

Henderson's Future

Public consultation feedback summary report



Public consultation was open for feedback from 23 April to 10 June 2018

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1. Executive Summary

- Auckland Transport (AT), Panuku Development Auckland, Henderson-Massey Local Board, and Auckland Council, are working together on initiatives in the Henderson area to make Henderson accessible and a better place for everyone to live, work, and play.
- We sought public feedback on Henderson's Future consultation from 23 April to 10 June 2018.
- We asked people five questions. We asked them 1) what they liked about the Henderson town centre 2) what they disliked about the Henderson town centre 3) what improvements they would like to see made to the town centre 4) which cycling and walking routes are important to them 5) what issues or concerns do they have on these routes and suggested improvements.
- People could provide feedback via online and hardcopy feedback form, virtual map pin-drops and on display boards at several public open day events.
- In total, AT received 611 feedback submissions: 178 via hardcopy freepost feedback forms returned and 174 via the online feedback form. There were also 171 pin-drops on the online map by individual submitters (who in some cases submitted multiple pin-drops) and 88 pieces of feedback obtained from the display boards at events.
- People have identified what they liked, disliked about Henderson town centre and what improvements they would like to see made to the town centre. This feedback has been analysed and themes identified.
- People have identified 275 cycling routes as important to the network, by either drawing on the map or stating them in writing under 'important routes'. Please refer to the feedback summary map showing suggested cycling routes. People didn't clearly specify walking routes except for those to nearby schools, parks and community facilities.
- People identified 608 specific locations where there are issues/concerns/barriers to walking and cycling either by drawing on the map, stating them in writing or by pin-drops on the virtual map. Please refer to the feedback summary map showing location of identified issues/concerns/barriers.
- People have identified 752 barriers/issues/concerns when walking and cycling on routes and have made 400 suggested improvements. Please refer to the issues/barriers/concerns list that provides barrier description and suggested improvements for each barrier location.

2. Background

Henderson is a priority area

Auckland Transport has identified Henderson as a priority area for walking and cycling improvements, following the introduction of Panuku's Unlock Henderson project. We want to provide people with better connectivity and more travel choices. The aim is to create a walking and cycling network that caters for Aucklanders of all ages and abilities. This aligns with the Henderson-Massey Local Board's aspiration for people to be able to get around without a car. We are also keen to know what improvements people would like to see made to the Henderson town centre.

Henderson-Massey Local Board is committed to making the region a better place for all. The Local Board has two key plans. The Henderson Implementation Plan: 2014 to 2040 is a strategic plan with projects planned to revitalise Henderson over a longer period. The Henderson-Massey Local Board Plan 2017 is a three-year plan reflecting the community priorities and preferences.

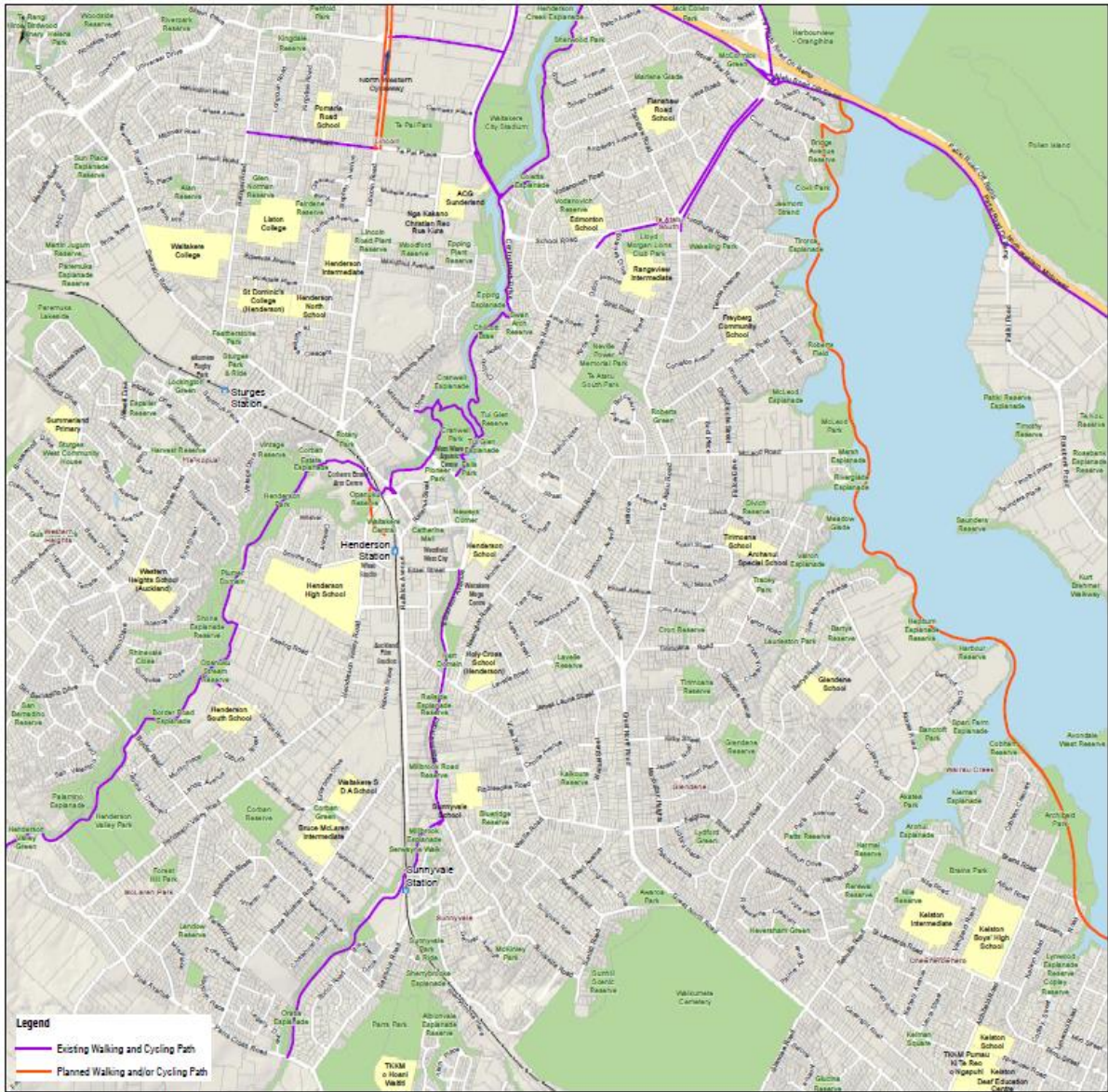
Auckland Council in partnership with Henderson-Massey Local Board plans to develop a wider local connections plan or greenways/ local paths plan for the Henderson-Massey region. Public consultation on the draft Henderson-Massey Connections plan closed on 17 April 2019.

The city's regeneration agency, Panuku Development Auckland, has developed an overarching plan that outlines the opportunities for regeneration in Henderson. The vision proposed for Henderson is for it to grow into an urban eco-centre, enhancing the mauri (life essence) of the twin streams of Wai o Panuku/Opanuku and Wai Horotiu/Oratia that converge in its centre.

We hope that the strong ecological focus will act as a catalyst for high quality living and development that resonates with and attracts families, businesses, investors and visitors to this growing metropolitan area. A key initiative that makes up this vision is to enable two new local walking and cycling links to better connect the twin streams pathways and local attractions.

Panuku Development Auckland contributed some funding towards Henderson's Future consultation engagement work. We are all grateful for their kind contribution.

Henderson wider area map (3km radius from the Henderson train station and the town centre)



Activities to raise awareness about the consultation

The public feedback period was open from 23 April to 10 June 2018.

Activities to raise awareness

- A total of 20,000 copies of the consultation brochure (which included the freepost feedback forms) were posted to residential properties within the area shown in the feedback form map. The online feedback form was mentioned in the brochure as an alternative option to the hardcopy feedback form.
- An electronic copy of the brochure was distributed to interest groups and key stakeholders, inviting them to participate and promote the consultation. These included: The Central Park Henderson Business Association, local schools and colleges in the area, community groups, Bike Auckland, Bike Te Atatu and Greater Auckland.
- A project webpage and an online feedback form were set up on <https://at.govt.nz/projects-roadworks/hendersons-future/>. This included virtual map 'pin-drop' function.
- Consultation brochures were handed out at the Henderson train station, the town centre and Henderson Mall. It was hand-delivered to Henderson local shops and businesses by AT ambassadors.
- Consultation brochures were made available at the Waitakere Central (Henderson) and Te Atatu Peninsula libraries, community centres and at the Henderson Massey Local Board office.
- A media release was distributed on 1st May 2018.
- An advert was placed in the Western Leader newspaper on Tuesday, 1 May and Tuesday, 15 May 2018.
- An article about the project was published on the Bike Auckland website <https://www.bikeauckland.org.nz/towards-bikeable-henderson/>
- Information was posted on Facebook via the Henderson-Massey Local Board and Auckland Council's pages.
- Information was posted on the Neighbourly.
- Information was posted on the Shape Auckland website.
- This consultation was promoted at the West Bike Fest event on 25 Feb and at the Waitakere Central library (Henderson) open day on 3 May from 4 - 7pm.
- A display at the Henderson Library promoting Henderson's Future consultation for four weeks.

Giving feedback

We asked following questions to the local community within 3km radius from the Henderson train station and the town centre:

- Q1. What do you like about the Henderson town centre?
- Q2. What do you dislike about the town centre?
- Q3. What improvements would you like to see made to the town centre?
- Q4.a. Which cycling and walking routes are important to you?
- Q4.b. What issues or concerns do you have on these routes and suggested improvements?

People could provide feedback using an online feedback form (on our Have your Say website) or a hard copy form that we posted or handed out to interested parties.

We sought public feedback to identify and improve key walking and cycling routes in wider Henderson area. These key routes connect people with their places of work, local shops, schools, parks and other community facilities.

We have received feedback from 178 people suggesting cycling and walking routes that are important to them. People suggested these by drawing them on a paper copy map provided in the Henderson's Future consultation brochure that as delivered within the project area. 174 people described their walking and cycling routes in their online feedback form. In addition to this, we received 171 pin-drops where people also suggested walking and cycling routes that are important to them.

Suggested cycle routes by people within 3km radius from the Henderson train station and town centre is mapped. Please refer feedback summary map showing suggested cycle routes which is available on our website.

Barriers, issues or concerns identified by people are location specific, which has also been mapped. Please refer to feedback summary map showing location of suggested issues/barriers/ concerns which is available on our website.

These feedback summary maps are not included in the report as map is not clear in a report format due to scale of map. We have made them available on our website as a pdf maps for better clarity/ map resolution.

3. Summary of feedback

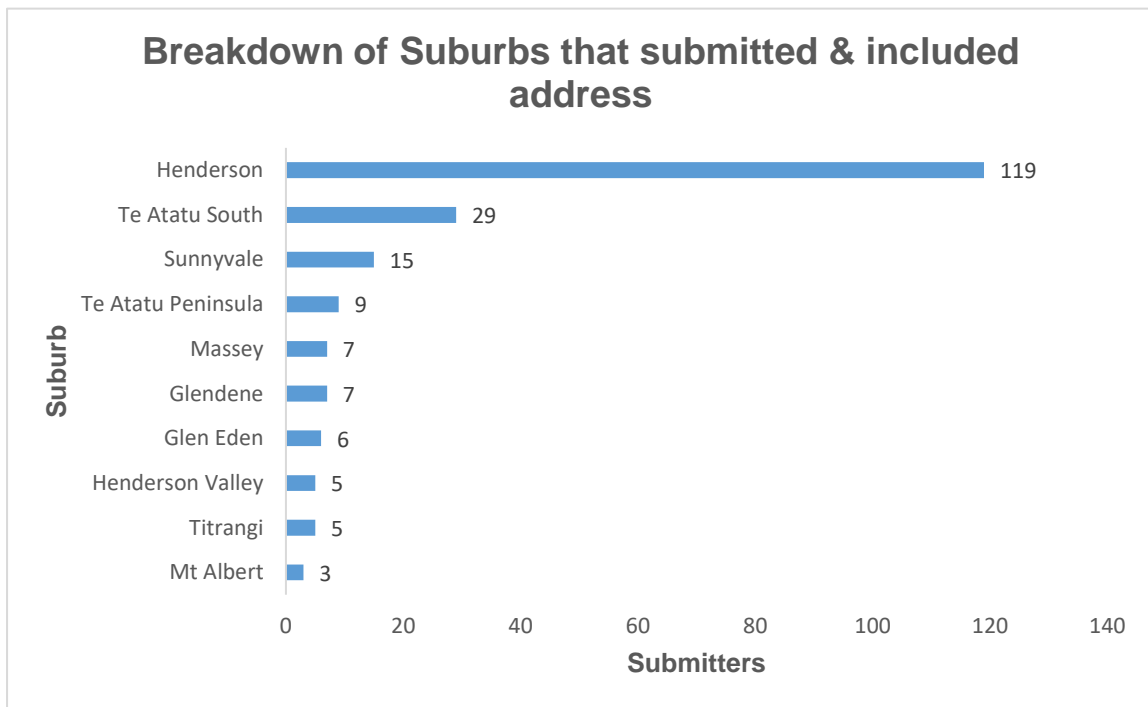
We invited public feedback via online and hardcopy feedback form, virtual map pin-drops and on display boards at several events.

