



Waitai Coastal-Burwood-Linwood Community Board AGENDA

Notice of Meeting:

An ordinary meeting of the Waitai Coastal-Burwood-Linwood Community Board will be held on:

Date: Monday 12 February 2024
Time: 4.30 pm
Venue: Boardroom, Corner Beresford and Union Streets,
New Brighton

Membership

Chairperson	Paul McMahon
Deputy Chairperson	Jackie Simons
Members	Tim Baker
	Kelly Barber
	Celeste Donovan
	Alex Hewison
	Yani Johanson
	Greg Mitchell
	Jo Zervos

7 February 2024

Christopher Turner-Bullock
Manager Community Governance, Coastal-Burwood-Linwood
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www.ccc.govt.nz

Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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What is important to us?

Our Strategic Framework is a big picture view of what the Council is aiming to achieve for our community

Our focus this Council term 2022–2025

Strategic Priorities



Be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility and connection.



Champion Ōtautahi-Christchurch and collaborate to build our role as a leading New Zealand city.



Build trust and confidence in the Council through meaningful partnerships and communication, listening to and working with residents.

Adopted by the Council on 5 April 2023



Reduce emissions as a Council and as a city, and invest in adaptation and resilience, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.



Manage ratepayers' money wisely, delivering quality core services to the whole community and addressing the issues that are important to our residents.



Actively balance the needs of today's residents with the needs of future generations, with the aim of leaving no one behind.

Our goals for this Long Term Plan 2024–2034

Draft Community Outcomes



Collaborative and confident

Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.



Green and liveable

Our neighbourhoods and communities are accessible and well connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.

To be adopted by the Council as part of the Long Term Plan 2024–2034



A cultural powerhouse

Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative, cultural and events 'powerhouse'.



Thriving and prosperous

Our city is a great place for people, business and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.

Our intergenerational vision

A place of opportunity for all.

Open to new ideas, new people,
new investment and new ways
of doing things – a place where
anything is possible.



Ngāi Tahu has rangatiratanga over its takiwā – the Council is committed to partnering with Ngāi Tahu to achieve meaningful outcomes that benefit the whole community

Part A	Matters Requiring a Council Decision
Part B	Reports for Information
Part C	Decisions Under Delegation

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Karakia Tīmatanga

Whakataka te hau ki te uru Whakataka te hau ki te tonga Kia mākinakina ki uta Kia mātaratara ki tai E hī ake ana te atakura He tio, he huka, he hauhūnga Tīhei Mauri Ora	Cease the winds from the west Cease the winds from the south Let the breeze blow over the land Let the breeze blow over the ocean Let the red-tipped dawn come with a sharpened air. A touch of frost, a promise of a glorious day.
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1. Apologies Ngā Whakapāha

At the close of the agenda no apologies had been received.

2. Declarations of Interest Ngā Whakapuaki Aronga

Members are reminded of the need to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

3. Confirmation of Previous Minutes Te Whakaāe o te hui o mua

That the minutes of the Waitai Coastal-Burwood-Linwood Community Board meeting held on [Monday, 11 December 2023](#) be confirmed (refer page 6).

4. Public Forum Te Huinga Whānui

A period of up to 30 minutes will be available for people to speak for up to five minutes on any issue that is not the subject of a separate hearings process.

4.1 Mural Project – Broad Park

David Caines, local artist will address the Board regarding a mural project for the public toilets in Broad Park.

4.2 Spencerville Residents' Association

Mel Brown on behalf of the Spencerville Residents' Association will address the Board in relation to a project to install a basketball court at Spencerville Reserve.

5. Deputations by Appointment Ngā Huinga Whakaritenga

Deputations may be heard on a matter or matters covered by a report on this agenda and approved by the Chairperson.

There were no deputations by appointment at the time the agenda was prepared.

6. Presentation of Petitions Ngā Pākikitanga

There were no petitions received at the time the agenda was prepared.



Waitai
Coastal-Burwood-Linwood Community Board
OPEN MINUTES

Date: Monday 11 December 2023
Time: 4.31 pm
Venue: Boardroom, Corner Beresford and Union Streets,
New Brighton

Present

Chairperson	Paul McMahon
Deputy Chairperson	Jackie Simons
Members	Tim Baker
	Kelly Barber
	Celeste Donovan
	Alex Hewison
	Yani Johanson
	Greg Mitchell
	Jo Zervos

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Karakia Tīmatanga: Led by Paul McMahon

The agenda was dealt with in the following order.

1. Apologies Ngā Whakapāha

Part C

Community Board Resolved CCBCC/2023/00087

That the apologies received from Celeste Donovan for lateness and Greg Mitchell for early departure, be accepted.

Jackie Simons/Jo Zervos

Carried

2. Declarations of Interest Ngā Whakapuaki Aronga

Part B

There were no declarations of interest recorded.

3. Confirmation of Previous Minutes Te Whakaāe o te hui o mua

Part C

Community Board Resolved CCBCC/2023/00088

That the minutes of the Waitai Coastal-Burwood-Linwood Community Board meeting held on Monday, 6 November 2023 be confirmed with the following amendment to item 10, resolution 3 to read:

3. Delegates authority to the Manager Property Consultancy, to conclude and sign all documentation in relation to 1. above.

Schedule

Birkdale Reserve being Lot 101 Deposited Plan 335396 comprising 4736 m² (Record of Title 145137) and Lot 104 DP 335396 comprising 1435 m² (record of Title 145139) off Birkdale Drive Shirley.

Paul McMahon/Greg Mitchell

Carried

4. Public Forum Te Huinga Whānui

Part B

4.1 Drucilla Kingi-Patterson

Drucilla Kingi-Patterson addressed the Board in relation to a new theatre she is planning on setting up.

After questions from members, the Chairperson thanked Drucilla for her update.

Attachments

- A Drucilla Kingi-Patterson - Theatre Proposal Hand Out

4.2 Youth Development Fund Report Back

Lenuschke Taube, Youth Development Fund recipient was unable to attend the meeting.

4.3 Social Wellbeing and Equity Network

Sarah McKay was unable to attend the meeting.

4.4 Mural Project – Broad Park

David Caines was unable to attend the meeting.

Celeste Donovan arrived at 4.47pm during consideration of item 5.1.

5. Deputations by Appointment Ngā Huinga Whakaritenga

Part B

5.1 Streets for People Aranui Connections

Nigel McDougall, local resident addressed the Board in relation to item 8, Streets for People Aranui Connections and his opposition to any proposed temporary cycleway.

After questions from members, the Chairperson thanked Nigel for his presentation.

Item 8 of these minutes records the Board recommendation to the Council on this item.

Attachments

A Nigel McDougall Statement and Survey

6. Presentation of Petitions Ngā Pākikitanga

Part B

There was no presentation of petitions.

7. Correspondence

Community Board Resolved CCBCC/2023/00089 Original Officer Recommendation accepted without change

Part B

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Receive the correspondence from Nikki Duffield and Anne Curry in relation to traffic and speed concerns on Alpine View Lane and refer to the staff for investigation and response back to the Board.

Kelly Barber/Jackie Simons

Carried

The meeting adjourned between 5.33pm and 5.39pm.

8. Streets For People Aranui Connections

Council Officers in attendance spoke to the accompany report.

The Board took into consideration the deputation received from Nigel McDougall, item 5.1 of these minutes refer.

Councillor Donovan moved the staff recommendation which was seconded by Paul McMahon, on being put to the vote, the motion was declared lost.

Councillor Donovan foreshadowed a motion of approving Option 4, this lapsed due to the lack of a seconder.

Secretarial Note:

Following the meeting the delegations for the process was made clear. Noting that the delegation for the option designs sit with the Community Board and the delegation for approving the trial sits with the Council.

As the Board did not approve a design no recommendation is required to be sent to the Council.

Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board recommend that the Council:

1. Approve the implementation of Option 1 for a four-month trial period which includes a separated unidirectional cycleway on both sides of Breezes Road, spanning from the current Chisnallwood Intermediate pedestrian crossing to Pages Road.

Community Board Decision

Part C

That the Waitai Coastal-Burwood-Linwood Community Board recommend that the Council:

1. Approve the implementation of Option 1 for a four-month trial period which includes a separated unidirectional cycleway on both sides of Breezes Road, spanning from the current Chisnallwood Intermediate pedestrian crossing to Pages Road.

Celeste Donovan/Paul McMahon

Lost

Greg Mitchell left the meeting at 6.04pm.

9. Raranga Street - Proposed No Stopping Restrictions

Community Board Resolved CCBCC/2023/00090 Original Officer Recommendation accepted without change

Part C

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Approves, pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017, that:
 - a. The stopping of vehicles be prohibited at any time on the northern side of Raranga Street commencing at its intersection with Te Korari Street, extending in an easterly direction then following the road alignment in a southerly direction for a distance of 113 metres.
 - b. The stopping of vehicles be prohibited at any time on the southern side of Raranga Street commencing at a point 67 metres east of its intersection with Te Korari Street and extending in an easterly direction and along the bend for a distance of 29 metres.
2. Revoke any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in this report.
3. Approve that these resolutions take effect when parking signage and/or road marking that evidence the restrictions described in the staff report are in place (or removed in the case of revocations).

Kelly Barber/Jackie Simons

Carried

10. Bowhill Road - Proposed No Stopping Restrictions

Community Board Resolved CCBCC/2023/00091 Original Officer Recommendation accepted without change

Part C

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Approve that the stopping of vehicles be prohibited at any time on the north side of Bowhill Road commencing at its intersection with Rookwood Avenue and extending in an easterly direction for a distance of 55 metres.
2. Revoke any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in this report.
3. Approve that these resolutions take effect when parking signage and/or road marking that evidence the restrictions described in the staff report are in place (or removed in the case of revocations).

Jo Zervos/Celeste Donovan

Carried

11. Waitai Coastal-Burwood-Linwood Community Board 2023-24

Discretionary Response Fund Application - St John the Evangelist, Woolston

Community Board Resolved CCBCC/2023/00092 Original Officer Recommendation accepted without change

Part C

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Approves a grant of \$1,440 from its 2023-24 Discretionary Response Fund to St John the Evangelist, Woolston towards the costs of the weekly food parcels from Foodbank Canterbury.

Jackie Simons/Paul McMahon

Carried

12. Waitai Coastal-Burwood-Linwood - Better-Off Fund Application Waitai Youth Board

Community Board Resolved CCBCC/2023/00093 Original Officer Recommendation accepted without change

Part C

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Allocates \$30,000 to the Waitai Coastal-Burwood-Linwood Community Governance Team from its Better-Off Fund towards the Waitai Youth Board Project.

Celeste Donovan/Tim Baker

Carried

13. Community Board Representation on Outside Organisations and Committees - Wainoni Avonside Community Services Trust - Board Liaison Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Appoint a member of the Board as Board liaison to the Wainoni Avonside Community Services Trust.

Community Board Resolved CCBCC/2023/00094

Part C

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Appoints Greg Mitchell as Board liaison to the Wainoni Avonside Community Services Trust.

Paul McMahon/Tim Baker

Carried

14. Waitai Coastal-Burwood-Linwood Community Board Area Report - December 2023

Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Receive the Waitai Coastal-Burwood-Linwood Community Board Area Report for December 2023.

Community Board Resolved CCBCC/2023/00095

Part B

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Receive the Waitai Coastal-Burwood-Linwood Community Board Area Report for December 2023.
2. Appoint Jackie Simons to attend the 2024 half day judging for the Street and Garden and Community Garden Pride Awards on behalf of Keep Christchurch Beautiful.

Paul McMahon/Tim Baker

Carried

Community Board Resolved CCBCC/2023/00096

That the Waitai Coastal-Burwood-Linwood Community Board:

3. Request that staff investigate options for slowing traffic entering Clarendon Terrace from Radley Street.

Paul McMahon/Tim Baker

Carried

Community Board Resolved CCBCC/2023/00097

That the Waitai Coastal-Burwood-Linwood Community Board:

4. Request that staff investigate traffic calming and safety improvements on Parnwell Street.

Paul McMahon/Jackie Simons

Carried

15. Elected Members' Information Exchange Te Whakawhiti Whakaaro o Te Kāhui Amorangi

Part B

Members exchanged information on matters of mutual interest:

- Lyttelton Harbour Coastal Panel/Whakaraupō - update provided.
- Upcoming Bromley Community Liaison Group Meeting – reminder.
- Bromley Community Centre Christmas Function – member attendance.
- Improving Bromley Roads Traffic Plan - update received.
- High number of resource consents granted in Woolston – concern raised.

Karakia Whakamutunga: Led by Paul McMahon.

Meeting concluded at 6.50pm.

CONFIRMED THIS 12TH DAY OF FEBRUARY 2024

**PAUL MCMAHON
CHAIRPERSON**

7. Correspondence

Reference / Te Tohutoro:	23/1980150
Report of / Te Pou	Cindy Sheppard, Community Board Advisor
Matua:	(Cindy.Sheppard@ccc.govt.nz)
Senior Manager / Pouwhakarae:	Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

Correspondence has been received from:


Name	Subject
Councillor J Davies, Environment Canterbury	Urban Waterways and Estuaries Joint Working Group

2. Staff Recommendations / Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Receive the correspondence from Councillor J Davies, Environment Canterbury in relation to feedback sought to re-establish the Urban Waterways and Estuaries Joint Working Group.
2. Requests that staff consider presenting this at the next Governors Forum for discussion between Christchurch City Council and Environment Canterbury.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	Councillor Davies - Urban Waterways and Estuaries Joint Working Group	23/1977940	16

councillor.davies@ecan.govt.nz
+64 27 552 1295

Memo and Feedback sought

- 1) I am seeking feedback from stakeholders as to whether the "Urban Waterways and Estuaries Joint Catchment Working Group" ought to be re convened in the 2022-2025 term (Agenda, 2022) see attached report and terms of reference.

The purpose of the group is "to act in partnership to improve the understanding, visibility and communication between the two Councils (CCC & ECan) with the aim of advancing all efforts to improve water quality, water quantity and enhance biodiversity." (Agenda, 2022, p, 70).

- 2) Its activities may include but are not limited to;
 - a) Building lines of dialogue regarding projects and planning.
 - b) Investigations into development plans.
 - c) Political will re appointments to the working group.
 - d) Shared approach to securing funding.
- 3) Please direct feedback to councillor.davies@ecan.govt.nz.



*The statements, views and opinions expressed in this letter are those of the author and do not necessarily represent those of ECan.

8.5. Chair's Report - Urban Waterways and Estuaries Joint Working Group

Council report

Date of meeting	Thursday, 22 September 2022
Authors	Chair Jenny Hughey (Environment Canterbury) Deputy Mayor Andrew Turner (Christchurch City Council)

Purpose

1. For the Chairperson, in collaboration with the Deputy Mayor of the Christchurch City Council, to provide a report to the Council about the benefit of the Urban Waterways and Estuaries Joint Working Group during the current term of the Council.
2. To make a recommendation to the Council for further consideration by the new Council in the 2022-2025 term at the time of the establishment of committees and governance arrangements.

Recommendations

That the Council:

1. **Receives the Chairperson's and Christchurch City Council's Deputy Mayor's report on the 2019-2022 term Urban Waterways and Estuaries Joint Working Group.**
2. **Refers this report to a meeting of the new Council for consideration as part of the establishment of governance arrangements for the 2022-2025 term.**

Background

3. At a Christchurch City Council and Environment Canterbury joint Councillors discussion in 2020 it was agreed to set up an Urban Waterways and Estuaries Joint Working Group.
4. Membership of the Joint Working Group consisted of the following elected members:
 - Christchurch City Council – Deputy Mayor Andrew Turner, Cr Anne Galloway, Cr Sara Templeton, Cr Dr Melanie Coker and Cr Pauline Cotter
 - Environment Canterbury – Chair Jenny Hughey, Cr Phil Clearwater, Cr Nicole Marshall, Cr Vicky Southworth and Tumu Taiao Yvette Couch-Lewis
5. Terms of Reference were developed (attached) with the primary purpose of the Joint Working Group being to act in partnership to improve the understanding, visibility,

and communication between the two councils to advance all efforts to improve water quality, water quantity and enhance biodiversity. In addition to collaboration on this, the co-ordination of communication and visibility for behaviour change campaigns and on-the-ground actions to empower communities to continue to restore the health of urban waterways and estuaries within the Christchurch area.

6. While the Resource Management Act requires territorial authorities and regional councils to carry out specific roles and responsibilities to manage water quality, there are non-statutory actions and opportunities that benefit from a co-ordinated and collaborative approach.

Achievements

7. Since the Joint Working Group's inaugural meeting on 4 December 2020, the Group has had eight workshops over the 2021/2022 period. Key achievements are detailed below.
8. A comprehensive inventory of activity on urban waterways and estuaries, including community and biodiversity funding options has been developed, to gain an understanding of the many initiatives already underway and identifying new opportunities.
9. Support has been provided to the Christchurch Community Water Partnership to ensure a co-ordinated approach to community awareness programmes, education and behaviour change campaigns and indigenous biodiversity planting programmes; connecting back with on-the-ground initiatives with communities.
10. The work of the group has ensured that Councillors have felt empowered by engagement at this level. Engagement between Christchurch City Council and Environment Canterbury is essential due to current arrangements for the city waterways and the estuary – in fact, current provisions around caring for city waterways will need to be modernised to consider a wider role for the Regional Council to ensure a sustainable waterways system.
11. The concept of a National Park City concept appropriate to Christchurch and Banks Peninsula was discussed and generally supported in principle.
12. Establishing an inventory of historical and existing community engagement activities: bus tours; walking tours, with a view to filling engagement/information gaps in future.
13. The informal workshop style has enabled open and honest collaboration by Councillors and staff on the issues impacting the city's urban waterways and estuaries with agreement on what needs to be done by each Council.
14. Staff engaged with the group expressed the view that they have valued the opportunity to interface informally in the workshop sessions with Councillors in collaborative discussions.

15. The collaborative work between the two Councils has resulted in Councillors being able to alert their council to the need for specific funding on co-ordinated projects to restore the city's urban waterways and has informed Long Term Plan and Annual Plan decision making.
16. Non-legislative ways of working to stop sediment erosion throughout workshops in local areas on strategies to reduce sediment runoff were considered essential. In addition, it was agreed that further advocacy is required for new national legislative and policy options to prevent opportunities to prevent, reduce and contain sediment runoff on future sites.

Matters for consideration by the 2022-2025 term of the Council

17. It is recommended that the new Canterbury Regional Council and the Christchurch City Council consider the re-establishment and continuation of a joint working group of Councillors as part of the collaborative work of the two Councils to improve and protect the City's waterways and estuaries.

Attachments

1. Urban Waterways and Estuaries Joint Working Group Terms of Reference [8.5.1 - 2 pages]

File reference	[SharePoint link for this paper]
Legal review	
Peer reviewers	Catherine McMillan, General Manager Governance



Urban Waterways and Estuaries Joint Working Group Terms of Reference

Purpose	<p>The purpose of the Urban Waterways and Estuaries joint working group (working group) is to act in partnership to improve the understanding, visibility and communication between the two Councils with the aim of advancing all efforts to improve water quality, water quantity and enhance biodiversity. In addition to collaboration on this, the co-ordination of communication and visibility for behaviour change campaigns and on the ground actions to empower communities to continue to restore the health of urban waterways and estuaries within the Christchurch area (excluding Banks Peninsula at this stage).</p> <p>Work with papatipu rūnanga in a meaningful way on areas of mutual interest to restore the mana of the city's urban waterways and estuaries.</p> <p>The outcomes will align to the Community Waterways Partnership Charter that supports the development of community-based initiatives to improve the ecological health, indigenous biodiversity and the amenity value of the City's urban waterways.</p>
Vision	<p>The vision is for kaitiakitanga and Te Mana o Te Wai to actively protect and enhance the mauri of Christchurch urban waterways and estuaries.</p>
Scope	<p>Scope includes identifying opportunities that complement Council activities underway or planned in the future that improve the health of Christchurch urban waterways and estuaries.</p> <p>Out of scope is the implications of the Three Waters Reform programme.</p>
Deliverables	<p>Prioritise what will be on an effective work programme.</p> <p>Identify opportunities to work with community groups to bring about positive behaviour change at individual, household and community level to reduce contaminants and rubbish entering stormwater and waterways and encourage property rainwater storage.</p> <p>Agree on consistent and effective community messaging and opportunities to share expertise, networks and resources.</p> <p>Undertake the role of public advocacy to drive efficient water use in the community.</p>
	<p>Undertake the role of joint advocacy to raise key Three Waters issues with central government to strengthen legislation, particularly for stormwater and sediment control.</p>

Attachment 8.5.1

Authority	The working group imposes no binding authority, decision or obligation on member organisations. It is an informal group utilising existing relationships and goodwill.
Membership	<p>The working group will comprise of nominated Councillors from Christchurch City Council and Environment Canterbury, with staff support from each Council.</p> <p>Each organisation determines their own representation on the working group.</p> <p>The inaugural working group comprise of:</p> <p>Christchurch City Council: Cr Andrew Turner, Cr Anne Galloway, Cr Sara Templeton, Cr Dr Melanie Coker, Cr Pauline Cotter and Cr James Daniels</p> <p>Environment Canterbury: Chair Jenny Hughey, Cr Phil Clearwater, Cr Nicole Marshall, Cr Vicky Southworth and Tumu Taiao Yvette Couch-Lewis.</p>
Term	To be determined by mutual agreement.
Chair	To be decided by mutual agreement.
Meeting arrangements	<p>Meeting frequency and location – bi-monthly meetings - to be confirmed.</p> <p>Agenda and notes to be organised by Environment Canterbury.</p>
Reporting	The working group will report to respective organisations on outcomes achieved or progress underway as necessary.
Resources and budget	<p>The working group will be supported by Water Issues Matter (WIM) and Communications staff.</p> <p>No direct funding is available to the working group. Funding for communications, providing visibility and co-ordination roles will be through Council's existing budgets or by securing external community funding.</p>

Last updated: 5 June 2021

8. Withdrawal of Woodham Park - Former Caretaker's Residence and Grounds Report

Reference / Te Tohutoro: 23/889308

Report of / Te Pou Maria Adamski, Senior Parks Asset Planner,
Matua: (Maria.Adamski@ccc.govt.nz)

Senior Manager / Rupert Bool, Acting Head of Parks
Pouwhakarae: (Rupert.Bool@ccc.govt.nz)

1. Nature of Decision or Issue and Report Origin

- 1.1 The purpose of this report is to seek the Waitai Coastal-Burwood-Linwood Community Board approval to withdraw the "Woodham Park - Former Caretaker's Residence and Grounds" 16 March 2022 report that the Board resolved to lie on the table.
- 1.2 This report is staff generated in response to information in the report 'Woodham Park - Former Caretaker's Residence and Grounds' that has significantly changed and now requires a new report to be prepared for the Board's consideration.
- 1.3 The resolution that the report lie on the table (LCHB/2022/00019) stated:
That the Waikura Linwood-Central Heathcote Community Board:
 1. Lay the report Woodham Park – Former Caretaker’s Residence and Grounds on the table and request staff:
 - a. To investigate the heritage values of the former caretaker’s house on Woodham Park and report back to the Board.
 - b. To undertake engagement on the viability of community use of the former Woodham Park Caretakers residence and report back to the Board.
- 1.4 The information that has changed relates to the investigative research on the heritage values of the caretaker's house and the proposed community engagement.
- 1.5 The decision in this report is of low significance in relation to the Christchurch City Council’s Significance and Engagement Policy. The level of significance was determined by taking into consideration the low number of people that would be aware of the house and its significance and be affected by the decision. The heritage significance, as defined in the District Plan, ensures there is a level of protection for the house. There are no costs involved in withdrawing the report.

2. Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Approve the withdrawal of the “Woodham Park - Former Caretaker's Residence and Grounds” report that was left to lie on the table at the Board’s 16 March 2022 meeting, on the basis that a new report with the revised information is to be prepared in due course.

3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The first requirement of the Board’s resolution to investigate the heritage values has been undertaken. The Heritage Team investigated the heritage values of the former caretaker’s

house and setting on Woodham Park and have scheduled it as a Significant Heritage Item in the Christchurch District Plan proposed Heritage Plan Change 13, notified on 17 March 2023. This outcome is significantly different from the original report that recommended the building be demolished.

- 3.2 The second requirement of the Board's resolution to engage with the community is deferred until mid to late 2024. This is to ensure there is funding available in the Long Term Plan (LTP) 2024-2034 should the building be required to be repaired for a preferred lessee following the outcome of the Expression of Interest (EOI) process.

4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 Status Quo – do nothing.
 - 4.1.1 Advantage: There is no advantage.
 - 4.1.2 Disadvantage: The report status remains 'open' and unresolved for potentially up to two years. The report has laid on the table since 26 March 2022 and there is no further action proposed until late 2024 due to budget restraints.
- 4.2 Initiate Community Engagement as requested by the Board's resolution of 26 March 2022.
 - 4.2.1 Advantage: The community will be able to inform staff of how they could use the building.
 - 4.2.2 Disadvantage: Repair funding is yet to be prioritised from the heritage buildings repair programme should the Board determine the future use through the outcomes of the EOI and RFP process.
 - 4.2.3 Disadvantage: The community could become disillusioned and critical with the process and the Board's decision to approve the future use of the building when funding is not yet available for repairs.

5. Detail Te Whakamahuki

- 5.1 Heritage staff visited and researched the former caretaker's house and setting in Woodham Park in May 2022. A heritage assessment of the building and setting was completed in June 2022. Staff assessed the building and setting as meeting the District Plan Policy for scheduling of heritage items. The building and setting have been scheduled as a Significant Heritage Item in the Christchurch District Plan proposed Heritage Plan Change 13, notified on 17 March 2023.
- 5.2 An EOI process and a Request for Proposals (RFP) is proposed to be undertaken in mid to late 2024, subject to funding for repairs being prioritised within the heritage buildings renewal programme, to determine if there are any community groups or individuals who may be interested in using the building.
- 5.3 To repair the house for residential occupancy is estimated at \$460,000.00. For public use the cost would be higher as there would be additional compliance and accessibility requirements.
- 5.4 The decision affects the following wards/Community Board areas:
 - 5.4.1 Waitai Coastal-Burwood-Linwood - Central-Heathcote Community Board.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic Alignment Te Rautaki Tīaroaro

- 6.1 This report supports the [Council's Long Term Plan \(2021 - 2031\)](#):
- 6.2 Parks, Heritage and Coastal Environment

6.2.1 Activity: Parks Heritage Management

- Level of Service: 6.9.1.2 To maintain Parks scheduled heritage buildings - 95% or greater of key performance indicators (KPI's) in the annual maintenance programme are completed.

Policy Consistency Te Whai Kaupapa here

6.3 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.4 Mahaanui Kurataio Ltd have confirmed that rūnanga do not consider the dwelling to be relevant to them.
- 6.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture and traditions.
- 6.6 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.
- 6.7 Mana whenua will be consulted again in 2024 when the engagement process is implemented for the EOI.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

6.8 This report does not impact on climate change as it is a procedural report.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

6.9 This report does not affect accessibility of the park or house site as this is a procedural report.

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

- 7.1 Cost to Implement – There are no costs involved in withdrawing the previous report.
- 7.2 Maintenance/Ongoing costs – There are no implications on maintenance of the building which will continue to be covered by the Parks building maintenance team.
- 7.3 Funding Source – N/A

8. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

- 8.1 The Community Board resolved to lie the original report on the table and have the delegated authority to withdraw the original report.



Other Legal Implications Ētahi atu Hīraunga-ā-Ture

- 8.2 There is no legal context, issue or implication relevant to this decision.

9. Risk Management Implications Ngā Hīraunga Tūraru

- 9.1 There is little if any risk with the Board approving the withdrawal of the original report as the Board's decisions have and are being implemented when resources become available.
- 9.2 Staff need to continue with the community engagement to enable a preferred lessee to be determined through the EOI and RFP process to enable the building to be repaired. Without a future use and a preferred lessee, the building will fall into further disrepair.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A  	Woodham Park - Former Caretaker's Residence and Grounds Report	21/263711	27

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Maria Adamski - Senior Parks Asset Planner
Approved By	Kelly Hansen - Manager Parks Planning & Asset Management Wolfgang Bopp - Director Botanic Gardens & Garden Parks Rupert Bool - Acting Head of Parks

Waikura Linwood-Central-Heathcote Community Board
16 March 2022

11. Woodham Park - Former Caretaker's Residence and Grounds

Reference / Te Tohutoro: 21/263711

Report of / Te Pou Maria Adamski, Asset Engineer - Parks Heritage & Buildings,
Matua: maria.adamski@ccc.govt.nz

General Manager / Mary Richardson, GM Citizens & Community,
Pouwhakarae: Mary.Richardson@ccc.govt.nz

1. Purpose of the Report / Te Pūtake Pūrongo

- 1.1 The purpose of this report is to seek approval to demolish the former caretaker's house and outbuildings in Woodham Park at 157 Woodham Road. This report has been written to progress the Parks Unit's intention to remove the caretaker's house following the last caretaker having vacated it in 2009.
- 1.2 The decision in this report is of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the removal of the house being of low impact to the community with benefits including the opening up the road frontage for increased surveillance, incorporating the site formally into Woodham Park and deterring unauthorised behaviour.

2. Officer Recommendations / Ngā Tūtohu

That the Waikura Linwood-Central-Heathcote Community Board recommend to Council to:

1. Approve the removal of the former caretaker's house, garage and shed from Woodham Park and incorporate the area into the park with appropriate landscape treatment and enhancement.

3. Reason for Report Recommendations / Ngā Take mō te Whakatau

- 3.1 This report continues a process started in 2009 to develop a landscape plan for Woodham Park and to remove the caretaker's house to incorporate the site into the larger park.
- 3.2 Woodham Park requires increased road frontage presence to make the park more visible and inviting, increase passive surveillance consistent with CPTED principles (Crime Prevention Through Environmental Design), and to remove unsightly structures. The house is in disrepair and attracting unauthorised activities that are affecting neighbours.



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4. Alternative Options Considered / Ētahi atu Kōwhiringa

- 4.1 Instead of demolition, the Community Board have expressed an interest in making the building available for community use. Proposals to occupy the house would need to be invited through a 'Request For Proposals' process. All proposals would be evaluated in accordance with the requirements of Section 77 of the Local Government Act 2002. The park is a Public Reserve under the Reserves Act 1977 and consists of three land parcels. One land parcel is held for recreation purposes. The process to classify the other two, including the main parcel on which the house sits, is to yet to be completed. Under the Reserves Act 1977 the building would need to support a recreational pursuit occurring on the park. Community use must relate directly to the park or this section of the park would need to be surveyed and go through a Reserves Act process to be classified as Local Purpose Reserve. This option is not recommended due the cost associated and time delays.

4.1.1 Advantages

- The former caretaker's house would be retained as evidence of the historic association of caretakers housed at garden parks for the care and maintenance of that park.
- Potential community use of the building.

4.1.2 Disadvantages

- The Council would be required to repair the property before it could be leased. There is no budget in the LTP for this work which is estimated at up to \$400,000.
- It is likely that building and resource consents would be required for community or commercial use as a change of use.
- This option would require substantial capital input from the third party to bring the building and associated facilities up to community use standards.
- Lost opportunity to open up the road frontage of the park.

- 4.2 Public rental of the property. This option does not comply with the requirements of Section 44(1) of the Reserves Act 1977. This option is discounted.

- 4.3 Upgrade the property to enable it to be re-utilised for staff rental accommodation - This option has minimal community benefit apart from providing limited on-site surveillance of the park and deterring unwanted behaviour. On-site accommodation is no longer provided for staff unless there is a specific requirement to do so. This option would incur an estimated cost of \$400,000 to upgrade the building to comply with the Residential Tenancies Act 1986 and comply with the Healthy Homes Standards. Ongoing maintenance and administration costs would be approximately \$1,000 per year. This option is discounted.

- 4.4 Do nothing would be an inappropriate course of action contrary to responsible management of public assets. It would lead to complete deterioration of the asset, create a safety hazard and encourage activities unacceptable to the local community. This option is discounted.

5. Detail / Te Whakamahuki

- 5.1 The recommended option is to demolish and remove the existing buildings and integrate the area into Woodham Park.

5.1.1 Advantages:

- Provides for an increased road frontage presence to make the park more visible and inviting and removes an unsightly building that is attracting antisocial behaviour.

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- Opens up sightlines for increased park surveillance
- Provides additional open space for the general public to enjoy as well as developing the plant collection and garden content for the benefit of the users
- Provides public access to a number of interesting plant specimens in the garden of the house including weeping blossom, old fashion roses, michelia, golden totara and camelias.
- Provides an opportunity to highlight the park's colonial heritage theme of acquiring former homesteads for community parks in the 40s and 50s.

5.1.2 Disadvantages:

- Removal of a building that could potentially be used if upgraded.
- Removal of the building adds to landfill.

- 5.2 In 1940, the Christchurch City Council purchased 1.32 hectare 'Woodham' for £2280 from Captain Ivimey for a children's playground and neighbourhood park. It contained a two-storey residence, which was partly removed in 1941, outbuildings and two glasshouses.
- 5.3 In August 1941 a design was prepared for a caretaker's house using salvaged materials from the original residence. These include some windows (lead light window), front gate and boundary wall.
- 5.4 The house had a resident caretaker up until 1996 and was subsequently a Parks staff residential tenancy until 2009. The house has been vacant since 2009. It is situated in a partly fenced off area to the east of the Woodham Road entrance to Woodham Park at 157 Woodham Road.



Location of house at Woodham Park (Source Canterbury Maps)

- 5.5 The land is vested in the Council as public reserve. Gazette Notice 1944 p1363, New Zealand Gazette.

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- 5.6 Woodham Park is zoned as Open Space Community Park in the District Plan. The Park is managed as a Garden and Heritage Park.
- 5.7 Woodham Park has been identified as a High Risk Archaeological Area. This is due to the site being associated with pre-1900 human activity.
- 5.8 The proposed works at Woodham Park have been appraised, and an archaeological authority from Heritage New Zealand Pouhere Taonga is not required. The possibility that unexpected archaeological material could be found during works cannot be discounted, though it is considered unlikely, and work would be carried out following Archaeological Discovery Protocols.
- 5.9 The house is currently unoccupied and boarded up. It is increasingly deteriorating. Security patrols, due to unauthorised occupancy, vandalism, graffiti and rubbish dumping, are in place.
- 5.10 A neighbour has raised concerns about the undesirable behaviour on the site and the impact it is having on their family.
- 5.11 The perimeter fence is missing in sections, the garden requires renovation/ restoration and would benefit from enhancement. The missing fence on the boundary with 169 Woodham Road has been replaced.
- 5.12 The decision affects the following wards/Community Board areas:
 - 5.12.1 Waikura Linwood - Central-Heathcote Community Board

6. Policy Framework Implications / Ngā Hiraunga ā- Kaupapa here

Strategic Alignment /Te Rautaki Tīaroaro

- 6.1 This report supports the :
 - 6.1.1 Activity: Parks & Foreshore
 - Level of Service: 6.0.1 Parks are provided managed and maintained in a clean, tidy, safe, functional and equitable manner (Maintenance). - Maintenance plan Key performance indicators >= 90% achieved.

Policy Consistency / Te Whai Kaupapa here

- 6.2 The decision is consistent with the following Council Policy.
 - Physical Recreation and Sport Strategy 2002 goal for a safe physical environment that encourages participation in recreation and sport.

Impact on Mana Whenua / Ngā Whai Take Mana Whenua

- 6.3 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture and traditions.
- 6.4 The proposal to demolish the house was forwarded to Mahaanui Kurataio Limited for comment. They have responded stating 'rūnanga do not consider this to be relevant to them'.

Climate Change Impact Considerations / Ngā Whai Whakaaro mā te Āhuarangi

- 6.5 Consideration will be given to recycling and ethically disposing of building materials.
- 6.6 The removal of the buildings will increase the vegetative area of the site.

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Accessibility Considerations / Ngā Whai Whakaaro mā te Hunga Hauā

- 6.7 The preferred option provides an increased publically accessible road frontage to Woodham Park.

7. Resource Implications / Ngā Hīraunga Rauemi

Capex/Opex / Ngā Utu Whakahaere

- 7.1 The house is clad with weatherboard and roofed with corrugated iron. It has three bedrooms and is of original design internally, having a kitchen/dining room and separate lounge. It is typical of dwellings built at that time. There is also a separate garage and shed situated upon the site. On the basis of replacement cost, less depreciation and obsolescence, our current book value of the house is \$0.00. The garage and sheds are in a poor state of repair and are at the end of their life, and therefore considered to have no value.
- 7.2 Cost to Implement - To demolish the buildings has been quoted at \$28,000. Development of the site to allow access to the Park will be undertaken within the current Parks development and maintenance work programme.
- 7.3 Maintenance/Ongoing costs - it is anticipated an increase in resources will be required to tidy the site and plantings. To begin with the Parks Unit will aim to find the resources within existing budgets. The previous maintenance budget of the property would be transferred for grounds maintenance, any additional resource required will be identified in a future Annual Plan/ Long Term Plan.
- 7.4 To gain the full potential of this proposal, the Parks Unit will develop a landscape plan to incorporate the site and plantings fully into Woodham Park. Funding will be through the Long Term Plan as a capital project.
- 7.5 The building removal and maintenance costs can be accommodated in the Parks operating budget for 2021/22.

Other / He mea anō

- 7.6 There are no other considerations.

8. Legal Implications / Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report / Te Manatū Whakahaere Kaupapa

- 8.1 Woodham Park does not have a Management Plan.
- 8.2 As there is no specific delegation in the delegations register the Council has delegated authority to make a decision.
- 8.3 There are no legal impediments to this option.
- 8.4 The house is not scheduled as a heritage item or in a heritage setting. Resource consent for demolition or redevelopment is not required.

Other Legal Implications / Ētahi atu Hīraunga-ā-Ture

- 8.5 There is no legal context, issue or implication relevant to this decision.

9. Risk Management Implications / Ngā Hīraunga Tūraru

- 9.1 An Asbestos Demolition Survey has been undertaken. The small amount of asbestos found will be professionally removed.

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- 9.2 This is a high risk site for non-Maori artefacts. Work has been assessed and is permitted to progress under Archaeological Discovery Protocols.

Attachments / Ngā Tāpirihanga

There are no attachments for this report.

In addition to the attached documents, the following background information is available:

Document Name	Location / File Link
Section 44 Reserves Act	https://www.legislation.govt.nz/act/public/1977/0066/latest/DLM444305.html

Confirmation of Statutory Compliance / Te Whakatūtutanga ā-Ture

- Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).
- (a) This report contains:
- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
 - (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.
- (b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories / Ngā Kaiwaitohu

Author	Maria Adamski - Asset Engineer - Buildings and Heritage
Approved By	Wolfgang Bopp - Director Botanic Gardens & Garden Parks Andrew Rutledge - Head of Parks Mary Richardson - General Manager Citizens & Community

9. Bridge Street / Estuary Road Roundabout - Proposed Intersection Safety Improvements

Reference Te Tohutoro:	24/23224
	Edwin Tiong, Transport Engineer, Traffic Operations (Edwin.Tiong@ccc.govt.nz)
Report of Te Pou Matua:	Samantha Smith, Engagement Advisor, Communications & Engagement (Samantha.Smith@ccc.govt.nz)
Senior Leader Pouwhakarae:	Jane Parfitt, Interim General Manager Infrastructure, Planning & Regulatory Services, (Jane.Parfitt@ccc.govt.nz)

1. Purpose of the Report Te Pūtake Pūrongo

- 1.1 For the Waitai Coastal-Burwood-Linwood Community Board to approve a proposal for safety improvements at the Bridge Street / Estuary Road roundabout. This report has been written in response to safety issues raised by community requests to the Board at its meeting held on 6 March 2023.
- 1.2 The decisions in this report are of low significance in relation to the [Christchurch City Council's Significance and Engagement Policy 2019](#). The level of significance was determined by the minimal cost, benefits and opportunities to the Council/community, and the low number of people affected and/or with an interest.
- 1.3 The community engagement and consultation outlined in this report reflect the assessment.
- 1.4 The recommended option is to construct speed humps on each arm of the intersection, improved pedestrian crossings, and new road markings in accordance with **Attachment A**.

2. Staff Recommendations / Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Approves, the scheme design as detailed on plan TG146826, dated 23/01/2024 in **Attachment B** to the agenda report.
2. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:
 - a. The west side of Estuary Road (south approach), commencing at its intersection with Bridge Street and extending in a southerly direction for a distance of 31 metres.
 - b. The east side of Estuary Road (south approach), commencing at its intersection with Bridge Street and extending in a southerly direction for 27 metres.
 - c. The west side of Estuary Road (north approach), commencing at its intersection with Bridge Street and extending in a northerly direction for 20 metres.
 - d. The east side of Estuary Road (north approach), commencing at its intersection with Bridge Street and extending in a northerly direction for 21 metres.

- e. The south side of Bridge Street (west approach), commencing at its intersection with Estuary Road and extending in a westerly direction for a distance of 22 metres.
 - f. The south side of Bridge Street (east approach), commencing at its intersection with Estuary Road and extending in a easterly direction for a distance of 35 metres.
 - g. The north side of Bridge Street (west approach), commencing at its intersection with Estuary Road and extending in a westerly direction for a distance of 20 metres.
 - h. The north side of Bridge Street (west approach), commencing at a point 25 metres west of its intersection with Estuary Road and extending in a westerly direction for a distance of 33 metres.
 - i. The north side of Bridge Street (east approach), commencing from its intersection with Estuary Road and extending in a easterly direction for a distance of 22 metres.
3. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the parking of vehicles be restricted to a maximum period of 30 minutes between the times of 8am and 6pm Monday to Sunday, on the south side of Bridge Street (east approach), commencing at a point 35 metres east of its intersection with Estuary Road and extending in an easterly direction for a distance of 43 metres.
4. Revoke any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolutions 1 to 3 above.
5. Approve that these resolutions take effect when parking signage and/or road marking that evidence the restrictions described above are in place (or removed in the case of revocations).

3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The Bridge Street / Estuary Road roundabout is a busy intersection. It is one of the main access points to the South New Brighton area with many people walking, cycling, accessing public transport and driving through the intersection, particularly at school times. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely. Council are seeking to create a safe transport system that recognises humans make mistakes and that these mistakes do not need to cost us our lives.
- 3.2 Safety at this intersection is compromised by the speed of vehicles passing through the roundabout. In addition, pedestrian/cyclist crossing sight distance when crossing the intersection is restricted by boundary fences and buildings.
- 3.3 The recommendations in this report will help to achieve the desired community outcome of having well-connected communities and neighbourhoods, so people can take fewer and shorter trips to access goods and services and have access to safe and reliable low-emission travel choices.
- 3.4 A roundabout is a primary safe system intervention (due to the reduced number of conflict points and more favourable impact angles when compared with other layouts), therefore it is proposed to retain the roundabout layout. Speeds will be managed so as not to result in unacceptably high entry speeds into the circulating carriageway. To improve safety and accessibility for the community it is proposed to install traffic calming across the entries to the roundabout. Slowing vehicle speeds using vertical traffic calming devices are part of the Safe System approach to road safety. Vertical deflection devices are increasingly being used to reduce the maximum comfortable operating speed for vehicles to Safe System collision speeds, particularly at intersections.

- 3.5 The science behind lowering speeds shows that lower vehicle speeds improve survival rates and reduces serious harm to people who walk, cycle, scoot and use motorcycles. Lower vehicle speed is particularly important for vulnerable road users, who include children, the elderly and those with visual or mobility impairments. For example, the survival rate of people over 60 is half that of people younger than 60 at most vehicle impact speeds.
- 3.6 Even small reductions in speed improve survival and reduce serious harm in the event of a collision with a vehicle. Several studies show a 1 km/h and 5 km/h drop in average speed improves survival rates by 4% and 20% respectively (Nilsson, 2004, Elvik et al. 2004). Serious harm is also reduced as vehicle speeds reduce. The speed humps contribute to safer outcomes by reducing vehicle speeds to the more survivable speed of 30km/h.
- 3.7 It is proposed to highlight the presence of people riding bicycles on the entries and exits of the roundabout through the use of sharrow markings. Sharrow markings are used to encourage cyclists to own the space and not ride in the gutter to prevent cars from attempting to overtake at the approach to and the departure from the roundabout which would be a safety risk.
- 3.8 Options within this report have been assessed against relevant industry-standard guidance including the Standard Safety Intervention Toolkit Handbook produced by NZTA Waka Kotahi, Austroads design guides and Christchurch City Council's Infrastructure Design Standard and Construction Standard Specifications.

4. Alternative Options Considered Ētahi atu Kōwhiringa

- 4.1 Maintain the status quo – do nothing.
 - 4.1.1 The advantages of this option include:
 - There is no cost to Council.
 - 4.1.2 The disadvantages of the option include:
 - Does not support safer outcomes for all users at the intersection.
- 4.2 Proposed rubber speed cushions.
 - 4.2.1 The advantages of this option include:
 - Slightly cheaper cost compared to permanent asphalt speed humps.
 - 4.2.2 The disadvantages of the option include:
 - Does not last longer compared to permanent asphalt speed humps.
 - Speed cushions can be traversed by buses, large trucks and sometimes utes resulting in them not needing to slow down for the intersection. Large vehicles travelling at higher speed would result in worse outcomes should a crash occur.

5. Detail Te Whakamahuki

- 5.1 Improving safety on local roads in Christchurch is a priority for the Christchurch City Council. Providing safe infrastructure is key to ensure people get to where they are going safely, irrespective of the mode of travel.
- 5.2 The roundabout is located in the suburb of South New Brighton. Located close to the intersection is Brighton Street Dairy, Dune Café, local community shops, Kidsfirst Kindergartens South Brighton, and to the south are South New Brighton School, Estuary Road preschool, and to the east are Pacific Haven Rest Home and South New Brighton Surf Life Saving Club. On the northeast side of the intersection is a vacant land called The Common

Ground that has a book fridge and community gardens. They normally host Friday food trucks with a fantastic community vibe.

- 5.3 There is only a single approach and departure lane on each arm of the intersection.
- 5.4 Pedestrians are provided with a crossing point with tactile pavers and holding rails through the median islands on all approaches, except tactile pavers are missing on south side of Bridge Street east approach. There are on-road cycle lanes marked on Bridge Street west approach only. There are existing fluoro-yellow pedestrian warning signs on both Estuary Road approaches but not on Bridge Street approaches. There is a redundant mobile library marking that needs to be removed. It is proposed that the redundant mobile library space will be posted as P30 parking spaces for café customers and parents dropping off their children at the preschool.
- 5.5 There are a number of people walking and scootering through the intersection, with the main demand in the morning and afternoon peaks from school children travelling to and back from the school.
- 5.6 There is one bus route that passes through the intersection, the 60 (north-south route). There are bus stops on Estuary Road north and south approaches to the intersection. Both of them have bus shelters installed. Currently these two bus stops do not have CCC standard marking as they are marked over the driveways. Due to time and budget constraints, upgrade of these bus stops will not be included in this project but will be done at a later stage.
- 5.7 The crash history from 2018 up to current year at Bridge Street / Estuary Road roundabout has a total of 5 reported crashes – 1 serious, 2 minor injury and 2 non-injury crashes (see Figure 1).
- 5.8 4 of the 5 crashes involved loss of control, 2 travelling southbound and 2 travelling northbound on Estuary Road. All 4 are alcohol related crashes.
- 5.9 The serious crash involved a cyclist making a crossing/turning movement. The cyclist was travelling on Bridge Street right turning into south of Estuary Road hit by vehicle entering from Bridge Street east approach without noticing the cyclist in the roundabout.

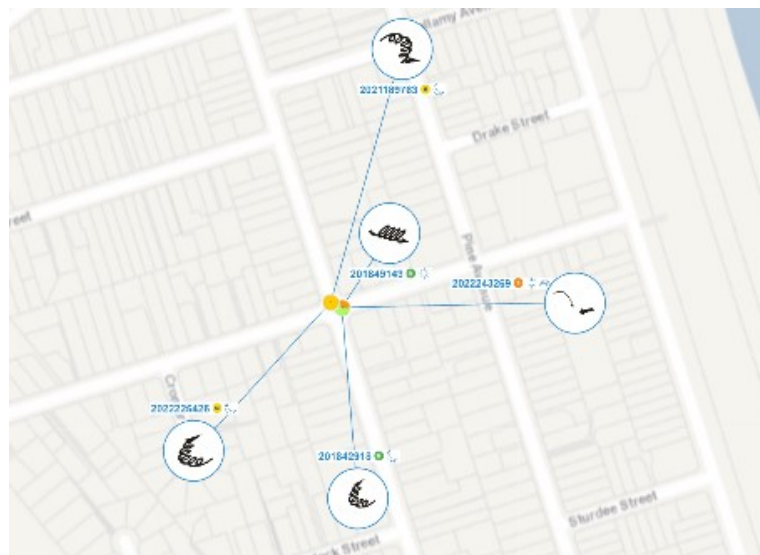


Figure 1 – Bridge Street / Estuary Road Roundabout Crash Diagram 2018-2023

- 5.10 There are no reported pedestrian related crashes at the existing crossing point nor within 50 metres of the vicinity of the roundabout.
- 5.11 Figure 2 below indicates the Bridge Street / Estuary Road roundabout turning count conducted in September 2022. It was notable that there are 918 left turns from south of

Estuary Road into west of Bridge Street; and 376 left turns from west of Bridge St into north of Estuary Road.

