



Maioro Street bus and safety improvements - T2 Lane additional feedback

Community feedback report

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Project background

Aucklanders have told us that moving around our city safely and easily is important to them.

Maioro Street is a key arterial road which provides a link between New Lynn and State Highway 20. Maioro Street experiences heavy peak traffic congestion with approximately 40,000 vehicles/day. During the morning peak periods approximately 16-18 buses (which can carry up to 900 passengers) and 1,000 – 1,600 vehicles per hour use the route.

This heavy congestion results in travel time delays for buses and general traffic.

Initial Community feedback

We invited feedback on two potential designs - dynamic bus lanes and a T2 transit Lane - to improve bus travel and manage traffic flow on this busy corridor. Both options included safety and access improvements for people walking and cycling in the area, including on side roads, at the Maioro Street and New Windsor Street intersection, and a new midblock pedestrian crossing on Maioro Street.

In 2023, we reported back on the results of our consultation on the first design - dynamic lanes and safety improvements - and although we had received community support for this project, we also committed to investigating other suggestions made by the community. One such option was installing a T2 lane from Tiverton Road to Maioro Street instead of a dynamic bus lane. After investigating, we took this alternative design to the community for further feedback *in November 2023*.

Summary

We received feedback from 112 people (105 online survey and 7 emailed submissions). Thank you to everyone who provided feedback.

Overall, those who voiced support for aspects of the proposal recognise that reliable public transport is important, especially if it helps reduce congestion and appreciate that the intersection improvements and new signalised crossing will better connect the community and keep people safe, especially children.

Where people raised concerns about our proposal, these related to potential impact on traffic flow and commutes, including people living on Maioro Road.

More people were opposed to the proposed T2 lane from Tiverton Road to Maioro Street (59%). There was mixed feedback on the proposed upgrades at the New Windsor Road/ Maioro Street intersection, and more support than opposition for the proposed signalised pedestrian crossing on Maioro Street.



Similarly, the proposed side street changes (i.e. Rosamund Avenue, Roseville Street, Cordelia Place) received more support than opposition. The proposal to remove the bus stop received a small number of responses, most people recognising that it made sense to remove the bus stop with an alternative stop so close by.

Next steps

Since reviewing feedback received on both options and carried out traffic assessments to help finalise our plans to alleviate congestion, reduce bus delays, improve safety and deliver the best outcomes for the wider community, while balancing the needs of everyone using Maioro Street.

Our final decision is to implement a dynamic bus lane arrangement instead of the T2 lane, operating eastbound (citybound) in the morning peak only, where there is currently the most congestion. We will also deliver:

- The New Windsor Road and Maioro Street intersection improvements, as proposed.
- A signalised midblock crossing on Maioro Street, however this will not be raised.
- A raised pedestrian friendly speed table on Roseville Street only. We will monitor speeds in the area to see if further speed calming is needed on other side roads.

It is anticipated that construction will start in early 2025. Construction will be carefully planned to ensure we keep traffic flowing. The community and commuters will receive notification ahead of work starting and information about how the work will be carried out and potential impacts.

Overall opinion

T2 Lane from Tiverton Road to Maoro Street



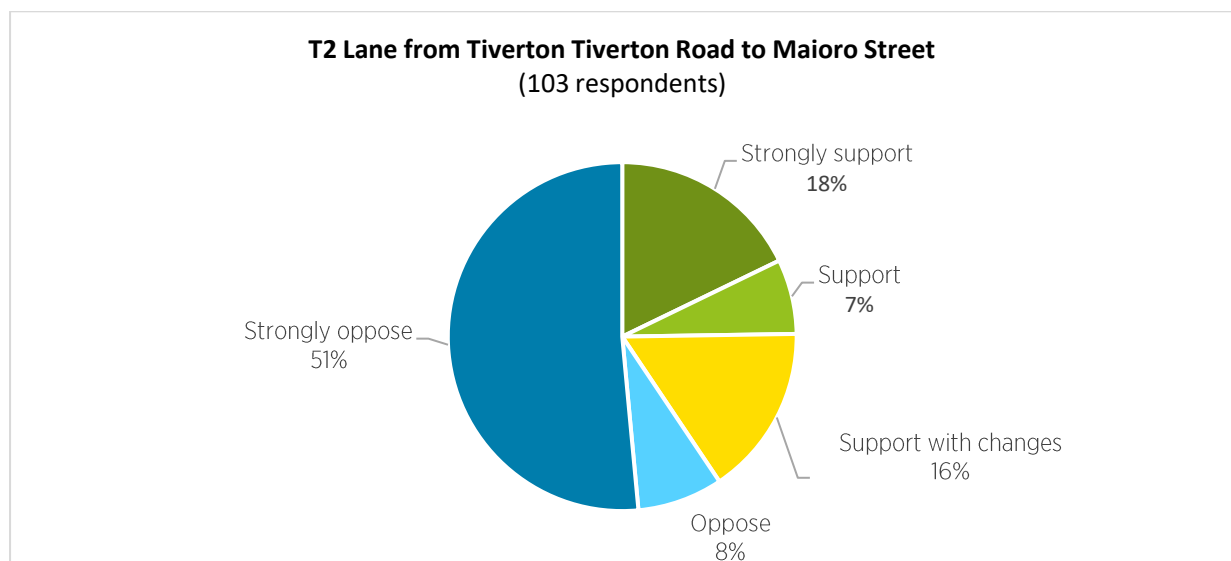
More than half of those who gave feedback opposed a T2 transit lane (59%) Tiverton Road to Maoro Street.

The main reason given was concern a T2 lane would increase traffic congestion, including by reducing road capacity for single occupancy cars, which people felt where the main road users at peak hours.

People felt that this disadvantages people who need to travel by car if public transport is not a viable option (i.e people travelling to South Auckland or who need to drive for work). Some people raised concerns that traffic on side streets would then increase if people seek to avoid the main road.

