

## Issues Raised by Elected Members to 29 November 2016

|   | Location                                  | Issue                                                                                              | Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 1 | Mairangi Bay Village                      | Maintenance issues in Mairangi Bay Village.                                                        | On 21 June 2016 Member Parfitt advised that the silver bike rack outside Paper Moon (corner Beach Road and Montrose Terrace) was loose and required cementing before further damage occurred; the brick work/paving throughout the Village needed a sand/water blast; the paving outside Barfoot and Thompson (386 Beach Road) was sinking badly in places, becoming dangerous; and areas under the rubbish bins required regular cleaning. On 9 August 2016, Member Parfitt was advised that the maintenance contractor had attended the site and repaired the damaged bike post; the Maintenance team had followed up the issue of the stability and cleaning of the pavers with their contractor to ensure that they were checked for firmness and cleaned on a regular basis in the future; and that the contractor had cleaned under the bins on 20 July 2016. |
| 2 | Clyde/Anzac Road intersection, Browns Bay | Request for improvements to pedestrian safety at the intersection of Clyde/Anzac Road, Browns Bay. | On 28 June 2016 Member Parfitt requested improvements to pedestrian safety at the roundabout on Clyde Road, Browns Bay, a popular crossing point where there should therefore be pedestrian refuges on all four approaches, following a query from Cr Wood. On 25 July Cr Wood, Member Parfitt and the local board's TPLs were advised that the pedestrian refuge was removed during a recent upgrade of the road and that further road improvement work would take place over the next few months. The pedestrian refuge was expected to be reinstated by the end of October 2016.                                                                                                                                                                                                                                                                                 |
| 3 | East Coast Road, Torbay                   | Request for additional road markings on East Coast, Torbay.                                        | At a Hibiscus and Bays Local Board Transport Portfolio Lead's (TPL's) meeting on 23 June 2016, Member Parfitt requested that the word <i>SLOW</i> be added to the red textured road marking recently installed on East Coast Road close to its intersection with Glenvar Road, Torbay. The local board's TPLs and Member Parfitt were advised on 19 July 2016 that, whilst the original request to the contractor was for <i>SLOW</i> wording to be installed, following further investigation the                                                                                                                                                                                                                                                                                                                                                                  |

## Attachment D

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|   |                                  |                                                                      | <p>engineers considered it would be more appropriate to mark a '50' onto the red textured surface to highlight the 50km/h speed zone, the markings being intended to discourage drivers from increasing speed prematurely in the northbound direction and to highlight the transition to a lower speed zone in the southbound direction. These markings were expected to be completed by the end of August 2016. Comments from Member Parfitt and the TPLs suggesting that this decision was inconsistent with existing signage in the area and urging the use of the word <i>SLOW</i> rather than the '50' km/h speed indicator were forwarded to the engineer for further consideration. Members were further advised that, at this particular location, the word <i>SLOW</i> will not clearly define the transition from the higher speed zone into the 50km/h zone and would therefore be inappropriate. The word <i>SLOW</i> has different meanings to different drivers, i.e. drivers travelling south along East Coast Road from the 80km/h zone into the 50km/h speed zone at this location and still travelling at 70km/h may consider a reduction in their speed to 60km/h quite sufficient. Use of the '50' road marking will however be a reminder of the speed zone they are entering. The engineer noted that drivers will drive to the conditions of the road and their surroundings, and advised therefore that use of the word <i>SLOW</i> is more appropriate within a defined speed zone. For instance, drivers travelling within an urban 50km/h speed zone who see the red textured coating and the word <i>SLOW</i> outside a school will take more note of their surroundings and be aware that there are reasons for reducing their speed even further.</p> |
| 4 | Whangaparaoa Town Centre Parking | Request for update on a 2014 Whangaparaoa Town Centre Parking study. | <p>Member Fitzgerald requested an update on changes to parking for Whangaparaoa Town Centre, consulted in 2014. The study included all three parking areas - Main Street, Wade River Road and Whangaparaoa Road. Subsequent to the study, members were advised that the proposal was being reviewed after consideration of the feedback received to ensure that the most appropriate time restrictions were installed for the commercial centre. On 12 July 2016 the local board's TPLs were advised that the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|   |                                    |                                                                              | <p>changes proposed after consultation with the Plaza and Library management in 2014 were altering some of the P15 restrictions to P30 restrictions; removing some P5 restrictions which had never been formally resolved; extending the loading zone from P5 to P15; and the introduction of P180 mobility parking. At the time the local board was consulted Member Fitzgerald proposed the introduction of parking zones as an alternative measure, as had been introduced in Orewa; however, the Plaza management was not in favour of this. Consultation on this suggestion was therefore not extensive and, because the bulk of the restrictions covered by the proposal were already in place, no further action was taken. AT staff did not believe there was an occupancy issue in the area, with substantial parking available in the two off-street AT car parks, Main Street-sides and central road parking, and the private parking areas belonging to the Plaza (P90 restricted). There was also additional parking available behind, in front of and underneath The Warehouse, with significant amounts of unrestricted parking in the surrounding streets. AT will however continue to monitor the area and, if any parking availability issues are identified, will consult directly affected stakeholders on possible solutions.</p> |
| 5 | Whangaparaoa Road,<br>Whangaparaoa | Parked cars causing visibility issues on Whangaparaoa Road,<br>Whangaparaoa. | <p>Cr Walker forwarded a complaint from a resident on 30 June 2016 about cars being parked on Whangaparaoa Road near the Peninsula Club Retirement Village, in the vicinity of 141 Whangaparaoa Road, which were creating visibility issues for both pedestrians crossing the road and for passing traffic. On 27 July 2016 Cr Walker was advised that AT's compliance team was unable to carry out enforcement under the provisions of the current bylaw because the signs in this vicinity were not compliant with NZTA regulations. However, the concerns would be further investigated with a view to the safety aspects perhaps being addressed through the installation of NSAAT restrictions. The signage would also be updated over the next two months and AT's Network Management and Safety team would investigate the need for parking restrictions on the grounds of improving</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

