

# Glen Innes to Tamaki Drive Shared Path: Summary of your feedback on the Ōrākei Basin boardwalk balustrade

Total number of public submissions received: 453

November 2018





**Glen Innes to Tamaki Drive  
Shared Path: Summary of  
your feedback on the Ōrākei  
Basin boardwalk balustrade**

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## Summary

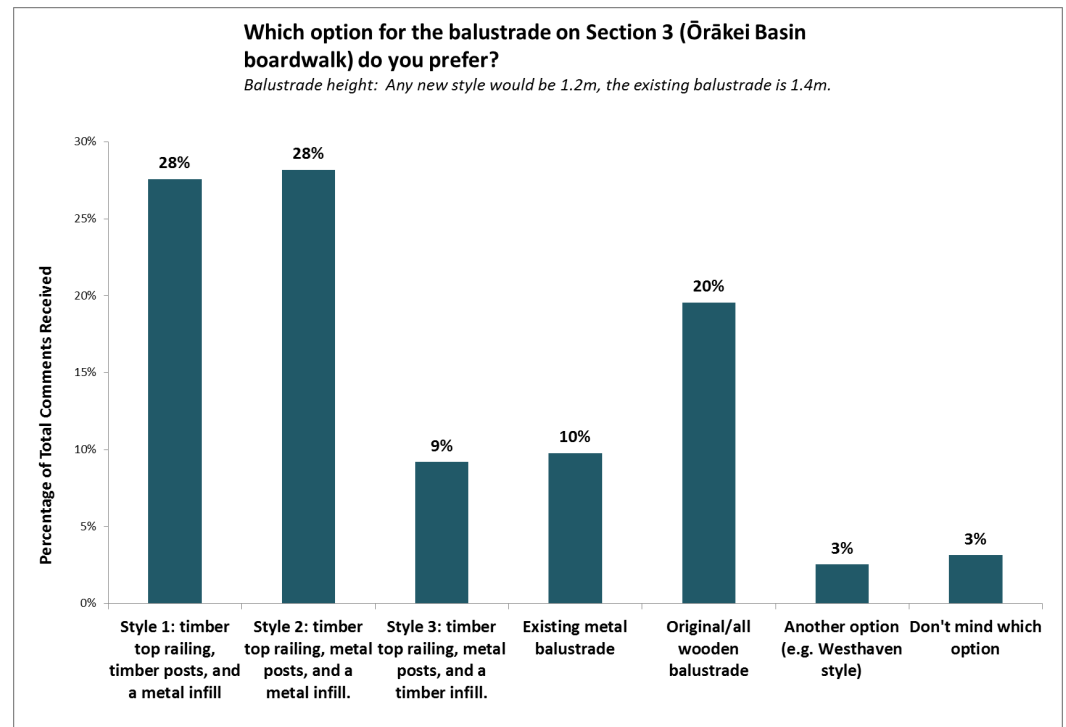
The NZ Transport Agency and Auckland Transport are constructing Section 3 of the Glen Innes to Tamaki Drive Shared Path. This section involves changes to the existing Ōrākei Basin boardwalk, and notably the replacement of the boardwalk balustrades. Following community reaction to the changes being made, additional feedback has been sought from you on the style of the balustrade. This attracted 453 public submissions.

### Your preferred balustrade style

We listened to your feedback about the visual effects of the new balustrade, so developed three indicative design options to address those concerns. Some of you also told us of your preference for other options, so we have included those in the feedback as well.

In addition, you told us that you preferred a lower balustrade, and 56% of your comments subsequently reflected this. As we have now been able to confirm that the height may be reduced in this location, any new balustrade would be 1.2m high.

Based on what you have told us, your overall preference is for a 1.2m high balustrade with a timber top railing, either wooden or metal posts, and a metal infill (i.e. either Style 1 or 2). 28% of all comments received indicated a preference for each of these styles; the difference between the two styles being 3 responses (<1%).



