

Onewa Road corridor optimisation

Community feedback report

Project overview

Onewa Road on the North Shore is one of Auckland's busiest roads. More than 30,000 vehicles travel along it every day, and more are expected to do so as the area continues to grow. Auckland Transport's Network Optimisation team did a study on Onewa Road and noted key changes we could make within the existing road space to improve people's journeys whenever and however they're travelling. Proposed solutions use smart technology and strategic, targeted adjustments to the road space setup that can be delivered quickly, at relatively low cost, and with minimal disruption.

Engagement overview

Between 10 March and 6 April 2025, we invited people in the Kaipātiki Local Board area to provide feedback on the proposed changes.

They could do this by completing an online survey where they could choose the proposed changes they wanted to give feedback on, by emailing their feedback, or by coming to chat with us at one of two community popups.

We used several methods to engage the community and raise awareness of the consultation. We sent information brochures to 33,656 homes, ran geo-targeted social media ads on Facebook and Instagram, posted ads on six bus shelters along Onewa Road, held two community popups at Kaimataara ō Wai Manawa park, and sent a news release to local media outlets, which contributed to seven news articles encouraging people to provide feedback.

Additionally, we had met with some key stakeholders prior to the consultation, between October 2024 and January 2025. These included: Northcote Primary School, Northcote College, St Mary's School, St Mary's Catholic Church, De Paul House, Zion Hill Methodist Church Birkenhead, Birkenhead Business Association, Northcote Town Centre business association, and three shops on Onewa Road by Seaview Avenue. During the consultation period, we also met directly with parishioners at St Mary's Catholic Church.

Our efforts drove strong community awareness and engagement. Combined, we reached almost 230,000 people.

We would like to thank everyone who shared feedback with us.

Overall feedback

Response numbers were very high for a community consultation. More than 1,700 people visited our consultation webpages, and 1,172 people completed our online survey. Additionally, 144 people engaged with us at our two community popups, and nine completed feedback forms. Thirteen people emailed their feedback, and two organisations submitted formal feedback.

Community response to the proposed changes was mostly positive. On proposed changes where we asked people if they felt they would help improve their travel experience, most people answered 'yes.' On some, such as the proposed changes to the Birkenhead Avenue and Lake Road intersections, a very high rate of people said yes to the changes improving their travel experience.

On the proposed changes where we asked people if they had points for us to consider or if they wanted to make us aware of something we missed, such as the Onewa Road clearway and the Seaview Avenue parking changes, the majority of respondents answered 'no'.

On things we might have missed or should consider, some groups raised specific concerns, such as how residents and St Mary's Church parishioners might be negatively impacted by the permanent clearway on Onewa Road. We also received some concerns about how students, elderly, and people with accessibility needs might be negatively impacted by doing a trial closure of the bus stop across from Northcote College.

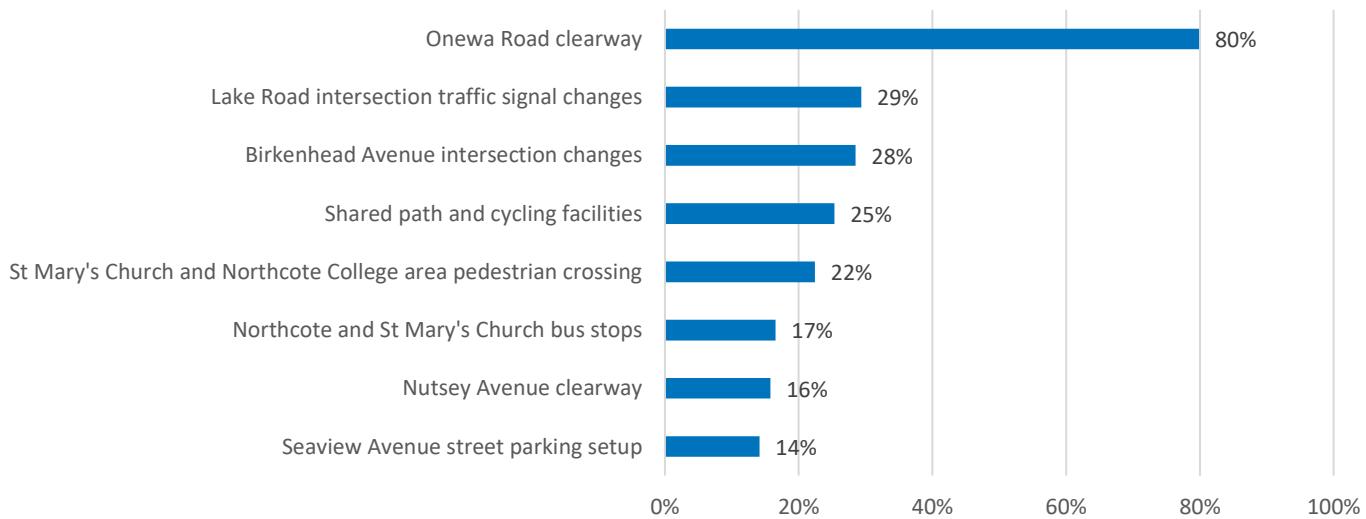
We also received suggestions on other changes we could make to improve traffic flow and safety. Examples included more physical enhancements to the proposed pedestrian-cyclist shared path to make it safer to use, and other streets and intersections in the area in need of safety or efficiency improvements.

