

Your feedback on the proposed pedestrian improvements at Ponsonby Road and Pompallier Terrace, Ponsonby



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Summary

This report collates the public feedback we received in response to our proposal to raise the pedestrian crossings, realign the road, and make other supporting changes near the Ponsonby Road and Pompallier Terrace intersection.

We consulted on this proposal from 29 November 2022 to 11 December 2022. The feedback period for nearby businesses was extended until 16 December 2022.

Submission Information

A total of 42 submissions were received through our feedback channels that include online survey, phone, email, and hard copy submissions at our in-person drop-in session.

General Sentiment

Response options	Number of responses	%
The proposed improvements will make this area safer.	22	52.4%
The proposed improvements will not make this area safer.	10	23.8%
I have a suggestion to improve the proposal.	10	23.8%

Key Feedback Themes

A summary of the most frequently mentioned feedback themes are below. These are themes that were mentioned in 4 or more submissions, out of 42 total submissions.

- Proposed changes would improve safety for pedestrians, including those with mobility needs, and drivers (6 submissions mentioned this).
- Proposed changes are a waste of money (6 submissions mentioned this)
- Proposed changes are unnecessary/not needed (6 submissions mentioned this).
- General support for the proposal (5 submissions mentioned this).
- Proposed changes would help slow down traffic (4 submissions mentioned this).
- No accidents have been observed in the area (4 submissions mentioned this).

Background

Project genesis

The Ponsonby Road and Pompallier Terrace area was identified as part of a previous Road Safety Programme project that aimed to improve pedestrian safety in Ponsonby.

The first version of this proposal went to public consultation in November 2018. The scheme was supported but did not progress at that time.

AT designed a new proposal based on the 2018 consultation feedback and consulted the public from 29 November 2022 to 11 December 2022.

What did we seek feedback on?

We sought feedback on the following proposed changes to Ponsonby Road and Pompallier Terrace, Ponsonby:

- Raise the 3 existing zebra crossings and pedestrian island at the Ponsonby Road and Pompallier Terrace intersection.
- Raise the existing zebra crossing by Cowan Street.
- Merge the two left turn lanes on Ponsonby Road, between Cowan Street and Pompallier Terrace, into one lane.
- Realign the traffic island at the crossing by Cowan Street to accommodate the newly raised zebra crossing.
- Install tactile pavers to help visually impaired people find their way to crossings and safely across roads.
- Install streetlights and signage to support the changes.
- Reconstruct and widen the footpaths as shown.
- Formalise the bus stop outside 281 and 284 Ponsonby Road.

Why did we propose these changes?

This project supports Tamaki Makaurau's commitment to Vision Zero, an ambitious transport safety vision, with the goal of no deaths or serious injuries on our transport system by 2050.

This approach acknowledges that as people we all make mistakes, however a mistake should not mean someone dies or is seriously injured on our roads.

- Raised zebra crossings encourage lower speeds, improving safety for everyone, as lower speeds reduce the likelihood of death or serious injury. They will also have long off ramps to make it smoother for large vehicles, like buses, to drive over.
- The proposed raised crossings are a more comfortable way for people to cross the road, especially those in wheelchairs or with pushchairs. Raised zebra crossings also make crossing pedestrians, especially children, more visible to drivers by raising them to eye-level.

- Merging two lanes into one encourages lower speeds by narrowing the road and is something the community requested in the last round of consultation. We also received requests to raise the crossing near Cowan Street.

Consultation

We consulted on the proposed changes from 29 November 2022 to 11 December 2022. We worked with the Ponsonby Business Association to extend the feedback period for businesses until the 16 December 2022.

What we asked you

- Q1: Do you think these proposed improvements will make Ponsonby Road and Pompallier Terrace safer? *(Response required)*
 - The proposed improvements will make this area safer.
 - The proposed improvements will not make this area safer.
 - I have a suggestion to improve the proposal.
- Q1.1: Please explain why you chose that option. Your local knowledge can help us better understand the neighbourhood. *(Response optional)*
- Q2: Do you have any other information that could impact this proposal? *(Response optional)*

Activities to raise awareness

To let you know about our consultation, we:

- Hand-delivered flyers to businesses.
- Set up a project webpage and an online survey on our website.
- Posted letters with information about this proposal to affected residents.
- Conducted in-person engagement with key stakeholders.
- Held one public drop-in session outside 273 Ponsonby Road (Milly's) on 1 December 2022.