Your feedback

We received 611 feedback submissions including:

- 178 hard-copy brochure feedback forms
- 174 online brochure feedback forms
- 171 pin-drops on the online map available during consultation
- 88 pieces of feedback post it notes from display boards at events

Feedback received from suburbs



Majority of the feedback came from Henderson (119) – 33%. We received feedback from nearby suburbs such as Te Atatu South (29) – 8%, Sunnyvale (15) – 4% and Te Atatu Peninsula (9) – 2%. A smaller number of feedback has received from Massey (7), Glendene (7), Glen Eden (6), Henderson Valley (5), Titirangi (5) and Mt Albert (3).

124 people (35%) did not provide their contact address in their feedback form.

3.1 What people liked about Henderson town centre

Positive comments on Henderson town centre (188 comments/mentions)

Comments included in this theme were wide ranging such as compact town centre, accessibility to goods and services, easy to walk, pedestrian friendly, village feel, greenery, Pak n Save, The Whoa studios, The Grounds, Henderson train station and bus station, Project Twin streams walkways and cycleway, night markets, diversity, rich history and a community feeling.

Few comments below from the local residents.

- “Facilities & parks - West Wave, Tui Glen Reserve/Falls Park, some good places to eat.”
- “We love Henderson town centre, we love what it could be, and we love the bones of this historic city (town).”
- “It's my shopping centre for groceries & most of my shopping needs as I walk everywhere. The gardens are lovely and well maintained.”
- “Ease of availability to shopping/medical centres/hospitals/sports clubs and facilities.”

Mall, shopping facilities and eateries/café (69 comments/mentions)

Many respondents commented that they liked Henderson shopping mall, shopping facilities and eateries/cafes. Good selection of shops, cafes and eateries.

- “Good mix of shops from op shops to top shops.”
- “Has everything in a few blocks - trains/buses/library/mall/main St. Variety of shops. Good pedestrian access. Good short & longer parking for shopping.”
- “Diverse retail on street level such as cafes, restaurants and clothes shops.”

Public transport – train station and links (61 comments/mentions)

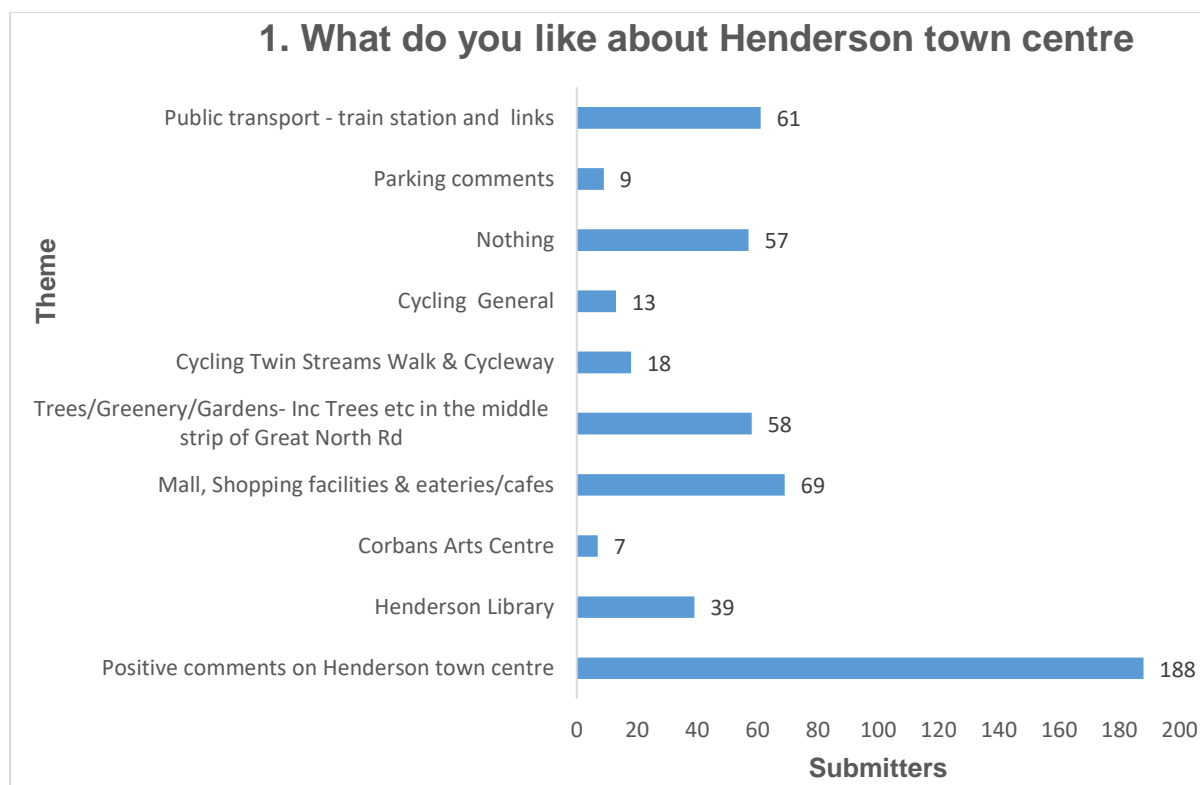
Many respondents commented that the proximity to train station, buses, Pak n Save, Henderson shopping mall, council pools, library within a short distance makes it very convenient for everyone.

- “That there is a Mall and train station close by.”
- “Very good shopping centre. Good train service.”
- “Love how there are so many transport options such as train, bus, walk and cycle with plenty of free public parking.”

This question generated many responses in addition to those mentioned above. People also liked other aspects of Henderson town centre such as

- greenery/trees (58 comments/mentions)
- Henderson library (39)
- cycling on Project Twin streams walkway and cycleway (18)
- cycling in general (13)
- parking (9)
- Corbans Arts Estate Centre (7)

Please refer to the graph below for details.



Submissions maybe counted in more than one category

3.2 What people disliked about Henderson town centre

Not a safe environment (96 comments/mentions)

Comments included in this theme are mostly around safety. It includes people feeling unsafe, lack of security and police to protect people, lighting along main road shops is poor particularly at night and in winter season, feel unsafe walking from train station to home, homeless people and beggars, groups of people hanging around the library/Unitec/court area, vandalism and teenagers smoking cigarettes.

Few comments below from the residents.

- “The street feels a bit unsafe in the evening due to unsavoury people lurking around.”
- “It’s very empty and lacks people so feels unsafe.”
- “I dislike about the town centre because there are not enough security and police to protect the place.”
- “There are a number of homeless people around, which discourages me from driving through or shopping in this area.”

- “Some noisy and rowdy people especially at night around 8pm.”

Poor selection of shops (72 comments/mentions)

Comments included in this theme are mostly around lack of variety in retail shops, cheap shops mostly two-dollar shops, no decent cafes, run down look of Henderson town centre and empty shops.

- “High turnover of eateries. High rents mean it's difficult for good cafes to survive.”
- “Not enough decent bakeries/ cafes that you are able to enjoy. High concentration of decent shops in the mall rather than on the high street.”
- “Tired and run-down shops, boring restaurants/cafes in Henderson.”
- “The town centre is starting to look tired and old and not many great shops mostly only \$2 shops and there are many of them.”
- “Empty shops on Great North Road.”
- “Nothing really, we go there for, no shops appeal to us or we go to Westgate.”

Run down infrastructure and environment (69 comments/mentions)

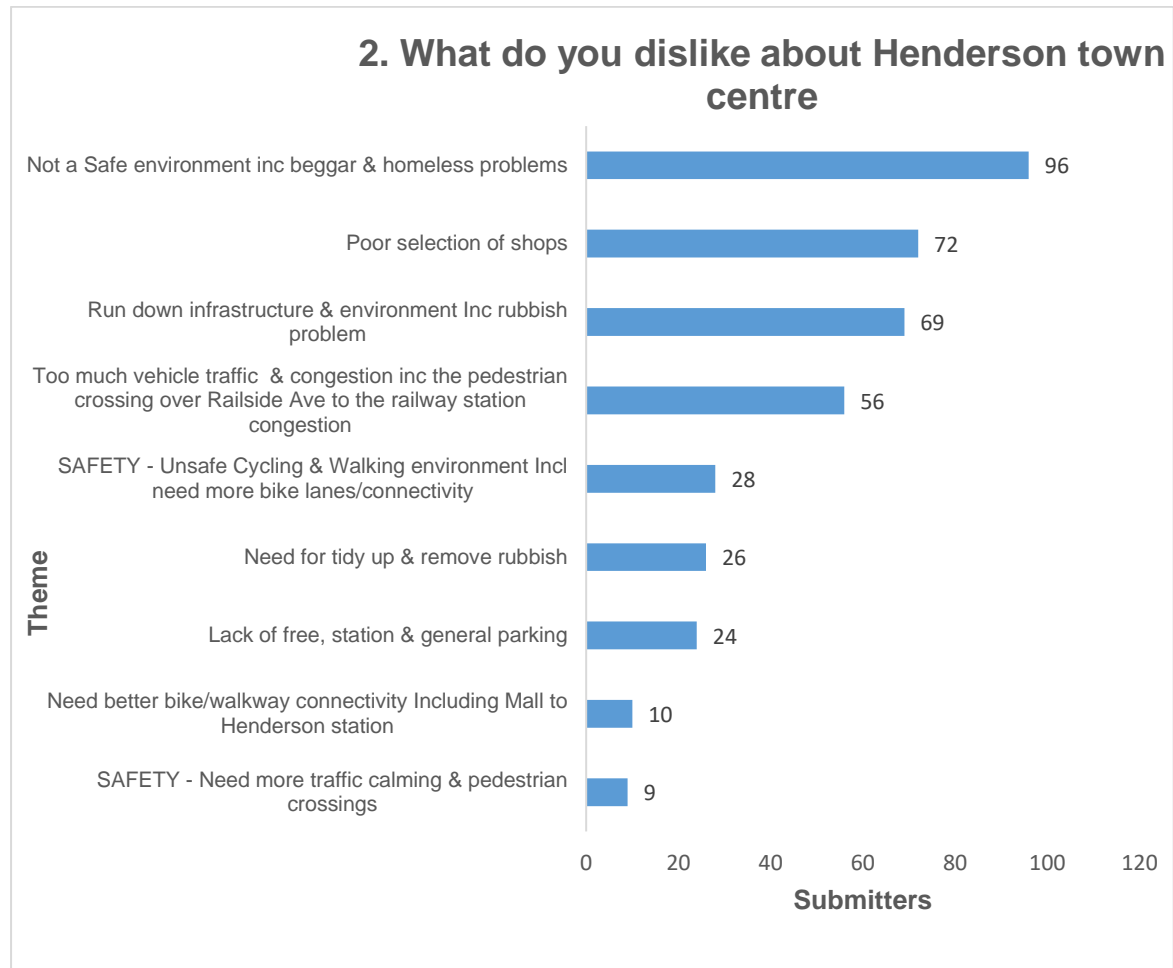
Comments included in this theme are mostly around run down look of Henderson town centre, graffiti, lack of pleasant places to sit and enjoy, rubbish on streets, shop frontages uninviting, carparks buildings are ugly, lack of art and urban design. The whole place needs an upgrade to make it more inviting and attract businesses and people.

- “Lack of pleasant places to sit i.e. squares, small gardens or views of the ranges.”
- “Council needs to upgrade the town centre and attract good developments there.”
- “The town centre is just grim, old and shabby.”
- “Some businesses don't look after their buildings.”
- “It's tired. I went to Devonport recently, that's what I think Henderson should look like.”

