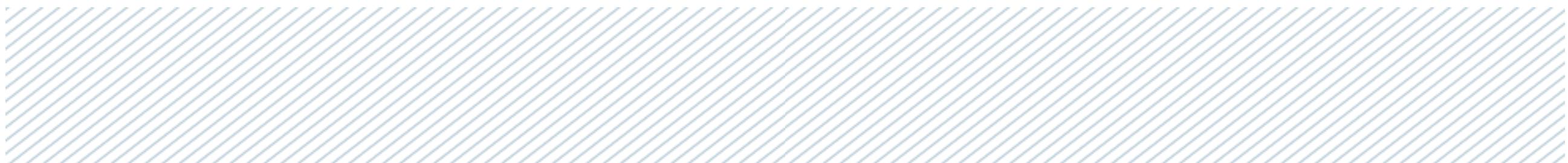




# MELLING

# CUSTOMER INSIGHT

17.11.16



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Illustrating  
points of  
pain and  
satisfaction

# Informing Melling improvements with customer insight

## Context

NZTA Highways and Network Operations (HNO) is seeking to gather customer insight in order to inform possible future infrastructure improvements at Melling. HNO engaged key stakeholders, as well as other customers of NZTA; residents, local businesses, and community representatives so that any future work is co-designed as much as possible.

NZTA HNO, working with Hutt City Council (HCC) and Greater Wellington Regional Council (GWRC), wanted to develop an understanding of a sense of Melling as a place or attachment to it, and what people valued about Melling. This approach related to themes in HCCs 'Making Spaces' work. We also explored in more depth how Melling acts as a gateway, barrier, or enabler for people.

NZTA HNO is already developing programme business cases for three key areas in the Wellington region; the SH2 Te Marua to Masterton corridor; SH2 Ngauranga to Te Marua corridor; and Accessing Wellington's Port Area. These business cases have been informed by rich, empathetically gathered customer insights. HNO also experienced, through the Wellington to Wairarapa Connection project, the impact that speaking to the users of roads and networks can have on traditional approaches.

This project sought to replicate the success of this previous work, as it was infused with useful insight that could represent customers in their own voice. This work is a critical investment in ensuring there continue to be strong, rich outcomes for the agency and it's customers.

## About this document

This document describes a range of customer insights. These insights were developed by engaging with a variety of customers in a fast-paced, empathetic research approach.

These insights are from the customers perspective, so this document speaks in their language, and presents their views, allowing their voice to come through as accurately as possible.

When transport infrastructure is viewed through a customer lens, what emerges is a deep understanding of the role that this infrastructure plays in enabling and constraining people's lives and livelihoods.

## Who is this document for?

- Those within NZ Transport Agency involved in creating possible changes or improvements to Melling in future
- Those interested in understanding current customer thinking about their journeys using Melling



# Our approach

## From research, through insight mining, to refined understanding

The focus of our research was on the experience of NZ Transport Agency customers who interact with, or purposefully avoid Melling.

We went into this research seeking to understand the experiences of customers who interact with the Melling area. We also sought to speak to those who avoided the area. Our aim was to learn about the customers' entire journey and how they experience it – what motivates them, what they like about their experience of Melling, what frustrates them, the workarounds that they use and their suggestions about how their journeys could be enhanced. While we were aware of the work our partners were doing, specifically Making Places, and flood protection work, we did not mention these explicitly in our interaction with research participants.

**We didn't go to the customer for an answer, we went to the customer for empathetic understanding.**

We understood that there are limitations to how well customers can articulate or conceptualise what they want. We didn't see the customer as the holder of the answer, but rather the holder of their personal experience. We wanted to mine these experiences empathetically and rigorously. We applied the skill of empathetic listening—listening to understand; accessing our curiosity about each person we spoke to; deferring our opinions and judgements; and listening and observing for the whole experience—what people do, use, think and feel.

The research was not about quantitative validation; it was about qualitative and deep understanding of the customer experience, to drive directional insights for change from an outside-in perspective.

We were not seeking quantitative validation of wants or seeking to develop a comprehensive wish list of network improvements and features. Instead we were seeking knowledge of what it means for our customers to make journeys involving Melling. The focus was on qualitative understanding, which is reflected in how we went about engaging with the people we spoke to. This qualitative approach does not require sample sets of the scale required by quantitative research. A small group of people with shared experiences can yield a very high degree of empathetic understanding and insight. The insight comes from an aggregated understanding across everyone we engaged with, not from extrapolating the 'answer' from individual customer views.

In total, the project team spoke face-to-face to over 80 people through intercept interviews, and in-depth empathy interviews.

## The process we undertook



### 1. Defining key journeys and customers

We proposed focusing on key journeys and customers that would help us understand different users' experiences. These were: Local residents, including residents of the western hill suburbs; businesses and organisations based in the Hutt and Hutt CBD; commuters using a variety of modes; recreational users of the Hutt river and general Hutt amenities. Our focus on these journeys guided the choice of our research participants.



### 2. Recruitment

Early identification of research participants and intercept locations enabled us to get the required coverage and depth of understanding about our key journeys and customers. We chose intercept sites near or at Melling, to ensure that the people we spoke to had a recent experience to reference.



### 3. Field research

We conducted on-site research including observations, intercept interviews, and in-depth empathy interviews. In all, we spoke with more than 80 people.



### 4. Insight mining

The collaboration between NZ Transport Agency and ThinkPlace team members culminated in concerted insight mining sprints. During these sessions, we reflected on the research process and the people we met; shared insights about what we learnt; grouped the insights into emerging themes which we continued to iterate; identified quotes to illustrate the research participants' views; mapped the workarounds of customers we spoke with; and identified pain points along their journeys.



### 5. Sharing what we learnt

Near the end of our insight mining phase we conducted a walkthrough, where we brought people from NZ Transport Agency, and key partners, in to listen to what we had learnt during this project. We shared developing insights, and gathered feedback from those present. The walkthrough was a two-way conversation aimed at spreading our knowledge and increasing the understanding of our process outside the project team.

# Who we spoke to

## Some of the people we spoke to include

### 70 Intercept interviews

We conducted short, 5-10 minute interviews with people in context, at sites near Melling.

We spoke to people at Melling station during the AM peak, and at the Saturday Riverbank Market.



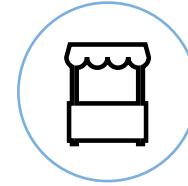
Parents whose children attend schools in the Hutt.



People who work in the Hutt CBD.



Train commuters to Wellington from Melling.



Visitors to Riverbank Markets.



Those who choose to cycle.



Local residents who live near Melling or SH2.

### 15 In-depth empathy interviews

We conducted 15, hour long, face-to-face interviews with a variety of people that use Melling. We used empathetic research methods to better understand the experience of each person as they make journeys through Melling.

We asked people to describe the journeys they took regularly, and occasionally. We asked what worked well for them, and what were the things that caused them the most pain. We also spoke about the reasons for making their journeys and what an ideal future experience might look like.



Daily commuters who drive.



Daily commuters that cycle.



Bus operators.



Parents whose children attend schools in the Hutt.



Businesses that rely on customers being able to access the Hutt.



Recreational river users.

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# A SNAPSHOT OF WHAT PEOPLE TOLD US ABOUT MELLING



# Melling in one word

We asked participants to describe their current experience of Melling in one word or phrase



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# Melling in one word

We asked participants to describe what their experience of Melling could be in one word or phrase

FEWER CURVES

**MULTIFUNCTIONAL**

BIG PROBLEM = CAR PARKING

BLOCKADES (ALONG FOOTPATH)

ALTERNATIVE ROUTE FOR NON-MOTORWAY TRAFFIC

**A NEW BRIDGE WITH MORE LANES**

**NO TRAFFIC LIGHTS ON A HIGHWAY** FEWER TRAFFIC LIGHTS

**GREATER ACCOMMODATION FOR CYCLISTS**

**SOMETHING LIKE THE ONE AT MAUNGARAKI / PETONE** GATEWAY SHARED STREETS

TRAIN LINE RUN FURTHER NORTH **SEPARATED INTERCHANGE SAFE FOR CYCLISTS** FREE FLYING

SIX-LANE BRIDGE

**SIMILAR TO MAUNGARAKI**

**“NO STOPPAGE”** GOOD CYCLE INTERCONNECTION NO STOP / START **BETTER SIGNAGE**

EASY TO FIND + NAVIGATE **WIDE FLYOVER** CONNECTOR SLOW THE SPEED

SEPARATED BIKE PATH OVER MELLING

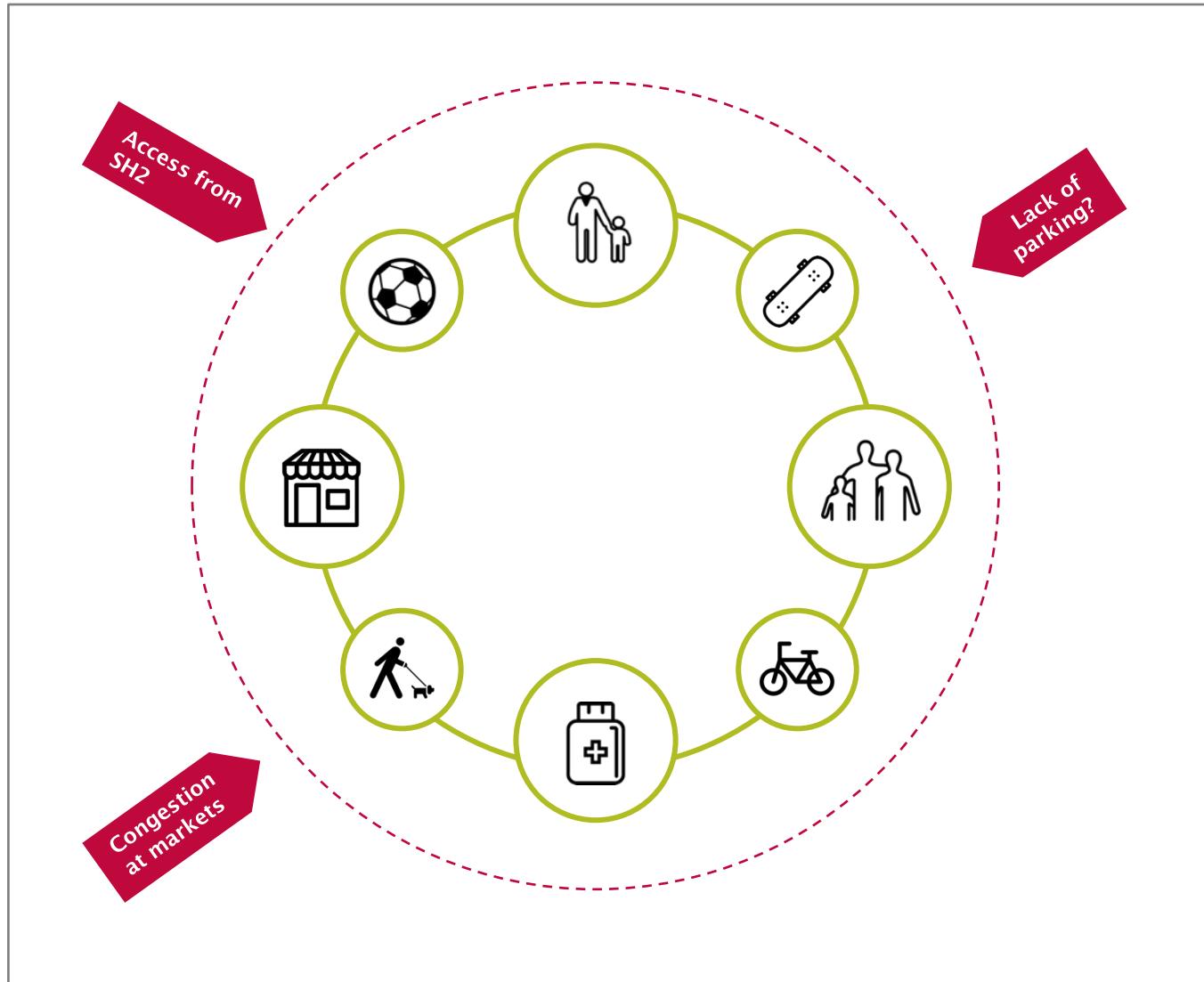
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# 5 KEY INSIGHTS



1

Hutt City is considered a great place to live and bring up families – people want to access excellent schools, services, retailers and recreational activities.