How people provided feedback

People could provide feedback by filling in an online survey on the [Have Your Say website](#), filling in a paper feedback form in-person, or calling Auckland Transport on 09 355 3553. See attachment at the end of this report for a copy of the paper feedback form.

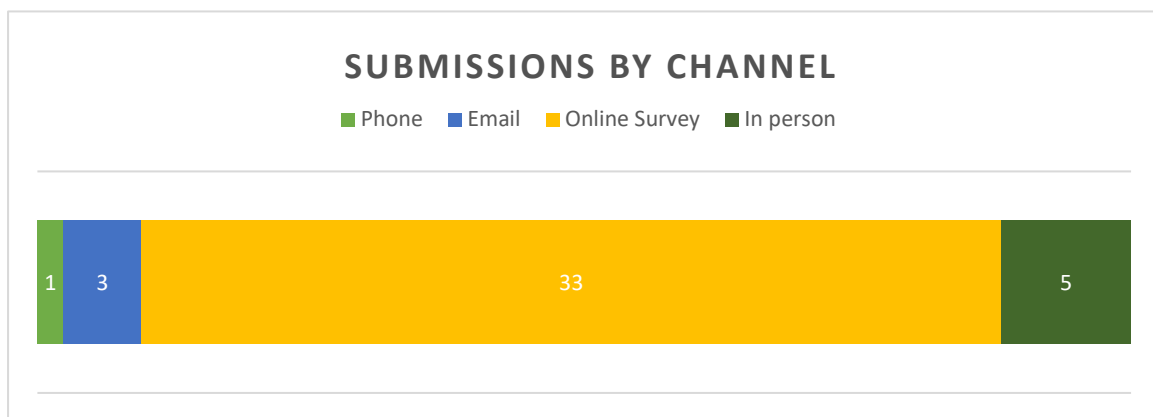
Your feedback

Overview

We received feedback on this proposal from 42 submitters. This includes submissions from the general public, as well as key stakeholders.

We received submissions from four channels:

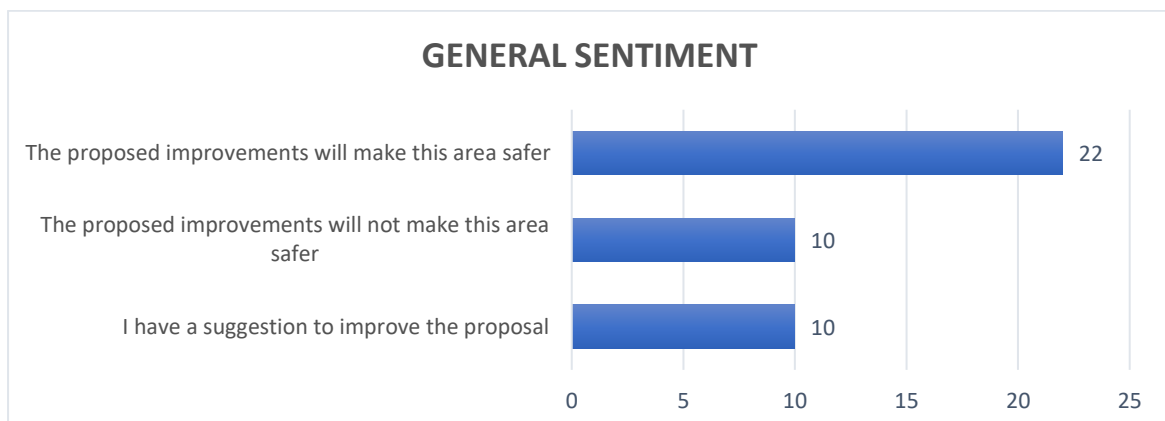
- Phone
- Email
- Online Survey
- In-person by filling out a paper feedback form



General Sentiment

To understand people’s general sentiment about this proposal, we asked in Q. 1: *Do you think these proposed improvements will make Ponsonby Road and Pompallier Terrace safer?*

This question required a response. We received 42 responses.



