, school days only. Parking outside of these hours will be P120 Monday to Friday on the southern side of the road.

The final design

After reviewing our plans and considering all the feedback, AT has made the following changes:

Section 1

- Add short stay parking restrictions (school hours only) to the northern side of Surrey Crescent opposite Grey Lynn School and shorten the length of the short stay area on the southern side.

Section 2

- Include an on-road cycle lane on the north side of the road (except at the Richmond Rd intersection).
- Standardise parking on both sides of Surrey Crescent east of the Richmond Road intersection near the shops.

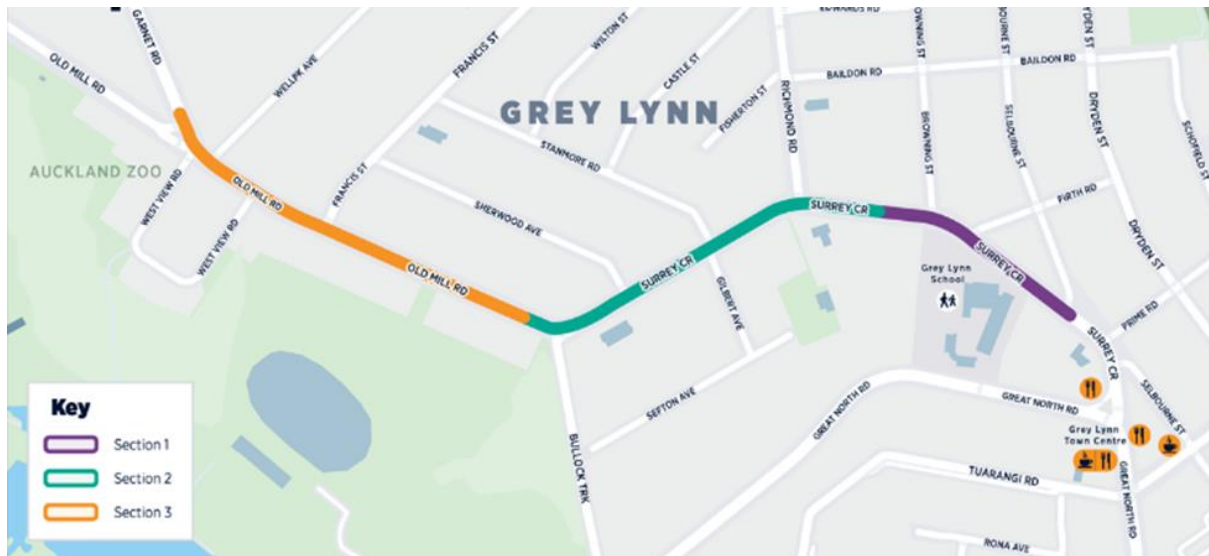
Section 3

- Change the time limit parking restrictions outside the shops between 5-19 Garnet Road to increase parking turnover and improve parking availability for customers.
- Due to road resurfacing being postponed, on-road cycling improvements on the northern side along Section 3 will be delivered as a separate project. This is expected to be completed within 3-6 years. Improvements to the existing on-berm cycle lane through Section 3 will still be completed as part of the current project.

All sections

- Kerb build outs at side roads where possible. This provides reduced crossing distance and helps to foster slower vehicle turning speeds.

Please visit the [project webpage](#) to view the final design plans.



Next steps

Construction of section 1 and 2 is scheduled to start in the September 2025 school holidays and be completed in December 2025.

We will be in touch with the community prior to construction to let everyone know what to expect during the construction phase. We will plan our work carefully to avoid disruption as much as possible.

The greatest impacts will be felt during the construction of the raised table outside the school, hence starting during the school holidays. Otherwise, traffic impacts are expected to be minimal, and buses will continue to run.