### Hutt CBD plays an important role in people’s lives

- The Hutt CBD is an important area to local and regional residents for many reasons – the range of businesses, retail shops (in particular Queensgate and big box retailers), essential services and recreational activities. People are, however, looking for easy access to this key area
- There were mixed views on parking in the CBD, some people also told us about there being a lack of parking in the CBD, which affected the decision-making of shoppers when visiting the area, while others spoke of an abundance of cheap, easy to access parking
- The Saturday food markets held at the Melling car park are well utilised by local and regional residents, however many residents spoken to have a range of workarounds they employ to avoid accessing the markets via Melling. There are opportunities to enhance and increase the market’s appeal by improving access from Melling

### The Hutt River is a highly valued recreational area, and many people would like better access

- Hutt River is considered a great asset by local Hutt residents, and it’s used for a range of activities – dog walking, cycling, running, skateboarding, swimming etc. People with dogs commented specifically about their preference to access the river at Melling as they felt other access points along the river were poor. Dog walkers also commented on their concerns at the lack of barrier between the road and park, and were concerned this could lead to an accident
- People commented that they feel there are more opportunities to enhance the Hutt river and make it a destination for families and visitors, in particular developing more of a community feel, setting up cafes/eateries and providing more play areas



*“Melling is the easiest access that we can go onto the river from the car. You don’t have to walk much – no problem for parking.”*



*“Dog walking, we only ever do it down by the riverbank. We’d probably take them into the Hutt a little more [but] you can’t trust the dogs to behave themselves around cars, but [it would be good] if there was ways we didn’t have to worry about the cars.”*



*“The Hutt of all the councils is very poor at providing dog walking areas. They think they’re good because they’ve got the Hutt River, but if [your dogs] get a fright or get chased, they’re up on the motorway. Same the other side of the river, that’s a 70km/hr. So there are few safe areas provided which are also safe for humans...six months a year you’re walking them in the dark.”*



*“I do cycle along both sides of the river but that’s just because there’s a good cycle path. So it’s really utilitarian rather than recreation.”*



*“I think the river is fantastic... there are always people down there walking their dogs, which don’t go well with bikes, but that’s alright. I think we all do try and share... it is lovely on the river and you get families cycling there, you get people walking their dogs, people going down you know for a swim... I mean we kayaked last weekend.”*



*“Frustrating definitely, makes business harder. It doesn’t make it easy for people to get here to the Hutt. And to do business...Why would I want to go and sit in traffic 10 minutes, go through three or four, five phases before you can turn right, which happens at times when the queues back up.”*



*“I would like to visit [the river] but I don’t really have much information about where to go in the Hutt river. I’m looking for information like where can we spend time. That’s why I was looking for openings with the car so we can just access easily with the kids to go along the river... I would love to have more access to the river.”*



*“We’ve got plentiful parking, and it’s cheap, there’s no disincentive from driving, it’s not hard to get a park, and they’re kind of actively making them cheaper at the moment.”*



*“There’s a tendency for Wellington people to do a double, because Wellington doesn’t have a mall. There’s a part of the audience who will have an art gallery experience and a mall experience, so they’ll put those two things together, so it’s another reason to drive.”*



*“a big problem the city is going to have in the future, particularly when you start to get a higher density of inner city living, where are people going to park their cars?”*

## 2 | People use a variety of work-arounds to avoid using the Melling area

**Melling is heavily used, but there are a large number of people who actively avoid the area or employ workarounds**

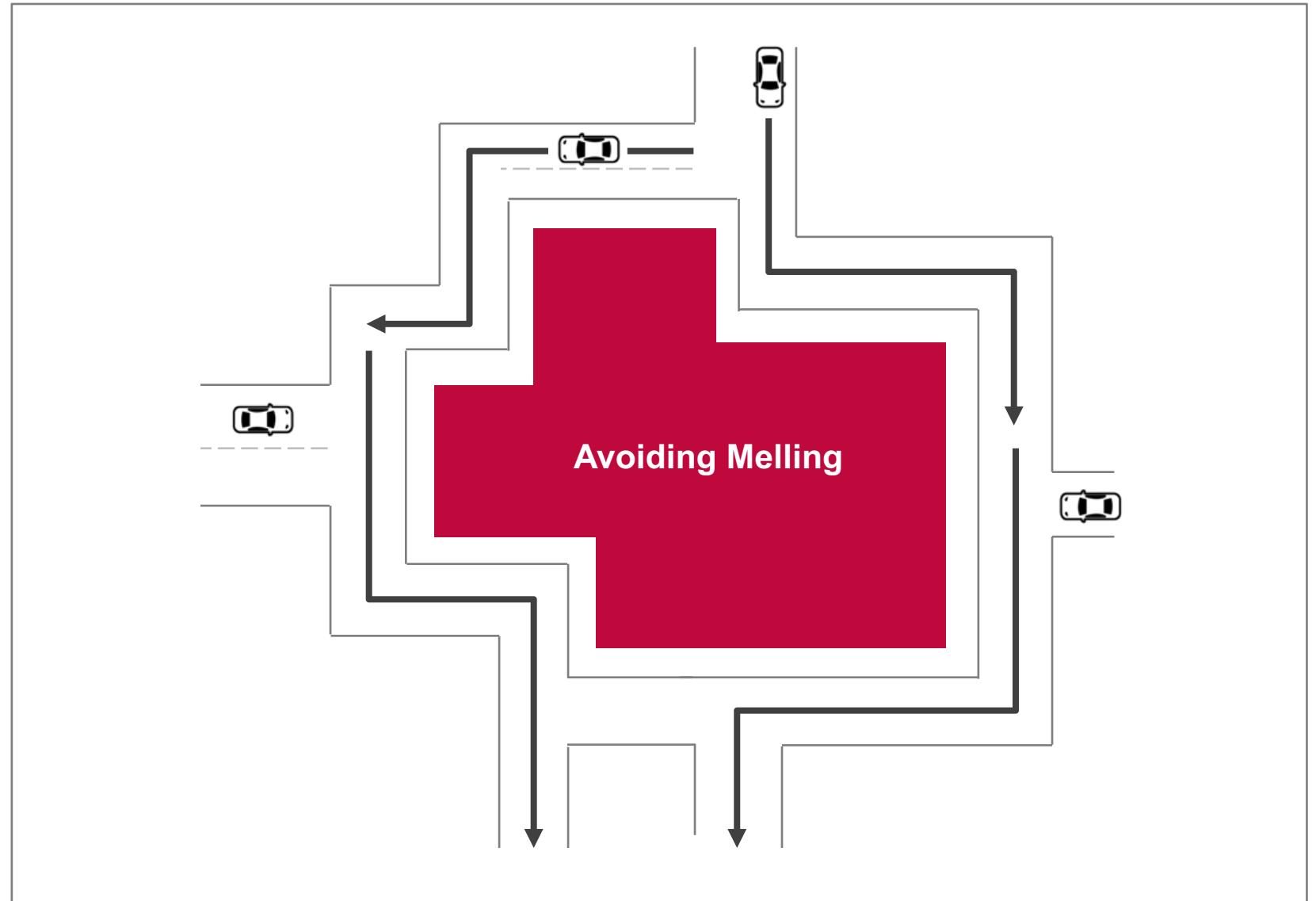
- The number and range of workarounds people put in place to avoid travelling around Melling are considerable and can be inventive. Some people are willing to backtrack or add time on to their journey rather than using the Melling area
- Some of the key workarounds people use include the Petone interchange, Dowse interchange, Kennedy Good Bridge, Harcourt Werry Drive, Normandale Road and Pharazyn St

**People learnt workarounds over time**

- People use their local knowledge of Lower Hutt and its' roads as a key workaround to avoid delays, congestion, and to keep moving. These workarounds were generally learnt from others
- Locals were more likely than visitors to tell us about workarounds they used, or had seen others use. This could be because locals make more frequent journeys and have greater opportunity to try new routes

**Melling is seen as the most direct route, but is often avoided**

- People viewed Melling as the most direct access point to the CBD, but avoid the area because of traffic congestion and the delays this causes





*"Melling is a pain in the arse."*



*"Believe it or not, I can be home in 22 minutes from here [Hutt CBD] going the back way, if I get onto the motorway the same trip will take me anywhere between 1 hour 15 and 1 hour 40."*



*"What I do to avoid the queue, like some of the others in the know, is go past the Melling interchange to Tirohanga traffic lights and either do a quick sort of extended U turn to come back round, or go back down towards Pharazyn Street and come round that way."*



*"We avoid Melling. We go up to Kennedy Good Bridge from Lower Hutt to get out, even though Melling is closer, it's just because of the intersection."*



*"Sometimes what I do is turn left to Harbourview, I turn in there so I can go straight [across the intersection] to Melling when the queue is too long cos sometimes that makes it faster."*



*"If I've got to go into town even during the day now I avoid the Melling intersection like the plague, I'll drive down to the Dowse off ramp and I'll go to the city via the Dowse, I'd much rather drive down that way than even bother going out onto Melling, you just avoid the intersection like the plague. It's an absolute bottleneck."*



*"If I go to the south side of the Hutt I'll go through Block Road and through Pharazyn Street, I won't go through the Hutt at all. It's just not worth it."*



*"Frustration, because you can't get round over the bridge, it restricts traffic going in to the Hutt if you're coming off the motorway, usually we'll go that way if we're going north and we try and find a place to avoid the actual right hand turn at the end of the Melling bridge."*



*"That was such a dog, if I was having to go for a meeting from where I was at the Dowse, to up on High Street, occasionally I would go back around and [use Dowse interchange]. The roundabouts are a f\*\*\*\*\* killer."*

*“People tend to sneak, they use the left lane and then at the end, they try to get to the right lane again. They’re trying to go to Upper Hutt but they’re taking the left lane because the left lane’s always faster.”*



*“If I’m going from the Hutt Valley to Tirohanga, then instead of getting in the right lane on the bridge you get in the left lane on the bridge and then you take the road just by the train station and then you go over Block Road and come around. So instead of waiting for 20 minutes in the big long queue you can do it in 10, you can just basically go around because there’s not much of a queue going in there. So we do that all the time. Ironic though because you’re travelling three times further.”*



*“Being in the Hutt Valley for this long, we know how to get around, which roads to avoid so we try to avoid the market area on Saturdays as much as we can.”*



*“I tend to circumvent between Belmont School and Melling by going down Harcourt Werry Drive... that way you avoid multiple traffic lights... there’s quite a few taxi drivers that I’ve caught rides into the airport with who do the same... they’re actually avoiding parts of the motorway in order to get into town a little bit quicker.”*



*“The bridge can block up, there are two lanes turning but they can both block up. We zip off, if you can get there, so then it is actually quicker to go around Block Rd and come up at Tirohanga. But not many people do that, only a few of us have worked out that’s a quicker way.”*



*“We don’t take Melling, we go back to Ewen Bridge and Railway Ave, and then Hutt Road to go up the Dowse Drive interchange.”*



*“What’s good here living in Maungaraki, there are maybe three routes that we can use, which is very good for us. We can use Normandale, we can use Korokoro and we can use Dowse Drive, so we know where to go, and because we’ve been here for a long time it’s really pretty good.”*

# Workarounds to avoid Melling



## Avoiding the right turn queue

Uses Harbour View Rd to perform u-turn and access better light phasing at traffic signals.



## Parking at Melling Station

Forced to use Block Rd to exit Melling station. Using Tirohanga intersection to access SH2 south and north.



## Avoiding right turn at Melling intersection

Uses Tirohanga lights to enter Block Rd, perform u-turn and make simpler left turns to access Melling Link.