We've summarised the response rates and the key feedback themes for each category of changes in the next section.

Detailed feedback

People had the opportunity to choose which topics they wanted to respond to. They could click on as many topics as they wanted. By a wide margin, the Onewa Road clearway was the most selected topic, with 80% of all respondents selecting it.

Proposed improvements people gave feedback on
(% of all survey respondents)



The next sections cover the survey feedback in detail. Wherever applicable, we've incorporated emailed feedback and feedback from the community popups into the key themes since it was similar to the survey feedback.

Onewa Road clearway (936 responses)

On this topic, we explained our proposal to install broken yellow lines on both sides of Onewa Road from Birkenhead Avenue to Lake Road. This change would be to improve efficiency and to help reduce the number of crashes related to parked cars (parked cars contributed to nearly half of the



140 crashes reported on Onewa Road from 2019 to 2023). We asked people if there was anything we should keep in mind as we make this change.

936 people chose to give feedback on this topic. Of them, 452 people left points for us to consider. Here were the most common themes of their feedback:

Support for the permanent clearway: Many people commented to express their support for the permanent clearway. They shared their own experiences with visibility issues created by parked cars, such as when trying to turn onto Onewa Road from side streets like Woodside Avenue, Seaview Avenue, and Park Avenue. They suggested doing proactive enforcement the first few weeks after making the change and continuous review of the traffic to ensure compliance and effectiveness.

Concerns about residential parking impacts: Some people were concerned a permanent clearway would put more pressure on the side streets, which they said already fill up very quickly, and reduce parking availability for residents living on Onewa Road and their visitors, especially those living in high-density housing. They suggested we create indented parking bays for residents or residential parking permits to help mitigate the impacts.

Concerns about student and churchgoers parking impacts: Some people were concerned a permanent clearway would make it harder for students (especially around Northcote College) and St Mary's Catholic Church attendees to find parking for school events and large church events like weddings, funerals, and holy days (Christmas, Easter). They said off-street carparks and side streets fill up quickly for these types of events, and some parking on Onewa Road is still needed. They suggested keeping parking available on weekends and off-peak hours to accommodate these events.