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|   |                                 |                                                                                                | visibility. A copy of a further response to Cr Walker, indicating that NSAAT restrictions would be installed in the area, was forwarded to the local board's TS on 22 November 2016.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 6 | 685 Beach Road, Rothesay Bay    | Traffic concerns about new development at 685 Beach Road, Rothesay Bay.                        | Member Parfitt forwarded concerns on 11 July relating to the effects of the new Rothesay 685 development, at 685 Beach Road, Rothesay Bay, where there will be an increase in traffic and therefore a need to ensure the service lane entranceway is safe for pedestrians, the pedestrian crossing is elevated or otherwise made safer for crossing during the peak times of before and after school, and sun strike on this east-west section of Beach Road addressed. On 19 September 2016 Member Parfitt and the local board's TPLs were advised that AT's engineers had reviewed the concerns and confirmed that, in relation to the right turn into Lyons Avenue, there should be no conflict because vehicles turning right into Lyons Avenue should not enter the flush median as there is a dedicated right turn bay provided. In relation to the right turn into the slip lane, there should be no conflict as vehicles wanting to turn right into the slip lane should wait at the flush median provided for that purpose and not enter the right turn pocket bay at any time (which is provided for those turning right into Lyons Avenue), and the same applies for those turning right into Lyons Avenue who should wait at the flush median at all times until the way is clear. With regards to the request for a raised table for pedestrians, there is an existing zebra crossing on the eastern side of the intersection on Beach Road/Lyons Avenue. This is a safe location and should be used by pedestrians at all times. Member Parfitt was advised that there was therefore no justification for an additional pedestrian crossing on the western side of the Beach Road/Lyons Avenue or any other changes to be made at this stage. |
| 7 | Whangaparaoa Road, Whangaparaoa | Update on work to modify the entrance to the new New World on Whangaparaoa Road, Whangaparaoa. | At the Hibiscus and Bays Local Board meeting on 20 July 2016 Member Sayers requested an update on work to modify the entrance to the new New World on Whangaparaoa Road, Whangaparaoa, to resolve the congestion which resulted from vehicles turning left off Whangaparaoa Road into the supermarket car park. On 25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|   |                                   |                                                                         | <p>July 2016 members were advised that the works to the entranceway had been completed and that video monitoring would be undertaken to observe a range of factors including total movements, queuing, illegal manoeuvres, U-turns and pedestrian counts.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 8 | 17 William Bayes Place, Red Beach | Request for footpath repairs outside 17 William Bayes Place, Red Beach. | <p>On 25 July 2016 Member Parfitt was alerted to problems in the older section of William Bayes Place, Red Beach, close to the property at 17 William Bayes Place, where there were trip hazards that needed attention, asking that these be inspected and repaired as soon as possible. On 5 August Member Parfitt was advised that AT's maintenance contractor had carried out the required repairs to make the footpath safe for pedestrians.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 9 | Glenvar Road, Torbay              | Request for traffic calming on Glenvar Road, Torbay.                    | <p>At the Hibiscus and Bays Local Board meeting on 20 July 2016 the local board was presented with a petition by residents of Glenvar Road, Torbay, who live between the roundabout at its intersection with County Road and Beach Road, requesting the installation of traffic calming measures to prevent further accidents, particularly in the vicinity of 3 and 5 Glenvar Road. On 19 September 2016 Member Parfitt and the local board's TPLs were advised that an assessment of the area had been carried out which took into consideration reported accidents in the street; traffic speeds and volume; the numbers of commercial vehicles using the street; and its geometry, length and status, i.e. whether it was classified as local, collector or an arterial road. It was also investigated against the set of LATM (local area traffic management) policy guidelines to ensure fairness and consistency with requests for similar treatment for other roads across the region so that those roads with the greatest safety problems received a higher priority within the funding available. There had been seven reported crashes at this location in the past five years, only two of which were speed related. AT staff were unable to analyse the causes and contributing factors behind crashes not reported, or that had not been uploaded onto NZTA's crash database due to on-going investigations or their recent occurrence, but overall the crash record for Glenvar Road did not suggest there was a</p> |