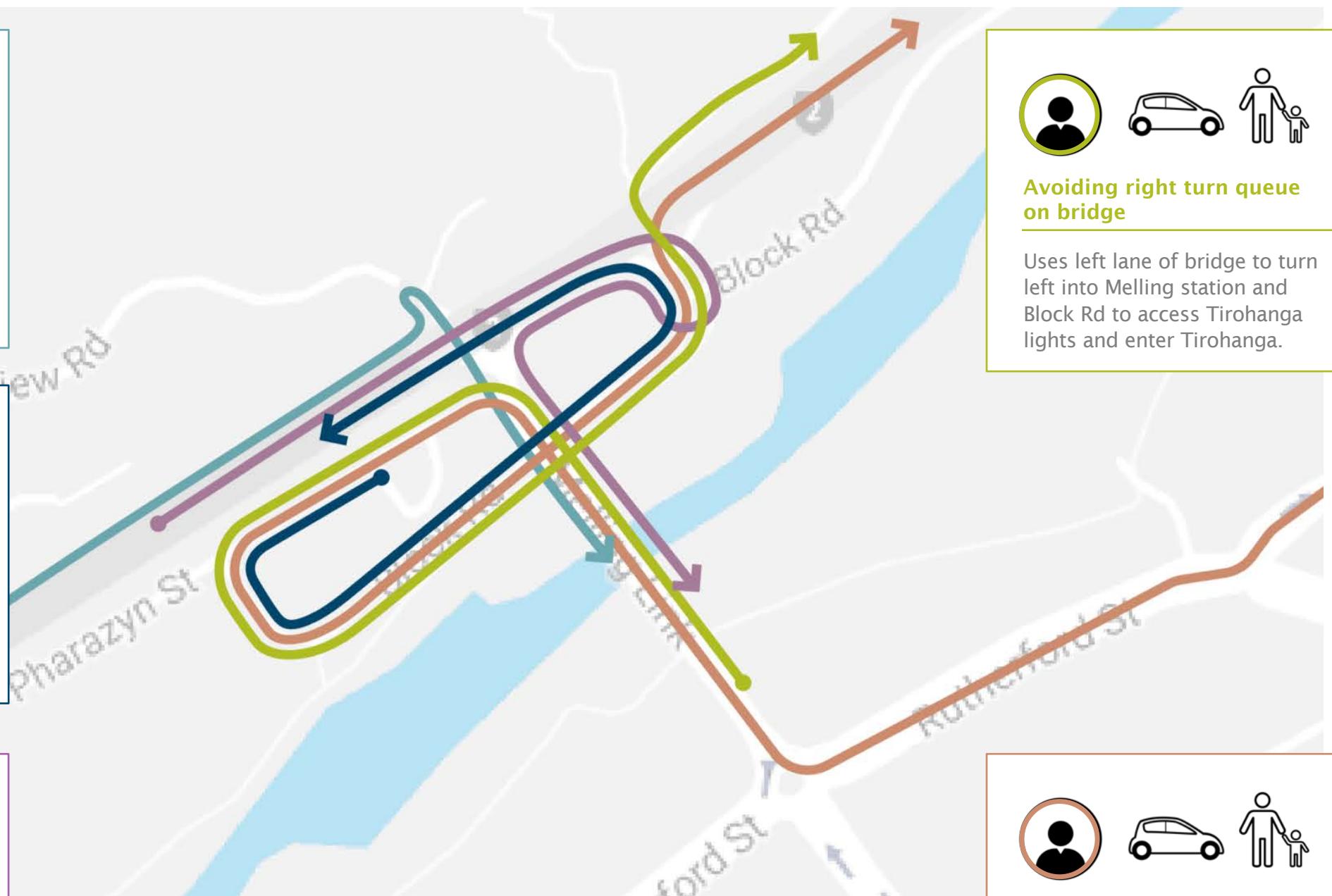
## Avoiding right turn queue on bridge

Uses left lane of bridge to turn left into Melling station and Block Rd to access Tirohanga lights and enter Tirohanga.



## Avoiding right turn queue on bridge

Uses left lane of bridge to turn left into Melling station and Block Rd to access Tirohanga lights and head north on SH2.

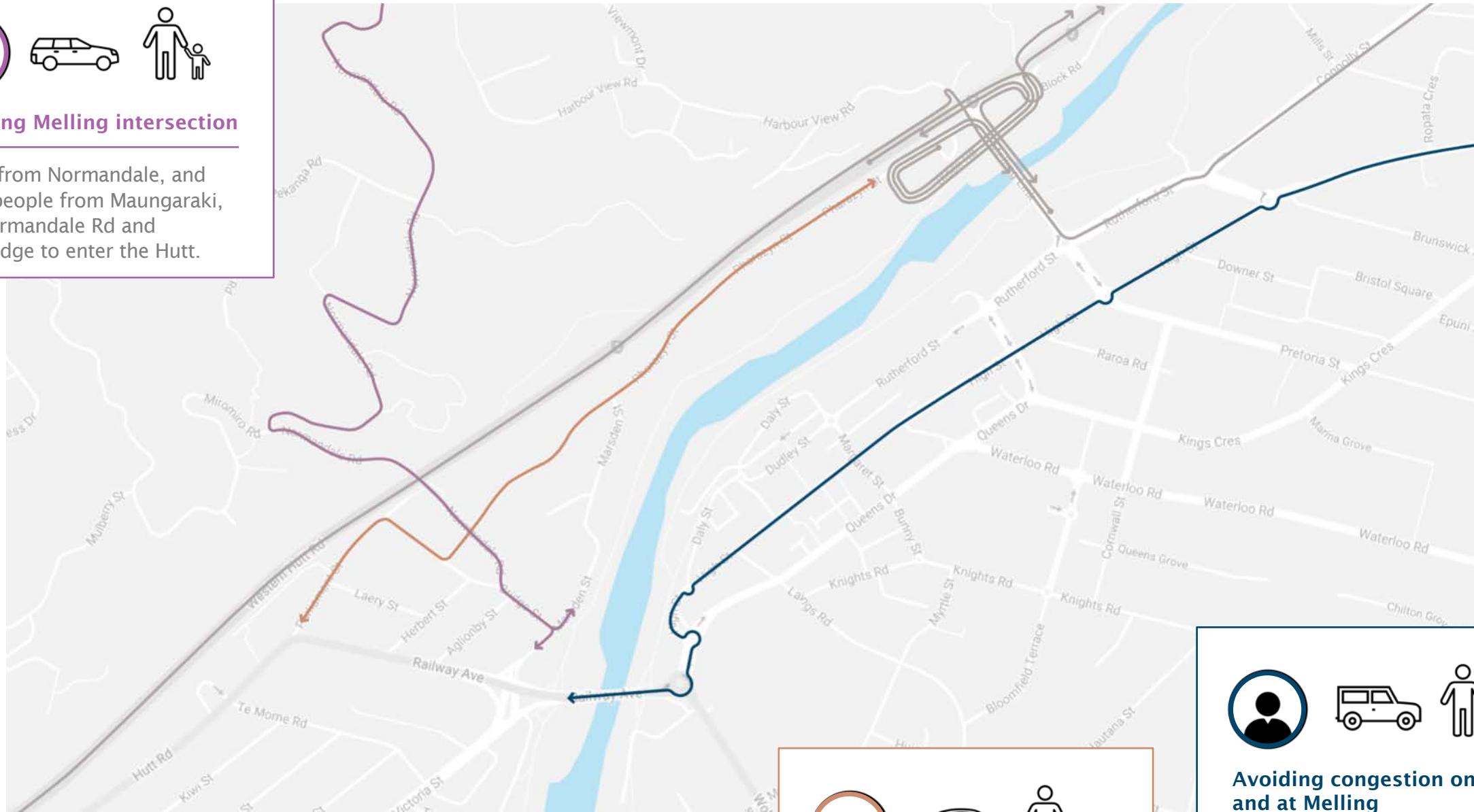


# Workarounds to avoid Melling



## Avoiding Melling intersection

Those from Normandale, and some people from Maungaraki, use Normandale Rd and overbridge to enter the Hutt.



## Avoiding Melling intersection

Uses Block Rd and Pharazyn St to avoid Hutt CBD because of congestion and delays. Will use local roads to access Petone.

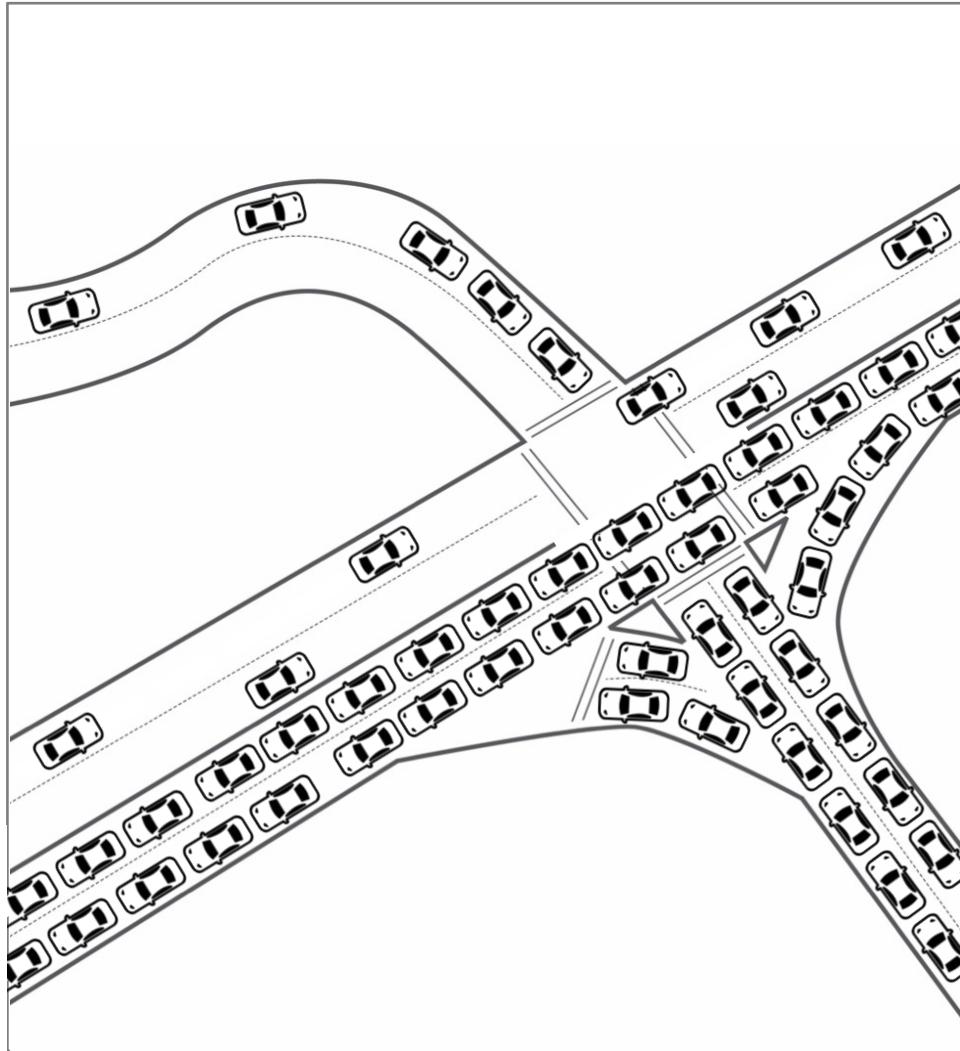


## Avoiding congestion on SH2 and at Melling

When coming from Upper Hutt and eastern suburbs uses local roads to avoid congestion on SH2 and access central Hutt. Some people avoid SH2 altogether at peak times and bypass to Petone along local roads.

# 3

## Safety concerns, congestion, and traffic delays all contribute to why people feel frustrated and sometimes avoid the Melling intersection and bridge.



*“The traffic jam at Melling it goes back a long, long way and I’m amazed there hasn’t been a serious accident.”*

### There is a perception that the Melling bridge is old and unsafe

- Many people told us about the narrow width of the bridge being a point of pain, especially when trucks are on the bridge. This was of particular concern for cyclists as there is no shoulder on the bridge
- Those people who walk, cycle, or have sat stationary in their car on the bridge commented that they sometimes feel unsafe, as the bridge seems to move and flex as vehicles cross it. People did not associate this with being normal behaviour for a bridge

### There are low expectations about the safety of Melling

- People commented on a range of safety issues in relation to the Melling area. One particular concern is those people waiting to turn right across the bridge from SH2 feeling unsafe because cars heading North are travelling past at 100km/h or more, creating wind gusts that move their vehicle
- People told us about seeing a high number of red light runners at Melling intersection. They hypothesised this was because of light phasing being too short. We did hear that some people do not trust a green light, and will check the intersection being moving off
- People spoke of being more cautious around the Melling area because of their various safety concerns, this caution was consistent across drivers, cyclists, and pedestrians
- People commented that they are surprised that there aren’t more major accidents around the Melling bridge and when accessing SH2
- Some residents of the western hills spoke about SH2 as a barrier to accessing the Hutt with ease. People told us about Melling being a particular point of pain when using the area as pedestrians, due to the narrowness of pathways

### Congestion and traffic delays

- Congestion and delays getting into the CBD via Melling, especially in the weekends, are keeping some people away from this area (and they are going elsewhere to do their shopping and activities instead, for example Petone). Other people will only access the CBD via Melling at off-peak times
- A major pain point for people is the long light phasing at the two sets of lights approaching Melling along SH2
- Some people perform risky manoeuvres to lessen the time they spend waiting in traffic to turn right on to Melling Bridge (heading North), particularly at peak traffic times. Some examples given included u-turning on Harbourview Rd, or using the Tirohanga lights and u-turning on Block Rd to skip the queue



*“Sometimes if we have to we go by the Melling bridge, it's probably going to take 2-3 minutes longer than normal, not that long really, to clear Melling bridge and turning left towards SH2, but we would prefer avoiding it.”*



*“It's not good to go there on Saturday, it's always traffic because of the market. On Saturday we try to avoid that.”*



*“When I know it's a little bit congested, sometimes I go to High Street and don't use the motorway.”*



*“Sit out there at 5:30pm and count the amount of people that run red lights at Kelson, run red lights at Belmont, run red lights [at Melling], they just go.”*



*“I have seen quite a few red light runners. I always look before I drive through that one. A green light isn't enough to make me go.”*



*“There is just so many traffic lights... when we spoke to the Council I said I can't cross Block Road, I said it's really hard and they said well cross at the traffic lights. Well have you counted the lanes? I've tried to cross it as a pedestrian so that it is just messy there. I mean there is a lot of lights and a lot of roads and so you try and cross it as a pedestrian you know it is messy.”*