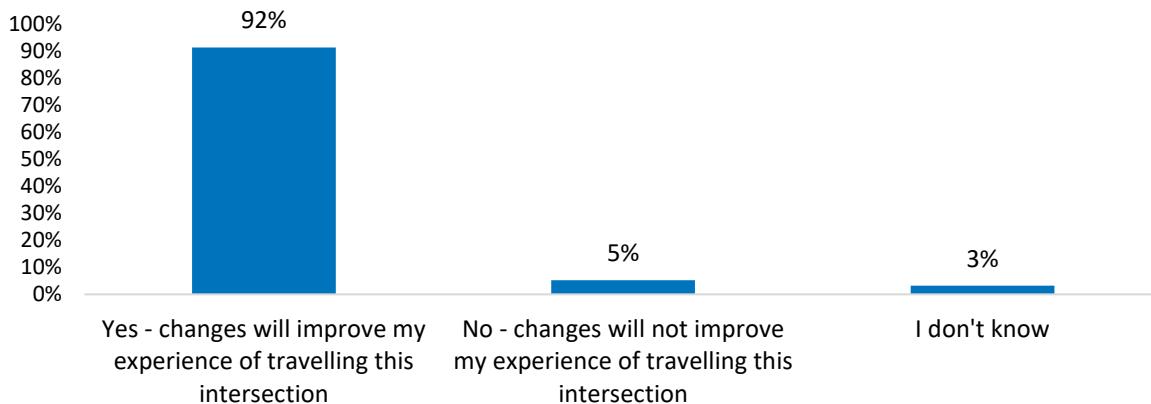
Concerns about road safety/pedestrian and cyclist safety impacts: While many people acknowledged a permanent clearway would reduce parked car-related crashes, they were also concerned it would incentivise more people to speed on Onewa Road. They noted speed-related crashes could increase, pedestrians trying to cross where there aren't designated pedestrian crossings would be less safe, and cyclists riding on the road would be less safe. To help mitigate these concerns, they suggested more enforcement on Onewa Road to catch speeders and creating more safe crossings for pedestrians.

Lake Road intersection traffic signal changes (344 responses)

We asked people for feedback on our proposal to optimise the Lake Road intersection by adding queue detection technology to the traffic lights system and co-ordinating the lights with those at the Queen Street intersection.

344 people chose to give feedback. Of them, 92% agreed the proposed changes would improve their travel experience.

Will these changes improve your experience travelling the Lake Road and Queen Street intersection (by car or foot)?



130 people also left feedback for us to consider. Here were the most common themes:

More insights into the congestion issues at these intersections: Many people shared their experiences with the congestion around the Lake Road and Queen Street intersections and offered insights into what's causing it. Factors they most mentioned were increased traffic during school drop-off/pickup times at Northcote Primary, turning lights at these intersections being too short and causing people to run red lights, vehicles stopping in the middle of the Queen Street intersection and blocking side street traffic at busy times, and the current traffic light phasing system giving too much green time to Onewa Road traffic and not enough for side street traffic. They hoped the proposed changes would help with these factors.

Other things we can do to help manage traffic: Other things people suggested we could do were to also co-ordinate the Lake Road traffic lights with the on-ramp lights from Onewa Road to the motorway, co-ordinate all the traffic lights on Onewa Road starting with Birkenhead Avenue intersection, put queue detection technology in the Queen Street traffic lights too, and install red light/speed cameras at these intersections to help manage speeders and red-light runners.

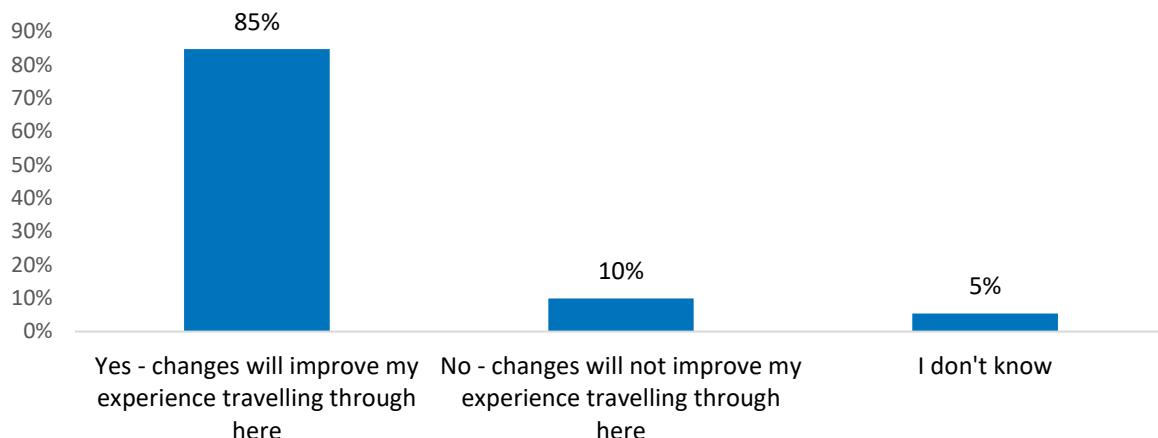
Don't forget about the pedestrians, cyclists and buses that travel here: Some people didn't believe we were thinking enough about the needs of pedestrians, cyclists, and the bus services that travel these intersections when we were designing these proposed changes. They asked us to be more mindful about how these groups move in this area, and we make sure our changes will improve their experience too.