This question generated many responses in addition to those mentioned above. People disliked other aspects of Henderson town centre such as

- high traffic volume and congestion (56 comments/mentions)
- unsafe walking and cycling environment (28)
- untidy look and rubbish (26)
- lack of free parking and lack of general parking/ train station parking (24)
- need for a better bike/walkway connectivity to Henderson town centre (10)
- need more traffic calming and pedestrian crossings (9)

Please refer to the graph below for details.



Submissions maybe counted in more than one category

3.3 What improvements people would like to see made to the town centre

Make town centre attractive & modern (38 comments/mentions)

Comments included in this theme are wide ranging mostly around look and feel of the town centre. Few comments below from the residents.

- “Create a civic centre that is not a thoroughfare but a place to go - public space/square.”
- “Planter boxers along the sidewalks. A better ambience for café's/restaurants to put outdoor seating especially in summer.”

- “The improvements, I would like to see made to the town centre are a smoke-free place, modern shops, good footpaths, more steady rubbish bins and adequate car parks.”
- “Play area for children & families to gather.”
- “Tidy up of shops in main street & Railside Ave. Footpaths not appealing & outdated.”

Need greater security including more security cameras & police presence (37 comments/mentions)

Comments included in this theme are around a safer environment for everyone. It includes concerns around security, police presence in the town centre and need for security cameras. General safety concerns around bus/train station and walking routes.

- “More security and police presence are needed to make the town centre a better and safe place for all citizens to live.”
- “Safety, safety and safety. I don’t feel safe in Henderson.”
- “General safety around train/bus stations and walking routes.”
- “A good clean up, improved security and lighting.”
- “Security is important, and this has been an issue for some time.”
- “A safer environment for all with better shops and parking.”
- “Somewhere for homeless/beggars to go.”

Need better & varied shops, café's & eateries (37 comments/mentions)

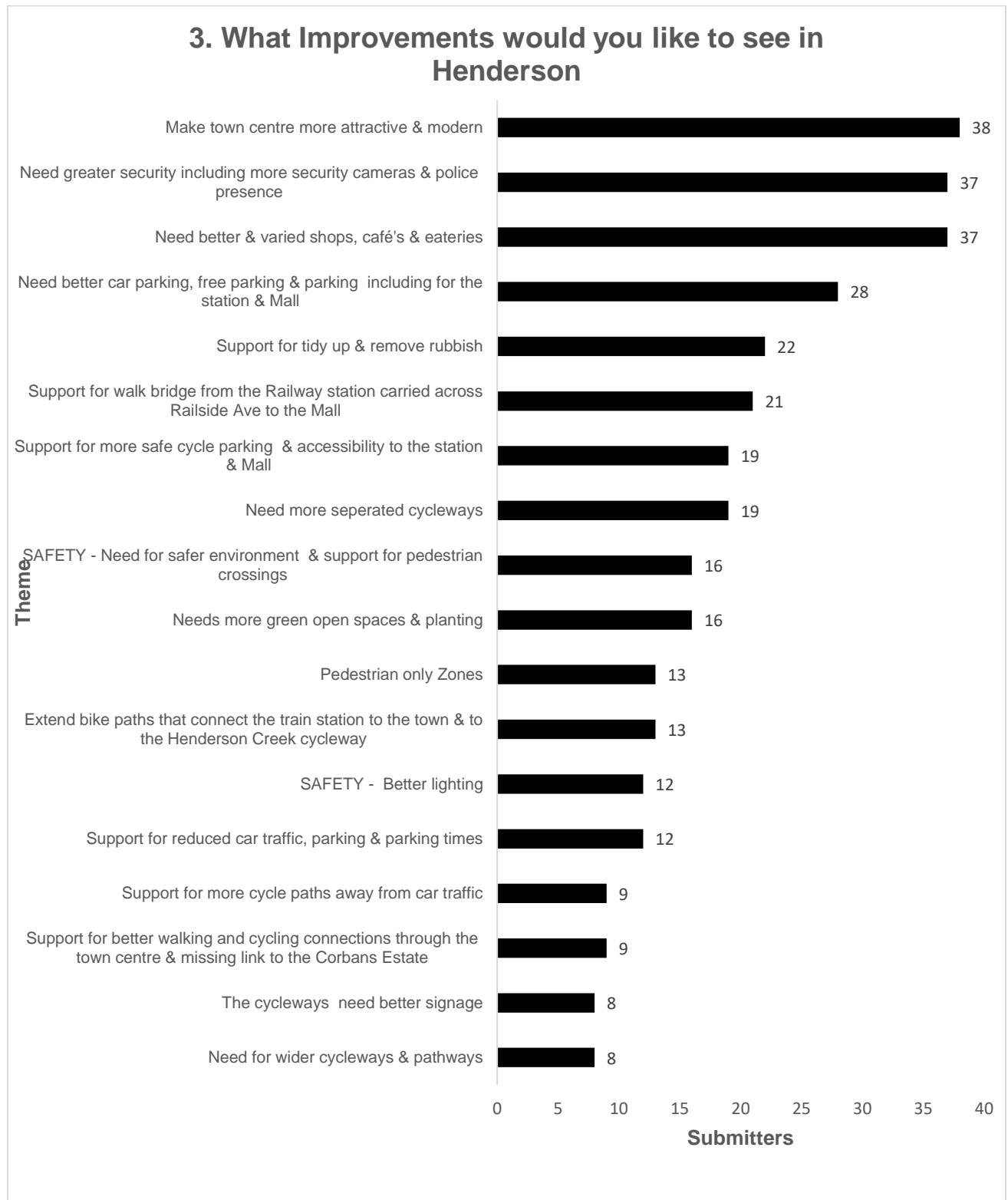
Comments included in this theme are around a more varied shops and cafes that are family friendly. More cafes /restaurants and less \$2 type of shops. Henderson Mall needs better retail shops, local shops along Great North Road needs an upgrade to attract a variety of shops.

- “Good quality cafes, car free areas safe for children to play and innovative playgrounds.”
- “Improve the sense of a town centre, more cohesion and connected spaces. More green spaces, more pedestrian only outside areas, with nice cafes and outside terraces /seating (e.g. in the plaza between West City and Great North Road.) A decent community centre.”
- “Bring a café culture to the street - give it some life.”
- “Better shops, bring it into the modern world and make it more inviting & safe.”
- “More shops, more eateries that are open late. Would be nice if it could be a bit more like New Lynn.”
- “Pedestrianize through the town centre with more cafes spilling out onto the pavement. A safer feel at night.”

This question generated many more responses in addition to those mentioned above. People would like to see more improvements made to the Henderson town centre such as

- Need better car parking, free parking & more parking at the station & Henderson Mall (28 comments/mentions)
- Support for tidy up & removal of rubbish (22)
- Support for walk bridge from the Railway station carried across Rainside Ave to the Mall (21)
- Need more separated cycleways (19)
- Needs more green open spaces & planting (16)
- Need for safer environment & support for pedestrian crossings (16)
- Extend bike paths that connect the train station to the town & to the Henderson Creek cycleway (13)
- Pedestrian only zones (13)
- Support for reduced car traffic, parking & parking times (12)
- Better lighting (12)
- Support for better walking and cycling connections through the town centre & missing link to the Corbans Estate (9)
- Support for more cycle paths away from car traffic (9)
- Need for wider cycleways & pathways (8)
- The cycleways need better signage (8)

Please refer to the graph below for details.



Submissions maybe counted in more than one category

3.4 Cycling routes identified in feedback

275 different routes were suggested. Some of these routes overlap. Please refer to feedback summary map showing suggested cycling routes. People didn't mention/draw walking routes on the map.

The most commonly suggested/supported routes (each receiving at least 10 mentions) were:

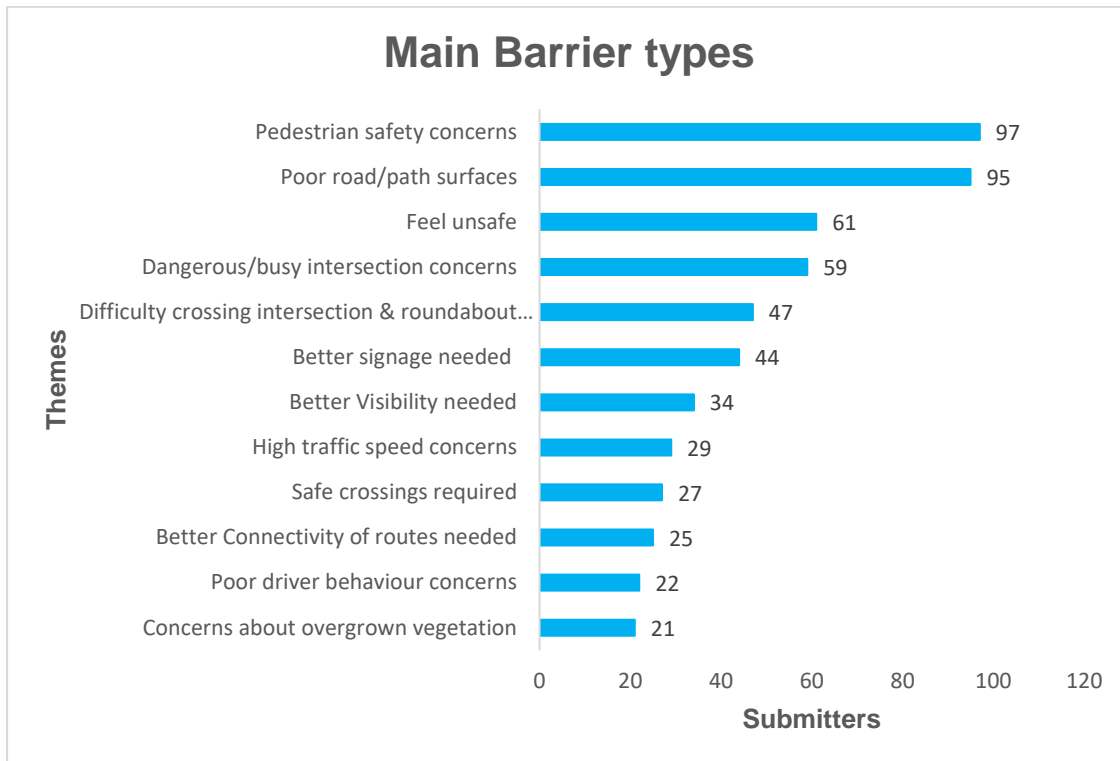
- Project Twin Streams (more than 100 mentions)
- Henderson Creek to Central Park Drive (44 mentions)
- Henderson Creek to Central Park Drive intersection (46 mentions)
- Henderson Creek along Central Park Drive to Tui Glen Reserve (54 mentions)
- Cycling on Tui Glen Reserve (57 mentions)
- Edmonton Road (57 mentions)
- Great North Rd and Edsel Street (50 mentions)
- Central Park Drive to Universal Drive (16 mentions)
- Lincoln Road – Seal Peacock Drive/Te Pai Place (18 mentions)
- Opanuku pathway from Border Rd/Shona Esplanade Reserve (28 mentions)
- Henderson Valley Rd/ Smythe Rd (10 mentions)

3.5 Barriers, issues or concerns identified in feedback

Submitters/people identified 752 issues/barriers/concerns either by drawing on the map, stating in writing, or by pin-drops on the virtual map. Most frequently mentioned barriers/issues/concerns types are shown in the next graph.

Issues/barriers/concerns have been identified at 608 locations. One location can have multiple issues/concerns/barriers identified. Please refer to feedback summary map showing location of identified issues/barriers/concerns within 3km radius from the Henderson train station and town centre. Several issues/concerns/barriers have been identified at key intersections, roads and along Twin streams.

For details on each issue/concern/barrier identified, please refer to the issue/barrier/concern list. This list also includes suggested improvements for those locations.



Few comments below from the residents.

“The lack of safety and connectivity is what concerns me on these routes”.

“Lighting and visibility in to the more densely populated tree areas along the routes”.

“There is too much traffic and driveways, narrow streets and no separated cycle lanes”.

