

Summary of ENGAGEMENT sentiment

Telephone Road public information day

27 June 2022

Stakeholder Engagement

Key Stakeholders

Was there any engagement with key stakeholders that could be described here, such as iwi Fonterra, RTA, Police, Fire & Emergency, St Johns. What about local schools?

General Public

Our main opportunity for the local residents to give feedback was at an Information Session held at the Puketahi Hall from 2 – 6.30pm.

This was advertised ([information here about letter drops etc](#)).

People unable to attend were invited to give feedback via email to waikato.projects@nzta.govt.nz.

While we received many suggestions at the information day, the main question we asked of people whether there were any other factors that we should consider when making our decision on the future of the intersection between the railway, Telephone Road and Holland Road.

Responses:

Face to Face: Approximately 150 people attended the information session.

During the sessions, people were encouraged to write comments on post-it pads or respond later via emails.

On hand to talk to people on specifics we had:

Waka Kotahi: David Speirs (Director Regional Relationships)

Cara

Francie

Kiwi Rail:

Waikato Regional Council Mayor

Approximately 70 post-it notes comments were received. To date there have been ?? emails received.

What we heard

Public Sessions Sentiment

Summary of feedback in here from David, Cara, Francie etc.

From the information we received both at the Information session and via email, we are very aware that there are a large number of people in the local community who are opposed to having Telephone Road closed.

We acknowledge

Summary of Sentiment received via post-it comments

Themes

Suggestions as to how to fix	18
Restrict trucks/just cars	12
Community impact	11
Seddon Road concerns	9
General comments / non specific	8
Impact on other roads	7
Raise road/lower rail	7
Costs/time/emissions effect	5
Families impacted	5
Communications approach	4
Eureka; impact	4
Expressway	4
Staffing closed intersection	4
WDC	4
Animal welfare	1
Impact on emergency services	1
Kiwi Rail	1

Email Sentiment

Topic	Number
Communications	26
Costs/time/emissions	25
Expressway effects	24
Impact on other roads	23
Community impact	20
Seddon Road impact	17
Suggestions	17

Family impact	14
Safety issues	13
WDC	8
Cars only/restrict trucks	6
Against	4
Emergency services impact	4
Kiwirail	4
NZTA responsibility	3
Traffic volumes	3
Cycling / walking	1
Fix	1
House damage	1
Legal	1
Mail delivery	1
School zoning	1
Staffing costs	1
Support	1
Threat of protest	1
Value of properties	1

Overall Feedback (combined Info session & emails)



Some examples of comments:

Suggestions:

- Too complicated to put on a piece of paper this small but briefly, 3 points to address rail.
Raise the road and put steel sheet between either side of the track, not tarmac and it

needs to be the same height as the rail. Have a five way lights system so no truck can block the railway. Reprofile the road at the track and align Telephone & Marshmeadow

- If you really want to close it at least leave it open for pushbikes, walkers, motorbikes and 4 wheel motorbikes.
- Consider roundabouts, bridge or a tunnel

Communications

- As a local resident I'm astounded at the lack of thought for the road closure. To be told for months it will be repaired by x date and the goal posts moved time and time again is appalling
- Locals are significantly disadvantaged by this ridiculous decision made by people who I think have not engaged enough with this community
- I am appalled at the way this closure has been handled. Originally closed in April for railway crossing repairs, then making a unilateral decision to make this permanent apparently for safety reasons, is beyond reasonable consultative or fair process. The bollards at the junction of Puketaha and Telephone Roads which have replaced the temporary cones, show that you are just going through the motions of appearing to listen to the residents when in fact the closure is a fait accompli. Please do not assume that people are too stupid or gullible to see through this cost cutting manipulation. We are not

Impact on other roads

- What happens when the crossing at Waverly Road has the same problems due to this extra traffic
- Closing SH1B will increase traffic on other roads. These other roads are in bad condition already and the increased traffic is making them more and more unsafe. These roads are harder to drive and nothing is being done about it
- This road is built on peat and historically this road has had issues with the camber and integrity. With the introduced volume and weight of traffic the degradation of this road has amplified. The Peat is giving way and creating serious undulations and ruts that have created instability for those driving this road

Seddon Road impact

- Seddon Road is not suitable or safe for trucks
- NZ Transport Agency has responded to the road degradation with coning off a large section of Seddon Rd and reducing the speed limit to 50 km. This has had little effect on the speed and safety of the road with motorists becoming intolerant, passing and complacent not adhering to the speed limit.
- Seddon Road has long been in a poor state of repair, due I believe to the instability of the peat soil which runs under the majority of the road. Increasing the traffic volume will inevitably compromise the road surface as it did with Telephone Road when SH1B was first designated. It will be interesting to see just how safe the intersections at Seddon/Waverly/ Holland roads become as time goes on.

Cars only/restrict trucks

- Close Telephone Road to heavy traffic - there are cameras at rail crossing which can see a breach and send infringement notice to those parties. When expressway opens, most of heavy traffic will be on there. Leave Telephone Road open to cars.
- Erect a steel height limiting barrier to prevent all but cars accessing highway 1B.
- Surely one option is to close the crossing to large trucks (easily done – just look at Victoria Street Bridge in Cambridge that has a height limiter on it; match that with a judder bar, and some signage perhaps indicating significant fines for anyone that disobeys and damages the tracks). This approach would allow the majority of regular vehicle traffic to continue using the road.