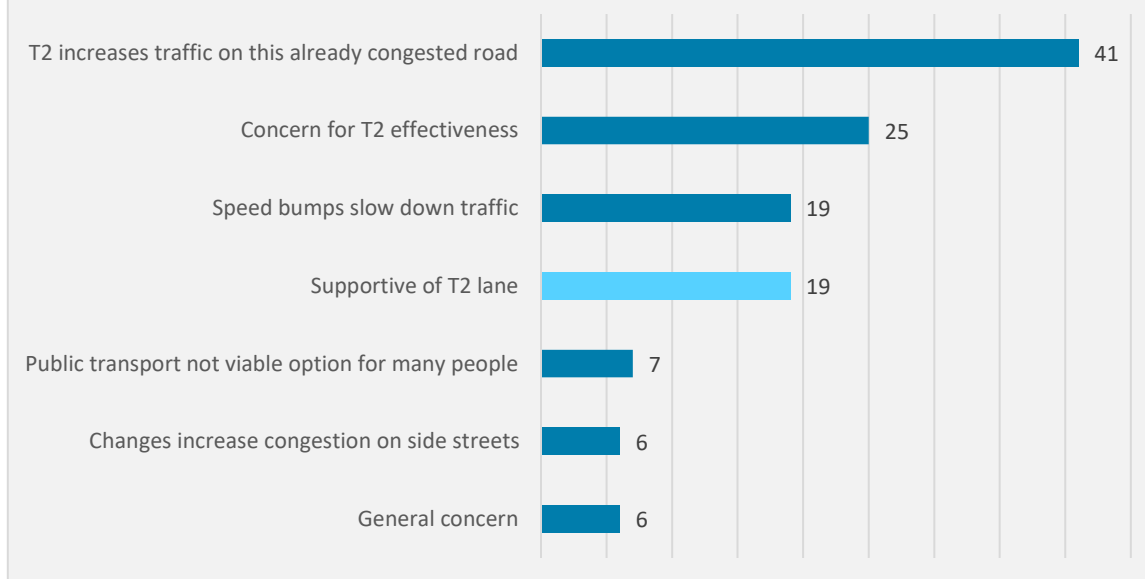
People who support the T2 lane are supportive in general of interventions that result in travel time savings, increased public transport use and safety improvements.

Out of the total 105 online survey submissions received, 103 individuals responded to the question on the proposed T2 lane and 87 of those individuals provided further comments explaining their responses.

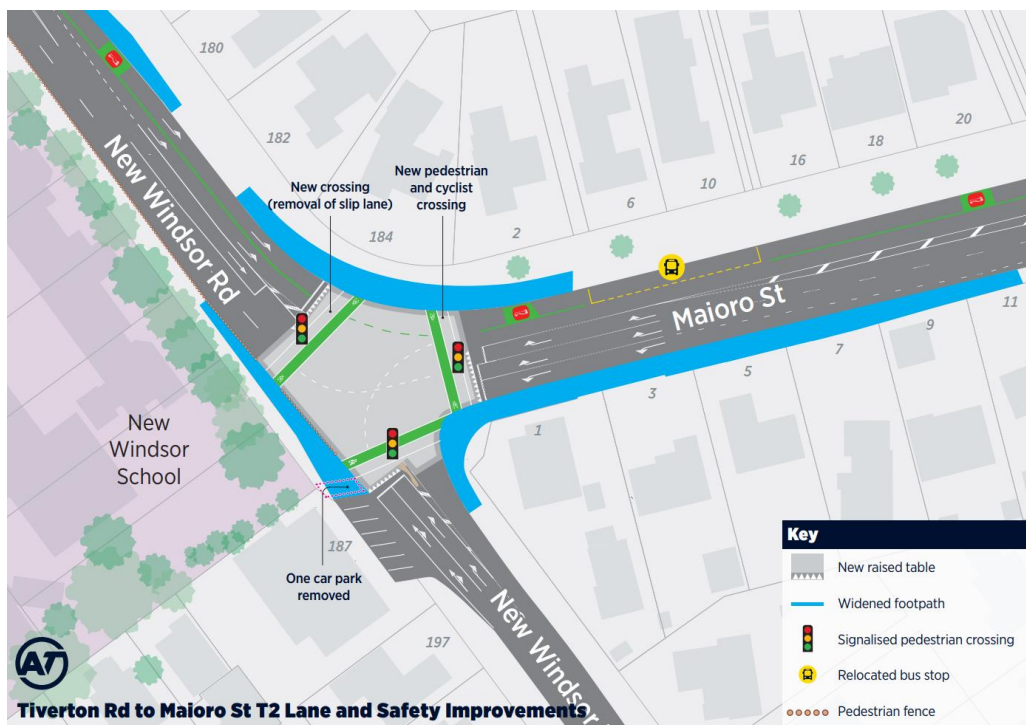


The most frequently mentioned feedback themes on the proposed T2 lane were:

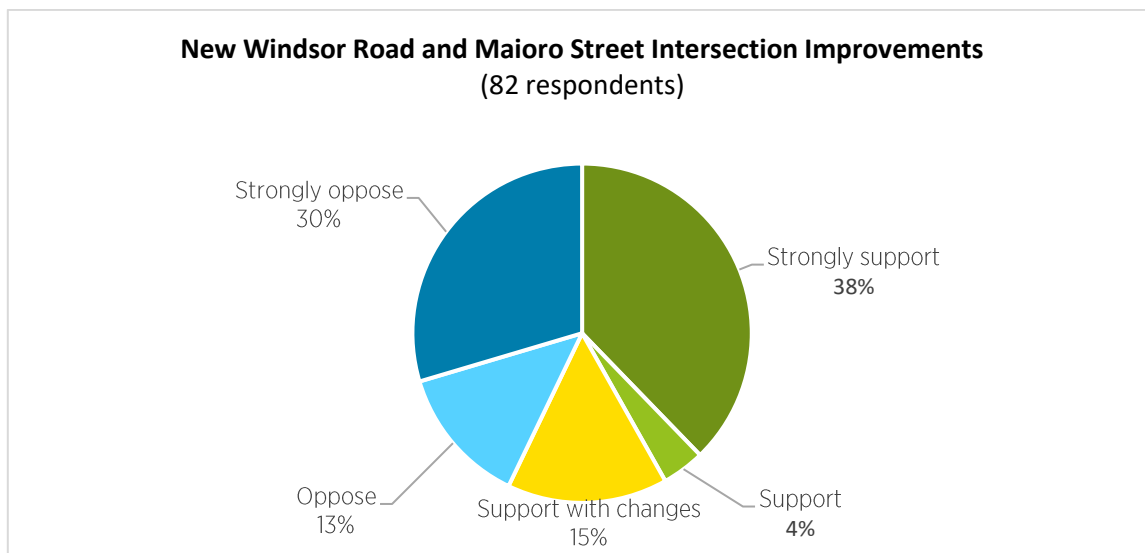
T2 lane - most common feedback themes (87 respondents)