Feedback Themes

To understand why respondents chose their preferred option for Q1, we asked in Q.1.1 *Please explain why you chose that option.* Of the 42 submissions received, 35 (83.3%) people submitted a response to this question.

We also asked in Q2: *Do you have any other information that could impact this proposal?* We asked this question to seek any local knowledge of events, issues or observations that may affect this proposal. Of the 42 submissions received, 22 (52.8%) people submitted a response.

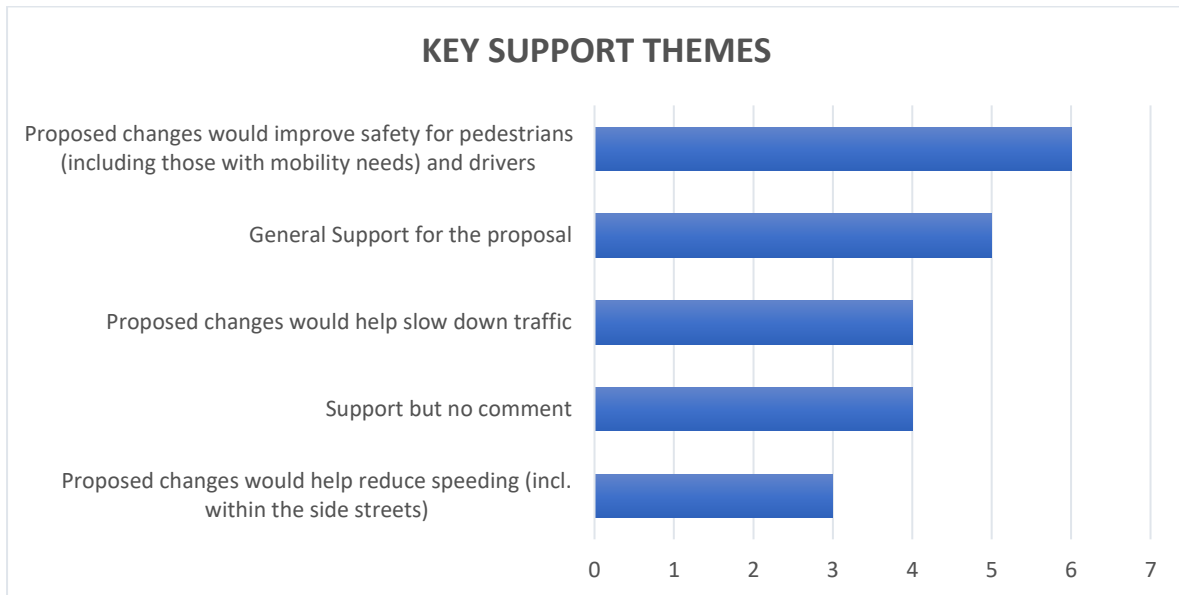
To identify feedback themes from the submissions, data from question 1.1 and 2 were analysed together.

The feedback themes we identified are grouped into the following categories:

- In support of the proposed changes.
- Concerns about the proposed changes.
- Suggestions to improve the proposal or local area.

In support of the proposed changes

Themes that were mentioned in 3 or more submissions are displayed in the graph below. Each submission may be counted against more than one feedback theme.



Respondents who mentioned in their feedback that the proposed changes will improve pedestrian safety often also mention that vehicles travel too quickly.

“Traffic moves to fast and makes being a pedestrian on the crossings unsafe. I feel having the raised crossings will slow traffic enough to make is a far safer area.”