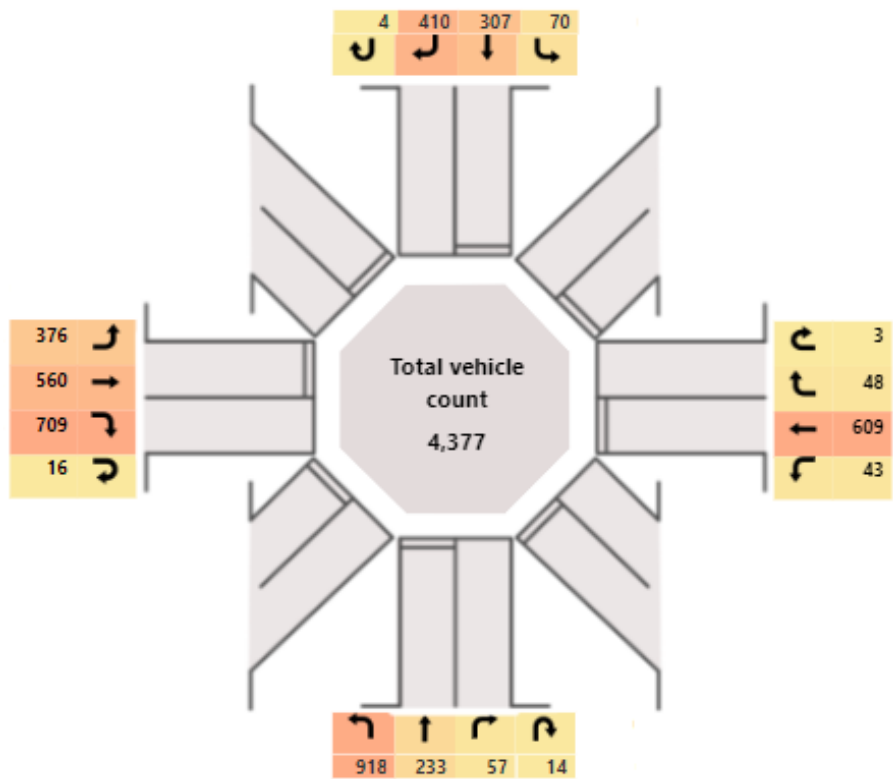


Figure 2 – Bridge Street / Estuary Road Roundabout Turning Count 2022

Figure 3 shows 8,765 vehicles per day on Bridge Street before entering into Bridge Street / Estuary Road roundabout. The average speed is 56.7 km/h and 85th percentile speed is 62.8 km/h, which are over the posted speed limit of 50km/h. The reason may be that the survey location was conducted close to the transition speed change between 70km/h and 50km/h. There are 4.3% heavy vehicles on Bridge Street.

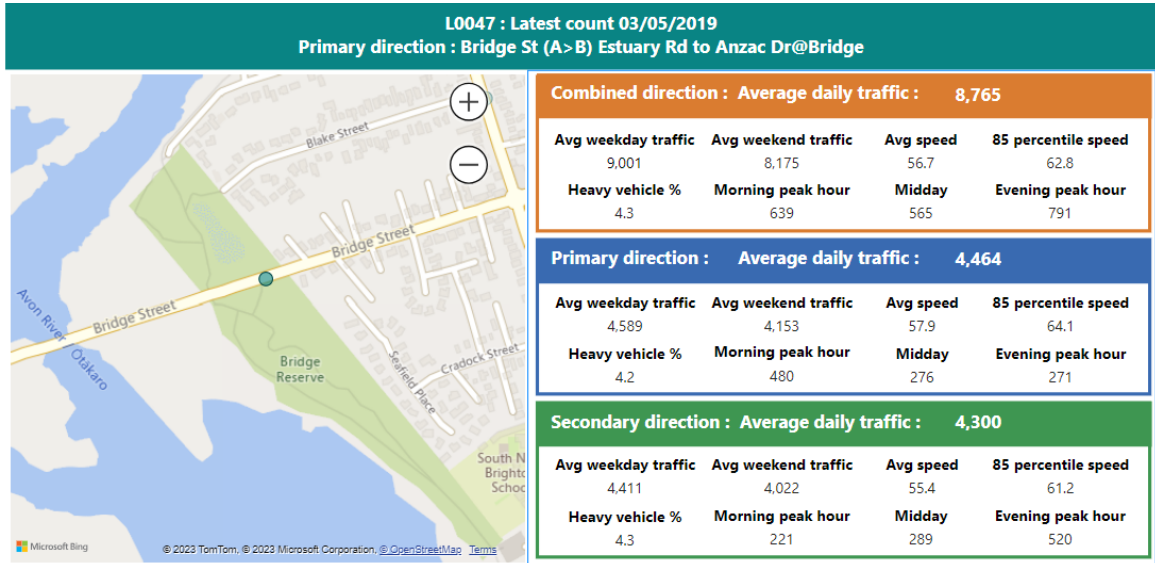


Figure 3 – Bridge Street Traffic count 2019

5.12 Figure 4 shows 3,299 vehicles per day on Estuary Road before entering into Bridge Street / Estuary Road roundabout. The average speed is 49.7 km/h and 85th percentile speed of 56.6 km/h. There are 7.5% heavy vehicles on Estuary Road, which is relatively high.

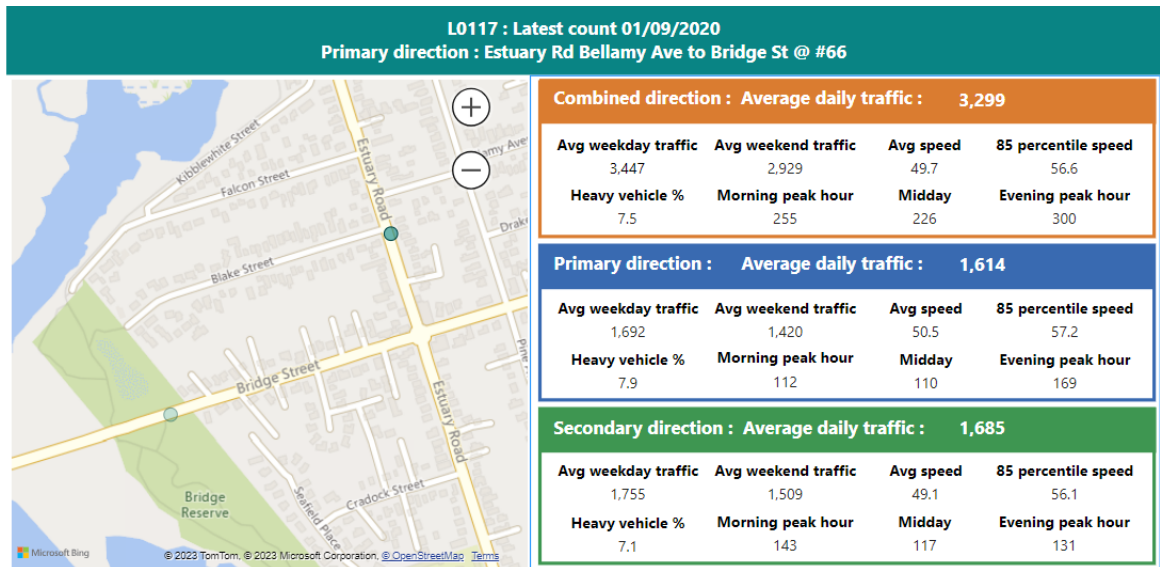


Figure 4 – Estuary Road Traffic Count 2020

- 5.13 Please see the memo report presented to the Board back in September 2023 for further information related to site investigation in **Attachment C**.
- 5.14 Approval is required by the Waitai Coastal-Burwood-Linwood Community Board.
- 5.15 If approved, the recommendations will be implemented within the current financial year (generally around four weeks after the contractor receives the request, but this is subject to other factors such as resourcing and prioritisation beyond Council's control).
- 5.16 If approved, the recommendations will be implemented within the current financial year (generally around four weeks after the contractor receives the request, but this is subject to other factors such as resourcing and prioritisation beyond Council's control).

Public Consultation Te Tukanga Kōrerorero

- 5.17 Early engagement with key stakeholders started in November 2023. An email was sent to key transport stakeholders, local organisations and schools to advise them of the proposed changes and offer to meet with staff. Staff met with Sustain South Brighton prior to the consultation to discuss their community board submission and share an early plan, which helped shape engagement tactics.
- 5.18 Community consultation started on 20 November 2023 and ran until 11 December 2023. An email was sent to 85 key stakeholders, including Fire and Emergency NZ, NZ Police, St Johns, ECan, Spokes, Age Concern Canterbury, Disabled Persons Assembly, and local businesses. Community organisations and the school were provided with a news item to share online. The consultation was posted on the council Facebook page, the Peoples Independent Republic of New Brighton page, and the Southshore 8062 page, inviting submissions on the Lets Talk consultation page (<https://letstalk.ccc.govt.nz/bridge-estuary-roundabout>), which had over 2600 views throughout the consultation period.
- 5.19 Local businesses were visited, provided with the consultation document, and asked if they wanted to have a poster and flyers available in their business to advertise the consultation. Businesses were largely supportive, citing issues with children crossing to the Bridge Street Dairy, and issues with driver speed.
- 5.20 Consultation documents were also made available in The Bridge Hub, Civic Offices and New Brighton Library.

- 5.21 Staff met with South New Brighton School, who were positive about the changes, and noted that teachers were concerned about the existing safety issues. They shared information to their board and to parents via a newsletter. They wanted staff to investigate weekends or school holidays for construction.
- 5.22 Staff attended Common Ground Market on 1 December 2023 and shared consultation documents and collected in person feedback. Feedback included concerns about near misses at the crossing opposite the dairy, requests for speed humps on the bridge coming into South Brighton, and improved visibility at the dairy. There were also requests for additional signage, concerns about speed, suggestions for other physical improvements to reduce speed, and requests for additional pedestrian crossing facilities.

Summary of Submissions Ngā Tāpaetanga

- 5.23 Submissions were made by eight recognised organisations, four businesses and 59 individuals. A full table of submission feedback is available in **Attachment D**.
- 5.24 Overall, 60.6% felt the proposed changes would be safe or very safe, as opposed to 28.8% feeling the current layout was safe or very safe.
- 5.25 85.7% of cyclists felt safe or very safe with the proposed changes, as opposed to 69.3% of walkers and 57.5% of drivers.
- 5.26 The top three themes were that submitters support the use of speed humps/platforms in making it safer, support improving visibility, and would like further traffic calming to reduce speeds.
- 5.27 The most controversial aspects of the plan were the speed humps/platforms and loss of parking.
- 5.28 Submitters were asked how safe they feel using these intersections and crossing points currently, as well as how safe they think they would feel if the proposed changes were made. Overall, there was a decrease in submitters feeling very unsafe or somewhat unsafe (50%) and an increase in feeling neutral or somewhat safe (51.5%). Please see **Attachment E** for further details on how to interpret this table.

Overall shift in safety perceptions					
	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (66)	 -18, -27.3%	 -15, -22.7%	 +12, +18.2%	 +22, +33.3%	 -1, -1.5%

Table 1 - Overall shift in safety perceptions

- 5.29 Cyclists, walkers, those who travel through the intersection less than once a week, and those who visit the intersection sometimes (as opposed to living or commuting there) were all more likely than other groups to increase in their somewhat safe or very safe ratings. Drivers had a net decrease in their very safe rating, as well as those who commute through the intersection.
- A full analysis of submissions is available in **Attachment E**, which includes themes and a breakdown of shift in perceptions of safety by user group.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic Alignment Te Rautaki Tīaroaro

- 6.1 Council's strategic priorities have been considered in formulating the recommendations in this report, including, residents having equitable access to a range of transport options that make it easy and safe to get around the city, and reduce emissions as a Council and as a City.
- 6.2 This report supports the [Council's Long Term Plan \(2021 - 2031\)](#):
- 6.3 Transport
 - 6.3.1 Activity: Transport
 - Level of Service: 10.0.6.1 Reduce the number of death and serious injury crashes on the local road network - <=96 crashes.
 - Level of Service: 10.5.1 Limit deaths and serious injury crashes per capita for cyclists and pedestrians - <= 12 crashes per 100,000 residents.

Policy Consistency Te Whai Kaupapa here

- 6.4 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 6.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.
- 6.6 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.
- 6.7 The effects of this proposal upon Mana Whenua are expected to be insignificant as the proposal involves minor work within the existing carriageway.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 6.8 The decisions in this report are likely to:
 - 6.8.1 Contribute neutrally to adaptation to the impacts of climate change.
 - 6.8.2 Contribute positively to emissions reductions.
- 6.9 The emission reductions associated with this proposal have not been estimated.
- 6.10 Improving the ability for people to walk and cycle are a key part of council's emissions reduction efforts by providing a safe, low emission way for residents to move around the city.
- 6.11 From the 2022 Life in Christchurch Transport Survey, 96 percent of respondents travel by car. Inconsiderate and dangerous behaviour from other road users and sharing the road with cars were the main reasons respondents found it difficult to bike.
- 6.12 Improving safety and making the intersection feel safer would address some of the barriers to people making sustainable travel choices. Removing these barriers will lead to reductions in vehicle kilometres travelled and consequently emissions from transport.
- 6.13 The National Emissions Reduction Plan (ERP) states we will have to 'substantially improve infrastructure for walking and cycling' to meet our emissions targets (including a 20% reduction in light Vehicle Kilometres Travelled by 2035 - required under the ERP). Improving the quality of walking and cycling infrastructure is also a key part of the Ministry of Transport and Waka Kotahi's efforts to decarbonise the transport system, so improving safety for these users would be consistent with national direction.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 6.14 This proposal improves accessibility for pedestrians/cyclists, by providing a safer means of crossing at the roundabout.

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

- 7.1 Cost to Implement - \$38,000. This is an estimate and not a tendered price. Approximately \$1500 for report design, engagement and producing the report.
- 7.2 Maintenance/Ongoing costs - To be covered under the area maintenance contract, the effects will be minimal to the overall asset.
- 7.3 Funding Source - Traffic Operations Minor Road Safety Budget.

Other

- 7.4 None identified.

8. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

- 8.1 Part 1, Clauses 7 and 8 of the Christchurch City Council Traffic and Parking Bylaw 2017 provides Council with the authority to install parking restrictions by resolution.
- 8.2 The Community Boards have delegated authority from the Council to exercise the delegations as set out in the Register of Delegations. The list of delegations for the Community Boards includes the resolution of stopping restrictions and traffic control devices.
- 8.3 The installation of any signs and/or markings associated with traffic control devices must comply with the Land Transport Rule: Traffic Control Devices 2004.











Other Legal Implications Ētahi atu Hīraunga-ā-Ture

- 8.4 There is no other legal context, issue or implication relevant to this decision.
- 8.5 This specific report has not been reviewed and approved by the Legal Services Unit however the report has been written using a general approach previously approved of by the Legal Services Unit, and the recommendations are consistent with the policy and legislative framework outlined in sections 8.1 to 8.3.

9. Risk Management Implications Ngā Hīraunga Tūraru

- 9.1 None identified.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A  	Bridge Street Estuary Road Proposed Intersection Safety Improvements drawing tg146826 For Board Approval	24/107749	43
B  	Bridge Street Estuary Road Proposed Intersection Safety Improvements drawing tg146826 Dimensions Plan	24/107767	44
C  	Internal or External Memos Sustain South Brighton - Bridge Street / Estuary Road Roundabout Improvement 30 September 2023 Report	23/1076162	45
D  	Bridge Street Estuary Road - Submission Table (Public)	24/102980	53
E  	Bridge Street Estuary Road - Analysis attachment	24/99313	93

In addition to the attached documents, the following background information is available:

Document Name - Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

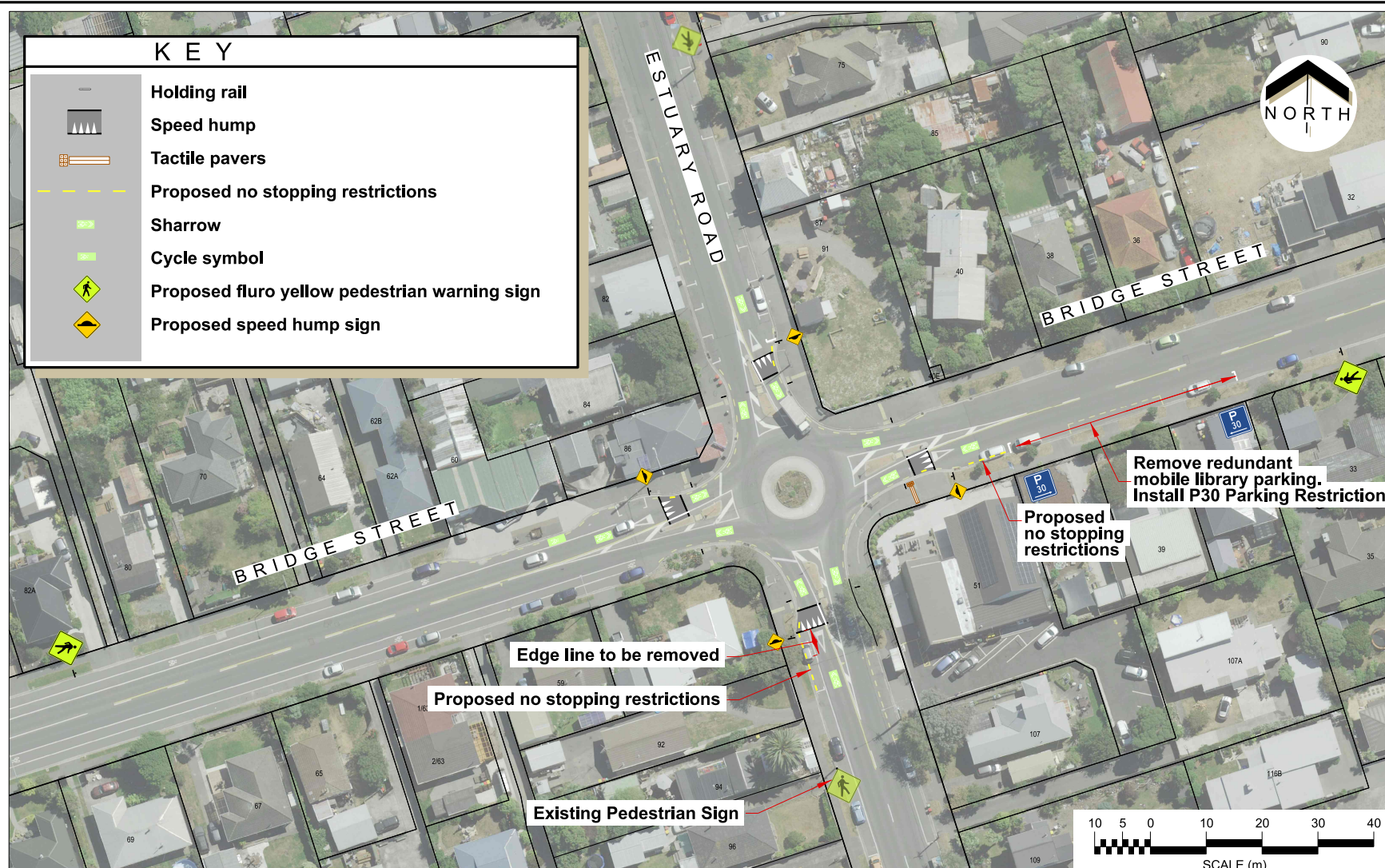
- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Edwin Tiong - Traffic Engineer Samantha Smith - Engagement Advisor
Approved By	Katie Smith - Team Leader Traffic Operations Stephen Wright - Manager Operations (Transport)

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Christchurch
City Council

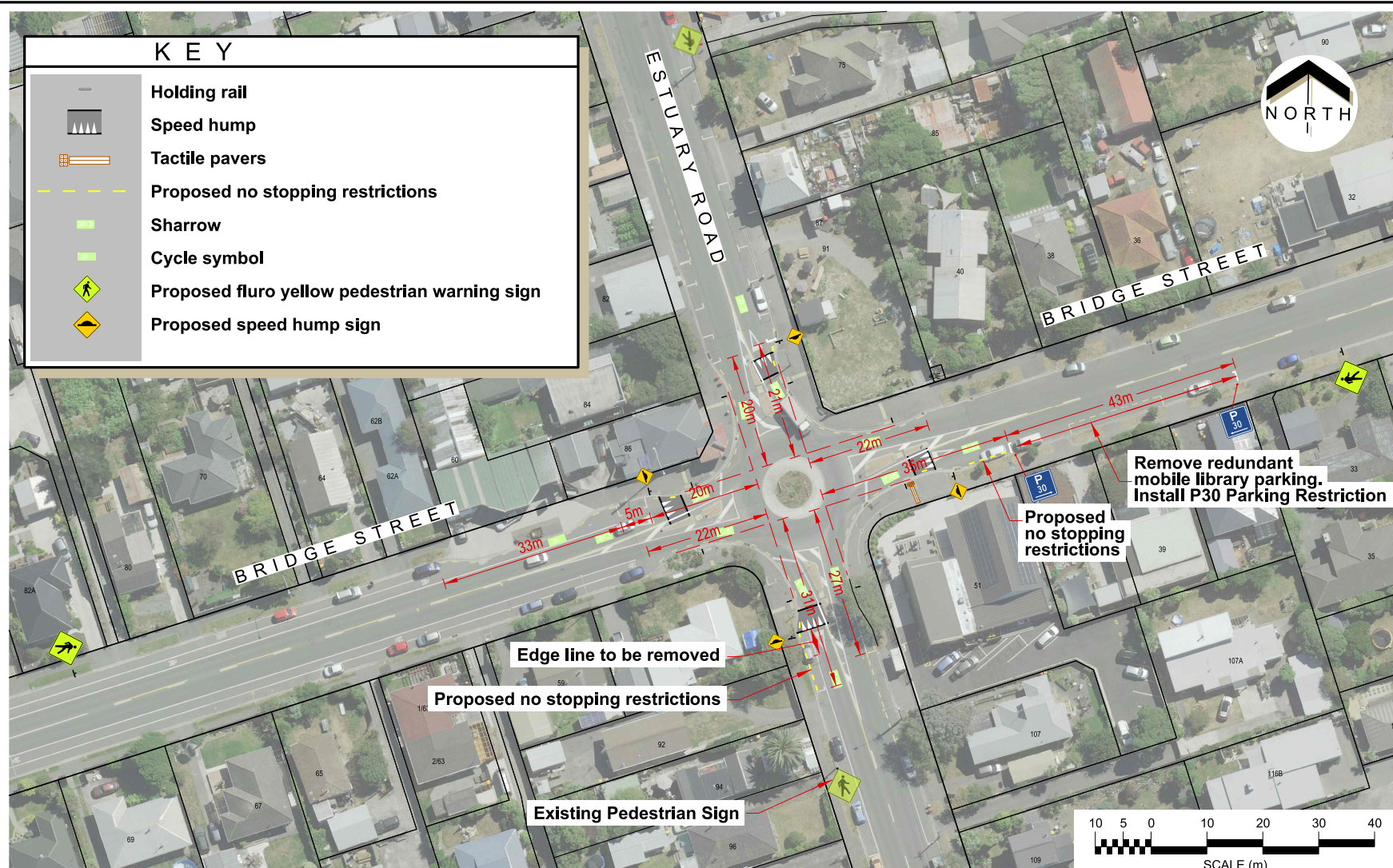
Bridge Street / Estuary Road Roundabout
Proposed Intersection Improvements
For Board Approval

Designed: ET Approved: LB

Original Plan Size: A4

ISSUE.1 23/01/2024
TG146826 MJR

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Christchurch
City Council

Bridge Street / Estuary Road Roundabout
Proposed Intersection Improvements
For Board Approval

Designed: ET Approved: LB

Original Plan Size: A4

ISSUE.1 23/01/2024
TG146826 MJR

Memos



Memo

Date: 31 August 2023
From: Edwin Tiong, Traffic Engineer
To: Waitai Coastal-Burwood-Linwood Community Board
Cc:
Reference: 23/1076162

Sustain South Brighton - Bridge Street / Estuary Road Roundabout Improvement

1. Purpose of this Memo

- 1.1 To provide response back to the Waitai Coastal-Burwood-Linwood Community Board about the request to staff to investigate the issues raised in the presentation by Sarah McKay and Samantha Fay to advocate for safety improvements to the Bridge Street / Estuary Road roundabout.
- 1.2 At its meeting held on 6 March 2023, the Waitai Coastal-Burwood-Linwood Community Board approved the Part B to:
 - 1.2.1 Refer the issues raised in the presentation in relation to a safety audit of the Bridge Street roundabout to staff for investigation and response back to the Board by way of InfoCouncil Memorandum.
- 1.3 The information in this memo is not confidential and can be made public.

2. Introduction

- 2.1 A review of the Bridge Street / Estuary Road roundabout has been prepared by staff to look at crash history, traffic volume, parking in the vicinity of the intersection and in particular the concerns related to the sight distance of pedestrians crossing and speed of vehicles when entering the roundabout.

3. Crash History and Analysis

- 3.1 The crash history from 2018 up to current year at Bridge Street / Estuary Road roundabout has a total of 5 reported crashes – 1 serious, 2 minor injury and 2 non-injury crashes (see Figure 1).
- 3.2 4 of the 5 crashes involved lost control, 2 travelling southbound and 2 travelling northbound on Estuary Road. All 4 are alcohol related crashes.
- 3.3 1 serious crash involved a cyclist on crossing/turning movement. The cyclist was travelling on Bridge St right turning into south of Estuary Road hit by vehicle entering from Bridge St east approach without noticing the cyclist in the roundabout.
- 3.4 There are no reported pedestrian related crashes at the existing crossing point nor within the 50m of the vicinity of the roundabout.

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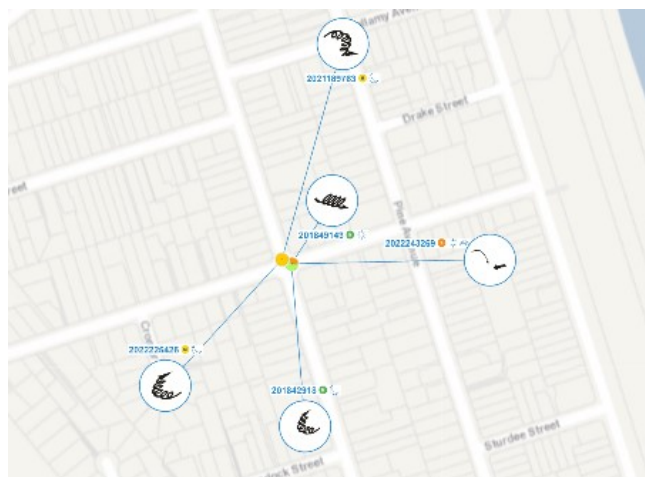


Figure 1 – Bridge Street / Estuary Road Roundabout Crash Diagram 2018-2023

4. Intersection Traffic Count

- 4.1 Figure 2 below indicates the Bridge Street / Estuary Road roundabout turning count conducted in September 2022. It was notable that there are 918 left turns from south of Estuary Road into west of Bridge Street; and 376 left turns from west of Bridge St into north of Estuary Road.

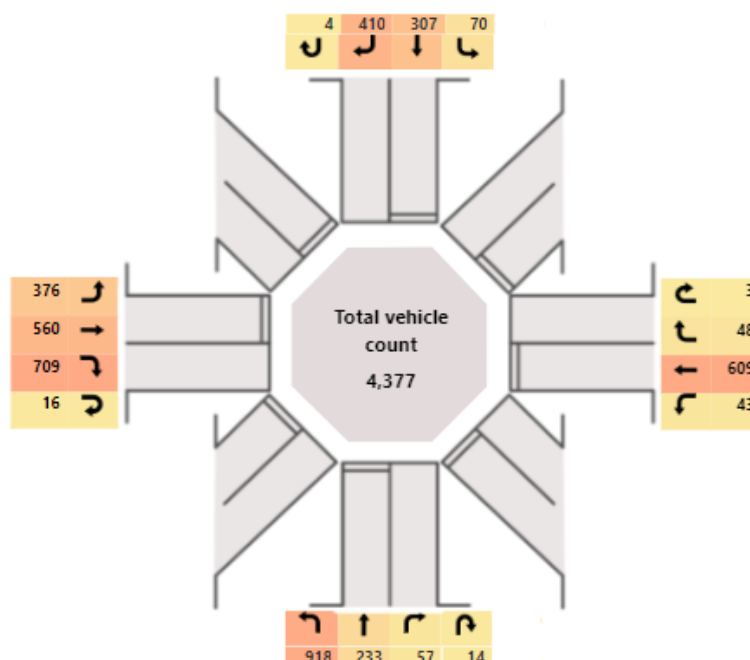


Figure 2 – Bridge Street / Estuary Road Roundabout Turning Count 2022

Figure 3 shows 8,765 vehicles per day on Bridge Street before entering into Bridge Street / Estuary Road roundabout. The average speed is 56.7 km/h and 85th percentile speed is 62.8 km/h, which is on the high side. The reason is that the survey location was conducted close to

Memos

the transition speed change between 70km/h and 50km/h. There are 4.3% heavy vehicles on Bridge Street.

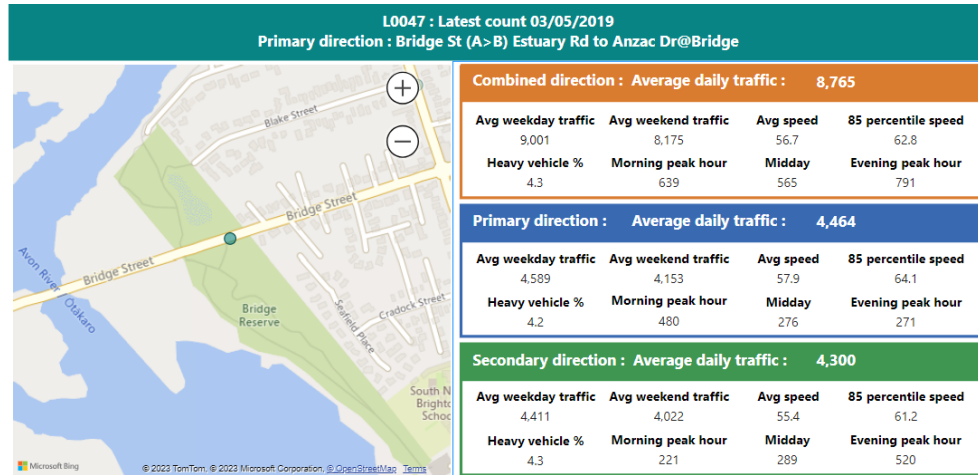


Figure 3 – Bridge Street Traffic count 2019

- 4.2 Figure 4 shows 3,299 vehicles per day on Estuary Road before entering into Bridge Street / Estuary Road roundabout. The average speed is 49.7 km/h and 85th percentile speed of 56.6 km/h. There are 7.5% heavy vehicles on Estuary Road, which is quite high.

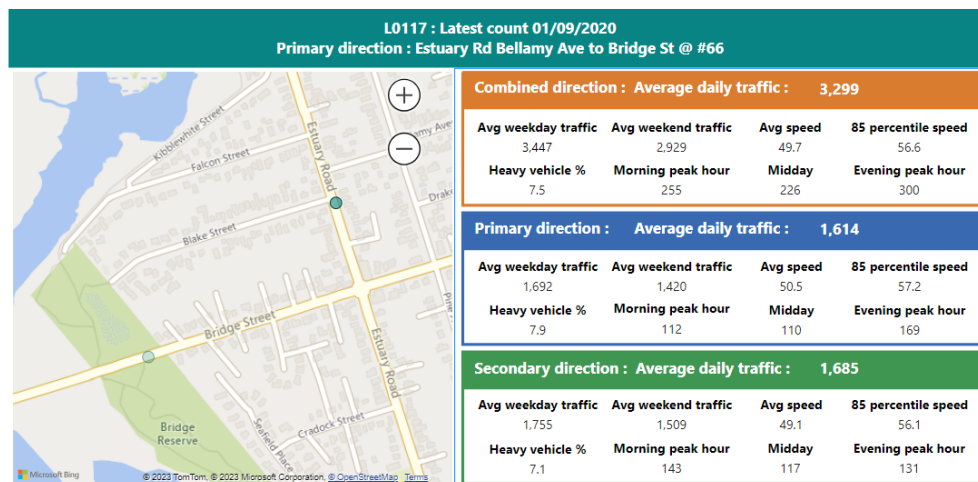


Figure 4 – Estuary Road Traffic Count 2020

5. Site Visit

- 5.1 Figure 5 shows that pedestrian sight line looking east from Bridge Street would be restricted when cars park on the kerbside in front of The Bridge Hub. Ideally, it would be better to remove two on-street parking spaces to obtain adequate sight lines.

Memos



Figure 5 – Bridge Street Looking East

- 5.2 Figure 6 shows that pedestrian sight line looking north from Estuary Road would be restricted when cars park on the first kerbside parking in front of common ground. However, due to the scarcity of parking especially with dairy opposite the road and other businesses nearby, there are likely to be objections to the removal of the parking. Previously there were time restrictions on these parking spaces, which could be reinstated to allow more turnover of the parking.



Figure 6 – Estuary Road Looking North

- 5.3 Figure 7 shows that pedestrian sight line looking south from Estuary Road would be restricted when cars park on the first kerbside parking in front of 92 Estuary Road. Ideally, it would be better to remove one on-street parking to obtain adequate sight line.



Figure 7 – Estuary Road Looking South

- 5.4 Figure 8 shows that pedestrian sight line looking west from Bridge Street would be restricted when car park on the kerbside parking with restriction in front of dairy. However, due to the scarcity of parking especially with dairy at the frontage, they is likely to be opposition to the removal of the parking.

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Figure 8 – Bridge Street Looking West

- 5.5 Figure 9 shows that pedestrian sight line looking east from Bridge Street west is restricted by the high fence cornering the intersection. Given that there are over 900 vehicles per day turning left from Estuary Road south into Bridge Street west, traffic would need to slow down so drivers can have early detection of pedestrians crossing the road.



Figure 9 – Bridge Street West Looking East

- 5.6 A 'Turning Traffic Watch For Pedestrians' sign was installed on the left hand side approaching the roundabout from Estuary Road south (Figure 10). Due the high black fence, drivers cannot see a pedestrian crossing on Bridge St west side crossing from south to north. Drivers tends to concentrate on traffic coming from the right.



Figure 10 – Turning Traffic Watch For Pedestrians Sign on Estuary Road south

- 5.7 Figure 11 shows that pedestrian sight line looking south from Estuary Road north restricted by the dairy shop cornering the intersection. Traffic would need to slow down so drivers can have early detection of pedestrians crossing the road.

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Figure 11 – Estuary Road North Looking South

- 5.8 Figure 12 shows that pedestrian sight line, especially for children of lower height, looking north from Estuary Road south will have their views restricted by the hedge plant cornering the intersection. Traffic would need to slow down so drivers can have early detection of pedestrians crossing the road.

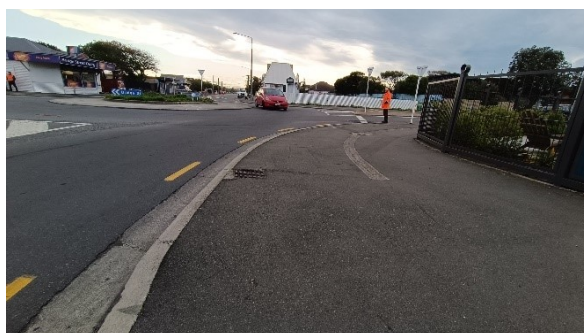


Figure 12 – Estuary Road South Looking North

- 5.9 Figure 13 shows that pedestrian sight line especially children of lower height looking west from Bridge Street east will have their views restricted by the white fence cornering the intersection. Traffic would need to slow down so drivers can have early detection of pedestrians crossing the road.

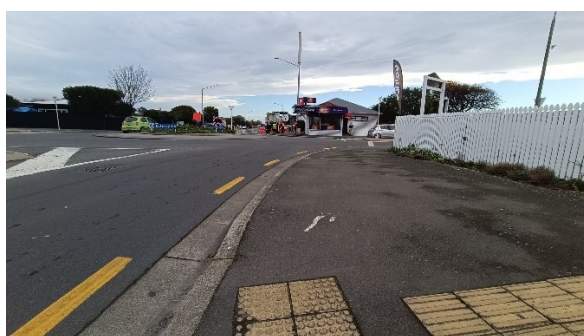


Figure 13 – Bridge Street East Looking West

- 5.10 A repaired road patch near the double sumps in front of The Bridge Hub showing uneven road surface is a potential trip hazard for cyclists and scooters (Figure 14). Road maintenance team has been informed to repair the defect.

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Figure 14 – Uneven Road Surface by the Double Sumps

- 5.11 All pedestrian crossing points have warning and directional tactiles installed apart from the crossing point in front of The Bridge Hub. It is near a driveway/ access to The Bridge Hub that are infrequently used by vehicles.



Figure 15 – Missing Warning and Directional Tactiles

6. Investigation

- 6.1 There are fluoro-yellow reflective pedestrian crossings warning signs installed on both the Estuary Road approaches to the roundabout but none on the Bridge Street approaches.
- 6.2 There are yellow cyclist holding rails installed on all four median islands but not on the footpath sides. The advantage of installing the holding rails on footpath sides would help cyclists not having to come down off their bike, and in addition, it could help as a gated structure that visually narrows the road to slow down traffic at the roundabout.

7. Options Recommendation

- 7.1 Staff have looked at two traffic calming measure options, one with temporary speed cushion pads, and the other option with permanent asphalt speed humps.
- 7.2 The rough cost estimates for both options only differ by about \$3,000, our recommendation is to go for a more permanent traffic calming solution rather than a temporary one.
- 7.3 Below is the proposal of works to be included in a scheme design for consultation:
- Asphalt speed humps on all approaches;
 - 8 yellow cycle holding rails on footpath sides;

Memos

- warning and directional tactiles on southeast side of roundabout;
- no stopping restrictions on south side of the Bridge Street east;
- no stopping restrictions on the west side of the Estuary Road south; and
- cyclists/pedestrian warning signs on Bridge Street approaches.



Figure 16 – Permanent Speed Humps Option on All Four Approaches

8. Conclusion

- 8.1 That the Board receive this memorandum and accept our recommendation to proceed with consultation for proposal as outlined above.
- 8.2 That the proposed project be consulted on within the next few months and come back to the Community Board for approval. Any approved works be programmed into our Minor Safety Work programme to be implemented either in this year budget or next year, subject to funding availability.

Attachments Ngā Tāpirihanga

There are no attachments to this memo.

Signatories Ngā Kaiwaitohu

Author	Edwin Tiong - Traffic Engineer
Approved By	Katie Smith - Team Leader Traffic Operations Stephen Wright - Manager Operations (Transport)

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

Organisations / Businesses

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name - Organisation
13210	Rating - Somewhat unsafe	Rating - Somewhat safe	Please see the Spokes submission. <i>See submission attachment 13210</i>	Anne Scott - Spokes Canterbury
13101	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>The Bridge Hub South Brighton support the proposed safety changes including the speed humps at all entrances to the roundabout, no stopping yellow lines, pedestrian warning signs and tactile pavers and removal of the redundant mobile library parking outside the kindy.</p> <p>We do think the removal of 2 carparks outside The Bridge on Estuary Rd and Bridge St will cause some congestion issues as we already have a parking issue at peak times around here with kindy drop off, resident parking, cafe patrons and weekly sessions in the community center. We think that the removal of one parking space and yellow lines would be sufficient to increase line of sight.</p> <p>Another improvement to be considered is making the crossing island wider as it barely fits a bike and is not wide enough for an adult with a pram to cross to the middle and wait. The foot traffic around this intersection has increased and there are a lot of children and families at school drop-off and pick up times. South New Brighton School groups also walk to the beach and surfclub around this corner. This is a high use corner for vehicles and pedestrians.</p> <p>'Slow down speed hump ahead' signs might be useful too as people from out of the area may not know about the changes and will continue to come into the roundabout at speed as this is the main route into South Brighton from Dyers Rd which is a 70km zone.</p> <p>We would like to see Tarseal Speed Humps installed over the Plastic Speed Breakers. We believe they are the best option for longevity, aesthetic and best use of the space in terms of safety.</p> <p>Do you have any additional feedback?</p> <p>We watch near misses on this corner on a daily basis here at the Bridge Hub. We are so pleased that something is finally being initiated before another incident occurs. The main issue is the difficult line of sight and the speed. Other things to consider is that the planting in the middle of the roundabout and the planting on the footpath on Bridge St looking towards Dyers Rd, these both obstruct the line of sight at the intersection and make crossing particularly difficult and dangerous. These need to well maintained. Who is responsible for this?</p> <p>We are collaborating with other invested organizations in the Healthy Streets Project for Bridge St/Estuary Rd intersection. There has already been some great mahi, conversations and consultation done in the community around the safety of this particular area and we look forward to the proposed changes making significant improvements.</p>	Hayley L’Huillier - The Bridge South Brighton Trust
13050	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Very good idea, the danger from speeding traffic in the area is at a high level.</p>	Ruby Risdon - Dune Cafe

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name - Organisation
13048	Rating - Somewhat safe	Rating - Very safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>In my experience they do slow people down in general. I have noted at other intersections (Whitleigh Ave/Lincoln Rd intersection) that these are now treated by some respectfully, but others in large vehicles do not slow as much as when it was new.</p> <p>From the diagram I cannot see if there are 'safe' crossing spaces within the changes to the round about. Has this been taken into consideration given the increase in traffic and pedestrians using the area since the cafe and community centre opened recently?</p> <p>Do you have any additional feedback?</p> <p>I work with Kidsfirst South Brighton. Our biggest concern is for whānau dropping off and picking up their tamariki from kindergarten and children who are vulnerable in these situations on the foot path or crossing the road. We do need to have some parking close to the kindergarten, especially for families with new babies or those who have mobility needs. We are very concerned by the increase in traffic that has occurred since the cafe and community centre opened up next door to the kindergarten. We have noted many more people coming and going from parks near the kindergarten throughout the day creating a general busyness of traffic in the area, increasing the hazards around for pedestrians and road users. We also note our families having to park further from the kindergarten, though many do walk.</p> <p>We are also seeing a large number of people using our driveway to help them turn in the street - to perform a 3 point turn in effect. This driveway is directly in front of the area that children play in so cars turning into the 'driveway' are a significant hazard to children when the kindergarten is in session, families when arriving or leaving and teachers when they are near the gate. We have already had a car drive through our fence/gates and into the playground as the result of using the driveway in this way (this was a person leaving the community centre who hit the accelerator instead of the brake - photo attached). Luckily this happened in the evening when there was no one present at kindergarten, but the area where the car ended up is a popular play place for our tamariki so there could have been significant injuries should this happen with children present. We have no options to change the layout of the kindergarten to reduce this risk as there is only so much playground space we can use. We have all witnessed more cars coming quickly into the driveway to turn within the last year which we consider a significant hazard and we associate this with the increased general traffic that has come about since the cafe/community centre opened. We have put measures in place to try and mitigate this risk, but still have concerns. Is there anything that can be done to stop cars turning into our driveway? possibly while this work is happening near the round about?</p> <p><i>See submission attachment 13048</i></p>	Catherine Gerslov-Wright - Kidsfirst Kindergartens
12992	Rating - Very unsafe	Rating - Very safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Living Streets Otautahi/Christchurch represents the interests of pedestrians. While we are primarily concerned with Greater Christchurch, we are the Canterbury branch of Living Streets Aotearoa (LSA). Nationally we have the goal to support more people walking more places more often as part of a healthy lifestyle and smart transport system.</p> <p>Living Streets encourages pedestrian activity through support for urban design, transport system development, and road design and operation that encourages people to walk</p> <p>We represent both the mobility and visually impaired, the very old and the very young, people who have no other forms of transport, as well as the thousands of other New Zealanders who walk by choice or who would like to walk. Living Streets is the voice of anyone who uses the foot path -or would use a foot path if there was one - at any stage of their journey, including public transport users and people who travel by car.</p> <p>In summary, Living Streets Otautahi/Christchurch, with LSA, strives to ensure our communities are walkable. We believe that walking should</p>	Meg Christie - Living Streets Otautahi

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name - Organisation
			<p>be viewed as a legitimate form of transport for a whole journey or part of a journey and be allocated the resources this warrants.</p> <p>We have heard from Sustain South Brighton that the Bridge Street roundabout is not pleasant or safe r to navigate for anyone that is not in a vehicular vehicle. Therefore thank you for including it in your programme of works.</p> <p>This roundabout poses a significant barrier for care givers to let their primary school children access school independently. Caregivers with pre-schoolers, users of the community center, the cafe and Common Ground, people needing to cross to access the dairy are all being affected. The elderly and the mobility or sensory impaired are also extremely vulnerable in the current fast speed, poor visibility environment. To that end, we support the measures, to some extent, proposed in the consultation document:</p> <ul style="list-style-type: none">- We recommend raised zebra platforms instead of speed humps. This is feedback from our blind and low vision members as an uncontrolled crossing is not easy to use if one cannot make eye contact with a driver “ even if they appear to be giving way. Other vulnerable people such as primary school children have difficulty in ambiguous crossing situations, not being able to discern whether cars have stopped or paused for another reason and may not be paying attention to pedestrians. Young people may not be able to determine when there is a sufficient gap in traffic to cross in time. With only speed humps, the vehicular traffic may be queued over the pedestrian crossing area whereas zebra crossings create a space for pedestrian movements.- However we do support any measures, such as speed humps, that slow traffic which in turn means drivers will have more time to react/stop to prevent a crash. We request that these be accompanied by there be a 15kph speed sign at each of the 4 approaches.- We also support the proposal to put pedestrian warning signs on Bridge Street approaches to the roundabout. This is a high pedestrian/active transport-user area and we agree that vehicular drivers should be prepared to encounter these other road users frequently “ especially at school peak travel time.- We support the proposal to add “no stopping” yellow lines and the removal of the mobile library parking as this improves sight lines for all users.- We support improvements to the hand rails. <p>Do you have any additional feedback?</p> <ul style="list-style-type: none">- We request that the pedestrian refuges are wide and deep enough for a caregiver with a pram and at least 2 children to be able to stand side by side. This will also ensure that there is room for a mobility scooter user and at least one other at all times.- We request that the resurfacing the streetscape around the roundabout is considered. Resurfacing the footpath would improve walkability as the current conditions pose tripping hazards.- We have heard from the Sustain New Brighton group that the garden bed on the corner of Estuary Road and Bridge Street is takes up space that could be better served for pedestrian access and agree that this be reduced. . This would enhance the safety of the roundabout, especially for children, and also create clearer sight lines for footpath users.	
12976	Rating - Very unsafe	Rating - Very unsafe	<i>See submission attachment 12976</i>	Maria Smolar - Healthy Families and Sustain South Brighton
12955	Rating - Somewhat safe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>My AA Council has concerns regarding the seemingly standard procedure of installing speed platforms on all redevelopment of intersections. We believe that in most instances such as this they are unwarranted , expensive to install and dangerous under damp or frosty conditions for some road users. We believe that the same effect could be achieved by painting the road surface and save considerable expenditure for an already cash poor Council.</p>	John Skevington - Canterbury/West Coast Automobile Association District Council

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name - Organisation
12834	Rating - Very safe	Rating - Very unsafe	<p>Do you have any comments about the proposed speed platforms?</p> <p>They are unnecessary. All traffic slows naturally anyway, in order to see, give way and negotiate the roundabout.</p> <p>Do you have any additional feedback?</p> <p>There is no need for any of this - its a waste of money, and unlikely to have any real effect.</p> <p>Additional no stopping yellow lines will:</p> <p>a) have a negligible effect on visibility - its not the cars that limit sightlines, its the fences, and that's a good thing</p> <p>a) negatively effect car parking behaviour - especially parents dropping kids off at the kindergarten, and likely cause more problems, including double parking.</p> <p>The key risk times for pedestrians are 0820 - 0850 and 1450 - 1520 Monday to Friday term times. This is when parents and children are making their way to and from the school. At these times there is a lot of traffic - mostly parents, it's very obvious that there are kids about, and people clearly drive carefully.</p> <p>In 15 years of dropping kids off at, and picking them up from, the pre-school and the school I've neither seen nor heard of inappropriate speeding during these times.</p> <p>Former South New Brighton School Board Chair and Safety Auditor</p>	Mark Smith - Horizons Unlimited
12828	Rating - Somewhat safe	Rating - Neutral	<p>Do you have any additional feedback?</p> <p>The bus stop outside the dune Cafe would best to be moved further up as multiple times I have bee around the roundabout and also witnessed. Where the bus is not fully in the parking area and the tail end of the bus is out ineadinf flow of traffic which either forces vechiles to try and squeeze through between traffic island and busses or stop in the roundabout and as go bus us this stop from driver change the busses cab be stop for a longer period of time also go hus park their cars in the bus stop further limiting the abaily to get a bus fully and safely into the designated are. It also prevent pedestrians who demoed to walk out from in front of the from being able to see oncoming traffic</p>	Sam Hawkins - South Brighton Holiday Park
50003	N/A - PDF submission	N/A - PDF submission	See submission attachment 50003	Rosa Verkasalo - Te Mana Ora
50004	N/A - PDF submission	N/A - PDF submission	See submission attachment 50004	Cassie Welch - The Play and Healthy Streets Network
50005	N/A - PDF submission	N/A - PDF submission	See submission attachment 50005	Derek Walsh - ECan