Birkenhead Avenue intersection changes (334 responses)

We asked people for their feedback on our proposed changes to the Onewa Road/Birkenhead Avenue intersection. Some are changes we can deliver this year, such as changing lane markings and adding 'Keep Clear' lane markings at the Hammond Place intersection. Some we are considering in the longer term, such as adding more turning lanes at the intersection, pedestrian crossing and traffic light signal upgrades, and pocket T3 lanes.

334 people chose to give feedback. Of them, 85% agreed all the proposed changes would improve their travel experience.

Will these changes improve your experience of travelling through the Birkenhead Avenue intersection?



100 people left additional feedback and suggestions for us. Here were the most common themes:

More needs to be done here to help buses with merging into T3 lanes: People said this is a major issue for buses heading towards the motorway from Highbury Bypass and from either side of Birkenhead Avenue. To help, they suggested starting the T3 lane earlier from Highbury Bypass and from the north end of Birkenhead Avenue (either as a pocket lane or an even longer lane). For buses heading from the south end of Birkenhead Avenue, they did not give specific suggestions, but they did say the buses coming from this direction also needed more help with merging into the T3 lanes.

Other things we could do to improve travel around this intersection: Other things people said we could do to address congestion and safety issues included installing railings and other physical enhancements to make the crossings safer for pedestrians and cyclists and creating longer lead lanes or clearer lane markings further back so that drivers know which lanes are for which direction very early on.

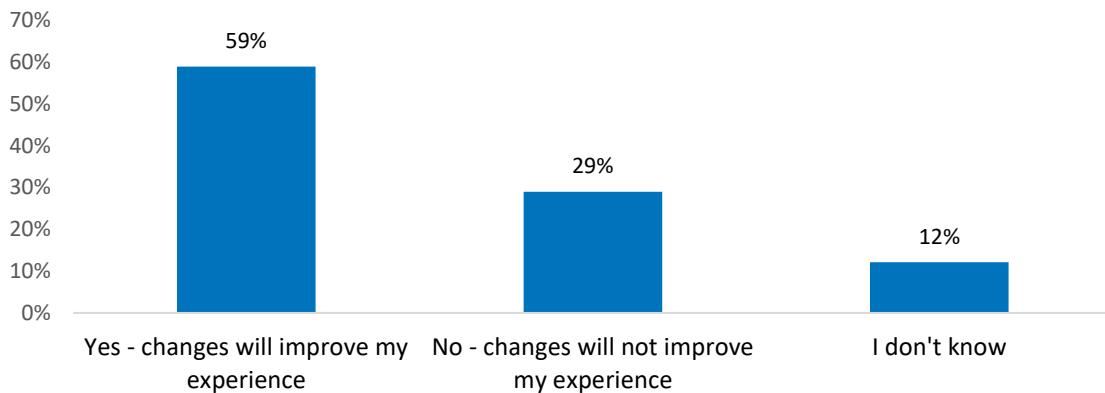
Leave enough space for large turning vehicles: Some people were concerned there might not be enough room for buses and other large vehicles to turn safely, especially those turning right from the south side of Birkenhead Avenue (where the shops are). They asked us to make sure there would be enough space when we're making changes to the intersection.

Shared path and cycling facilities (297 responses)

We asked people for their feedback on our proposal to establish a shared path for cyclists and pedestrians on the northern Onewa Road footpath and to add a transition ramp for cyclists using the existing shared path on the southern Onewa Road footpath.