“Will save lives. There is no down side Cars drive too fast”

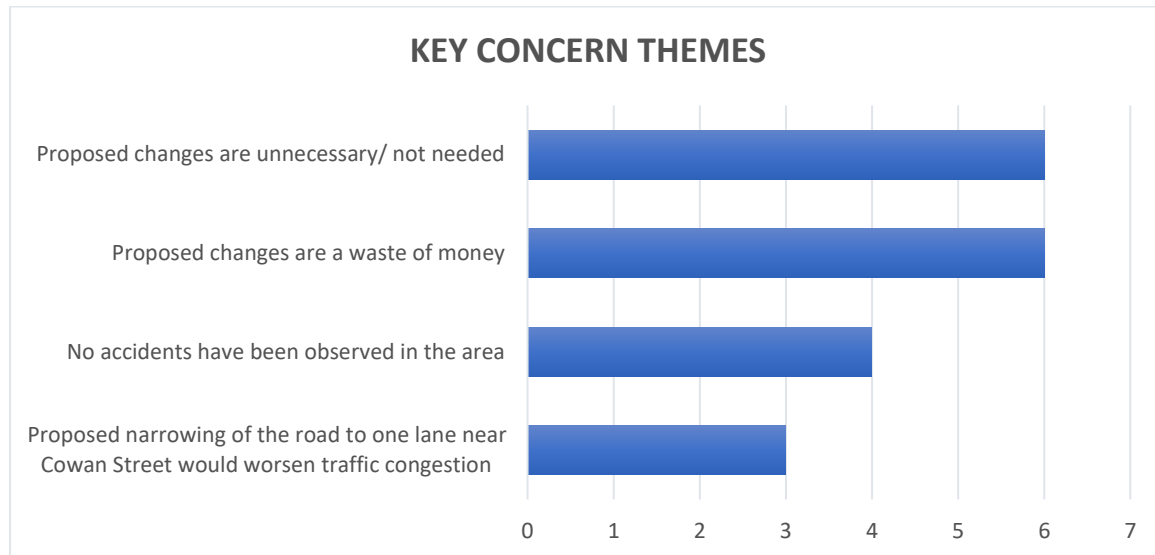
“Makes cars slow down, safer for kids”

Less frequently mentioned feedback themes:

- Proposed changes would improve the walking experience in this area (2 responses mentioned this)
- Supportive of the proposed changes due to too many accidents at the existing intersection (1 response mentioned this)
- Proposed raised crossing will make pedestrians more visible to drivers (1 response mentioned this)
- Proposal will improve vehicle flow by allowing southbound traffic through three lamps to filter right to Pompallier Terrace without being impeded by Ponsonby Road northbound traffic turning left into Pompallier at same time (1 response mentioned this)

Concerns about the proposed changes

Themes that were mentioned in 3 or more submissions are displayed in the graph below. Each submission may be counted against more than one feedback theme.



Many respondents who mentioned in their feedback that the proposed changes are unnecessary or a waste of money, also highlight that there are no issues with the existing pedestrian or road infrastructure.

“I have never had a problem crossing here. Generally the cars have stopped for me to cross even before I reach the pavement edge. The pedestrian crossings also tend to slow traffic down between Cowan and Pompallier so that the traffic merges much easier here than I think it would if it started before Cowan. This just looks like AT wanting to spend more money for no benefit and a lot of disruption.”

“This intersection is working well the way it is and the proposals suggested are unnecessary and are a wasteful use of money...”

“As far as I am aware there have not been any accidents or problems in the location where the changes are proposed, I personally don’t have any problems with the existing layout (I walked it this morning)...”

Respondents who raised concerns about increased traffic congestion as a result of narrowing the road, explained further that vehicles will not be able to pass busses picking up or dropping off customers (1 response mentioned this) and that the proposed narrowing of the road would worsen congestion along Ponsonby Road as well as nearby arterial roads including Jervois Road and Redmond Street (2 responses mentioned this).

Less frequently mentioned feedback themes:

- Raising the crossings would not improve safety (2 responses mentioned this)
- General concern that the proposed changes, including construction, will cause traffic delay or congestion (2 responses mentioned this)
- Proposed changes may negatively impact businesses (1 response mentioned this)

- Concern that raising all 3 crossings near Pompallier Terrace would make it difficult for busses to negotiate this area (1 response mentioned this)
- Concern that the current crossing arrangement at the Pompallier Terrace and Ponsonby Road intersection poses a potential danger of vehicles travelling on the outside lane having a blind spot and hitting pedestrians (1 response mentioned this)

Suggestions to improve the proposal or local area

We received a wide range of suggestions to improve the proposal as well as the area within close proximity to the proposed changes. The following is an overview of the most common suggestions. A comprehensive list of all the suggestions we received can be found on pages 14 – 17.