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

Individuals

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12816	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>My kids cross there every day and very little cars stop for us.</p> <p>Do you have any additional feedback?</p> <p>I wouldn't mind an extra speed hump half way between the round about and the entrance of bridge street round about. Some people especially at night use the street as a race track</p>	Eveline Geradts
12820	Rating - Neutral	Rating - Neutral	<p>Do you have any additional feedback?</p> <p>I agree with all of this but PLEASE make sure the tactile pavers are safe and non slip. I slipped on others on Ferry Road last year and broke my foot, tore my quad and tore my meniscus and await surgery on that. They MUST be safe and non slip.</p>	Karen Atkinson
12821	Rating - Somewhat safe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>Unnecessary, making changes for the sake of making changes.</p> <p>Do you have any additional feedback?</p> <p>If work is to be carried out, would be awesome if effort was also spent on beautifying the roundabout. Plant robust beautiful plants in the roundabout to create a lovely space. Not enough is done on the east side unlike what the CCC does for areas like Fendalton, Merivale, Ilam etc. Just like the bridge , the roundabout is also a gateway to our lovely community.</p>	Tim Canning
12822	Rating - Very safe	Rating - Somewhat unsafe	<p>Do you have any additional feedback?</p> <p>In the ten years we have lived on Estuary Road it has become a race track. Cars speed along this road. I feel it is time for speed bumps on this road. Also time the council came out and ticketed people constantly parking on berms making it unsafe to see getting out of driveways.</p>	Tracy Alford

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12823	Rating - Somewhat safe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>No need to reduce speed below 50kph, just need to enforce.</p> <p>Reducing speeds will mean evacuation and normal travel times will increase dramatically. Traffic modelling will show this, also build up of queues at stop/giveaway/roundabouts/lights, as you will have more cars on road for long period of time thus impacting travel and delays further.</p> <p>Longer travel times, results in more environmental impact, more stress, more people taking risks - resulting in more accidents, more road rage.</p> <p>People still have work, school, other activities they need to get to, people already feel stressed about lack of free time so adding an extra 1/2 - 2 hours, to people's day in car is not great for one's mental health.</p> <p>Then there are commerical drivers, so extra time on road, extra financial costs to business, with flow on extra costs to public.</p> <p>So really any reducing of speed limits in residential areas has large impacts on major of people, so everyone suffers - while those speeding at 100kph and having accidents in residential areas will still do the same. So everyone suffers for the few that won't change - more police enforcement and consequences of those breaking current speed limits would be more effective - and targeted.</p> <p>Do you have any additional feedback?</p> <p>Don't see the need for speed humps prior, it's a roundabout traffic slows for it. Pedestrian crossings would be a better option - pedestrian having priority at roundabout would mean they not standing at risk in middle of road.</p> <p>No need to remove car parking as does not impact/obstructed view of cars coming into roundabout. There is plenty of room from the last car to the pedestrian island, so can easily see pedestrian infront of The Bridge Hub, there is the setback from the driveway with the large sliding gate, and then pedestrian still have to walk towards the corner before crossing to island. Stupid idea removing further parking from area which has commercial land/businesses - The Bridge Hub, The Dune Cafe, The Dairy, Common Ground (this used to have like 5 thriving businesses/shops), and the Kindy.</p>	Rino Adair
12825	Rating - Very safe	Rating - Very safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Unnecessary. Please do not add speed platforms to any part of the intersection.</p> <p>Do you have any additional feedback?</p> <p>Visibility is good so no need to take out parking areas. Especially for businesses in the area. Add pedestrian crossings to give pedestrians priority. Maybe a watch out for children & cyclists sign.</p>	Fiona Garrett

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12830	Rating - Very unsafe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>Medium barriers need to be put in to the bus stop to prevent people doing U turns by the dairy. Traffic lights would be best.</p> <p>Do you have any additional feedback?</p> <p>Medium barriers need to be put in to the bus stop to prevent people doing U turns by the dairy. Traffic lights would be best</p>	Murray Hutt
12832	Rating - Very unsafe	Rating - Very safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Anything that can slow cars and improve safety for tamariki crossing would be fantastic.</p>	Sarah Musson
12835	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Feel the parking & speed humps could start sooner. Perhaps before the service station. Actual crossings would be much safer to cross.</p> <p>Do you have any additional feedback?</p> <p>There's a bus stop sign around number 68. People park there regularly. Is it actually a bus stop? Should there be a no parking warning?</p>	Debra Clarke
12836	Rating - Very safe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>Speed platforms not needed.</p> <p>Do you have any additional feedback?</p> <p>What is the total price for all this work? Has a count been done on the number of pedestrians using this area. School children dont walk to school.</p>	Wayne Hawker

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12837	Rating - Very safe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>You talk about the community feeling unsafe and mention crashes. What is the research data showing to support this change. One of the places I am more cautious is the movement around the challenge service station .. often people trying to turn in after coming off the round about. If you are putting in speed humps this is going to make it even more difficult to navigate that area especially as a lot of pedestrians cross at that point. Crossing on the streets coming off the roundabout is much easier and safer</p> <p>Do you have any additional feedback?</p> <p>In all my years living here and going through that intersection I have never seen an accident. In my experience people are careful, they also look out for pedestrians and give right away esp to children.</p>	Karen Kingsford
12838	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any additional feedback?</p> <p>It could be worth considering moving the crossing mediums slightly on Bridge Street and Estuary road as the poor visibility makes it very difficult to cross at busy times (especially school pick up/drop off). Extending the school slow speed signs may also help as often cars are travelling very fast and it is a constant worry sending my child to school and attempting to cross Bridge Street. We will not let him cross Bridge Street on the dairy side due to major safety concerns. Perhaps some extra police presence and education for drivers to remember to slow down could be a good reminder too?</p>	Emma Singleton
12839	Rating - Somewhat unsafe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>There should be speed platforms at the exits to the roundabout too, as pedestrians/children etc cross here too and cars accelerate out of the roundabout. Ideally vulnerable users would be prioritized over car traffic using zebra crossings</p>	Julien Gutknecht

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12840	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Speed bumps would be great. Especially on Bridge St west, and Estuary Rd south! Some people fly through this roundabout which is extremely inappropriate in this area with lots of cars and children going to/from school.</p> <p>Do you have any additional feedback?</p> <p>Main concerns are being in a car entering roundabout along Bridge St from the west - hard to see vehicles approaching roundabout on Estuary Rd from the south due to the full height fence on corner residential property. Similar when a pedestrian crossing Estuary Rd on north as difficult to see cars approaching roundabout on Bridge St from the west due to the lotto dairy building.</p> <p>Another big concern I have is removing the 'redundant mobile library parking'. This is right outside the kindergarten and I (and I think most people) assumed this was a pick-up/drop-off/loading zone. I feel like keeping this in place is extremely important in front of the kindergarten for safe pick-up/drop-off of very young children especially around 8.30-9am, 12.30pm and 2.30pm (kindergarten times). This is especially crucial when Dune cafe is open as parking in this spot for the cafe removes spaces for parent pickup/drop-offs. Could this potentially stay in place with some signage indicating drop-off/pick-up parking rather than removing it and allocating as permanent street parking? I feel like it works quite well currently as a 'short-term' parking zone.</p>	Altaire Mandell
12844	Rating - Somewhat safe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>As a parent and pedestrian user of this intersection daily, my biggest concern is for children and parents accessing South brighton school and the kids first kindergarten. The proposals look good - and i think the key factor is slowing traffic coming into the intersection from all sides. I note it identifies removing the mobile library parking, I think its currently 5min pick up and drop off for Kids first kindy- this would be a non negotiable to keep please.</p> <p>Thank you jeff</p>	Jeff Ward
12849	Rating - Somewhat safe	Rating - Somewhat safe	<p>Do you have any additional feedback?</p> <p>The proposed no stopping zone on Bridge Street outside The Bridge Hub and Dune Cafe would take away much needed parking for these businesses that is already quite limited in this area. Due to the open fencing around the facility and the narrowing of the road coming into the roundabout, I have never felt unsafe entering the intersection from this direction or had any trouble seeing if cars were there when entering the intersection from the south side of Estuary road.</p>	Esther Pickering
12850	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any additional feedback?</p> <p>Please don't remove the kindy stopping bay. We need a kindy pickup/dropoff bay. Its so hard to park there now with little feet and babies in-tow due to the busy cafe.</p>	Charlotte Wood

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12851	Rating - Very safe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>This is a ridiculous waste of resources. This is not a high incident area and it does not at all need speed bumps. Idiots will still be idiots. Fix other areas and roads first, this is not a useful spend of time or money!</p> <p>Do you have any additional feedback?</p> <p>Do not do this!!!</p>	Anna King
12852	Rating - Neutral	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>Na</p> <p>Do you have any additional feedback?</p> <p>I highly suggest you move the bus stop that is right after the exit of the roundabout heading towards to southshore on estuary. The amount of times I have see and even myself nearly rear end a bus is crazy. I don't understand how it got signed off to have it there in the first place. Just plain dumb.</p>	Nicole Wilson
12854	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any additional feedback?</p> <p>multiple children after school have nearly been hit at this intersection this change needs to happen!!!</p>	Lauren Gray
12855	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any additional feedback?</p> <p>I'm not sure this is enough for the number of children that use this intersection at school hours. It's a very blind corner turning left from estuary rd onto bridge st. I don't think this will slow traffic enough. Controlled lights at school times would be better. Redcliffs got this why can't south new brighton? Are we too low decile? We have more kids using this than redcliffs.</p>	Emma Velde-Schaffer
12856	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>These are a good idea. Cars speed along through the school crossing.</p>	Sartia Mcgeoch-Donovan

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12858	Rating - Somewhat unsafe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>I don't think speed platforms are the best approach. Could we consider tactile paving, e.g. cobblestones?</p> <p>An aspect I don't think had been considered is the local vernacular. South Brighton isn't a typical suburb, it has a strong community and strong beach aesthetic. This roundabout is a really key location, with Dune, Bridge Hub, CommonGround and Kindy. I live just around the corner so I drive or walk across the roundabout with my toddler son everyday.</p> <p>Can we consider placing a sculpture or improved planting on the roundabout to characterise the area and indicate to road users they are no longer on a fast road but in a residential area? There is a beautiful view when you cross the bridge, looking towards the surf club. It would be good to consider this sightline and add to it.</p> <p>Can we consider tactile paving and improved road crossings- e.g. similar to those by the pier?</p> <p>Can we consider creating an 'entrance' by the bridge- I think the speed issues mostly come from people turning off the 70kmh road and not slowing. Having a subtle indicator 'e.g. welcome to South Brighton sign' would help road users understand they are entering a new zone and need to slow.</p> <p>Can we consider local craft/artwork to characterise this location? Again, this is such a key location if there is work being done we should think beyond typical traffic calming and consider how the characterisation of the space will promote drivers to consider their community and therefore drive more safely.</p> <p>Do you have any additional feedback?</p> <p>All my notes are above- happy to discuss more if needed?</p>	Sophia Coxon
12875	Rating - Very safe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>100% against!</p> <p>Do you have any additional feedback?</p> <p>Our council is billions of dollars in debt and it feels the need to make unnecessary modifications!</p>	Wayne Boyd

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12880	Rating - Neutral	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Bus stop on east side of road heading south. Very tight fit when buses are there often with drivers waiting there to swap drivers would be nice to move stop further south or let bus in closer to path at that one spot.</p> <p>Do you have any additional feedback?</p> <p>Bus stop outside dune cafe is very close to corner. Leaving blind spots. Could potentially get 200mm closer to foot path. Very tight when buses are there. thanks Paul</p>	Paul Tait
12881	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>So happy to see this proposal. Something I have been hoping for since we moved to Bridge St in 2017. With two young kids this intersection gives me an immense amount of anxiety. Walking to school or supporting the local cafes and common ground is always a challenge when approaching this intersection. A heap of cars go way to fast approaching this and I'm surprised no one has been hit (that I know of)</p> <p>Do you have any additional feedback?</p> <p>Love it. Thanks</p>	Tom Verdonk
12882	Rating - Very unsafe	Rating - Somewhat unsafe	<p>Do you have any comments about the proposed speed platforms?</p> <p>There is very little improvements made for pedestrians and cyclists. This roundabout is very busy with pedestrians heading to Dune, Common Ground and with kids going too and from school. It is also a busy intersection for cyclists stopping at Dune on their way through. There needs to be proper pedestrian crossings and more of an allowance for cyclists as the current plans are lacking both!</p> <p>Do you have any additional feedback?</p> <p>There needs to be better crossings for pedestrians. There is a lot of foot traffic around this area and there needs to be safe options for people to cross.</p> <p>This plan also does not prioritise the safety of cyclists. Cyclists are expected to merge with traffic?! That is extremely unsafe. Only people who don't bike would think this plan is safe</p>	Stephen East

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12883	Rating - Very unsafe	Rating - Somewhat unsafe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I think these are a good idea but not the only safety improvement required</p> <p>Do you have any additional feedback?</p> <p>With more activity because of both common ground and the Hub now both conducting business as well as the kindergarten, dairy and service station, the loose car parking and lack of enforcement is becoming a real issue and risk to the residents. As cars are parking far to close to driveways and the tree plantings along the berms are causing visibility issues getting in and out of driveways. There needs to be better car parking markings along bridge street as there are currently no markings and more no parking areas to limit the number of cars parked.</p>	Douglas Medlycott
12887	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I don't know what you mean by "speed platforms" I am also unsure what "tactile pavers" are, or "holding rails."</p> <p>You have not mentioned (as far as I can see) slowing the speed approaching the roundabout, which would be a good plan.</p> <p>Do you have any additional feedback?</p> <p>This does feel as if it is an unsafe roundabout and, as far as I can understand your proposals, I think this would improve the safety.</p>	Juliet Slattery
12888	Rating - Very unsafe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>Not a fan of speed humps/ platforms</p> <p>Do you have any additional feedback?</p> <p>Kia ora Sam/ Engagement team. Thanks for doing a wider consultation on this intersection. Driving is somewhat safe. However, as a pedestrian/s, my family and I feel very unsafe. Considering the high pedestrian traffic of the New Brighton Hub, Dunes, School, and Coffee grounds and the events held there I agree with extra signage and markings. If there are funds for a radar speed sign, specifically further west of Bridge street to warn vehicles to slow down, or a mirror on the blind corner to mitigate risk of conflict with vehicles/pedestrians. Ngā mihi kia koutou.</p>	Irene Macarthur
12889	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Good additions</p> <p>Do you have any additional feedback?</p> <p>The white picket fence blocks the view when coming from the East, that should be either removed or altered as part of your plans</p>	David Fortin

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12890	Rating - Very safe	Rating - Somewhat unsafe	<p>Do you have any comments about the proposed speed platforms?</p> <p>this council seems to underestimate locals driving ability. I have travelled through this intersection daily in my 6 years of living in Pine Ave. I have found drivers competent and respectful and see no need to fix something that is not broken for the sake of spending money needlessly</p> <p>Do you have any additional feedback?</p> <p>Leave roads and intersection that work perfectly well alone</p>	Brent Pidgeon
12892	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Great idea!</p>	Anna Flanagan
12893	Rating - Very safe	Rating - Very safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I can't see why they are needed. Seems to be a solution for a problem that doesn't exist.</p> <p>Do you have any additional feedback?</p> <p>I have used this roundabout at least twice a day for over 25 years (on a bike, as a pedestrian and in a vehicle). Other than people who don't understand how to use a roundabout I have never had a problem or heard of anyone having any issues.</p> <p>No parking outside Dune and The Common Ground makes sense as it can get a bit tight.</p>	Peter Young
12897	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Great idea as it is the cars coming into the round about at speed the problem. No problems when everyone is cruising slowly</p> <p>Do you have any additional feedback?</p> <p>Thanks for taking action before a fatality occurs.</p>	Adam Parker
12898	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Very much needed, cars fly through the roundabout. It's very unsafe for school children.</p>	Jasmine Dessaix
12899	Rating - Somewhat unsafe	Rating - Very safe	<p><i>No feedback</i></p>	Graeme Cooper

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12900	Rating - Somewhat unsafe	Rating - Somewhat unsafe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Definitely necessary however there is a large number of children who cross that intersection many without adults. I do feel these children are vunrable as they are young and harder to see</p> <p>Do you have any additional feedback?</p> <p>Will these speed platforms be wheelchair friendly. The crossing islands need to be wider for pushchairs wheelchairs bikes and larger families / groups. I feel it needs further work around speed or lights instead as have seen to many near misses of children</p>	Karyn Walding
12901	Rating - Somewhat safe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>The speed bumps will be good but the real problem is the dairy building that blocks the visibility.</p> <p>Do you have any additional feedback?</p> <p>The dairy building blocks the visibility from the busiest direction at the end of the day. This makes what the council is trying to do ok but the real problem cant get fixed.</p> <p>Walking across the street from the dairy heading east is very dangerous. My only solution to that would be to offset that walking crossing further north. Just north enough that people will still use it and this will give extra time for cars to see walkers and give walkers the time to assess traffic.</p>	Paul Jansen
12902	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>These are a very welcome addition to the roundabout. At times, this is a very busy roundabout for pedestrians to try to cross and cars do speed through with little chance for pedestrians to have a right of way. As a resident using this intersection for over 15 years, the visibility when approaching the roundabout along eastry road is a problem too. It's a very congested area.</p> <p>Do you have any additional feedback?</p> <p>Pedestrian crossings are needed on Bridge Street. My suggestion is one back by the kindergarten and cafe, the other by the challenge petrol station and dairy before the proposed speed bump.</p> <p>I have observed time and time again school children not being able to cross as cars whip around the corner not giving a chance fit the children to get across safely. Also people running across the road to get to the cafe happens often.</p>	Matt Herron

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12903	Rating - Neutral	Rating - Somewhat unsafe	Do you have any additional feedback? Clear demarcation of cycle lane through intersection, as shool nearby, helping kids learn (and adults) the desired way through an intersection would help. Wether thats via roundabout or over pedestrian crossing. When the road is busy it can be challenging to cross especially for those that have mobilty issues and dont have the burst of speed to dash across, is it possible to widen ghe islands in the middle to break down crossing the road into smaller steps? Possibly zebera crossing aswell to help prioritize pedestrian traffic?	Mark Duncan-Caley
12914	Rating - Somewhat unsafe	Rating - Neutral	Do you have any comments about the proposed speed platforms? not necessary Do you have any additional feedback? I had an accident on this round about . Some one failed to give way to me . Its fine the way it is . Drivers need to concentrate on driving , not their cell phones.	Lewis Surgenor
12923	Rating - Very unsafe	Rating - Very safe	Do you have any comments about the proposed speed platforms? Please take action. I have had so many near misses on this intersection and it a real danger with young kids.	Chelsea Verdonk
12933	Rating - Somewhat unsafe	Rating - Very safe	Do you have any comments about the proposed speed platforms? Thanks for doing this	Karen Radcliffe
12938	Rating - Very unsafe	Rating - Somewhat safe	Do you have any comments about the proposed speed platforms? For children, it would be safer to have painted pedestrian crossings on the North side of Estuary (from the dairy to Common Ground) and om the East side of Bridge St (from Common Ground to The Bridge Hub). That way kids and families can get to the kindy more safely. School kids could cross that way and then cross again towards the school/preschool/playcentre at the school crossing. Or painted pedestrian lines all around. I have seen way too many near misses with kids, it's pretty bad. Please see attached image of a safer for children roundabout. Do you have any additional feedback? Thanks <i>See submission attachment 12938</i>	Laura De Haro

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ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
12966	Rating - Very unsafe	Rating - Very safe	Do you have any comments about the proposed speed platforms? We would be very happy for changes to be made to make it safer. We are regular visitors to the area and walk with grandchildren through this intersection often. We currently feel very nervous and unsafe crossing the roads. Reducing the speed of traffic is necessary to make it safe for the community.	Jo Verdonk
13034	Rating - Very safe	Rating - Somewhat safe	Do you have any comments about the proposed speed platforms? I am against having speed bumps. It is a total waste of money that this council cannot afford. Having speed bumps gives pedestrians a false sense of security believing that the intersection has become safer when in fact nothing has changed. <i>See submission attachment 13034</i>	Kyle Haskell
13038	Rating - Very unsafe	Rating - Somewhat unsafe	Do you have any comments about the proposed speed platforms? I don't think it is enough. Do you have any additional feedback? I would like to have a proper raised pedestrian crossing with the orange balls between The Bridge and the Common Ground garden.	Romain Garby
13039	Rating - Somewhat unsafe	Rating - Somewhat unsafe	Do you have any comments about the proposed speed platforms? With the roundabout, the cars are already breaking, and I am not sure these are useful... Do you have any additional feedback? There are now 2 social areas (the bridge and common ground) separated by the road at the corner of this roundabout, It would be great to have a proper pedestrian passage there. There is also lot of kids (primary) crossing the area to go to school and having a safe way through would be a great improvement of the area.	Alice Harang
13061	Rating - Very safe	Rating - Neutral	Do you have any comments about the proposed speed platforms? I have personally never seen a crash there, I cycle through this roundabout regularly and find traffic to be considerate.	Briar Cook

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
13176	Rating - Very unsafe	Rating - Very safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>This roundabout currently feels really unsafe when riding through on my bike. I can imagine it would feel difficult for someone wanting to cross the road too. I believe that the speed platforms will make it feel way safer for both me riding my bike through the roundabout, and people crossing the road as pedestrians. Keen to see this work go ahead, as the motorists at this roundabout travel really quickly, resulting in scary speeds for pedestrians and cyclists.</p>	Nick Reid
13177	Rating - Somewhat unsafe	Rating - Neutral	<p>Do you have any comments about the proposed speed platforms?</p> <p>Excellent. Happy to see any measures to get people to slow down before, through, and out of the intersection. I live in North New Brighton and come through this intersection on my usual route to the Port Hills, Sumner, Woolston and beyond.</p> <p>Do you have any additional feedback?</p> <p>Please hold your nerve on removing the carparks next to the intersection to improve line of sight, as it is really important to give people walking and driving a clear view of what's coming (and there's plenty of room to park within easy walking distance). Consider designating some mobility permit only parking if need be. Other people can walk a little further. Signs telling people driving to look for pedestrians will be insufficient unless you make at least the other proposed changes - because everyone has moments of inattention and it's remarkable how often people don't notice signs when driving.</p>	Michele Hollis
13206	Rating - Very unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>Think that it is a good start. It would be nice to have a no stopping area on the left of Bridge Street before the service station coming from town as it gets very congested there. Even on both sides would be good as it gets so busy around that area.</p> <p>Do you have any additional feedback?</p> <p>There is a redundant bus stop sign just before the roundabout on the left on Bridge street. Could it please be removed. Also the concern I have is that there is talk around the community that there is a possibility of a large service station being put in on the corner of Estuary Road and Bridge St on the left corner where the dairy is. I feel until this is checked out there is little point in making a lot of changes as they may not fit in with any changes that this new development will bring about.</p>	Liz Stopforth
13208	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I support the addition of speed platforms as it slows down the car traffic around the roundabout making it safer for drivers, cyclists and pedestrians. Slower drivers reduces the risk of crashes by increasing the amount of time drivers have to check if the intersection is clear before proceeding. Slower speeds also reduces the level of risk and injury for drivers, cyclists and pedestrians in the event of an incident occurring. Slower car speeds also helps cyclists and pedestrians to feel safer using the roundabout and increases the chance of them being seen by drivers.</p> <p>Do you have any additional feedback?</p> <p>I like addition of no parking yellow lines close to the entrance of the roundabout to open up the road and allow enough room for a cyclist and car to both be on the road safely. Removing car parking will also help to improve visibility entering the roundabout making it safer and reducing the risk of incidents.</p>	Sarah Laxton

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
13209	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I think they are great! I think it will make it feel much safer when cars are slowed down when navigating this round about. Is there any reason why they cannot line up with the pedestrian crossing/ also have speed platforms on the exit of the round about for pedestrians crossing. There is a community hub, a cafe, and a dairy on three different sides of the round. Making it easier and safer to cross would be fantastic.</p> <p>Do you have any additional feedback?</p> <p>I like how the current round about is mountable for buses, but the wider base means that cars have to slow down, but is there any reason why this cannot be even bigger? If the bus is already going to mount the roundabout to go around could it not be bigger and force tighter turns for cars to slow them down. Or perhaps a brick/cobble surface close to the middle of the circle.</p> <p>With the current design it's very easy for cars who are driving straight through to speed through (especially from the east side coming from the beach) as they can see across the common ground community area if it is clear or not. Since I am usually traveling north/south on my bike through this round about I have to be extra careful of a car going east/west at speed. Also can the pedestrian wait areas be made larger, the white lines push out quite far but the island does not.</p>	George Laxton
13211	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I support the proposed speed platforms as they slow down traffic.</p> <p>Do you have any additional feedback?</p> <p>The parking space on Estuary Road closest to the intersection is problematic as it blocks sight of the intersection and often has a large vehicle in it.</p>	Anne Scott

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
13212	Rating - Somewhat unsafe	Rating - Somewhat safe	<p>Do you have any comments about the proposed speed platforms?</p> <p>I fully support the speed humps at all entrances to the roundabout as they are effective at reducing speeds. Please reduce the speed limit in this intersection vicinity to 30 km/h as soon as possible (i.e. independent of the Safer Speed Plan 2024-2034, which has not yet been approved, which proposed all of New Brighton (i.e. South Shore through to Waimairi Beach) be reduce dto 30 km/h). I'm glad these are permanent/asphalt speed humps instead of the plastic ones, as cyclists as more likely to claim the lane (when sharrows are added) rather than riding around the outside of the plastic speed humps. Please add sharrows on all approaches and exits where cyclists should claim the lane to prevent being cut-off or passed too closely. If it is best practice, please also add sharrows on the roundabout surface itself (perhaps out of line of the #60 bus to prevent it needing to be re-painted every few months), e.g. in line with Estuary Road, NNW and SSE of the centre of the roundabout.</p> <p>Do you have any additional feedback?</p> <ul style="list-style-type: none">- I support pedestrian warning signs on both Bridge Street approaches to the roundabout. Please also add one on Estuary Road, approaching the roundabout from the north (heading towards to South New Brighton School)- I support the 'no stopping' yellow lines to improve intersection visibility for pedestrians and cyclists on the west side of Estuary Road, south of the roundabout (opposite Dune Cafe)- I support the 'no stopping' yellow lines to improve intersection visibility for pedestrians and cyclists on the south side of Bridge Street, east of the roundabout (outside Dune Cafe)- The pedestrian refuges are quite narrow for trikes and prams. Ideally these should be widened and lengthened- Please consider removing the parking space on Estuary Road outside Common Ground and closest to the roundabout (on the North East corner), as vehicles (particularly large trucks deliving stock to the dairy) in this park block pedestrians' view of vehicles (including cyclists) approaching the roundabout from the north- Please consider removing the car parking space on Bridge Street between the Challenge Petrol Station and the Dairy, as vehicles parked here block pedestrians' view of vehicles (including cyclists) approaching the roundabout from the west, plus it's tricky with the exit from Challenge Petrol Station- Vehicles often travel too fast down Bridge Street, particularly heading east after coming off Anzac Drive/Dyers Road/Breezes Road. Is there some way to slow them down with additional speed humps before the roundabout with Estuary Rd? I note that in the Safer Speed Plan 2024-2034 Bridge St and Breezes Rd are both proposed to reduce to 40 km/h. Please do something soon to ensure drivers are going no faster than 50 km/h in the 50 km/h zone currently in place.- Please consider moving the bus stop on Estuary Road from outside Dune cafe to outside Common Ground/85-87 Estuary Road (roughly in line with the bus stop going north)- The black fence on the SW corner is a sight-line issue for pedestrians trying to cross from 57 Bridge Street over to the dairy side. Please discuss options with the residents and owners of this property to find a solution to improve sightlines for pedestrians	Fiona Bennetts
50001	N/A - manual	N/A - manual	<p>Do you have any comments about the proposed speed platforms?</p> <p>We live at [REDACTED] and your roundabout improvements looks fantastic. It will help alot with speeding drivers. One thing maybe you could review after the changes could be a speed bump on Bridge St between the roundabout and the 70 sign heading towards Highway 74 roundabout. Alot of cars come around the Bridge St / Estuary roundabout and burn it well over 50 going to Highway 74. Congrats on the changes. Regards,Deb and Bruce Clarke.</p>	Bruce Clarke & Debra Clarke

Submissions table – Bridge Street and Estuary Road roundabout improvements, November-December 2023

ID	How safe do you currently feel travelling through this intersection?	How safe would you feel travelling through this intersection with these planned changes?	Submitter feedback	Name
50002	N/A - manual	N/A - manual	<p><i>[Submission made via phone call]</i></p> <p>This is where bus drivers swap drivers. Cars double park next to the roundabout which makes it unsafe, but there's issues when the bus is stopped there. That bus stop really needs to be moved to the north side of Estuary Road opposite the other side of the roundabout. There is going to be an accident and children cross there, plus the school. All the years she's been here, 99% of drivers are fine. The main issue is when they're coming from Bridge Road and turning right into Estuary Road. we do have a few issues with the left turning traffic too, as there's a pedestrian crossing. the cafe is making it more busy, with the parking. The bus stops over the cafe's driveway, and they've got parking at the back. It creates congestion at the entrance to the cafe.</p> <p>Where the redundant mobile parking is, we should look at timed parking.</p> <p>If the bus stop is shifted from there, that would be great, as that's the main issue. it's super dangerous to be so close to the roundabout. it's okay to replace it with car parks, maybe timed, or just no stopping lines. either way, it would make it safer. if a car is following the bus, then the bus stops and blocks the entire traffic movement at the roundabout, when someone's trying to pull into the cafe car park. and it's far too close to the intersection.</p> <p>Visibility issues - should move the bus stop outside common ground or further down outside abandoned house next to common ground.</p> <p>The corner house fence (the black one) the crossing is just there, the issue is the height of the fence. People may not be speeding, but the issue is visibility and you're busy looking at the right to see traffic coming. The crossing could be shifted further towards the petrol station to allow for better visibility for left turning traffic.</p> <p>Julie has been here for 40 years, and the roundabout is better than the stop sign that was there before, it's simple - people need to slow down. people indicate too soon also, and it confuses pedestrians. Just slow down.</p>	Julie Huddey & Reg Huddey

Submission attachment 13210

Bridge Street / Estuary Road Intersection

Submission from Spokes Canterbury



Reference: <https://letstalk.ccc.govt.nz/bridge-estuary-roundabout>

Tēnā koutou katoa

Thank you for the opportunity to comment on the proposed safety upgrade to the Bridge Street / Estuary Road Intersection.

Introduction

Spokes Canterbury (<http://www.spokes.org.nz/>) is a local cycling advocacy group with approximately 1,200 followers. Spokes is affiliated with the national Cycling Action Network (CAN – <https://can.org.nz/>). Spokes is dedicated to including cycling as an everyday form of transport in the greater Christchurch and Canterbury areas. Spokes has a long history of advocacy in this space including writing submissions, presenting to councils, and working collaboratively with others in the active transport space. We focus on the need for safe cycling for those aged 8 to 80.

Proposal

Spokes:

- Supports Speed humps at all entrances to the roundabout as they are effective at reducing speeds.
- Supports pedestrian warning signs on Bridge Street approaches to the roundabout. Please also add one on North side of Estuary Road.
- Supports the no stopping yellow lines to improve intersection visibility for pedestrians and cyclists on the west side of Estuary Road, south of the roundabout (opposite Dune Café)
- Supports no stopping yellow lines to improve intersection visibility for pedestrians and cyclists on the south side of Bridge Street, east of the roundabout (outside Dune Café)
- Notes the yellow bar in the refuge on Estuary Road opposite Dune Café has been damaged
- The pedestrian refuges are quite narrow for bikes and prams. Ideally these should be widened and lengthened.
- Recommends that the parking space on Estuary Road closest to the intersection on the North East corner (near Kraken Coffee) be removed as vehicles in this park block the view of the intersection for cyclists.
- Recommends that the car park between the Challenge Petrol Station and the Diary also be removed as it also blocks the view of the intersection.
- Vehicles often travel too fast down Bridges Road going East after coming over the bridge. Is there some way to slow them down with additional speed humps before the intersection.
- The bus stop on Estuary Road would be safer if it was moved from outside Dune Cafe to outside Common Ground (roughly in line with the bus stop going north).

Submission attachment 13210

- The black fence on the SW corner is a sight-line issue for pedestrians trying to cross from 57 Bridge Street over to the dairy side. Could something be done about this.

I would like the opportunity to present to the Community Board on this submission and I am happy to discuss or clarify any issues that arise.

Anne Scott
Submissions Co-ordinator
Spokes Canterbury
submissions@spokes.org.nz

Item 9

Attachment D

Submission attachment 13048



Attachment D Item 9

Submission attachment 12976

Subject: Proposal for Roundabout Enhancements to Improve Safety and Accessibility

Sustain South Brighton and Healthy Families Ōtautahi are part of a Healthy Streets project centred on the Bridge Street roundabout and surrounding streets. Healthy Streets is an urban planning and design approach that prioritizes the well-being of communities by creating safe, accessible, and vibrant public spaces. Our aim is to encourage the use of streets for walking and cycling, for playing and recreation, and not merely to be used for vehicular transport movement.

As part of this project Sustain South Brighton talked with local businesses, the school, kindergarten and 40 community members about roundabout safety. Based on insights gathered we have identified a pressing need for safety enhancements. Our report identified:

- Strong safety concerns regarding children crossing the road at the school roundabout.
- Pedestrians feeling unsafe using the roundabout.
- People reporting near misses between cars and pedestrians.
- People crossing on blind corners the corners of Estuary Rd and Bridge Street.
- Poor line of sight, especially when cars turn left from Estuary Rd onto Bridge St.
- Increased danger during school pick-up times when cars are leaving, and children are walking/biking home.
- Concerns about the lack of slowing down at the roundabout, especially for those approaching from the bridge and along Bridge St from the city.
- Some community members opposed to making the roundabout 'more complicated' with extra safety measures.

Based on insights gathered from the community, particularly regarding safety concerns at the roundabout, we have identified a pressing need for safety enhancements. The rising foot and vehicular traffic due to the development of The Bridge Hub and Common Ground, alongside the proximity to local educational institutions (Pre-school, kindergarten, primary school), shops, sports groups and a rest home, increases the urgency of addressing safety concerns. The proposed measures will benefit a diverse range of road users, including drivers, cyclists, pedestrians, the elderly, and caregivers with children in prams. Increased safety is particularly critical for children commuting to and from South New Brighton School.

We support the implementation of all the proposed enhancements at the roundabout to bolster safety, accessibility, and community use and experience. This includes the proposed installation of speed platforms, pedestrian warning signs, no stopping yellow lines, and improvements to tactile pavers and holding rails. We feel that these measures will have a positive impact on the well-being of our community by reducing speed, increasing safety for pedestrians and increase visibility for all road users.

We also offer some suggestions for improvement in addition to the proposed enhancements that we feel will improve the safety and well-being of the community.

Submission attachment 12976

As part of our Healthy Streets project. We conducted a Healthy Streets Assessment using the Waka Kotahi assessment tool which identified additional safety concerns leading to the following suggestions for further improvement:

Reduce Garden Bed Size to improve visibility: Reduce the garden bed on the corner of Estuary Road and Bridge Street would allow more space and visibility for pedestrians, especially during busy times when crossing. In addition, the current position of the garden plus a power box narrows the path creating an issue when walking through. (See appendix 1)

Footpath Maintenance: Improve footpath conditions by addressing cracks or bumps, enhancing walkability. The current paths are creating tripping hazards and have been identified issue. (see appendix 2)

Road Colour Modification: Consider changing the colour of the road markings around the refuge islands/pedestrian islands in the middle between main pedestrian crossings to increase visibility for all road users. It is possible to keep the white but paint the road section brown to match the bricks in the refuge? This could make the pedestrian island appear bigger and the road smaller for traffic.

We believe that these measures collectively will contribute to the creation of a safer, more user-friendly, and welcoming roundabout environment for all members of the community.

We appreciate your efforts in consulting with us and taking proactive steps to address the communities safety issues. The enhancements will be instrumental in fostering a safer and more secure community.

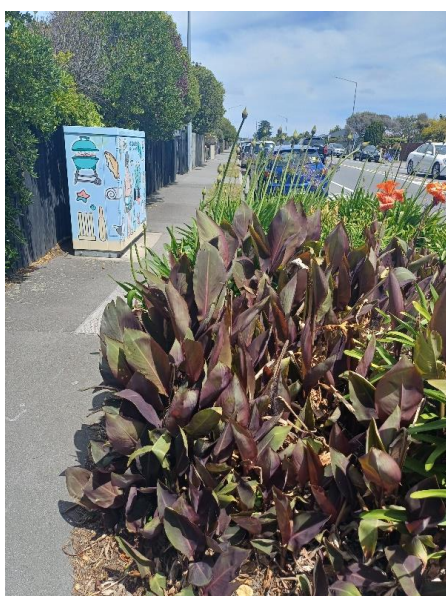
Thank you

Sustain, Healthy Families and Te Mana Ora

Appendix

Appendix 1: Reduce Garden Bed Size

Submission attachment 12976



Appendix 2: Footpath Maintenance:

Item 9

Attachment D

Submission attachment 12976



Appendix 3:
Current space



Possible examples





Submission attachment 50003

Te Whatu Ora
Health New Zealand

5 December 2023

Christchurch City Council
53 Hereford Street
Christchurch 8013

Tēnā koutou,

Submission on Bridge Street and Estuary Road Roundabout Safety Improvements

1. Thank you for the opportunity to submit on the Bridge Street and Estuary Road roundabout safety improvements. This submission has been compiled by Te Mana Ora (Community and Public Health) on behalf of the National Public Health Service and Te Whatu Ora Waitaha. Te Mana Ora recognises its responsibilities to improve, promote and protect the health of people and communities of Aotearoa New Zealand under the Pae Ora Act 2022 and the Health Act 1956.
2. This submission sets out particular matters of interest and concern to Te Mana Ora.

General Comments

3. We welcome the opportunity to comment on the Bridge Street and Estuary Road roundabout safety improvements consultation. The future health of our populations is not just reliant on hospitals, but on a responsive environment where all sectors work collaboratively to address the determinants of health.
4. Transport is an important determinant of health. The mechanisms of this relationship are numerous. Road safety, vehicle emissions and air quality, physical activity levels

Submission attachment 50003

Te Whatu Ora
Health New Zealand

and accessibility are some of the many factors associated with transport that have a profound impact on population health and wellbeing¹.

5. When transport and land use planning acknowledge and take these factors into account at the highest level of strategic policy-making, there is potential to make significant gains in improving health and wellbeing and reducing inequity and healthcare costs.²

Specific Comments

6. Te Mana Ora commends the Council's engagement with the community and stakeholders in responding to safety concerns related to the Bridge Street roundabout. The proposed enhancements are crucial for creating a safer and more secure street environment.
7. Te Mana Ora is supportive of the overall aims of the Bridge Street and Estuary Road roundabout safety improvements proposal. Several recommendations are included to enhance the proposal and further support health-promoting environments.
8. Te Mana Ora fully supports and endorses the submission from Sustain South Brighton and Healthy Families Ōtautahi.

Healthy Streets South Brighton Project

9. Sustain South Brighton, Healthy Families Ōtautahi, and Te Mana Ora collaborate on a Healthy Streets project focused on the Bridge Street roundabout and nearby streets. This initiative, rooted in urban planning, prioritises community well-being by fostering safe, accessible, and vibrant public spaces. The goal of this project is to promote streets as spaces for walking, cycling and play for all community members.

¹ Shaw C, Randal E, Keall M, Woodward A. Health consequences of transport patterns in New Zealand's largest cities. N Z Med J. 2018;131(1472):64–72. Epub 2018/03/23. pmid:2956593

² Mizdrak A, Blakely T, Cleghorn CL, Cobiack LJ (2019) Potential of active transport to improve health, reduce healthcare costs, and reduce greenhouse gas emissions: A modelling study. PLoS ONE 14(7): e0219316. <https://doi.org/10.1371/journal.pone.0219316>

Submission attachment 50003

Te Whatu Ora
Health New Zealand

The Healthy Streets approach is guided by 10 indicators, depicted in the image below³.



10 Healthy Streets Indicators

10. As part of this initiative, Sustain South Brighton engaged with local businesses, the school, kindergarten, and community members to discuss the safety of the Bridge Street roundabout. Key issues raised by the community regarding the roundabout included near misses, poor visibility when turning, the speed of vehicles and concerns with children crossing the road. This community feedback highlights the critical need for safety improvements for the roundabout and surrounding areas.

11. Te Mana Ora supports the implementation of proposed enhancements at the roundabout to enhance safety, accessibility, and community experience. This includes the installation of speed platforms, pedestrian warning signs, no stopping yellow lines, and improvements to tactile pavers and holding rails. These measures will positively impact the well-being of our community by reducing speed, increasing safety for pedestrians, and enhancing visibility for all road users.

³ Healthy Streets. 2023. Accessed from: <https://www.healthystreets.com/>

Submission attachment 50003

Te Whatu Ora
Health New Zealand

Recommendations

12. Te Mana Ora has several recommendations for consideration in the proposal, to further enhance community safety and well-being. These recommendations were identified as part of the Healthy Streets project by applying the Waka Kotahi Healthy Streets Assessment tool⁴ on the roundabout and surrounding areas.
13. First, Te Mana Ora recommends that the size of the garden bed on the corner of Estuary Road and Bridge Street is reduced, to enhance visibility of those using the footpath. This would enhance the safety of the roundabout, especially for children, and create more space for footpath users.
14. Second, Te Mana Ora recommends that the resurfacing the streets around the roundabout is considered. Resurfacing the streets would improve walkability by addressing cracks or bumps in the footpath, as the current conditions pose tripping hazards and have been identified as an issue.
15. Last, Te Mana Ora recommends considering a modification of the road markings around the refuge/pedestrian islands. Specifically, exploring options to give the perception of a larger pedestrian island and a narrower road for traffic could further slowdown vehicles, enhancing the safety of the crossing.

Conclusion

16. Te Mana Ora does not wish to be heard in support of this submission.
17. If others make a similar submission, the submitter will not consider presenting a joint case with them at the hearing.

⁴ Waka Kotahi. 2023. Accessed from: <https://www.nzta.govt.nz/about-us/about-waka-kotahi-nz-transport-agency/environmental-and-social-responsibility/urban-street-guide/>



Submission attachment 50003

Te Whatu Ora
Health New Zealand

18. Thank you for the opportunity to submit on the Bridge Street and Estuary Road roundabout safety improvements.

Ngā mihi,

Vince Barry

Regional Director Public Health Te Waipounamu
National Public Health Service

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Rosa Verkasalo
For and on behalf of Te Mana Ora

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Doc ref: 2409679 | Issue date: 31 October 2023

Te Kāwanatanga o Aotearoa
New Zealand Government



Submission attachment 50004

Bridge Street and Estuary Road roundabout safety improvements

[Bridge Street and Estuary Road roundabout improvements \(ccc.govt.nz\)](https://ccc.govt.nz)

Name Samantha Smith - Engagement Advisor
Phone 03 941 5376
Email letstalk@ccc.govt.nz

The Play and Healthy Streets Network consists of public health, sport and recreation, education and play specialist representatives. Our kaupapa is driven by the [Healthy Streets](#) and [Neighbourhood Play System](#) models. The Healthy Streets model posits that every decision we make about our built environment, however small, is an opportunity to deliver better places for people to live in and thereby improve their health and wellbeing. The Healthy Streets approach is a human-centered framework for embedding public health in transport, the public realm and in all planning. The Neighbourhood Play System Model embeds play elements throughout the environment: school grounds, footpaths, streets, alleyways, greenspaces, waterways, industrial zones, marae, churches, and shops.

Our aim is to encourage people to use our streets for walking, cycling, and scooting, for playing, socialising and recreation as well as for active transport utility trips such as the work commute and getting to school.

We have heard from Sustain South Brighton that this is not a pleasant or safe roundabout to navigate for anyone that is not in a vehicular vehicle. Therefore, thank you for including it in your programme of works.

This roundabout is a pinch point for many active transport users and poses a significant barrier for care givers to let their primary school children access school independently and is a disincentive to get people out of cars. Families and individuals accessing the school, caregivers with pre-schoolers, users of the community centre, the cafe and Common Ground, people needing to cross to access the dairy are all being affected. The elderly and the mobility or sensory impaired are also extremely vulnerable in the current fast speed, poor visibility environment. To that end, we support the measures, to some extent proposed in the consultation document:

- While it is great to see speed humps in the plans, it would be more accessible to have raised zebra platforms. An uncontrolled crossing is not easy to use as not everyone can make eye contact with a driver who appears to be giving way. Blind or low vision or other vulnerable people such as primary school children have difficulty in ambiguous crossing situations, not being able to discern whether cars have stopped or paused for another reason and may not be paying attention to pedestrians. People with a vision loss and children whose executive functions (judgment, planning problem solving etc) have not yet been developed may not be able to determine when there is a sufficient gap in traffic to cross in time. With only speed humps, the vehicular traffic may be queued over the pedestrian crossing area whereas zebra crossings create a space for pedestrian movements.

Submission attachment 50004

- However, we do support any measures that slow traffic which in turn means drivers will have more time to react/stop to prevent a crash. We request that these be accompanied by there be a 15kph speed sign at each of the 4 approaches.
- We also support the proposal to put pedestrian warning signs on Bridge Street approaches to the roundabout. This is a high pedestrian/active transport-user area and we agree that vehicular drivers should be prepared to encounter these other road users frequently – especially at school peak travel time.
- We support the proposal to add “no stopping” yellow lines and the removal of the mobile library parking as this improves sight lines for all users
- We support improvements to the hand rails
- We request that the pedestrian refuges are wide and deep enough for a caregiver with a pram and at least 2 children to be able to stand side by side. This will also ensure that there is room on the pedestrian refuge for a mobility scooter user and at least one other person at all times.
- We request that the resurfacing the streetscape around the roundabout is considered. Resurfacing the footpath would improve walkability as the current conditions pose tripping hazards.
- We request that the size of the garden bed on the corner of Estuary Road and Bridge Street is reduced. This would enhance the safety of the roundabout, especially for children, and create more space and clearer sight lines for footpath users.

Submission attachment 50005

11 December 2023

Samantha Smith
Christchurch City Council
PO Box 73013
Christchurch 8013

letstalk@ccc.govt.nz



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PO Box 345
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P. 03 365 3828
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E. ecinfo@ecan.govt.nz
www.ecan.govt.nz

Thank you for the opportunity to provide feedback on the Christchurch City Council's Safe Speed Platforms. Environment Canterbury is the main public transport provider in the Canterbury region. Our network in Greater Christchurch consists of urban buses, school buses and a ferry service. Please find our comments below.

- Environment Canterbury are supportive of the provision of measures to improve the safety of all users of the transport network. We support lowering vehicle speeds to enhance safety. However, we believe that the provision of speed platforms/ tables on routes unfairly disadvantage public transport in relation to private cars, which is contrary to the intent of CCC's Strategic Transport Plan. We would prefer to see the provision of alternative measures such as lowering speed limits and actively enforcing the lower limits and the appropriate use of speed cushions which do not affect public transport vehicles.
- In addition, as part of these projects, we would like to see measures to increase the relative competitiveness of public transport incorporated into the planning and delivery of such interventions. This could include measures such as queue jump arrangements, signal priority, bus stop improvements and increased safety of access to bus stops.

Next steps

- We request that Environment Canterbury's Public Transport team are included in the project team working on the detailed design.
- We also request that Environment Canterbury's public transport operations team is notified of any temporary traffic management in advance of implementation to ensure impacts to customers is minimised.

Thank you for the opportunity to provide this submission. For any clarification on points within this submission please feel free to contact me at Derek.Walsh@ecan.govt.nz

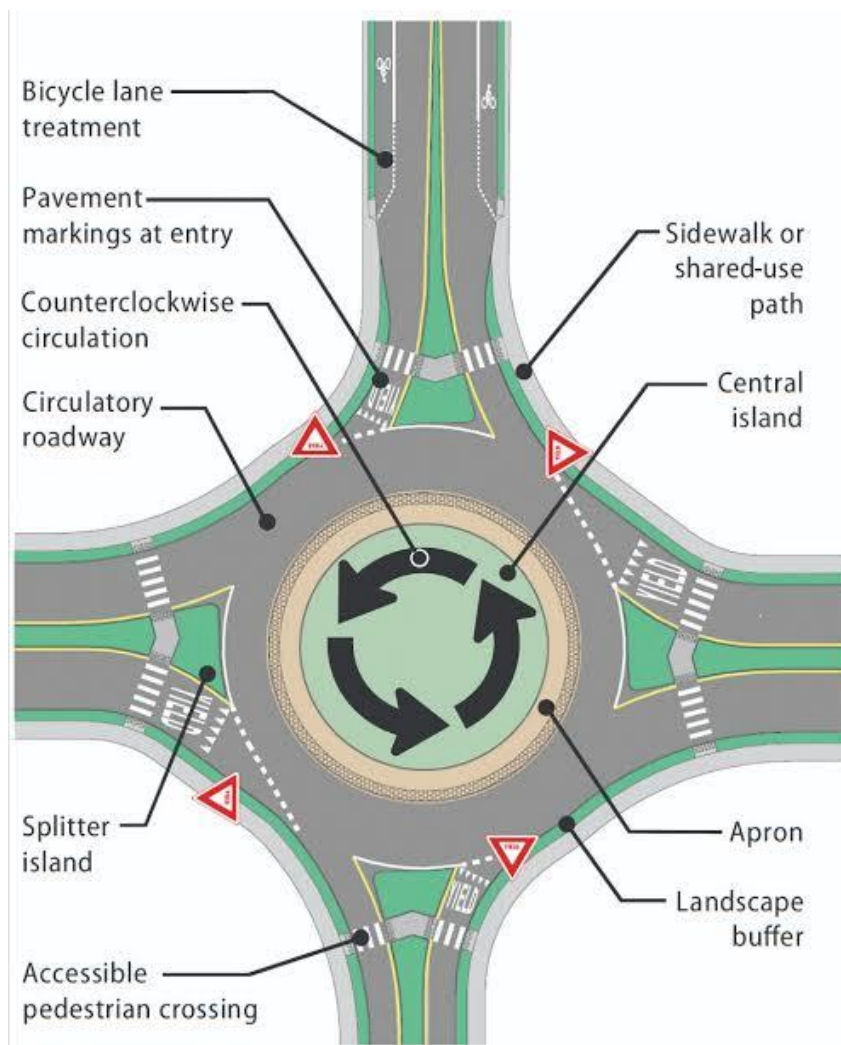
Yours faithfully,

Derek Walsh

Operations Manager

Environment Canterbury

Submission attachment 12938



Submission attachment 13034

I am like most motorist that is getting sick of tired of intersections that are being revamped with raised speed platforms and speed bumps. We hear the same old crap that we have to make it safe for pedestrians and cyclist.