Community Impact

- Safety concerns - have you considered the children that catch buses that may need to walk or wait on busy road with no safe place to stop. Also younger drivers having to drive further to get to schools that they are zoned for.
- Closure of Telephone Road has split the Puketaha Community.
- Having telephone Road closed is dividing communities adding huge expense in fuel as well as time to travel around the roads and is causing so much stress to families
- This is an important road for the local community and it's permanent closure would result in significant additional travel distance and time for local traffic. I believe the recent use of the road as a state highway is unrelated to this permanent closure as the road removes the need for a lengthy and emission generating detour for local traffic including local heavy transport, agricultural vehicles as well as other road users. We still need an appropriate local roading network that is emissions and appropriate for use. We need a genuine one network approach on this matter from NZTA-WK and WDC.

Cost / time / emissions

- Farmers with livestock on Holland Road, Karāpiro, Sainsbury Road; increased fuel consumption, cost, emissions and time travelling. Used to be 6 minutes from Holland Road Sainsbury Road properties.
- To go on Seddon Road etc is a lot of time, petrol, dollars and kms that are being wasted and that I can't afford
- All our children attended university and travelled via Telephone Rd. For those attending from the area, the travel is now worse and a community cut off and divided for those taking children to the various high school, preschools and primary schools. It will also disrupt travel to sports and school events. With the current cost of fuel this will become a financial issue for many households as it will for businesses in the area.

Expressway

- I understand the opening of the expressway in July could alleviate some of the volume and weight of traffic however, I feel the re-routing of traffic to Seddon Rd has only shifted the problem not resolved the problem. The safety risks identified have not being addresses adequately and in fact have intensified.
- I would like to know the data of how many vehicle movements cross this intersection in an average day and how many of these are long/low trucks. These are the only vehicles which damage the track however your recommendation is to close the tracks to everybody. What do you expect the long/low trucks movements over this intersection to be once the expressway is opened? From my perspective, why would a long/low truck choose to use the state highway 1B when the expressway is open? I would expect those vehicles to always take the expressway; it is easier for the drivers and much quicker. If the only Trucks

using the area are servicing the community the use of signs, cameras & barriers are a good cost effective option.

Family Impact

- Young families have chosen daycare etc, and this is a total inconvenience to them.
- I stress, we are a young family who is trying to do the right thing and make ends meet by working hard- the telephone road closure has significantly impacted us.
- I didn't make it to the hall today to voice my concern or show the support for the re-opening of telephone road. I had my two babies with me and didn't feel it appropriate that they come in too. Unfortunately I couldn't head back later due to the length of time it now takes me to get back to Puketaha due to the road closure. I live in Newstead and work on Puketaha Rd. The closing of telephone road has caused extra stress on my family. First and foremost with less quality time being spent at home and more time travelling. Financial stress as my trip is gone from a 10minutes trip to a 20minute trip, extra kilometres means extra petrol and what used to cost our family \$100 per week in petrol is now \$200 per week in gas. The increased gas prices have been taken into account with this too. I used to carpool with a work colleague who lives at the end of Amber Lane who I now cannot carpool with which is meaning extra cars on the road and more emissions going into our environment. I plead that before you close the road, you reopen and assess the roads once the highway has opened. The amount of traffic utilising these roads will significantly reduce, therefore the risk of accidents and truck usage significantly reduce.

Emergency Services

As the city grows and traffic numbers increase Emergency Services are already facing problems with increased response times, add the effect of traffic calming measures, centre barriers and traffic islands we can sometime become gridlocked causing us to become further delayed in our response. When responding to incidents we are constantly evaluating traffic flows and looking for alternatives routes to improve our response time to assist the victims of some emergency or misfortune. Telephone road is an important road that is quite often the most direct route or it is used as an alternative route when traffic flows are likely to cause congestion. Telephone road is also used by other fire appliances coming to assist us north of Holland road. These could be firefighting pumps, water tankers or additional Rescue tenders to major incidents. The closure of The Telephone Road/Holland road intersection will have a negative impact on our response to calls in the telephone/Holland road Eureka area.

Feedback	Waka Kotahi responses
Communication	We acknowledge that the communication may not have been as much as you wanted, and that there are many people who wanted more input into the decisionmaking. We trust that the information in this report assists with a better understanding of the issues we are considering.
Expressway effects	Further traffic counting will be undertaken once the expressway is open and this will be used to inform our final decision
Suggestions	We will go through these suggestions to see if there is anything in there that has not already been considered

Impact on Seddon and other roads	
Cars only / restrict trucks	

What's going to happen next?

We've read all the feedback you have provided during this engagement phase. We are using these insights along with the technical analysis to finalise our

We aim to have this decision by

Publication of All Comments

I suggest that we also publish all the comments which are copied into the excel spreadsheet below. Before publishing, they will need to be sent to Ministerial Services for redaction purposes.

Telephone Road All comments.xlsx

<https://infohub.transporthub.govt.nz/otcs/cs.dll/link/53081802>

The photos I took of the event are also in the SH1B Telephone road folder:

SH1B Telephone Road

<https://infohub.transporthub.govt.nz/otcs/cs.dll/link/52967097>