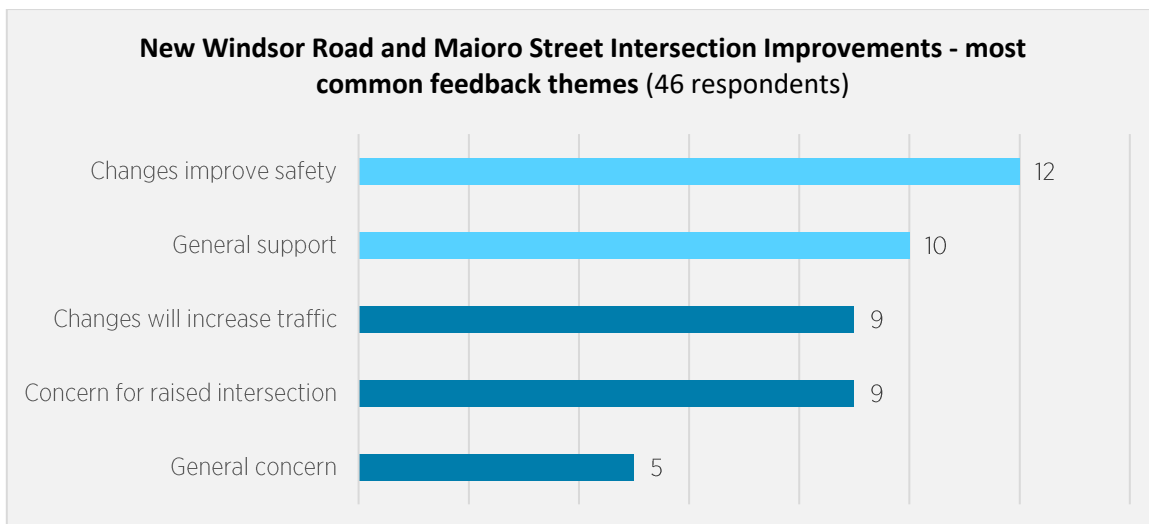
New Windsor Road and Maioro Street Intersection Improvements



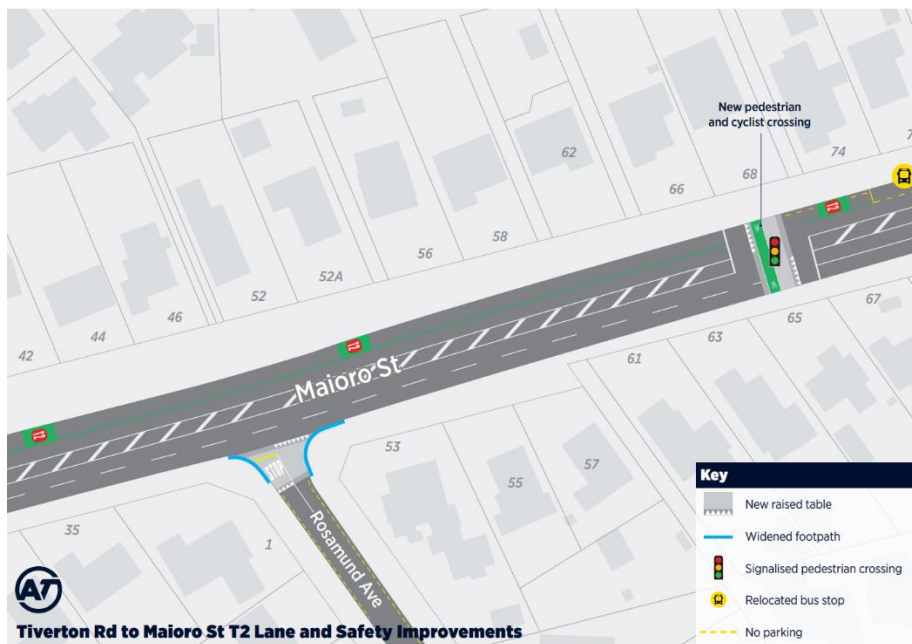
We received mixed feedback on the proposed improvements at the New Windsor Road / Maioro Street intersection. Some respondents expressed their strong support or support for the proposal and mentioned safety improvements, especially for children at the local school, as their main reason.



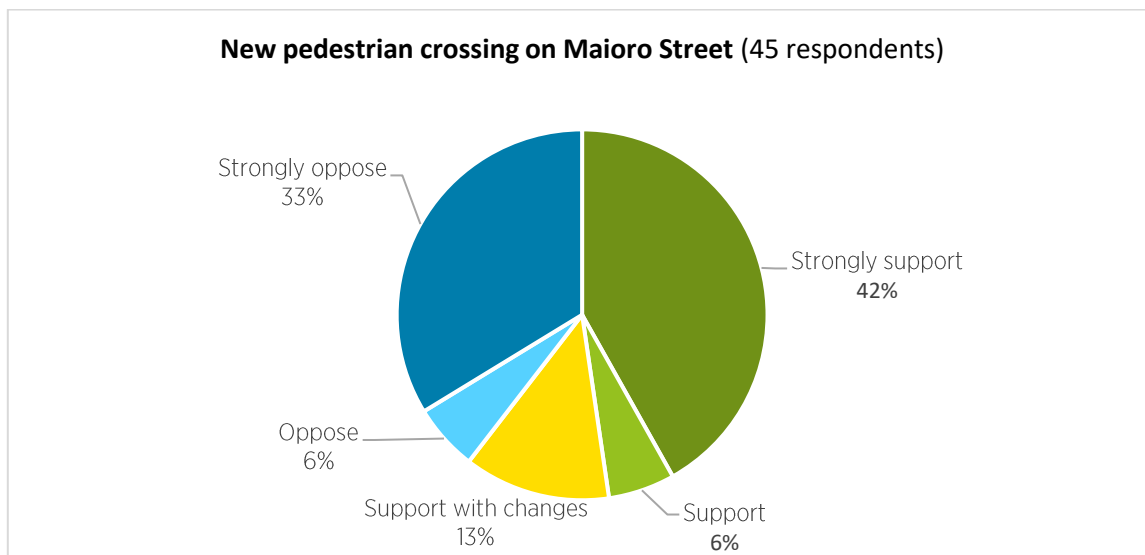
We received 82 online survey responses on the intersection upgrades proposal, and 46 individuals provided further comments supporting their responses. The most common feedback themes were:



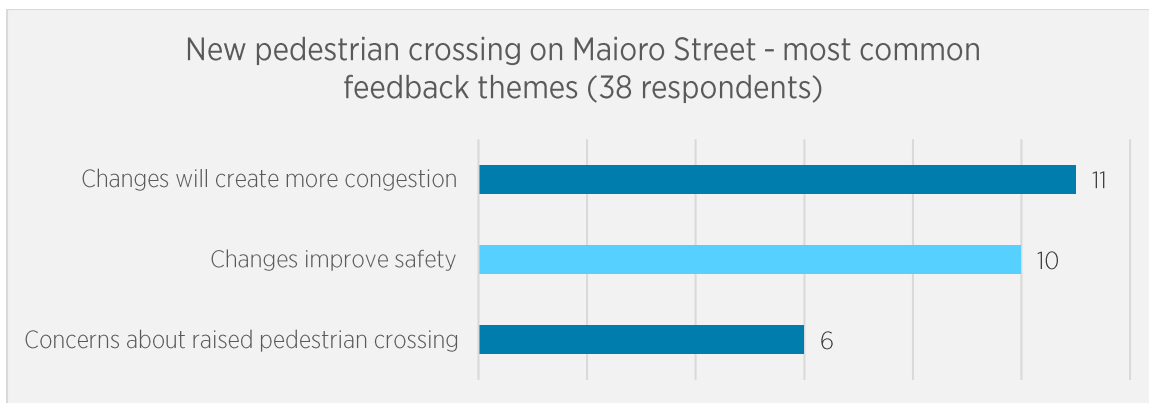
New pedestrian crossing on Maioro Street



Most people support the new crossing (61%), because of the safety and access improvements it will deliver. People who oppose the new crossing are concerned about the impact on congestion, from the lights stopping traffic or from slowing traffic by having to navigate the raised table.

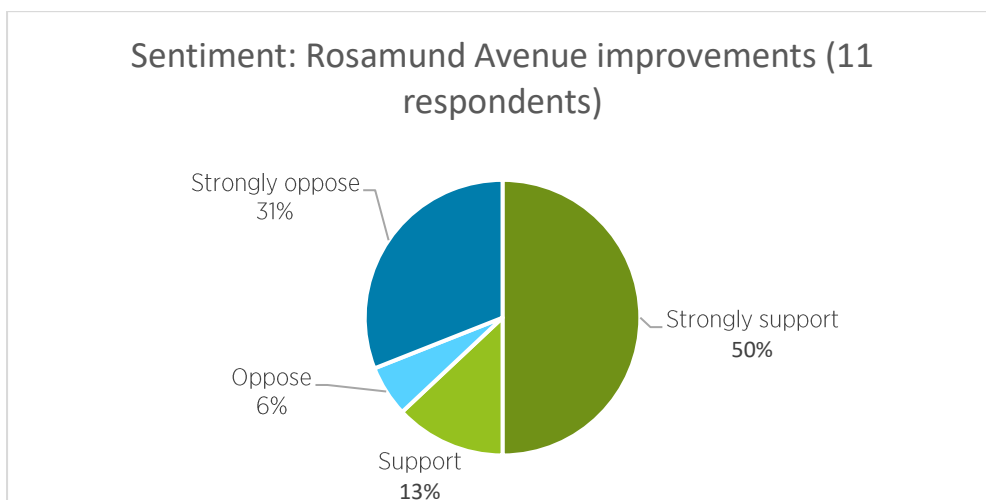


We received 45 online survey responses on the new intersection proposal, and 38 individuals provided further comments supporting their responses. The most common feedback themes in this feedback were:



Side street improvements - Rosamund Avenue

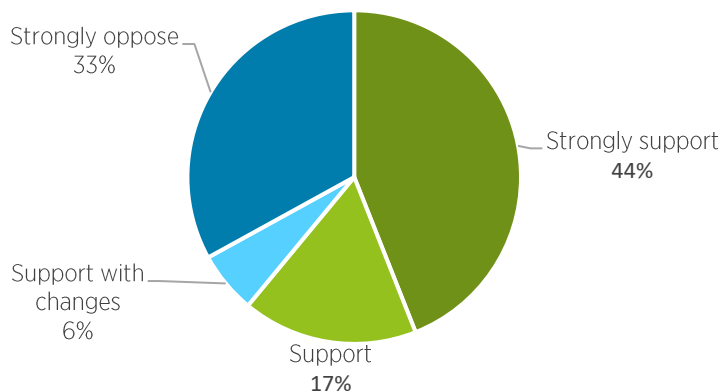
We only heard from a small number of respondents (11) about their opinion on the changes to Rosamund Avenue. Most of these respondents indicated that they support the proposed changes.



Side street improvements - Roseville Street

Similarly, the small number of online survey respondents (13) we heard from largely indicated support for the proposed changes at Roseville Street.

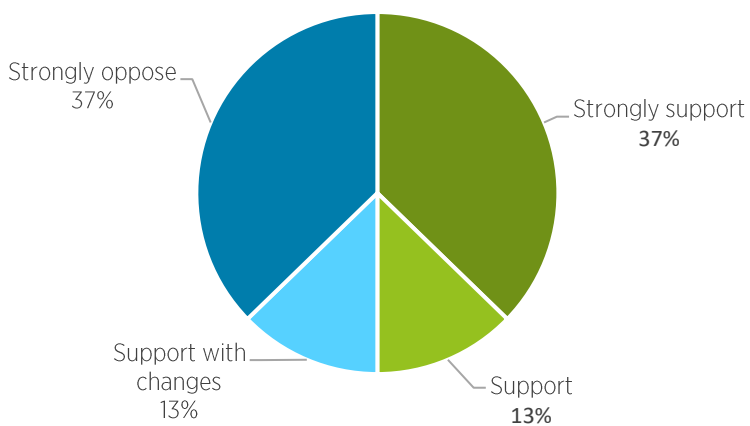
Roseville Street improvements (13 respondents)



Side street improvements - Cordelia Place

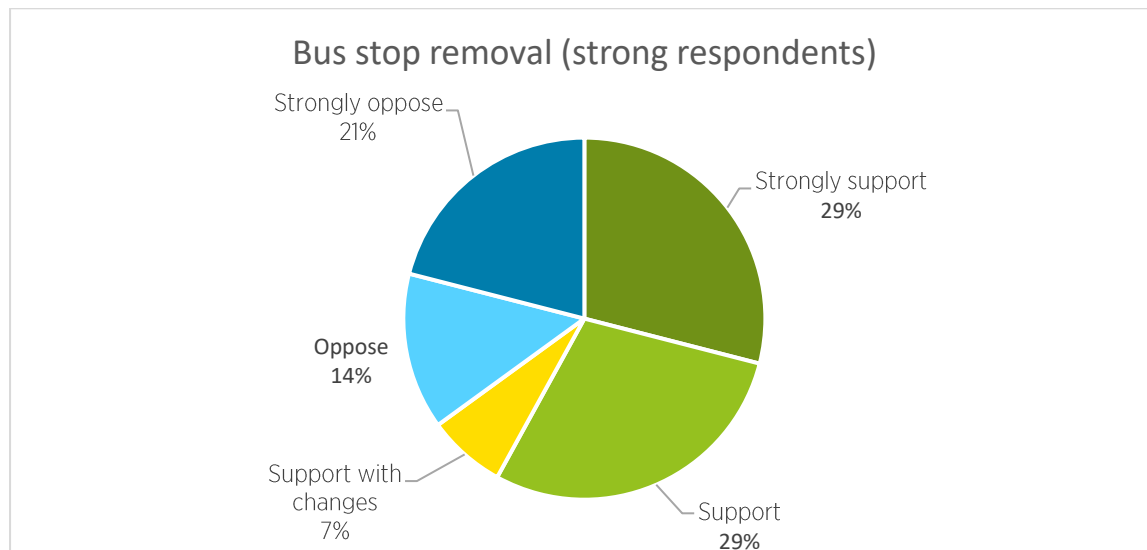
12 people indicated their sentiment toward the proposed improvements at the entry to Cordelia Place, with an even split in support:

Cordelia Place improvements (12 respondents)



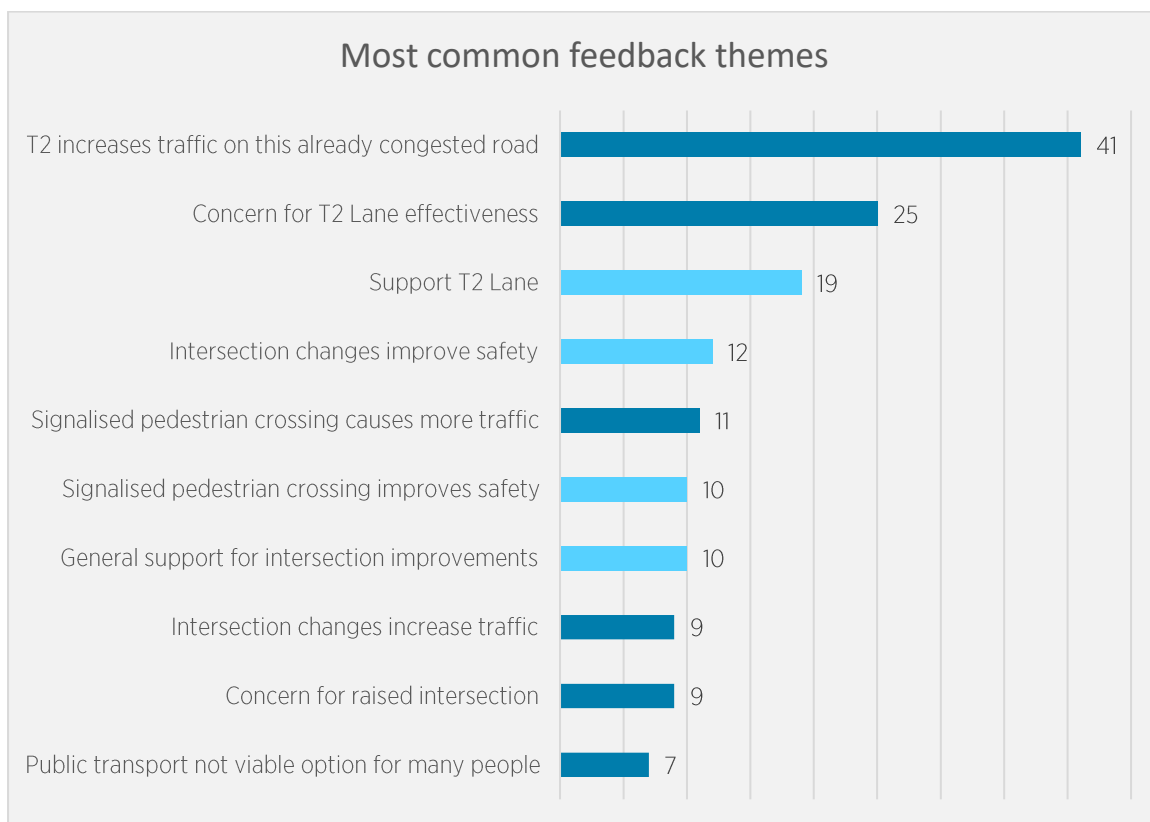
Bus stop removal – Tiverton Road

The small number of submitters (12) that shared their feedback on the proposal to remove Bus Stop 8299 (in front of 101 Tiverton Road) mainly said that they support the change because there is another bus stop within 150 metres.



Feedback themes

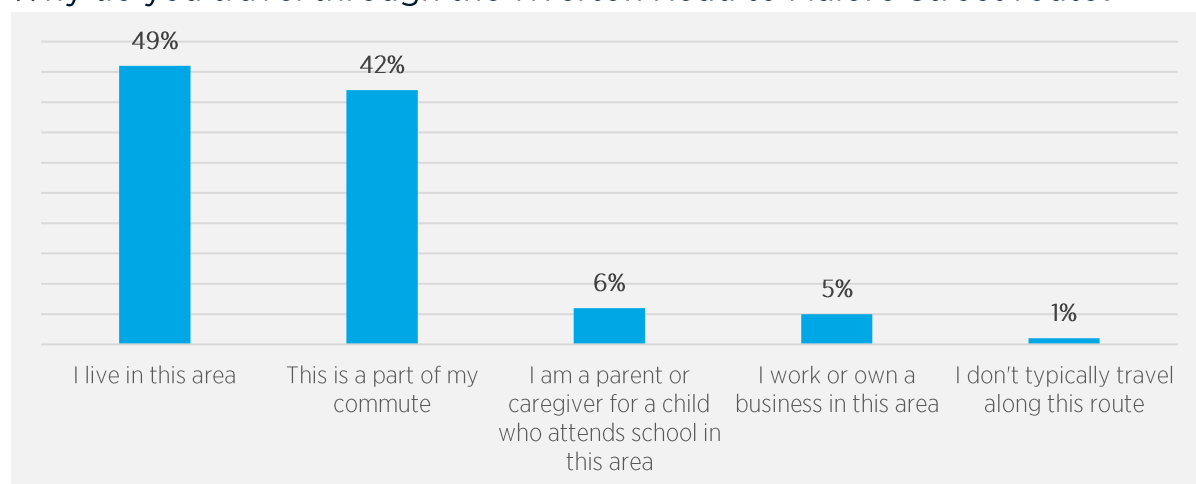
The most common feedback themes mentioned by the 112 people we heard from were:



Who we heard from

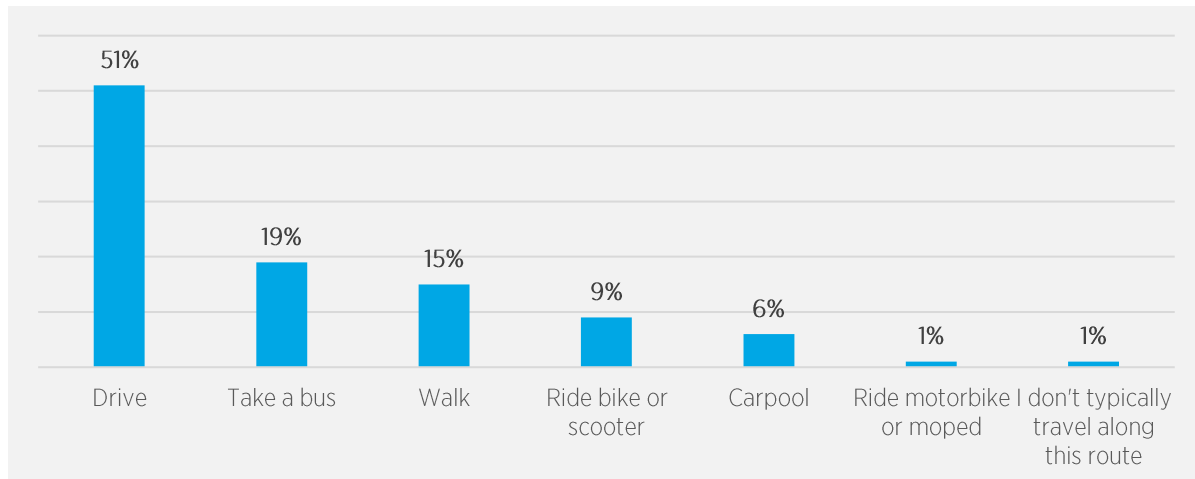
We heard from 112 individual submitters about the reasons for which they travel through the Tiverton Road to Maioro Street route. Most people live in the area, and/or this route is part of their commute.

Why do you travel through the Tiverton Road to Maioro Street route?



We also had 112 individual submitters tell us how they travel along the Tiverton Road to Maioro Street route. Most people drive through the area, with a smaller number who take the bus, walk, bike, and/or carpool through the route.

How do you travel through the Tiverton Road to Maioro Street route?



How we raised awareness

To let the community know about this consultation, we:

- Mailed a total of 616 letters to people who lived along this section of Tiverton Road and Maioro Street.
- Emailed respondents of the previous dynamic lanes consultation to let them know about the alternative proposal.
- Used social media ads targeted towards this area, to capture people who were driving through.
- Met with New Windsor School, and asked them to share this consultation with their community.
- Put up signs at the New Windsor Road and Maioro Street intersection.
- Sent an AT Mobile notification to people who wait at the bus stops along this section of Tiverton Road and Maioro Street.

What we asked

We sought feedback from the community on the following design elements:

- Tiverton Road to Maioro Street – T2 lane
- New Window Road/Maioro Street – intersection upgrades
- Maioro Street – signalised pedestrian crossing
- Rosamund Avenue – side street changes
- Roseville Street – side street changes
- Cordelia Avenue – side street changes
- Bus Stop 8299 in front of 101 Tiverton Road – proposed removal

We asked the community how they felt about each of the design elements. Respondents could select:

- Strongly support
- Support
- Support with changes
- Oppose
- Strongly oppose

Respondents were also given an opportunity to provide written feedback.

Common themes in the feedback

What people felt positive about

We heard support for some parts of the proposal from the community. Some people supported the proposal to add a T2 lane from Tiverton Road to Maioro Street. Submitters also told us that they believe the proposed intersection changes and pedestrian crossing upgrades will increase safety in the area.

Community benefits	Mentions
Support T2 lane <ul style="list-style-type: none"> “Improving bus priority is the best way to improve transport for everyone in Auckland.” “I am in favour of the new T2 proposal.” “Its good in rush hour it will benefit people who can travel to T2 and also these cars give the space to more cars.” 	19
Intersection changes improve safety <ul style="list-style-type: none"> “This seems like it will improve safety for pedestrians and cyclists.” “Providing safe crossing for pedestrians and especially school children, without noticeable inconvenience to the motorists.” “I think this will help safety of students and other pedestrians.” 	12
General support for proposed intersection improvements <ul style="list-style-type: none"> “I strongly support the upgrade of this intersection.” “I like the intersection improvements near the school.” “This upgrade cannot come soon enough.” 	10
New pedestrian crossing on Maioro Street improves safety <ul style="list-style-type: none"> “This will help keep pedestrians safe at a very busy intersection.” “It would be a great advantage to all families on the street to have a pedestrian crossing that Kids can safely cross the street by themselves, especially during rush-hour.” “Need signalised crossing urgently.... . Serious accident waiting to happen.” 	10

What people felt concerned about

The main concern we heard from submitters were that the T2 may create more congestion on an already busy road. We also heard concerns about the effectiveness of the proposed T2 lane as people felt most cars using this route are single occupancy, and that the intersection improvements and new midblock crossing creating more congestion. We have responded to these concerns in the [Community concerns](#) section.

Community concerns	Mentions
T2 lane may/will further congest an already busy road <ul style="list-style-type: none"> “Traffic is already congested by taking a lane away it will get worse.” “Currently there's already a significant amount of traffic using 2 lanes, making one of them a T2 line will only make peak hour traffic way worse.” “This route is already heavily congested with two lanes. With narrowing to one lane it will make commuting impossible.” 	41
Concern about the effectiveness of a T2 lane <ul style="list-style-type: none"> “The hours for which the T2 lane is proposed will not benefit the traffic chaos on Maioro - in these times the majority of people travelling on this road are travelling alone.” “The T2 lane would not improve the bus flow as much as needed. It would only be applied it the morning but congestions are also in the evening.” 	25