I have no idea what the council is try to achieve by placing speed bumps just a few metres form an intersection or in front of pedestrian safety islands such as those that are placed on Worcester St. I live between the two of them and I can you that there is no justification of having them. I see very few people actually walking along Worcester St.

Why is necessary to have a safe speed platform at the Waimairi road crossing when you have a set of traffic lights? I personally believe that it total waste of time and money.

We have seen this at number of areas around Christchurch where the council has put in separate cycle lanes, then find out that they also have a shared footpath. Looking at Curletts rd and Main south road intersection this is also the case.

Looking at the changes to Shirley Road/ Marshland Road/ Shirley /Hills rd/Warrington ST. Once again the council is planning on having speed platform on all approaches and speed platform, raised zebra crossing. Once again I don't support having them. Christchurch City Council is under the illusion that speed is the problem at intersections when it is not.

Travis/Bower/Rockwood Intersection.

What is the point of having speed bump entering and exiting a roundabout? If the council was really serious about safety of the children then why not remove the roundabout and replace it with traffic lights. There is no need to have speed bumps or speed platforms.

Submission attachment 13034

Bridge St and Estuary Rd. Once again raised platform as you enter the roundabout. What I don't understand why is it that Travis/Bower intersection has speed bumps both entering and exiting while Bridge St / Estuary only has speed bumps entering this intersection. This doesn't make any sense to me.

As you can see that I am totally opposed to raised speed platforms and speed bumps. My observation while sitting at traffic lights that the problem is not speed but people driving through the intersection on a red light. On a number of times I had to wait while having a green light for the intersection is clear. I also seen a number of pedestrians walk across the intersection forcing drivers to stop while they walk in front of the vehicle.

Another word that is thrown around is safety. How safe is for cyclist travelling along St Asaph St when their view is blocked vehicles even driver have to be careful when exiting the vehicle or finding trucks and buses cannot stay in their own lane. Bus lane along Moorhouse Ave. If you don't let them in the driver will push their way in and force you into another lane, then there's Lincoln Rd how safe do you think it is safe for cyclist to share the same piece of road as buses.

What I also find rather amusing that Victoria St is 30 km/h until you reach two intersections where the speed limit is increased to 50 km/h then reduces back to 30 km/h. The same as Pages Rd 50 km/h Pages Rd /Anzac intersection the speed limit increases to 70 km/h.

What I also find puzzling is why new speed bumps placed on Ngarimu St, Holland St has two which are about 30 feet apart then on the corner of Holland St and Rowcliffe Cres. I can understand if they were by the school which they are not.

Christchurch City Council and New Zealand Transport are fixated on reducing speed limits by introducing speed platforms and speed bumps. It time that Christchurch City Council put a stop to wasting money on these platforms and start repairing roads. One road that's

Item 9

Attachment D

Submission attachment 13034

need to repaired is Ruru Rd that runs between Cuthberts Rd and
Dyers Rd many people use this road going to the refuse station.

I would also like to apologise for my rant. I am just feed up with the
state of our road while this money is being spent on speed platforms
and bumps. I am regular user of Lincoln Rd and Whiteleigh Ave and
recently I had have all four bushes replaced on my vehicle.

Thanks

Kyle Haskell

[REDACTED]

Item 9

Attachment D

Overview

Between 20 November and 11 December 2023, 71 groups and individuals made submissions on the Bridge Road / Estuary Road roundabout safety improvements.

Of the 71 submissions received:

- 66 answered questions on perceived safety, and the other five wrote their own submission documents.
- 60.6% of those who answered the safety questions felt the proposed changes would make the intersection safe or very safe, as opposed to 28.8% feeling the current layout was safe or very safe.
- 70 provided comments on the plans and one did not provide comments.

Submitter profile

Submissions were made by 12 organisations/businesses:

Stakeholder type	Name
Transport	<ul style="list-style-type: none">• Spokes Canterbury• Living Streets Ōtautahi• Canterbury/West Coast Automobile Association District Council• The Play and Healthy Streets Network• Environment Canterbury
Health organisations	<ul style="list-style-type: none">• Te Mana Ora
Local organisations	<ul style="list-style-type: none">• Healthy Families and Sustain South Brighton• The Bridge South Brighton Trust• Dune Café• Kidsfirst Kindergartens• Horizons Unlimited• South Brighton Holiday Park

Table 1 – Organisations/businesses by group

6 organisations/businesses felt the proposed changes made the intersection safe or very safe:

- Spokes Canterbury
- The Bridge South Brighton Trust
- Dune cafe
- Kidsfirst Kindergartens
- Living Streets Ōtautahi
- Canterbury/West Coast Automobile Association District Council

2 said it made the intersection very unsafe:

- Healthy Families and Sustain South Brighton (who felt very unsafe with the current layout)
- Horizons Unlimited (who felt very safe with the current layout)

1 felt neutral:

- South Brighton Holiday Park

3 did not provide a safety rating, but provided submission attachments:

- Te Mana Ora (who support speed humps/platforms, support other traffic calming/reducing speeds, and support improving visibility, and have requested wider pedestrian islands, among other requests)
- The Play and Healthy Streets Network (who support of speed humps/platforms, support other traffic calming/reducing speeds, and support improving visibility, and have requested sharrows and more pedestrian warning signs, among other requests)
- Ecan (who are concerned about the use of speed bumps/platforms and the impact on the provision of their service, but would support the use of speed cushions).

All but one individual submission was from a Christchurch resident. Of those who live in Christchurch;

- 50 live in Southshore, South Brighton or New Brighton
- 8 live elsewhere in Christchurch

Of the 58 individuals who provided a safety rating, 59.6% felt the proposed changes would be safe or very safe, as opposed to 26.3% feeling the current layout was safe or very safe.

Key themes

Key themes and requests raised by submitters are described below, ordered from most to least mentioned in Table 2:

Theme	Mentions (# of submitters)
Support of speed humps/platforms	27
Support for improving visibility	16
Request for further traffic calming to reduce speed	15
There is no issue / this plan won't work	14
Request for a better pedestrian crossing facility	14
Opposition of speed humps/platforms	10
Concern about loss of parking	9
Request to move/change a bus stop	8
Request to widen pedestrian refuge islands	6
Request for more speed platforms / humps	5
Request for footpath resurfacing / maintenance	5

Table 2 - Themes raised by submitters

Of those who wrote that there is no issue or that the plan wouldn't work (14 submitters), 12 most commonly use the intersection by driving a car.

Shift in safety perceptions

Criteria for shift in safety perceptions

Submitters were asked how safe they feel travelling through the intersection now, compared to how safe they think they would feel if the proposed changes were made.

How to read shift in safety perceptions tables		
Symbol	Description	Meaning
∨	Decrease - Between 5-25% negative shift	Example: +10, +43% The number represents the net change in the number of people who have selected a specific safety rating. A positive number (+10) indicates an increase in the number of people selecting that rating, while a negative number (-10) indicates a decrease. For example, if 20 cyclists rated the current intersection 'somewhat safe' compared with 30 cyclists who rated the proposed intersection 'somewhat safe', this would result in a net increase of +10 cyclists selecting the 'somewhat safe' rating for the proposed intersection e.g. overall, more cyclists find the proposed intersection somewhat safe. The percentage (+43%) represents this net change in relation to the total number of respondents in a specific group. For example, if the total number of cyclists was 23, a net shift of 10 cyclists to a safety rating of 'somewhat safe' would result in a 43% increase of cyclists rating the proposed intersection 'somewhat safe'.
∩	Large decrease - More than 25% negative shift	
—	Minimal change - Less than 5% shift either way	
∧	Increase - Between 5-25% positive shift	
⋈	Large increase - More than 25% positive shift	

Table 3 - How to read shift in safety perceptions tables

Overall

Submitters were asked to rate how safe the feel using these intersections and crossing points currently, and how safe they would feel if the proposed changes were made. Overall, there was a decrease in submitters feeling very unsafe or somewhat unsafe (50%) and an increase in feeling neutral or somewhat safe (51.5%).

Overall shift in safety perceptions					
	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (66)	∩ -18, -27.3%	∨ -15, -22.7%	∧ +12, +18.2%	⋈ +22, +33.3%	— -1, -1.5%

Shift in safety perceptions by method of travel

Submitters shift in safety perceptions has been broken down by their method of travel, as seen in Table 4 below. Perceptions of safety improved with the planned changes across the groups of cyclists (85.7% increase in somewhat/very safe) and walkers (61.6% increase in somewhat/very safe). This was the same for drivers that we heard from (27.5% increase in somewhat safe), with the exception of a decrease (10%) in the very safe rating. Nine people who drive decreased from very safe to another rating, four of which felt there was not an issue to be solved, and three of which felt that speed platforms don't work.

85.7% of cyclists felt safe or very safe with the proposed changes, as opposed to 69.3% of walkers and 57.5% of drivers.

Shift in safety perceptions by method of travel					
Main method of travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (66)	⇓ -18, -27.3%	⇓ -15, -22.7%	⇑ +12, +18.2%	⇑ +22, +33.3%	— -1, -1.5%
Car – as a driver (40)	⇓ -6, -15%	⇓ -9, -22.5%	⇑ +8, +20%	⇑ +11, +27.5%	⇓ -4, -10%
Walking (13)	⇓ -9, -69.2%	— 0, 0%	⇑ +1, +7.69%	⇑ +5, +38.5%	⇑ +3, +23.1%
Bicycle (7)	⇓ -1, -14.3%	⇓ -6, -85.7%	⇑ +1, +14.3%	⇑ +5, +71.4%	⇑ +1, +14.3%

Table 4 - Shift in safety perceptions by method of travel

Six submitters were not included in this analysis, as four didn't select a method of travel, and two selected 'Other' and wrote multiple methods of travel (misunderstanding that we asked for main method of travel).

Shift in safety perceptions by travel frequency

Submitters sentiment shift has been broken down by their frequency of travel through the intersection, as seen in Table 5 below. Those who travel through the intersection less than once a week (10 submitters) were more likely to feel very safe now (20% increase). All groups generally felt somewhat safer with the new plan, with at least a 30% increase in the somewhat safe rating across groups.

Shift in safety perceptions by travel frequency					
Travel frequency	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (66)	⇓ -18, -27.3%	⇓ -15, -22.7%	⇑ +12, +18.2%	⇑ +22, +33.3%	— -1, -1.5%
At least five days a week (48)	⇓ -15, -31.3%	⇓ -8, -16.7%	⇑ +9, +18.8%	⇑ +16, +33.3%	— -2, -4.2%
At least once a week (7)	⇓ -1, -14.3%	⇓ -3, -42.3%	⇑ +1, +14.3%	⇑ +3, +42.9%	— 0, 0%
Less than once a week (10)	⇓ -2, -20%	⇓ -5, -50%	⇑ +2, +20%	⇑ +3, +30%	⇑ +2, +20%

Table 5 - Shift in safety perceptions by travel frequency

One submitter did not answer their travel frequency.

Shift in safety perceptions by reason for travel

Submitters sentiment shift has been broken down by their reason for travel through the intersection, as seen in Table 6 below. While all groups showed a positive shift into a somewhat safe rating, those who commute through the intersection were less likely to feel very safe with the

proposed changes (42.9% decrease in very safe) and those who visit sometimes increased their perceptions of safety more than others (25% increase in very safe).

Three commuters who mentioned they were no longer likely to feel very safe felt that they had never seen a crash at the intersection, that this would be a waste of money, and requested research data to show there was an issue. They all felt neutral with the proposed plan.

Shift in safety perceptions by reason for travel					
Reason for travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (66)	⇓ -18, -27.3%	↘ -15, -22.7%	↗ +12, +18.2%	↗ +22, +33.3%	— -1, -1.5%
I live here (40)	⇓ -13, -32.5%	↘ -9, -22.5%	↗ +8, +20%	↗ +14, +35%	— 0, 0%
I visit here sometimes (12)	⇓ -3, -25%	⇓ -5, -41.7%	↗ +1, +8.3%	↗ +4, +33.3%	↗ +3, +25%
I commute through here (7)	↘ -1, -14.3%	— 0, 0%	↗ +3, +42.9%	↗ +1, +14.3%	⇓ -3, -42.9%

Table 6 - Shift in safety perceptions by reason for travel

Seven people were not included in this analysis due to not answering or having too low submitter numbers within a reason for travel to analyse meaningfully.

10. Travis/Bower/Rookwood Intersection Safety Improvements

Reference / Te Tohutoro: 23/1667782

	Gemma Dioni, Principal Advisor Transportation – Safety (Gemma.Dioni@ccc.govt.nz)
Report of / Te Pou Matua:	Kiran Skelton, Engagement Advisor (Kiran.Skelton@ccc.govt.nz) Georgia Greene, Traffic Engineer (Georgia.Greene@ccc.govt.nz)
Senior Manager / Pouwhakarae:	Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

- 1.1 For the Waitai Coastal-Burwood-Linwood Community Board to approve a proposal for safety improvements at the Travis/Bower/Rookwood intersection and that they recommend to Council the approval of two sections of shared path.
- 1.2 The report has been written in response to safety concerns raised at this intersection particularly for school children accessing the high schools and for journeys across the community by people travelling by all modes.
- 1.3 The Travis/Bower/Rookwood intersection is a busy location used by many people travelling to school or work, accessing the shops, or moving across the community. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely. There have been several crashes at the intersection, and the intersection was raised during the Safe Speed Neighbourhood consultation as a safety issue in this suburb.
- 1.4 The decisions in this report are of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the low level of impact and low number of people affected by the recommended decision. The community engagement and consultation outlined in this report reflect the assessment.
- 1.5 The recommended option is to construct speed humps on each approach and departure at the intersection, provide improved pedestrian crossing points, and implement new road markings in accordance with **Attachment A**.

2. Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board recommends that the Council:

1. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the north side of Travis Road, commencing at its intersection with Bower Avenue, and extending in a westerly direction for a distance of 40 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.
2. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the west side of Bower Avenue, commencing at its intersection

with Travis Road, and extending in a northerly direction for a distance of 24 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

That the Waitai Coastal-Burwood-Linwood Community Board:

3. Approves the scheme design as detailed on plan TG147301, dated 22/01/2023 in Attachment A to the agenda report.
4. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:
 - a. The south side of Rookwood Avenue, commencing at its intersection with Bower Avenue and extending in an easterly direction for a distance of 36 metres.
 - b. The west side of Bower Avenue, commencing at its intersection with Travis Road and extending in a northerly direction for 26 metres.
 - c. The north side of Travis Road, commencing at its intersection with Bower Avenue and extending in a westerly direction for a distance of 71 metres.
5. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the parking of vehicles be restricted to a maximum period of 30 minutes between the times of 8am and 6pm Monday to Sunday, on the west side of Bower Avenue, commencing at a point 26 metres north of its intersection with Travis Road and extending in a northerly direction for a distance of 18 metres.
6. Revokes any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolutions 4-5 above.
7. Approves that these resolutions take effect when parking signage and/or road markings that evidence the restrictions described in 1 to 4 are in place (or removed in the case of revocations).

3. Reason for Report Recommendations Ngā Take mō te Whakatau

- 3.1 The Travis/Bower/Rookwood roundabout is a busy intersection with many people walking, cycling, accessing public transport and driving through, particularly at school times. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely. If Council are to achieve a reduction in death and serious injuries on our roads, we need to create a safe transport system; one that recognises humans make mistakes and that these mistakes do not need to cost us our lives.
- 3.2 The current intersection layout and pedestrian/cyclist crossing facilities (crossing widths, depths, aids for visually impaired users) are inadequate to cater for the increasing demand in active road users such as people walking, scooting and riding a bicycle, who are crossing daily at the roundabout, many of whom are school students.
- 3.3 The recommendations in this report will help to achieve the desired community outcome of having well-connected communities and neighbourhoods, so people can take fewer and shorter trips to access goods and services and have access to safe and reliable low-emission travel choices.
- 3.4 A roundabout is a primary safe system intervention (due to the reduced number of conflict points and more favourable impact angles when compared with other layouts), therefore it is

proposed to retain the roundabout layout. However, speeds and collision angles are proposed to be managed so as not to result in unacceptably high entry speeds into the circulating carriageway. To improve safety and accessibility for the community it is proposed to install traffic calming across the entries and exits to the roundabout. Slowing vehicle speeds using vertical traffic calming devices are part of the Safe System approach to road safety. Vertical deflection devices are increasingly being used to reduce the maximum comfortable operating speed for vehicles to Safe System collision speeds, particularly at intersections.

- 3.5 The science behind lowering speeds shows that lower vehicle speeds improve survival rates and reduce serious harm to people who walk, cycle, scoot and use motorcycles. Lower vehicle speed is particularly important for vulnerable road users, who include children, the elderly and those with visual or mobility impairments. For example, the survival rate of people over 60 is half that of people younger than 60 at most vehicle impact speeds.
- 3.6 Even small reductions in speed improve survival and reduce serious harm in the event of a collision with a vehicle. Several studies show a 1 km/h and 5 km/h drop in average speed improves survival rates by 4% and 20% respectively (Nilsson, 2004, Elvik et al. 2004). Serious harm is also reduced as vehicle speeds reduce. The speed humps contribute to safer outcomes by reducing vehicle speeds to the more survivable speed of 30km/h.
- 3.7 It is proposed to provide improved pedestrian crossings for people walking, widen and install a shared path on the northwest corner of the roundabout by removing the short-left turn lane, and highlight the presence of people riding bicycles on the entries and exits of the roundabout using sharrow markings.
- 3.8 Options within this report have been assessed against relevant industry-standard guidance including the Standard Safety Intervention Toolkit Handbook produced by NZTA Waka Kotahi, Austroads design guides and Christchurch City Council's Infrastructure Design Standard and Construction Standard Specifications.

4. Alternative Options Considered Ētahi atu Kōwhiringa

Maintain the status quo

- 4.1 The advantages of this option include:
 - 4.2.1 There is no cost to Council.
- 4.2 The disadvantages of the option include:
 - 4.2.1 Does not support safer outcomes for all users at the intersection.

Options considered through the investigation process

- 4.3 Three options were proposed by the design team for the intersection safety improvements:

Option 1	Option 2	Option 3
Raised tables in approach lanes only, prior to pedestrian crossing points.	Raised tables in approach and departure lanes, prior to pedestrian crossing points.	Raised tables in approach and departure lanes, prior to pedestrian crossing points. Raised tables are to be full height (kerb to kerb) Dual pedestrian/cyclist crossings on Travis Road west and Bower Avenue north.
Removal of left turn lane on Travis Road west with kerb buildout.	Removal of left turn lane on Travis Road west with kerb buildout.	Removal of left turn lane on Travis Road west with kerb buildout.

Refuge island adjustments and extensions to reduce circulating vehicle speeds and provide more refuge depth for pedestrians/cyclists to safely wait for a suitable gap in traffic.	Refuge island adjustments and extensions to reduce circulating vehicle speeds and provide more refuge width and depth for pedestrians/cyclists to safely wait for a suitable gap in traffic.	Refuge island adjustments and extensions to reduce circulating vehicle speeds and provide more refuge width and depth for pedestrians/cyclists to safely wait for a suitable gap in traffic.
Roundabout red surfacing and mountable apron.	Roundabout red surfacing and mountable apron.	Roundabout red surfacing and mountable apron.

4.4 The advantages and disadvantages for each option are presented below.

	Option 1	Option 2	Option 3
Advantages	Traffic calming reduces vehicle speeds entering the intersection. Larger areas to accommodate groups of school children crossing at the roundabout.	Traffic calming reduces vehicle speeds entering the intersection. Larger areas to accommodate groups of school children crossing at the roundabout.	Traffic calming reduces vehicle speeds entering the intersection. Larger areas to accommodate groups of school children crossing at the roundabout.
Disadvantages	Option 1 does not address the departure speeds; therefore, monitoring and potential further works would be required to ensure that safe speeds are maintained for pedestrians crossing the departure lanes at the roundabout.	Option 2 shifts the crossing points further away from the roundabout and therefore potentially away from the pedestrian desire lines. There is also increased risk of conflict with traffic turning left from the BP accessway #2 across the pedestrian crossing point, where drivers are less likely to be aware of crossing activity to their left. However, a traffic calming device is provided in advance of the crossing.	Full height platforms on the approach to crossing points and at the crossing points would be more expensive. Not just for the platform itself but also for the associated changes to stormwater and lighting upgrades for any priority crossing points.

4.5 The option that was preferred was Option 2, however the speed platforms were changed to standard CCC speed humps, to achieve the desired slower speeds but at a lower cost than the platforms. These are similar to those that have been installed at roundabouts in St Martins, Avonhead and Knights Stream. An example of the speed humps on the approach to a roundabout is shown below, the photograph was taken at the Merrin/Withells intersection.



Option to control by traffic signals:

4.6 The advantages of this option include:

- 4.6.1 Movements are controlled by traffic signals so during peak hours, each approach to an intersection will be provided with time for vehicles to cross or turn at an intersection.
- 4.6.2 Provides pedestrian crossings controlled by traffic signals. Subject to design these crossings can be fully protected by holding traffic back from turning when pedestrians are crossing using arrows at the cost of time to vehicles.
- 4.6.3 At signalised intersections different movements are separated in time and therefore the risk to compliant cyclists is generally lower than at unsignalised intersections.

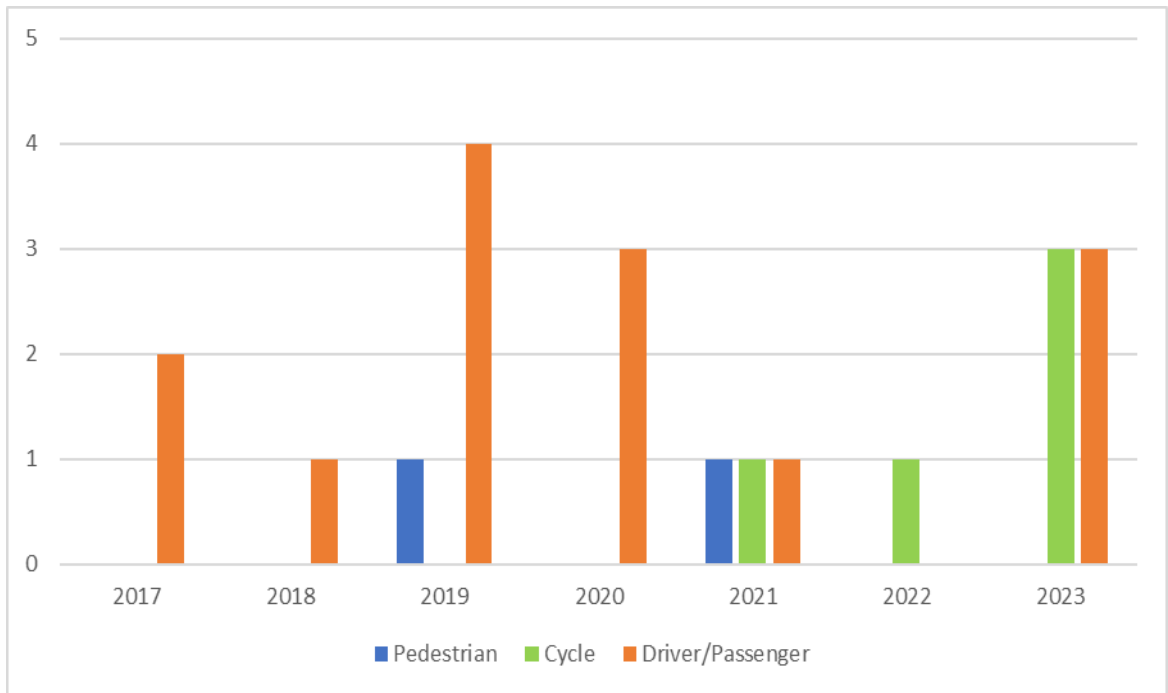
4.7 The disadvantages of the option include:

- 4.7.1 Creates additional delay to all road users at off-peak times.
- 4.7.2 Traffic signals alone are not a primary safe system treatment and the risk of collision to all road users including active transport users remains. To address this, a raised safety platform would be incorporated into the design.
- 4.7.3 The estimated construction cost of a signal-controlled intersection, excluding land purchase, lighting upgrades and design and management, but including the raised safety platform could be approximately \$1.5-2.5 million.
- 4.7.4 This option cannot currently be funded from the Traffic Operations Minor Road Safety budgets and would need to be included and funded through the Long-Term Plan.

5. Detail Te Whakamahuki

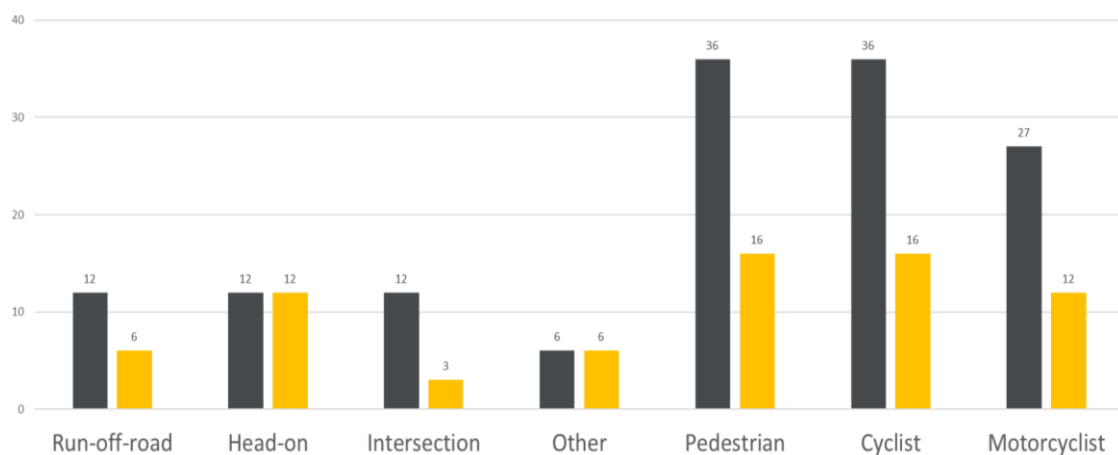
- 5.1 Improving safety on local roads in Christchurch is a priority for the Christchurch City Council. Providing safe infrastructure is key to ensure people get to where they are going safely, irrespective of the mode of travel. CCC has a Level of Service to reduce the number of deaths or serious injuries from all crashes by 40% in 2030 that is a reduction of 5 or more per year, and for this to be under 71 crashes per year within the 10-year period. This is also a goal in the Road Safety Action Plan, which is a collaborative plan between Christchurch City Council, NZTA Waka Kotahi, ACC, FENZ and New Zealand Police.
- 5.2 The roundabout is located in the suburb of North New Brighton. Located close to the intersection is Shirley Boys High School, Avonside Girls High school, local community shops and medical centre, and Rawhiti School is located just to the east.

- 5.3 There is generally a single approach and departure lane on each arm of the intersection, except for Travis Road (west) that has a short-left turn lane, measuring approximately 18-20 metres.
- 5.4 Pedestrians are provided with a crossing point through the median islands on all approaches, however they are narrow and cannot always accommodate the number of children crossing. There are on road cycle lanes on Travis Road only.
- 5.5 There are large numbers of people walking and scootering through the intersection, with the main demand in the morning peak and after school has finished from school children travelling to the high schools.
- 5.6 There are approximately 25 people who cycle through the roundabout in the morning peak and lunch time period (2023 traffic count).
- 5.7 There are two bus routes that pass through the intersection the 80 (north-south route) and the 60 (east-west route). There are bus stops on Travis Road and both Bower Avenue approaches to the intersection. In 2023, there were an average of 71 boardings a day at the westbound stop on Travis Road and 69 at the southbound stop on Bower Avenue.
- 5.8 There are approximately 1400 vehicles passing through the intersection in the morning peak and evening peak. This reduces only slightly during the off-peak midday period.
- 5.9 Between 2017-2021, when the original analysis was undertaken, there were a total of 13 reported crashes (one serious, five minor, seven non-injury) at the Travis/Bower/Rookwood roundabout (Waka Kotahi Crash Analysis System). The main crash types were vehicle against vehicle crossing/turning (five crashes) and rear end/obstruction (six crashes) types. There were also two pedestrian crashes (one of which was the serious injury crash) that occurred on Bower Road north while pedestrians were trying to cross the road. The serious pedestrian accident was in 2021 and was attributed to a distracted driver moving north through the roundabout who hit a pedestrian trying to run across Bower Avenue north, this crash occurred in the evening. The minor pedestrian accident occurred in 2019 where a pedestrian mistakenly assumed a southbound vehicle on Bower Avenue north was giving way, proceeded to cross the road, and was hit by a vehicle, during daylight hours.
- 5.10 The design team carried out a further crash analysis for the full year of 2022, and to obtain data for 2023. This showed there was one minor crash in 2022, which involved a vehicle on Bower Avenue north failing to give way on entering the roundabout and crashing with a person riding their bicycle through the roundabout during daylight hours.
- 5.11 At the time this report was written, six crashes have been recorded in 2023 (data for 2023 is not yet fully complete in the Crash Analysis System). Three of these crashes have resulted in serious injuries to people riding their bicycle through the intersection. The crashes occurred outside of the peak hours on weekdays. The remaining three crashes resulted in two minor injuries and one non-injury to people travelling in vehicles.



Number of crashes per year by mode (four of the seven crashes involving people walking or biking resulted in serious injury).

- 5.12 There are three accessways into the BP petrol station through which vehicles can enter and exit in both directions. Accesses for frequent heavy vehicle movements create a hazardous walking environment for pedestrians and increase the number of conflict points for people riding bicycles.
- 5.13 A Safe System Assessment was completed as part of the development of the proposal for the safety improvements. The assessment considered the existing layout and the proposed option. The Safe System Assessment is a formal examination of a road related program, project or initiative that assesses the safety of the existing intersection and the proposals. The process assesses if, and how, existing or future changes align with safe system principles with a focus on safer roads and safer speeds. The assessment provides a score for the existing arrangement and a score for the options from a total score of 448 (the lower score the safer the outcomes).
- 5.14 A summary of the scores from the Safe System Assessment can be found below. Note that the lower the score, the safer the option.



Safe System Assessment (black is existing conditions and orange is the proposed option)

- 5.15 The proposed option, incorporating a primary safe system treatment (raised traffic calming), is the only option to decrease the severity of crash types and achieve safe system speeds for vulnerable users.
- 5.16 Following consultation, a change has been made to the proposal, which is to re-instate the parking on the east side of Bower Avenue (north) outside QEII Dental Care.
- 5.17 An additional crossing point was requested on Travis Road by the two local schools during consultation. This will be investigated separately in combination with targeted engagement with directly affected properties. A report to the Community Board will be prepared if a crossing point can be accommodated.
- 5.18 In response to the top three key themes raised during engagement, staff provide the following responses:

5.18.1 Change the intersection to traffic signals

The addition of the speed humps and crossings achieve a significant and much needed improvement to user safety at a more affordable cost than traffic signals. This project would not preclude traffic signals in the future if they were required and affordable.

5.18.2 Speed humps

The vertical traffic calming devices (speed humps) are designed to control speeds to 30km/h and as such, at the most congested times of the day (where travel speeds are less) they are not expected to be detrimental to the efficiency of the roundabout and exacerbate further any existing congestion related issues. Slower speeds and improved facilities help to make people travelling outside of vehicles feel safer, enabling more people to choose other transport options.

5.18.3 Left hand turn removal

Traffic modelling shows that there are minor increases to delays during the busy morning and evening peak periods. The short-left turn lane has been removed to reduce the width to a single lane exit which will improve visibility for drivers exiting. Currently a through or right turning vehicle will mask the left turning vehicle creating additional risk in the intersection for any person travelling across this entry. It was also raised by some submitters that they felt the turning lane was dangerous as a person waiting at the limit line had given way to someone, but another driver continued and hit a person riding a bicycle. It was also commented on that it would make it simpler for people on Bower Avenue to understand where vehicles are going from Travis Road. The width of the shared path will be able to accommodate more people walking, cycling and scootering and facilitate the left turn by people on bicycles accessing Bower Avenue.

The Waka Kotahi Cycling Network Guidance states that cycle lanes should not be used at roundabouts, as they put cyclists in a less safe position. Where cyclists use the roadway at roundabouts, they are encouraged to 'take' the lane so people riding a bicycle are in a central position within the lane (similar to a driver) and that people approaching are in a single file (this also supports the removal of the short-left lane). To do this safely and to feel comfortable, vehicle speeds need to be below 30km/h. The guidance recommends that cycle lanes and road shoulders should be terminated prior to the entry of the roundabout and sharrows be marked to indicate that cyclists share the lane. While there are only on-road cycle lanes on Travis Road, the sharrow markings have been provided on each approach.

5.19 The decision affects the following Community Board area:

5.19.1 Waitai Coastal-Burwood-Linwood.

6. Community Views and Preferences Ngā mariu ā-Hāpori

Public Consultation Te Tukanga Kōrerorero

- 6.1 Early engagement with affected businesses, key transport stakeholders and nearby schools started in October 2023. Staff visited businesses located near the intersection and left material inviting them to contact staff with any questions or book in a time to meet.
- 6.2 Staff heard back from 12 out of 16 local businesses that were approached, all who responded broadly support the proposals. QEII Food Market raised concerns about the impact parking removal would have on their business and the plans were amended. Key feedback included:
 - Agreement with the proposal and the issues it sets out to address.
 - School students don't appear to use to existing pedestrian refuge island to cross.
 - Rubbish can be an issue in the area.
- 6.3 Staff heard back from three out of six transport stakeholders that were approached. All transport stakeholders that responded were supportive of the proposal and in agreement with the issues it set to address. Environment Canterbury, although supportive of the overall plan and the goal to reduce speeds, were not supportive of speed humps. Their main concerns were that speed humps would negatively impact bus services through increased wear and tear and customer discomfort.
- 6.4 Staff met with Avonside Girls and Shirley Boys High School and ran a focus group with students at Shirley Boys High School, asking for their thoughts on the plans. Key feedback included:
 - Agreement with the proposal and the issues it sets out to address.
 - Students finding cycling through the intersection dangerous/cars not sharing the corridor.
 - Speeding cars make it difficult to cross the road before school (8:20-8:30am).
 - Many students who cycle do not use the intersection as they feel unsafe.
 - Students cycling is increasing year-on-year.
- 6.5 Public consultation started on 7 November 2023 and ran until 5 December 2023. An email was sent to 32 key stakeholders, including emergency services, Canterbury AA, Spokes, Environment Canterbury, North Beach Residents' Association and the Disabled Persons' Assembly. Local businesses were provided with leaflets containing information about the proposal and inviting submissions on [Kōrero Mai | Let's Talk](#).
- 6.6 The consultation was posted on the council Facebook page and [Newsline](#), inviting submissions on Kōrero Mai | Let's Talk.
- 6.7 Physical and digital signage was installed at Taiora QEII and on the streets near the intersection, for the duration of the consultation.
- 6.8 Staff attended the North Beach Residents' Association monthly meeting to discuss the proposal and answer questions. Attendees provided mixed feedback. Some members were supportive of the proposal, acknowledging the need for safety improvements at the intersection. Others raised concerns about the speed humps and left hand turn removal and questioned whether alternatives had been considered.

Summary of Submissions Ngā Tāpaetanga

- 6.9 Submissions were made by six recognised organisations – Sustain South Brighton, Environment Canterbury, Go Bus, Spokes Canterbury, Te Tāhuhu o Te Mātauranga Ministry of Education and UC Climate Action Club; one local business – QEII Shopping Centre; two schools – Avonside Girls and Shirley Boys High School and 156 individuals. A full table of public submission feedback is available in **Attachment B**.
- 6.10 Submitters were asked how safe they feel travelling through the intersection now, compare to how safe they think they would feel if the proposed changes were made. Overall, submitters felt the proposal was safer than the current intersection.
- 6.11 The main themes from consultation were:
- Requests for traffic lights at this intersection (42 submissions related to this theme)
 - Support for speed humps and their effectiveness to slow traffic down (38 submissions related to this theme)
 - Concern that the proposal would cause more congestion by removing the left turning lane and narrowing traffic (23 submissions related to this theme)
 - Requests for pedestrian crossing supports. (E.g. raised zebra crossings and painted lines to define boundaries between the road and pedestrians) (21)
 - Support the removal of the left turning lane from Travis Road onto Bower Avenue (20)
 - Requests for more to be done to make the intersection safer for cyclists and pedestrians (5)
- 6.12 A full analysis of submissions is available in **Attachment C**.

7. Policy Framework Implications Ngā Hiraunga ā- Kaupapa here

Strategic Alignment Te Rautaki Tīaroaro

- 7.1 Council's strategic priorities have been considered in formulating the recommendations in this report, including, residents having equitable access to a range of transport options that make it easy and safe to get around the city, and reduce emissions as a Council and as a City.
- 7.2 This report supports the [Council's Long Term Plan \(2021 - 2031\)](#):
- 7.3 Transport
- 7.3.1 Activity: Transport
- Level of Service: 10.0.6.1 Reduce the number of death and serious injury crashes on the local road network - <=96 crashes.
 - Level of Service: 10.5.1 Limit deaths and serious injury crashes per capita for cyclists and pedestrians - <= 12 crashes per 100,000 residents.

Policy Consistency Te Whai Kaupapa here

- 7.4 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

- 7.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.

- 7.6 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.
- 7.7 The effects of this proposal upon Mana Whenua are expected to be insignificant as the proposal involves minor work within the existing carriageway.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

- 7.8 The decisions in this report are likely to:
 - 7.8.1 Contribute neutrally to adaptation to the impacts of climate change.
 - 7.8.2 Contribute positively to emissions reductions.
- 7.9 The emission reductions associated with this proposal have not been estimated.
- 7.10 Improving the ability for people to walk and cycle are a key part of council's emissions reduction efforts by providing a safe, low emission way for residents to move around the city.
- 7.11 From the 2022 Life in Christchurch Transport Survey, inconsiderate and dangerous behaviour from other road users and sharing the road with cars were the main reasons respondents found it difficult to cycle.
- 7.12 Improving safety and making the intersection feel safer would address some of the barriers to people making sustainable travel choices. Removing these barriers will lead to reductions in vehicle kilometres travelled and consequently emissions from transport.
- 7.13 The National Emissions Reduction Plan (ERP) states we will have to 'substantially improve infrastructure for walking and cycling' to meet our emissions targets (including a 20% reduction in light Vehicle Kilometres Travelled by 2035 - required under the ERP). Improving the quality of walking and cycling infrastructure is also a key part of the Ministry of Transport and Waka Kotahi's efforts to decarbonise the transport system, so improving safety for these users would be consistent with national direction.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

- 7.14 This proposal improves accessibility for pedestrians/cyclists, by providing a safer means of crossing at the intersection.

8. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

- 8.1 Cost to Implement – \$380k. This is an estimate and not a tendered price.
- 8.2 Maintenance/Ongoing costs - To be covered under the area maintenance contract, the effects will be minimal to the overall asset.
- 8.3 Funding Source – Traffic Operations Minor Road Safety Budget.
- 8.4 Funding support - Waka Kotahi have confirmed that funding support at 51% is approved for this intersection through the low-cost low-risk programme. Activities funded through the Low-Cost Low-Risk investment pathway do not need to calculate a benefit-cost ratio. Funding support is only guaranteed for this financial year.

Other He mea anō

- 8.5 None identified.

9. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

- 9.1 Part 1, Clauses 7 and 8 of the Christchurch City Council Traffic and Parking Bylaw 2017 provides Council with the authority to install parking restrictions by resolution.
- 9.2 The Community Boards have delegated authority from the Council to exercise the delegations as set out in the Register of Delegations. The list of delegations for the Community Boards includes the resolution of stopping restrictions and traffic control devices. The shared path is outside of Community Board delegations and the decisions remains with Council.
- 9.3 The installation of any signs and/or markings associated with traffic control devices must comply with the Land Transport Rule: Traffic Control Devices 2004.




Other Legal Implications Ētahi atu Hīraunga-ā-Ture

- 9.4 There is no other legal context, issue or implication relevant to this decision.
- 9.5 This specific report has not been reviewed and approved by the Legal Services Unit however the report has been written using a general approach previously approved of by the Legal Services Unit, and the recommendations are consistent with the policy and legislative framework outlined in sections 9.1 to 9.3.

10. Risk Management Implications Ngā Hīraunga Tūraru

- 10.1 None identified.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	Travis/Bower/Rookwood Safety Improvements Plan	24/7309	112
B 	Travis Bower Rookwood improvements - Submission Table (Public)	24/86730	113
C 	Consultation attachment - Travis Bower Rookwood	24/98026	149

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūtutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

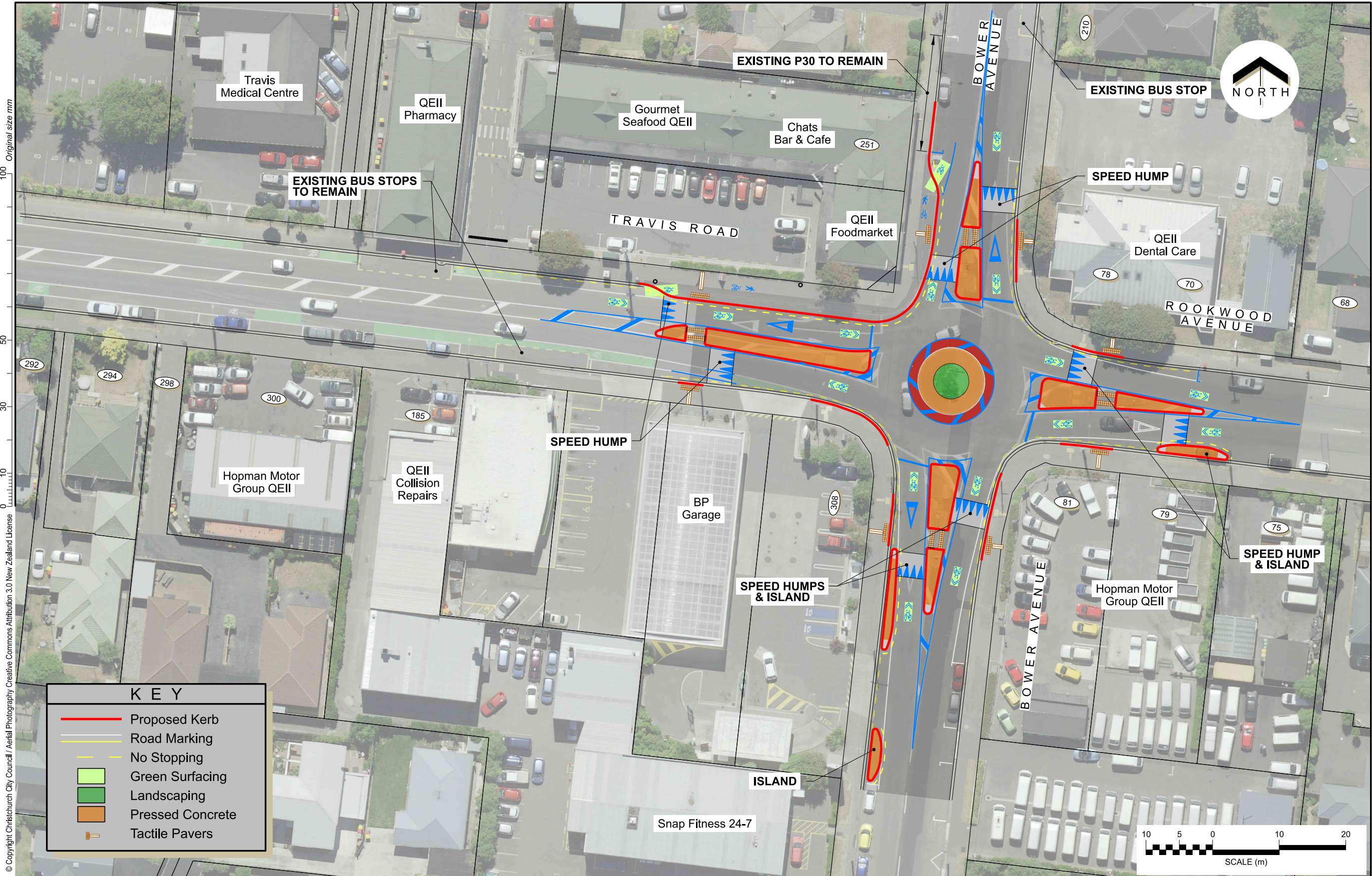
- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Gemma Dioni - Principal Advisor Transportation - Safety Kiran Skelton - Engagement Assistant Georgia Greene - Traffic Engineer
Approved By	Katie Smith - Team Leader Traffic Operations Stephen Wright - Manager Operations (Transport) Lynette Ellis - Head of Transport & Waste Management

Item 10



Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

Organisations / Businesses

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12445	Somewhat safe	Somewhat safe	<p>You appear to be reducing the parking spaces outside the QE2 Shopping centre. You've also proposed to yellow line (remove parking) from opposite the shops (outside the doctors)</p> <p>This is to the detriment of the convenience of our customers and the centre as a whole. We have to endure very tough trading conditions and seeing what you have proposed to reduce our parking spaces is a kick in the guts.</p> <p>The whole of the QE2 Shopping Centre opposes the removal of the parking spaces opposite the centre and the reduction in parking space outside the centre.</p> <p>Couldnt you consider moving the bus stop currently outside 217 down to 219 Bower Avenue and then open that up to parking outside the shops?</p> <p>I also believe if you remove the parking spaces outside the doctors, you are going to cause alot of people undue stress and inconvenience. please don't do that!</p> <p>How can you possibly justify increased safety by reducing the amount of parking spaces outside the QE2 Shops?</p> <p>The centre relies heavily on these parking spaces.</p> <p>Removal of the parking outside the doctors is going to cause issues for the public and for the centre.</p> <p>Please do not remove the parking spaces!</p>	Jay Patel - QEII Shopping Centre
12483	Very unsafe	Somewhat safe	<p>I am a community worker writing this on behalf of Sustain South Brighton - a local community group. A number of our young people walk or bike from South Brighton to North Brighton and through the roundabout area to the Highschools. We have had feedback that this roundabout is unsafe for young people going to Shirley Boys and Avonside Girls. In addition, I have a daughter who goes to Avonside Highschool. I find the roundabout area very unsafe especially when I'm picking my daughter up from shcool as she has to cross it.</p> <p>Quote from some young people - "Make the islands bigger because they are too small when you are crossing after school and theres lots of people."</p> <p>Quote from a parent - "The safest way to travel to the highschools is on the bus, then the kids dont have to navigate the roundabout and roads on foot or on their bikes."</p>	Sarah McKay - Sustain South Brighton
13053	Neutral	Neutral	Please see attachment	Alanah Allison - Environment Canterbury
13059	Somewhat unsafe	Neutral	Submitting as Secretary of the UC Climate Action Club (submission attached)	Joseph Fullerton – UC Climate Action Club
13071	Very unsafe	Neutral	<p>Feedback re Travis / Bower / Rookwood intersection safety improvements</p> <p>Shirley Boys' High School and Avonside Girls' High School have considered this submission carefully. Our students, staff and community are regular users of this intersection and it is a very busy area, particularly at peak travel times such as before and after school and the drive home period. The intersection is made busier in the before and after school period with pedestrians and buses making their way to and from Shirley Boys' High School and Avonside Girls' High School.</p> <p>Our view is that the improvements are a positive addition to the intersection. The safe speed platforms are a good addition but do need to be clearly signposted, both for vehicles so that they do not approach them at speed, but also for pedestrians so that they do not use them to cross the street with an 'assumed level of safety'.</p> <p>The larger pedestrian refuge islands at each of the four approaches to the roundabout are also a positive addition. The introduction of tactile pavers is helpful but there is still a concerning level of vulnerability for pedestrians who wait on the refuge island. Shirley Boys' High School and Avonside Girls' High School would like to see the installation of barriers at the area designed to cross to provide an additional level of safety.</p> <p>The sharrow (shared bike and car lane) markings at each approach to the roundabout to indicate that cyclists need to merge into the traffic lane so they can ride through the roundabout are positive, but Shirley Boys' High School and Avonside Girls' High School have concerns that these are very reliant on driver and cyclist behaviour. There is no guarantee that vehicles and cyclists will share the lane and there is potential for crashes. Our preferred option would be an engineered cycle lane that provided much greater safety.</p> <p>Finally, the plan appears to provide vehicle and other access to existing businesses, Shirley Boys' High School and Avonside Girls' High School would like to reinforce that the existing businesses should not be negatively affected by any of the road engineering done to improve this intersection.</p>	Sam Pelham - Avonside Girls' High School Board of Trustees
13083	Somewhat unsafe	Somewhat safe	Please see attachment.	Anne Scott - Spokes Canterbury