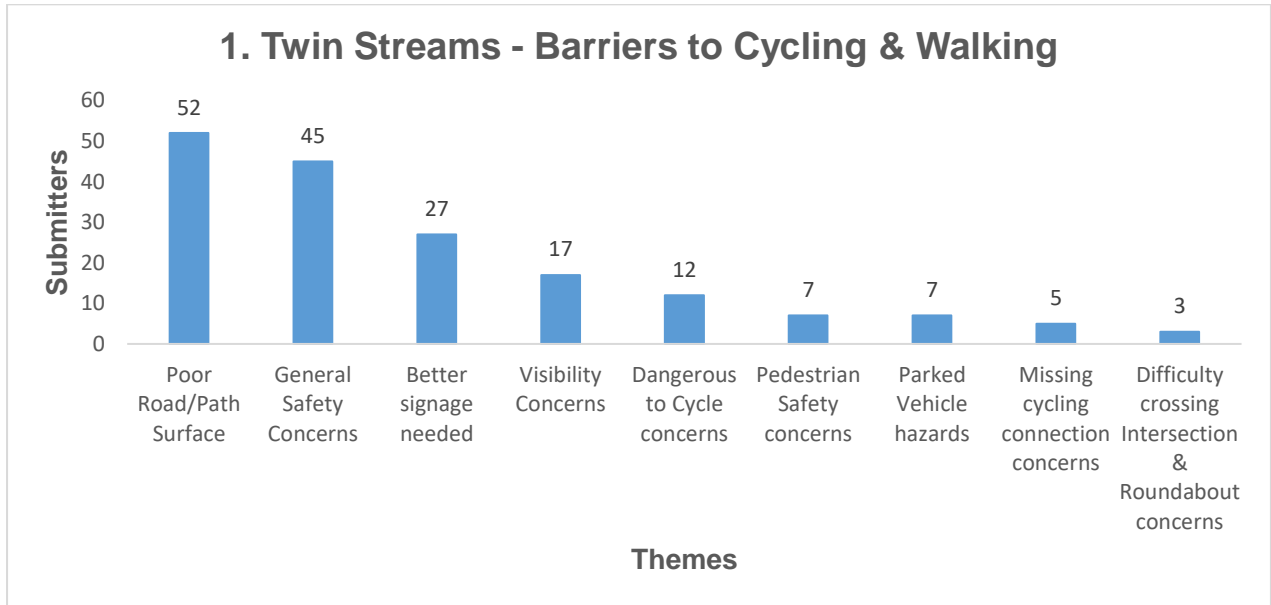
“Not enough cycle lanes, need more dedicated lanes”.

“Over-hanging tree branches at walk-ways”.

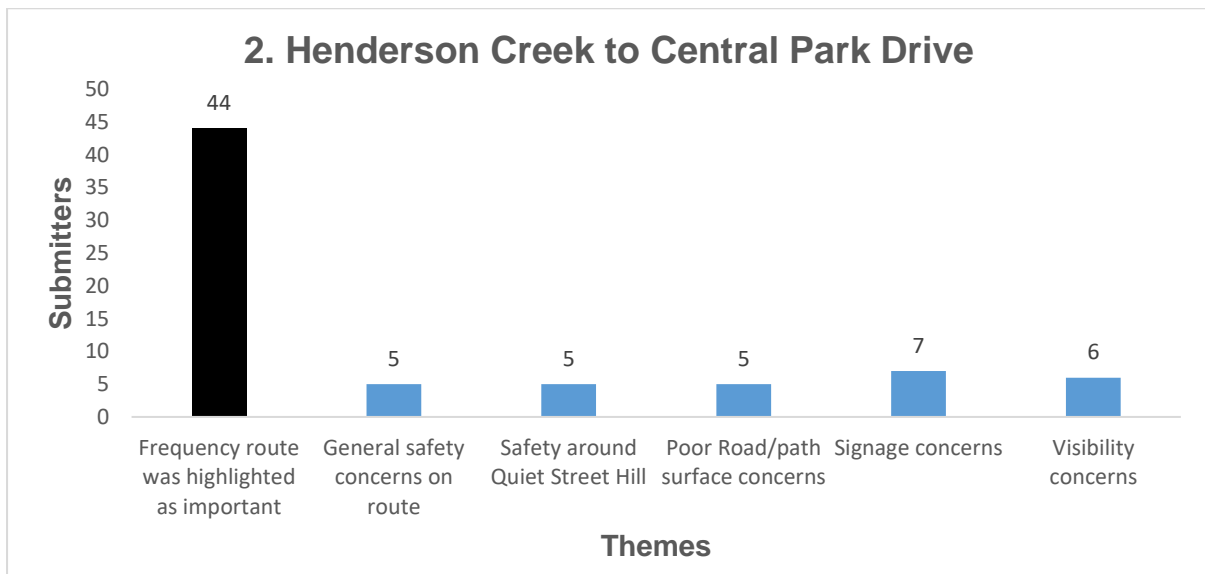
“Safety issues using road or cycle paths to North Western cycleway”.

“Lack of continuity, difficulty crossing roads, poor lighting in some cases”.

Barriers identified on key suggested cycling routes (each receiving at least 10 mentions or more)



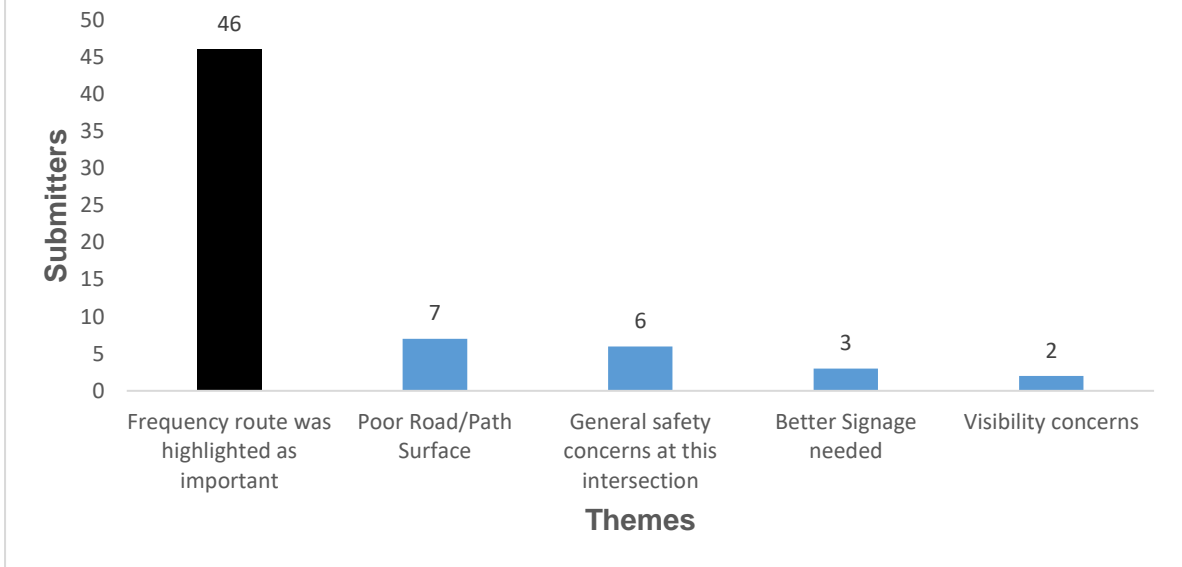
- Twin Streams** – Poor road & path surfaces, general safety concerns, the need for better signage, visibility concerns & dangerous to cycle concerns were identified as the top barriers on this route.



Black indicates the frequency the route was highlighted as important.

- Henderson Creek to Central Park Drive** – General safety concerns, safety around Quiet Street Hill, poor road & path surfaces and lack of good signage were identified as the top barriers on this route.

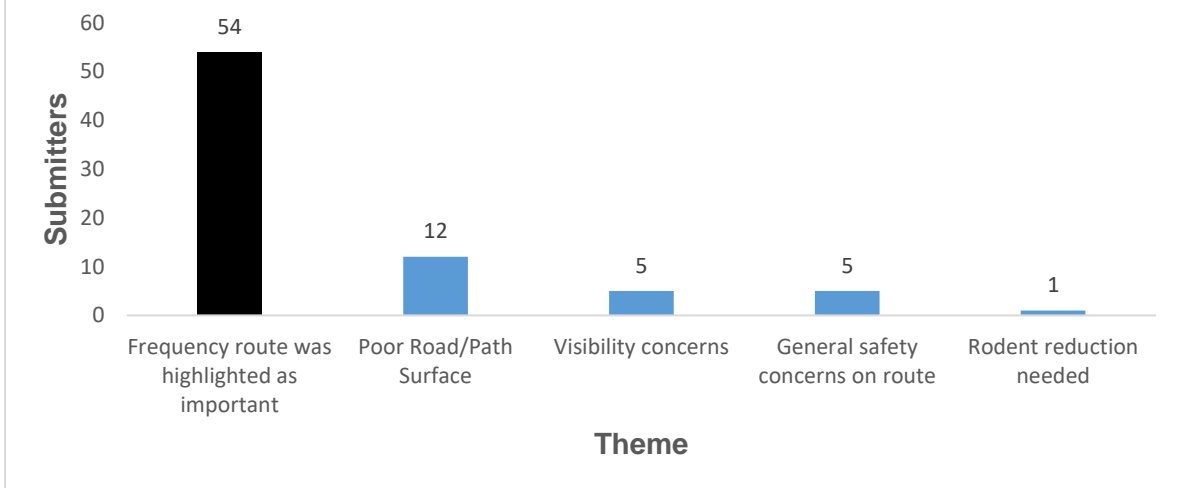
3. Henderson Creek at Central Park Drive Intersection



Black indicates the frequency the route was highlighted as important.

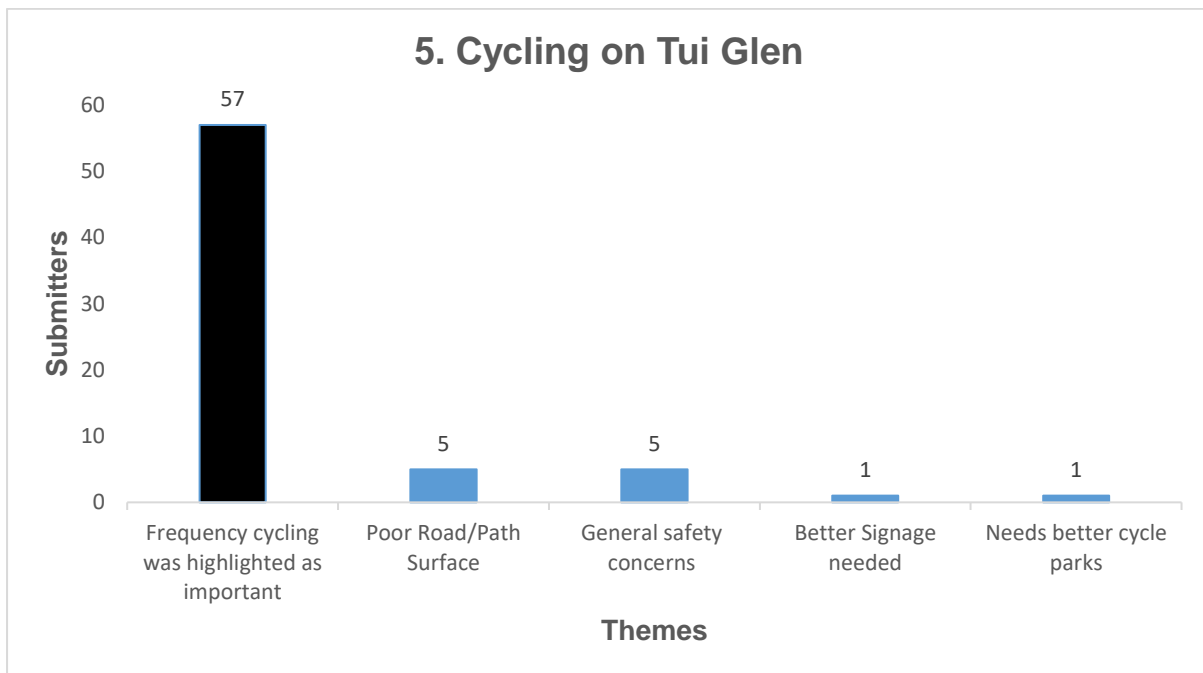
- Henderson Creek at Central Park Drive Intersection – Poor road & path surfaces, general safety concerns at the intersection, need for better signage & visibility concerns were identified as the top barriers at this intersection.