## Why you preferred these styles and how it could be even better for you

- Your reasons for selecting either Style 1 or 2 were very similar:

### ▼ Style 1: *Timber top railing, timber posts and a metal infill.*



- You felt Style 1 was a less intrusive design that provided better views and connectivity to the surrounding environment (33%).
- You also liked the overall aesthetics (27%), and that the style is more in keeping with its context (17%). You also liked the mix or choice of materials (14%).
- The preferred infill colour is black (8% of those selecting Style 1).

### ▼ Style 2: *Timber top railing, metal posts and a metal infill.*



- You felt Style 2 was a less intrusive design that provided better views and connectivity to the surrounding environment (62%).
- You also liked the overall aesthetics (16%), the likely durability of the materials/ease of maintenance (8%), and that the style is more in keeping with its context (6%).
- The preferred infill colour is silver (5% of those selecting Style 2).

- In addition to adopting a 1.2m balustrade height, areas where you felt outcomes could be further improved include:
  - minimising the thickness of the metal infill as much as possible in the final design;
  - separating or making more room for cyclists and pedestrians;
  - repurposing the existing balustrade if it is to be replaced; and
  - the addition of viewing platforms.

### Next steps

Your feedback has shown that whilst you prefer a balustrade that is not visually intrusive, there are a wide range of views about the design and materials of the balustrade. Some people are keen to see the most 'see through' option possible, which lends well to a metal design, while others prefer an entirely wooden design to be offered, more in keeping with the natural environment and other boardwalks in the area.

To ensure we are best understanding and incorporating the views of the community we are providing another opportunity for you to have your say on the final decision.

Between 28 November and 9 December we will be asking the community to choose between a mostly metal design and an entirely wooden design. You can view the two designs and give your feedback at [www.nzta.govt.nz/GI2T](http://www.nzta.govt.nz/GI2T).

The Transport Agency will make a decision and share this publically by 21 December. We will then accelerate the manufacture and installation of the new balustrade for both side of the boardwalk as quickly as possible.