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
13087			Please see attachment	Kate Graham - Te Tāhuhu o Te Mātauranga Ministry of Education
13088			Please see attachment	Bob Dennison – Go Bus Transport

Individuals

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12361	Somewhat unsafe	Somewhat safe		Andrew Smith
12362	Very unsafe	Very unsafe	Lights would be better instead of a round about!! Kids don't cross properly, cars don't look out for cyclist. Lights would fix this issue as everyone is in a rush!	Stacey Aarts
12363	Somewhat unsafe	Somewhat safe	Please don't use plants to block the view of on coming traffic as a traffic calmer at the roundabout. With the number of bikes and kids that go through there it would be easy for someone crossing at a dangerous spot to be missed or someone crossing at a time when it is unsafe because they did not see a car coming. Also, one of the things which make this dangerous are the lack of crossing supports. Adding a controlled, or at the very least marked pedestrian crossing somewhere down travis road by the bus stops / close to the school, or north on Rookwood would help with people getting across those very busy roads. I also don't understand the painted bike symbol on the road - painting on roads make them slick for motorcyclists and, I assume, people biking, so less of that seems like it would be safe. Although the community will likely kick up a fuss at the loss of parking on Rookwood, I think the parking and poor turning lane from Travis onto Rookwood is one of the most dangerous things about that intersection, with car doors more likely to open onto cyclists, or cars pull out into traffic all the while kids try and cross. Thank you for sorting this one out!!	Dale Frost
12364	Somewhat unsafe	Somewhat safe	Removing the left turning lane from Travis Rd to Bower Ave would greatly increase congestion there during peak times, increasing driver frustration with an already busy intersection. I believe that the addition of speed humps and a better pedestrian island/crossing in place would be more than sufficient.	Graeme Cooper
12365	Somewhat safe	Very unsafe	This proposal will just back log Travis road. In addition it will also clog up so people cannot access the shops nor the medical centre. This current proposal is VERY dangerous. The schools impact is far wider as kids cros the streets or cause delay for blocks around the school. The kind of rubber speed bumps going in at the moment doesn't deter people. People will still have accidents on this corner as I witnessed them and it's all driver error. Yet there's munted roads and potholes you won't fix elsewhere. Leave this alone	Jenn Shaw
12366	Somewhat unsafe	Somewhat safe	The road is very well usd and speed humps will slow traffic exciting the round about causing Jams in the peak periods before and school.	Nick Lynn
12367	Very unsafe	Very unsafe	I say get traffic lights cos drivers don't intend to stop I have seen so many accidents at the round about so I say use traffic lightss toake people and schoole pupiles safe	Emma Lamb
12368	Somewhat unsafe	Very safe		Chloe Sutton
12369	Somewhat unsafe	Somewhat unsafe	Aside from speed bumps I am struggling to see how this makes cyclists safer, unless you have got rid of the two lane approaches (one turning, one into roundabout). I have a cyclist friend who was injured on this roundabout because the turning lane driver gave way to him (as per road rule) but the driver heading into the roundabout (an elderly woman) kept driving and hit him.	Elizabeth Odell

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12370	Neutral	Somewhat safe	Getting rid of that left hand turn lane is a great idea	Merodie Wright
12371	Somewhat unsafe	Neutral	Put in traffic lights , and do away with the round about. Creates definite places to cross, stops people making judgement calls on when they think its safe to cross the intersection . Dont think the proposed plan will have the same effect .	Scotty Roberts
12372	Somewhat unsafe	Neutral	Traffic lights	Danella Patterson
12373	Somewhat unsafe	Somewhat safe	I think it only minimally reduces the hazard for cyclists of which I think there are more of then pedestrians (including myself). I would rather the pressed concrete included space for cyclists to safely stop and wait rather than being forced to be in front of cars when traveling through the roundabout. This scenario still allows for cars to clip cyclists as the car travels through the intersection. Also needs signage at the garage to remind cars coming out of there to look for cyclists/pedestrians. I don't think there should be a right turn for cars coming out of the petrol on Travis towards the roundabout as have seen too many risk it when cars coming from both directions. The existing cycles lanes are very narrow after the roundabout currently and there doesn't appear to be a plan to widen then so that car doors opening from parked cars are less of a hazard. I currently "say a prayer" whenever I cycle through there at the moment that a parked car won't open their door while I go past or a car pull out in front of me from the petrol station or a car not see me as they speed through the roundabout (I do think the calming measure a good thing).	C Brown
12374	Very unsafe	Somewhat unsafe	I don't think that speed bumps will help me as a cyclist to use that roundabout safely. I also use it as a pedestrian often and sometimes in my car. The problem is it's so small so cars can go fast over it and I cannot and I'm marginalized and have no lane on there as a cyclist. Often I'm forced to get off and try to cross the road on foot. The cars are too fast for me to contend with. Often cars don't indicate. They cut me off. They drive dangerously close to me. Just very unsafe as a cyclist. I would prefer to see traffic lights because this junction has no need for a roundabout. Traffic lights with a crossing would be safer for pedestrians and cyclists.	Hayley Young
12375	Somewhat safe	Somewhat unsafe	These changes are being made for people who use the intersection a voucher of hours a day during g school terms. From my observations while waiting for the bus, the students don't cross at any crossing points and just dash out from the bus or petrol station. The proposal also has cyclists merging into the traffic lanes, how is this going to be any safer for them. A traffic light crossing point would be a safer and better option.	Jennifer Bamber-Sawyer
12376	Neutral	Neutral	Wouldn't traffic lights be a better option	Veronica Mitchell
12377	Somewhat unsafe	Somewhat unsafe	Taking away the left turn lane will make it busier and more backed up as I drop my daughter to school that way and head home that way after school also.... will cause more frustration and impatience with other drivers.	Vanessa Meyer
12378	Neutral	Neutral	My daughter was hit walking across from the doctors towards the dairy a couple of weeks ago in a hit and run (luckily only bruised). I think the speed humps are a good idea to slow traffic, but what other consideration for the pedestrians are there? This intersection gets super busy at morning/afternoon school start/finish times and the cars are too impatient. There needs to be some zebra crossings or at least some lights? There are too many pedestrian/cyclist accidents here. (I know of at least 3 this year). The funny thing is, the police said because there were not any CCTV cameras and no one had the licence plate number there is nothing more that I can do about my daughters accident and that I need to contact Youth Education or the Road Policing to do more about it.	Emma Derrick
12379	Very unsafe	Very unsafe	You are not addressing the risk to cyclists at all in this plan! Where are cyclists supposed to go in this plan. There needs to be adequate cycleways added to the intersection that allow cyclists to cross without the constant danger of being run over by speeding cars. You can't seriously think that cars will give way to cyclists going in front of them to cross at a roundabout. the only people who think this design is functional are people who have never ridden a bike through a roundabout.	Stephen East
12380	Neutral	Very safe	I suggest a design with zebra crossings on Raised Safety Platforms (RSPs) would be even more safe; was this considered?	John Lieswyn
12381	Very safe	Very unsafe	Come on if you make the roundabout bigger it's going to make it harder for the busses and create a massive hazard that intersection is fine don't touch it stop wrecking things IF IT AINT BROKE DONT FIX IT	Aubrey Walker
12382	Somewhat unsafe	Somewhat safe		Abigail Park
12383	Somewhat safe	Somewhat safe	Put in traffic lights	Marco Van werkhooven
12384	Somewhat unsafe	Somewhat safe	Very busy area. Requires updating. This plan should make the intersection much safer	Shannon Brunton
12385	Very unsafe	Somewhat safe	Get rid of the cars. At least 2% of the streets in Christchurch deserve to be free of cars. They honestly just ruin what ever area they are in.	Peter Earl
12386	Very safe	Very safe	These proposed changes look good to me. It would be a hard no if you decided to add traffic lights. Roundabouts keep the traffic flowing	Lara Flavell
12387	Somewhat safe	Somewhat safe	Lights might be a better option for everyone	Karen Dobson

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12388	Very safe	Very unsafe	I firmly and fully oppose the use of speed bumps at every intersection. These are not upgrades but downgrades designed, not for "safety" as the favorite catch-all buzzword right now but to frustrate motorists with speed bumps that damage cars, less road for us to use, more traffic jams trying to navigate these changes. And you are doing this to relieve pedestrian pressure for "peak hours" what about the rest of the time? This will not force people out of their cars, nothing you do will have that outcome, If you think it is safer to have frustrated drivers in change of 1 ton machines on the road then you are severely deluded	Paul Durie
12389	Neutral	Very safe	I have had to stop on the way to work multiple times at this roundabout for crashes. School students also run across the road all the time and it is quite dangerous. I support these changes.	Penny Howes
12390	Somewhat unsafe	Neutral	There needs to be traffice lights put in and iv said that for years living so close to this roundabout.	Nicole King-Clark
12391	Somewhat unsafe	Somewhat safe	1. I am concerned about the business impact for the loss of parking for QEII Foodmarket. I'm a frequent user of this business and currently park outside QEII Dental Care in the morning to stop in there. 2. I strongly agree with the removal of left-turn lane on Travis Road to Bower Avenue. I use this lane every evening and more often than not, other road users going straight ahead do not respect the lane, creating a dangerously narrow path which could lead to an accident. 3. Please plant LOW growing plants on the roundabout. It is dangerous being unable to see what's occurring on all sides of the roundabout!	Anna Flanagan
12392	Neutral	Somewhat safe	Anything that slows traffic down at small RoB is a good thing for safety. Please be mindful of where speed bums are used as this can be distressing for pt in the back of ambulances'. Can you consider other forms of traffic carming measures here and around the city please.	Hugh Bootten
12393	Neutral	Neutral		Sarndra Bryenton
12394	Somewhat safe	Neutral		Zoe Bullock
12395	Somewhat safe	Neutral	I trust you have done the proper research to justify spend and use of resources.	Tevita Siulangapo
12396	Somewhat unsafe	Neutral	I feel like traffic lights would be the only way to make this safer for both pedestrians and motorists. I don't think speed humps Will actually do much. People drive through without properly checking and lights would make them actually stop.	Alecia Roumieu
12397	Very safe	Somewhat unsafe	I do not think the speed bumps are needed and leave the turning lane the traffic flow is much better with it making the islands larger will in fact make it even more of a narrow space than it already is. Not needed. Accidents happen from mostly outside dairy cars pulling out if anything move parking spots little further up on bower. Dedicate a pedestrian crossing further back nearer high school before shopping centre	Caroline Smart
12398	Neutral	Somewhat unsafe	do not like the speed bump idea at all or the no stopping near shops put lights in not bumps as slows it down and is a busy intercetion as is and the bus stops write by dairy and be in way after bump be annoying for all bikers too	donna macalpine
12399	Very unsafe	Very unsafe	Traffic lights	Arleia Hebbard
12400	Somewhat unsafe	Somewhat unsafe	I think traffic lights would be the safest option. Also the first entry into the BP station (cnr Travis and Bower - traveling west) should be removed as it's too close to the intersection.	Kent Caddick
12401	Somewhat unsafe	Somewhat safe		Matt Goodwin
12402	Somewhat unsafe	Somewhat unsafe	I don't think these changes are significant enough. Perhaps a traffic light for pedestrians and cyclists crossing part of it, similarly to on Frosts Road, might add an extra level of safety. You already have to approach that intersection fairly slowly, but take off fairly quickly to get through the intersection and it's very narrow. Adding speed bumps is unlikely to actually slow people down any further in approaching the intersection, and they'll take off just as fast because the traffic flow and traffic numbers is unchanged. So cyclists and school students will be no safer than they are now. Take the primary way that students are crossing, and make it a safer crossing (probably between the set of shops and the BP).	Kaylene Wakefield
12403	Somewhat safe	Somewhat safe	Not sure about blocking turning into Bower Ave left . People coming that way off QE11 returning home and students on bikes??	Valerie Attrill
12404	Somewhat unsafe	Somewhat safe	Slowing the traffic is a good idea so long as there is not too much congestion caused by it. Maybe a pickup lane could be created the other side of the schools where there is currently a walkway - a bit like the airport pickup lane.	Laurie Freeman
12406	Very unsafe	Somewhat unsafe	Need to put traffic lights in	Jennifer Robinson
12408	Very safe	Neutral	Forget the speed bumps...there a dam nuisance for a little car	Jill Larche

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12409	Somewhat unsafe	Somewhat safe	As many motorists are very impatient and don't want to stop to give way to other drivers at this intersection, safety measures being put in place is a good thing. Better safety measures for the high school children to cross would be good too, but getting them to use them might be a challenge.	Di Trower
12410	Somewhat unsafe	Somewhat safe	This is a great change and I fully support it, lights are great but I think this is a good interim measure to try and see if it slows the approach of cars at this roundabout. People for some reason come very fast at all directions to this one. If you feel like fixing the potholes on bower ave NB river end that would be helpful too ☹ bloody shoddy work done there last year.	Kate Ogilvie
12411	Somewhat safe	Somewhat unsafe	Do away with the roundabout, forget speed humps, and install traffic lights to control that very busy intersection.	Teresa Connor
12412	Somewhat unsafe	Very safe		Helen Sheriff
12413	Somewhat safe	Somewhat safe	Don't muck around with consulting people, just do it.	Graham Trotter
12414	Very safe	Somewhat unsafe	I think lights and proper crossings would be safer for all road users including people with disabilities and in wheelchairs that need a safe place to cross.	Tracy Klenner
12415	Somewhat safe	Somewhat unsafe	Experience for me has been drivers arriving at the roundabout at ~40km/h on the hope and a prayer that no other driver will be doing the same. Said drivers will complain about the speed bumps being installed but there is a need to reduce driver speed at this roundabout.	Marc Stevenson
12416	Somewhat unsafe	Somewhat safe		Jodi Shipley
12417	Somewhat unsafe	Neutral	Hi, thanks for the proposed changes to the roundabout. Could someone please review the written description and show each item in the image supplied. It's hard for lay people to picture what you're describing. Secondly, some of your terminology is technical. If this is a public engagement please either define technical terms or use lay language. E.g. what is "sharrow". One key concern for me as a local driver is that tamariki, rangatahi and adult pedestrians all cross here, way to close to the roundabout. They tend to cross Travis Rd between the shops and the BP, east of the exit driveway from BP onto Travis. This is an incredibly difficult and dangerous crossing. How will the new layout clarify exactly where pedestrians should safely cross? One function of a roundabout is to keep traffic flowing. This seems counter to safety concerns about tamariki and rangatahi crossing.	Corinne Bolstad
12418	Somewhat unsafe	Neutral	Traffic lights would be better and make Travis Rd from Bower to motorway a slow zone with more speed bumps to slow traffic right down. It is unsafe getting in and out of Blue Gum Place.	James Halliday
12419	Very safe	Somewhat unsafe	It's going to slow down traffic considerably not just at peak times but whole time. Why change things when they are working fine now ? If anything it should be the car lanes increased to enable better flow at peak times.	Neil Barrie
12420	Very unsafe	Neutral	Traffic lights with the volume of students. Speeds bumps will not be effective as speed is not the issue	Kate Wilson
12421	Somewhat unsafe	Somewhat unsafe	The school really need to do more education around road safety. It's hectic after school, kids just walk out in front of you and bikes speed through in groups. Changing the roundabout to one lane will help slightly but it's such a small roundabout with that much traffic you sometimes just have to risk it and go. Lights would be a safer option.	Rachael Paterson
12423	Very unsafe	Very unsafe	This is a stupid idea thought up by silly council staff tucked up in their office!!! Do you even use this round about!?? It needs to be turned into traffic lights and there won't be a problem!! We already have enough bumps in our roads 12 years on and still Waiting for some decent time and money to be spent fixing the quake damage that most other suburbs in chch have long since had repaired!!! So much for mr mauger being major and fixing the east side!!! All lies and broken promises!!!! Wasted my vote there!!! You need to Make it lights, leave the speed bumps out of it... fix the rest of the roads on the east and bring some life back into the east side... we pay huge rates for insufficient services and I'm bloody sick of it!!!!	Sarah Moss
12424	Very safe	Very unsafe	If they decide to go ahead with this, please, for everyone sake, make the speed bumps at a proper height and not excessively high like they have been doing everywhere else in chch, and give it a decent grade on the entry and exit of the speed bump	William Howells
12425	Neutral	Neutral	This is not the correct way to fix the intersection use traffic lights. Christchurch drivers are awful and cannot use roundabouts no matter how narrow or bumps are out in. This needs traffic lights to make a meaningful difference. Very unhappy about these proposed changes as a resident who lives on bower Ave	Graeme Foster
12426	Neutral	Neutral	Just put in traffic lights.	Jasmine Macgregor
12427	Somewhat safe	Neutral	I would prefer to see traffic lights put in this intersection	Pauline Wood
12428	Somewhat unsafe	Somewhat safe	Lots of children dash out onto the road n cars do speed through there. Something needs to be done. Speed humps good idea.	Shirl Scott
12429	Somewhat safe	Very safe	Good idea to change, thanks	John Pickles

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12430	Somewhat unsafe	Somewhat unsafe	I think this intersection needs traffic lights. This would allow more space for turning lanes and pedestrian crossing times.	Antonia Low
12431	Very safe	Very unsafe	<p>Speed bumps were put in at the Lincoln Road / Barrington street traffic lights. Which I use every few weeks now to visit a friend. Three times I've almost been rear ended, because they are so aggressive that I have to slow down too not do any damage to my vehicle. The people following haven't been paying full attention and have almost hit my car. Luckily I haven't been struck yet but tire squealing behind you isn't a nice feeling.</p> <p>I can't almost guarantee the same thing will happen at the Bower Ave / Travis road round about, if you follow through with this plan. Speed bumps and narrowing the road are not the answer, especially with cyclists. If anything has to be done I believe Traffic lights are the only option, but I have no problem with the round about it seems to be working fine. I've lived in Brighton my whole life and only ever seen one small crash there, but every one was fine.</p>	Josh Newbold
12432	Somewhat unsafe	Somewhat unsafe	I think you should put traffic lights in rather than speed bumps and increasing the width of the footpath. Your proposed changes will just create a longer line of traffic backing up waiting to get through and not necessarily help prevent accidents. It's a tricky situation due to the schools, petrol station and the shops there but I think traffic lights would be the safest option for cars and pedestrians.	Alysha Ellwood
12433	Somewhat unsafe	Neutral	No need for speed bumps - just remove that ludicrous left turn lane from Travis to Bower. There is not enough space to turn left and the other lane to go straight or turn right. Any moron could see that	Giselle Duarte
12434	Somewhat unsafe	Somewhat safe		Kate Taylor
12435	Very unsafe	Somewhat unsafe	This clearly needs traffic lights and pedestrian crossing lights. The proposed changes will slow traffic terribly and cause it to back up especially at peak times. The elimination of the left turn from Travis to bower is very bad idea for traffic flow	Molly Dunlop
12436	Somewhat unsafe	Neutral	Lights would be a lot safer at this intersection. Been too many close calls there. School start and finish time is the worst	Wendy Henley
12437	Neutral	Very safe	I think these changes are positive. I don't use the roundabout at peak school times but I've had an accident at this roundabout in the past where a car came speeding through out of no where and hit me in my car. Definitely agree to slowing down traffic.	Robin Burnell
12438	Neutral	Neutral	<p>I usually buy petrol at this BP and enter by turning right off Travis Road then leave by turning left onto Bower Avenue. With the proposed changes, I will either have to use the roundabout to double back and turn left off Travis Road (increasing traffic to the intersection which is often busy) or turn right at the roundabout to enter and exit using the same Bower Ave entrance which will mean turning around inside the station which is already often busy with cars moving in lots of different directions. I feel the changes are likely to make using this bp more hectic and will probably deter me from going there.</p> <p>Also, traffic often builds up down Travis Road during busy periods and removing the left turning lane onto Bower Avenue will only make this worse as left turning traffic will have to queue with traffic going ahead and right. Widening the footpath is likely to encourage more people to hang around outside the QE2 foodmarket dairy on the corner which is already a popular place for students to socialise when they aren't at school</p>	Sima Peterson
12439	Very safe	Very unsafe	Please show us the data of all the accidents at this intersection that justifies this costly and unnecessary change.	Matt Dauwalder
12440	Very safe	Neutral	This is a very crowded intersection, though I still feel safe on my bike. It's down by the school that is more scary with car doors, people pulling it without looking and kids darting across the road without thinking. I would recommend a pedestrian crossing outside the school. Larger pedestrian refuge islands sound great. Speed bumps might be annoying on my bike. Removing the left turn will make it more dangerous for cyclist as cars often don't notice cyclists or might not indicate.	Bonne Becconsall
12441	Somewhat safe	Somewhat unsafe	Cyclists merging with traffic and more pedestrians trying to cross the road when they see a gap. Sounds like total chaos. Traffic lights with a pedestrian crossing further down towards the qe2 entrance/school entrance would make more sense and be a whole lot safer.	X Lee
12442	Neutral	Very unsafe	Making more narrow will cause more crashes, put traffic lights instead or leave it the way it is	Matt Clark
12443	Neutral	Very safe	I want to give my support to slowing the speeds here, as it's a tricky roundabout with a lot going on and vehicle accesses very close, and this is even more so with the major schools nearby. It'll help the ped crossings to feel more approachable. It's great to see this upgrade happening. Nice work.	Grace Ryan
12444	Very safe	Somewhat unsafe	I feel better education of the students on how to safely use the intersection would be extremely beneficial and if anything speed bumps leading into the intersection would be sufficient and more cost effective solution than what's been proposed.	Benjamin De Jongh
12448	Somewhat unsafe	Very safe	The proposed changes look great, I strongly support them.	Robbie Sutton
12449	Very unsafe	Neutral	Needs a pedestrian crossing for children get across the road safely and bike lane	Susan Mcivor
12450	Very safe	Very safe	Retain the left turn lane on Travis Road to Bower Avenue	Kenneth Dsouza
12453	Somewhat unsafe	Very safe	Two years ago my elderly father was hit by a car while crossing the road on Bower Ave to the QEII Food Market. He spent weeks in hospital and they didn't think he was going to survive but we are grateful that he did. I am really happy with the changes that are being proposed and think that it will make a big difference to the safety of	Adrianne Friesen

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			pedestrians. It also puts my mind at ease knowing that my son who attends Shirley Boys High will be a lot safer crossing the road in the area. One suggestion that I'd like to make is to perhaps install steel bar railings/barriers on the pressed concrete areas similar to the pedestrian crossing on Marshland Road between the Palms Mall and Shirley Medical Centre. It adds extra safety for pedestrians.	
12454	Very safe	Very unsafe	Get rid of all the "islands" and add an extra lane. Stop wasting rate payer money on these stupid "fancy" designs.	Gary Durey
12455	Very safe	Neutral	Getting rid of the turn left lane will be a massive inconvenience on locals. It will either mean a lot more traffic building up at the earlier roundabout which will cause more aggression and then a build up at the right turn into beach road. I can understand the idea behind it but in reality I don't think it is a good idea. More thought needs to go into it.	Dan Smith
12456	Very unsafe	Somewhat unsafe	Good to get rid of the extra left hand lane turning into Bower from Travis, however THIS INTERSECTION NEEDS LIGHTS. It is one of the most terrifying roundabouts in Christchurch, and combined with extremely high levels of foot traffic - especially of kids. In a roundabout you're looking right to watch for a space and then you take off to go left - straight into someone who is crossing the road and is trying to guess if you're going to go or not. I am mostly a driver on this roundabout but I worry about the pedestrians all the time! It's for them that this intersection needs lights. And speed bumps are a stupid idea in this situation. It's not speed that's an issue in my opinion at this intersection.	Juanita Schwalger
12457	Somewhat unsafe	Somewhat unsafe	Why not have traffic lights instead? It will solve the problem and it'll be more practical. The pedestrians particularly the students as well as cyclists have more definite direction and feel safer when to cross the intersection when the traffic light is installed as compared to crossing or driving on a roundabout. The roundabout is not convenient and the drivers in the cars are sometimes inconsiderate and don't use sensible judgement when using the roundabout. There's that feeling of hesitance when driving in a roundabout.	Arlene Wilkins
12458	Very unsafe	Very unsafe	The addition of kerbs give less space for cyclists	Jemima Johanson
12459	Somewhat unsafe	Somewhat safe		Nathan Long
12460	Very safe	Very unsafe	No thank you to speed bumps! The reason people are having accidents is because they are not present when driving NOT because the road is unsafe. Take responsibility for your own state of being when you drive and every road and roundabout will be safe.	Jackie Prattley
12461	Neutral	Neutral	Will this go ahead under the new Government???	Kevin Spaul
12462	Neutral	Very safe		Susan Booth
12463	Somewhat unsafe	Somewhat safe		Soren O'Neil
12464	Somewhat unsafe	Somewhat safe	My boy rode his bike through there on his way home from school and another student stepped out in front of him and knocked him off his bike in front of a car. Thankfully he wasn't too badly hurt. It gets pretty scary around that area during school drop off and pick up so I am so pleased to hear that you are looking into how to make the area more safe. Thank you	Justine Balcar
12465	Neutral	Somewhat safe	Definitely agree to increase the safety for pedestrians and cyclists, as I also often cycle through this intersection. I think the BP entrance close to the roundabout is a hazard.	Jane Sullivan
12466	Somewhat unsafe	Somewhat safe	I'm not opposed to a light system being installed to control traffic at that intersection	Abbie Moscrop
12467	Somewhat safe	Somewhat unsafe	Installing uncontrolled pedestrian crossings at/near intersections is a terrible idea, they need to be situated well away from the intersection so there is no risk from turning traffic not seeing them as they step out in front of them.	Mark Abbott
12468	Very safe	Neutral	Please leave alone this should be a simple fix Educate drivers students etc The money is better spent on real roading issues we have in the east	Kevin Odgers
12469	Very unsafe	Somewhat safe	Unfortunately students (pedestrians) don't use the safety crossing areas that are already available to them, and run/walk across the street wherever they wish. So I'm not sure that changing the crossing areas will have any significant impact on safety, other than slowing traffic down., I feel that the footpaths themselves are wide enough. The speed bumps are a great idea to slow traffic. Cars do speed through this area. Unfortunately no amount of modification can make up for poor driver behaviour and pedestrian behaviour. I ask that my children do not ride their bikes to school via this roundabout.	Toni Hawkyard

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12472	Somewhat safe	Somewhat unsafe	the pedestrian crossings look far too close to each of the roundabout exits, especially travelling from travis onto bower as there is the dairy on the corner which would block the view of this	Amanda Rayner
12490	Neutral	Very safe	This is usually a busy intersection when I drive through and I'd hate to think how people cycle or walk through/across the intersection. Having the speed bumps will make it way safer for everyone, and much easier for cyclists to take the lane through the roundabout. Great work CCC and I hope you're making these changes else where across the city.	David Rowland
12494	Somewhat unsafe	Somewhat safe	<p>Overall, I think the intersection roundabout upgrade is a positive improvement. However, I have one concern about the design of the shared footpath for cyclists and pedestrians.</p> <p>Instead of forcing cyclists to dismount and walk their bikes along the footpath, I believe it would be safer and more convenient to allow them to remain on the road. This would eliminate the risk of collisions between cyclists and pedestrians, particularly during busy times when there is heavy foot traffic from the nearby school. Additionally, it would spare cyclists the hassle of having to go up onto the footpath, as well as the frustration of having to weave around pedestrians who do not always stay to the left. Furthermore, allowing cyclists to stay on the road would reduce the likelihood of accidents caused by pedestrians unexpectedly appearing around corners.</p> <p>I would suggest that the roundabout be designed to allow cyclists to remain on the road, either by providing a separate lane for cyclists or by widening the existing lanes to accommodate cyclists safely.</p> <p>I also really stress that the current shared footpath signs (all around the city) be lowered to eye level for pedestrians (no one cranes their head to look at a dam sign that is 2.5 - 3m tall). The current signs are mounted at car or bus height, which means that pedestrians do not see them. This could be a safety hazard, as pedestrians may not be aware that they are supposed to keep left on the shared footpath. I would suggest that the signs be mounted at a height that is visible to pedestrians (eye high), and that they include a clear message to keep left.</p>	thomas blain
12497	Somewhat unsafe	Somewhat unsafe	I think it would be a safer option to install traffic lights at this intersection. That way it would be much safer for cars as less people would pull out in front of you and people always race through with out looking. It would also be better for cyclists as I cycle through there four times a week as well as driving. Pedestrians would also be safer with traffic lights. If not I think a pedestrian crossing would be helpful for pedestrians.	Sophie Tiffin
12498	Somewhat unsafe	Somewhat safe	I think it's a great idea, keeping everyone safe is the no. 1 priority!	Lisa Birch
12500	Somewhat unsafe	Somewhat unsafe	Rather than adding to the issue of slowing traffic down when the problem is the amount of traffic especially during week days at school time, the smarter option would be to have controlled traffic lights as people speed through here to get through to the BP also. The amount of near misses from people not looking towards Travis Road from Bower Ave cancels out the amount of accidents here. I think adding speed bumps and narrowing the road will cause more issues than solve them.	Jordan Mills
12502	Very safe	Somewhat unsafe	I believe these changes will not change the way the roundabout is currently used. These changes will make it more difficult for vehicles which are the main users of this roundabout. The removal of the left turning lane on Travis Road will create more congestion during peak times which may cause frustration in drivers, then causing accidents. If anything, there should be more left turning lanes added on other approaches such as on Bower Avenue. This would reduce congestion which then reduces the amount of accidents occurring at this roundabout. Also, the narrowing of the lanes will make it much more difficult for large vehicles traveling through the roundabout such as buses, and trucks. This could damage the infrastructure surrounding the roundabout and also the vehicles. I believe the best solution for reducing pedestrian congestion would be by adding pedestrian crossings on Bower Avenue.	Callum Tiffin
12506	Somewhat safe	Very unsafe	Leave the round about alone	Deborah Dyer
12510	Very safe	Very safe	I'm not sure that the proposed changes are all necessary. Can you start with the speed bumps and then reevaluate?	Rod Thompson
12514	Very safe	Somewhat unsafe	As there is so much traffic using this intersection sometimes you have to wait a considerate amount of time to enter the roundabout. This is common outside peak hours as well as peak hours. The speed bumps are going to make it a nightmare. There is clear vision in every direction with the roundabout.	Gill Hubert
12515	Somewhat unsafe	Neutral	PALMERS /BOWER AV corner needs work too, to reduce speeding from bower av	L RICHARDS
12517	Very safe	Very unsafe	I fell slowing down people travelling through that roundabout buy installing speed bumps which are very noisy when trailers and tradie utes go over them plus taking a left turning lane away will slow and antagonise traveler's, as school traffic is only at certain times each school day 5 days a week and only 38 weeks a year, so leave the roundabout as is as the 6 months of road works doing the so called upgrades just isn't worth it	Russell Webb
12536	Neutral	Somewhat safe	<p>When travelling on the bus using the intersection generally feels safe, however I have noticed a number of school students do not look before crossing the road and often step out in front of the very bus they have just gotten off.</p> <p>I agree with widening the footpath outside the QEII Foodmarket as it is often crowded before and after school.</p>	Cara Negus

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			Having cars parked on Bower Ave while accessing QEII Foodmarket often makes the road a tight fit for the buses and believe that consideration could be given to removing the park space closest to the roundabout to allow more space for the bus to get through before it has to pull into the stop. A signalised pedestrian crossing on Travis Road could be a consideration for the volumes of pedestrians there. Traffic lights with barn dance style pedestrian crossing would also be a good option for this intersection.	
12550	Somewhat unsafe	Somewhat safe		Laura Hughes
12551	Somewhat safe	Somewhat unsafe	No speed bumps put in, agree take out the left hand turn onto bower Ave but keep road same size. No need for bigger foot path. Things won't change with the school kids, they will carry on crossing the road wherever they like! Crossing for them outside the school may help	Cheryl Bartley
12554	Very safe	Very unsafe	Please don't fix whats not broken I just moved here and chch is great. Speed bumps don't help with ronda abouts anyways it's made the one near my house more dangerous (graham road I think). Just focus on making roads less distracting for drivers and make walking more accessible don't do so at the determinant of driving or cycling. Unrelated but I keep saying this the issue in christchurch is right turn intersections. FIX THIS ISSUE literally every car crash I have seen since here is right turn crashes plz fix this. Also what are you doing with your cycle lanes 🤔 1 we don't need a two lane road. 2 when you paint the whole cycle lane green it kinda become a skating rink. I can't rmeber the road name it's like Casher street but instead of taking road away (which passes me off coz I have tk drive too) just take away coucil berms. And STOP PAINTING IT FREAKING GREEN IT DOES NOT MAKE FALLING OFF ANY NICER :(oh also the yellow things are super dangerous too like the speed bump things	Laurie Bennet
12586	Very safe	Very unsafe	This is absolutely idiotic. A busy intersection, rather than solve a problem you believe exists, you will slow traffic past the point of severe congestion. Speed bumps and remove a turning lane on such a busy intersection shows council is out of touch living in lala land. The consultation is a stitch up focused on getting a result that says a person will feel safe with the changes. Hence your question does not address impacts on traffic, nor ask of people support it. Deliberate slowing traffic is a cop out that will cause massive congestion. Narrow roads is moronic. I oppose this stupidity.	Andrew Mckay
12593	Neutral	Somewhat safe	Is it possible to remove the entry to BP closest to the roundabout on Travis Rd? It is so close to the exit of the roundabout, it can disrupt traffic flow a lot. There is already another entrance further up Travis Rd and a second entrance on Bower Ave.	Felicity Boyd
12601	Somewhat unsafe	Very safe	The current roundabout design allows people to speed through without checking. Because of these higher speeds, it becomes more hazardous for all people using the area. I welcome changes to the design which will go some way to accomodating all transport modes.	Cody Cooper
12610	Somewhat unsafe	Somewhat safe	The speed that some drivers approach the Travis/Bower Ave round about is disturbing and illegal. Would welcome speed bumps on Bower Ave as well as any and all suggestions toward increased safety for drivers but more importantly for cyclists & pedestrians at this intersection.	Bridget Olsen
12633	Somewhat safe	Neutral	Should be multichoice... I walk, bus, & drive this intersection! However, have had no issues apart from peeps not slowing down so speed bumps def good idea. I turn left from Travis into Bower when driving so use left lane... Not sure what removal will do, but as a pedestrian it is handy for seeing which approaching vehicles are turning b4 x-ing to the other side footpath using traffic island to pause in the middle. However, if it's busy I often walk left along Bower & cross without a x-ing island because straight through traffic from Bower/NewBrighton end belts through when it's busy, so again speed bumps MIGHT help? Finding speed bumps@other roundabouts seem to work well, so...?	L D Cook
12645	Neutral	Somewhat safe	I like the 'Removal of the left-turn lane on Travis Road to Bower Avenue', it makes it easier for traffic on Bower Ave going south to determine where traffic from Travis Rd. is going, you don't have to monitor possibly two vehicles actions going through the roundabout, but only one.	Frithjof Moritzen
12651	Somewhat unsafe	Somewhat safe	I am really pleased that the safety of pedestrians is very well thought out and the vehicle's are going to be slowed down, as this intersection is a bit crazy at peak school times and in the evenings and peak morning times	Meredyth Anderson
12653	Somewhat unsafe	Very unsafe	Narrowing the road lanes and merging cyclists with traffic, school kids driving, the lines of school busses etc etc is just going to cause problems as there is no margin of error. Having turning traffic included in 1 lane and removing the turning lane will just add to the already problematic traffic back-up. And when there is traffic backed up for blocks and blocks down the road that's when ppl in a hurry do stupid things. Narrowing the road and further increasing driver frustration is not the answer. Nor is mixing cyclists with busses - they won't even be seen. Nor do you seem to take into account the many primary school children and their families also using that intersection daily. Traffic and pedestrians from Rawhiti are backed up way round the corner on Rookwood almost to the Keys Rd intersection causing significant delays. Daily I see frustrated drivers edging out over the lane to try and see further down the line or trying to do u turns to get out of the line. And thats just the Rawhiti school traffic using Rookwood and approaching the roundabout.	Jane Osborn Cathro

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			<p>You maybe have forgotten about the Rawhiti families that live on the Travis - High school side of the roundabout and both directions up and down Bower Ave. They need to safely use the roundabout to get onto Rookwood and then come back through after school drop off / pickup. Many of our family's use the roundabout plus 4 times a day. A lot of our primary school children walk or bike with or without parents daily I see Rawhiti children in groups or singly standing at the roundabout car sale yard or dental side of Rookwood they are talking, on skate boards, scooters, running, bouncing balls, swinging scooters etc kids will be kids and while still at primary school age have not physically developed enough to properly judge the speed of cars. There is also the new Freeville subdivision that is going in where the old Freeville school was, so potentially there will be more parents and primary school aged children needing to use this roundabout/ intersection to get to school.</p> <p>I am annoyed that this intersection wasn't looked at back when Rawhiti was in the planning and actually even back in the days prior to our schools closing and being merged as it was one of the things that came up time and time again in discussions and planning sessions with both parents and staff of all 3 schools, how to get our Freeville students safely through both the Bower/Travis onto Rookwood intersection and also the Keys Road intersection. Yet nothing was ever done!</p> <p>It definitely SHOULD have been looked at and planned BEFORE the High schools were even allowed to be built.</p> <p>I use this intersection 12 plus times a week at all hours of the day and night. I try to avoid it at all costs round school times as its just too hard. Both driver and pedestrian behaviour is just so random and shockingly awful. The High school Travis side is awful with lots of traffic, parents and driving students doing dodgy manoeuvres to pick up friends, drop or collect students, find parks etc. Along with that single students or packs just walk or run across the road usually attached to a device sometimes with their heads down not even looking at traffic both outside the high-school and at the food-mart /BP station, many of them seem by their behaviour to indicate that we, drivers / traffic should give way to them where or whenever they want to cross and also that there is safety in numbers so if you cross in a pack you can play dodge with or just stop traffic where or whenever you like.</p> <p>I agree that slowing traffic round the area would give drivers more time to react and slam on the brakes and therefore reduce injury. But I don't agree that making the road narrower or reducing it to 1 lane extending footpaths or islands in the road etc as in your plan will stop foolish behaviour it will just add to the chaos and give ALL users less margin for error. People in a hurry will still try and speed because they are always more important then other road or footpath users. Plus even when schools out traffic shoots up and down Bower Ave at excessive speed and I think you will see more accidents later at night on this intersection.</p> <p>I think the only way to get High school and Primary school children, the elderly and public safely through the intersection without adding to lines of traffic is to put lights in that way ppl can cross when they need/want and traffic will keep moving evenly on Travis, Rookwood and Bower. This intersection should also be 2 lanes on Travis and Bower plus have a dedicated cycle lane on all 4 of the roads into the intersection. That is the only safe way to do it.</p>	
12675	Somewhat unsafe	Very safe	The high schools need to educate their students on safety in this area too, as the students take stupid risks when crossing quite often.	Alesha Mclvor
12676	Very unsafe	Somewhat safe		Suzanne Walker
12677	Neutral	Somewhat safe	I think its a good move to reduce speed in this area	Erin Sutherland
12679	Somewhat unsafe	Somewhat unsafe	I'm not sure it'll do much. Needs to be given Bette solutions to the amount of traffic that goes thru there.	Jen Evans
12682	Somewhat unsafe	Somewhat safe	Please do it. My whanau all use this ontersectio. On bike , foot, scooter, car and camper.	Phil Johnstoncoates
12687	Neutral	Somewhat safe		Tracy Glintmeyer
12691	Neutral	Somewhat safe	Putting the speed humps in makes sense with having the school right there and making the footpath wider by the qell food mart so cars can't park there would make it a lot safer as where the cars park now is to close to the roundabout and cars pull out of traffic turning round that side of the roundabout	Ryan Dry
12705	Somewhat unsafe	Very safe	<p>I haven't had an accident there but heard of plenty and have witnessed a car flip over at this intersection. There are a lot of people on foot in this area especially at school times coupled with traffic of parents picking up kids including from the nearby primary school Rawhiti (which has 600+ roll) so a lot of foot (big and small kids) and vehicle traffic.</p> <p>Very supportive of changes here, and keen to see the left turn on to Bower go too, not enough room.</p>	Kim Hammond
12708	Somewhat safe	Somewhat unsafe	I can't see that getting rid of the left turning lane to bower Ave is going to make it safer, to me i think it's going to create a bottle neck and make traffic slow more especially when school is starting at at the end of school day. Also i can see more people trying to U/turn on travis road because of this and create more carnage.	Gary Harding
12711	Neutral	Neutral		Margy Ineson
12717	Very safe	Somewhat unsafe	<p>The speed should probs be lower here tbh even though it's 20 during school hours after school hours there are still heaps of kids. The speed bumps here are actually really needed but I think you should do raised concrete islands (hard edge) to really enforce speed restrictions here as some people do just huck it through the round about.</p> <p>I did wonder if you guys could move the islands so they line up and you could use that to make another pedestrian crossing (so you get more bang for buck).</p>	Tom Russ

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
			I like the footpath widening but I did ride my bike here once when my car was broken down. And I have to say I wouldn't do that again 😞 could you make a shared pathway here for when the cycle lane ends so we don't have to use the round about if it's to busy 🙏 Speed bumps are dangerous stop putting them in the are slipery	
12741	Very unsafe	Somewhat safe	Does the round about need two lanes, one for turning left and the other for going straight?(coming from the direction of Travis) I think those two lanes are one of the reasons of the many accidents that have happened.	Boram Hong
12796	Somewhat unsafe	Very safe	Thank you :-)	Geoff Walker
12807	Very safe	Neutral	I, like many other parents, use the roundabout purely to turn 360 degrees from Travis Rd heading East back onto Travis Road heading West after dropping my daughter at AGHS and continuing on to my place of work. As we all know, it is unsafe to make the 360 degrees turn any earlier along Travis Rd once completing the drop off due to the large volume of students crossing the road. I am worried that your new roundabout design will cause a huge bottleneck in the traffic, which in turn may encourage drivers to avoid the roundabout and do U-turns back along Travis Road opposite the school, which will result in more accidents. Have you considered this roundabout usage in your design concept? Thanks Trish	Trish Murray
12811	Very unsafe	Somewhat unsafe	Protection for cyclists is minimal.	Noel Meek
12862	Very safe	Somewhat unsafe	I travel through the intersection at least five times A DAY, at peak times and off-peak times. The vehicles i have range in different sizes and they are: A Motorbike B Motor scooter C Trades work van D Station Wagon E Ten ton motor home F Also towing a trailer G Push bike H I also travel by public transport a lot could be 5 - 6 times per week I Walking J Running Now what i am tryin to say to you or outline to you is that i travel with these vehicles one at a time of course any time of the day or night ,and i have had no issues what so ever with the road layout which is there right now And i have even used the roading at peak times when the schools are operating ,even when the pupils are going to school and even when they are leaving the school ,i have found no issues what so ever when i have used any one of my vehicles while using that intersection You were mentioning about all walks of life of people .for example ,pedestrians ,cyclists , wheel cheer people, school peoples , elderly , motorists , etc. etc. well so what there are literally hundreds of intersections all around Christchurch that are much worse than that and nothing has changed about that I just live up the road a little further beside the entrance to qe2 off Bower Ave ,If you look at Dick Taylor Drive that intersection ,well now that intersection is far worse than the round about at Bower Ave ,the reason why i say that is because i have seen nearly many an accident happen there When they exit from qe2 no one stops they all just drive straight through ,now back to the main topic ,if you are looking at closing down the left hand lane going on the north side of the street which shows a left turn in to Bower Ave there are going to be major issues with that Because once that is done there is going to be a build up of traffic all the way back to Frosts road and then oh how are you going to be able to address that And to make the foot path wider by taking away the left turning arrow and making that road narrower is an absolute the dumbest thing ever that i have heard of ,the reason why that left turn was put there was to be able to move the build up of traffic moving so there would not be such a bottle neck of traffic at that intersection As i have said to you before i travel that intersection many times a day and no matter what you try and do to that intersection that will not work ,near me by Dick Taylor Drive there is a crossing island like at Travis bower and Marriott's road ,they dont mean squidly squat ,most of the general public and the school pupils just completely ignore those crossings and they cross any where they like. Now to speed bumps ,they may work they may not now for emergency services using those roads i can see where that is going to be a major issue ,now when a 15 to 20	Ross Johnston

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
			<p>ton fire engine full of water hits that bump or an ambulance hits that bump especially with a seriously injured patient that could kill them ,and not forgetting the police</p> <p>And for mounting the curb you have mentioned ,i have never ever seen any vehicle what so ever mount a curb in all the years i have been living in the area</p> <p>The removal of the left lane and widening the footpath for the large number of school pupils is a complete fast that foot path is wide enough as it is ,i have never seen that footpath at peak times full at all ,what wally said that ,i live in the area and i have been there many times at peak times and the school pupils do not use that part of the foot path as much</p> <p>As i have said before i have seen many more intersections much worse than this one and nobody has done a thing about it ,school pupils and the general are like farmers browns cows and sheep they are all over the place and no matter what you are proposing to do wont mean squidly squat</p> <p>They only way to slow the traffic down is to put SPEED CAMERAS IN THERE THAT WILL MAKE THE BIGGEST DIFFERENCE TO THE AREA AND THAT WILL BE THE ONLY WAY THAT TRAFFIC WILL SLOW DOWN BELEIVE ME I KNOW IT WOULD WORK</p> <p>Once outside my place there was a speed hump a bus driver did not realize there was a hump and the bus hit that bump at the normal 50 km and when the bus hit the bump ,it literally blew out the drivers windows and shattered more other windows and the glass shattered all over the place ,i went o9ut with a broom with my neighbors to sweep up the glass</p> <p>The bus had to be towed away because there was so much damage done to the suspension it had to be written off ,,i still have the aluminum window frames that blew out from the impact of the bang</p> <p>I could say much more but i think you will have enough at the moment to try and digest this submission i have typed out yo you</p> <p>In other words just leave the intersection alone ,its been working for a long now very well ,now if its not broken just leave it alone</p>	
12865	Somewhat unsafe	Somewhat safe	I think it would be great to have safer changes made to prevent harm to students and citizens alike.	Rosie Paul
12866	Somewhat unsafe	Somewhat safe	These changes would be very beneficial especially for the schooling community to ensure the safety of students. I also think that the traffic around the roundabout needs to be addressed as it gets very congested throughout week mornings and afternoons.	Maya Livermore-Lewis
12876	Very safe	Neutral	Rate payers aren't bottomless pits of money.	Wayne Boyd
12895	Somewhat unsafe	Somewhat unsafe	Would be helpful to have pedestrian barrier at and approaching the Bower Rd roundabout to prevent students jay- walking, as have been installed at Anzac Drive roundabout a few hundred metres west.	Penny Prestidge
12919	Neutral	Very safe	I support the proposed plan changes, as it will make it safer for everyone who travels through the intersection. Is it possible to put some landscaping instead of pressed concrete. To give some more greenery to the area. This will also do its part towards climate change. Even some small shrubs would be good	dave gardner
12944	Somewhat unsafe	Neutral	<p>I think the proposal is great.</p> <p>Could you please ensure that vigorous vibration testing is carried out. I live at 223 Bower Avenue and after the most recent road improvements a small lip was created at the join between the new tarmac and old chip seal. As a result, we experienced 6 months of vibrations which resembled a small earthquake when trucks and buses would pass over it. It was only resolved when the height of the lip was reduced by adding additional sealant between the two road surfaces. I'm concerned that a larger speed hump could cause vibration issues again, and potentially be worse than those caused by the road seal.</p> <p>Regards, Mike</p>	Mike Meredyth-Young
12986	Somewhat unsafe	Very safe	Thank you for proposing ways to make this roundabout safer for people on bikes and on foot! I especially like sharrows leading up to roundabouts- legitimises the presence of bikes and signals to car drivers people on bikes have a right to be there!	Meg Christie
13014	Somewhat safe	Somewhat unsafe	<p>I live a few doors down from this intersection, opposite the dairy. On the night of the tsunami following the Kaikoura earthquake, I wanted to go somewhere safer. Unfortunately the street was totally grid locked. I couldnt even back out of my driveway! This intersection does get very congested but I dont think making the lanes narrower will help. Particularly doing away with the the left turn lane going into Bower Ave. Not only is the school traffic a problem , but the other traffic coming from Travis is coming off a very busy ringroad. Taking away the left lane and combining, trucks, cars and cyclists WILL be an accident waiting to happen!! I currently try to avoid using the intersection when school comes out as the kids just walk right in front of your car! My other concern, is the need for speedbumps coming off an intersection?? WHY!!</p> <p>Thankyou for reading my email and hope you consider my input.</p>	DONNA MARSHALL
13027	Very unsafe	Neutral	I have changed my route to avoid this roundabout by going past Rawhiti School and through Bowhill onto Palmers. Made the change after Mike from NB Cycles was hit. I feel unsafe even in a car. Too many people speed and don't look, so I support any measures to slow them down.	Michele Hollis

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
13033	Somewhat safe	Somewhat safe		Kyle Haskell
13069	Somewhat unsafe	Somewhat safe	I feel traffic lights are more suitable to resolve the issues at this intersection	Sam Pelham
13070	Somewhat unsafe	Somewhat safe	<p>I like that the bike symbols show that you should claim the lane (which is safer) but I would like to see the roundabout narrowed as much as possible to reduce the speed (and possibility that cars will try an dangerous overtake) If it is wide then it encourage cars to try squeeze past which is very dangerous (and terrifying) I know that buses use this intersection and they require a larger turning circle so to accommodate this it would be good to have a larger mountable surface so they can still make it around the round about while forcing cars to slow down. Or if the "apron" of the round about has a cobblestone surface so that you could drive over it but only at slow speeds while still allowing large vehicles to easily traverse the round about.</p> <p>Also separately I don't understand why the speed humps don't line up with the crossing points (and why they are not pedestrian crossings) I found in my personal experience that if there is a pedestrian crossing with no safety platform then there is a low chance that a car will bother to stop for you, whereas when you raise up the pedestrian crossing to the level of the pavement compliance increases to almost 100% because they have to slow down. Since the crossing point is after the bump then I think this is where cars would be hitting the accelerator and speeding up making it unsafe for a pedestrian crossing.</p>	George Laxton
13082	Somewhat unsafe	Somewhat safe	There are times when I am happy to bike through this intersection and times when I use the refuges as a safer option. Worst is going through on Bower Ave travelling South as vehicles accelerate out of the intersection and overtake you. These changes will help.	Anne Scott
13086	Very unsafe	Somewhat safe	<p>Please run an education campaign around what sharrows are, targetted at both drivers and cyclists of all ages (multiple platforms are needed to reach different age ranges). When everyone knows what sharrows mean, and drivers understand that cyclists are meant to take the lane at intersections, I will feel a lot safer doing this. Currently it is very dangerous as most drivers want me to keep left and don't understand the road code for cyclists (as they've never needed to read it). I'm looking forward to slower speeds all across the city, especially in the greater area around schools (not just right outside the gate) and at busy intersections like this. Everything is safer at slower speeds.</p> <p>I really like safe speed platforms and speed humps entering and exiting roundabouts. Most drivers approach intersections way too fast, so these speed humps set back a little further will help teach drivers to slow down earlier before intersections (hopefully). I like the location of the speed humps and pedestrian refuge island crossings. Good idea to narrow the lanes as well (encouraging slower speeds and training cyclists to claim the lane), however the island south of BP near the Bower Ave entrance/exit forces cyclists to move into the general vehicle lane before any sharrow markings. I assume this island is to make the entrance/exit of BP on Bower Ave safer by prevent parking, but can this be achieved in another way that doesn't endanger cyclists?</p> <p>I support making this a single-lane roundabout all the way around instead of the two lanes on the Travis Rd approach.</p> <ul style="list-style-type: none">• I support the need to upgrade this intersection as vehicles often come into this roundabout too fast and/or accelerate out, particularly those coming through the roundabout to go south on Bower Street. As busy times this intersection can get very congested for cyclists, pedestrians and vehicles.• I support the use of speed humps to slow the traffic.• I support the shared path on the North West corner.• Less confident cyclists feel unsafe when the road design forces them into taking the lane with heavy traffic. The northwest corner allows for an alternative option (the shared path). Could the southwest (BP) and southeast (Hopmans on Rookwood) corners also be made into shared paths with appropriate treatments/signage at the entrance/exit to BP and Hopmans (on Rookwood)? I understand space is a limitation with the existing kerbs and channels, and buses need a minimum width to negotiate roundabouts.• I support the use of sharrows on the intersection.• Please make sure the island refuges have plenty of space for two bikes to wait side-by-side. Please consider larger bikes such as cargo bikes (2 metres long, 1 metre wide) or cycle trailers that could be carrying children, trikes, and other mobility devices.• Please provide hand rails at the island refuges and either side of the crossing (on the outside of the path of travel, so you're not turning into/around the hand rail)• The Bower Ave crossing by Hopman Motors floods when it rains and is slow to drain away creating an accessibility problem.• The surface of the intersection needs some improvement• On the BP garage side of Bower Ave there is a service grate in line with the existing crossing that needs some repairs as it is a trip and tyre hazard.	Fiona Bennetts

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I am like most motorist that is getting sick of tired of intersections that are being revamped with raised speed platforms and speed bumps. We hear the same old crap that we have to make it safe for pedestrians and cyclist.