<ul style="list-style-type: none"> • “Strongly disagree with losing one full lane to busses and 2 or more person cars. The majority of cars I see when driving to work are occupied by single people just trying to get to work.” 	
<p>New pedestrian crossing on Maioro Road may cause more traffic</p> <ul style="list-style-type: none"> • “It will further delay the traffic.” • “People using this crossing will cause major traffic congestion.” • “Another stop along Maioro St will create more traffic congestion.” 	11
<p>Raising the intersection will damage cars and is not good for the environment</p> <ul style="list-style-type: none"> • “We do not need any more of your “raised tables” to add to pollution!” • “Increase emissions” • “Raised intersection will not bring any safety benefits but will damage cars in the long run and increase emissions with slowing down and speeding up again and again for up to 40,000 cars every day.” 	9
<p>Intersection improvements will delay traffic</p> <ul style="list-style-type: none"> • “Will cause delay in traffic” • “I believe the proposed changes will cause further traffic issues.” • “Further slow traffic and add to congestion” 	9
<p>Public transport not a viable alternative to driving for many people</p> <ul style="list-style-type: none"> • “Public transportation doesn’t work for most working families.” • “Public transport is still not good enough in the area and individuals in households working all across Auckland make carpooling not an option.” • “I don’t take public transport because I have medical issues and can’t walk long distances, I am in my 60s. I drive to work on my own.” 	7
<p>General concern for T2 lane</p> <ul style="list-style-type: none"> • “This is a shortsighted plan.” • “Awful terrible idea.” • “The T2 lane is a terrible idea.” 	6
<p>T2 lane may create congestion on side streets</p> <ul style="list-style-type: none"> • “People will start to use different routes eg blockhouse bay Rd and this will increase traffic.” • “Currently many people use the Batkin/Brothers/Valonia corridor to avoid the Maioro St traffic in the morning. This is likely to increase when the T2 lane is in place.” • “Will force traffic onto narrow residential side streets which are not ready for such an increase in traffic” 	6
<p>Concern about including a raised table on the new pedestrian crossing</p> <ul style="list-style-type: none"> • “I believe that a raised table is not needed if there are to be traffic lights.” • “This is a main arterial, and again slowing down every vehicle 100% of the time 24/7.” • “This adds no benefit.” 	6
<p>General concern about intersection improvements</p> <ul style="list-style-type: none"> • “I don’t think it’s right to upgrade it.” • “You are killing this city.” • “Most of them have become worse off than they were.” 	5



The changes people suggested

The most common suggestions we heard were to also install cameras and add another T2 lane on the other side of the road. We have responded to these and other top suggestions in the [Community suggestions in feedback](#) section.

Community suggestions	Mentions
<p>Suggestion to install cameras</p> <ul style="list-style-type: none">• “It would be good to install permanently red-light-cameras near 182 New Windsor Road and 197 New Windsor Road.”• “Put speed cameras because sometimes people are going way too fast and I can’t come out of my driveway to get to places I need to be on time like my kids have to go to school.”• “Make sure in school time there is camera installed because some cars are not stopped on pedestrian crossing.”	9
<p>Suggestion to install T2 lane on both sides</p> <ul style="list-style-type: none">• “Why no T2 lane on the other side of the road?”• “T2 should operate in both directions during morning.”• “Should be both ways. Bus lane would be preferred with more frequent buses. Buses get stuck in traffic and delayed all the time.”	7



Stakeholder feedback

In addition to feedback from individuals, we also received one stakeholder feedback from The New Zealand Automobile Association Incorporated.

Stakeholder	Summary of feedback
AA	<p>The AA submission shared a preference for a dynamic lane along Maioro Street as it would provide greater capacity for through-traffic. They said:</p> <ul style="list-style-type: none">• Agreed that a T2 lane would provide better travel times but questioned where it would be the most efficient use of road space overall• Noted AT's shift away from dynamic lanes where residents raise concerns, but stated AA believes resident concerns need to be balanced against the positive effects a dynamic lane would have on through traffic as Maioro Street is a major arterial providing connection to the motorway



Auckland Transport Responses to community feedback

Community concerns in feedback

AT has responded to the most common concerns raised by people in the table below:

Community concern	AT response
<p>T2 lane will further congest the busy road (41 mentions) <i>“A T2 lane will cause further congestion along Tiverton and Maioro. It will cause further blockage.”</i></p> <p>T2 lane will be ineffective (25 mentions) <i>“A large portion of commuters down this street commute to South Auckland down the southern motorway, and will be unable to carpool, causing large congestion on the stretch of road where you are proposing a T2 lane.”</i></p>	<p>We have reviewed feedback on both the dynamic bus lane and the T2 lane proposals, and refined the plan to best deliver outcomes for the wider community.</p> <p>Instead of introducing a T2 lane, we are implementing an eastbound dynamic bus lane along Maioro Street, between New Windsor Road and Richardson Road during the morning peak hours. This design features one bus lane, while retaining two general traffic lanes by utilising the existing flush median. This aligns with the existing number of general traffic lanes. Outside of the morning peak hours, the road layout will revert to its existing configuration.</p> <p>This decision aims to improve efficiency and ensure optimal traffic flow for all commuters, and especially those accessing the motorway entrances, while also addressing the broader needs of the community.</p>
<p>New pedestrian crossing on Maioro Street cause more congestion (11 mentions) <i>“There is already 2 signalised pedestrian crossings within 150m of each other. This once again is only adding further disruption to traffic.”</i></p>	<p>While we acknowledge concerns regarding potential congestion with the addition of this pedestrian crossing, we also note the importance of providing safe options for pedestrians to cross busy roads. Currently there are no pedestrian crossing facilities for the 700 m along Maioro Street between New Windsor Road and Richardson Road.</p> <p>The proposed crossing approximately midway along Maioro Street and enhances safety at the desired crossing location. There is existing demand for people to cross here, especially those who use the nearby bus stops. Removing or relocating the crossing may not deter pedestrians from crossing here but could lead to riskier crossing conditions.</p>
<p>Concern for about raising the intersection (9 mentions) <i>“I think this is an unnecessary complication to an otherwise sensible and well thought out project.”</i></p> <p>Intersection improvements creating more congestion (9 mentions) <i>“Installing a raised crossing on new Windsor Rd would again add to congestion.”</i></p>	<p>Analysis shows raising the intersection is expected to have minimal impact on congestion, and the traffic signal phasing is expected to operate similar to existing.</p> <p>Safety improvements at this location have received strong community support and were proposed in response to concerns raised by the school and wider community. The intersection is located directly outside New Windsor School with school children crossing at this location, and the local shops also means there is existing pedestrian and cyclist traffic crossing at this intersection.</p> <p>In response to requests for improved cycling facilities, we have made it safer for cyclists to cross at this intersection.</p> <p>A speed review has confirmed that speeds are a concern at this location and raising the intersection will help to encourage safer speeds, to protect our most vulnerable users along with improving safety for all users.</p>