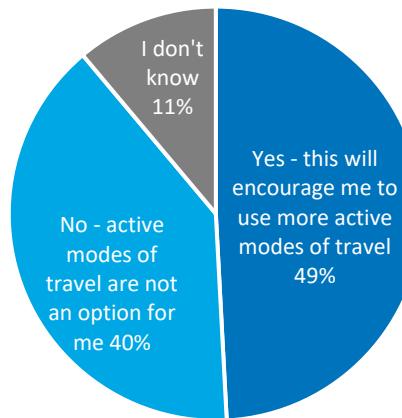
297 people chose to give feedback. Of them, 59% agreed the proposed changes would improve their travel experience.

Do you think that these changes will improve your experience travelling on Onewa Road (between Birkenhead Avenue and Lake Road intersection) by bike and or foot?



49% of people also said the improvements would encourage them to travel more often by active modes (walking, cycling, scooter, etc.).

Would these improvements encourage you to do more travelling by active modes (e.g., cycling, walking, scooter, etc.)?



135 people left additional feedback and suggestions for us. Here are the most common themes:

More is needed to make the proposed shared path safe to use: Whether they agreed with installing the new shared path or not, many people said we needed to do more to make it safe to use. Their suggestions on what we could do included removing posts and other structures on the footpath to free up space for walking and cycling, widening the footpath so that separate lanes could be made for cyclists and pedestrians, enhancements to make it easier for drivers to see cyclists and pedestrians when entering/exiting driveways, and targeted works in certain areas with known visibility issues, such as the Z Station, St Mary's Church, and Nutsey Avenue.

Consider putting shared paths beyond Onewa Road too: Many people suggested streets connected to Onewa Road where we could extend the new and existing shared paths in the future,

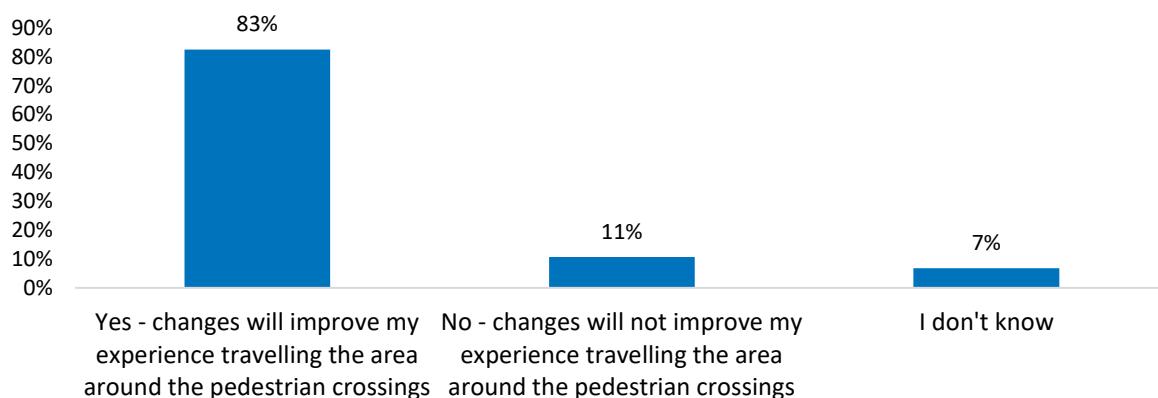
such as Lake Road, Birkenhead Avenue, Highbury Bypass, and Mokoia Road. They also suggested other nearby neighbourhoods that could use shared paths or become part of a wider walking and cycling network, such as Glenfield and Beach Haven.

St Mary's Church and Northcote College area pedestrian crossings upgrades (263 responses)

We asked people for their feedback on our proposal to upgrade the two signalised pedestrian crossings near Northcote College and St Mary's Church with pedestrian detection technology.

263 people chose to give feedback in this section. Of them, 83% agreed the proposed changes would improve their travel experience.

Do you think that these changes will improve your experience travelling around the area of the pedestrian crossing (by car or foot)?



63 people left additional feedback and suggestions for us. Here were the most common themes:

Other things we could do to improve the crossings: In addition to the pedestrian detection technology, people suggested we could add enforcement cameras to deter speeders and red-light runners around the crossings and railings people could lean on to make the crossings better, especially for children and the elderly. They also suggested we put safety barriers or fences around the crossings to give people more protection from the road traffic.