*“I mean traffic lights are a nightmare there it needs to be, there needs to be something like the one at Maungaraki/Petone. There shouldn't be traffic lights in a 100 kilometre per hour zone.”*



*“The issue is not just the Melling and Tirohanga intersection, it's actually a Te Marua to Petone problem. There's no point in fixing pockets in isolation.”*



*“I have seen horrendous queues there on weekends, for instance when people are all trying to go shopping at Queensgate all at once. That said leaving the Hutt CBD across Melling is for me more of a problem. I sit in queues there for ten, fifteen minutes on the bridge sometimes. And when my, in and out of peak hour my entire commute is six minutes to spend fifteen minutes on the bridge is... a pain.”*



*“You can get, from Kennedy-Good all the way through to Melling, green, red, green, red, or you just get there and it goes red, that's why there's so many people run red lights, the phasing of the lights is weird.”*



*“Heading north, through peak hour you're lucky if you get four or five cars [through] at a set of lights, so you go four or five cars backed up all the way along the bridge, you can quite quickly work out how long it's taking people, which is now why people are going around the bridge road.”*



*"[We] walk the dogs on the western side, we use that all the time, probably about three or four times a week... We hardly ever go to the eastern side because you have to cross the bloody bridge, so we're not interested in that."*



*"You can also see cars coming at you and thinking, are they gonna try to beat the orange 'cause they're doing 100 km/h. If we can avoid having traffic lights on the state highway I would be in for that big time."*



*"I always feel really unsafe, on the stretch of motorway that's got the multiple traffic lights. You're going at 100 km/h but it always feels like those lights change a little bit faster than the traffic can keep up, it amazes me that there's not more accidents on that particular stretch."*



*"It's carnage, everybody is getting earlier, they're leaving earlier to avoid the traffic problem, once you're past Petone you don't have too many issues."*



*"It's very dangerous... between Tirohanga and Harbourview there's a strip of about 50 metres which is only as narrow as a pathway, and cars are coming at you 100km/h an hour. It doesn't feel safe at all. When I go with the kids, we avoid that area where we can."*



*"It's terrible. Coming in and out of that bridge it's gridlock. You can pick it between 10 o'clock and 2 o'clock on a Saturday it takes an age. It's about five traffic light sequences before you can actually get through. I know it well. So try to avoid that like the plague."*



*"From Tirohanga into Wellington it's actually really convenient. We can basically go off Tirohanga hill, you do hit two sets of lights but then you're away. Heading into the Hutt Valley you tend to avoid it like the plague. When it comes to teaching [the children] how to drive I won't be driving into the Hutt with them."*



*"All the big petrol, gasoline trucks and trucks trailers, I challenge anybody to feel comfortable going across that single lane and the two lanes the other way with no barrier in between when you've got these big babies coming - and they can't turn the corners even without running out of their lane."*



*"Drivers tend to switch off, they miss the lights. The light goes green, they're not really focusing so someone has to honk to wake them up and say, 'Come on, up your game mate.' That happens all the time... It's not a stress-free place to drive around in."*



*"It's out of date. The traffic flow's increased. And it cannot keep up with the traffic flow, the amount of traffic that it has it does not cope with it, as can be seen by the queuing, as can be seen by my manoeuvres to avoid it it's, it just doesn't work anymore."*

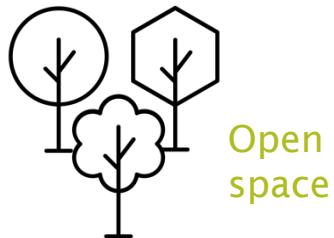
# 4

People’s views about the Melling Station were polarised – for some the station is easily accessible, safe, and a pleasant, open space. For others the limited frequency of the train service and limited parking are considerable pain points.

## Pro’s



Secure



Open space

Accessible

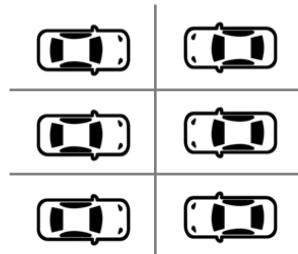


## Con’s



Limited train timetable

Limited parking



Far from Hutt CBD

### Melling station is valued by more than just local residents

- Melling is an accessible train station for Western Hills residents, and those within walking distance really value the ease of this option for commuting to Wellington
- Some people use Melling station, even though it is not the closest station to their home, as they value being able to get a seat, and this is far more likely than at other hubs like Waterloo or Petone
- A small number of people commented positively on the facilities, particularly enjoying being able to get a coffee while waiting at the station

### Frustration with the physical space, and level of service

- While Melling station feels secure, there are safety concerns around accessing the station, with some finding Block Rd, Pharazyn St, and the bridge difficult to navigate; being frustrated at having no easy direct access from SH2; and conflicts between pedestrians and drivers
- Although Pharazyn St runs directly past station, this section of road feels more like a carpark, and pedestrians treat it as such after disembarking the train and returning to their vehicles
- People commented on a range of pain points with the station – the length of the walk from the station to the Hutt CBD; the station being unkempt; feeling unsafe because of the lack of people around; and a lack of parking at the station itself, which lead to some people parking as far away as the Randwick butchers on Pharazyn St
- The most significant pain point is the infrequency of the train service, with the trains only running at peak times Monday to Friday and no trains at night or in the weekends. We heard a number of stories from commuters who incurred significant extra cost and time having to retrieve their car from Melling after missing the last train, which leaves Wellington at 6.07pm

### Opportunities for improvement

- Despite the concerns mentioned earlier, we also consistently heard that people could see opportunities to improve Melling station. They suggested increasing amenities, and that improving the perception of safety and accessibility might increase patronage, and therefore service frequency



*“Having something that is there later on in the day, even mid-morning would be good. But the main annoyance for me is actually travelling slightly later in the day. You can buy tickets from the cafe there before it closes in the morning but then the guy has got a business in town that he carries on to. But after that you can’t actually get a ticket at Melling and if you don’t have cash on you then you can’t get a ticket on the train either.”*

*“I was never a train commuter before I lived here so the train’s been a godsend. By far the best bonus for me of living where we are is the Melling Station.”*

*“Moving down from Auckland we were blown away by how good the public transport is here.”*

*“It was fine from Harbourview with the Melling train except it unhelpfully has its last train at five minutes past six.... And the Melling train service couldn’t be less helpful and whenever you see any commentary from the Regional Council they talk about Hutt rail, they ignore Belmont, the Melling line in totality. We’re second-class citizens.”*

*“To drive a bus through this carpark is a challenge even for the best of drivers. We have had accidents here and cars do go through the place at speed.”*

*“If I had to catch a train, I probably would consider driving to Petone station knowing that I could catch more trains there.”*

*“Petone is more convenient, Melling’s always quiet compared to Petone. Petone is more lively. I know it’s safe at Melling but the feel is better to go to Petone. If you compare Melling and Petone, I can see that Petone is more lively, more modern, more attractive than Melling.”*

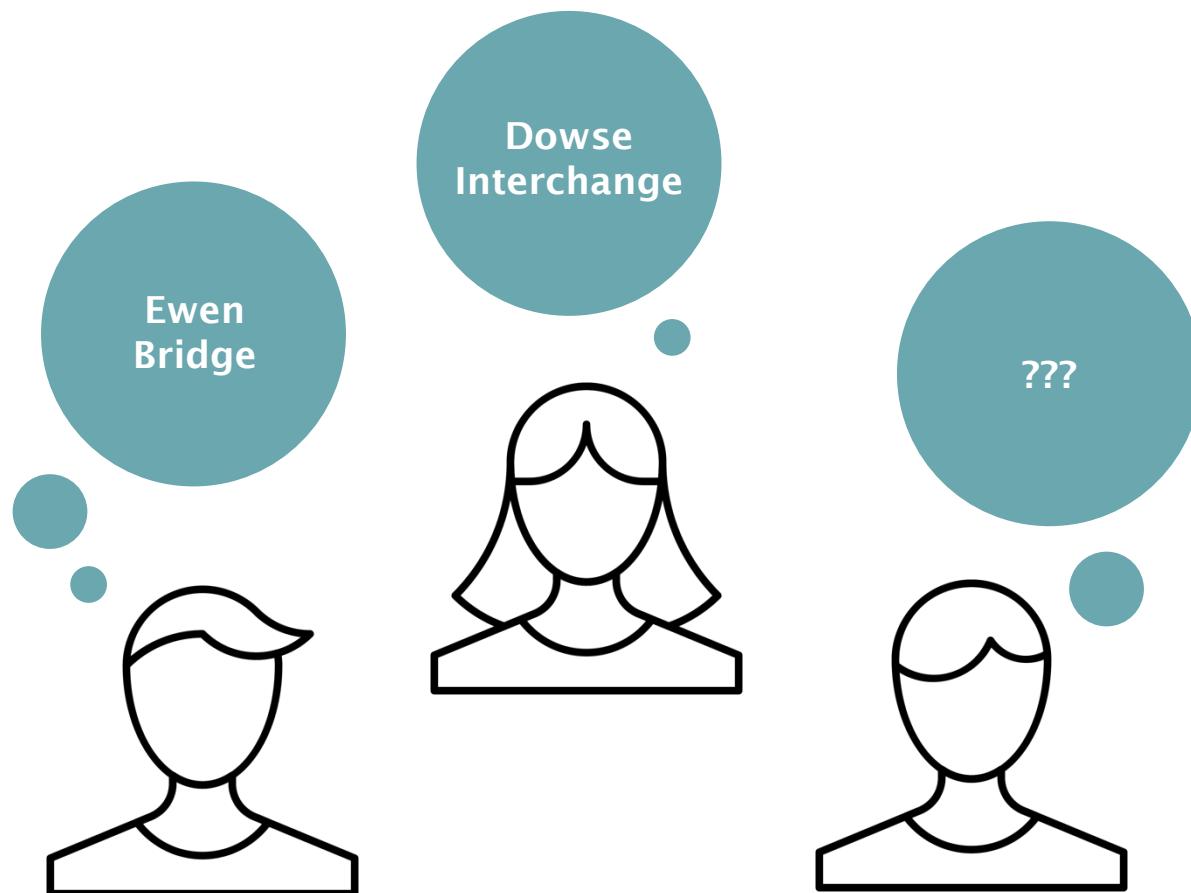
*“Having the option to be able to walk down and go to the train’s great. That’s a real bonus. And the riverbank, the dog walking area on the riverbank, that’s great. If it was safer I think we would be walking into the Hutt a lot more. We only really walk into there because we have to or the kids go to school that way and they walk.”*

*“In terms of figuring out how to navigate, it was trial and error, we tried driving in to Waterloo a couple of times because the trains are more frequent. But it took longer to get there and then parking was just as much a hassle as at Melling.”*

*“It’s just very messy, very messy, and they’ve made no attempt. If you look at the railway line on the Upper Hutt bit, there’s lots of plantings, made nice - here just straight ugly.”*

*“You could fire a shotgun and not hit anybody.”*

## 5 | There is a lack of 'attachment to place' regarding Melling being the gateway to Hutt city or as a specific destination in itself



-----  
Varied views on what is the entrance to the Hutt

### Melling is not consistently thought of as the gateway to the Hutt

- There were mixed views on whether Melling was the gateway to Hutt City – some people felt it was the natural place to enter the Hutt given its proximity to the CBD, however people felt much more could be done to make it a welcoming access point to the city
- Many people did feel Melling could be the natural gateway given its physical proximity to the CBD, and acknowledged it is the most direct access point to the city. However, many of these people currently avoid Melling, or accept that delays are likely to occur there
- Many viewed the entranceway to the Hutt as different depending on where they lived. For those who live in Maungaraki, Ewen Bridge is the entranceway. Others coming from Wellington saw Dowse interchange as a more natural exit from SH2
- Melling can act as a barrier to people trying to make simple connections around the Hutt and to the CBD. Avoidance of the area, even when it may be the most direct route, dilutes what place people see as the gateway to Hutt City

### There is a lack of understanding about the future of Melling improvements

- Some people felt that the Melling area has no purpose or vision, and that the area is neglected, particularly when they compare it to work done at Dowse interchange, and in progress at the Haywards interchange
- Some people were frustrated and did not understand why improvement at Melling had not been given a higher priority. They were grateful for the improvements at Dowse interchange, but saw multiple issues along SH2, from Belmont to Petone

*“The state highway is a barrier.”*





*“State Highway 2/58 Interchange I think has done a really good job of providing interconnections for the cyclists...Something like 2/58 Interchange would be ideal.”*



*“I think you need a minimum of a four lane bridge there, and taking out the lights to make it an easier flow, similar to what's happened in Maungaraki, it seems to flow around that interchange really well.”*



*“I just hope that when they do eventually replace the bridge that they replace it with a pretty bridge, not an ugly bridge.”*