I have no idea what the council is try to achieve by placing speed bumps just a few metres form an intersection or in front of pedestrian safety islands such as those that are placed on Worcester St. I live between the two of them and I can you that there is no justification of having them. I see very few people actually walking along Worcester St.

Why is necessary to have a safe speed platform at the Waimairi road crossing when you have a set of traffic lights? I personally believe that it total waste of time and money.

We have seen this at number of areas around Christchurch where the council has put in separate cycle lanes, then find out that they also have a shared footpath. Looking at Curletts rd and Main south road intersection this is also the case.

Looking at the changes to Shirley Road/ Marshland Road/ Shirley /Hills rd/Warrington ST. Once again the council is planning on having speed platform on all approaches and speed platform, raised zebra crossing. Once again I don't support having them. Christchurch City Council is under the illusion that speed is the problem at intersections when it is not.

Travis/Bower/Rockwood Intersection.

What is the point of having speed bump entering and exiting a roundabout? If the council was really serious about safety of the children then why not remove the roundabout and replace it with traffic lights. There is no need to have speed bumps or speed platforms.

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Bridge St and Estuary Rd. Once again raised platform as you enter the roundabout. What I don't understand why is it that Travis/Bower intersection has speed bumps both entering and exiting while Bridge St / Estuary only has speed bumps entering this intersection. This doesn't make any sense to me.

As you can see that I am totally opposed to raised speed platforms and speed bumps. My observation while sitting at traffic lights that the problem is not speed but people driving through the intersection on a red light. On a number of times I had to wait while having a green light for the intersection is clear. I also seen a number of pedestrians walk across the intersection forcing drivers to stop while they walk in front of the vehicle.

Another word that is thrown around is safety. How safe is for cyclist travelling along St Asaph St when their view is blocked vehicles even driver have to be careful when exiting the vehicle or finding trucks and buses cannot stay in their own lane. Bus lane along Moorhouse Ave. If you don't let them in the driver will push their way in and force you into another lane, then there's Lincoln Rd how safe do you think it is safe for cyclist to share the same piece of road as buses.

What I also find rather amusing that Victoria St is 30 km/h until you reach two intersections where the speed limit is increased to 50 km/h then reduces back to 30 km/h. The same as Pages Rd 50 km/h Pages Rd /Anzac intersection the speed limit increases to 70 km/h.

What I also find puzzling is why new speed bumps placed on Ngarimu St, Holland St has two which are about 30 feet apart then on the corner of Holland St and Rowcliffe Cres. I can understand if they were by the school which they are not.

Christchurch City Council and New Zealand Transport are fixated on reducing speed limits by introducing speed platforms and speed bumps. It time that Christchurch City Council put a stop to wasting money on these platforms and start repairing roads. One road that's

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need to repaired is Ruru Rd that runs between Cuthberts Rd and Dyers Rd many people use this road going to the refuse station.

I would also like to apologise for my rant. I am just feed up with the state of our road while this money is being spent on speed platforms and bumps. I am regular user of Lincoln Rd and Whiteleigh Ave and recently I had have all four bushes replaced on my vehicle.

Thanks

Kyle Haskell

Item 10

Attachment B

Submission #13053

5 December 2023

Kiran Skelton
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Thank you for the opportunity to provide feedback on the Christchurch City Council's Travis/Bower/Rookwood intersection safety improvements consultation. Environment Canterbury is the main public transport provider in the Canterbury region. Our network in Greater Christchurch consists of urban buses, school buses and a ferry service. Please find our comments below.

- Environment Canterbury are supportive of the provision of measures to improve the safety of all users of the transport network. We support lowering vehicle speeds to enhance safety. However, we believe that the provision of speed platforms/ tables on public transport routes unfairly disadvantage public transport in relation to private cars, which is contrary to the intent of CCC's Strategic Transport Plan. We would prefer to see the provision of alternative measures such as lowering speed limits and actively enforcing the lower limits and the appropriate use of speed cushions which do not affect public transport vehicles.
- In addition, as part of these projects, we would like to see measures to increase the relative competitiveness of public transport incorporated into the planning and delivery of such interventions. This could include measures such as queue jump arrangements, signal priority, bus stop improvements and increased safety of access to bus stops.

Next steps

- We request that Environment Canterbury's Public Transport Team are included in the project team working on the detailed design.
- We also request that Environment Canterbury's public transport operations team is notified of any temporary traffic management in advance of implementation to ensure impacts to customers is minimised.

Thank you for the opportunity to provide this submission. For any clarification on points within this submission please feel free to contact me at Derek.walsh@ecan.govt.nz

Yours faithfully,

Derek Walsh

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Operations Manager
Environment Canterbury

Item 10

Attachment B

Submission #13059



UC Climate Action Club

The University of Canterbury Climate Action Club: a community coming together for people and planet

Contact us at:

ucclimateactionclub@gmail.com

028 469 8861

Travis/Bower/Rookwood Intersection Improvements Submission

This submission is authorised by the executive committee of the UC Climate Action Club.

2023-12-4

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Summary

UC CAC supports the changes proposed as a starting point. UC CAC also points out the context of the climate crisis, and car dependency and its negative effects, such as pollution, cost of living, and death (**section 1**). Therefore, UC CAC suggests that instead of undertaking these safety improvements CCC simply closes the roads affected by this project to unauthorised cars, allowing only public and active transport instead (**section 2**).

1 Introduction & Background

- 1.1 UC CAC represents the staff, students, and alumni of the University of Canterbury who hold in common a concern for people and planet in the face of the climate crisis.
- 1.2 UC CAC is pleased to have the opportunity to submit on the safety improvements project for Shirley intersections. This submission consists of the introduction (**section 1**), in which we discuss the broader context for safety in the climate crisis (para.s **1.3 - 1.6**) and in general (para.s **1.7 - 1.17**), our responses to the proposed changes (**section 2**), and our conclusion (**section 3**). References are footnoted and provided in bibliography list form (**section 4**).
- 1.3 UC CAC acknowledges that we are in a climate emergency, which [Christchurch City Council \(CCC\) declared in 2019](#).¹ This emergency has resulted in disasters worldwide, which have displaced, injured, and killed thousands.² One of these disasters was the Auckland Anniversary Floods, which killed four people.³ Immediately following this disaster was Cyclone Gabrielle, which killed a further 11.⁴ Both of these disasters caused immense damage to the people, cities, towns, and infrastructure of Aotearoa New Zealand ("Ao/NZ").⁵ Sea level rise threatens Ōtautahi's coastal areas, including New

¹ Christchurch City Council, "Christchurch City Council declares climate emergency", Christchurch City Council Newsline, 2019-5-23, <https://newsline.ccc.govt.nz/news/story/christchurch-city-council-declares-climate-emergency>.

² Ministry for the Environment, "The science linking extreme weather and climate change", Ministry for the Environment News and Updates, 2023-2-3, <https://environment.govt.nz/news/the-science-linking-extreme-weather-and-climate-change>.

³ NZ Herald, "Auckland flood victims: The four people killed in extreme and unprecedented weather event", RNZ, 2023-1-31, <https://www.rnz.co.nz/news/national/483404/auckland-flood-victims-the-four-people-killed-in-extreme-and-unprecedented-weather-event>.

⁴ Cherie Howie, "Cyclone Gabrielle: Who are the 11 victims?", RNZ, 2023-2-20, <https://www.rnz.co.nz/news/national/484536/cyclone-gabrielle-who-are-the-11-victims>.

⁵ Tom Pullar-Strecker, "Repair bill from cyclone and Auckland floods at least \$9b, Treasury estimates", Stuff, 2023-4-27, <https://www.stuff.co.nz/business/131883544/repair-bill-from-cyclone-and-auckland-floods-at-least-9b-treasury-estimates>.

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Brighton, the area of the proposed improvements.⁶ These problems will only worsen as the climate crisis continues.⁷

- 1.4 UC CAC notes that the scientific consensus on the climate emergency attributes the climate crisis in large part to greenhouse gas emissions caused by human activity.⁸ UC CAC takes the position that the increasing scale of climate-related disasters around the world should be prevented. Therefore, UC CAC recommends that all bodies reach negative emissions as soon as possible to limit the extent of the climate crisis.
- 1.5 We know that most readers are aware of these facts. They are included to illustrate the urgency, scale, and severity of the climate crisis; to underscore the need for immediate climate action; and to demonstrate the significant risk to safety in Aotearoa New Zealand posed by climate change. At this stage, the climate crisis must be a factor in every decision made by bodies such as CCC.
- 1.6 In Ōtautahi Christchurch, a significant source of emissions is land transport.⁹ Therefore, to achieve net negative emissions, CCC must do everything it can to curtail land transport emissions (which are Ao/NZ's fastest-growing emissions sector¹⁰). There are two principal ways to reduce these "enabled emissions" (the "enabling" is by the transport system). One is to encourage zero-emissions transport, such as active transport and busses. The other is to reduce encouragement of transport by cars, SUVs, and utes (collectively "cars").¹¹ This is a significant step that CCC can take for the safety of its residents, as the climate crisis is a significant safety risk, as above (in para. 1.5).
- 1.7 One major encouragement for high-emissions transport modes such as cars is the phenomenon of "induced demand", in which the existence of infrastructure for cars

⁶ Tina Law, "Sinking coastlines mean parts of Christchurch will feel impact of sea-level rise earlier than expected", Stuff, 2022-5-2, <https://www.stuff.co.nz/the-press/news/128505544/sinking-coastlines-mean-parts-of-christchurch-will-feel-impact-of-sealevel-rise-earlier-than-expected>.

⁷ Ministry for the Environment, above: N° 2.

⁸ IPCC Core Writing Team, "Summary for Policymakers", *Climate Change 2023: Synthesis Report*: pp. 1-34. doi: 10.59327/IPCC/AR6-9789291691647.001

⁹ CCC Smartview, "Our transport emissions", Christchurch City Council Smartview, accessed 2023-11-13, <https://smartview.ccc.govt.nz/apps/emissions/?transport>.

¹⁰ Waka Kotahi, "Climate Change", Waka Kotahi, accessed 2023-11-13, <https://www.nzta.govt.nz/roads-and-rail/highways-information-portal/technical-disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/climate-change>.

¹¹ Waka Kotahi, "Climate Change Mitigation", Waka Kotahi, accessed 2023-11-13, <https://www.nzta.govt.nz/roads-and-rail/highways-information-portal/technical-disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/climate-change/climate-change-mitigation>.



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causes more people to use cars for transport.¹² In other words: infrastructure for cars always fills to its capacity for congestion. It is thus inappropriate to frame safety projects as “increasing” congestion unless they increase the number of cars on the road: infrastructure itself cannot “increase” congestion. The induced demand phenomenon is therefore a major factor in ever-increasing transport emissions. This means that there is little point in considering whether changes increase or decrease congestion, so this should not be a factor in infrastructure decision-making.

- 1.8 Conversely, the induced demand phenomenon applied to active and public transport infrastructure, can play a significant role in decreasing transport emissions by encouraging zero-emissions transport. Therefore, to increase safety outcomes relating to climate change, CCC must induce demand for active and public transport.
- 1.9 The current transport situation in Ao/NZ and Ōtautahi Christchurch can be described as “car-centric”, or “car dependent”: transport infrastructure heavily incentivises travel by cars, with all its concomitant climate effects detailed above (in para.s 1.3 – 1.6). But there are further negative effects to car dependence beyond climate destruction.
- 1.10 Car dependence forces commuters to pay not only for car maintenance (including repairs, registration, road user charges, insurance, and regular replacement), but also for petrol, which is consistently noted as a major part of the cost of living crisis in Ao/NZ.¹³
- 1.11 Cars are also a major cause of pollution in Ao/NZ, which causes negative health outcomes for thousands of people every year, putting strain on the health system and decreasing quality of life for everybody exposed to pollutants, which are more common in urban areas such as Ōtautahi Christchurch.¹⁴ This is a negative safety outcome.
- 1.12 The most confronting of the consequences of car-centrism, however, is the “road toll”.¹⁵ This is the price that Ao/NZ pays in lives for its car-dependence. At the time of

¹² Simon Kingham, “Congestion and Emissions”, Ministry of Transport, accessed 2023-11-13, <https://www.transport.govt.nz/about-us/chief-science-advisor>.

¹³ Brianna McIlraith, “New Zealanders Stuck in a ‘car dependency cycle’ as fuel likely to rise to record-breaking prices”, Stuff, 2023-9-19, <https://www.stuff.co.nz/business/money/132964784/new-zealanders-stuck-in-a-car-dependency-cycle-as-fuel-likely-to-rise-to-record-breaking-prices>.

¹⁴ Marc Daalder, “The Invisible Killer: New Zealand’s air pollution crisis”, Newsroom, 2023-10-11, <https://www.newsroom.co.nz/the-invisible-killer-new-zealands-air-pollution-crisis>.

¹⁵ Hulya Gilbert and Marco te Brömmelstroet, “Our children are the victims of road violence. We need to talk about the deadly norms of car use”, The Conversation, 2023-11-2, <https://theconversation.com/our-children-are-victims-of-road-violence-we-need-to-talk-about-the-deadly-norms-of-car-use-214476>.



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writing, there have been 284 deaths on the roads in Aotearoa New Zealand in 2023. In 2022, there were 373, and 318 in 2021.¹⁶ The number of injuries is even higher.¹⁷ UC CAC takes the moral position that even one death or injury caused by car crashes is too many deaths or injuries caused by car crashes, and that every government body should do everything in its power to reduce these numbers.

- 1.13 We are certain that many readers will be aware of the phenomenon of car dependency, and of the consequences thereof. This overview is included to inform those who are not aware, and to reiterate to the already aware the extent of the harmful effects of car dependency to show the urgency of the need to counteract it.
- 1.14 This submission is written in relation to the various improvements that CCC is proposing to install to the Travis/Bower/Rookwood intersection. We have chosen to submit on these improvements because of their potential to reduce car dependency in Ōtautahi Christchurch, which, as above (in para.s 1.3 – 1.6), has direct bearing on the climate crisis, as well as on the other harmful effects of car dependence.
- 1.15 UC CAC understands this project's purpose to be enhancing safety. We have provided the information above (in para.s 1.3 – 1.11) to situate safety improvements in context. Increasing safety is a worthy goal, which we congratulate CCC for prioritising, but this project exists in a broader context in which the safety of every person in Ōtautahi Christchurch is threatened not only by the prospect of car injuries but also by the climate crisis, air pollution, and the negative health and safety outcomes of car dependency.
- 1.16 We further note that CCC admits (citing NZTA) that intersections are the parts of roads which create the most risk of car crashes, and therefore of injury and death. UC CAC considers that, for the safety of Ōtautahi Christchurch residents, the number of intersections that cars can travel through should be kept as low as possible to prevent undue risk of crashing, and therefore that CCC should proactively close intersections to cars in order to uphold safety, including in Shirley around the shopping areas, schools, and amenities in Shirley.

¹⁶ Ministry of Transport, "Daily updated provisional road deaths", Ministry of Transport, accessed 2023-11-13, <https://www.transport.govt.nz/statistics-and-insights/safety-road-deaths>.

¹⁷ Environmental Health Intelligence New Zealand, "Road traffic injury deaths and hospitalisations", Massey University, accessed 2023-11-13, <https://www.ehinz.ac.nz/indicators/transport/road-traffic-injury-deaths-and-hospitalisations>.



UC Climate Action Club

The University of Canterbury Climate Action Club: a community coming together for people and planet

Contact us at: ucclimateactionclub@gmail.com

028 469 8861

Travis/Bower/Rookwood Intersection Improvements Submission

This submission is authorised by the executive committee of the UC Climate Action Club.

2 The Proposals

- 2.1 Our position on these proposals is informed by the principles above. We agree with the safety focus of this project, and are deeply concerned that intersections are the most likely sites for car crashes. We therefore believe that a legitimate option for increasing safety is decreasing the number of intersections, and reducing traffic flow through them to reduce the number of potential vehicle interactions which could cause crashes. As there is an ongoing climate crisis, and car dependency presents significant detriments to society, we do not accept that projects should not have regard for decreasing people's ability to use cars. Rather, we believe that they *should* have regard for this, and set reducing car dependency as an *aim*.
- 2.2 UC CAC's recommendation is for Travis Road, Bower Avenue, and Rookwood Avenue to be closed to all motor vehicles except for buses, open only to public and active transport (as well as, we recognise, authorised vehicles), by removing the roundabout and installing special purpose lanes (bus and bicycle lanes). This is the simplest method to reduce the number of intersection interactions which could result in crashes, thereby being the most successful method to ensure safety at the intersections concerned. It will also decrease the other negative health and safety outcomes we have discussed, such as CCC's climate crisis contributions and pollution. Further, any remaining space unused for public and active transport should be used for trees and green space to make further reductions to CCC's climate crisis and pollution contributions.
- 2.3 We recognise that during implementation of such a plan, there would have to be a grace period for residents to ensure they have non-car travel arrangements. Ultimately, however, reduction of interactions between drivers will ensure a safety outcome of nearly zero car crashes in the affected area in future. Further, by reducing car traffic, the safety outcome of mitigating the climate crisis will be achieved, and, similarly, by reducing car traffic in this area, the negative health outcomes associated with pollution will be greatly reduced. These are safety outcomes not offered by CCC's current proposals. Therefore, we believe that the loss of convenience for those unwilling to adopt alternate transport arrangements on these roads is far outweighed by the benefits of our proposal, which we also believe would make Shirley far more vibrant.¹⁸
- 2.4 Because of induced demand, and because there are many alternate routes in the eastern part of the city, this will not prevent people from reaching their destinations.

¹⁸ Beliefs of the executive committee of the UC Climate Action Club.

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This submission is authorised by the executive committee of the UC Climate Action Club.

- 2.5 We understand that CCC is willing to compromise between safety outcomes and traffic flow, however. Therefore, we also support the current proposals being implemented unaltered, as they will still have positive outcomes. We oppose any consideration of implementing less than CCC's current proposals.

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3 Conclusion

3.1 To conclude, UC CAC would remind CCC and the elected councillors of their moral obligation to uphold the health and safety of every resident of Ōtautahi Christchurch, which necessarily requires considering the dangerous and harmful effects not only of climate change, but also of car dependency. Given the context of the climate crisis, car dependency, and the over 100 crashes in the last decade in the affected area,¹⁹ these proposals are the bare minimum that CCC should implement. These changes should not be watered down or reduced. Rather, a much more extensive program, in line with our suggestions, should be implemented instead. This would indicate CCC's willingness to boldly face the climate crisis and car dependency, as young people expect nothing less than total protection for their futures, and UC CAC exists to express that expectation, to CCC and other bodies. All residents of Ōtautahi Christchurch are entitled to expect from CCC protection from car accidents, pollution, the climate crisis, and all other negative effects of car, including those who submit against projects such as this.

3.2 UC CAC would like to continue to be involved in any further stages of consultation for this project, including by presenting to hearings panels. Please contact our secretary, Joseph J Fullerton, for any questions, clarifications, or follow-ups. Contact details are enclosed in this letter, and are provided below:

Email: <mailto:ucclimateactionclub@gmail.com>
Phone: 028 469 8861

— Joseph J Fullerton,
Secretary,
UC Climate Action Club (<mailto:ucclimateactionclub@gmail.com>, 028 469 8861)

¹⁹ Christchurch City Council, above: № 18.

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Travis/Bower/Rookwood Intersection Improvements Submission

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Travis/Bower/Rookwood Intersection Improvements Submission

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[disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/climate-change/climate-change-mitigation.](#)

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Submission #13083

Travis / Bower / Rookwood Intersection

Submission from Spokes Canterbury



Reference: <https://letstalk.ccc.govt.nz/TBRsafety>

Tēnā koutou katoa

Thank you for the opportunity to comment on Travis.

Introduction

Spokes Canterbury (<http://www.spokes.org.nz/>) is a local cycling advocacy group with approximately 1,200 followers. Spokes is affiliated with the national Cycling Action Network (CAN – <https://can.org.nz/>). Spokes is dedicated to including cycling as an everyday form of transport in the greater Christchurch and Canterbury areas. Spokes has a long history of advocacy in this space including writing submissions, presenting to councils, and working collaboratively with others in the active transport space. We focus on the need for safe cycling for those aged 8 to 80.

This intersection is used by a lot of cyclists and pedestrians as it is a key connector to many services and amenities in the area. School children and parents use this intersection to get to Avonside Girls, Shirley Boys, Rawhiti School and a number of Preschools in the area. It provides access to QEII, the red zone and Avon River, and the Beach. Cyclists from around the city use this intersection frequently as it connects into a number of good cycleways to the City Centre and the North West with Brighton and Parklands.

Spokes:

- Supports the need to upgrade this intersection as vehicles often come into this roundabout too fast and/or accelerate out, particularly those coming through the roundabout to go south on Bower Street. As busy times this intersection can get very congested for cyclists, pedestrians and vehicles.
- Supports the use of speed humps to slow the traffic
- Supports the shared path on the North West corner.
- Less confident cyclists feel unsafe when the road design forces them into taking the lane with heavy traffic. The North West corner allows for an alternative. However there are two islands, one going north on Bower Ave and one going West on Rookwood Ave that are problematic. We would prefer that there is a shared path where there is enough space. It would require some warning treatment over the BP entrance way.
- Supports the use of sharrows on the intersection.
- Please make sure the island refuges have plenty of space for two bikes to wait. Consider larger bikes such as cargo bikes that could be carrying children, trikes and other mobility devices.
- Provide safety hoops at the island refuges.
- The Bower Ave crossing by Hopman Motors floods when it rains and is slow to drain away creating an accessibility problem.

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- The surface of the intersection needs some improvement
- On the BP garage side of Bower Ave there is a service grate in line with the existing crossing that needs some repairs as it is a trip and tyre hazard.

I would like the opportunity to present to the Community Board on this submission and I am happy to discuss or clarify any issues that arise.

Anne Scott
Submissions Co-ordinator
Spokes Canterbury
submissions@spokes.org.nz

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Attachment B

Submission #13087



Submission on the Christchurch City Council - Travis / Bower / Rookwood intersection safety improvements

To: Christchurch City Council

Name of submitter: Ministry of Education Te Tāhuhu o Te Mātauranga ('the Ministry')

Address for service: C/-Beca Ltd
PO Box 13960
Christchurch 8141

Attention: Daly Williams

Phone: 03 371 3664

Email: daly.williams@beca.com

This is feedback on the Christchurch City Council Travis / Bower / Rookwood intersection safety improvements

Background

The Ministry is the Government's lead advisor on the New Zealand education system, shaping direction for education agencies and providers and contributing to the Government's goals for education. The Ministry assesses population changes, school roll fluctuations and other trends and challenges impacting on education provision at all levels of the education network to identify changing needs within the network so the Ministry can respond effectively.

The Ministry has responsibility for all education property owned by the Crown. This involves managing the existing property portfolio, upgrading, and improving the portfolio, purchasing, and constructing new property to meet increased demand, identifying and disposing of surplus State school sector property, and managing teacher and caretaker housing. The Ministry is therefore a considerable stakeholder in terms of activities that may impact on existing and future educational facilities and assets in the Christchurch district.

The Ministry of Education's submission is:

It is understood that Christchurch City Council (CCC) are proposing various safety improvements to the intersection of Travis Road, Bower Avenue, and Rockwood Avenue to provide a safer traffic environment.

The intersection is heavily used by people cycling, driving and walking, including school-aged tamariki and rangatahi from nearby Avonside Girl's High School, Shirley Boys' High School, and Rāwhiti School – noting Avonside Girl's High School and Shirley Boys' High School are located approximately 130m to 230m to the northwest of the intersection, and Rāwhiti School is located approximately 480m east of the intersection.

The Ministry has an interest in relation to the effects of the proposed safety improvements on these nearby schools and the safety of ākonga.

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The proposed safety improvements are intended to provide for larger pedestrian islands, provide for clear cycle routes, and slow the speed of vehicles travelling through the roundabout from all four approaches and exits. Raised safety platforms are proposed to be installed on all four approaches and exits to the intersection, which are designed to slow traffic and reduce the risk of collisions.

The Ministry understand as part of the suite of safety improvements, CCC are also proposing to:

- Speed bumps on each lane approaching and exiting of the roundabout — eight in total.
- Removal of the left-turn lane on Travis Road to Bower Avenue to increase the footpath width. This will help to cater for the large number of pedestrians that use the intersection before and after school.
- Larger pedestrian refuge islands at each of the four approaches to the roundabout, where the current flush medians are positioned. This will allow more people to cross the road safely during peak times such as before and after school and narrow the road to slow traffic down.
- Low curb extensions on the Bower Avenue entrance to BP petrol station on Bower Avenue and outside Hopman Motors on Rookwood Avenue, to slow vehicles travelling towards the roundabout and give all road users more time before merging. These curb extensions will also prevent vehicles turning too early and mounting the kerb, minimising the chance of a vehicle-pedestrian crash.
- Sharrow markings at each approach to the roundabout to indicate that cyclists need to merge into the traffic lane so they can ride through the roundabout.

This Ministry acknowledges that the above approach supports Road to Zero, New Zealand's national road safety strategy where no one is killed or seriously injured in road crashes.

The Ministry's position on the proposed improvements

The proposed safety improvements will have a positive effect on nearby Avonside Girl's High School, Shirley Boys' High School, and Rāwhiti Schools and will provide a safer transport environment for ākonga and kaimahi travelling to and from these schools via the intersection.

The proposed safety improvements will not only enhance vehicle user safety, but also the improve the safety of pedestrians and users of active modes of transport commuting to and from these schools.

The Ministry express support for the proposed Travis Road, Bower Avenue, and Rockwood Avenue safety improvements and is supportive of the proposed improvements in its current form.

To ensure safety is not impacted during the construction phase, the Ministry requests Council appropriately mitigate potential construction impacts (including dust, noise, heavy vehicle movements) and provide for appropriate traffic management methodologies to mitigate any potential safety risks during this phase.

The Ministry request that Christchurch City Council communicate with Avonside Girl's High School, Shirley Boys' High School, and Rāwhiti School when the construction timeframe is confirmed to ensure appropriate communication can go out to the school community regarding diversions, construction safety risks, and any other matters of relevance.

The Ministry contact person for asset planning is Walter Lettink. Contact details for Walter are:

Walter Lettink
Infrastructure Manager- Asset Planning
+6433787805
Walter.Lettink@education.govt.nz

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Daly Williams
Planner- Beca Ltd
(Consultant to the Ministry of Education)
Date: 4/12/2023

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Attachment B

Submission #13088

Urban. School.
Charter. Events.



31 October 2023

To whom it may concern:

RE: Travis Road and Bower Road intersection- draft plan

Thank you for the opportunity to provide feedback on the proposed plans to introduce traffic calming measures on the Travis Road and Bower Road intersection.

It would be helpful to better understand the issues identified by Christchurch City Council at this location and how the proposed measures will support rectification of the identified issues. In the absence of this detail, Go Bus can however provide the following feedback:

Feedback on current draft plan:

1. The loss of the turning lane heading east is concerning and will cause significant delays at peak times which will likely negatively impact travel time reliability in and around this area.
2. It is noted that Shirley Boys' and Avonside Girls' High Schools have a left turn only policy from their grounds therefore directing all the traffic towards the roundabout at peak times. This is especially concerning with the proposed reduction and removal of the L/H turning lane. Has the impact of this been modelled with respect to delays in the local road network and on public transport?
3. The introduction of speed humps on both entry into and exit from the roundabout seem a redundant measure. By default, vehicles will need to reduce speed to negotiate the roundabout. Additional signage could be used instead of speed humps to help promote and encourage the desired behaviour at this intersection. This could be supported by local media and promotion as required.

Follow up- additional information requested:

- Please provide a summary of the validated issues which are being addressed with the proposed measures at this location?
- Why are the proposed measures deemed fit for purpose at this location?
- What other options have been considered at this location? Have any of them been trialled, either in isolation, or collectively, if so, over what period and what were the outcomes of such trials?
- What was the rationale as to why any of the options have been discounted and how was this evaluated/ measured?
- Similar treatments have been recently constructed on Richmond Ave/ Whincops Road- which would likely have a lower volume of daily vehicle movements. On what basis is a similar treatment being proposed for potentially a busier location?

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- Has a swept path analysis been conducted to ensure that the proposed kerbs do not impact bus (minimum length 11.5m) movements or cause damage?
- Is a speed limit reduction being proposed in this location?
- Has there been a significant increase in traffic movements in this area to justify the introduction of traffic calming measures? If so, over what period was this calculated?
- What other intersections are currently being monitored for an increase in traffic movements?

Go Bus look forward to ongoing and meaningful dialogue about future plans which may impact bus routes. A timely response to the above queries would also be appreciated to help fully inform our view on the proposed plans at Travis Road and Bower Road intersection.

Yours sincerely,



Bob Dennison
Operations Support Manager- Christchurch
Go Bus Transport

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Attachment B

Travis / Bower / Rookwood intersection safety improvements

Submission analysis

Overview

Between 7 November and 5 December 2023, 163 organisations, businesses, and individuals made submissions on the Travis/Bower/Rookwood intersection safety improvements.

Submitters were asked to rate how safe they feel using the current intersection, compared to how safe they think they would feel if the proposed changes were made.

Overall, 44% (72) of those who answered the safety questions felt the proposed changes would make the intersection somewhat or very safe, as opposed to 30% (49) who feel that the current layout is somewhat or very safe.

Submitter profile

Submissions were made by six recognised organisations – Sustain South Brighton, Environment Canterbury, Go Bus, Spokes Canterbury, Te Tāhuhu o Te Mātauranga Ministry of Education and UC Climate Action Club, one business – QEII Shopping Centre, and 156 individuals.

Sustain South Brighton, Spokes Canterbury, Te Tāhuhu o Te Mātauranga Ministry of Education, and Te Whatu Ora Health New Zealand expressed support for the proposal, noting that the intersection was currently unsafe, and that the proposal would improve the safety of all road users. Environment Canterbury supported the proposal to improve the safety of all road users. However, they were unsupportive of speed humps as they felt it would negatively impact bus travel times and customer travel experience. They requested speed cushions that heavy vehicles can straddle.

Of the individuals:

- 16 (9.8%) live directly in the project area.
- 108 (66.2%) live in the local area.
- 39 (24%) live in broader Christchurch.

Key themes:

Key themes	Number of submissions received relating to the theme	Percentage of submitters raising this theme
Requests for traffic lights at this intersection.	42	25.8%
Support for speed humps and their effectiveness to slow traffic down.	38	23.3%
Concern that the proposal would cause more congestion by removing the left turning lane and narrowing traffic.	23	14.1%
Requests for pedestrian crossing supports. (E.g. raised zebra crossings and painted lines to define boundaries between the road and pedestrians)	21	12.9%
Support the removal of the left turning lane from Travis Road onto Bower Avenue.	20	12.3%
Requests for more to be done to make the intersection safer for s cyclists and pedestrians.	9	5.5%

Shifts in safety perceptions:

Submitters were asked how safe they feel travelling through the intersection now, compared to how safe they think they would feel if the proposed changes were made.

How to read shift in safety perceptions tables		
Symbol	Description	Meaning
✓	Decrease - Between 5-25% negative shift	Example: +10, +43% The number represents the net change in the number of people who have selected a specific safety rating. A positive number (+10) indicates an increase in the number of people selecting that rating, while a negative number (-10) indicates a decrease. For example, if 20 cyclists rated the current intersection 'somewhat safe' compared with 30 cyclists who rated the proposed intersection 'somewhat safe', this would result in a net increase of +10 cyclists selecting the 'somewhat safe' rating for the proposed intersection e.g. overall, more cyclists find the proposed intersection somewhat safe. The percentage (+43%) represents this net change in relation to the total number of respondents in a specific group. For example, if the total number of cyclists was 23, a net shift of 10 cyclists to a safety rating of 'somewhat safe' would result in a 43% increase of cyclists rating the proposed intersection 'somewhat safe'.
⇓	Large decrease - More than 25% negative shift	
—	Minimal change - Less than 5% shift either way	
^	Increase - Between 5-25% positive shift	
⇑	Large increase - More than 25% positive shift	

Table 1 - How to read shift in safety perceptions tables

Overall shift in safety perceptions

The most significant overall shift was that submitters felt that the proposed intersection was safer. This was shown by the net change between those who rated the proposal ‘somewhat unsafe’ and ‘somewhat safe’. The proposed intersection had 29 less submitters (-17.8%) rate it somewhat unsafe than the current feeling. While the intersection had 30 more submitters (+18.6%) rate it somewhat safe. The main reasons provided for this shift included that:

- The plan would address dangerous behaviour and speeding (38).
- More safety measures were needed to keep students safe (21).
- The removal of the left hand turning on to Bower Avenue would reduce confusion at the roundabout (20).

	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (163)	<div>—</div> <div>-1, -0.6%</div>	<div>∨</div> <div>-29, -17.8%</div>	<div>—</div> <div>+7, +4.3%</div>	<div>^</div> <div>+30, +18.4%</div>	<div>—</div> <div>-7, -4.3%</div>

Table 2 - Overall Table

10 submitters showed an extreme direct shift from feeling very safe with the current layout to very unsafe if the proposed changes were made. Of these submitters,

- Nine were car drivers; one was a cyclist.
- Six were local residents, three didn’t state their reason, and one was a student.
- Six drove through the intersection at least five times a week, two drove at least once a week, and two drove less than once a week.

The main reasons for this shift were that:

- Speed humps and roundabout narrowing would increase dangerous behaviour and driver agitation, leading to increased accidents (6).
- Narrowing the road corridor and removing turning lanes would cause congestion, making travelling through the intersection more difficult (4).

Shift in safety perceptions by travel method

Perceptions of safety improved with the planned changes across the group of cyclists (52.4% increase in somewhat/very safe) and pedestrians (40% increase in somewhat safe).

This was the same for car users that we heard from (14% increase in somewhat safe), with the exception of a decrease (8.5%) in the very safety rating. 9 of the 10 users who said that they would feel very unsafe with the proposed changes, made a drastic shift from feeling very safe in the current layout. The main themes of their concerns related to speed humps and congestion causing more accidents and increasing driver frustration.

Five individual submitters are not included in this analysis – three submitters reported their main mode of travel was by bus, however this group was too small to analyse meaningfully.

Main method of travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Car (as a driver and passenger) (132)	— +3, +2.3%	∨ -18, -14%	∧ +7, +5.4%	∧ +18, +14%	∨ -10, -8.5%
Bike (21)	∨ -4, -19%	∨∨ -6, -28.6%	∨ -1, -4.8%	∧∧ +9, +42.9%	∧ +2, +9.5%
Walk (5)	No change 0, 0%	∨∨ -3, -60%	∧∧ +1, +20%	∧∧ +2, +40%	No change 0, 0%

Table 3 - Shift in safety perceptions by travel method

Shift in safety perceptions by reason for travel

Parents and submitters who selected others as their reason for travel had the largest shift in feeling safer with the proposed intersection than now (at least a 39.4% increase in feeling somewhat/very safe). 22 submitters chose the ‘other’ category, these included submitters who filled out the field incorrectly (9) and reported they commute to New Brighton (7).

Four submitters stated their main reason for travel was to visit Taiora QEII and another four stated they were travelling students; these groups are too small to analyse meaningfully.
















Reason for travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Local resident (106)	 +3, +2.8%	 -11, -10.4%	 +8, +7.5%	 +7, +6.6%	 -7, -6.6%
Parent of student (26)	 -6, -23.1%	 -7, -26.9%	 +1, +3.8%	 +11, +42.3%	 +1, +3.8%
Other (22)	 +1, +4.5%	 -7, -31.8%	 -2, -9.1%	 +9, +40.9%	 -1, -4.5%

Table 4 - Shift in safety perceptions by reason for travel

Shift in safety perceptions by travel frequency

There was a decrease in submitters feeling somewhat unsafe across all travel frequencies (at least 5%) and an increase in feeling somewhat safe (by at least 15%).
















Frequency of travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
At least five days a week (100)	 +2, +2%	 -23, -23%	 +10, +10%	 +18, +18%	 -7, -7%
At least once a week (40)	 -2, -5%	 -2, -5%	 +2, +5%	 +6, +15%	 -4, -10%
Less than once a week (23)	 -1, -4.3%	 -4, -17.4%	 -5, -21.7%	 +6, +26.1%	 +4, +17.4%

Table 5 - Shift in safety perceptions by travel frequency

11. Waitai Coastal-Burwood-Linwood 2023-24 Discretionary Response Fund Application - Strengthening Linwood Youth Trust

Reference / Te Tohutoro: 24/104131

Report of / Te Pou
Matua: Rory Crawford, Community Development Advisor
(Rory.Crawford@ccc.govt.nz)

Senior Manager /
Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community
(Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is for the Waitai Coastal-Burwood-Linwood Community Board to consider an application for funding from its 2023-24 Discretionary Response Fund from the organisation listed below.

Funding Request Number	Organisation	Project Name	Amount Requested	Amount Recommended
00066905	Strengthening Linwood Youth Trust	Linwood Youth Development Project	\$5,000	\$5,000

- 1.2 There is currently a balance of \$23,716 remaining in the fund.

2. Staff Recommendations / Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

- Approves a grant of \$5,000 from its 2023-24 Discretionary Response Fund to Strengthening Linwood Youth Trust towards the costs of salaries and wages for the Linwood Youth Development Project.

3. Key Points Ngā Take Matua

Strategic Alignment Te Rautaki Tīaroaro

- 3.1 The recommendations above are aligned to the Council's Strategic Framework and in particular the strategic priorities of a Collaborative and Confident City and A Cultural Powerhouse City. The projects also align with the Te Haumako Te Whitingia Strengthening Communities Together Strategy.

Decision Making Authority Te Mana Whakatau

- 3.2 The Community Board has the delegated authority to determine the allocation of the Discretionary Response Fund for each community.
- 3.2.1 Allocations must be consistent with any policies, standards or criteria adopted by the Council.
- 3.2.2 The Fund does not cover:
- Legal challenges or Environment Court challenges against the Council, Council Controlled organisations or Community Board decisions.

- Projects or initiatives that change the scope of a Council project or that will lead to ongoing operational costs to the Council (though Community Boards can recommend to the Council that it consider a grant for this purpose).

Assessment of Significance and Engagement Te Aromatawai Whakahirahira

- 3.3 The decisions in this report are of low significance in relation to the Christchurch City Council's Significance and Engagement Policy.
- 3.4 The level of significance was determined by the number of people affected and/or with an interest.
- 3.5 Due to the assessment of low significance, no further community engagement and consultation is required.


Discussion Kōrerorero

- 3.6 At the time of writing, the balance of the 2023/24 Discretionary Response Fund is as below.

Total Budget 2023/24	Granted To Date	Available for allocation	Balance If Staff Recommendation adopted
\$82,116	\$58,400	\$23,716	\$18,716

- 3.7 Based on the current Discretionary Response Fund criteria, the application listed above is eligible for funding.
- 3.8 The attached Decision Matrix provides detailed information for the application. This includes organisational details, project details, financial information and a staff assessment.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	Discretionary response fund - Decision Matrix - 00066905 - Strengthening Linwood Youth Trust	24/104132	157

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Rory Crawford - Community Development Advisor
Approved By	Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood

2023/24 DRF COASTAL-BURWOOD-LINWOOD DECISION MATRIX

Priority Rating

One	Meets all eligibility criteria and contributes significantly to Funding Outcomes and Priorities. Highly recommended for funding.
Two	Meets all eligibility criteria and contributes to Funding Outcomes and Priorities. Recommended for funding.
Three	Meets all eligibility criteria and contributes to Funding Outcomes and Priorities but to a lesser extent than Priority 2 applications. Not recommended for funding.
Four	Meets all eligibility criteria and has minimum contribution to Funding Outcomes and Priorities / Insufficient information provided by applicant (in application and after request from Advisor) / Other funding sources more appropriate. Not recommended for funding.

00066905	Organisation Name	Project Name and Description	Project Details	Project Funding	Total Cost	Amount Requested	Staff Recommendation	Priority
	Strengthening Linwood Youth Trust	Linwood Youth Development Project The LYDP has one part-time Community Youth Development Worker (CYDW) working with Rangatahi in the Greater Linwood Area. The CYDW works with key stakeholders such as schools, local police, Eastgate Mall, Linwood Library, & Te Pou Toetoe as well as other youth organisations and agencies to develop a net of resilience for Rangatahi. The CYDW not only works with stakeholders but they work directly with Rangatahi, running activities and programmes throughout the week. One of the key goals of the LYDP is to work collaboratively with other agencies, this includes running community youth events, so far the LYDP has been able to put on three different events in the last two years which gathered around 200 Rangatahi and their whānau at each event.	Staff: 2 Volunteers: 10 Number of participants: 1,000 User fees:	CCC funding history (this project only) Other sources of funding (this project only) Any deficit will come out of the Strengthening Linwood Youth Trust reserve funds. We have an application in with Rātā Foundation which includes the funding for the LYDP, this is not due to have an outcome until late March and would not be able to be used until April 2024.	\$ 7,975	\$ 5,000 63% percentage requested Contribution sought towards: Salaries and Wages - \$5,000	\$ 5,000 That the Waitai Coastal-Burwood-Linwood Community Board approves a grant of \$5,000 from its 2023-24 Discretionary Response Fund to Strengthening Linwood Youth Trust towards the costs of Salaries and wages for the Linwood Youth Development Project.	2

Organisation Details	Alignment with Council Strategies and Board Objectives	Staff Assessment
<p>Service Base: 150 Ferry Road, Phillipstown</p> <p>Council Facility: Linwood Park</p> <p>Legal Status: Charitable Trust</p> <p>Established: 23/04/2014</p> <p>Staff – paid: 6</p> <p>Staff – unpaid: 17</p> <p>Target groups: Children/Youth</p> <p>Annual Volunteer hours: 204</p> <p>Networks: 24-7 Youth Work New Zealand Rerenga Awa - Canterbury Youth Workers Collective</p> <p>Audited accounts: 3/04/2018</p> <p>Organisation Description/Objectives:</p> <p>> Kaupapa / Mission Taiohi are connected and supported to develop in all areas of their lives to be able to strengthen their own communities.</p> <p>> Moemoea / Vision To see Taiohi living healthy in all aspects of their lives with a strong sense of purpose and belonging in their community and whanau.</p> <p>CCC Funding History</p> <p>2023/24 - \$5,000 (Trust Manager and Youth Worker Salaries, Resilience Group Costs) SCF SCH</p> <p>2023/24 - \$38,000 (Trust Manager and Youth Worker Salaries, Resilience Group Costs (Year 1 of 3) SCF CBL</p> <p>2022/23 - \$8,000 (Salaries, Staff Support, Resilience Programmes, Leadership Development, Community Youth Development Worker) SCF CB</p> <p>2022/23 - \$36,000 (Salaries, Staff Support, Resilience Programmes, Leadership</p>	<p>Alignment with Council Strategies and Board Objectives</p> <ul style="list-style-type: none">Te Haumako Te Whitingia <p>Alignment with Council Funding Outcomes</p> <ul style="list-style-type: none">Enhance community & neighbourhood safetyProvide community based programmesFoster collaborative responses <p>How much will the project do? (Measures)</p> <p>Continue to directly support Rangatahi through the weekly programmes and activities. Plan and organise a collaborative Community Youth event during Term 1. Continue to work collaboratively with local stakeholders to reduce youth crime and champion positive youth engagement.</p> <p>How will participants be better off?</p> <p>LYDP provides regular programmes and activities that Rangatahi can engage in such as Kāwai Club at Linwood Library and the Taha Tinana afterschool sports programme. These regular activities not only provide fun activities, but they also support Rangatahi to build resilience and confidence, provide kai, a safe environment where Rangatahi can get support and give opportunities for Rangatahi to engage in activities they may not get the chance to at home.</p> <p>As well as the regular activities, LYDP put together several collaborative youth events for Rangatahi.</p> <p>The Community Youth Worker also engages with groups of Rangatahi at local schools which helps to build relationships and momentum for the Linwood Youth Development Project.</p> <p>The LYDP also works to gain youth voice and feedback which is vital in ensuring the LYDP is meeting the needs of the Rangatahi in our community, as well being able to champion youth voice where decision making may affect the Rangatahi in the community.</p>	<p>Staff Assessment</p> <p>Strengthening Linwood Youth Trust trading as Kāwai Rangatahi, is the key fund holder as part of the Linwood Youth Development Project (LYDP). Since 2021 they have been the cornerstone of the Linwood Youth Development Project and have been engaging with Council, youth agencies, schools and other community groups advocating for better support for Rangatahi in the Linwood community. The LYDP currently has one dedicated part-time Community Youth Development Worker (CYDW) working with Rangatahi in the Greater Linwood Area. The CYDW works with key stakeholders such as schools, local police, Eastgate Mall, Linwood Library, & Te Pou Toetoe as well as other youth organisations and agencies to develop a net of resilience for Rangatahi.</p> <p>The Youth Development worker based in the Linwood community runs a wide range of programmes and activities, as well as conducting research into youth spaces and safety. The Trust are working with various community partners to support the reduction of youth crime, enhance safety and connection to the local community.</p> <p>The LYDP have seen three different events in the last two years which gathered around 200 Rangatahi and their whānau at each event. These included Youth week on the Park and the Linwood Outdoor Movie. In addition, the Kāwai Club running out of the Linwood Library, was established to reduce Anti-Social behaviour around Eastgate mall on Wednesday afternoons and has seen an impactful reduction in the number of incidents within the mall during these times.</p> <p>Funding allocated from the former Waikura Linwood-Central-Heathcote Community Board to the Linwood Youth Development Project ran out in early 2024 and while an operating grant application is currently sitting with Rātā the result of the application will not be known until late March/ early April. Strengthening Linwood Youth Trust have been proactive around trying to fill this shortfall and have applied to several other funders in the interim until the Rātā application is known but with no success.</p>

12. Waitai Coastal-Burwood-Linwood 2023-24 Discretionary Response Fund Application - Faye White

Reference / Te Tohutoro: 24/102747

Report of / Te Pou
Matua: Emily Toase, Community Development Advisor
(Emily.Toase@ccc.govt.nz)

Senior Manager /
Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community
(Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is for the Waitai Coastal-Burwood-Linwood Community Board to consider an application for funding from its 2023-24 Discretionary Response Fund from the organisation listed below.