Install more pedestrian crossings on Onewa Road too: People also told us more pedestrian crossings are needed other places where lots of people are crossing Onewa Road. They suggested we install crossings on Onewa Road by Seaview Avenue, Gladstone Road, and Fairfax Avenue. Related to this, many people suggested the pedestrian crossing by Northcote College needed to be moved closer to the school gate so that students wouldn't have to walk as far to use it.

Northcote College and St Mary's Church bus stops (194 responses)

For this section of the survey, we asked people for their feedback on our proposal to do a trial closure of the bus stop across from Northcote College (stop ID 4078) to deter people from crossing directly through busy traffic and to install a bus shelter at the stop across from St Mary's Church (stop ID 4076).

194 people chose to give feedback on these topics. Of them, 63 people said they believed we had missed something around the Northcote College bus stop trial closure.

35 people said they believed we had missed something around the proposed St Mary's Church bus shelter.

Here were the most common themes:

Closing the bus stop across from Northcote College could negatively impact students, elderly, and people with accessibility needs: People had concerns other bus stops were too far away for students, elderly, and people with accessibility needs to get to or that it would result in more crowding at the other stops. They mentioned a key reason Northcote College students are crossing to reach that stop is because the buses get full by the time they reach other stops further down the road (including the one by the signalised pedestrian crossing). If they wait at those stops, they might not get a seat. Instead of closing the stop, people suggested more education and better traffic management was needed around Northcote College to help prevent unsafe crossing, to add physical barriers around the gate to deter the behaviour, or to move the signalised pedestrian crossing closer to the school gate.

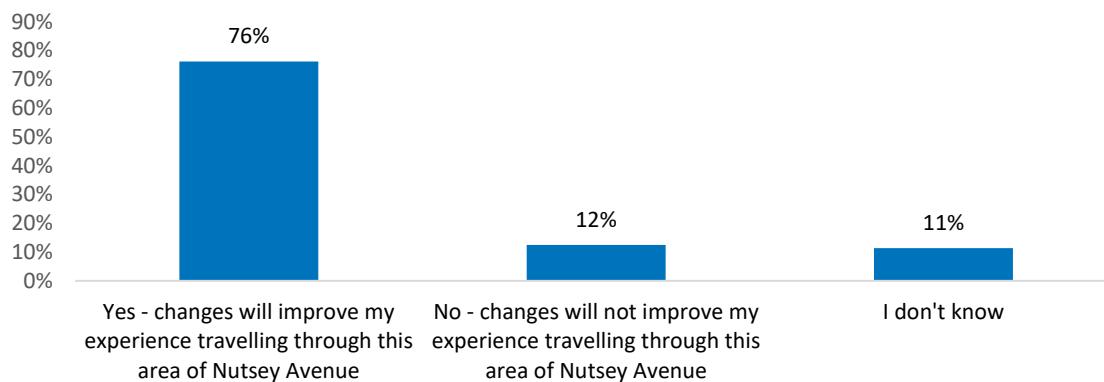
Design suggestions for the proposed St Mary's Church bus shelter: Most of the people who gave feedback on this topic supported the proposed bus shelter and offered suggestions on how we could design it for people waiting at the stop. Their suggestions included having timetable screens, providing adequate seating and lighting, making the shelter as big as possible to accommodate the most amount of people, and to factor in the needs/behaviours of young people.

Nutsey Avenue clearway replacement (185 responses)

We asked people for their feedback on our proposal to remove the partial clearway on Nutsey Avenue and put broken yellow lines in its place to reduce bottlenecks that create congestion and visibility issues.

185 people chose to give feedback. Of them, 76% agreed the proposed changes would improve their travel experience.

Do you think these changes will improve your experience of travelling Nutsey Avenue (by car or foot)?



52 people left additional feedback and suggestions for us. Here were the most common themes:

More enforcement of the parking rules is needed here: Whether they agreed with the proposal or not, most agreed more enforcement was needed of the parking rules on Nutsey Avenue. Those who agreed with the proposal said this was needed to ensure the changes would be effective and to help reduce other illegal/unsafe behaviours, such as parked cars blocking driveways or people partially parking in private driveways on Nutsey Avenue (which they said happened often during

school drop-off/pickup times). Those who disagreed with the proposal said it would not work precisely *because* there's no/not enough enforcement.