4. Henderson Creek along Central Park Drive to Tui Glen



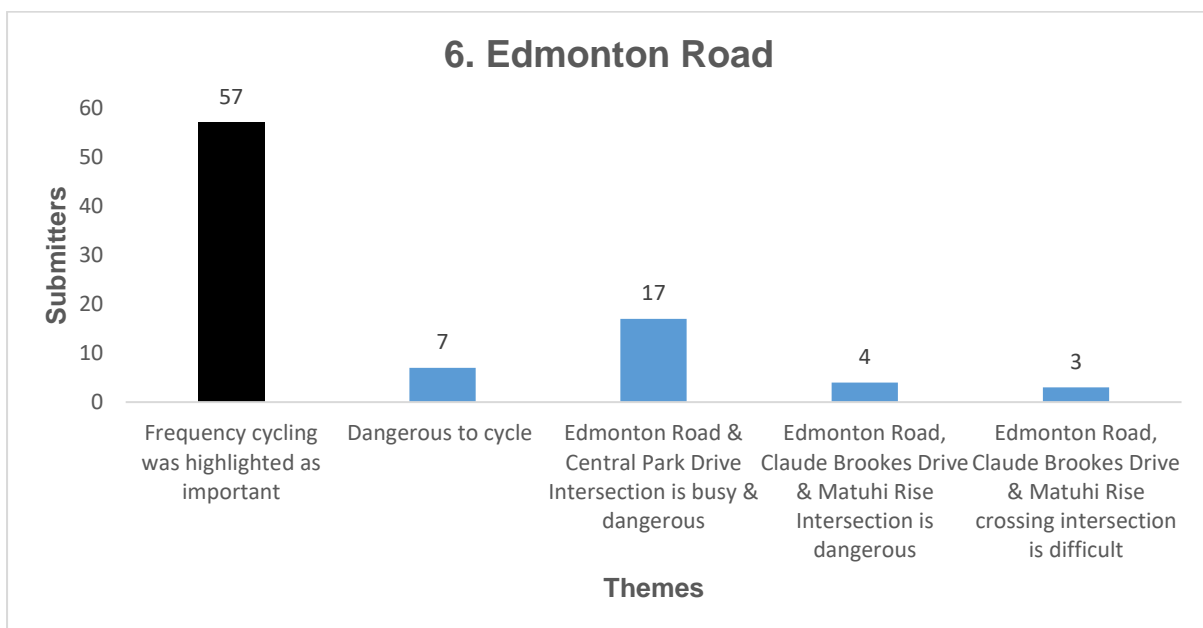
Black indicates the frequency the route was highlighted as important.

- Henderson Creek along Central Park Drive to Tui Glen Reserve– Poor road & path surfaces, visibility concerns & general safety concerns on this route were identified as the top barriers on this route.



Black indicates the frequency the route was highlighted as important.

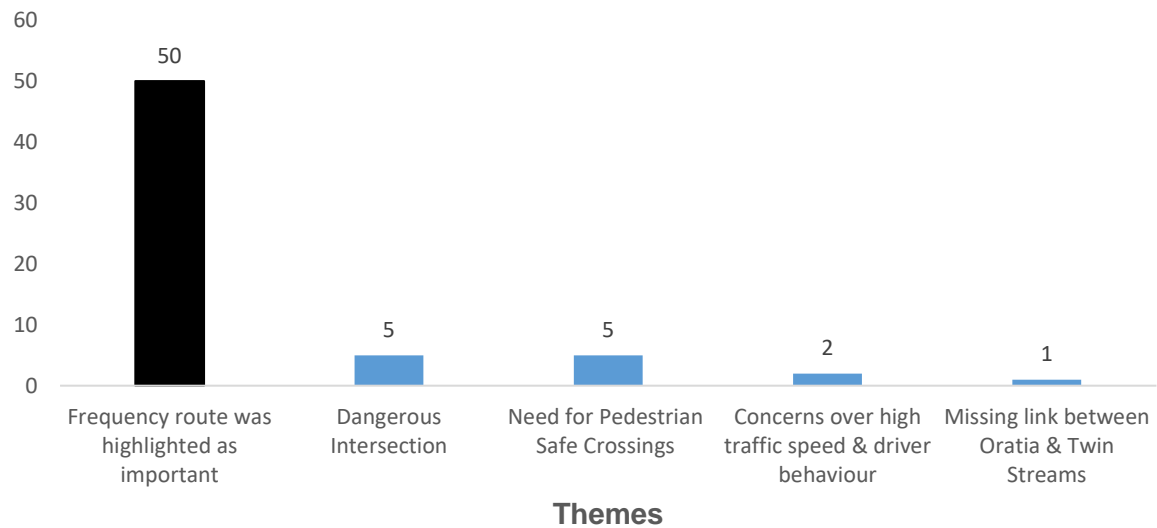
- **Cycling on Tui Glen Reserve** - Poor road & path surfaces, general safety, lack of good signage and the need for better cycle parks were identified as the top barriers at this location.



Black indicates the frequency the route was highlighted as important.

- **Edmonton Road** – Dangerous cycling conditions, Edmonton Road & Central Park Drive Intersection is busy & dangerous, Edmonton Road, Claude Brookes Drive & Matuhi Rise Intersection is dangerous & Edmonton Road, Claude Brookes Drive & Matuhi Rise crossing intersection is difficult to cross were identified as the top barriers on this route.

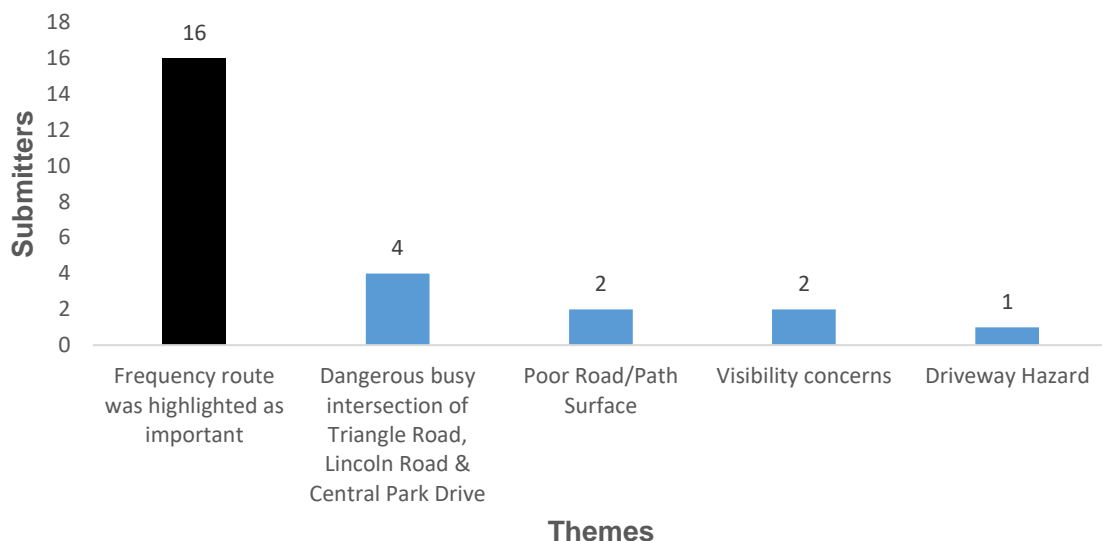
7. Intersection of Great North Road & Edsel Street



Black indicates the frequency the route was highlighted as important.

- Intersection of Great North Road & Edsel Street** – Dangerous Intersection, need for safe pedestrian crossings, concerns over high traffic speed & driver behaviour & missing connection between Oratia & twin Streams were identified as the top barriers on this route.

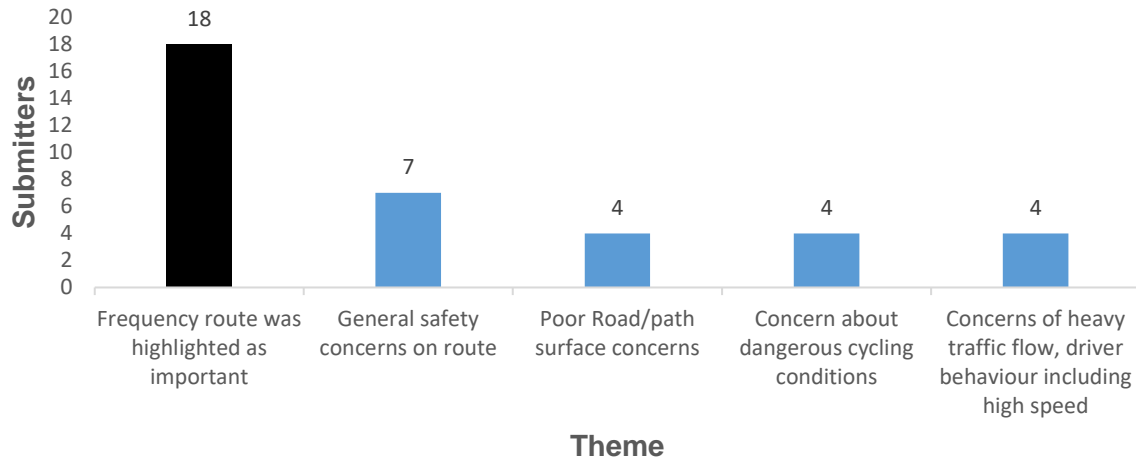
8. Central Park Drive to Universal Drive



Black indicates the frequency the route was highlighted as important.

- Central Park Drive to Universal Drive** – Dangerous busy intersection of Triangle Road, Lincoln Road & Central Park Drive, - Poor road & path surfaces, visibility concerns & Driveway hazards were identified as the top barriers on this route.

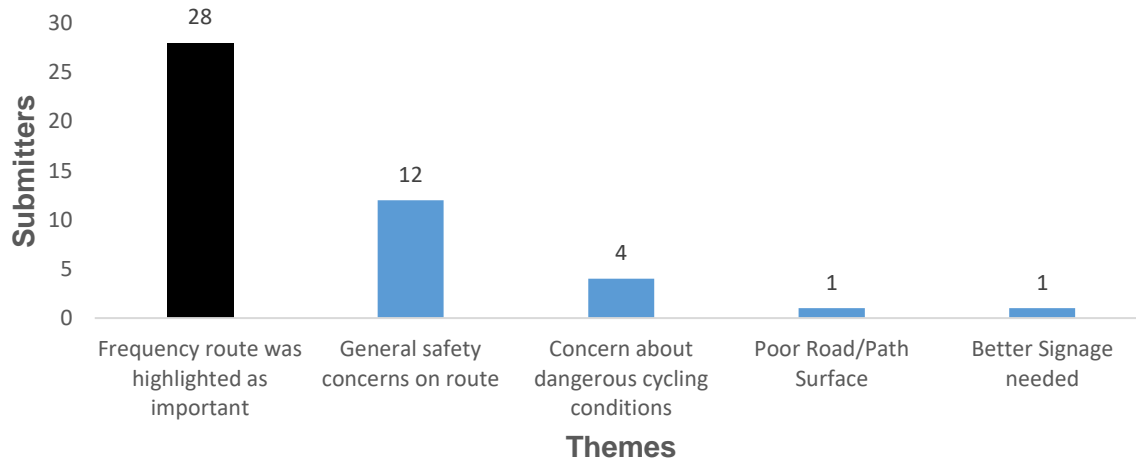
9. Lincoln Road - Sel Peacock Drive & Tei Pai Place



Black indicates the frequency the route was highlighted as important.