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|    |                          |                                                             | <p>significant issue with excessive speeds. Speed counts from 2014 indicated that the 85<sup>th</sup> percentile speeds (the speed at or below which 85% of all vehicles travel under free flowing conditions past a nominated point) was approximately 39.7 km/h, which is within the posted speed limit. These speeds indicate that engineering measures such as speed humps would be targeting the wrong road users, and that targeting those who did speed through enhanced Police enforcement would be more appropriate. Taking these factors into account, AT was unable to proceed with the request for speed calming measures. However, the investigation indicated that the installation of 35km/h speed advisory signage (the safe speed to travel around the bend) was required and these will be installed during September/October 2016. An additional speed survey would be carried out early in 2017 to assess whether the advisory speed signage has been successful in reducing speed at this location.</p> |
| 10 | Beach Road, Mairangi Bay | Request for traffic calming on Beach Road, Mairangi Bay.    | <p>At a Hibiscus and Bay's TPL meeting on 28 July 2016 Member Cooper asked that traffic calming, such as a red textured surface with the word <i>SLOW</i>, be installed on Beach Road, Mairangi Bay, on the approach to Brighton Terrace. On 19 September the local board's TPLs were advised that AT's traffic engineering team were investigating the feasibility of installing red seal and '<i>SLOW</i>' road markings and, if the cost of installation was within the budget of the minor safety works programme, the treatments requested should be installed by the end of November 2016. If however the price was over the available budget, the work will be added to the candidate list to be prioritised with other like projects region wide.</p>                                                                                                                                                                                                                                                                |
| 11 | Beach Road, Mairangi Bay | Request for NSAAT restrictions on Beach Road, Mairangi Bay. | <p>At a Hibiscus and Bays TPL meeting on 28 July 2016 Member Cooper requested the installation of NSAAT restrictions on Beach Road, Mairangi Bay, on the blind corner in the vicinity of View Road (320 – 322 Beach Road), suggesting that these should be installed on the inside corner, i.e. the western side of the road. On 19 September 2016 the local board's TPLs were advised that an engineer had visited the site and undertaken an initial review of</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|    |                        |                                                        | <p>the suggestion, but that further detailed investigation was required. This investigation had therefore been prioritised and programmed for review and an update could be expected in November/December 2016.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 12 | Florence Avenue, Orewa | Request for traffic calming on Florence Avenue, Orewa. | <p>At a Hibiscus and Bays TPL meeting on 6 September 2016 Member Fitzgerald advised that an elderly resident of Florence Avenue, Orewa, had reported excessive speeding by rat-runners accessing the motorway via Grand Drive, asking that this be investigated and appropriate traffic calming measures implemented if appropriate. On 10 November 2016 the local board's TS were advised that an assessment of the area had been carried out and the following factors considered - reported crashes in the street; traffic speed and volume; numbers of large vehicles using the street; the topography, length and the road status (local, collector or arterial road). The request was also assessed against the policy guidelines for Local Area Traffic Management (LATM) which makes it possible to determine the roads with the most significant safety problems that therefore need to receive a higher priority within the limited funding available for such projects. Florence Avenue is classified as a collector road, with the intended purpose of transferring traffic between local and major arterial routes. This type of road is expected to receive greater volumes of traffic than a residential road, and installing speed bumps would affect the capacity and level of service on the route, resulting in on-going maintenance costs due to the high stress the speed bumps would undergo. For these reasons, AT avoids installing speed bumps or other similar speed calming treatments on collector roads. In investigating the crash history over the last five years, seven reported crashes were identified, two of which resulted in minor injuries. Most were the result of poor driver behaviour, indicating that engineering measures such as speed humps would be targeting the wrong group of road users, and that targeting those speeding would be better dealt with by enhanced enforcement by the Police. Viewing the available speed counts, the 85<sup>th</sup> percentile</p> |