*“If you want to attract people into the Hutt, you've got to make it as easy as possible for them to get there and Melling doesn't do that.”*



*“I use the Dowse interchange as the gateway as it's free flowing, it's easy to go to, whereas the real gateway to the Hutt CBD should be Melling.”*



*“You know it is, it's a gateway and it's a bottleneck and it frustrates people trying to get here.”*



*“I wouldn't put another Melling bridge in, they're pretty boring... if you can make the entry points to the valley all the way through, like you're driving through the living room instead of the toilet, you're onto a winner.”*



*“Ugly, industrial and hard, it's a funnel, which is a different tone from something like gateway. Gateway has a sense of presence, of moving between spaces, of being a threshold, whereas Melling when I use it it's simply a way to get somewhere, it's a funnel, there is no sense of entering or changing states as you go along, it is ugly, it's aesthetically unpleasing but you know, it's a road.”*



*“Melling can be the entrance but definitely you need to upgrade the station because it looks very old”*



*“It's third world if you're lucky.”*



*“[Make it] easier to access, so it's multifunctional, diverse, so it acts as a gateway to the city, across the river.”*



*“Melling would be a brown station wagon, it's there, but I've certainly never driven through it and thought wow that's attractive, that's making my journey easier, I'm having a beautiful experience driving along this piece of road.”*



*“It's a half connection. Well, if you didn't have the Melling Bridge it would be incredibly inconvenient for the Hutt so that's the main reason. But is it a good connection? No, it's a rubbish connection.”*



*“It doesn't have any of that sort of sense of being more than something for cars to drive over, it doesn't feel at all like it's been designed to add aesthetically to your driving experience or to your walking experience. It leads into a kind of a doldrums area.”*



*“Public transport wise we always recommend the bus [to get to The Dowse], we never recommend the train, because the bus deposits people basically next door, in one of the few landmarks in Lower Hutt. We never recommend the train because you can't walk.”*

*“There's no main entrance to the Hutt, but what I see now is the bridge, that's what I call the entrance of the Hutt. The bridge near Railway Avenue, I think that's the entrance for me.”*



*“It's not even like when you go into a rural town, and you hit the bank and the movie theatre, so you've got a sense of history and these heritage buildings, there's none of that, you're going past a whole bunch of places that could just be branded ACME, just non name branded industrial stuff.”*



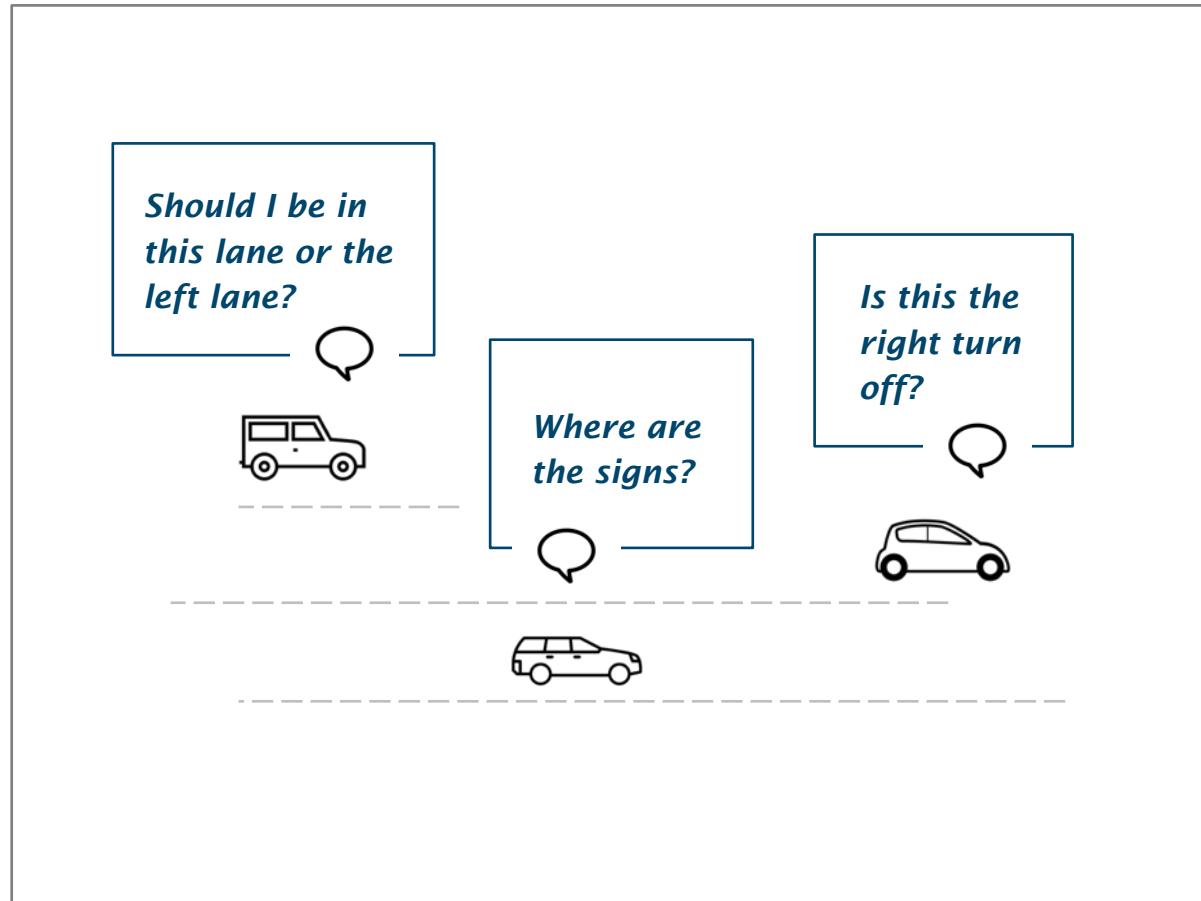
*“Bridges don't need to be utilitarian or ugly. Take that city bridge in town, why can't you do something like that? At Melling you've got hills, you've got a river, you've got all sorts of things going on, make it something really nice. Whether it's business or living here in the Hutt you can think 'that's our bridge!’”*



*“The best entrance that Wellington has is when you're coming south down the gorge, and you come around that corner and then suddenly Wellington is laid out in front of you on a plate, and it's beautiful... you turn around that corner and you've got a stretch. The Hutt at no point ever has a stretch to deliver to you.”*

# 6

## Navigating Melling and the Hutt CBD is heavily dependent on existing knowledge



*"I find that Lower Hutt actually has really bad signage."*

### Navigating Melling and the Hutt can be ad-hoc

- Some people look to signage to help get them into and around Hutt City, however the current signage is lacking or poorly placed
- Businesses had concerns that once visitors had exited SH2 that there was insufficient signage and wayfinding support to help them find the city centre and key attractions with ease

### Local knowledge and past experiences inform wayfinding

- Most people we spoke to either knew the route they would take, or followed their nose, and headed in the general direction of their destination, remembering landmarks as they went
- People who had the option to choose told us they usually used the most appropriate route for specific journeys, rather than taking the same route every time they ventured out

*"The improvement there could be the signage that's actually on the roundabouts, is really dated, and non descript now so I'm hoping there's going to be a whole review of inner city signage."*





*“The biggest problem we face is that if [people visiting] get in the right lane by mistake they’re stuffed - they can’t turn up into Tirohanga at all. That happens more often than not.”*



*“It's difficult to find anything in the Hutt full stop. There too many entrance points into the city.”*



*“It's really confusing to get anywhere in the Hutt, because there are so many options for where you can get off the motorway, and then there are so many different roundabouts that you can take after that point.”*



*“The main creator of the traffic chaos is when the Hutt put the two roundabout system in. On the weekends you’ve got all the people trying to go into the market. It’s just chaos. As a result of the three lanes nonsense across the bridge you get traffic backing all the way up State Highway 2 either side, and why? Because of that roundabout.”*



*“The cross-valley links are not the greatest. Petone, Eastbourne, across Wainui to the coast there. They are really lovely things. But the journeys to those places from where we are in Belmont, well, which way will we go? It’s messy to get across and as sure as hell ain’t logical public transport systems for it.”*



*“Trying to improve the signage we've done that classic Council thing, where we've just put as many things as possible on the signage, so there's now 8 different things to try to pay attention to, and it's got terrible hierarchy.”*



*“I don't think there is ever a sense in the Hutt of arrival at anything. This is just a place that has happened, it feels haphazard and unintentional, but not in a charming way, in a really kind of mediocre way.”*



*“Coming off the bridge heading into Wellington, typically the right-hand lane is fully blocked and the left-hand lane is a bit free-flowing. So I’ve noticed a lot of people think, brilliant, going on the free-flowing lane, and then realise when they get to the end they can only turn left to Wellington.”*

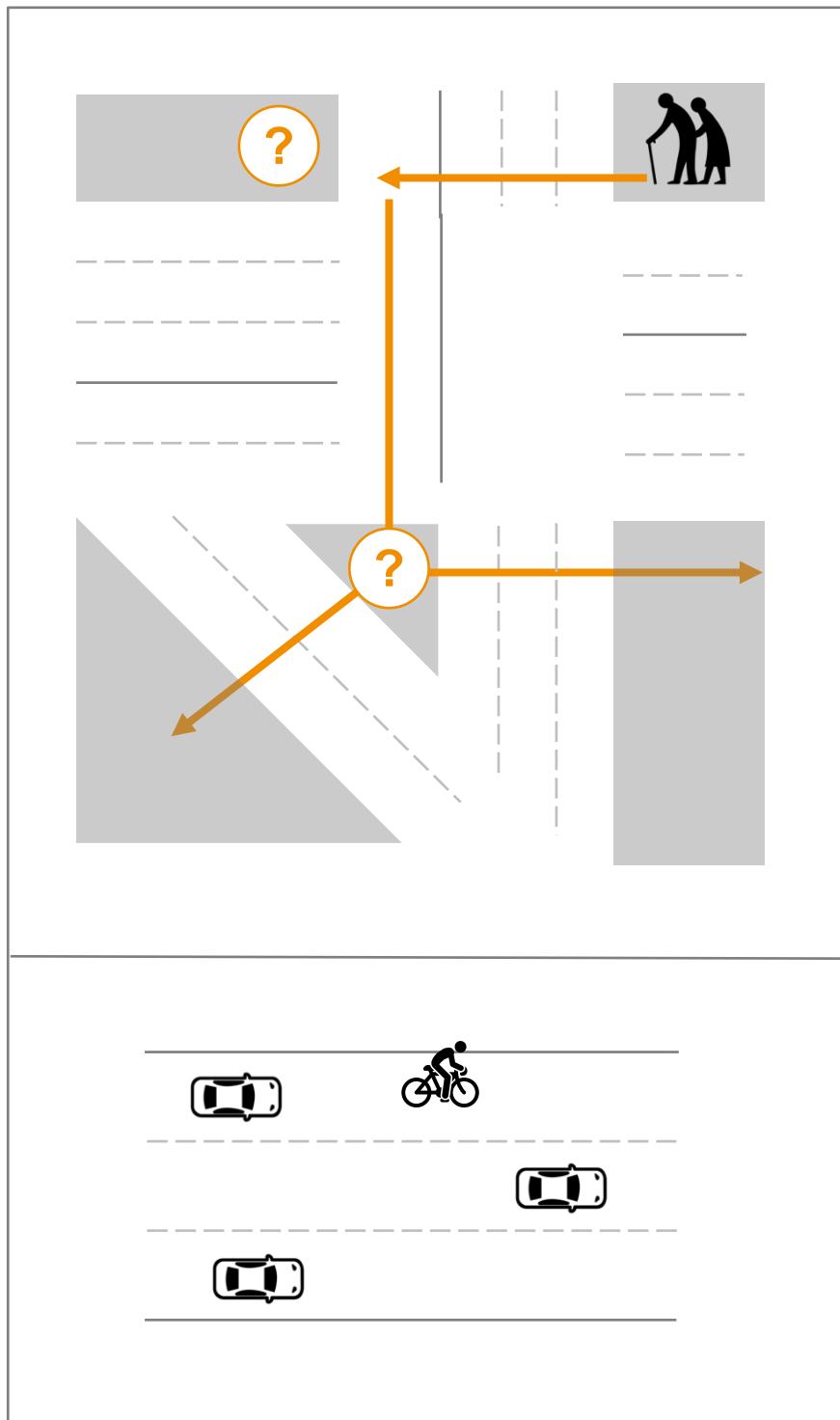


*“It's hard for people to detect whether High Street or Queens Drive is the major road, there's no sense of which is the main road in the Hutt really.”*

*“It is tricky because there isn't that sense of the right way, there is no right way, there's just a whole bunch of local knowledge, that's quite embedded. I still have friends who come out to visit me, they say ‘I got here I don't quite know how, but I've arrived’.”*