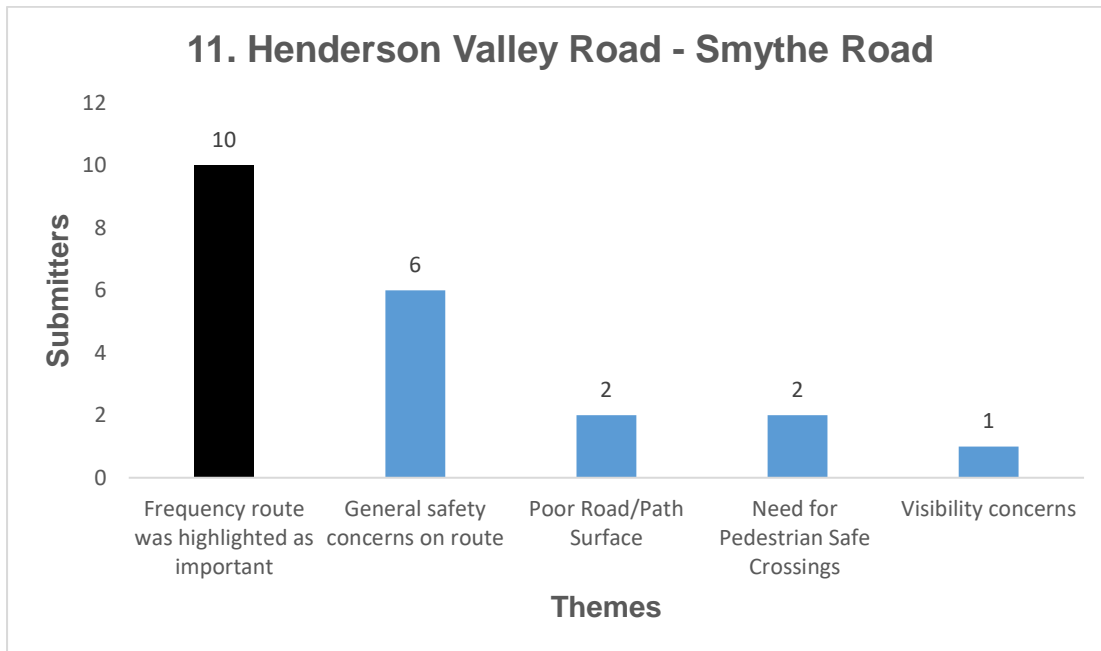
- Lincoln Road between Sel Peacock Drive & Tei Pai Place** – General safety concerns. Poor road & path surfaces, concerns about dangerous cycling conditions & concerns about heavy traffic flow & driver behaviour including high speed were identified as the top barriers on this route.

10. Opanuku Pathway from Border Road to Shona Esplanade Reserve



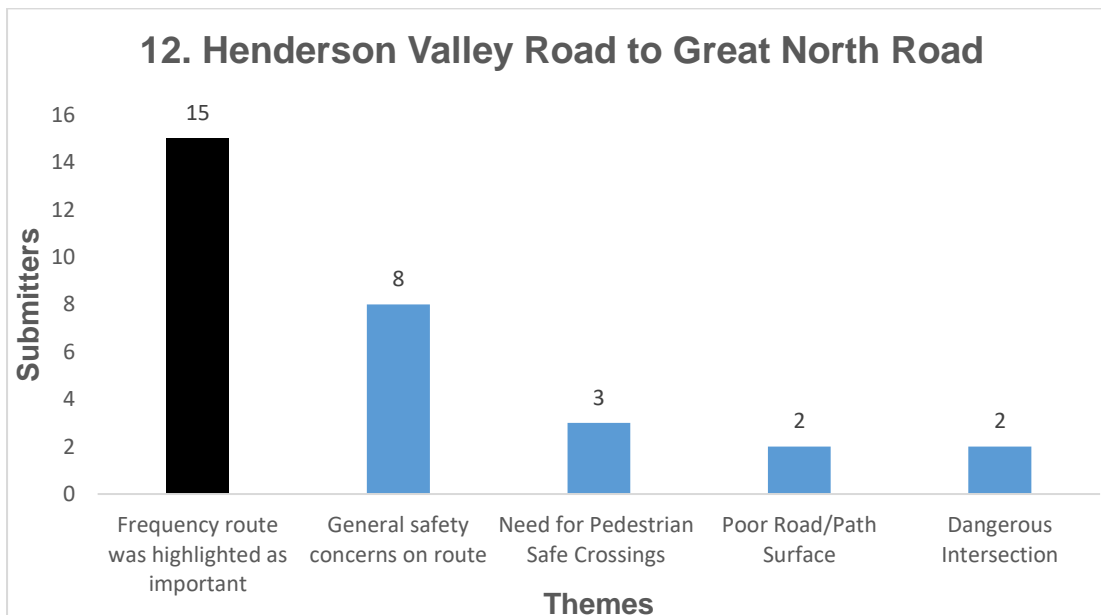
Black indicates the frequency the route was highlighted as important.

- Opanuku Pathway from Border Road to Shona Esplanade Reserve** – General safety concerns on this route, concern about dangerous cycling conditions, poor road & path surfaces and the need for better signage were identified as the top barriers on this route.



Black indicates the frequency the route was highlighted as important.

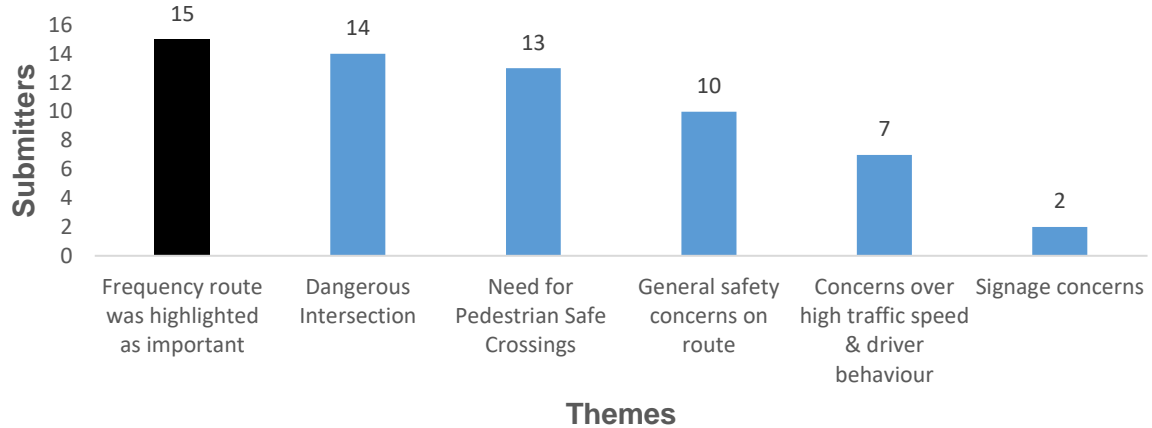
- **Henderson Valley Road between Border Road & Smythe Road** – General safety concerns on this route, poor road & path surfaces, need for pedestrian safe crossings and visibility concerns were identified as the top barriers on this route.



Black indicates the frequency the route was highlighted as important.

- **Henderson Valley Road to Great North Road** – General safety concerns on this route, need for safe pedestrian crossings, poor road & path surfaces & dangerous Intersection was identified as the top barriers on this route.

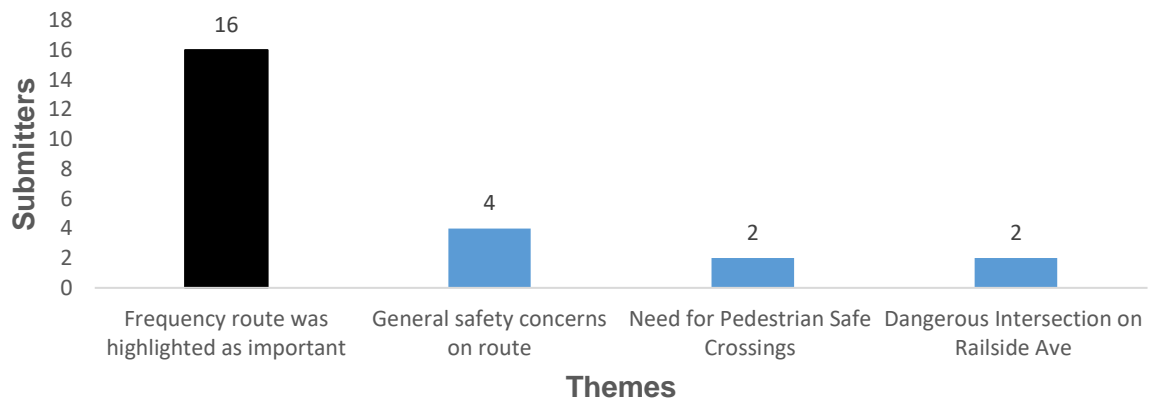
13. Intersection of Great North Road, Henderson Valley Road & Alderman Drive



Black indicates the frequency the route was highlighted as important.

- Intersection of Great North Road, Henderson Valley Road & Alderman Drive** – Dangerous Intersection, need for a safe pedestrian crossing, general safety concerns, concerns over high traffic speeds, driver behaviour & need for better signage were identified as the top barriers on this route.

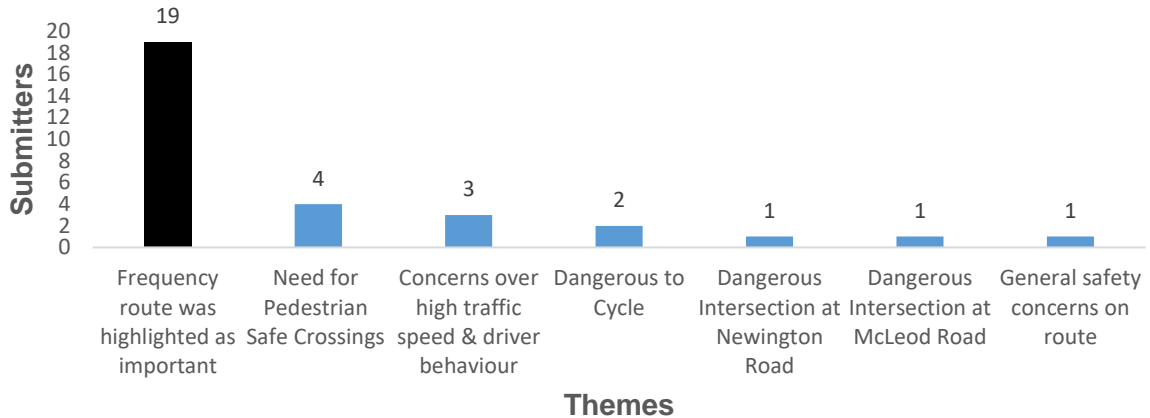
14. Great North Road - Alderman Drive & Trading Place



Black indicates the frequency the route was highlighted as important.

- Great North Road between Alderman Drive & Trading Place** – General safety concerns, need for safe pedestrian crossings and a dangerous Intersection on Railside Avenue were identified as the top barriers on this route.

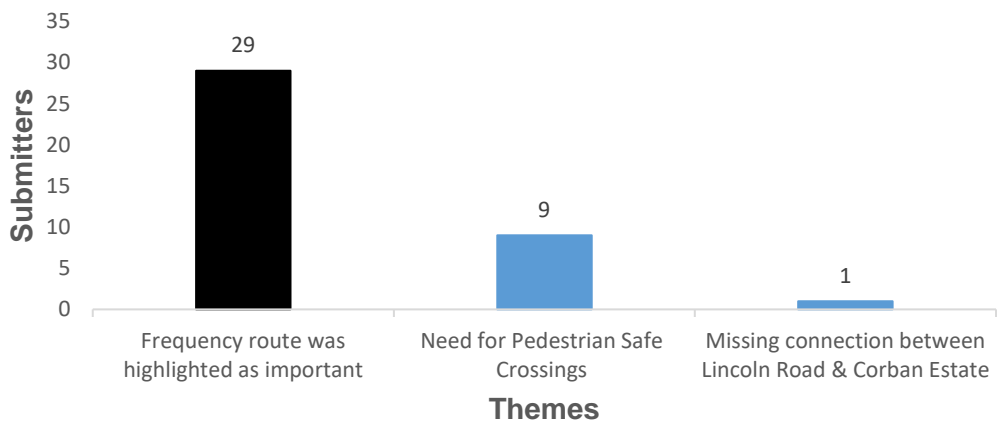
15. Great North Road - Newington Road & Blacklock Avenue



Black indicates the frequency the route was highlighted as important.