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|    |                 |                                                      | <p>speed of vehicles (that at or below which 85% of all vehicles are observed to travel under free flowing conditions past a nominated point) travelling on Florence Avenue were driving above the posted speed limit (52.7 Km/hr). This speed alone suggests that Florence Avenue would be eligible for future consideration for speed calming treatment. However, given that no other significant safety concerns were identified, the road would not be ranked highly compared to other roads in Auckland where LATM treatments are required. Unfortunately the request for additional speed calming measures could therefore not be agreed to; however, if there were common trends of speeding vehicles, such as the time of day or an individual vehicle being involved, the resident should contact the Police who may choose to carry out targeted enforcement in the area.</p>                                                                                                                                                                                                                                                                                                                                                                                              |
| 13 | Safety on Buses | Request for the installation of seat belts on buses. | <p>At a Hibiscus and Bays TPL meeting on 7 September 2016 Member Fitzgerald asked that seat belts be fitted on buses, particularly the front seats, noting that an elderly person had been injured when a bus came to a sudden halt. On 27 September 2016 the local board's TPLs were advised that, in terms of Health and Safety policies and procedures, NZ Bus adheres to an extensive Health and Safety Manual detailing policy, practice and procedures that exceeded the minimum requirements to keep people safe. Health and Safety was also an integral part of the initial and ongoing training for bus drivers. Where an incident occurs operators were instructed to seek the assistance of a supervisor or emergency services if necessary. It was confirmed that seating at the front of a bus is deemed as presenting no more appreciable risk than any other seat, and that the NZ Bus fleet complies with the New Zealand Transport Agency (NZTA) specification document '<i>Requirements for Urban Buses (October 2014)</i>'. AT contracted bus operators had not identified any bus seats that were deemed as high risk, and all buses comply with the health and safety standards, regulations and requirements for seat belts or signage identified by NZTA.</p> |