Other things we could do to improve traffic flow on Nutsey Avenue: Other things people suggested we could do to address bottlenecks and visibility issues on this street were moving the existing clearway elsewhere on Nutsey Avenue along with putting in some P5 parking spaces closer to the intersection or making all of Nutsey Avenue a permanent clearway.

Seaview Avenue street parking setup (166 responses)

We asked people for their feedback on our proposal to change the location of the P15 parking spaces on Seaview Avenue to the opposite side of the street right next to the shops. This would allow people to access the shops more easily by parking directly next to them as opposed to across the street.

166 people chose to give feedback. Of them, 35 people believed there was something we missed. Here were the most common themes:

Can we make more parking for the businesses here? While most people said they agreed parking should be removed on Onewa Road without exception, they recognised there could be impacts to the businesses by Seaview Avenue. To help mitigate this, we should look for more places nearby that could be turned into carparks for the businesses along with moving the Seaview Avenue P15 parking spaces closer them. A few suggested we could turn the grass berm next to the shops into a carpark.

Be mindful of potential impacts to cars entering Seaview Avenue: A small number of people were concerned with how moving the P15 parking spaces might affect traffic entering Seaview Avenue from Onewa Road. They were concerned the parked cars might bottleneck the turning traffic. They were also worried drivers leaving would not turn around at the Seaview Avenue cul-de-sac to get back on Onewa Road and would instead use unsafe driving behaviours to turn around, which would raise crashing risks for cars entering Seaview Avenue.

Suggestions for future improvements

We also received many suggestions about other changes we could make to help improve people's travel experience. We will keep these suggestions in mind as we're considering future improvements. Here were the most common themes:

Change the T3 lanes or let more types of vehicles use them: Many people suggested we make changes to the T3 lanes. Some suggested they become T2 lanes. Others felt more types of vehicles like trade and heavy haulage vehicles should be allowed to use the lanes. There were also requests to extend the T3 lanes all the way to the motorway ramp so that cars don't need to merge at the traffic lights just before the bridge. A few requested the T3 lanes be removed entirely or replaced with a dynamic lane system.

Sylvan Avenue intersection needs help with congestion too: Many people suggested other congested streets and intersections that we should consider for future improvements. The most mentioned intersection was at Sylvan Avenue and the motorway entrance/exit. People said this intersection gets heavily congested in the morning because several people are trying to merge onto the motorway. To improve this, they suggested we change the lane setup, we extend the T3 lanes to this intersection, or we optimise the traffic lights system similarly to the Lake Road intersection lights.

Consider improvements for Maritime Terrace and Woodside Avenue too: Many people highlighted Woodside Avenue and Maritime Terrace for future improvements. They said drivers use these streets when traffic is bad on Onewa Road or Lake Road, impacting traffic volumes, safety



(especially if drivers are speeding), and residents. They also said crashes and near misses happen often on these streets because of rat runners.

Stakeholder feedback

Representatives of two organisations submitted feedback. The first was a petition from St Mary's Catholic Church parishioners. The second was a formal submission by the National Road Carriers Association. We've summarised the key points of each of these submissions below:

St Mary's Catholic Church parishioners petition

The petition, with 704 signatures, requested that the proposal of painting broken yellow lines on both sides of Onewa Road not be implemented and that parking along Onewa Road be allowed on weekday evenings and all day on weekends and public holidays.

National Road Carriers Association feedback

Trade/Heavy haulage vehicles should be able to use bus/transit lanes to free up road space, improve congestion, and get better use of underutilised lanes. We suggest Auckland Transport do a 6-12-month trial of this solution on specific road corridors such as Onewa Road.

Alternatively, we suggest that road corridors like Onewa Road have dedicated freight lanes or freight special vehicle lanes with emphasis on peak hours or when operators do deliveries.

We hope Auckland Transport will work more closely with freight associations in the future.

Next steps

The project team will meet with Kaipātiki Local Board to discuss the public feedback in June 2025. Afterwards, we will make the final decisions on our design plans based on the local board and the community's feedback.