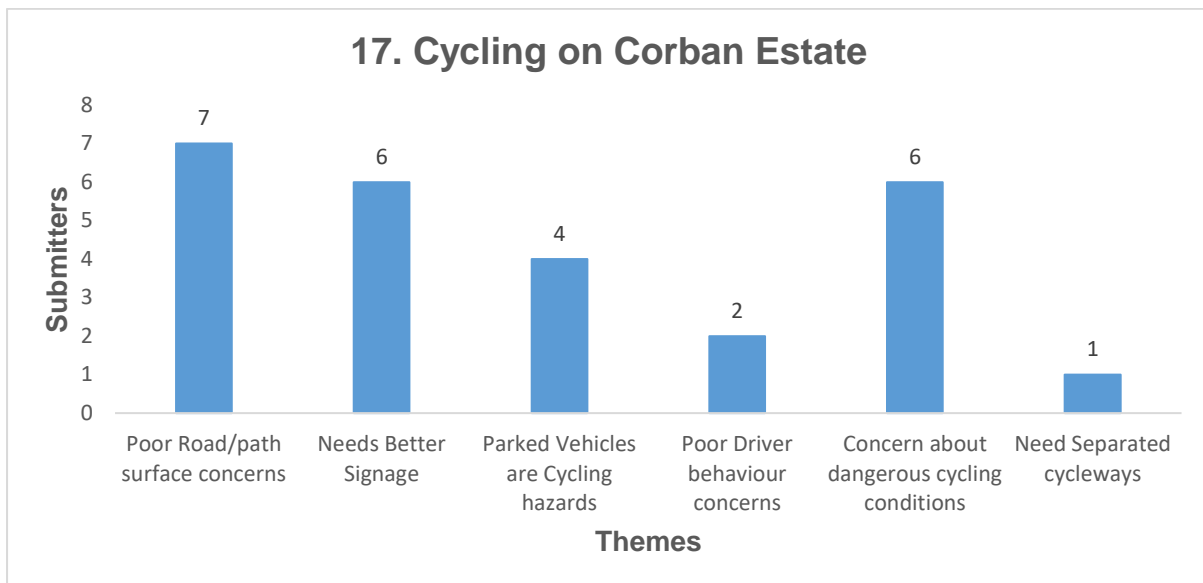
- Great North Road between Newington Road & Blacklock Avenue** – Need for safe pedestrian crossings, concerns over high traffic flow & speed, driver behaviour, dangerous to cycle, dangerous Intersection at Newington Road, Dangerous Intersection at McLeod Road & general safety concerns on this route were identified as the top barriers on this route.

16. Intersection of Great North Road, Lincoln Road & Buscomb Avenue

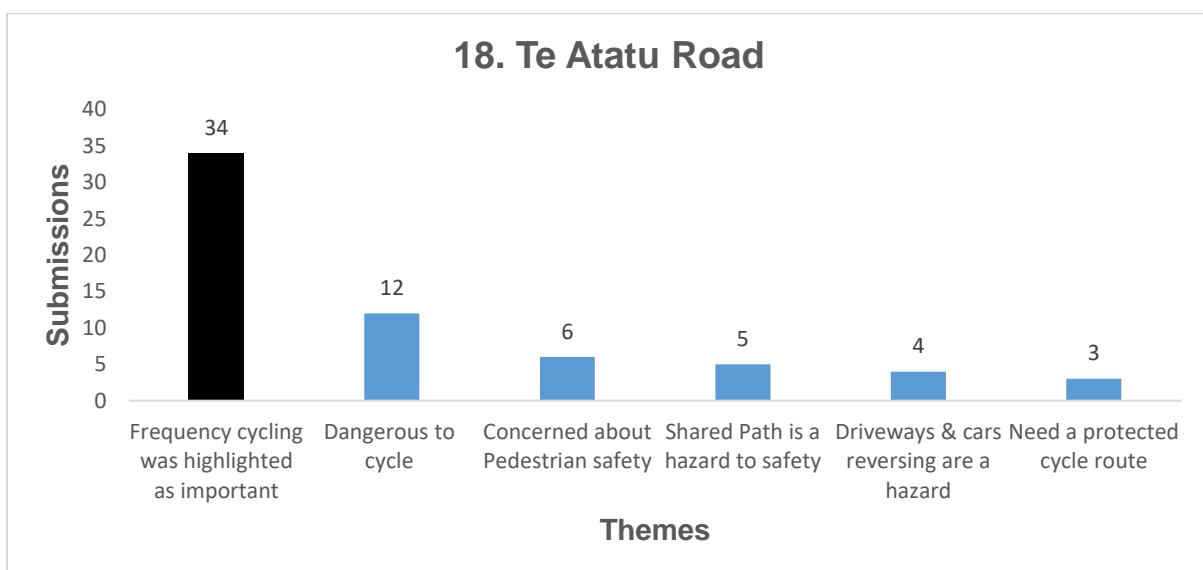


Black indicates the frequency the route was highlighted as important.

- Intersection of Great North Road, Lincoln Road & Buscomb Avenue** – Need for safe pedestrian crossings & missing connections between Lincoln Road & the Corban Estate were identified as the top barriers at this intersection.



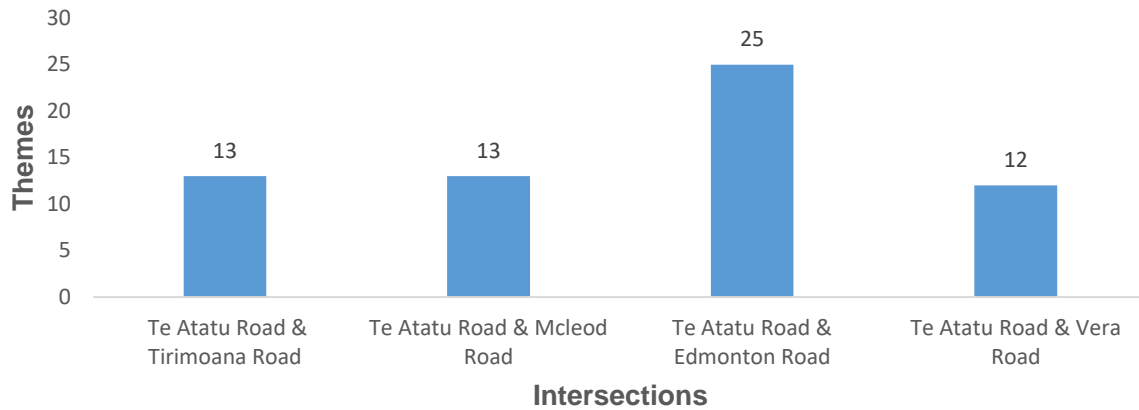
- **Cycling on Corban Estate Arts Centre** – Poor road & path surfaces, need for better signage, parked vehicle hazards, poor driver behaviour concerns, concerns about dangerous cycling conditions & need for separated cycleways were identified as the top barriers on this route.



Black indicates the frequency the route was highlighted as important.

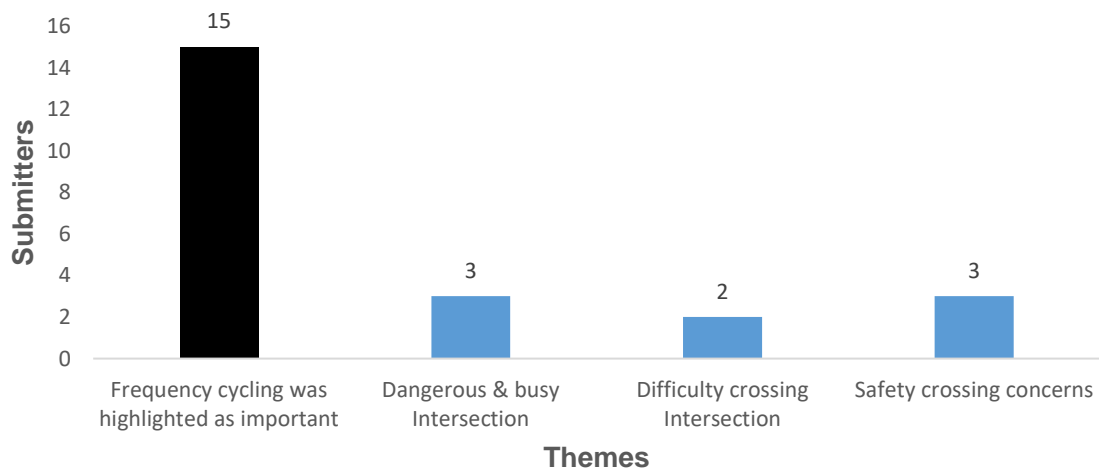
- **Te Atatu Road** – Dangerous cycling conditions, concerns about pedestrian safety, shared path is a safety hazard, driveways & cars reversing are a hazard & a need for a protected cycle route were identified as the top barriers on this route.

19. Concerns over dangerous Intersections on Te Atatu Road



- Dangerous Intersections on Te Atatu Road** – Te Atatu Road & Tirimoana Road, Te Atatu Road & McLeod Road, Te Atatu Road & Edmonton Road & Te Atatu Road & Vera Road were identified as dangerous intersection barriers on Te Atatu Road.

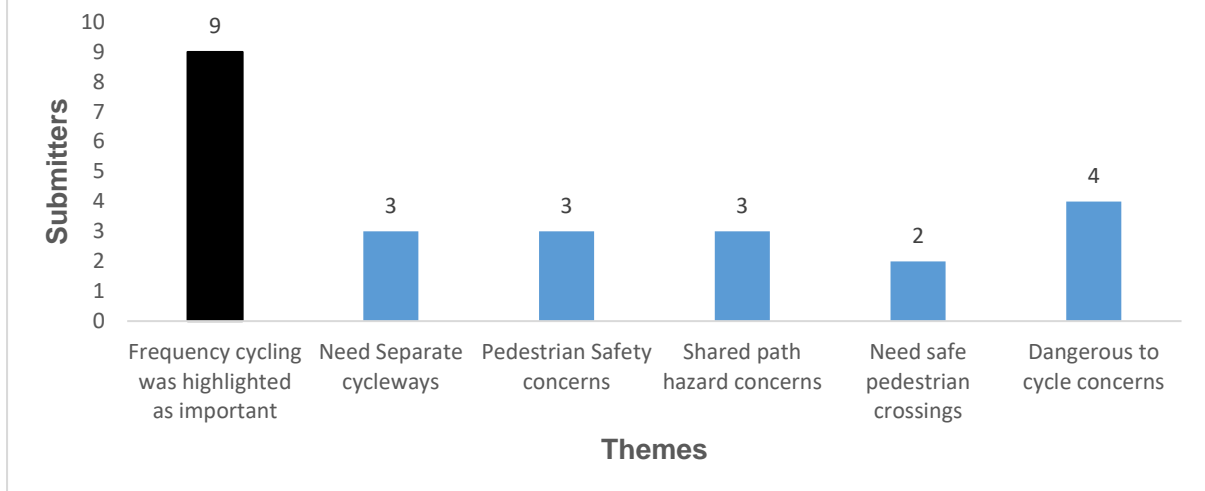
20. Intersection Swanson Road & Universal Drive



Black indicates the frequency the route was highlighted as important.

- Intersection Swanson Road & Universal Drive** – Dangerous & busy intersection, difficulty crossing the intersection and safety crossing concerns were identified as the top barriers on this route.

21. Intersection Swanson Road - Rathgar Road & Lincoln Road



Black indicates the frequency the route was highlighted as important.

- **Intersection Swanson Road between Rathgar Road & Lincoln Road** – Need separate cycleways, pedestrian safety, shared path hazards, need for safe pedestrian crossings & general dangerous cycling conditions were identified as the top barriers at this intersection.