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| 14 | Dairy Flat, Silverdale          | Request for return of bus service on Dairy Flat Highway, Silverdale.                                | <p>At a Hibiscus and Bays TPL meeting on 6 September 2016 Member Fitzgerald asked on behalf of an elderly Dairy Flat resident whether it was possible for a return of the Saturday bus service along Dairy Flat Highway to Silverdale, suggesting that a service or two both Saturday morning and afternoon would be well used. The local board's TPLs were advised on 27 September 2016 that, with the extension of the Northern Express to Silverdale it was expected that the number of people using services along Dairy Flat Highway will fall significantly. AT needed to manage limited public subsidy funding for public transport services and was required to balance capacity with demand, while considering minimum social service levels that may be needed. Decisions to reduce services were always taken with care, recognising there is a need for balance between efficient use of public subsidy and providing reasonable service levels where services already exist. A skeleton bus service along Dairy Flat Highway at the weekend was considered as part of the New Public transport Network for Hibiscus Coast; however, the cost of this would have been significant. It was acknowledged that some families /residents did not own a car or had lost their licence due to old age or mobility restrictions and were reliant on public transport to access basic services, and that there were also a number of children and teenagers who rely on the service on weekends and outside peak times. During consultation, sixty-two people specifically commented on the 986 service; 41 of these were opposed to the proposal, four were in support, and 17 made suggestions for changes, mostly asking for additional trips. This issue was also raised by a number of people at the youth and seniors events. As a result of this feedback the final timetable for the 986 had retained off-peak weekday trips.</p> |
| 15 | View/Beach Roads, Campbells Bay | Request for installation of NSAAT restrictions at the View/Beach Roads intersection, Campbells Bay. | <p>At a Hibiscus and Bays TPL meeting on 6 September 2016, Member Parfitt requested the installation of NSAAT restrictions at the southern View/Beach Roads intersection as parked cars were making visibility difficult. The local board's TPLs were advised on 28 September 2016 that, following an initial review, further</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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|    |                              |                                                                               | detailed investigation was to be carried out and the results of this would be available in mid-January 2017.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 16 | Beach Road, Campbells Bay    | Request for the extension of NSAAT restrictions on Beach Road, Campbells Bay. | On 13 September 2016 Member Parfitt asked that the existing NSAAT restrictions be extended on the north bound side (west) of Beach Road near its intersection with Channel View Road, where visibility for those turning right out of Channel View Road was restricted by vehicles parked between the existing NSAAT restrictions and the bus stop. On 3 October 2016 Member Parfitt and the local board's TPLs were advised that AT's engineers had reviewed the request and determined that the existing NSAAT provision around this intersection was appropriate, noting that from 2011 to 2016 inclusive there had been no reported crashes involving vehicles turning out of Channel Road. They were therefore not able to justify any changes at this stage. |
| 17 | 619 Beach Road, Rothesay Bay | Illegal crossing at 619 Beach Road, Rothesay Bay.                             | Following complaints from a resident brought to the attention of AT staff by Member Parfitt and Cr Watson, on 14 September 2016 the Cr, Member Parfitt and the local board's TPLs were advised that AT's compliance auditing team had followed up the concerns, providing photographs which illustrated the current situation. Whilst this was not ideal, except for the timber in the channel, the site was nevertheless safe and at that stage no further action was required by AT. The compliance team will however continue to work with the property owner to ensure that a legal crossing is constructed.                                                                                                                                                   |
| 18 | Millwater General            | Request for bus shelters in Millwater.                                        | Local Board staff asked on 23 September 2016 whether there were any plans to install bus shelters at the bus stops in the Millwater area. Staff were advised on 11 October that AT's Infrastructure and Facilities team will be installing two shelters on Millwater parkway, close to the town centre near the Silverdale Accident and Emergency unit, late in 2016/early in 2017.                                                                                                                                                                                                                                                                                                                                                                                |
| 19 | 386 Beach Road, Mairangi Bay | Maintenance of cobblestones outside 386 Beach Road, Mairangi Bay.             | Local Board staff advised on 27 September 2016 that the cobblestones outside the property at 386 Beach Road, Mairangi Bay had sunk and needed replacing. They were advised on 21 October 2016 that the cobblestones had been repaired early in September.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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| 20 | Silverdale                 | Footpath renewal works, Silverdale.           | <p>At a meeting of the Silverdale Area Business Association (SABA) on 18 October 2016, SABA representatives asked when the footpaths in Silverdale Village would be renewed, works to install UFB having left the footpaths in Silverdale Street in particular very patchy. On 11 November 2016 it was confirmed that the footpath in Silverdale Street was not included in the programme for renewal, though AT was planning works this financial year and next in Forge Street, Foundry Road and Tavern Road. The programming of this work will be subject to other construction activities planned for the area. SABA and the local board's TS were also advised that an AT representative recently visited Silverdale and inspected the condition of the footpaths. Whilst they may not be aesthetically pleasing they are currently functional and safe. The UFB installer has a requirement to reinstate to a defined standard and this was being monitored by AT. The installers also had further work in the area and accordingly it would not be prudent to progress footpath renewal work at this time.</p> |
| 21 | 616 Beach Road, Browns Bay | Parking issues at 616 Beach Road, Browns Bay. | <p>Member Parfitt escalated concerns about vehicles parking on a bus stop outside the property at 616 Beach Road, Browns Bay on 11 November 2016. On 30 November 2016 Member Parfitt was advised that the following response had been sent to the resident in answer to her two complaints:</p> <p><i>We wish to advise that AT Parking Services are unable to carry out enforcement at the bus stop due to its signage not meeting current regulations; current requirements are that each bus stop be boxed, marked as a 'Bus Stop', with one sign at the head of the stop. There are unfortunately a number of suburban bus stops which were established prior to the transition that do not meet these requirements; however, AT's Public Transport Facilities team is now in the process of re-marking bus stops on the network such as this that do not meet current legislative requirements. If this issue continues after the required changes have been made, AT's Parking Services team will then be able to legally carry out enforcement.</i></p>                                                        |

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| 22 | 585 Beach Road,<br>Browns Bay                         | Reinstatement<br>of temporary<br>bus stop at 585<br>Beach Road,<br>Browns Bay.                                             | On 17 November 2016 Member Cooper referred a request from a constituent for reinstatement of the temporary bus stop at 585 Beach Road, Browns Bay. Following investigations by AT's maintenance, compliance and PT teams, the Local Board's TS were advised that it was the responsibility of the developer to reinstate the bus stop, and that AT's compliance team were therefore pursuing the matter with the developer. |
| 23 | Milner Avenue and<br>Central Boulevard,<br>Silverdale | Request for<br>interim safety<br>measures at the<br>corner of Milner<br>Avenue and<br>Central<br>Boulevard,<br>Silverdale. | Following a presentation by Mr Karl Hansen to the local board on 16 November 2016, Member Parfitt asked that possible interim safety measures for the corner of Milner Avenue and Central Boulevard where people are parking on the "hatched" area in the middle of Central Boulevard, Silverdale, be investigated. <i>Referred to Network Operations and Safety.</i>                                                       |