## Background

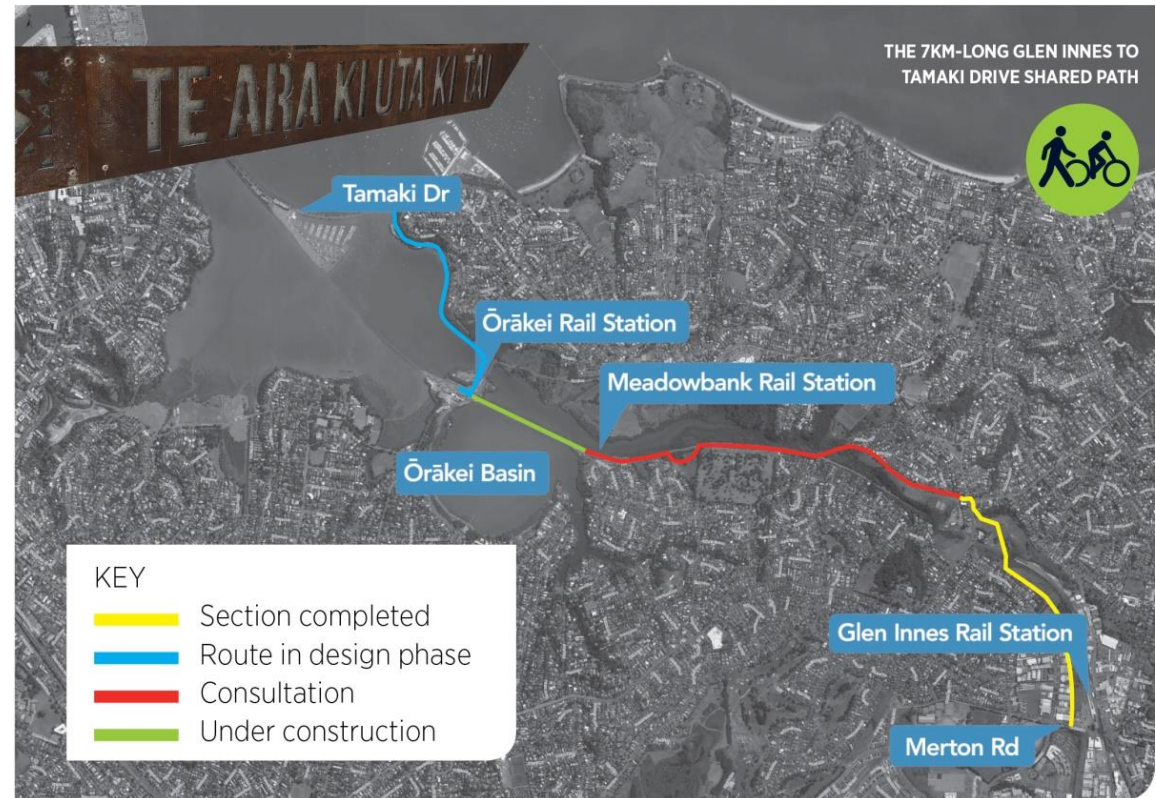
### Project overview and context

The Glen Innes to Tamaki Drive Shared Path — *Te Ara Ki Uta Ki Tai* (the path of land and sea) — is a 7km-long path that connects Auckland’s eastern suburbs to the city centre. The path is being constructed in four sections (pictured right) and is being jointly delivered by Auckland Transport and the NZ Transport Agency.

Section 3, which is the focus of this report and shown in green, involves changes to the existing boardwalk across the Ōrākei Basin. The boardwalk is currently being widened to 4.5m, which has necessitated the replacement of the existing balustrade. LED lighting along the boardwalk will provide both a visual and practical function and extend the path’s hours of use.

We listened to your feedback about the visual effects

of the new balustrade, and to ensure the boardwalk meets the expectations of the community when it is completed, we reassessed it. While we determine a replacement balustrade, work is continuing so that this section of *Te Ara Ki Uta Ki Tai* can be fully reopened as soon as possible. When the new design is agreed, it will be used to replace what has been partially constructed on the seaward side and what is still there on the train side of the boardwalk.