Improving the proposal

Whilst most suggestions to improve the proposal are unique, we received 3 suggestions to improve the Ponsonby Road and Pompallier Terrace crossings. Respondents have also suggested that AT should take into account the Ponsonby Road redevelopment when considering these proposed changes.

Improving the local area

We also received feedback to improve the local area that includes suggestions to improve speed calming, reconsider the existing road use and address unsafe sections of road.

Other Submissions

In addition to public feedback, we also received two submissions from key interest groups.

The Ponsonby Business Association

... Please note the following feedback from the Ponsonby Business Association.

OVERALL SUPPORT

1. The PBA supports the need for safety improvements at the pedestrian crossings as identified in the scope of this project.
2. We are, however, conscious that businesses will be severely impacted during construction and request that a budget and a program for 'development response' is allocated and planned accordingly.

LANE LAYOUT

1. We acknowledge that narrowing the road to one lane between Cowan and Pompallier is necessary to achieve the highest possible safety outcome.
2. We are concerned about the 'unintended consequence' of backed up traffic along Ponsonby Road towards Franklin and we urge you to consider mitigation measures this should it occur.

BUILDOUTS

1. We suggest creating 'bike passages' through the buildouts at the new pedestrian crossings to enable cyclists to safely ride along the new section.
2. The design we envisage is similar to the 'bike passages' at the lefthand corner of Ponsonby and K'Road

PLACEMAKING ON BUILDOUTS

1. We see the buildouts as ideal placemaking opportunities to create new public spaces for our community to enjoy.
2. Ideas include art installations, planters with greenery, bench seating, or additional built in dining set ups for our restaurants to use.
3. We would like to progress this with AT as part of the project scope.

OUTDOOR POWER SOURCES

1. We would like AT to include an outdoor power point at each of the pedestrian crossings when they install the additional lights
2. This will enable us to do activations at our events and install Christmas light decorations to create a positive experience for our community and our businesses in that area....

Urban Collective (Developer):

...We are the development manager for the re development of the sites at 286-306 Ponsonby Road, 1-3 Cowan Street and in collaboration with Eke Panuku, 2 Pompallier Terrace. We are very interested in your plan to improve the pedestrian crossings and we believe alongside our works, this will dramatically improve both the safety and functionality of this iconic Three Lamps corner. Our development includes retail, hospitality, offices, a public garden plaza, basement car parking and residential elements which will redefine the area and street frontage. We have discussed this preciously with Martha Airfin.

We would like to propose that AT continues the raised element in between the pedestrian crossings. Raising the street to the level of the footpath and including a cobbled treatment (similar to fort lane) which would slow traffic further making a safer pedestrian environment connecting the density of shops and eateries on both sides of the street. It would be positive to collaborate on the timings of the works and materials used for the new footpath/kerb build out to ensure there is no mismatch or double work. Here are a couple of renders of the Ponsonby Road face and Pompallier Terrace corner:



Continued on next page.



...

Design suggestions and AT responses

Submitters suggested a wide range of changes for this proposal. We have collated and responded to suggestions identified in the feedback, organised by categories.