Community concern	AT response
<p>Public transport not viable for all (7 mentions) <i>“For those working in trades or factories in South Auckland, using public transport is not an option.”</i></p>	<p>Instead of introducing a T2 lane, we are implementing an eastbound dynamic bus lane along Maoro Street, between New Windsor Road and Richardson Road during the morning peak hours. This option retains two general traffic lanes by utilising the existing flush median. This option strikes a balance of keeping improving journey times for buses without needing to remove a general traffic lane, and only when the bus lane is most needed. Outside of the morning peak hours, the road layout will revert to its existing configuration.</p>
<p>T2 lane may create congestion side streets (6 mentions) <i>“You will force people off the main roads into the smaller narrower side streets instead.”</i></p>	<p>As we are implementing an eastbound dynamic bus lane instead of a T2 lane, we anticipate a low chance of congestion increasing on side streets as we will maintain the same number of general traffic lanes along the route as currently exists. This is expected to mitigate the desire for drivers to seek alternative routes through smaller side streets.</p>
<p>Concern for raised pedestrian crossing on Maoro Street (6 mentions) <i>“This is a main arterial, and again slowing down every vehicle 100% of the time 24/7.”</i></p>	<p>We acknowledge concerns about a raised pedestrian crossing along Maoro Street, however it is important to highlight that the proposed raised crossing addresses existing pedestrian demand and enhances safety at the desired crossing location.</p> <p>By implementing a raised crossing, we aim to create a safer environment with lower speeds suitable for vulnerable road users like pedestrians and cyclists. Given the crossing’s proximity to nearby schools and bus stops, ensuring safe access for school students and other vulnerable road users is paramount.</p>

Suggestions in feedback

AT has responded to the suggestions in the table below:

Design suggestion in feedback	AT response
<p>Install cameras to increase safety - stop light runners (9 mentions) <i>“I would like suggest placing red light cameras at Whitney and Tiverton intersection as it’s a high-risk area for red light runners.”</i></p>	<p>We have noted feedback and concerns regarding the red-light running risk at the intersection of Whitney Street and Tiverton Road, and the suggestion for a red-light camera will be passed on to the NZ police for consideration.</p>
<p>Install T2 on both sides of the road (7 mentions) <i>“Consider putting them (T2 lanes) in both directions, especially on approaches to intersections (such that, where congestion isn’t too bad, the bus lane is on the side approaching all intersections)”</i></p>	<p>Our investigations show that the majority of the benefits are achieved during the morning peak in the eastbound direction. However we will continue to monitor traffic flow to identify whether future improvements for the evening peak in the westbound direction are required.</p>



Design suggestion in feedback	AT response
<p>Create another extra lane from T2 - don't take away car lane (3 mentions) <i>"I support a T2 lane if it was in addition to existing lanes."</i></p>	<p>Instead of introducing a T2 lane, we will to implement an eastbound dynamic bus lane along Maioro Street, between New Windsor Road and Richardson Road during the morning peak hours. This option retains two general traffic lanes by utilising the existing flush median. This option strikes a balance of keeping improving journey times for buses without needing to remove a general traffic lane, and only when the bus lane is most needed. Outside of the morning peak hours, the road layout will revert to its existing configuration.</p>
<p>Add cycle lanes (2 mentions) <i>"Can the foot path be widened to facilitate this is or have a permanent dedicated cycle lane."</i></p>	<p>Path widening was investigated however this would bring cyclists within too close proximity to property boundaries with high fences, thus increasing the risk of crashes with vehicles exiting driveways. In addition, existing street poles also limit the benefit of any widening. However, we note that localised path widening has been provided where it is safe to do so.</p>
<p>Install dynamic lane instead (2 mentions) <i>"I found the dynamic lines solution far more attractive adding a bus line on one side during rush hours."</i></p>	<p>Instead of introducing a T2 lane, we have opted to implement an eastbound dynamic bus lane along Maioro Street, between New Windsor Road and Richardson Road during the morning peak hours. This design features one bus lane, while retaining two general traffic lanes by utilising the existing flush median. This aligns with the existing number of general traffic lanes. Outside of the morning peak hours, the road layout will revert to its existing configuration. This decision aims to optimise traffic flow and addresses the broader needs of the community.</p>
<p>Install a T3 instead (2 mentions) <i>"It should be a T3 lane to get the best efficiency for the area."</i></p>	<p>We did investigate T3 lane option, however found that a dynamic lane was the best option to alleviate congestion, reduce bus delays, improve safety and deliver the best outcomes for the wider community, while balancing the needs of everyone using Maioro Street.</p>
<p>Reintroduce dynamic lanes with a switch from bus lane to T2 (2 mentions) <i>"Please consider the reintroduction of the dynamic lanes with a switch from bus lane to T2."</i></p>	<p>We investigated a dynamic T2/T3 lane option, however given the high volume of buses per hour using Maioro Street when the dynamic bus lane is operational, introducing T2/T3 vehicles into the lane would likely adversely affect bus travel times.</p>
<p>Consider side street residents and their need to turn left on T2 (2 mentions) <i>"urge you to consider the perspectives of the residents who will be directly affected by these proposed changes."</i></p>	<p>Changing the kerb-side lane to a bus lane during the morning peak hours will not affect the ability of vehicles to turn left into the side roads along Maioro Street. According to the road rules, vehicles can still travel along the bus lanes for 50m before the intersection to make the turn.</p>
<p>Build bus stops off to side of road (2 mentions)</p>	<p>Due to space limitations and gradients along the road carriageway, accommodating separate bus stops off to the side of the road or in their own indented space is not practical and would adversely impact the shared path.</p>



Design suggestion in feedback	AT response
<p><i>“Another point to make is why are the bus stops not built off to the side of the road, so that when they stop to pick up or drop off passengers they’re not holding up all the traffic?”</i></p>	<p>The dynamic bus lane will separate buses in their own lane whilst maintaining two traffic lanes so traffic will not be stopped when buses stop to pick up or drop off passengers.</p>
<p>Install stronger fence to protect pedestrians outside New Windsor School (2 mentions) <i>“Please review the pedestrian fence at this intersection. This is a popular walking route, especially for school children, and this fence is needed to keep them safe.”</i></p>	<p>Pedestrian safety is important to us, particularly along popular walking routes frequented by students. We will review the feasibility of enhancing the existing fence at this location to provide optimal protection for pedestrians.</p>

Questions

Some people asked for further information on the project, and AT has responded to the questions in the table below:

Question	AT response
<p>Have surveys been carried out to establish the occupancy of vehicles travelling on this road at peak hours? (2 mentions)</p>	<p>A direct count survey specifically for vehicles with multiple occupants was not conducted for Maioro Street, however data and insights from similar locations within the Auckland network helped inform the T2 proposal.</p> <p>We received feedback from the community that many cars using this road are single occupancy, which helped influence the decision to implement a dynamic lane instead of a T2 lane.</p>
<p>Can I turn right into the T1 Lane from Pinewood Street and then be able to safely turn right into Whitney St or New Windsor Rd or get onto the motorway to get into town? (1 mention)</p>	<p>As the project will be implementing a dynamic bus lane only on Maioro Street instead of a T2 lane, this will no longer affect people turning from Pinewood Street.</p>