## Balustrade design

The design of the balustrade needs to balance safety and building code requirements with meeting the needs of the community and various users of the path, as well as fitting with the local environment. With this in mind, we developed three indicative design options and sought your feedback on these (shown below and overleaf). The existing all metal balustrade is pictured below for reference. Some of you also told us of your preference for other options, so we have included those in the feedback as well (not pictured).

▼ **Existing balustrade (to be replaced):** *This style consists of a metal top railing, metal posts and a metal infill.*

▼ **Style 1:** *This style consists of a timber top railing, timber posts and a metal infill. A gap will be created beneath the top railing to further allow 'see through'. The metal infill will either be black or a shade of silver.*

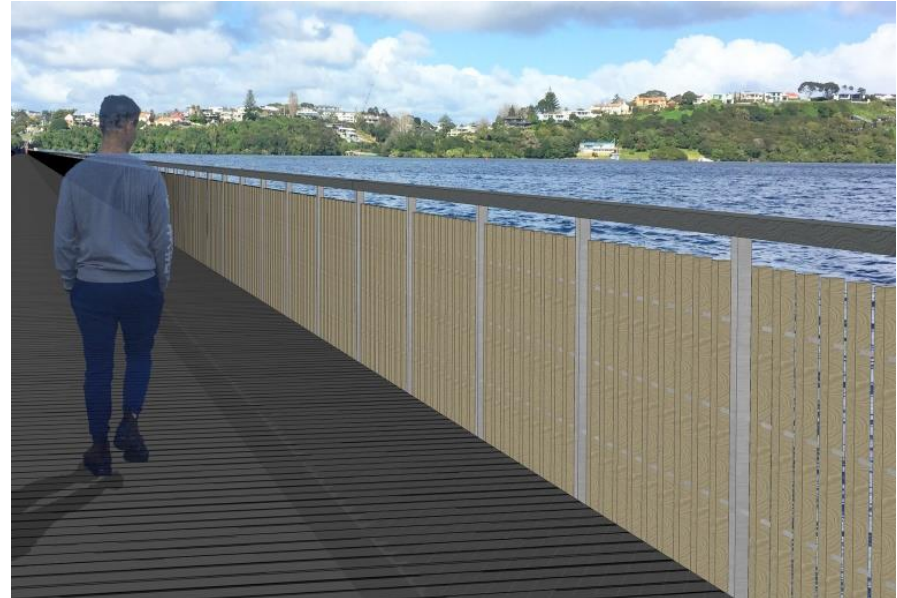




▼ **Style 2:** This style consists of a timber top railing, metal posts and a metal infill. A gap will be created beneath the top railing to further allow 'see through'.