	AT response
Concerns about the proposal	
Concern that the changes are unnecessary, a waste of time, and money, as there are no problems with the existing layout.	We chose the Pompallier Terrace and Ponsonby Road intersection for these proposed improvements because it's a very busy intersection, used by many drivers and pedestrians. Between 2017 and 2021, there were 5 reported crashes. 3 were serious injury crashes and 2 were minor injury crashes. During engagement on this proposal, many people shared stories of near misses and told us that they felt unsafe using the existing facilities. The zebra crossings on Ponsonby Road stretch across two traffic lanes, which make it difficult for approaching drivers to see crossing pedestrians. Raised zebra crossings are being installed across Auckland to slow down drivers to 30km/h. This is a speed where, if a crash occurs, the people involved should be able to walk away unharmed. By merging two traffic lanes into one and raising the crossings, this busy intersection will be safer for everyone using it.
Concern that the raised crossings at the Pompallier Terrace and Ponsonby Road intersection will be difficult for buses to navigate, like the raised crossings on Mt Eden Road near Esplanade Road.	The proposed raised crossings have been designed to allow large vehicles, such as buses, to easily drive over them and the design also includes bus friendly gentle exit ramps.
Concern that merging two lanes into one will increase congestion.	The traffic lane on Ponsonby Road already narrows from two lanes into one at the existing zebra crossing, prior to where it turns into Pompallier Terrace. The small section we are merging from two lanes into one will not add any additional congestion at the Redmond Street traffic lights.
Concern that turning two lanes into one lane on Ponsonby Road will make it more difficult to access Redmond Street.	The width of Pompallier Terrace to the west of the crossing is not changing. Drivers turning right from Ponsonby Road into Pompallier Terrace will need to give way to northbound traffic turning left into Pompallier Terrace as they

	AT response
	currently do. While Pompallier Terrace is one lane from the intersection of Ponsonby Road to Prosford Terrace, during busy periods queues form in two lanes from Redmond Street. However, no changes to the road width are proposed in this location so once drivers have gone through the intersection, they will still be able to manoeuvre into the correct lane.
Concern that cars will not be able to get past buses stopped at the bus stop and that this will cause traffic congestion and encourage drivers to take risks, like at the bottom of college hill.	We've ensured that there's enough space for traffic to overtake a bus stopped at the bus stop.
Concern that construction will cause traffic delays.	There will be some disruption to traffic during construction. But we will plan carefully and work with nearby businesses to minimise disruption as much as possible.
Concern that raised crossings do not slow down drivers. Request to install speed bumps, or judder bars, before the crossing instead.	The proposed raised zebra crossing is expected to slow down drivers as they approach the crossing. Road markings and signage will also warn drivers they need to slow down.
Concern that we have not considered the development at 294/306 and 304 Ponsonby Road.	We are working closely with the developers at 294/306 Ponsonby Road to ensure that we coordinate our proposed works with their development to minimise disruption.
Suggestions about the proposal	
Request we direct funds towards fixing the holes in footpaths and roads instead, e.g., on Cowan Street.	As the proposal's aim is to improve road safety, it is funded by the road safety programme. Fixing potholes in footpaths is funded through the maintenance programme. We've passed on your information about potholes on Cowan Street to the maintenance team.
Request for a cycle bypass so that cyclists don't need to ride over the speed bumps.	Incorporating a cycle bypass through the crossing would mean cyclists would still need to ride over the raised section at the intersection. Additionally, cyclists would still need to stop when the crossing is being used by pedestrians. The raised crossings are designed with longer exit ramps, making it easier for cyclists to ride over them.

	AT response
Request to install a cycle lane where the lane is being reduced from two lanes into one.	<p>We've merged two lanes into one to improve safety for pedestrians using the crossing and to encourage slower speeds. Cyclists will be able to take the lane and ride over the crossing, which means they can avoid drivers trying to pass them and improve their safety.</p> <p>Ponsonby Road has been identified for future bus and cycling improvements. However, these long-term improvements are still some time away. In the meantime, this project will improve safety for everyone travelling through Ponsonby Three Lamps.</p>
Request to complete the works sooner than the works on Williamson Avenue.	We'll aim to deliver this project as quickly as possible within the timeframe.
Request to remove parking spaces outside 290-302 Ponsonby Road to widen the footpath so that cafes there can use the space for outside dining.	We've heard from nearby businesses and visitors to this area that parking availability is very important, so we've chosen not to widen the footpath here. Our proposal has made sure to minimise parking loss as much as possible.
Request to consider alternatives to narrowing two lanes into one such as signalling the Pompallier Terrace and Ponsonby Road intersection, relocate the crossing so it's on a right angle to the traffic flow, or move the crossings further down the roads and away from the intersection.	Narrowing two lanes into one is an important feature of the proposal to improve safety for everyone using the raised zebra crossings. When a zebra crossing is across two lanes, vehicles stopped by the lane next to the kerb make it difficult for drivers in the other lane to see pedestrians.
Request to retain the trees and 40km/h speed limit.	This proposal does not involve removing any trees and the existing 40km/h speed limit will remain.