# 7 | There is poor allowance for those who don't drive (pedestrians and cyclists) at the intersection and station



## Pedestrians feel there is a lack of provision for them to safely navigate the Melling area

- Melling station feels like a carpark to pedestrians, not a road thoroughfare. There is a conflict point here when cars exit the Melling Link and enter Pharazyn St at 'high speed' (40km/h)
- Pedestrians trying to access Melling station from the western hills will take risks when crossing SH2 in order to access the infrequent train services. Some people have learnt when there are 'gaps' in light phasing outside of dedicated green man pedestrian crossing
- Parents were concerned about the walkability and safety of Melling for their children which impacted their decision making around activities in the area and how they travelled there

## Cyclists using SH2, including Melling, were concerned about close interactions with vehicles

- Cyclists we spoke to told us about the lack of allowance for them at intersections along SH2, including Melling. They were concerned at the narrowness of the intersection at traffic lights and the interactions with cars that the narrowness creates
- Those who cycle along SH2 also commented on the narrowness of the shoulder between Belmont and Petone, which made passing other cyclists risky and dangerous



*"That [path] between Harbourview and Tirohanga is just a matter of time until someone [gets hit]. I've nearly been clipped by truck wing mirrors. That's how close you are. It's not safe."*



*"There are cyclists lined up ready to go through the lights and cars venture in, force them off. It's a very tightly packed area. There's not a lot of room to move. Not a lot of room for error."*



*"Trucks will come doing 90ks an hour at you and you can feel being drawn into the road because of the wind."*



*“Pushbike is a little bit more daunting because realistically if I want to bike into Wellington I have to go along State Highway 2 or take a hell of a long route through Pharazyn Street. There’s not a lot of room for cyclists, in fact there’s none”*



*“You basically just go straight along [SH2]. Once you get to the end of Petone and along the Old Hutt Road it’s really good for cyclists - apart from the glass in the road it’s safe. But prior to that it’s not the greatest... If it’s not great conditions then it’s best not to do it. ‘Cause not only that, is that other cyclists want to pass you and there’s no room for passing ‘cause they can’t venture out into the lane.”*



*“You have got people walking across trying to get the lights because the trains are so infrequent and they daren’t miss, so they’re running across the lights and that, and it’s dangerous for dogs too because the so-called dog walking area’s got no barrier between them and the motorway.”*



*“[The river] does not feel like a physically safe space to be walking, not an area that has a good reputation... Just sexual and physical assaults on women, and not good visibility into those spaces. There was just that very grim joke that the river just looked like somewhere where rapists would stash their victims. It just doesn't feel good because it doesn't have that sense that you're near people, it's very isolated, and yeah that's kind of the problem with the Hutt, it's populated but it's not densely enough populated.”*



*“We moved up the hill slightly for a lifestyle change. We moved from an area that kids couldn’t walk to school and now they can. But even then I’m reluctant for them to walk to school because of [SH2 and Melling]. It’s a minor stress but it’s an annoyance and it’s always worrying about ‘are the kids gonna be okay?’”*



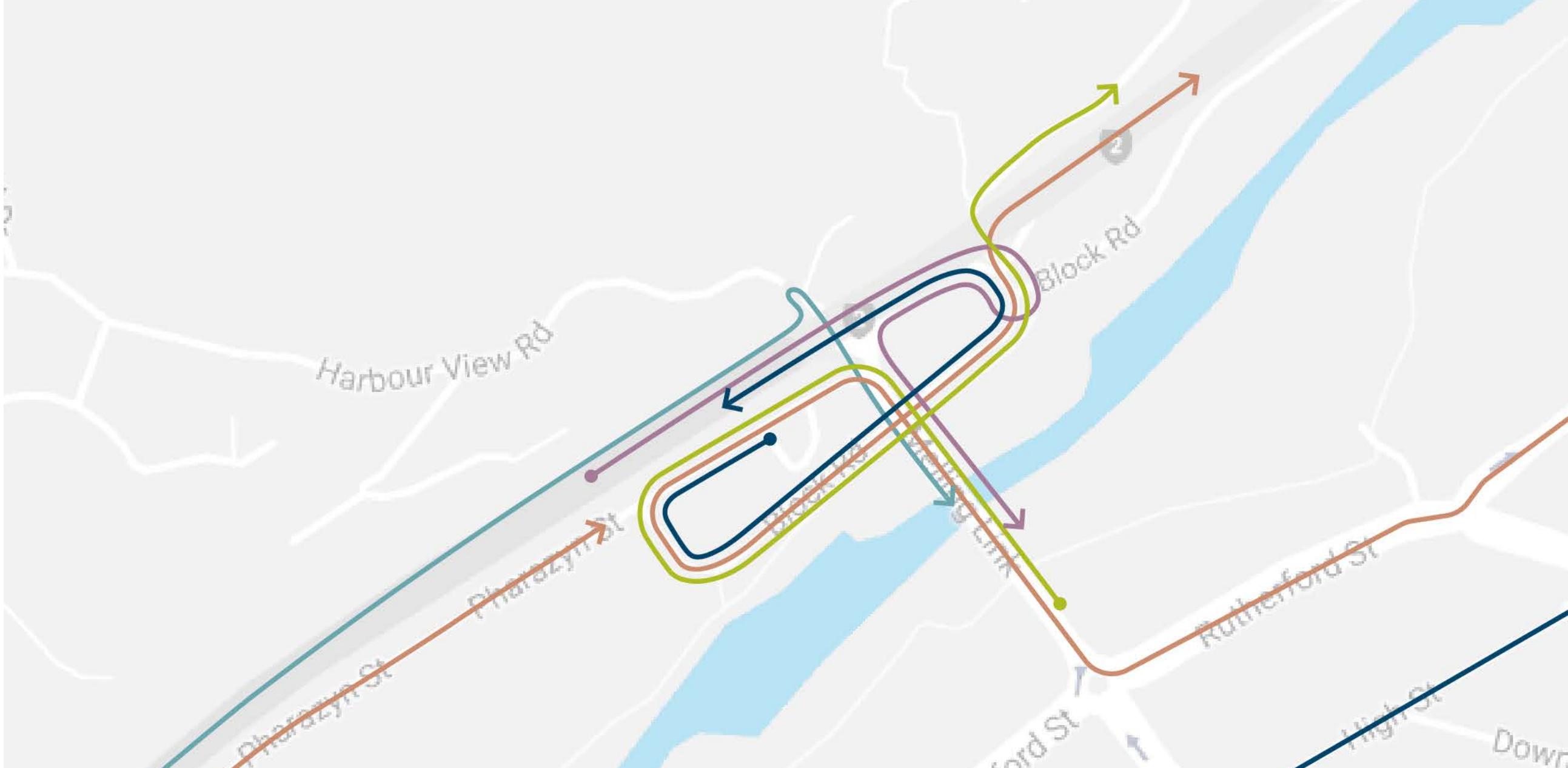
*“You’re fine if you stick with the green man light but even then you’re really wary of cars coming through ‘cause they come from all directions just to get across the road to the skate park.”*



*“If I’m a pedestrian crossing the road from Tirohanga trying to get across to the skate park the lighting system doesn’t work very well. I’ll press the button, little man goes red, and then in the light sequence, after the third light sequence the man turns off and so you can’t cross the road ‘cause it forgets you, so you have to press the button bloody again. If you don’t do that you could be standing there for ages.”*

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# ILLUSTRATING POINTS OF PAIN AND SATISFACTION



# Melling Link, SH2, Block Rd and Pharazyn St

**Key:**

- Points of satisfaction
- Points of pain

**Lack of pedestrian safety**

Pedestrians told us they felt unsafe navigating Melling intersection. They spoke particularly of feeling exposed to vehicle traffic, particularly of the narrow path between Harbourview and Tirohanga.

**Speed of vehicles**

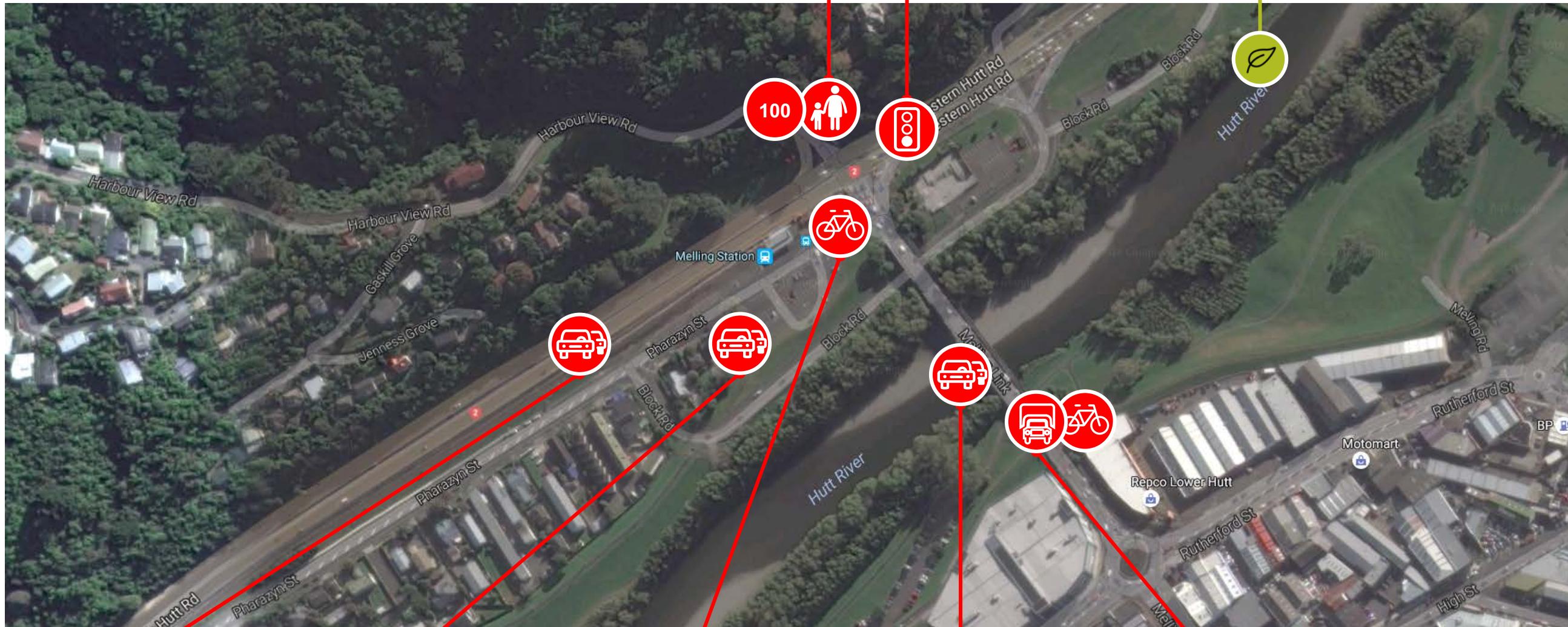
Pedestrians and drivers in stationary vehicles told us that vehicles moving through at high speed make them feel unsafe. Trucks often created wind gusts that shook cars, or made pedestrians feel unsteady.

**Traffic signals and phasing**

People are frustrated by the presence of traffic signals on SH2, and particularly by the short light phasing at Melling and Tirohanga, which only let small numbers of vehicles through each time.

**Natural beauty of the river**

People told us they value well-maintained recreational areas to walk, cycle, kayak, and walk dogs at.



**Queue for right turn into Melling Link**

Many people were frustrated by the length of this queue, and some people spoke of feeling unsafe as vehicles moved past at 100km/h.

**Lack of parking at Melling station**

Train users wanting to park and ride were frustrated at the lack of parking at the station, and often parked far away, along Pharazyn St.

**Poor cycling infrastructure**

Cyclists told us about the narrowness of SH2 and that close interactions with vehicles were a cause of concern at Melling and all along SH2.

**Bridge moves and flexes**

Drivers told us they felt uncomfortable on the bridge when they are sitting stationary in a queue and it moves and sways.

**Narrowness of the bridge**

People were concerned at the narrowness of the bridge, particularly when interacting with trucks, or when cyclists use the bridge in general

# Melling, SH2, and Lower Hutt

**Key:**

- Points of satisfaction
- Points of pain

**Congestion between Te Marua and Petone**

People told us they had noticed a steady increase in congestion through to Petone, some commuters were leaving earlier to avoid delays.

**Closeness of western hills suburbs to Melling station and Hutt amenities**

We heard that western hills residents value the closeness to Melling station, which is walkable for some.

**Narrowness of carpark and surrounding roads for bus drivers**

Bus operators were concerned about the tight carpark at Melling station, and the surrounding roads. With buses getting bigger, they believe the problem would only get worse in future.



**Poor wayfinding**

Some people told us they find the signage in Lower Hutt poor, and generally navigate by 'following their nose'.