▼ **Style 3:** This style consists of a timber top railing, metal posts and a timber infill.



## Feedback sought from you

In addition to general questions around your personal interest in and likely use of the project, we asked:

- Which balustrade option you prefer and why.

You could provide feedback using an online submission form (on our [Have Your Say website](#)), via email, or by completing the hard copy feedback form that was included in the consultation brochure. A copy of the feedback form may be found in Attachment 1 at the back of this report.

- *Feedback on Section 2 (St Johns Rd to Ōrākei Basin) was sought at the same time but will be reported separately. The data reported herein relates only to the submissions and responses received in relation to Section 3. However, we note that where comments relating to the Section 3 balustrade were made elsewhere in the feedback form, these have been included within this analysis and report. A total of 466 submissions were made as part of the consultation as a whole, but only 453 of these were germane to Section 3.*

## Your feedback

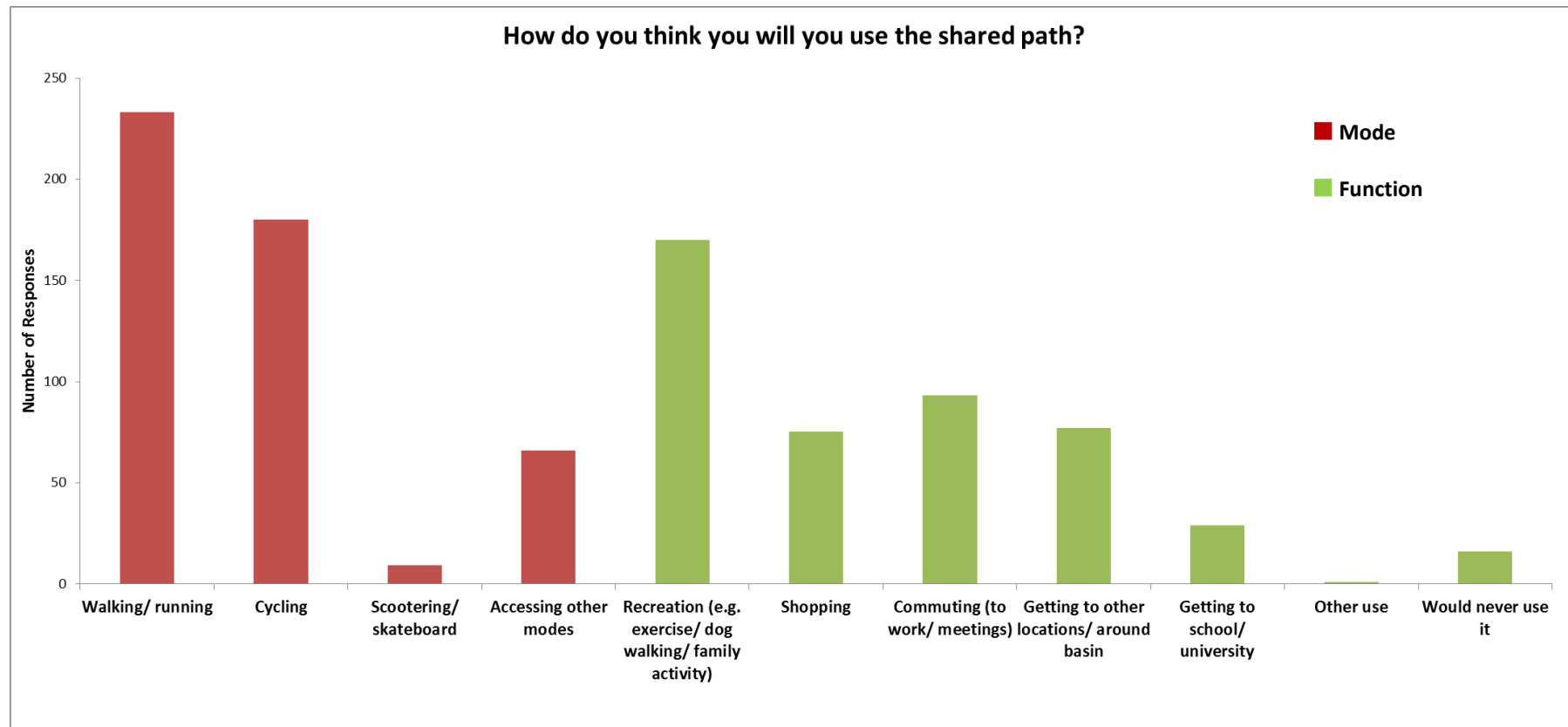
- *Many of you expressed a preference for a balustrade style that differed from the three listed. Often the preference was expressed within the comments section of the feedback. These preferences have all been included even when you may have chosen one of the three options given (e.g. Style [x]: “Would actually far prefer [another option]”).*
- *Multiple answers could be given to many of the questions so the total number of responses and comments may exceed the number of submissions. Similarly, percentages should not be summed where multiple responses have been given to a question and expressed as a proportion of submitter numbers.*