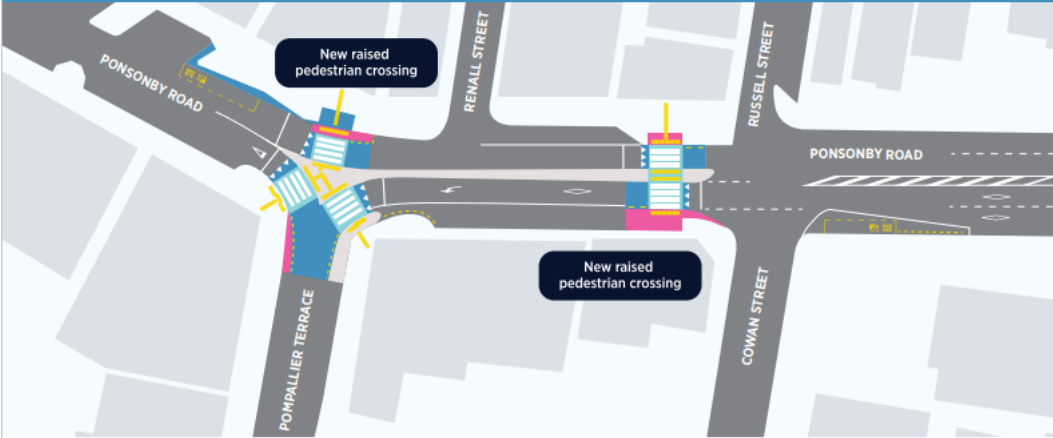
	AT response
Miscellaneous	
Concern that the online survey does not allow edits or revisions to submissions.	We'll look into making changes to our online feedback form to make it easier to use.
Request to know the cost of the proposal.	The estimated cost of construction is 500k to 600k.
Request to talk to someone about a suggestion.	If this was your submission, please get in touch with the team via customerfocusteam@at.govt.nz as you left no contact details.
Other suggestions and concerns	
Install a zebra crossing mid-street where the bricks are (approx. 332 Ponsonby Road).	The coloured surfacing, in a brick paving style, is there to highlight where the speed limit changes. A crossing at this location is not appropriate as it would require the removal of a large tree.
Concern that people take the Pompallier Terrace and Redmond Street corner too sharply. Request to friction surface the road.	We'll investigate these concerns and consider improvements as part of this project.
Concern that the chicanes on Pompallier Terrace are ineffective at slowing speeds. Request for speed bumps. Request for speed bumps on Ponsonby Terrace.	The chicanes on Pompallier Terrace are considered to be effective at managing the speed of traffic, resulting in this length of road being identified as low risk. Ponsonby Terrace is a no through road, approximately 340 metres long, with most users being residents or their visitors. The Road Safety Programme works on roads that are identified as high and medium risk, and given that Ponsonby Terrace is identified as low risk, speed bumps would not be appropriate.

Attachment 1: Feedback form

Ponsonby Rd/Pompallier Terrace Safety Improvements Feedback Form 

Kōrero mai
Have your say

We'd like your feedback on the proposed design for our upcoming project aimed at improving pedestrian safety at existing crossings



1. Do you think these proposed improvements will make Ponsonby Road and Pompallier Terrace safer? (Please tick one)

The proposed improvements will make this area safer


The proposed improvements will not make this area safer

I have a suggestion to improve the proposal

2. Please explain why you chose that option. Your local knowledge can help us better understand the neighbourhood

3. Do you have any other information that could impact this proposal?

For more information, visit www.at.govt.nz/haveyoursay
email ATengagement@at.govt.nz or call us on **09 355 3553**


An Auckland Council Organisation