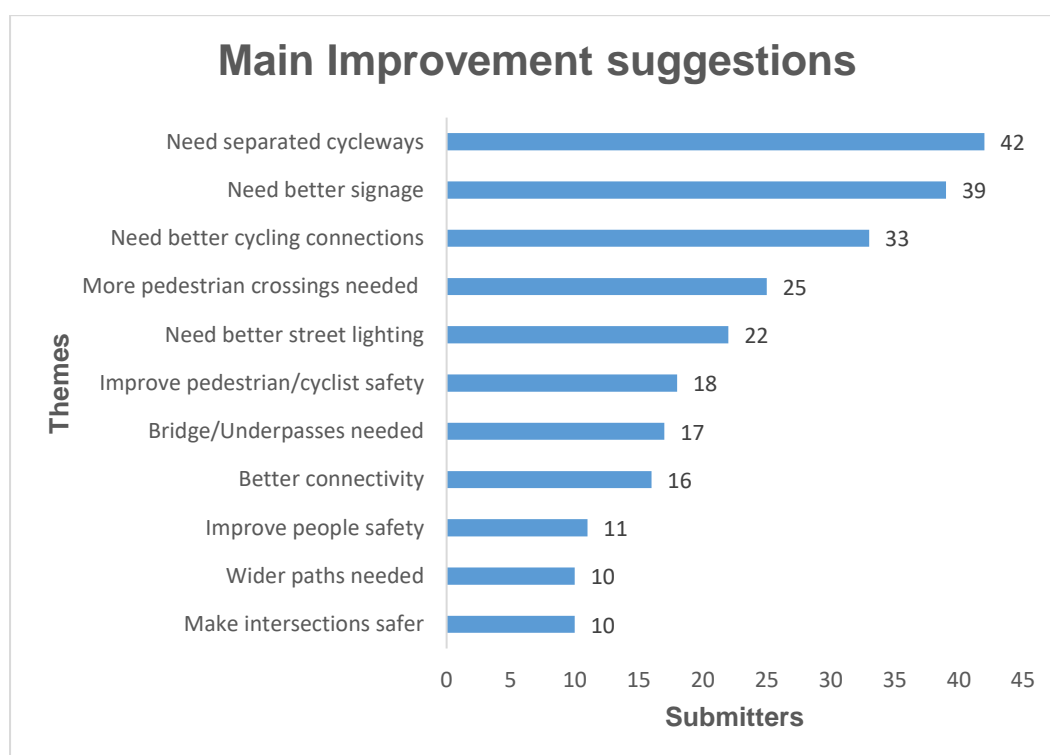
Other suggested cycling routes/ intersections where issues/concerns/barriers were identified include

- Universal Drive between Rathgar Road & Central Park Drive
- Intersection of Rathgar Road & Universal Drive
- Rathgar Road between Edwards Avenue & Maurice Borich Place
- Alderman Drive & Ratanui Street
- Alderman Drive & Sel Peacock Drive
- Railside Ave & Vitasovich Avenue
- Edsel Street between Vitasovich Avenue & Edmonton Road
- Parris Cross Road to Bruce McLaren Road

3.6 Suggested improvements in feedback

While the cycling route suggestions and issues/concerns were compiled into feedback summary map, which can be found on our Henderson project webpage, feedback on suggested improvements on these routes is analysed in the graph below.

400 improvements were suggested by people. Most frequently suggested improvements have been listed below (each getting more than 10 mentions at least) There were some 123 other suggested improvements with one mention only. We have not included them in the graph. Please refer to issues/concerns/barriers list which also includes suggested improvements for these 609 locations.



Few comments below from the residents.

“As a Dutch person who loves cycling I would still not do it here as it is too dangerous. I don't like how we are exposed to car traffic”.

“All cycling and walking routes lack connectivity with ease of cycling and walking. Many routes are not clearly sign posted as you walk/cycle one it just stops at the end”.

“Getting from Twin Streams to connect to Tui Glen needs improving. The Great North Rd cross over is very dangerous on a bike. Needs a priority crossing”.

“Repair and continually maintain footpaths and walk ways”.

“Lighting and visibility in to the more densely populated tree areas along the routes”.

“Better signage, and track marking, as I found it very confusing”.

3.7 Other submissions

In addition to the public feedback, we received submissions from key interest groups. Feedback from Bike Te Atatu, Heart of Te Atatu South (HOTAS) and Panuku Development Auckland is summarised below.

Bike Te Atatu

Bike Te Atatu have provided feedback on the Henderson's Future consultation. In general, Bike Te Atatu is very supportive of making Henderson town centre more attractive and vibrant, improving walking and cycling connections within town centre, to Henderson train station and to wider Henderson area.

Positive aspects identified are Henderson's rich history. With its library, Unitec, mall, main street shops, diverse eateries, swimming pool, council centre, Corban's Estate and train station, it is the destination of choice for those travelling from Te Atatu. Henderson has lovely scenic pathways running alongside Henderson Creek, Opanuku Stream and Oratia Stream. There is lots of potential to improve the way they connect with surrounding communities and with the town centre.

Issues identified are that Henderson's town centre is not bike or pedestrian-friendly. The mall is poorly integrated with the town centre and very badly connected to the train station and bus interchange. The main street has a run-down feel with empty shops, creating an environment that encourages anti-social behaviour and feels unsafe. Making Henderson more walkable and bike friendly is a key way to revitalise the town centre.

Suggested improvements include

- Create a people-friendly town centre by introducing a slow speed zone (30km/h) through the town centre and removing slip lanes at key intersections (e.g. corner of Great North Road and Alderman Drive).
- Protected cycleways on main arterials into the town centre.
- Connections to existing bike paths and to Corbans Estate.
- Better walking and cycling connections into and out of the mall (the Railside Ave entrance is unsafe).
- Safe bike parking (bike theft is an issue in Henderson).

Important routes identified include

- The Te Whau Pathway is a fantastic concept - build it!
- The Twin Streams pathways (Henderson Creek, Opanuku and Oratia) & the proposed Opanuku Link.
- Safe school routes for walking and biking will help to ease daily congestion in neighbourhoods and deliver a 'school holiday effect' year-round on the main roads.
- Safe routes for other key destinations outside the town centre, like Waitakere Hospital and Sturges Road Train Station.

Some suggested improvements in relation to safety include

- Join up the gaps: Finish the Twin Streams network with connections between Falls/West Wave and Vitasovich Ave, and between the ends of the Oratia and Opanuku Paths (i.e. along Parrs Cross Rd). Build a protected cycleway all the way along Lincoln Road (rather than just the Northern end as planned) and along Pomaria and Rathgar to link to the Sturges Railway Station.
- Upgrading the Henderson Creek cycleway: This is one of Auckland's first shared paths, and it's showing its age. Without spending millions straightening and widening the path so it meets modern standards, some changes can be made such as:
 - Fixing/upgrading the surface where needed e.g. next to Central Park Drive where it is cracking.
 - Sensitive lighting and improving visibility in areas that feel enclosed and unsafe.
 - More frequent maintenance of vegetation next to the path to stop it encroaching on the path.
 - Building a way around the notorious "Quiet Street" hill (a boardwalk around the hill perhaps).
 - Bike-friendly signage at key intersections (some signage is too high to be easily seen when riding).
 - Improved signage/wayfinding: Twin Streams pathways urgently needs better signage and wayfinding. Many people get lost on the way to Henderson, especially at Tui Glen, Westwave and at Corbans.
- Make new local connections: As well as providing connections through local roads and parks we see an opportunity to work with local schools to provide connections e.g. through Rangeview Intermediate to link to the shops (we are unclear whether the general public is allowed to walk through the school at weekends etc).
- Address safety on main arterials: Main arterial roads in area (e.g. Edmonton Road, Te Atatu Road, Great North Road) are not safe to ride and require dedicated infrastructure, separated from general traffic - currently only the very brave and confident ride here. The recently completed upgrade of Te Atatu Road has been disappointing as it has made only a marginal improvement in cycle safety. For example, drivers exiting driveways do not expect cyclists on the north-bound shared path. Points of conflict include the exit from Caltex service station and from Sunrise Hotel. Several crashes and near misses have occurred here in recent months.
- Safe school routes: Safe routes for walking and biking will help to ease daily congestion in neighbourhoods and deliver a 'school holiday effect' year-round on our main roads.

- Safe bike parking: Increased bike parking is needed at Waitakere Library and we want to see private businesses such as Countdown Te Atatu South encouraged to improve parking for bikes.

Panuku Development Auckland

Panuku Development Auckland have provided feedback on the Henderson's Future consultation. In general, Panuku Development Auckland is very supportive of making Henderson town centre more attractive and vibrant, improving walking and cycling connections within and to Henderson train station. Panuku's vision for Henderson is to be an Urban Eco-centre. Positive aspects identified by them for Henderson are a good public transport, Project Twin streams (Opanuku and Oratia) walkway and cycleway and a great community. Issues identified include too many arterial roads, streams and rail tracks splitting the residential area and high vehicle volumes through the town centre.

Suggested improvements include a need for connecting routes

- Oratia Shared Path northwards to connect to Henderson Creek.
- Train Station to Corban Estate through Opanuku Reserve.
- West City Mall along Railside have past the train station toward the Library and Pak 'n Save and Trading Place.
- Henderson Valley Road past Henderson High and the station towards Great North Road.
- Henderson park along Smythe Road over a new rail bridge past the mall on Edsel street and connecting to Henderson Primary School.
- Henderson Town Centre North West along Great North Road connecting up Lincoln road to Waitakere DHB.
- East from Henderson Primary School along Great North Road to connect to Te Whau Pathway.
- Upgrading the Henderson Creek Path from Alderman Drive to the north western.

Heart of Te Atatu South (HOTAS)

The local community association in Te Atatu South that operates under the name Heart of Te Atatu South (HOTAS) have provided feedback on Henderson's Future consultation.

HOTAS has been promoting a formalised greenway network through Te Atatu South suburb. This greenway network will be vital transport and recreation pathways through suburb making places more connected and walkable. They will help get people off busy streets and help get children to school safely.

Positive aspects identified by them for Henderson are that it has a great infrastructural aspect that makes for a great compact town centre, rich history and heart of West Auckland.

Issues identified include Henderson mall being a closed box with a poor mix of stores. The mall should be better connected with rest of the town centre and train station. Main streets need greater vibrancy and feeling of being safe.

Important routes identified include: The Te Whau Pathway, The Twin Streams pathways (Henderson Creek, Opanuku and Oratia) & the proposed Opanuku Link. Safe routes to schools. Safe routes for other key destinations like Te Atatu South town centre, West City mall, West Wave, Waitakere Hospital and Train Stations.

Suggested improvements include

- An integrated train and bus interchange built.
- A better mix of retail and restaurant offerings in the town centre and mall.
- The mall to be opened up perhaps to the train station side.
- Better walking and cycling connections through the town centre. Some of these could include the missing link to the Corbans Estate, the missing link in the Twins Stream pathway towards West City mall.
- Better walking connections into and out of the mall especially the Railside Ave entrance.
- Safe bike parking in West city and around the Town centre.
- Protected cycleways on main arterials into the town centre e.g. Edmonton Road, Great North Road.

Concerns include:

- “At the moment schools in our area discourage students from riding bikes to schools because of the inherent dangers with too much traffic, too many driveways and poor visibility from so many cars now parking on streets. We would love to see this attitude changed if we can create a safer network around schools.” Zones around schools should also have slower traffic and have good signage to indicate cyclists are around”. As well as routes heading to Henderson train station.
- “Believe greenways/ pathways near schools should be designed with wider footpaths”. Particularly at Te Atatu South Town Centre & Twin streams Pathway

Better signage

- advising motorists that cyclists are around. Especially in areas of Sunset lodge motel & Caltex/ All Seasons on Te Atatu Rd. Potentially adding small speed bumps at the exit points.
- indicating where cycleways & pathways exist so people are better aware of them.

Safer crossing points along Edmonton Rd & Central Park Dr to connect to Twins Stream Pathway.

Better lighting. Especially in areas: Henderson town centre, Henderson train station & bus stops.

Better maintenance of pathway along Twins Stream Pathway.

Better infrastructure for walking & cycling. Particularly missing links:

- Te Whau pathway.
- Twins Stream pathway from West Wave Aquatic Centre to West City to Sunnyvale
- Connections to Te Atatu South town centre
- Connection from Edmonton Rd to Te Atatu South Park

Cycling

- Separated cycle lanes. Particularly on Edmonton Rd & Great North Rd

- Better bike storage. Particularly at: Te Atatu South Community Centre, Te Atatu South Park, Te Atatu South countdown.
- Bike pumps & repair stations. Suggested locations Henderson train station & Te Atatu South community centre.

More water fountains & rest spots.

More street trees. Particularly town centre & around schools

More countdown pedestrian crossing timers. Particularly at Edmonton Rd crossing at Te Atatu South town centre.

Transport centres

- Inconvenient to catch multi buses from Henderson
- Better connections between buses & trains
- Te Atatu needs a light rail station – to ease congestion on North Western Motorway.
- Better connectivity by walking & cycling to these transport stations

4. What happens next?

Feedback from this consultation will be used to develop walking and cycling improvement projects within wider Henderson area. AT will do further investigation work and identify routes which needs to be prioritised first. This investigation work is likely to take some time. Further community engagement will be carried out as designs for routes are developed.

Panuku Development Auckland will consider and incorporate feedback from this consultation into both its long-term plans for the area and a set of “Quick Wins” that can test some of the suggestions from the community through a tactical urbanism approach. Further community engagement will be carried out as design for each route or trial route are developed.

Auckland Council and Henderson-Massey Local Board have sought feedback on the draft Henderson-Massey Connections plan from 27 March to 17 April 2019. Feedback from Henderson’s Future consultation will be shared with them.

For any further updates on Henderson’s Future project please view our project webpage at <https://at.govt.nz/projects-roadworks/hendersons-future/>