## About you

We received feedback on the Section 3 balustrade from 453 submitters:

- 240 were completed online, 152 were submitted using the hardcopy feedback form, and 61 submissions were received by email.
- 322 submitters (71%) live or own property in/near the project area, 39 (9%) work or own a business in the area, and 85 (19%) visit the area to shop.
- 250 submitters (55%) walk or run in the area, 171 (38%) cycle in the area, and 164 (36%) take the bus or train.

- Those of you that cycle:
  - 111 (25%) cycle regularly;
  - 99 (22%) cycle occasionally;
  - 136 (30%) may cycle or cycle more often if cycling facilities improve;
  - and 67 (15%) would never cycle.
- Only 16 (4%) people told us that they would never use the shared path. Most of you indicated that you already either walk or cycle on the path for recreation or transport and will continue to do so once the works are complete.





## Which balustrade style you prefer and why

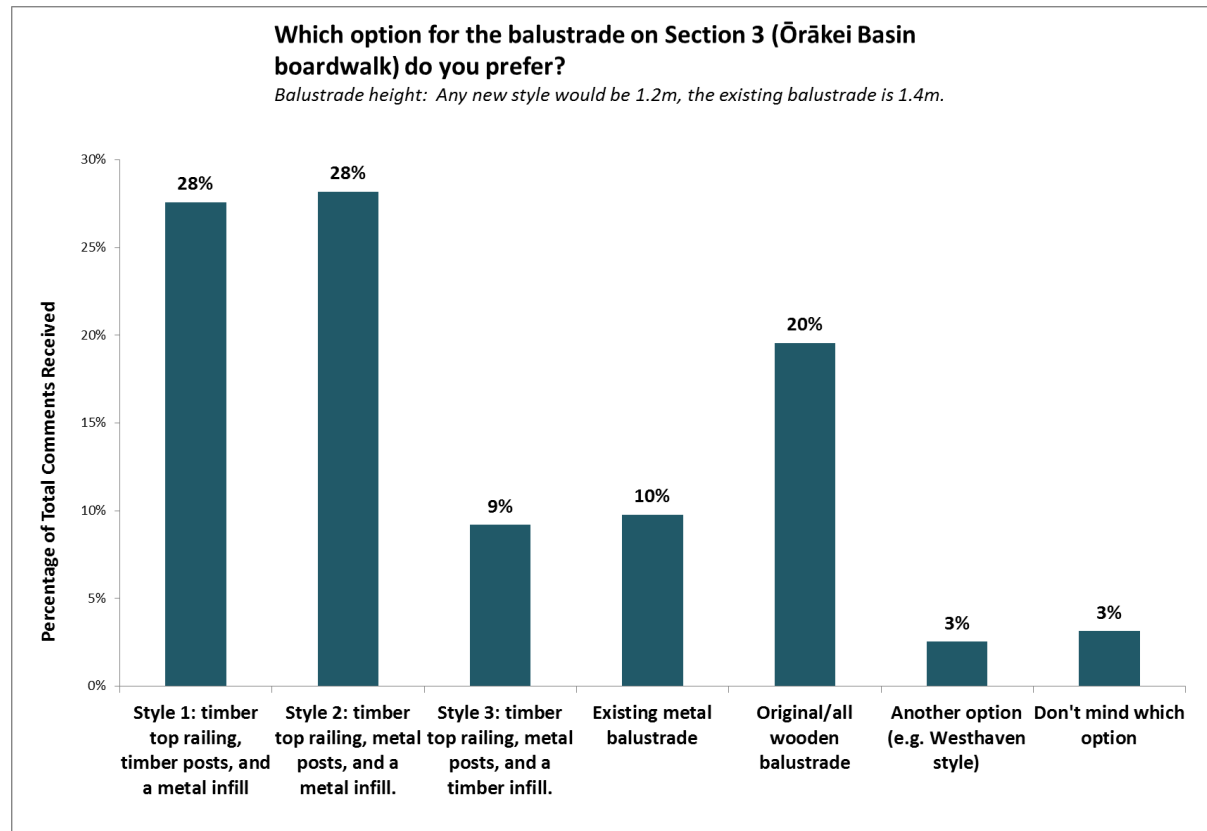
**Based on what you have told us, your overall preference is for a 1.2m high balustrade with a timber top railing, either wooden or metal posts, and a metal infill (i.e. either Style 1 or 2). 28% of all comments received indicated a preference for each of these styles; the difference between the two styles being three responses (<1%).**

- Your reasons for selecting either Style 1 or 2 were very similar:

### Style 1:

- You felt Style 1 was a less intrusive design that provided better views and connectivity to the surrounding environment (33%).
- You also liked the overall aesthetics (27%), and that the style is more in keeping with its context (17%). You also liked the mix or choice of materials (14%).

*“I believe it's a good balance of timber and metal which allows for a balance between visibility to the water and longevity as the materials age.”*



**Style 2:**

- You felt Style 2 was a less intrusive design that provided better views and connectivity to the surrounding environment (62%).
- You also liked the overall aesthetics (16%), the likely durability of the materials/ease of maintenance (8%), and that the style is more in keeping with its context (6%).

*“It provides the clearest view through the railings at an angle and the light colour is less intrusive in the landscape.”*

- Few of you addressed the colour of the metal infill:
  - Of those of you selecting Style 1, 8% preferred black, 1% of you preferred silver, and 1% another colour.
  - This was the opposite of those of you who selected Style 2, whereby 1% preferred black and 2% another colour (e.g. white), and 5% preferred silver.
- A number of other options were also identified, and included the reinstatement of an all wood balustrade (20%), and retention of the existing all metal balustrade (10%). Other options were also identified (3%), and of these the railing at the Westhaven Marina was most often cited as a preferred example.
- Irrespective of your preference, most of you were concerned with selecting styles that:
  - provided better views and connectivity to the surrounding environment (35% of all comments);
  - looked good (19% of all comments); and
  - were more natural and in keeping with the surrounding environment (17% of all comments).
- Of the three styles offered, Style 3 was the least preferred because of the thickness of the wooden infill and its likely impact on views. For example: *“Its [sic] more NOT option 3! The timber infill (as per the pic) is too strong. The metal infill is open and gives a lighter feeling.”*

## Lowering the balustrade height

As part of the initial feedback, you told us that you preferred a lower balustrade, and 56% of all your comments subsequently reflected this. We obtained dispensation partway through the consultation to deviate from the design standard which could enable the balustrade height to be reduced from 1.4m to 1.2m high on this section.