# CONSULTATION FEEDBACK REPORT MELLING INTERSECTION IMPROVEMENTS

Prepared for NZ Transport Agency

May 2017





## QUALITY STATEMENT

**PROJECT MANAGER**  
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**PROJECT TECHNICAL LEAD**  
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**PREPARED BY**  
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**CHECKED BY**  
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## REVISION SCHEDULE

Rev No.	Date	Description	Signature or Typed Name (documentation on file)			
			Prepared by	Checked by	Reviewed by	Approved by

# NZ Transport Agency

## Melling Intersection Improvements

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# 1 Project Background

## 1.1 RiverLink

The RiverLink project is designed to provide better flood protection, lifestyle and transport for Lower Hutt. The NZ Transport Agency (the Transport Agency), Greater Wellington Regional Council (GWRC) and Hutt City Council (HCC) are working together to deliver these benefits.

- **Better flood protection** – moving from a 1:65 return period flood protection standard to 1:440 to prepare for the higher rainfall and more volatile weather expected to be driven by climate change. Lives and Lower Hutt's \$1 billion worth of assets are at risk.
- **Better lifestyle** – working together to rejuvenate Lower Hutt's CBD through encouraging development to embrace the Hutt River and attract people to the area through providing recreational amenities along the riverbank, including pathways along the stopbanks and easy access to a restored river channel environment
- **Better transport** – making it easier to access Lower Hutt via SH2 and easier to get around.

The expected benefits of the project include:

- improving connectivity between Hutt City Centre and its adjacent transport corridors and the Hutt River
- improving State Highway 2 and local road network reliability, and multi-modal transport choices (e.g. cycling, walking, public transport)
- increasing the flood plain resilience of the Hutt River valley
- improving road safety for people traveling on State Highway 2 and the local road network
- a more vibrant Hutt City.

From a transport perspective, this means more consistent journey times, reduced congestion, better traffic flows, improved safety, and better connections between western hills suburbs and Hutt city.

## 2 Previous Engagement

The following consultation has been done so far for RiverLink:

- **Late 2014** – pre-consultation activities
- **Early 2015** – engagement survey
- **March 2015** - series of stakeholder letters sent out, along with a media release

Ten options were identified and evaluated in order to meet the GWRC, HCC and the Transport Agency's objectives for the city, which include flood protection, public space enhancement and transportation. Two preferred options were selected by Greater Wellington for public consultation.

The key elements of both these options included:

- Upgrading flood protection from Kennedy-Good Bridge to Ewen Bridge to provide the community-agreed standard of flood protection - involving widening the river channel, raising the height of stop-banks, improving floodway capacity at Melling Bridge, replacing Melling Bridge and enhancing riverside environment.

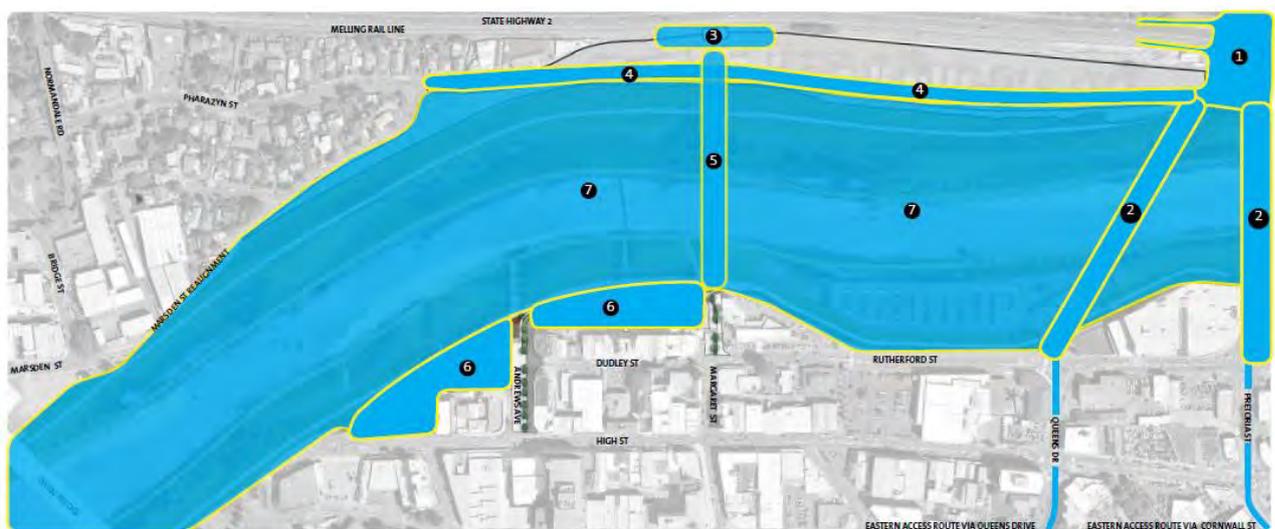
- Linking the city centre to the river by way of a promenade on the new stop-bank, a river park and new residential and commercial development opportunities overlooking the river.
- Making improvements to ensure local traffic flow and the intersection at Melling Bridge and SH2 work efficiently.
- **Aug-Sept 2015** – sought public feedback based on information about the project provided using:
  - Information boards displayed at GWRC offices in Lower Hutt and at Westfield Mall
  - Three open days
  - A brochure
  - Website material

In **December 2015**, GWRC announced the selection of Option A as their preferred approach. This broadly involves replacing the Melling Bridge, widening the river channel, increasing the heights of stop-banks, property acquisitions, and proposals to link the CBD to the riverbank as part of the ‘Making Places’ plan.

In **September and October 2016**, three community design workshops were held at the Dowse Art Gallery to seek feedback on the activities and kinds of features people wanted to see included in RiverLink designs. People used lots of stickers and post-its to provide their views. We incorporated these ideas and presented the updated designs back to stakeholders and the community as part of this recent consultation.

### 3 Project Area

The map below shows how the project is progressing and the various elements that we were talking to the public about.



**Figure 1: Diagram of the RiverLink project**

1. Melling intersection
2. Melling bridge locations
3. Potential location of Melling station
4. Pharazyn St realignment
5. Potential Pedestrian / cycle bridge

6. Promenade and development
7. River Park

## 4 Consultation

The purpose of this round of consultation was to check back with the community about how we responded to the feedback given to us last year. We wanted comments on the design work so far. We were also seeking feedback on where to locate the Melling Bridge and Melling railway station if they were to be moved.

The consultation period started on Monday 3 April and closed on Friday 28 April 2017. There were several ways people could give us feedback:

- Attend one of the community open days – held at the Dowse Art Museum on Thursday 6 April (1pm – 7pm); Friday 7 April (1pm – 8pm); Saturday 8 April (10am – 5pm)
- View the project information online: [www.RiverLink.co.nz](http://www.RiverLink.co.nz) and use the online feedback form.
- Email on: [riverlink@gw.govt.nz](mailto:riverlink@gw.govt.nz) or posting a feedback form to us.

## 5 Community Open Days

The open days were held at the Dowse Art Centre in early April. Project team members from all the organisations were present to talk to interested members of the public, explain the project and capture feedback. The sessions were widely promoted beforehand, through traditional media, social media, the existing RiverLink newsletter database and council channels. Approx. 240 people attended the three open days.

There was an opportunity for people to comment on the project using a detailed map and post-it notes. The map showed the current design and there were questions relating to the transport elements we wanted feedback on. Large display boards around the room explained the project in more detail, including highlighting the feedback questions.



The RiverLink pop-up container was located in the Dowse Square and was used draw people into the open day sessions.



Room set-up, talking around the map.



A TV displaying the latest RiverLink video was a popular way for people attending to familiarise themselves with the project.



Reading, reviewing and writing comments on the map.



Plenty of post-it comments towards the end of the sessions.

### 5.1 Post-it comments relating to transport:

- Connections and links (cycling)
- [Local Roads – near Daly and Dudley Street] to be in line with existing laneways
- Grade separation at interchange essential
- Landscape design should accommodate future widened SH2, plus cycle facility to north
- Ensure cyclist connection to Grounell Crescent
- I see this area between Margaret and High Street as being critical in getting ‘connection’
- Remember people like to park here and walk north [Block Road – north of Melling]
- Wish list parking to cope with volumes and suitable accessibility

#### Queens Drive bridge option:

- Supports destination retail i.e. removes barriers between Harvey Norman and Big Save
- Prefer other bridge location better
- Overbridge wide for lots of traffic, either site great!
- This is a logical place for second bridge - link to Queens Drive good
- No over bridge here
- Separate cycle lanes for commuter cyclist – keep speedy ones out of CBD

#### Queens drive roundabouts:

- Death by roundabouts
- Less roundabouts
- Large roundabouts are very hard for cyclists and pedestrians to get across
- This intersection is a real access barrier for cycle and foot traffic to get to the riverbank markets and paths

#### Melling Bridge location beside existing bridge:

- Prefer this option to keep bridge away from CBD
- Separated cycle ways on bridge, not shared paths

- How are pedestrians meant to use the Melling roundabout safely
- How to safely connect pedestrians and cyclists to the trail?
- Separated priority public transport lanes
- Pedestrian crossing over SH2
- Not like Mangaraki interchange, traffic lights for pedestrians
- Remember the cyclists

**Western hills opposite Melling station:**

- Improve pedestrian and cyclist access from the hills (e-bikes)
- Need to ensure easy access to hill suburbs – bike and pedestrians

**Potential station location and park and ride:**

- Long term parking that links to the airport flyers would be great for the airport users!
- No free parking
- Make the train station a community hub with services, retail and meeting rooms etc.
- Maintain child care facilities near station
- NO! Increased commuter parking will increase car use – why not focus on active and public transport instead, especially connecting the hills
- More trains and on weekends and evenings!
- I like the connection between city and transport
- Park and ride may need to be bigger if there are more trains
- Parking building 3 levels (450 parks per level) to replace 600 parks removed. All day parks for Lower Hutt workers as well
- Encourage foot traffic and cyclists – rent a bike zone

**Pedestrian bridge:**

- Connect over SH2 for active transport from hills suburb
- Needs to be covered
- Awesome!
- “Refuge” spaces for standing, sitting, talking, thinking
- Needs to be wide enough
- Walkway to train needs cover for rain and wind for foot traffic to keep dry
- Cycle/walk bridge to have sides and roof
- A nice wide walking and cycling bridge would be so iconic
- Public transport (light rail/bus) priority link across river
- This should be a train bridge to the CBD station

**CBD between Andrews Ave and Margaret St:**

- Transport centre like CHCH include bus interchange, bike parking, secure lockers. A place you want to be
- Lots of 30km and people only/first zones. Seating, cycle, parking, weather protection at intersections, pedestrian priority at intersections
- Make sure beltway cycle plans are considered – connections and not increased traffic on beltway.

A total of 27 feedback forms were handed in during the open days and 9 comments to project staff were also captured. We also receive two feedback forms through the post.

## 6 Online Feedback

We have received 34 online feedback forms via the RiverLink website. The project boards used at the community open days are also available on the website to give context and assist people when giving feedback.

The website and wider feedback period was promoted in a similar way to the open days – traditional and social media, council channels and the existing newsletter database. People were also reminded to give us their thoughts towards the end of the consultation period.

## 7 Feedback

In addition to the post-its received on the map during the open days, we have collected feedback through forms (online and paper). Appendix A shows a copy of the feedback form.

### We asked:

Which Melling bridge location will work best for you? And why?

- Queens Drive
- Melling Link

### People told us:

Feedback on this question was fairly evenly split. People attending the open day tended to favour Queens Drive. Comments to explain people's choice for having a bridge located at **Queens Drive** related to better access to the CBD; closer to the city; better connection for public transport/alternative modes/local roads; and at this location it would be easier to manage construction congestion. There would be more of an opportunity to create a welcoming entrance to the city. It was recognised that there would need to be some decent planning on the local roads, to prevent congestion issues. One comment mentioned that the Queens Drive was a sensible location for severance of certain types of retail; for example big box (Harvey Norman and Big Save) to the north and the town centre with the smaller shops to the south. For those who would prefer the bridge location to remain at **Melling Link**, reasons were that the central city is too busy to put arterial traffic into; traffic should be able to bypass the CBD, the city is already congested. Melling is the suitable place for having this volume of traffic as it disbursts northward and eastward along existing routes. Access to the north and in particular access to the hospital, Boulcott and Epuni areas were mentioned. Cost was also a factor for some people; suggestions around upgrading the existing bridge, rather than relocating or rebuilding the bridge were preferred by some.

### We asked:

Given we have an opportunity to move the Melling railway station to the south, where do you think is the best location? Any why?

### People told us:

Most people thought the station should be located as shown on the map; opposite CBD/Margaret Street. There were a couple of suggestions about moving the station further north (servicing Kelson and Belmont) and another couple about moving the station across the river to the city. There were a couple of arguments for keeping the station at its current location too. Some respondents wanted more information about the intersection, access and car park facilities. People made strong links between the railway station moving south and the need for locating a pedestrian/cycling bridge into the city centre.