Funding Request Number	Organisation	Project Name	Amount Requested	Amount Recommended
00066903	Faye White	Mosaic for Rose	\$1,000	\$1,000

- 1.2 There is currently a balance of \$23,716 remaining in the fund.

2. Staff Recommendations / Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

- Approves a grant of \$1,000 from its 2023-24 Discretionary Response Fund to Faye White towards the costs of designing, creating and installing a mosaic memorial.

3. Key Points Ngā Take Matua

Strategic Alignment Te Rautaki Tīaroaro

- 3.1 The recommendations above are aligned to the Council's Strategic Framework and in particular the strategic priorities of a Collaborative and Confident City and A Cultural Powerhouse City. The projects also align with the Te Haumako Te Whitingia Strengthening Communities Together Strategy.

Decision Making Authority Te Mana Whakatau

- 3.2 The Community Board has the delegated authority to determine the allocation of the Discretionary Response Fund for each community.

3.2.1 Allocations must be consistent with any policies, standards or criteria adopted by the Council.

3.2.2 The Fund does not cover:

- Legal challenges or Environment Court challenges against the Council, Council Controlled organisations or Community Board decisions.
- Projects or initiatives that change the scope of a Council project or that will lead to ongoing operational costs to the Council (though Community Boards can recommend to the Council that it consider a grant for this purpose).

Assessment of Significance and Engagement Te Aromatawai Whakahirahira

- 3.3 The decisions in this report are of low significance in relation to the Christchurch City Council's Significance and Engagement Policy.
- 3.4 The level of significance was determined by the number of people affected and/or with an interest.
- 3.5 Due to the assessment of low significance, no further community engagement and consultation is required.


Discussion Kōrerorero

- 3.6 At the time of writing, the balance of the 2023-24 Discretionary Response Fund is as below.

Total Budget 2023/24	Granted To Date	Available for allocation	Balance If Staff Recommendation adopted
\$82,116	\$58,400	\$23,716	\$22,716

- 3.7 Based on the current Discretionary Response Fund criteria, the applications listed above are eligible for funding.
- 3.8 The attached Decision Matrix provides detailed information for the applications. This includes organisational details, project details, financial information and a staff assessment.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	Discretionary Response Fund - Decision Matrix - 00066903 - Faye White	24/102755	161

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Emily Toase - Community Development Advisor
Approved By	Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood

2023/24 DRF COASTAL-BURWOOD-LINWOOD DECISION MATRIX

Priority Rating

One	Meets all eligibility criteria and contributes significantly to Funding Outcomes and Priorities. Highly recommended for funding.
Two	Meets all eligibility criteria and contributes to Funding Outcomes and Priorities. Recommended for funding.
Three	Meets all eligibility criteria and contributes to Funding Outcomes and Priorities but to a lesser extent than Priority 2 applications. Not recommended for funding.
Four	Meets all eligibility criteria and has minimum contribution to Funding Outcomes and Priorities / Insufficient information provided by applicant (in application and after request from Advisor) / Other funding sources more appropriate. Not recommended for funding.

00066903	Organisation Name	Name and Description	Total Cost	Contribution Sought Towards	Staff Recommendation	Priority
	Faye White	Mosaic for Rose The project is designing, creating and installing a piece of mosaic artwork to commemorate the life of Barbara Campbell, known as Rose.	\$ 3,920 Requested \$ 1,000 (26% requested)	Equipment / Materials - \$500 Salaries / Wages - \$500	\$ 1,000 That the Waitai Coastal-Burwood-Linwood Community Board approves a grant of \$1,000 from its 2023-24 Discretionary Response Fund Faye White towards the costs of designing, creating and installing a mosaic memorial.	2

<p>Organisation Details</p> <p>Service Base: New Brighton Legal Status: N/A Established: N/A Target Groups: Community Annual Volunteer Hours: 120 Participants: 1,000</p> <p>Alignment with Council Strategies</p> <ul style="list-style-type: none"> Te Haumako Te Whitingia – Strengthening Communities Together Strategy Toi Ōtautahi – Arts and Creative Strategy <p>CCC Funding History</p> <p>None</p>	<p>Other Sources of Funding</p> <p>\$1,000 - Ōtautahi Christchurch for the mosaic design phase with a graphic artist. The group are also working on planning a raffle to fundraise for the remainder.</p> <p>Staff Assessment</p> <p>This project is to create a mosaic in memory of the life of Barbara Campbell, known as Rose who was murdered at the spot she had made her temporary home under the eaves of the old SaveMart building in New Brighton in January 2022.</p> <p>Rose was diagnosed with terminal cancer and struggled with severe mental health issues. Having wound up living on the streets in New Brighton, she would often stay under the eaves of the old SaveMart building. With all other options for support failing her, she chose New Brighton so that she could live close to the beach where she felt most at peace.</p> <p>The initiative is a collaboration between a local resident and Christchurch Mosaic Art Group (based in New Brighton) working closely with Rose's parents, to design and create the artwork and install it at a location where it can be seen and enjoyed by the community. The group have also been supported by New Brighton Project and Ōtautahi Christchurch who helped identify potential sites for the memorial. After careful consideration of all the options Rose's parents chose a spot in the garden at New Brighton Union Church near to the spire memorial. They wished for the artwork to be located where people could come and view the artwork and reflect at a peaceful setting. The Church grounds are open to the public and visible from the road. Christchurch Methodist Mission are also currently planning enhancements to the grounds, including installing some play equipment to make space more welcoming and inviting for whānau.</p> <p>Rationale for staff recommendation:</p> <ul style="list-style-type: none"> There are several vulnerable tangata living in New Brighton who are struggling with mental health issues and addiction and living in unsafe conditions. The mosaic is not solely a dedication to the memory of Barbara Campbell. It also serves as reminder of the struggles of those living on the fringes of society and that they can slip through every safety net offered to support. The mosaic is a collaborative project from the community who lost one of their own and want to take steps to ensure that Rose is not forgotten, nor are vulnerable tangata in the community.
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13. Waitai Coastal-Burwood-Linwood 2023-24 Discretionary Response Fund Application - The Brighton Gallery Trust

Reference / Te Tohutoro: 24/106988

Report of / Te Pou
Matua: Emily Toase, Community Development Advisor
(Emily.Toase@ccc.govt.nz)

Senior Manager /
Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community
(Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

- 1.1 The purpose of this report is for the Waitai Coastal-Burwood-Linwood Community Board to consider an application for funding from its 2023-24 Discretionary Response Fund from the organisation listed below.

Funding Request Number	Organisation	Project Name	Amount Requested	Amount Recommended
00066926	The Brighton Gallery Trust	Brighton Popup Gallery	\$15,180	\$6,000

- 1.2 There is currently a balance of \$23,716 remaining in the fund.

2. Staff Recommendations / Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

- Approves a grant of \$6,000 from its 2023-24 Discretionary Response Fund to The Brighton Gallery Trust towards the Brighton Pop-up Gallery.

3. Key Points Ngā Take Matua

Strategic Alignment Te Rautaki Tīaroaro

- 3.1 The recommendations above are aligned to the Council's Strategic Framework and in particular the strategic priorities of a Collaborative and Confident City and A Cultural Powerhouse City. The projects also align with the Te Haumako Te Whitingia Strengthening Communities Together Strategy.

Decision Making Authority Te Mana Whakatau

- 3.2 The Community Board has the delegated authority to determine the allocation of the Discretionary Response Fund for each community.

3.2.1 Allocations must be consistent with any policies, standards or criteria adopted by the Council.

3.2.2 The Fund does not cover:

- Legal challenges or Environment Court challenges against the Council, Council Controlled organisations or Community Board decisions.
- Projects or initiatives that change the scope of a Council project or that will lead to ongoing operational costs to the Council (though Community Boards can recommend to the Council that it consider a grant for this purpose).

Assessment of Significance and Engagement Te Aromatawai Whakahirahira

- 3.3 The decisions in this report are of low significance in relation to the Christchurch City Council's Significance and Engagement Policy.
- 3.4 The level of significance was determined by the number of people affected and/or with an interest.
- 3.5 Due to the assessment of low significance, no further community engagement and consultation is required.


Discussion Kōrerorero

- 3.6 At the time of writing, the balance of the 2023/24 Discretionary Response Fund is as below.

Total Budget 2023/24	Granted To Date	Available for allocation	Balance If Staff Recommendation adopted
\$82,116	\$58,400	\$23,716	\$17,716

- 3.7 Based on the current Discretionary Response Fund criteria, the applications listed above are eligible for funding.
- 3.8 The attached Decision Matrix provides detailed information for the application. This includes organisational details, project details, financial information and a staff assessment.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A 	Discretionary Response Fund - Decision Matrix - 00066926 - Brighton Gallery Trust	24/119049	165

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Emily Toase - Community Development Advisor
Approved By	Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood

2023/24 DRF COASTAL-BURWOOD-LINWOOD DECISION MATRIX

Priority Rating

One	Meets all eligibility criteria and contributes significantly to Funding Outcomes and Priorities. Highly recommended for funding.
Two	Meets all eligibility criteria and contributes to Funding Outcomes and Priorities. Recommended for funding.
Three	Meets all eligibility criteria and contributes to Funding Outcomes and Priorities but to a lesser extent than Priority 2 applications. Not recommended for funding.
Four	Meets all eligibility criteria and has minimum contribution to Funding Outcomes and Priorities / Insufficient information provided by applicant (in application and after request from Advisor) / Other funding sources more appropriate. Not recommended for funding.

00066926	Organisation Name The Brighton Gallery Trust	Name and Description Brighton popup gallery The Brighton Art Gallery Trust are applying for funding to help with rental costs whilst they transition and establish themselves at their new location.	Funding History 2023/24 - \$3,800 (Brighton Gallery) SCF CBL 2022/23 - \$3,400 (AED Installation for Central New Brighton village) DRF CBL 2022/23 - \$5,000 (Rent) SCF CB 2021/22 - \$6,000 (Rent) SCF CB Other Sources of Funding This is the only outstanding cost that we currently are unable to meet. We have income that will cover the daily running cost; however, the rent is a significant expenditure that we are unable to meet.	Request Budget Total Cost \$15,180 Requested Amount \$15,180 100% percentage requested Contribution Sought Towards: Rent / Venue Hire - \$15,180	Staff Recommendation \$ 6,000 That the Waitai Coastal-Burwood-Linwood Community Board approves a grant of \$6,000 from its 2023-24 Discretionary Response Fund to Brighton Gallery Trust towards the Brighton Pop-up Gallery.	Priority 2
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Organisation Details: Service Base: 4/78 Brighton Mall, New Brighton Legal Status: Charitable Trust Established: 2/10/2003 Staff – Paid: 0 Volunteers: 35 Annual Volunteer Hours: 40 Participants: 1,000 Target Groups: Arts Networks: Arts Canterbury Organisation Description/Objectives: To provide art and art making facilities to the local community. To provide a place for local and new artists to display their work in a non-judgemental environment. To encourage and foster creativity and confidence in art making.	Alignment with Council Strategies and Policies <ul style="list-style-type: none">Te Haumako Te Whitingia - Strengthening Communities StrategyToi Ōtautahi - Arts and Creative Strategy Alignment with Council Funding Outcomes <ul style="list-style-type: none">Support, develop and promote capacityCommunity participation and awarenessIncrease community engagementProvide community based programmesReduce or overcome barriers Outcomes that will be achieved through this project Provide welcoming space for the New Brighton hāpori that is open and inclusive to all genres of art and an accepting and appropriate space for everyone to participate in a safe and encouraging environment. How Will Participants Be Better Off? Community will continue to have access to affordable art classes in a range of genres. Artists are able to display and sell their work. Continue to provide a culturally acceptable environment, that is inclusive to everyone, under the guidance of the cultural advises of the gallery committee/trust.	Staff Assessment Founded in 2000 by a group of local artists, the Brighton Gallery Trust is dedicated to the promotion of art, artists, and creativity in New Brighton and Ōtautahi. The Trust operate a small gallery which is open seven days a week for anyone to come in, view the art or take a class. The Gallery offers six different art class a week, led by five different artists who volunteer their time to teach. Most classes range between \$15 and \$20 per class and there are free drop-in community classes on Friday and Sunday open to anybody who wants to come and try. In addition to the art classes, the Gallery sell artwork which is on display in the shop and other locations, they run monthly paint parties, auctions and other fundraising activities. Having been based in New Brighton for over 23 years now, the Trust have built numerous connections with different businesses, sponsors and supporters. They have recently added a cultural advisor to their pool of volunteers and are establishing relationships with Ara to provide more opportunities for Rangatahi to create and display art and connect with and learn from the resident artists. Until recently, the Gallery was based at 4/78 Brighton Mall roughly halfway down New Brighton's Carnaby Lane. The Trust have now set up a pop-up shop on the corner, (Shop 2) on Carnaby Lane. Launched on the 2 December 2023, the pop-up shop has so far provided a more visible and larger space to operate out of and displays featuring several well-known Ōtautahi artists. With the foot traffic from the <i>Seaside Market</i> , and the recent <i>Kite Day</i> event the new location has proved a big success with numbers coming through the gallery almost tripling in the last month. Whilst operating from the Pop-up shop, the Gallery have been running a survey asking their hāpori what they think of the new premises. The results have consolidated the evidence from the increase in numbers through the doors and in artwork sales, that the pop-up pilot has been a success and subsequently the Trust are working on a plan to make the move permanent. Moving to a larger premises will impact their budget, particularly as the rent conditions need to be adjusted. Whilst the Gallery are confident based on their increase in foot traffic and sales since moving to their new site, they are requesting funding to cover the rent for the next few months while they build up their financial position to meet the anticipated rent increases. The group have also received funding from Rātā Foundation to support the transition. Rationale for staff recommendation: <ul style="list-style-type: none">The Trust are able to provide evidence of increased foot traffic, profits and overall engagement from the community from their recent move to the Pop-Up shop.The funding will enable them to make the move permanent and establish themselves in the new spot which is much more visible to shoppers, passersby and particular those who come to New Brighton as a destination for He Puna Taimoana, the Seaside Market and other events that the suburb regularly offers.The Trust are very well established, have a consistent pool of volunteers, supporters and strong governance at the committee level providing a sustainable plan for establishing themselves at the new location.
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14. Waitai Coastal-Burwood-Linwood Community Board Area Report - February 2024

Reference / Te Tohutoro:	23/2029698
Report of / Te Pou Matua:	Christopher Turner-Bullock, Community Governance Manager (Christopher.Turner@ccc.govt.nz)
Senior Manager / Pouwhakarae:	Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Receive the Waitai Coastal-Burwood-Linwood Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
New Brighton Guardians	<p>The Guardians have been in operation for 11 weeks leading up to the Christmas holidays and in that time have recorded over 300 incidents that they have been called to or observed and intervened whilst doing their rounds.</p> <p>The amount of incidents recorded has steadily increased as the Guardians become more well-known to the community and are more relied upon to deal with disagreeable situations that arise. The last few months the incidents reported have averaged around 35 per week.</p> <p>In December the types of incidents the Guardians attended to include engaging with rangatahi and building a rapport, reminding people about the 24-hour alcohol</p>	On-going	New Brighton Safety Initiatives

	ban in the area, preventing theft at the local Countdown store, administering first aid, engaging with homeless, reporting graffiti through Snap Send Solve and as unobtrusively and kindly as possible, moving on anyone trying to intimidate or abuse local business owners or others in the community.		
Woolston Village Twilight Gala & public survey	<p>In the lead up to the event and on the day Youth Town were running a survey asking residents what events or activities they'd like to see happening at the Woolston Community Centre and asking what the biggest issues are for whānau and for rangatahi and tamariki in the area. They also sought feedback on what people thought of the event.</p> <p>The survey highlighted the cost of living and poverty as key issues for whānau in the area.</p> <p>For what comes next for the Community Centre, the most votes were for a youth drop in space and for sports and other activity sessions for rangatahi.</p> <p>Youth Town are now reflecting on this information and will use the results to plan how they will activate the community space this year.</p>	Dec 2023	Woolston Village Safety Initiative

3.2 Community Funding Summary

3.2.1 For the Board's information, a summary is provided (refer **Attachment A**) on the status of the Board's 2023-24 funding as at 23 January 2024.

3.2.2 Youth Development Fund

Board members with the delegation for the Waitai Coastal-Burwood-Linwood Community Board Youth Development Fund (Jo Zervos, Paul McMahon and Greg Mitchell) made three decisions under delegation:

- A grant of \$150 from the 2023-24 Waitai Coastal-Burwood-Linwood Youth Development Fund to Jaeda Lynch-Brown to attend the South Islands Te Wai Pounamu Inter Provincial Series – 16 and 17 December 2023 at Burnside Park and the Junior Nationals and 2 to 4 February 2024 – Bruce Pulman Park, Auckland as part of the Canterbury Touch Under 18 girls team.
- A grant of \$150 from the 2023-24 Waitai Coastal-Burwood-Linwood Youth Development Fund to Royal Harraway to attend the Evolution Dance Finals in the Gold Coast competing in a solo, duo and in a squad performance in the Gold Coast from 7 January 2024 to 14 January 2024.
- A grant of \$150 from the 2023-24 Waitai Coastal-Burwood-Linwood Youth Development Fund to Kyla Lynch-Brown to attend the Touch NZ National Championships travelling to Rotorua as part of the Canterbury U21 Mixed Touch team.

3.3 Participation in and Contribution to Decision Making

3.3.1 Report back on other Activities contributing to Community Board Plan [for items not included in the above table but are included in Community Board Plan]

- Over the last couple of months, the Brighton Gallery Trust has trialled a new venue, moving from their old premises half way down Carnaby Lane to the corner of Carnaby Lane and Brighton Mall.

Launched on 2 December, the pop-up shop has so far provided a more visible and larger space to operate out of and displays featuring several well-known Ōtautahi artists. With the foot traffic from the seaside Market, and the recent Kite Day event the new location has proved a big success with numbers coming through the gallery almost tripling in the last month.

Their most recent artwork display features Surface Active who design and produce t-shirts with native flora, fauna and landscapes of Aotearoa.



- Climate Action Campus have been busy cleaning and setting up a new space which will become *The Community Lab*. The lab is a dedicated space for teaching and learning about plants and insects. The first series will be delivered by Rob Cruikshank, an entomologist and lecturer at The University of Canterbury.

Over the holidays that last wall of the old Coal boiler buildings was demolished, freeing up a lot more land for cultivation. They also held a seedling giveaway on New Years Day giving away tomatoes, egg plants, cauliflower and broccoli with the caveat that you help pull a few weeds, help with planting or moving mulch.



- The Mātauranga Ngahere initiative is a unique educational project that started in November 2023 and runs through to the end of 2026. Its aim is to support the holistic development of tamariki and rangatahi in Ōtautahi who may not excel in a traditional school environment. This initiative is a joint venture between Climate Action Campus, Citycare Property and Christchurch City Council (Parks), and it creates an interactive learning space within the red zone based from the Climate Action Campus. The Mātauranga Ngahere initiative combines active recreation, environmental education, and skill development to provide a comprehensive learning experience. Moreover, it aims to rejuvenate and transform the red zone into a vibrant community space. Read the reviews from parents, and find out more about the initiative here: <https://matauranga-ngahere.my.canva.site/>

3.3.2 Upcoming Events

- Bromley Fair, Saturday 17 February 2024
- House of Hoops – 3x3 basketball events – Linwood Park, Sunday 11 February 2024, Wainoni Park, Sunday 3 March 2024 and Ta Waka Unua School, Sunday 24 March 2024
- Parklands @ Play, Sunday 18 February 2024
- Summer Jam 3x3 Basketball, Thursday 22 February 2024
- Children's Day, Cuthberts Green, Sunday 3 March 2024

3.3.3 Events Report Back

New Brighton Museum's Commonwealth Games 50th Anniversary

New Brighton Museum's Commonwealth Games 50th Anniversary display was officially opened on Saturday 13 January 2024 by Bruce Ullrich of the NZ Olympic Committee and the Mayor. The exhibition, marking the historical hosting of the British 1974 Commonwealth Games at QEII among other venues. The exhibition features a huge collection of memorabilia including badges, uniforms, magazines, books, newspaper clippings, souvenirs, medals and lots more with people donating and lending items from right across Aotearoa. Some of the memorabilia has been donated permanently and so in keeping with it's kaupapa, the Museum will be able to preserve and showcase the items for the future.

The Museums' volunteers have worked countless hours to get all the displays ready in time for the opening. The main attraction, a rare 1974 Holden Kingswood car used by the Games officials to drive around VIPs.

The Exhibition is open Tuesday to Thursday 11am to 3pm, and on Friday and Sunday 10am-4pm. It runs through until mid-February after which the volunteers will be putting back the Museum's long-standing displays and creating a permanent space for the items, they've been donated from the 50th anniversary of the Commonwealth Games.



Dallington Community Cottage Trust Christmas Bauble Hunt

The Dallington Community Cottage Trust held their annual Christmas Bauble Hunt in the Dallington Red Zone on Saturday 16 December 2023. Close to 50 Children took part in the event with a range of ages turning out to hunt in both a toddler only area as well as the main search zone the hunt ran for over an hour until all the baubles were returned. Many families stayed around to enjoy the sun in the Red Zone while the Baubles were collected, and prizes handed out to the winners.



3.4 Governance Advice

3.4.1 Waitikiri Drive

At its meeting on 9 October 2023, the Board received a public forum presentation from Ross Harland, Denyse South and Wayne Fairweather in relation to health and safety concerns on Waitikiri Drive. Please see below staff response.

Ross Harland approached the Board with health and safety concerns for Waitikiri Drive, specifically:

- a) *Lack of visibility when exiting driveways with a request for broken yellow lines.*
- b) *Disc golf players damaging the grass verge by regularly parking on them.*
- c) *Cars parked making it impossible for cars to safely use either side of the pedestrian island.*

In his presentation, Mr Harland has referred to the section of Waitikiri Drive closest to the Bottle Lake Forest southern boundary. My response therefore focusses on the section of road from the point of the pedestrian island on Waitikiri Drive, continuing north until the driveway entrance of the park, a total of approximately 130 metres (as per image 1).

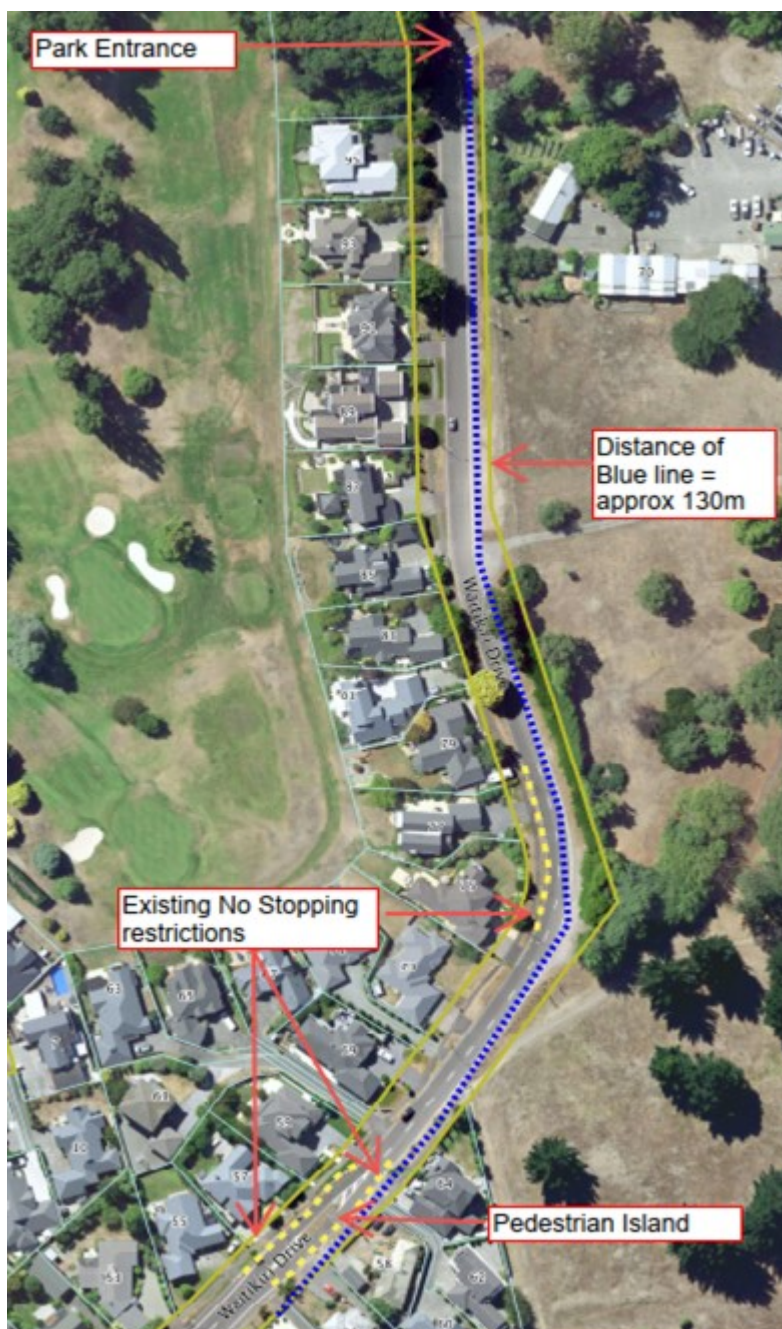


Image 1. Relevant length of Waitikiri Drive showing existing yellow lines.

As per image 1, there are broken yellow 'no stopping' lines either side of the road where the pedestrian island is located and then for a combined total of approximately 53 metres on another section of the street.

Item a.

As per the Suburban Parking Policy (Policy 10), If the carriageway of a street is less than 7 metres in width and there are known access problems (i.e. there are limited places for vehicles to pass and/or emergency access may be compromised), Council will propose to remove parking on one side of the street. Waitikiri Drive is greater than 7 metres wide along its entire length and is standard for streets around Christchurch.

The New Zealand road code requires that "you must not park or stop your vehicle in front of, or closer than 1 metre to, a vehicle entrance." If residents notice cars illegally parking

within 1 metre or blocking their driveway this can be managed by the Parking Enforcement Team. Staff encourage residents to contact Council at the time this occurs.

Staff have investigated the recorded prevalence of such issues and have noted that since 2018, there have been 7 complaints to parking compliance for Waitikiri Drive. No tickets have been issued for cars parked over or too close to driveways.

Item b.

The Traffic and Parking Bylaw 2017 applies the Land Transport Rule allowing a person to “stop, stand or park a motor vehicle off the roadway where there is no kerb unless otherwise restricted by signs and/or markings”.

In this location there is no kerb and no signage advising not to park there so cars can legally park in this location.

At the Waitai Coastal-Burwood-Linwood Community Board meeting on November 6th 2023, Megan Carpenter (Team Leader of Parks Recreation Planning team) addressed the concerns raised by the residents in relation to location of start holes and the proximity to the boundary.

It has been suggested that the initial location of the start hole would encourage roadside parking as opposed to utilising designated car parking space. Upon consideration of feedback from local residents, the layout of the course was reconsidered and the location of the start hole has been moved. Megan mentioned at the recent November Community Board meeting that there had been a positive response from the residents to this change.

The parks team own this asset and are responsible for maintenance of the verge.

Item c.

Staff have investigated the two concerns raised in relation to safety of the pedestrian island:

The first would be if cars were parked illegally near the island (such as in image 2). Cars parked in these areas are doing so illegally and parking enforcement should be notified.



Image 2. Illegally parked vehicle on berm near pedestrian island.

The second concern raised is around cars that are legally parked either side of the island (as seen in image 3).



Image 3. Large vehicle legally parked near pedestrian island.

On investigation, staff have found that pedestrian crossing sight distance is not met on the southern side of Waitikiri Drive near the pedestrian island. The calculated crossing sight distance is 44.4m however, the current length of no stopping on this side only allows pedestrian visibility of 40m. It is proposed to consult on extending the no stopping lines at this location to improve the visibility of the crossing and for people crossing the road.

Conclusion

In conclusion:

- Staff encourage residents to contact the call centre if they consider that people are parking within the 1m area from the driveway that is restricting visibility.*
- The parks team maintain the grass verge, any future issues should be referred to the Parks Team.*
- Parking enforcement should be notified of any cars parked illegally close to and/or blocking driveways and the pedestrian island.*

Staff actions:

- In the new year, staff will commence the process to extend yellow lines around the pedestrian island (to comply with pedestrian crossing sight distance).*
- A traffic count has been requested to provide insight relating to volume and speed of vehicles travelling on this street during the peak season. This will be carried out in approximately February next year.*

3.4.2 Taiora:QEII

At its meeting on 7 August 2023, the Waitai Coastal-Burwood-Linwood Community Board received an item of correspondence from Linda Stewart in relation to maintenance and Long Term Plan considerations for Taiora:QEII. The Board resolved to receive the correspondence and refer the maintenance concerns to staff for investigation and response back to the Community Board.

Below and attached (refer **Attachment B**) for the Board's information is a response from the Head of Recreation, Sports and Events:

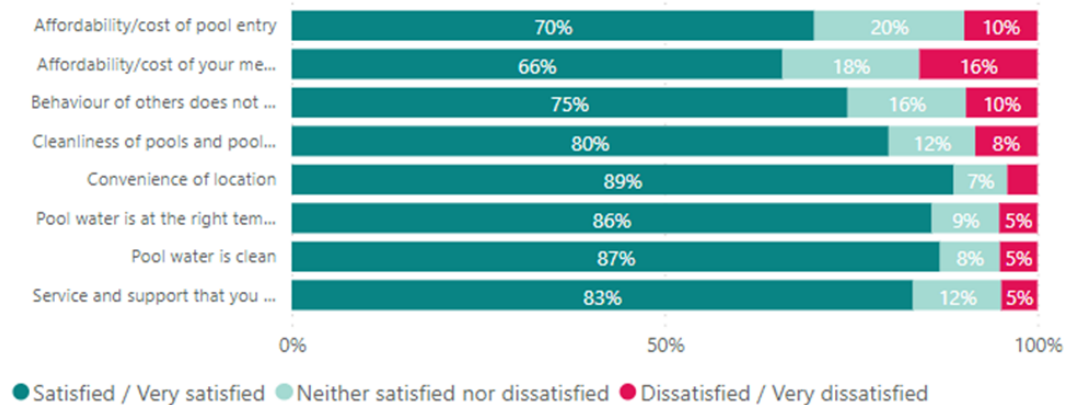
Recreation Sport and Event team members believe there is an adequate maintenance budget for Taiora:QEII. In FY24 \$376,000 budgeted and an inflation adjusted amount is included each year of the Long Term Plan.

1. **Spa Pool Closures** - Taiora:QEII Recreation and Sport Centre is open 364 days a year for approximately 5,500 hours and during 2023 there were 8 spa closures for a total of 20 hours due to chemical imbalances.
2. **Tog Spinners** - the tog spinners have been relocated from within the change rooms to the general area so are accessible and visible to everyone. Since the relocation there has been a reduction in faults which the team believe is due to the togs spinners being used correctly.
3. **General Maintenance Standards**
 - a. **Shower cubicles** - Both women's and men's shower cubicle frontage has been replaced. Doors are functioning much better.
 - b. **Car Park Gardens** - RSE have changed the contractor due to non-performance. The new contract is performing well and we are seeing improvements.
4. **Customer Satisfaction** - The RSE team track customer satisfaction throughout the year using Net Promoter Score (NPS = % promoters - % detractors). A score above 0 is good, above 20 is great, and above 50 is amazing. Taiora:QEII is currently scoring 24 from members and 23 from concessions. Attached is a copy of the annual residents survey with comments specific for Taiora:QEII included within the report (Pages 12-27)

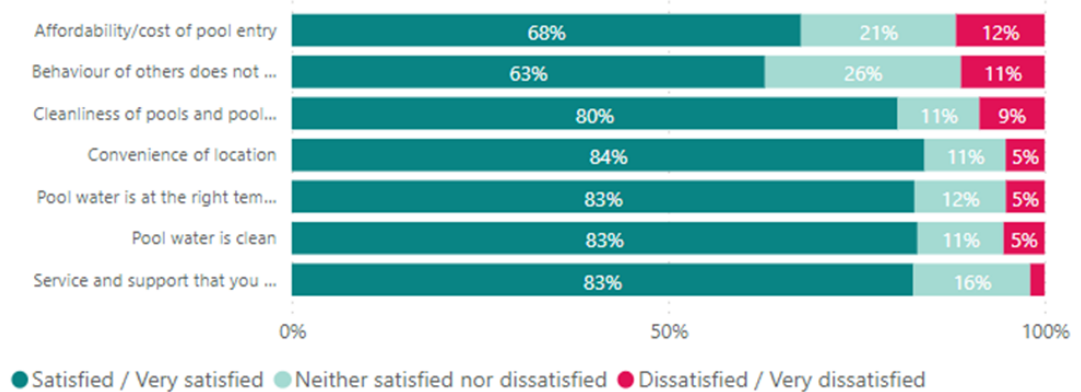


Below are also some of the responses across all pools, not specific to Taiora:QEII.

Pools - Members



Pools - Concession



3.4.3 Parnwell Street

At its meeting on 11 December 2023, the Waitai Coastal-Burwood-Linwood Community Board resolved to request that staff investigate traffic calming and safety improvements on Parnwell Street. Below for the Board's information is a staff response to this request:

Funding of traffic calming measures currently falls within our Minor Road Safety and Minor Safety Interventions programme budgets, which we are required to allocate to safety improvements at the worst sites/intersections for reported death and serious injury crashes. We receive a number of these requests, and due to the availability of limited funding, locations with historically a higher number of injury crashes or higher crash risk are prioritised.

The latest data for Parnwell Street shows:

- *There have been 3 crashes on Parnwell Street within the last 10 years including:*
 - *2 non-injury crashes*
 - *1 Serious crash**None of the crashes have been determined as speed related crashes according to the NZTA Crash Analysis database.*
- *The traffic count data requested in December 2023 revealed:*
 - *The average speed of vehicles travelling in both directions of Parnwell Street is 49.8km/hr*
 - *85% of vehicles are travelling at 54.9km/hr or less*

Parnwell Street isn't currently identified as a high risk area, however, Staff are supportive of measures such as intersection improvements, raised platform and speed bumps, to encourage drivers to travel at the safe and appropriate speed.
The requests for traffic calming measures on Parnwell Street have been added to our database and can be considered when funding is available.

Engagement staff have also advised the petition provided by resident Amy Cummins cannot be used to include Parnwell Street in staff recommendation for the Safer Speed Plan as it discusses traffic calming measures also. Further consultation would be required for this to occur.

3.4.4 Clarendon Terrace

At its meeting on 11 December 2023, the Waitai Coastal-Burwood-Linwood Community Board resolved to request that staff investigate options for slowing traffic entering Clarendon Terrace from Radley Street. Below for the Board's information is a staff response to this request:

Traffic calming is not specifically funded within our road safety budgets, which are prioritised for high risk/high crash intersections and locations. We may use traffic calming as a tool to treat sites, but we don't have funding to use at sites that are not considered high-risk locations. As we receive many queries about speeding on local streets around the City, our first step is to lower the speed limits on local streets.

Relevant NZTA crash data for Clarendon Terrace shows:

- There have been 3 crashes on Clarendon Terrace within the last 10 years (as circled in image 1) including:
 - 1 non-injury crash
 - 2 Minor crashes

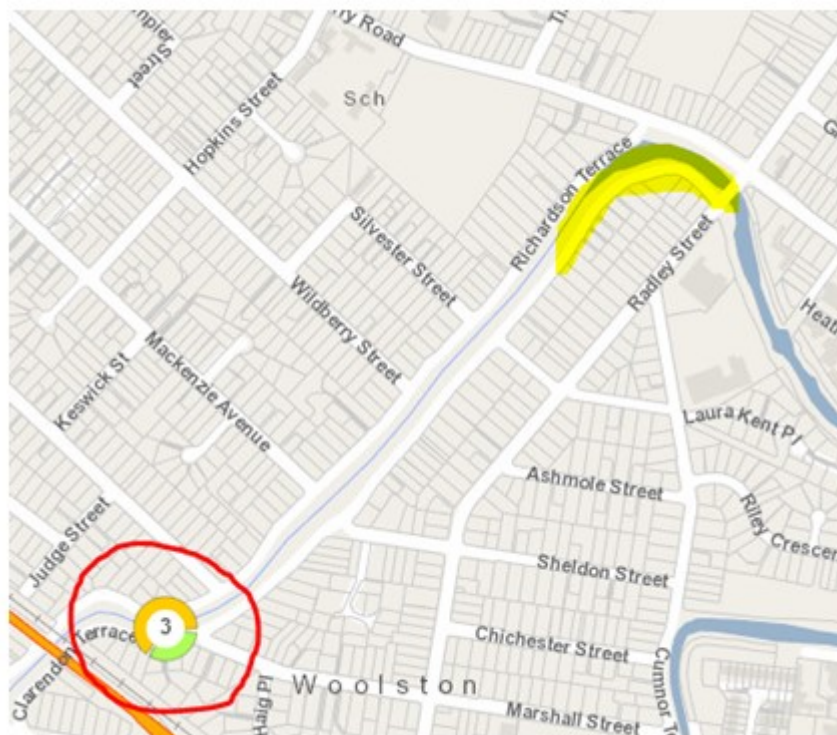


Image 1. Clarendon Tce crash sites. Radley St entrance highlighted.

According to the NZTA Crash Analysis database, one out of the three crashes were speed related.

Clarendon Terrace has a current speed limit of 50km/hr with 3 speed humps along its length.

The lowering of the speed limit on Clarendon Terrace to 30km/h was approved through the Safe Speed Neighbourhood Programme. Implementation of this city wide plan is currently being worked through by staff and the team are working as fast as they can to deliver the changes.

While we do not have current data for Clarendon Terrace specifically, the latest count for Radley Street shows the average speed (near its intersection with Clarendon Tce) is 48.5km/hr and that 85% of vehicles are travelling at 54.4km/hr or less.

Once the 30km/h speed limits have been implemented, we will monitor operating speeds. Undertaking this monitoring will allow the Council to develop an evidence-based approach for further changes where needed. This could include on-street changes, such as additional road marking or speed humps, or additional communications and education, or enforcement, as appropriate. All locations that require physical measures will have to be prioritised and implemented as budget is available.

4. Advice Provided to the Community Board Ngā Kupu Tohutohu ka hoatu ki te Poari Hapori

4.1 Renewal of Transitional Lease – Climate Action Campus

Attached for the Board's information is a memorandum from staff regarding the renewal of a transitional lease to the Climate Action Campus (refer **Attachment C**).








4.2 Community Park Ranger Roles

Attached for the Board's information is a memorandum from staff responding to an action which arose from the Waikura Linwood-Central-Heathcote Community Board in relation to the various park ranger roles and responsibilities (refer **Attachment D**).

4.3 Customer Service Requests/Hybris Report

For the Board's information, attached is a copy of the November and December Hybris Reports (refer **Attachments E and F**).

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A  	Waitai Coastal-Burwood-Linwood Community Board Funding Update as at January 2024	24/102996	182
B  	Recreation and Sport Facilities Report 2022-2023	24/103390	184
C  	Waitai Coastal-Burwood-Linwood Community Board - Staff Memorandum - Renewal of Transitional Lease - Climate Action Campus	23/2029706	218
D  	Waitai Coastal-Burwood-Linwood Community Board - Staff Memorandum - Community Park Ranger Roles and Responsibilities	24/99006	222
E  	Waitai Coastal-Burwood-Linwood Community Board - Hybris Report November 2023	24/102338	223
F  	Waitai Coastal-Burwood-Linwood Community Board - Hybris Report December 2023	24/102339	224

Signatories Ngā Kaiwaitohu

Authors	Cindy Sheppard - Community Board Advisor Rory Crawford - Community Development Advisor Emily Toase - Community Development Advisor Jacqui Miller - Community Recreation Advisor Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood
Approved By	Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

Waitai Coastal-Burwood-Linwood 2023-24 Community Board Funds - Updated as at:		
Waitai Coastal-Burwood-Linwood Discretionary Response Fund	Allocation 2023-24	Board Approval
DRF Carry Forward		
Transfer from SCF (\$714,466 start balance less \$632,350 granted)	\$82,116.00	07.08.23
The Bridge South Brighton Trust - Facility Manager Wages	(\$2,000.00)	07.08.23
New Brighton Surf Life Saving Club - Junior Lifeguard Development Boards	(\$1,000.00)	07.08.23
North Wai Boardriders (1965) Inc - North Wai Surf/Skate Holiday Programme 2023	(\$1,000.00)	07.08.23
Establish the Waitai Coastal-Burwood-Linwood Youth Development Fund	(\$6,000.00)	07.08.23
Establish the Waitai Coastal-Burwood-Linwood Anzac Day Expenses Fund	(\$500.00)	07.08.23
Establish the Waitai Coastal-Burwood-Linwood Koru Fund	(\$5,000.00)	07.08.23
Establish the Waitai Coastal-Burwood-Linwood Summer with Your Neighbours Fund	(\$4,500.00)	07.08.23
Costs towards Parklands @ Play 2024	(\$5,000.00)	07.08.23
Costs towards I Love Brighton 2024	(\$6,000.00)	07.08.23
Waitai Coastal-Burwood-Linwood Community Board Events (Community Garden Pride Awards, Edible and Sustainable Garden Awards and Community Service and Youth Service Awards) for 2024	(\$10,000.00)	07.08.23
Canterbury Golf Inc - FRESH Driving Range Takeover	(\$600.00)	11.09.23
Champ Nation Youth Academy Inc - salaries	(\$750.00)	11.09.23
Lions Community Sports & Education Trust - SAS Australasian Slam in Auckland (representing ChCh) 21-23 Oct 2023	(\$1,000.00)	11.09.23
Spencerville Residents Assn Inc - Styx Post Community Newsletter Printing	(\$1,800.00)	09.10.23
Community Fridge & Pantry New Brighton - Costs of the weekly food parcels from Foodbank Canterbury	(\$2,000.00)	09.10.23
Te Kupenga o Aranui - Rent/venue hire	(\$4,000.00)	06.11.2023
Burwood Pegasus Community Watch - Watch Uniforms	(\$3,310.00)	06.11.2023
Youth Development Fund	(\$2,500.00)	06.11.2023
St John the Evangelist, Woolston towards the costs of the weekly food parcels from Foodbank Canterbury	(\$1,440.00)	11.12.2023
Available Balance	\$23,716.00	
Waitai Coastal-Burwood-Linwood Youth Development Fund	Allocation 2023-24	Approval
Establishment of the 2023-24 Youth Development Fund	\$6,000.00	7.08.23
Carlos Colville - Shirley Boys' High School Senior Touch team, in the New Zealand Secondary Schools' Touch Nationals in Rotorua from 7 to 11 Dec 2023.	-\$200.00	14.08.23
Jack Gibbs, Aidynn Miles & Sean Ison - New Zealand Scout Jamboree in Hamilton (\$200 for each youth)	-\$600.00	14.08.23
Emily Molioo - National Youth Tournament to represent the South Island Scorpions 16s team, 27 - 29 Sep 2023 in Rotorua	-\$200.00	14.08.23
Lennox Tuiloma - National Youth Tournament to represent the South Island Scorpions 16s team, 27 - 29 Sep 2023 in Rotorua	-\$200.00	14.08.23
Dakota Kakoi - National Youth Tournament to represent the South Island Scorpions 16s team, 27 - 29 Sep 2023 in Rotorua	-\$200.00	14.08.23
Millie Rachel Lamond Aird - to attend the 2023 She Shines On Dance Tour from 20 September 2023 in Los Angeles, United States	-\$350.00	23.08.23
Genesis Ah Kam-Sherlock - to represent South Island Tau Tag at the International Teuila World Club Series held in Apia, Samoa on the 8 Sept 2023.	-\$400.00	23.08.23
Rhiley Mouat-Neri - International Teuila World Club Series, to represent Canterbury to play in the international Teuila Tag games in Apia, Samoa on 08-09 Sep 2023	-\$400.00	23.08.23
Scarlett Amos - to represent New Zealand at the Junior World Indoor Cricket Series in Dubai, UAE	-\$500.00	23.08.23

Grace Chamberlain - AIMS Games in Tauranga, 03-08 Sep 2023	-\$200.00	28.08.23
Breyah Takitimu - to attend the Joffrey Ballet school in Chicago, United States from 23 September to 24 May 2024	-\$500.00	31.08.23
Ezrah Molioo - to represent the Under 16 South Island Scorpions in the National Rugby League Youth Tournament at Puketawhero in Rotorua, 24-26 Sep 2023.	-\$200.00	01.09.23
Bethany Andrew - NZCAF Aerobics National Competition in WLG, 16-17 Sep 2023	-\$150.00	07.09.23
Brooklyn Schreiner - Scout Jamboree in Mystery Creek, Hamilton 30 Dec 2023 - 07 Jan 2024	-\$200.00	21.09.23
Bowen Abraham - Oceania Champs NZ U18s Canoe Polo Team in Hastings, Hawke's Bay 6-10 Dec 2023	-\$200.00	21.09.23
Arnika-Rose Gread-Robinson - 16th Girls South Island Tournament in Dunedin, 02-04 Oct 2023	-\$200.00	21.09.23
Group YDF (Grace Ellen Rose Olliver & Lucia Caitlin Olliver) - She Shines on Dance Tour (\$400 - \$200/each) Anna Lee School of Dance	-\$400.00	13.10.23
Reuben Brown - Oceania Champs NZ U21B Canoe Polo Team in Hastings, Hawke's Bay 6-10 Dec 2023	-\$200.00	13.10.23
Ella Frances Miliama Bussey-Timo - Pacific Games in Solomon Islands - Open Women's and Mixed Touch teams, 27 Nov -- 02 Dec 2023	-\$300.00	02.11.23
YDF Top Up from DRF	\$2,500.00	06.11.2023
Sho Woodhouse - To attend the National Youth Brass Band training course in Wellington from the 14th to 20th January	-\$150.00	22.11.23
Jaeda Lynch-Brown - To attend the South Islands Te wai Pounamu Inter Provincial Series – 16th & 17th December 2023 at Burnside Park. Junior Nationals – 2nd-4th February 2024 – Bruce Pulman Park, Auckland (We will be	-\$150.00	15.12.2023
Royal Harroway - To attend a dance in a competition in Australia called (Evolution dance competition) on the Gold Coast	-\$150.00	15.01.2024
Kyla Lynch-Brown - to attend the Touch NZ National Championships travelling to Rotorua as part of the Canterbury	-\$150.00	23.01.2024
Youth Development Fund Available Balance	\$2,300.00	
Koru Fund	Allocation 2023-24	Approval
Allocated funds	\$5,000.00	7.08.23
Biological Husbandry Unit Organics Trust - Climate Action Campus for Earth Week Market Day	-\$500.00	17.08.23
Mitchell Reid - Mural to Promote Community Gardens in the Area	-\$300.00	25.10.23
Eastern Eagles Rugby League Development Camp - 25&26 November (P-card Pakn Save Voucher)	-\$500.00	21.11.23
Koru Fund Available Balance	\$3,700.00	
Better Off Funding	Allocation 2023-24	Approval
Allocated funds	\$500,000.00	
Waitai Coastal-Burwood-Linwood Community Governance Team towards the Waitai Youth Board Project	(\$30,000.00)	11.12.2023
Better Off Fund Balance	\$470,000.00	

7.0.7 Recreation and Sport Facilities

2022/2023 Christchurch City Council Point of Contact Residents Surveys



Satisfaction Results, Best Aspects of the Service and Aspects that Need the Most Improvement

Monitoring and Research Team
February 2023

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Introduction

This report presents the results for Christchurch City Council *Recreation and Sport Facilities* satisfaction survey, completed to measure resident satisfaction with Christchurch City Council LTP Performance Standard 7.0.7 *Deliver a high level of customer satisfaction with the range and quality of facilities*. Satisfaction is measured using a range of core principles of excellent customer service, including, performing dependably and accurately; conveying trust and confidence; being professional; communicating and interacting with respect; and responding promptly to customers.

Quantitative satisfaction results are accompanied by respondents' qualitative open-ended comments of the *best aspects* and those aspects of this service that *need the most improvement*.

The first part of this report presents the quantitative results. These are taken from a five point Likert satisfaction scale ranging from very satisfied to very dissatisfied. **Important Note:** In 2015-16, all Residents Survey questions were updated to more directly reflect the principles of customer service. This resulted in additional and/or revised questions in the levels of service measurement. Consequently, it is not possible to directly compare results from 2015-16 onward with earlier survey periods and caution should be applied in trend analysis of current results with pre-2015 data.