## Suggestions to improve the outcome

- Other areas where you felt outcomes could be further improved include:
  - minimising the thickness of the metal infill as much as possible in the final design (6%);
  - separating or making more room for cyclists and pedestrians (6%);
  - repurposing the existing balustrade if it is to be replaced (2%); and
  - the addition of viewing platforms (1%).
- 6% of your comments underlined the importance of the gap at the top and base of the balustrade, and although there was one objection to lighting, another 3% of you underlined the importance of the proposed lighting (e.g. for safety).
- 44 comments were received from you urging costs be minimised and 15 that the project completed without delay.

*“The Orakei Basin portion of the route is already very popular with recreational walkers and runners. Does the design accommodate the various types of user safely, or should it be wider with separate high and low speed lanes?”*

*“One or two landings would also have been very appropriate as many people walk at the same time cyclists commute and often families are walking, these would have provided good rest stops and would have been unique places to view the wildlife... [with] landings it would have been easy to step off the path and enjoy this aspect and then merge back in with walkers and cyclists...”*



Most of these comments (30 and 9 respectively) were received from those of you who preferred the existing metal balustrade be retained.

- In addition, 65 of you have raised issues with project/consultation processes. Most of these (51) were received from those of you who preferred an all wood balustrade option.
- We have addressed each of these matters a summary table within Attachment 2.

## Attachment 1: Feedback Form

**Note:** The attached form covers Sections 2 and 3 as feedback on both sections were sought together. Feedback on Section 2 (St Johns Rd to Ōrākei Basin) has been reported separately.

### Personal information

Name \_\_\_\_\_

Business/organisation \_\_\_\_\_

Street address \_\_\_\_\_

Suburb \_\_\_\_\_

Post code \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Providing personal details is optional. Providing your postal or email address ensures that we can contact you with updates to the project, including the outcome of the consultation.

PRIVACY: AT is committed to protecting our customers' personal information.

I would like to receive the Auckland Transport Cycling newsletter for information on events, training and cycleways

I would like to receive information on public consultations in my area

**What best describes your interest in this proposal?**  
(PLEASE TICK ALL THAT APPLY)

I live/own property in the area

I work/own a business in the area

I visit the area to shop

I cycle in the area

I walk or run in the area

I drive or take the bus/train in the area

I visit the area for other reasons (PLEASE SPECIFY)

\_\_\_\_\_

**What best describes your cycling habits?**  
(PLEASE TICK ALL THAT APPLY)

I cycle regularly

I cycle occasionally

I may cycle or cycle more often if cycling facilities improve

I would never cycle

**How did you hear about this project?**  
(PLEASE TICK ALL THAT APPLY)

Information posted/emailed to me

AT/NZ Transport Agency website

News article (paper or online)

Newspaper advertisement

Blog e.g. Bike Auckland, Greater Auckland

Social media e.g. Facebook, Neighbourly


Word of mouth

Signage



Local Board

Other (PLEASE STATE)


\_\_\_\_\_



The already completed Section 1 from St Johns Rd

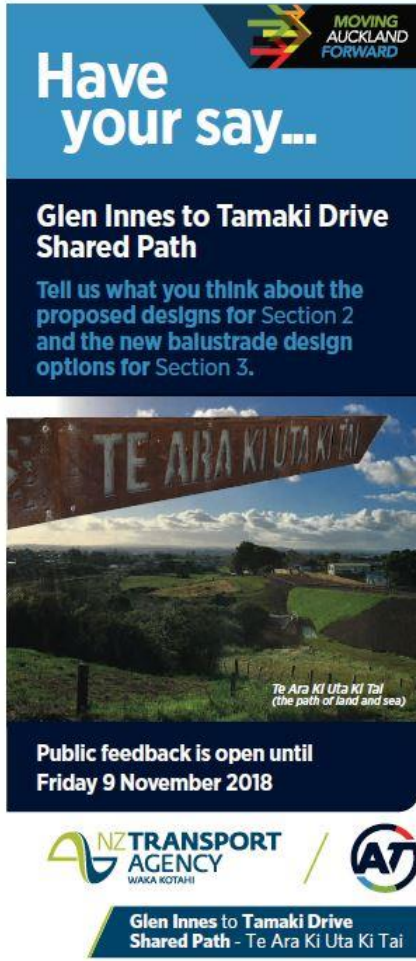
**Free**



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Auckland Transport  
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Victoria Street West  
Auckland 1142

Project: **GLEN INNES TO TAMAKI DRIVE SHARED PATH**

FreePost Authority No. 233462



**Have your say...**

**Glen Innes to Tamaki Drive Shared Path**

Tell us what you think about the proposed designs for Section 2 and the new balustrade design options for Section 3.