There were comments about the need to upgrade the Melling Line including longer operation hours, having more parking, running trains on weekends. There were concerns about limiting

the public transport and walking options for those that live in Harbour View, Tirohanga and beyond. One person wants to see the station kept for its architectural value.

**We asked:**

Given we have an opportunity to provide more Park and Ride car parking at a relocated station would you use this rather than drive into Wellington?

**People told us:**

There was a mixture of answers – for some people this question wasn't applicable. The majority of people suggested they would use the Park and Ride car parking if more was provided. One person commented about the need for improved train services in general.

**We asked:**

Where should we locate a pedestrian/cycling bridge to the city centre? And why?

**People told us:**

The majority of people were happy with designs proposed on the map to have a pedestrian/cycling bridge from a newly located Melling Station into the CBD, around Margaret St / Queensgate, located south of Melling. There were suggestions about it being closer to city; more convenient and more opportunities for better connections. Some thought the city needs to see economic development and investment too. One suggestion was to have a bridge located opposite the Normandale over-bridge, as this is the proposed end of the Wellington to Melling cycle path. Other people cited general connections to the wider walking and cycling network as being important.

There was a concern about a new pedestrian/cycling bridge into the city being exposed to the elements and unattractive or unsafe to use if the weather was windy.

Several people had no preference or thought that a pedestrian/cycling bridge was not needed. Other comments related to having a pedestrian/cycling bridge attached to the new Melling Bridge or to the Ewen Bridge. The cost of building a separate bridge for cycling/pedestrian needs was cited as a reason to use the existing infrastructure. Some people found what was suggested looked good, but they were keen to know about the other changes too.

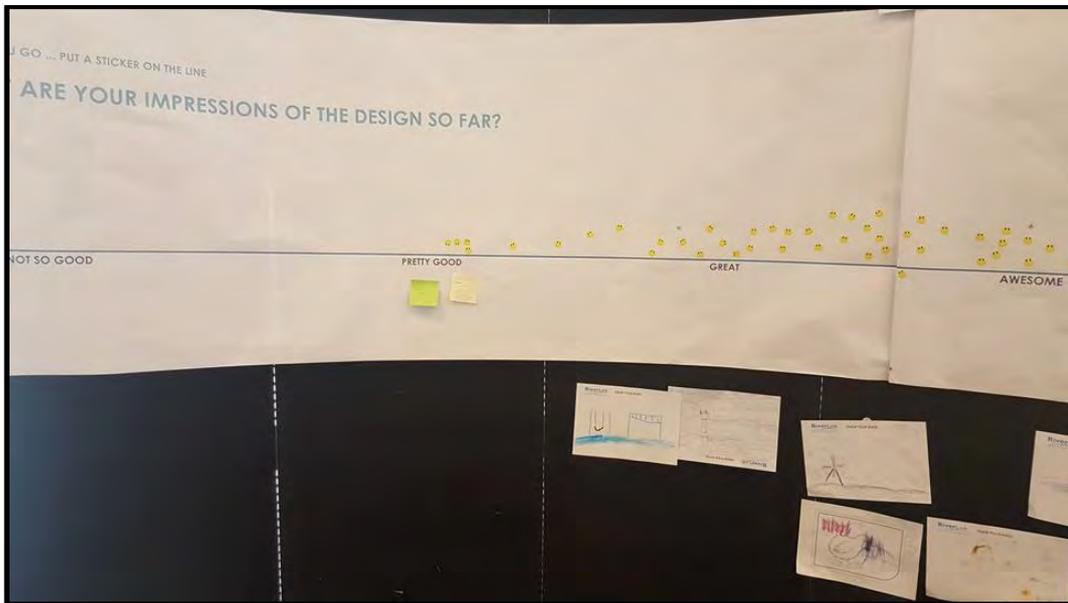
**We asked:**

What do you think of the design so far?

**People told us:**



Answers given via the forms balanced each other out. At the community open day, people felt more positive about the design so far:



There was a sticker to the far left that's not been captured in the photo – the feedback given was due to the negative impact on rates.

**We asked:**

Do you have anything else that you'd like to tell us?

**People told us:**

**Walking and Cycling**

*“SH2 interchange and road bridge should also cater to pedestrians and cyclists. The interchange should not be modelled on the Dowse Drive interchange, which is extremely hostile to pedestrians. Traffic light controlled pedestrian crossings should be provided at the top of all interchange on/off ramps. Provide cycle by passes at on/off ramps for cyclists riding on the shoulder of SH2.”*

*“Keep remembering cyclists and put a link from Grounsell Crescent traffic lights down onto the cycle path.”*

*“Please include good cycling commuting paths in all plans.”*

*“Designs should aim to separate cyclists and pedestrians. Shared areas do not work well for pedestrians, especially those with disabilities. Shared areas not good for commuter cyclists. The designs seen so far do not show any special measures to allow cyclists on SH2 to get safely and efficiently through the Melling interchange.”*

**Multi-modal**

*“A transport centre like Chch needs to be included and linked to the Melling Station and pedestrian cycle routes. Lots of bike parking for both visitors and commuters. Consider needs of tourists. Pedestrians, cyclists and public transport - priority in the CBD. Encourage this by limiting CBD car parking to drop off and disabled/mobility users.”*

*“Need a better public transport interchange. The new Melling Station needs much higher frequency of service (15 minutes), longer hours of operation, and weekend services. 30 km/hr speed limit in CBD. ‘Kiss and Ride’ at the station rather than ‘Park and Ride.’ I am opposed to expanding the ‘Park and Ride’ provision unless a parking fee is charged, otherwise it will end up being used for free parking for Hutt CBD workers. It is far better to improve bus, walking and cycling access to the station than to subsidise driving to the station.”*

### **Extend the railway line**

*“It would be great to have GWRC on-board to extend rail line to Manor Park; increased frequency; caters for Western Hills growth; spreads train parking load. Increased train frequency and extension to Manor Park would ease load on Melling Link.”*

*“The growing population of Kelson could benefit from extending the railway north.”*

*“I’d like for there to be provision for future extension of the Melling line to Belmont & Kelson, it’d be poor planning to build ourselves out of that option.”*

### **Long-term goals for SH2**

*“It would be good to have more information on the long term goals for SH2. E.g. are the removal of traffic lights and lots more grade separation on SH2 a long term goals for NZTA.”*

### **Northern Bridge**

*“Prefer a northern bridge connecting to Melling Road: feels that more space for bridge and parking; avoids dumping traffic in city centre; balances access to the CBD with access to hospital / Boulcott.”*

## 8 Next Steps

The three partner organisations (Transport Agency, HCC, GWRC) are looking at different scopes of works which need to be coordinated. We'll take the feedback from this public consultation as an input into the investigations and scope a programme of work and investment activities that aim to support:

- Flood plain protection – including raised stop banks and deeper channels (5-15 years)
- Urban design and development – ‘Making Places’ reconfigured streets, paths, tracks and open spaces (5-20 years)
- Public transport integration - improve Melling station configuration and access
- Transport network optimisation (0-5 years)
- Large transport infrastructure improvements (5-15 years).

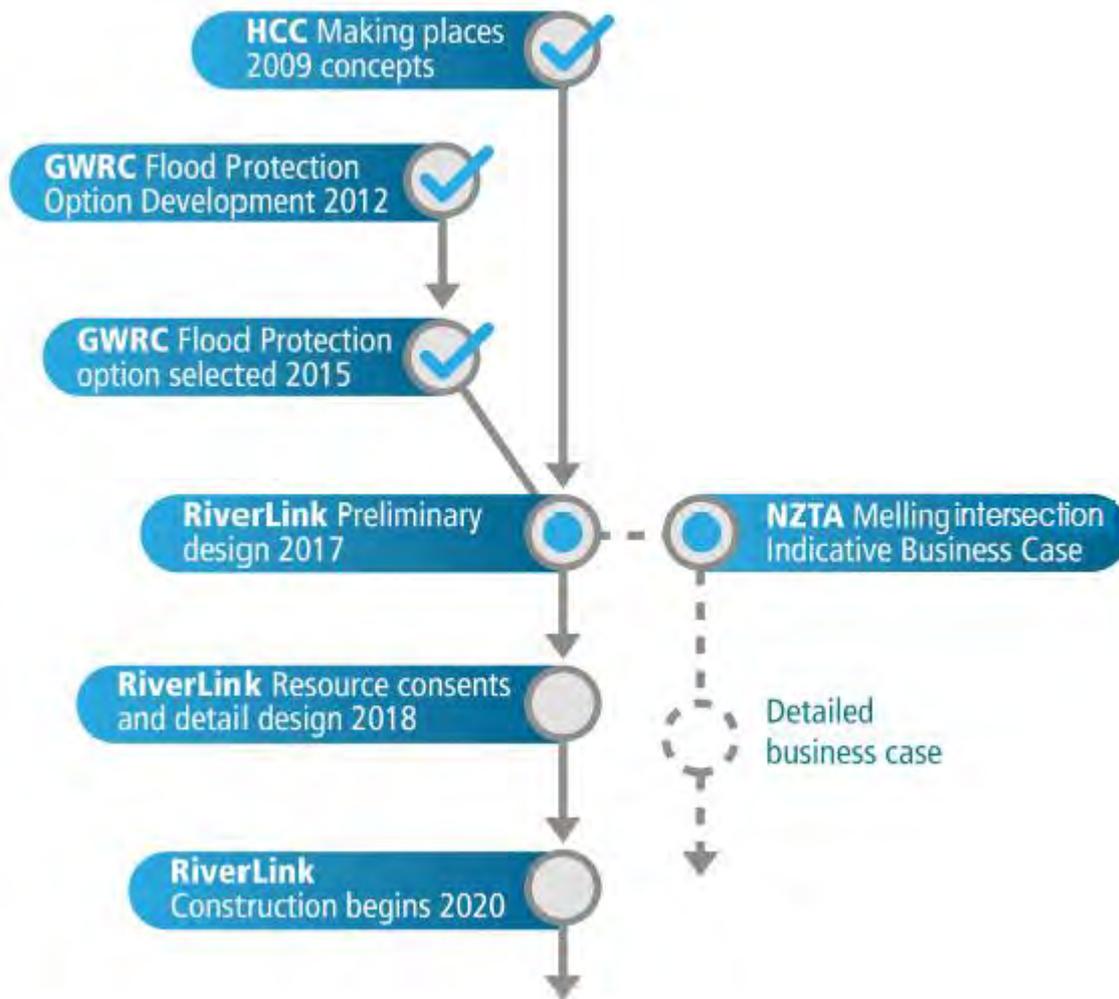


Figure 2: RiverLink Timeline

## Appendix A Copy of the feedback form

Use this form to tell us what you think about the RiverLink project and transport options, we'd like feedback by **Friday 28 April 2017**. Submit the form to us at the open days or return to: Rebecca Polvere, Project Manager Greater Wellington Regional Council, PO Box 11646, Manners St, Wellington, 6142 or email [riverlink@gw.govt.nz](mailto:riverlink@gw.govt.nz)

**Ngā korero muna - Important privacy information:** All personal information that you provide via this feedback form will be held and protected by the RiverLink team in accordance with the Greater Wellington customer privacy policy (available on our website) and with the Privacy Act 1993.

To have your say on the proposed promenade development, submit feedback through Hutt City Council's Annual Plan process by Friday 28 April. Online at [huttcity.govt.nz/annualplan](http://huttcity.govt.nz/annualplan), or pick up a copy of the consultation document at any Lower Hutt Library.

### Contact Details

Full Name:

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Are you giving feedback on behalf of a group or organisation?

Email address:

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- Yes - I am the official spokesperson  
 No - these are my own personal views

Where do you live (suburb)?

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If yes, name of group or organisation:

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Would you like to subscribe to receive updates on this project by email?  Yes  No

**Which Melling bridge location will work best for you?**

- Queens Drive  
 Melling Link

**Why do you think that?**

**Given we have an opportunity to move the Melling railway station to the south, where do you think is the best location?**

**Why do you think that?**

Given we have an opportunity to provide more Park and Ride car parking at a relocated station would you use this rather than drive into Wellington?

- Yes, I would use the Park and Ride
- No, I would continue to drive

Where should we locate a pedestrian/cycling bridge to the city centre?

Why do you think that?

What do you think of the design so far?

- Not so good
- Pretty good
- Great
- Awesome

Do you have anything else that you'd like to tell us?

### About you (optional)

We have a few optional questions which will help us understand a bit more about you:

What gender do you identify as?

- Male
- Female
- Gender diverse

Which of the following best describes the age group you belong to?

- 14 years or under
- 15-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or over

Thank you very much for providing your feedback.

Your feedback will be combined with the technical investigations to help shape the final recommended option(s) that will be investigated further.

Keep up-to-date with the project on our website: <http://www.riverlink.co.nz/>

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