**Public feedback is open until Friday 9 November 2018**

**NZ TRANSPORT AGENCY**  
WAKA KOTAHĀ

**AT**

**Glen Innes to Tamaki Drive Shared Path - Te Ara Ki Uta Ki Tai**





## Attachment 2: Our responses to your feedback

Aspect	Number of comments	Feedback points	Auckland Transport/NZ Transport Agency response
Preferred balustrade style	285 <i>(141/144)</i>	Overall preference is for a 1.2m high balustrade with a timber top railing, either wooden or metal posts, and a metal infill (i.e. either Style 1 or 2).	Many people expressed a preference for a metal design because they provide the most ‘see through’. We have included Style 2 in the final round of consultation (Option A).
	38 <i>(total comments across all options)</i>	<p>Preferred infill colour:</p> <ul style="list-style-type: none"> <li>▪ Style 1: Black (11 comments)</li> <li>▪ Style 2: Silver (7 comments)</li> </ul> <p>Your overall preference expressed across all options was for black infill. There were 38 comments relating to infill colour across all styles. Of these, 23 of you preferred black infill, 9 preferred silver, and six another colour.</p>	
Suggested improvements to design	118	Reduce balustrade height to 1.2m	We have already taken this feedback on board and obtained dispensation partway through the consultation to deviate from the design standard which could enable the balustrade height to be reduced from 1.4m to 1.2m high on this section.

Aspect	Number of comments	Feedback points	Auckland Transport/NZ Transport Agency response
Suggested improvements to design <i>(continued)</i>	6	Include lighting along the boardwalk	Lighting is included in the design and will be installed on the underside of the top railing on both sides of the boardwalk.
	12	Include gap at top/base of balustrade	Both options that we are consulting on in the next round of consultation have a gap at the top of the balustrade.
	13	Minimising the thickness of the metal infill as much as possible in the final design.	The detailed design of Option A has thin metal slats that comply with the building code. The vertical slats are made of round sections of steel 16mm in diameter at 100mm spacing.
	14	Separating or making more room for cyclists and pedestrians.	<p>The boardwalk will be 4.5m wide, and consistent with other sections of the route it will not provide separation between people on foot and people on bikes.</p> <p>We expect users to share with care and be considerate.</p>

Aspect	Number of comments	Feedback points	Auckland Transport/NZ Transport Agency response
	4	Repurposing the existing balustrade if it is to be replaced.	The Transport Agency plan to reuse the balustrade on another project in the future.
Suggested improvements to design <i>(continued)</i>	3	Addition of viewing platforms.	The boardwalk is being widened to 4.5 metres. This should provide sufficient space for walkers, cyclists and for people to stop and enjoy the view. We expect path users to share with care and regard for the various users of the boardwalk.
Other matters	44	Minimise costs	We note your comments and are mindful of overall project budgets.
	15	Complete the project without delay	We will accelerate the manufacture and installation of the new balustrade for both sides of the boardwalk as quickly as possible. We will finish this section of the path by mid-2019.
	65	Issues with the project/consultation process.	As part of the initial feedback, you told us that you preferred a lower balustrade, and 56% of all your comments subsequently reflected this. We obtained dispensation partway through the consultation to deviate from the design standard which could enable

Aspect	Number of comments	Feedback points	Auckland Transport/NZ Transport Agency response
			<p>the balustrade height to be reduced from 1.4m to 1.2m high on this section.</p> <p>We have also taken on board the feedback and have now included an entirely wooden option in the final consultation to ensure we are best understanding and incorporating the views of the community.</p>