A Net Promoter Score (NPS) is included for casual users to show Promoters, Passives and Detractors of the service. This measure uses a scale of 0 (not at all likely to recommend the service) to 10 (extremely likely to recommend the service).

A measure of how easy service users find interaction with the Council service is also included in the first section of the report. This measure uses a five point Likert agreement scale. While this result is not included in the level of service measurement, it provides useful feedback on the Council's ability to deliver services in the most efficient manner possible for residents.

The second section presents the qualitative *best* and *improvement aspects* analysis for casual users only. Summary analysis discusses the things that were most commonly raised as the best aspects and those things that were most commonly raised as needing improvement. This is followed by a full list of these comments grouped under each topic.

Face to face surveying of casual users of recreation and sport facilities took place between November and December 2022. In total 175 surveys were completed at seven facilities:

Recreation and Sport Facilities Site	Completed surveys
Graham Condon Recreation and Sport Centre	530
Jellie Sport Recreation and Sport Centre	733
Pioneer Recreation and Sport Centre	900
Taiora QEII Recreation and Sport Centre	861
Te Pou Toetoe Linwood Pool	396
Te Hapua Halswell Pool (casual users only)	25
Waltham Pool (casual users only)	25
Site unknown (member and concession only)	7
Total	3,477

A quarterly online survey of recreation and sport facility members and concession card holders is infield throughout the year, with surveys emailed to 18,596 respondents. Respondents were asked to rate overall satisfaction for the centre they last used prior to receiving the survey. In total, 3,302 surveys were completed. Confidentiality does not allow the listing of individual respondents. 100% of these surveys were completed online.

Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023.

Point of contact surveys are conducted as part of the Council's service performance monitoring, where services have a specific customer base (ie. a service that was not likely to have been used by all residents).

Recreation and Sport Facilities

Performance Standard and recommended Level of Service

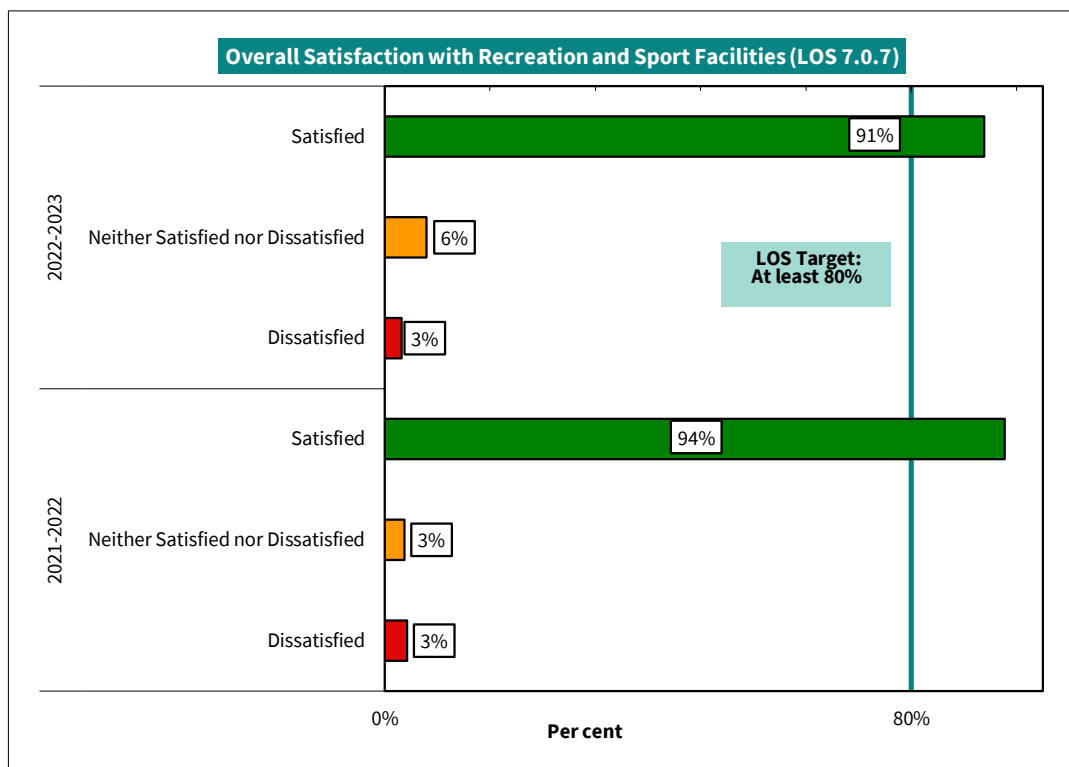
Activity: Recreation, Sports, Community Arts and Events

Performance Standard: 7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities

Recommended Level of Service: 7.0.7 At least 80% of customers are satisfied with the range and quality of facilities

Results

- 91% of respondents (members, concession card holders and casual users combined) were satisfied overall with recreation and sport facilities
- This is 11% above the minimum level of service target

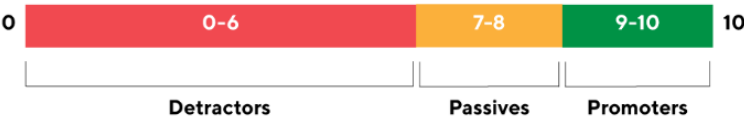


Satisfaction Results	Number	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Overall Satisfaction with Centre	n	1607	1551	220	71	18	0	3467
LOS AVERAGE RATING	%	46.4%	44.7%	6.3%	2.0%	0.5%	0.0%	100.0%

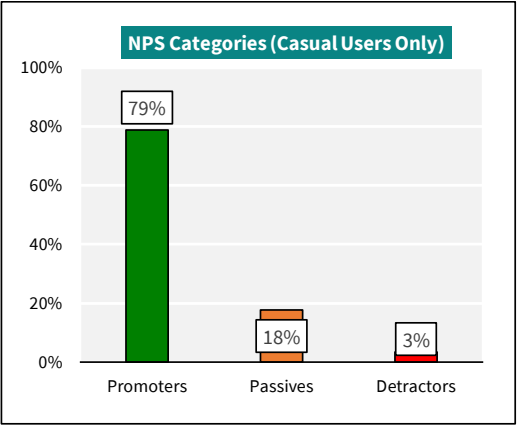
Net Promoter Score (NPS) (Casual Users Only)

Respondents were also asked a Net Promotor Score question (would they recommend the recreation and sport centre to friends, family or colleagues), with the following rating categories:

4



NPS Category	NPS Scale	Number	Percent
Detractors	0	0	0.0%
	1	1	0.6%
	2	0	0.0%
	3	0	0.0%
	4	0	0.0%
	5	3	1.7%
	6	2	1.1%
Passives	7	6	3.4%
	8	25	14.3%
Promoters	9	26	14.9%
	10	112	64.0%
Total		175	100.0%

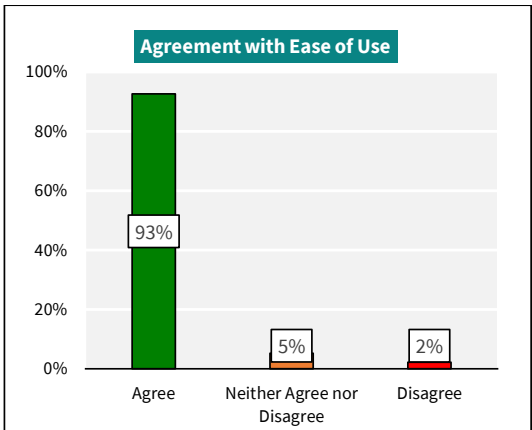


- 3% of respondents were Detractors.
- 18% of respondents were Passives.
- 79% of respondents were Promoters.

NPS score: (Promoters minus Detractors)

Overall NPS score = 75%

Agreement that Council makes it Easy to Use the Recreation and Sport Facilities

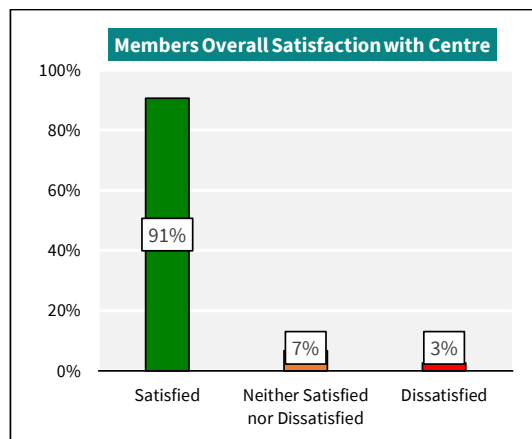


- **93%** of respondents were in agreement that the Council makes it easy to use its recreation and sport facilities.

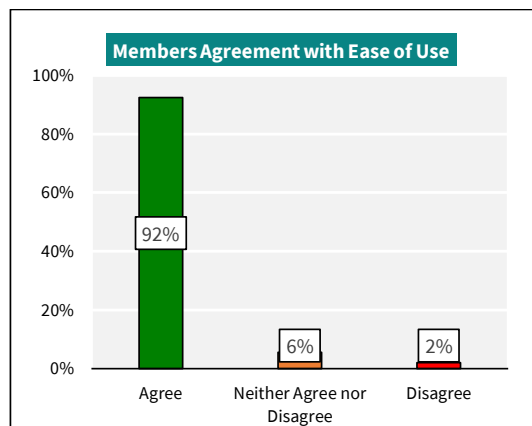
Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	1565	45.2%
Agree	1641	47.4%
Neither Agree nor Disagree	181	5.2%
Disagree	62	1.8%
Strongly Disagree	14	0.4%
Don't Know	0	0.0%
Total	3463	100.0%

Members Only

Satisfaction Results <small>Not Applicable responses have been removed from the results</small>	Number	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Members Overall Satisfaction with Centre	n	954	1004	145	45	12	0	2160
LOS AVERAGE RATING	%	44.2%	46.5%	6.7%	2.1%	0.6%	0.0%	100.0%



- 91% of members were satisfied with recreation and sport centres.

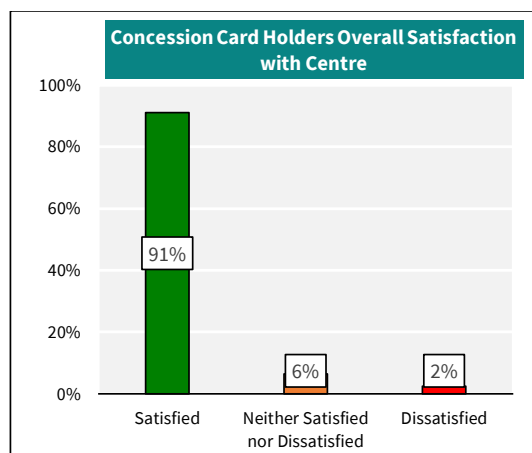


- 92% of members were in agreement that the Council makes it easy to use its recreation and sport facilities.

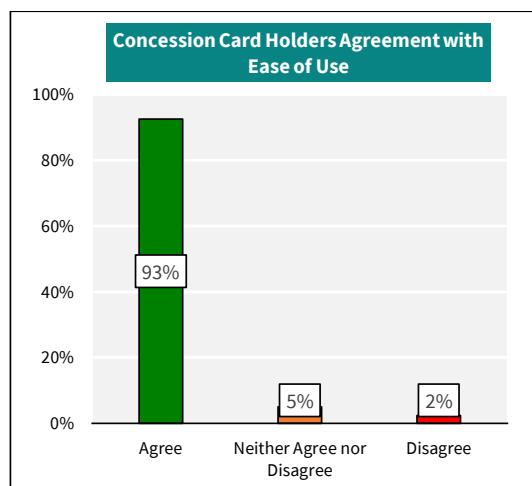
Members Agreement Results <small>Not Applicable responses have been removed from the results</small>	Number	Percent
Strongly Agree	947	43.9%
Agree	1046	48.5%
Neither Agree nor Disagree	120	5.6%
Disagree	35	1.6%
Strongly Disagree	9	0.4%
Don't Know	0	0.0%
Total	2157	100.0%

Concession Card Holders Only

Satisfaction Results <small>Not Applicable responses have been removed from the results</small>	Number	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Concession Card Holders Overall Satisfaction with Centre	n	538	493	73	23	5	0	1132
LOS AVERAGE RATING	%	47.5%	43.6%	6.4%	2.0%	0.4%	0.0%	100.0%



- 91% of concession card holders were satisfied with recreation and sport centres.

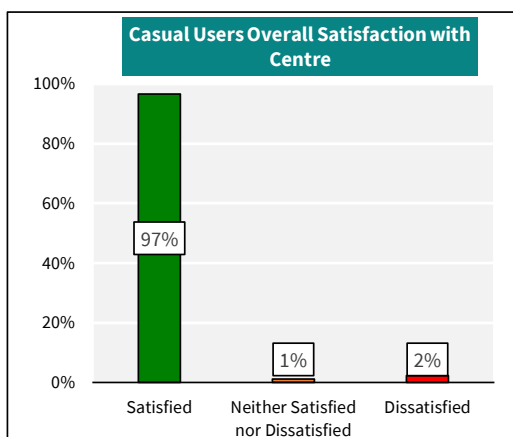


- 93% of concession card holders were in agreement that the Council makes it easy to use its recreation and sport facilities.

Concession Card Holders Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	512	45.2%
Agree	536	47.3%
Neither Agree nor Disagree	57	5.0%
Disagree	23	2.0%
Strongly Disagree	4	0.4%
Don't Know	0	0.0%
Total	1132	100.0%

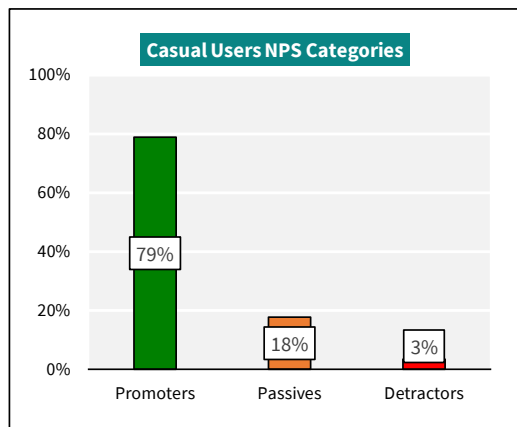
Casual Users Only

Satisfaction Results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Not Applicable responses have been removed from the results								
Casual Users Overall Satisfaction with Centre	n	115	54	2	3	1	0	175
LOS AVERAGE RATING	%	65.7%	30.9%	1.1%	1.7%	0.6%	0.0%	100.0%



- 97% of casual users were satisfied with recreation and sport centres.

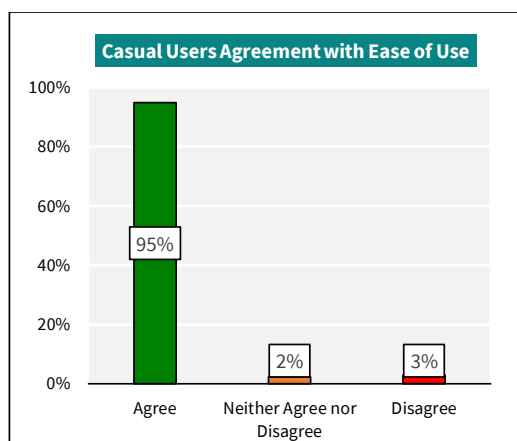
NPS Category	NPS Scale	Number	Percent
Detractors	0	0	0.0%
	1	1	0.6%
	2	0	0.0%
	3	0	0.0%
	4	0	0.0%
	5	3	1.7%
	6	2	1.1%
Passives	7	6	3.4%
	8	25	14.3%
Promoters	9	26	14.9%
	10	112	64.0%
Total		175	100.0%



- 3% of casual users were Detractors.
- 18% of casual users were Passives.
- 79% of casual users were Promoters.

Casual Users NPS score: (Promoters minus Detractors)

Casual Users NPS score = 75%



- 95% of casual users were in agreement that the Council makes it easy to use its recreation and sport facilities.

Agreement Results	Number	Percent
Not Applicable responses have been removed from the results		
Strongly Agree	106	60.9%
Agree	59	33.9%
Neither Agree nor Disagree	4	2.3%
Disagree	4	2.3%
Strongly Disagree	1	0.6%
Don't Know	0	0.0%
Total	61	100.0%
Not applicable	0	

Qualitative comments analysis – further explanation of results

Casual users of recreation and sport centres were asked about the best aspects of the service and the aspects that needed the most improvement.

All analyses below reflect the Council's CATER customer services principles, with relevant coding categories and sub-categories:

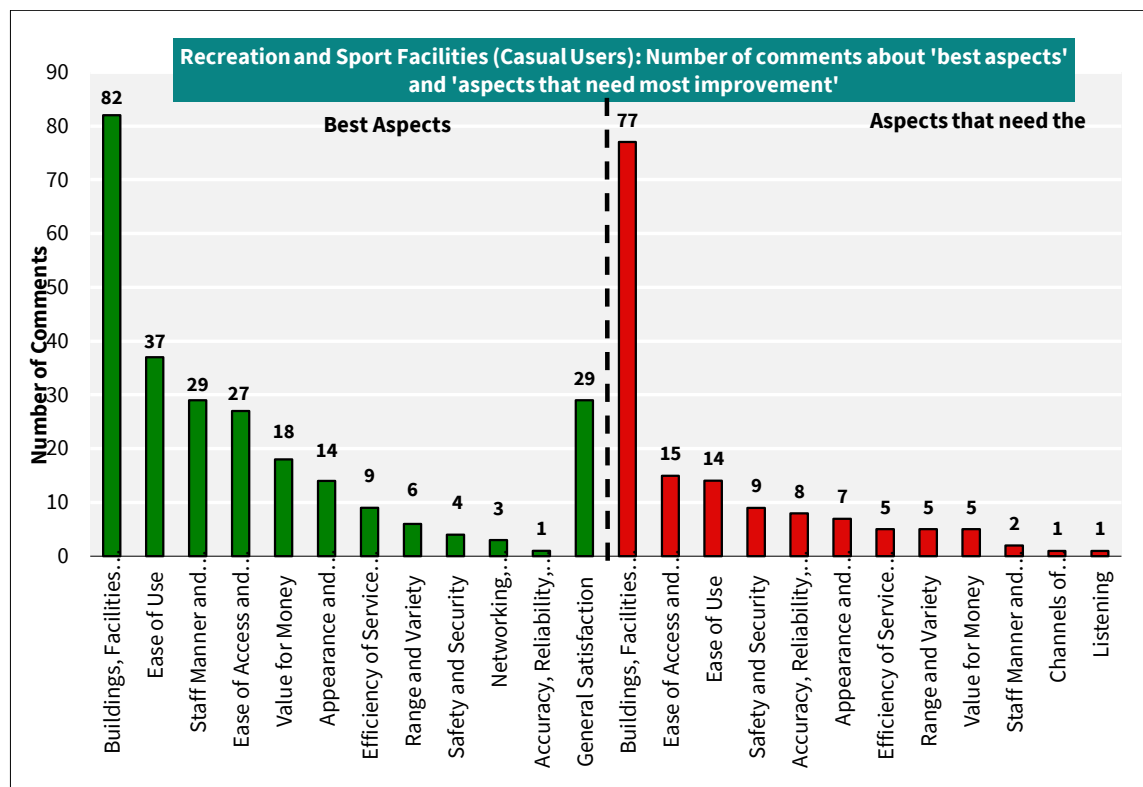
The five most commonly mentioned **Best Aspects** were:

- **Buildings, Facilities and Amenities** ~ Comments about the type/nature of buildings, facilities, amenities and resources, including layout and design
"Warm children's pool. Good layout. New upgrade is great."
- **Ease of Use** ~ Comments about ease of use of services, resources and facilities for a variety of needs and purposes, including meeting diversity requirements, fitness for purpose and navigation for wayfinding and reliability of service delivery.
"Good for school groups."
- **Staff Manner and Support** ~ Comments about the manner of staff and the level of support they provide to customers and the community.
"Staff great and friendly."
- **Ease of Access and Convenience** ~ Comments about ease and convenience of access to services, resources and facilities, including mobility access and access to staff and elected members and location of services
"... Close to home. Easily accessible..."
- **Value for Money** ~ Comments about whether services, resources and facilities foster a sense of belonging and place
"Cheap entertainment for kids."

The five most commonly mentioned **Aspects That Need The Most Improvement** were:

- **Buildings, Facilities and Amenities** ~ Comments about the type/nature of buildings, facilities, amenities and resources, including layout and design
"Temperature as a bit cold. Seating is not very comfortable. A little bit more shade Parking can be tough. More inflatable features."
- **Ease of Access and Convenience** ~ Comments about ease and convenience of access to services, resources and facilities, including mobility access and access to staff and elected members and location of services
"Availability of the lesson pool needs improving"
- **Ease of Use** ~ Comments about ease of use of services, resources and facilities for a variety of needs and purposes, including meeting diversity requirements, fitness for purpose and navigation for wayfinding and reliability of service delivery.
"...Specific area for school kids changing room..."
- **Safety and Security** ~ Comments about safety in relation to services, including perceptions of safety, bylaws and hazard mitigation.
"Not up to fire safety standard."
- **Accuracy, Reliability, Clarity and Knowledge** ~ Comments about level of accuracy, reliability, clarity of information and knowledge levels of staff
"Timely details of closures."

A full list of the comments made in each category is provided below. The chart represents the number of comments made about each topic. (Note where red text is used in a comment, that is the section of the comment that relates to the particular topic, ie some comments relate to more than one topic area. Where there is not red text in a comment the whole text relates to the topic).



Casual users of facilities comments for Best Aspects and Most Improvement needed questions

NB: Comments have been copied into this report *verbatim* from completed surveys.

Best Aspects

TANGIBLES ~ Buildings, Facilities and Amenities

- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European, Nice** friendly people, nice & clean, **good facilities**
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European, Nice** deep spa & bubbles
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European, Great** gym
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European, Good** gym
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, European, Good pools,** everything is great
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, European, Great** fitness centre

- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, Asian, Good pools,** good swimming lessons
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Male, European,** Outdoor pool. Best centre we've got
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Professionalism in the gym. Good advice and knowledge. Cleanliness. **Equipment is always up to date.**
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Good space. Loves the spa
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, European, Maori, Love the outdoor pool.** Always clean. Friendly staff. **Great facility.**
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European,** Accessibility, **good equipment**
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European,** Outdoor facilities
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Male, European,** Hydroslides
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European,** Multi subscription outdoor pool
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Male, European, Size not too big which is nice.** Local amenity. Good parking for cars
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European,** Really appreciate staff in pool area to turn on/off water features desk staff helpful when something stuck in lock. **Cafe great for kids,** even comes here when not swimming for coffee dates with other mum's because of things for kids to do.
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European, Facilities are good - pilates coloured lights are cool.** 11am-12pm tutor for pilates is great
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European, Quiet.** Close to home. Easily accessible. Variety of facilities used incl. stretch and release and pool learners pool good.
- **Pioneer Rec and Sport Centre, Casual, 18-24 years, Female, European, Maori,** One of only service that have a pool and a gym which is great
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, European,** Lazy river is fun
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, European, Pool is good,** normally not too busy
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, Asian,** Good location, **good facilities, good equipment**
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Good instructors, cafe and booking system
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** Steam room. Aqua pool depth is good for aqua jog
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European, Hydropool good.** Staff great and friendly
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Male, European,** Big sauna, lots of people can fit in the room
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European,** Sauna is very good
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European,** Free parking, **good lay out**
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European,** Staff are friendly, **good café**
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Lots of good facilities
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Kids play area
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Sauna is great, come here regularly
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Toddler pool because warm, lazy river great
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, , Maori,** Hydroslide great for kids
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Tidy, **good length for pools**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, Maori,** Deep end of pool is fun. Hydroslide.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Good for schools, **nice and contained plenty of shade lots of seating areas.**

- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Great for school group as it is well contained. Plenty of shade lots of seating areas.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, Pacific Peoples**, As a teacher its great to come here with a school group. Well contained to watch the students at all times easily.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, Pacific Peoples**, Great for schools, as its easy to keep an eye on everyone. Good shade areas.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, **Hydroslide not too big**, good for 10 year old would come back just for the hydroslide.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, **Grass area surrounding pool**. Max 3 on hydroslide is great. Well contained - can watch kids easily **native vegetation - connection to nature great**. Likes that they can do manu's.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European**, Plenty of shade. Hydroslide good for young kids.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Good price. **Nice shade. Good amount of bins**.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European**, Great place to go with kids. **Kids love the hydro slide**. Good price
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Good for school groups. **Good shade. Enough bins**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Good price. Can watch kids easily. **Good amount of bins. Nice shaded seating areas**.
- **Te Hapua Halswell Pool, Casual, 50-64 years, Male, European**, Warm pool. Showers were warm. Great first time experience
- **Te Hapua Halswell Pool, Casual, 50-64 years, Female, European**, Public lanes for swimming is great. Nice place, been coming for ages
- **Te Hapua Halswell Pool, Casual, 65 years and over, Male, European**, Very relaxed
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Good shade. Cafe. Great community pool.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Warm children's pool. Good layout. New upgrade is great.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European**, **Good shade options**. Good price
- **Te Hapua Halswell Pool, Casual, 65 years and over, Female, European**, **Lovely environment**. Always clean. Kids love hydroslide. **Good to have coffee shop near**.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, **Good shaded area**. Great place to come with kids. Good price.
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European**, Facilities are good
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, MELAA**, Good pools/tumble times nice and quiet
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European**, Good location, **more quiet**
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European**, Baby pool is good
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Male, European**, Quiet
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Male, European**, Not busy on Sun, **nice and quiet**
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European**, Great facility
- **Te Pou Toetoe Linwood Pool, Casual, 18-24 years, Female, European**, Great facility and great lobby music
- **Waltham Pool, Casual, 50-64 years, Male, European**, Lanes are not too busy. **Changing rooms are great. Grass berm is really good**. Service is really good. **Love the slide**.
- **Waltham Pool, Casual, 25-49 years, Female, European**, Love the new work. Guard rail
- **Waltham Pool, Casual, 25-49 years, Female, European**, Revamp is awesome and safer. with metal rail.
- **Waltham Pool, Casual, 65 years and over, Female, European**, Perfect. **Good seating**. Great for families. **Concrete and grass areas are good**
- **Waltham Pool, Casual, 25-49 years, Male, Maori**, **Like that its outdoor. Can see everything**. Good for kids. **Nice views**
- **Waltham Pool, Casual, 25-49 years, Male, European**, Nice place to visit. Good price. **Nice to lay on grass**
- **Waltham Pool, Casual, 25-49 years, Female, European, Maori**, Like everything. Nostalgic, coming for 10 years. **Kids area is great**.

- **Waltham Pool, Casual, 25-49 years, Female, European,** Grass area is nice, outdoor area is good. Cheap hydroslide. BBQ's are good. Nice natural shade. Nice to buy ice blocks on site
- **Waltham Pool, Casual, 25-49 years, Female, European,** Looks fine, good hydroslide
- **Waltham Pool, Casual, 50-64 years, Female, European,** Like the fencing between depths. Good memories at pool. Good that music isnt on
- **Waltham Pool, Casual, 25-49 years, Female, European,** Like the fence in pool. Easy to see kids. Great place
- **Waltham Pool, Casual, 50-64 years, Male, European, Maori,** Looks clean & tidy. Great shade from trees. Safe pool for kid. Good layout
- **Waltham Pool, Casual, 25-49 years, Female, European,** Love it. Water it nice. Great hydroslide. Great value for money. Nice to be outdoors. Can see kids easily
- **Waltham Pool, Casual, 25-49 years, Female, European,** Good shaded area. Not too big. Good to have pool sections separate. Good lifeguards. Pretty cool.
- **Waltham Pool, Casual, 25-49 years, Female, European,** Handy. Trees good shelter. Likes the new barrier between different pool depths.
- **Waltham Pool, Casual, 25-49 years, Male, European,** Close to home. Outdoor pool is great
- **Waltham Pool, Casual, 25-49 years, Female, European,** Location, usually not too busy. Cheap, good office.
- **Waltham Pool, Casual, 25-49 years, Male, European,** Its in my neighbourhood. Outdoor lido is good

ASSURANCE ~ Ease of Use

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Warm enough for the kids
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European, Asian,** Nice warm
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, Asian,** Swim start programme. Very good
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Pools and kids swim class
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European,** Easy to get to, fits all our needs
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Easy to use
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Female, Asian,** New classes are very good
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** Great people, revamp classes are good
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, Asian,** Good pools, good swimming lessons
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European,** Multi subscription outdoor pool
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Zumba - 8:30 class, lots of classes available
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Male, European,** Size not too big which is nice. Local amenity. Good parking for cars
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Pilates good because of time of day 11am Fri + good instructor
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Stretch & release classes are good
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Classes are very good
- **Pioneer Rec and Sport Centre, Casual, 18-24 years, Female, European,** Tumble times is good
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Classes eg. aquafit
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Classes are good e.g. Aquafit
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** Good classes, good
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European,** Friendly faces. Good pools and classes

- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, Local,** just around the corner. **Enjoys water exercise after hip replacement**
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** Aqua fit classes great to do by being a member
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Fun for kids
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Good for swimming lessons for young girls
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** **Good for schools,** nice and contained plenty of shade lots of seating areas.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Hydroslide not too big, **good for 10 year old would come back just for the hydroslide.**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Grass area surrounding pool. Max 3 on hydroslide is great. Well contained - can watch kids easily native vegetation - connection to nature great. **Likes that they can do manu's.**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European,** **Great place to go with kids.** Kids love the hydro slide. Good price
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** **Good for school groups.** Good shade. Enough bins
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Good price. **Can watch kids easily.** Good amount of bins. Nice shaded seating areas.
- **Te Hapua Halswell Pool, Casual, 65 years and over, Female, European,** Lovely environment. Always clean. **Kids love hydroslide.** Good to have coffee shop near.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Good shaded area. **Great place to come with kids.** Good price.
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European,** Nice & compact. Can watch everyone
- **Waltham Pool, Casual, 65 years and over, Female, European,** Perfect. Good seating. **Great for families.** Concrete and grass areas are good
- **Waltham Pool, Casual, 25-49 years, Male, Maori,** Like that its outdoor. Can see everything. **Good for kids.** Nice views
- **Waltham Pool, Casual, 25-49 years, Female, European,** Love it. Water it nice. Great hydroslide. Great value for money. Nice to be outdoors. **Can see kids easily**
- **Waltham Pool, Casual, 25-49 years, European,** **Fence is good for young levels.** Good staff. Cheap entertainment for kids. Will def come more in summer.

EMPATHY ~ Staff Manner and Support

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** Staff are good
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European,** **Nice friendly people,** nice & clean, good facilities
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Service is great
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Female, European,** Lots of people here, great staff
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** Good instructors
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** **Great people,** revamp classes are good
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Male, European,** **Friendly staff.** Good having all the facilities in the same place
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** **Professionalism in the gym.** Good advice and knowledge. Cleanliness. Equipment is always up to date.
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Male, European,** Swimming tutors are always good.
- **Jellie Park Rec and Sport Centre, Casual, 18-24 years, Male, Asian,** Great teachers in the gym
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, European, Maori,** Love the outdoor pool. Always clean. **Friendly staff.** Great facility.
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European,** **Really appreciate staff in pool area to turn on/off water features desk staff helpful when something stuck in lock.** Cafe great for kids, even comes here when not swimming for coffee dates with other mum's because of things for kids to do.

- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Pilates good because of time of day 11am Fri + **good instructor**
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Facilities are good - pilates coloured lights are cool. **11am-12pm tutor for pilates is great**
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Female, European, People friendly and approachable - both staff** and customer
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Aqua fit instructors, Jules & Demmy are really good
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Good instructors, cafe and booking system
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Hydropool good. **Staff great and friendly**
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** Friendly staff
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European, Friendly faces.** Good pools and classes
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European, Staff are friendly,** good café
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European, Staff are good.** Good opening hours, diversity in facilities
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European,** Very good, nice staff better than QEII
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European,** Friendly, clean
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, European,** Best thing thats happened to Linwood. **Friendly,** clean
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Female, European,** Very clean. Staff are busy cleaning. **Staff remember your name**
- **Waltham Pool, Casual, 50-64 years, Male, European,** Lanes are not too busy. Changing rooms are geat. Grass berm is really good. **Service is really good.** Love the slide.
- **Waltham Pool, Casual, 25-49 years, European,** Fence is good for young levels. **Good staff.** Cheap entertainment for kids. Will defs come more in summer.
- **Waltham Pool, Casual, 25-49 years, Female, European,** Good shaded area. Not too big. Good to have pool sections separate. **Good lifeguards.** Pretty cool.

ASSURANCE ~ Ease of Access and Convenience

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** Location is handy
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European, Easy to get to,** its all our needs
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Male, European,** Friendly staff. **Good having all the facilities in the same place**
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, Asian,** Accessibility
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European, Accessibility,** good equipment
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, Asian,** Accessibility
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Zumba - 8:30 class, lots of classes available
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Male, European,** Size not too big which is nice. **Local amenity.** Good parking for cars
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Quiet. **Close to home. Easily accessible.** Variety of facilities used incl. stretch and release and pool learners pool good.
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Female, European,** Location. Opening hours
- **Pioneer Rec and Sport Centre, Casual, 18-24 years, Male, MELAA,** Cleaned daily, **good location**
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, Asian, Good location,** good facilities, good equipment
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Good instructors, cafe and booking system
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, Maori,** Can buy gear from front desk

- Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European, Staff are good. **Good opening hours**, diversity in facilities
- Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, **Local, just around the corner**. Enjoys water exercise after hip replacement
- Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European, Inexpensive, **good open hours**, clean & well maintained
- Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European, Local, convenient
- Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European, Close to home
- Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European, Opening hours
- Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European, **Good location**, more quiet
- Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Male, European, Good location, easy to get into pools
- Waltham Pool, Casual, 25-49 years, Female, European, **Handy**. Trees good shelter. Likes the new barrier between different pool depths.
- Waltham Pool, Casual, 25-49 years, Male, European, **Close to home**. Outdoor pool is great
- Waltham Pool, Casual, 25-49 years, Female, European, **Location**, usually not too busy. Cheap, good office.
- Waltham Pool, Casual, 25-49 years, Female, European, Good location, close to home
- Waltham Pool, Casual, 25-49 years, Male, European, **Its in my neighbourhood**. Outdoor lido is good

ASSURANCE ~ Value for Money

- Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, European, **Price was good**. Things for kids to play with
- Pioneer Rec and Sport Centre, Casual, 50-64 years, Male, Maori, Member discount is great for working out at a good price
- Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, European, Free swimming between 9-3
- Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European, **Free parking**, good lay out
- Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European, **Inexpensive**, good open hours, clean & well maintained
- Te Hapua Halswell Pool, Casual, 25-49 years, Female, European, **Good price**. Nice shade. Good amount of bins.
- Te Hapua Halswell Pool, Casual, 25-49 years, Male, European, Great place to go with kids. Kids love the hydro slide. **Good price**
- Te Hapua Halswell Pool, Casual, 25-49 years, Female, European, **Good price**. Can watch kids easily. Good amount of bins. Nice shaded seating areas.
- Te Hapua Halswell Pool, Casual, 25-49 years, Male, European, Good shade options. **Good price**
- Te Hapua Halswell Pool, Casual, 25-49 years, Female, European, Good shaded area. Great place to come with kids. **Good price**.
- Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European, Free during weekdays
- Waltham Pool, Casual, 25-49 years, Male, European, Price is alright. Hydroslide only a couple of dollars
- Waltham Pool, Casual, 25-49 years, Female, European, Great. Nice place. **Good price**
- Waltham Pool, Casual, 25-49 years, Male, European, Nice place to visit. **Good price**. Nice to lay on grass
- Waltham Pool, Casual, 25-49 years, Female, European, Grass area is nice, outdoor area is good. **Cheap hydroslide**. BBQ's are good. Nice natural shade. Nice to buy ice blocks on site
- Waltham Pool, Casual, 25-49 years, Female, European, Love it. Water it nice. Great hydroslide. **Great value for money**. Nice to be outdoors. Can see kids easily
- Waltham Pool, Casual, 25-49 years, , European, Fence is good for young levels. Good staff. **Cheap entertainment for kids**. Will defs come more in summer.
- Waltham Pool, Casual, 25-49 years, Female, European, Location, usually not too busy. **Cheap**, good office.

TANGIBLES ~ Appearance and Condition

- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European,** Nice friendly people, **nice & clean**, good facilities
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Female, European,** Best one, **very clean & tidy**
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Professionalism in the gym. Good advice and knowledge. **Cleanliness**. Equipment is always up to date.
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, European, Maori,** Love the outdoor pool. **Always clean**. Friendly staff. Great facility.
- **Pioneer Rec and Sport Centre, Casual, 18-24 years, Male, MELAA, ,** **Cleaned daily**, good location
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Inexpensive, good open hours, **clean & well maintained**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** **Tidy**, good length for pools
- **Te Hapua Halswell Pool, Casual, 65 years and over, Female, European,** Lovely environment. **Always clean**. Kids love hydroslide. Good to have coffee shop near.
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European,** Friendly, clean
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, European,** Best thing that's happened to Linwood. Friendly, **clean**
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European,** Very clean
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Female, European,** **Very clean**. **Staff are busy cleaning**. Staff remember your name
- **Waltham Pool, Casual, 25-49 years, Female, Asian,** So far really - quieter than other. **Nice and clean**.
- **Waltham Pool, Casual, 50-64 years, Male, European, Maori,** **Looks clean & tidy**. Great shade from trees. Safe pool for kid. Good layout

TANGIBLES ~ Range and Variety

- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, European,** Price was good. **Things for kids to play with**
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European,** Really appreciate staff in pool area to turn on/off water features desk staff helpful when something stuck in lock. Cafe great for kids, **even comes here when not swimming for coffee dates with other mum's because of things for kids to do**.
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Quiet. Close to home. Easily accessible. **Variety of facilities used incl. stretch and release and pool learners pool good**.
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European,** Lots of different activities in one space
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Staff are good. Good opening hours, **diversity in facilities**
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European,** Variety of pools is good/ especially baby pool

ASSURANCE ~ Safety and Security

- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Grass area surrounding pool. **Max 3 on hydroslide is great. Well contained - can watch kids easily** native vegetation - connection to nature great. Likes that they can do manu's.
- **Waltham Pool, Casual, 25-49 years, Female, European,** Revamp is awesome and safer, with metal rail.
- **Waltham Pool, Casual, 25-49 years, Female, European,** Like the fence in pool. **Easy to see kids**. Great place
- **Waltham Pool, Casual, 50-64 years, Male, European, Maori,** Looks clean & tidy. Great shade from trees. **Safe pool for kid**. Good layout

EMPATHY ~ Networking, Belonging and Sense of Place

- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, Pacific Peoples,** Established familiar place
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, European,** **Best thing thats happened to Linwood.** Friendly, clean
- **Waltham Pool, Casual, 50-64 years, Female, European,** Like the fencing between depths. **Good memorys at pool.** Good that music isn't on

CONSISTENCY ~ Accuracy, Reliability, Clarity and Knowledge

- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Professionalism in the gym. **Good advice and knowledge.** Cleanliness. Equipment is always up to date.

General Satisfaction

- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Female, European,** Everything is good
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Female, European,** **Best one,** very clean & tidy
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Great place, been coming for 10 years
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, European,** Everything is good
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, European,** Good pools, **everything is great**
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, Asian,** Love them
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Nothing needs improving
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Nothing to improve
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, Maori,** Works fine for me
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European,** Very good
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European,** Nothing needs improving
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Nothing needs improving
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** Nothing they can think of.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Great place
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Nothing
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, Pacific Peoples,** Nothing
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, Pacific Peoples,** Nothing
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Nothing
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European,** Great place
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Male, European,** Nothing needs improving
- **Waltham Pool, Casual, 65 years and over, Female, European,** **Perfect.** Good seating. Great for families. Concrete and grass areas are good
- **Waltham Pool, Casual, 25-49 years, Female, European,** **Great. Nice place.** Good price
- **Waltham Pool, Casual, 25-49 years, Male, European,** **Nice place to visit.** Good price. Nice to lay on grass
- **Waltham Pool, Casual, 25-49 years, Female, European, Maori,** **Like everything. Nostalgic, coming for 10 years.** Kids area is great.
- **Waltham Pool, Casual, 25-49 years, Female, European,** **Looks fine,** good hydroslide
- **Waltham Pool, Casual, 25-49 years, Female, European,** Like the fence in pool. Easy to see kids. **Great place**
- **Waltham Pool, Casual, 25-49 years, Female, European,** **Love it.** Water is nice. Great hydroslide. Great value for money. Nice to be outdoors. Can see kids easily
- **Waltham Pool, Casual, 25-49 years, , European,** Fence is good for young levels. Good staff. Cheap entertainment for kids. **Will defs come more in summer.**

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- **Waltham Pool, Casual, 25-49 years, Female, European,** Good shaded area. Not too big. Good to have pool sections separate. Good lifeguards. **Pretty cool.**

Aspects that Need the Most Improvement

TANGIBLES ~ Buildings, Facilities and Amenities

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European, More equipment in gym, more new/updates equipent.** More diverse classes e.g. pump, core. Do a survey for what classes can be done.
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Female, European,** More parking, more days with the blow up equipment for the kids.
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European, Asian, More parking, make pools warmer, hate the push button showers,** more family
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, Asian, More parking.** More badminton
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** More parking
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Parking
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** More parking
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** More parking
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** Parking
- **Graham Condon Rec and Sport Centre, Casual, 65 years and over, Male, European,** Classes use all the equipment, also means less space to use the gym
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Female, Asian, More parking,** cheaper fees
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European, More parking, more seating,** no place for kids, cheaper fees
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** Cafe would be good
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** More parking
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, European,** Hack squat machine
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, European,** Gym next door
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Male, Asian,** More parking
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Male, European, Toddler pool is too small.** Availability of the lesson pool needs improving
- **Jellie Park Rec and Sport Centre, Casual, 18-24 years, Male, Asian,** More boxing bags in the gym
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, Asian,** Bigger space in gym, pool. Swimtog dryer
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European,** Showers problems. People shaving etc in there **need showers with no doors just to rinse**
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European,** Webpage - timetables. **Parking can be a nightmare**
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, European,** More parking
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Male, European,** Changing facilities should be bigger and would be nice to have separate cubicles.
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Male, , Maori,** Mirros in changing rooms would be nice as they have them at Jelly park
- **Pioneer Rec and Sport Centre, Casual, 18-24 years, Female, European, Maori,** Bigger facility as its starting to get busier
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Female, European,** Pools could be bigger
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Need a spinner for wet swimsuits, other places have it
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Waters too cold in lane pool, poor shower facilities
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, European,** Need more family changing rooms, not all have baby changer mats in rooms
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Changing rooms need an update, more changing room

- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European,** Changing rooms, specifically family room for kids and adults
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Showers need a big revamp & clamp. More family changing rooms
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Cubby holes not used, bags are on seats instead. Cleaning needs improvement - mould around drinking fountains and sauna feels yuck and dirty. Cleaning time too long and at busy times. **Door to gym heavy.** Fire door open by café when should be closed
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, Maori,** Changing rooms being closed. **More pool**
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European,** Stop kids parking in carpark, barrier.
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Female, European,** More changing rooms
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Cold plunge pool wanted for after sauna
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Timely details of closures, **more changing rooms**
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** More family changing rooms
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, , Maori,** Bigger hydroslide
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Discounts for a school booking would be helpful. **More trees for natural shading.**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European,** Swim up bar
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Hot pools. Not enough changing rooms for all school kids. BBQ's in other green/shaded area.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European,** Not enough toilets when school group is here. BBQ in picnic area.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Hot pools. BBQ in picnic area. More toilets for school groups.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** More toilets for kids. BBQ
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Warmer pool, bit cold. Sunscreen. Aqua play area. Medium pool. Smaller hydroslide/slide into main pool. Diving pool/diving board
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** More shade area. Aqua play area. Playground for kids.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Pool is slightly cold. More shade/ trampoline. Play equipment. Aqua play area. Spa.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Male, European,** Speakers around pool. Kids toy. lutrim pool size. Live band.
- **Te Hapua Halswell Pool, Casual, 65 years and over, Female, European,** Too cold for me. More shelter.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** More kids play equipment. Diving board. Aqua play area.
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European,** Lap pool is too warm
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, Pacific Peoples,** Sauna, gym to be added
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European,** Ice pool needed in all facilities, good for your bones
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European,** Cafe needed.
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European,** Cafe needed
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Female, European,** Cafe needed
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European,** Cafe, screen between swimming and diving pool
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, European,** Cafe needed.
- **Te Pou Toetoe Linwood Pool, Casual, 25-49 years, Male, European,** Diving board of atleast 5m
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Female, European,** When school kids are in its noisy, and not a lot of room - could put barriers back so separate out the kids.
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Female, European,** Would be good to have a cafe here

- **Waltham Pool, Casual, 50-64 years, Male, European**, Temperature as a bit cold. Seating is not very comfortable. A little bit more shade. Parking can be tough. More inflatable features.
- **Waltham Pool, Casual, 25-49 years, Female, European**, More shade.
- **Waltham Pool, Casual, 25-49 years, Male, Maori**, Spa pool
- **Waltham Pool, Casual, 25-49 years, Female, European**, More seating and table options
- **Waltham Pool, Casual, 25-49 years, Male, European**, Different seating options. Picnic tables
- **Waltham Pool, Casual, 25-49 years, Female, European**, would be nice if we could swim all the time. **Jazz up showers. Spa pool would be good.**
- **Waltham Pool, Casual, 25-49 years, Female, European**, Umbrellas for table
- **Waltham Pool, Casual, 50-64 years, Female, European**, Back seating could be upgraded. Water fountain
- **Waltham Pool, Casual, 25-49 years, Female, European**, Back seating around grass could be improved. Water fountain.
- **Waltham Pool, Casual, 50-64 years, Male, European, Maori**, Need more shade for busy day. Drinking fountain.
- **Waltham Pool, Casual, 25-49 years, Female, European**, Water fountain. Aqua play area. More inflatable toys on hot days.
- **Waltham Pool, Casual, 25-49 years, European**, Water fountains. Aqua play. Coffee cart or cafe for weekends.
- **Waltham Pool, Casual, 25-49 years, Female, European**, Possibly more shade when its busy

ASSURANCE ~ Ease of Access and Convenience

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European**, Hard to get into swim classes as they are full
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Female, European**, No parking
- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Male, European**, Toddler pool is too small. **Availability of the lesson pool needs improving**
- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European**, Would like more availability of the opening hours.
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, Asian**, Lanes never available. Saunas & pools easily closed
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European**, Sports pool not available at times when busy
- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Female, European**, 24 hour gym would be great
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, Maori**, **Changing rooms being closed.** More pool
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, Maori**, Parking should be free for an activity for family. **Upsetting when hydroslide is closed as this is reason for coming.**
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Nice if it would open earlier
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Would like to have more water activities - inflatable. **Open earlier in the day.**
- **Te Hapua Halswell Pool, Casual, 65 years and over, Male, European**, Open earlier
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European**, Different change times for public & school kids so not everyone is in there at once.
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European**, Public holiday hours needs to be updated. **Different change times for public & school kids.**
- **Waltham Pool, Casual, 25-49 years, Female, European**, **would be nice if we could swim all the time.** Jazz up showers. Spa pool would be good.

ASSURANCE ~ Ease of Use

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European**, Spin classes to be back & to expand it
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European**, More parking, more seating, **no place for kids**, cheaper fees
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European**, More times for classes
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European**, More classes

- **Pioneer Rec and Sport Centre, Casual, 18-24 years, Male, MELAA**, More lanes, aqua classes take 3 out of 5 lanes
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, Asian**, More classes
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European**, No facilities for 14 year olds because of sauna age restrictions
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European**, **Cubby holes not used, bags are on seats instead**. Cleaning needs improvement - mould around drinking fountains and sauna feels yuck and dirty. Cleaning time too long and at busy times. Door to gym heavy. Fire door open by café when should be closed
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European**, Dirty, needs more cleaning in bathrooms. Specifically the steam area and around drinking fountains. Cleaner starts too late. **Specific area for school kids changing room**. Not up to fire safety standard.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European**, Couldn't get refunded for the hydroslide after a code brown
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European**, Aqua joggers are splashed by people in the manu pool
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European**, Changing room grills were up makes it dangerous. **Cubbies were hosed out, making bags wet**
- **Te Pou Toetoe Linwood Pool, Casual, 18-24 years, Female, European**, More class times
- **Waltham Pool, Casual, 65 years and over, Female, European**, **Rules are changing and you can not leave kids under 12. I think they are fine at the ages of 9 and 11**. No phones allowed in changing rooms needs to be enforced.

ASSURANCE ~ Safety and Security

- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Male, European**, Nudity needs enforcing. Unsupervised kids running around.
- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, Female, European**, **Showers problems**. **People shaving etc in there** need showers with no doors just to rinse
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European**, Cubby holes not used, bags are on seats instead. Cleaning needs improvement - mould around drinking fountains and sauna feels yuck and dirty. Cleaning time too long and at busy times. **Door to gym heavy. Fire door open by café when should be closed**
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European**, Dirty, needs more cleaning in bathrooms. Specifically the steam area and around drinking fountains. Cleaner starts too late. Specific area for school kids changing room. **Not up to fire safety standard**.
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European**, More exits at the back, more emergency exits
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European**, **School swimming supervision in changing rooms**. Around fountain is filthy, mouldy and concerns about safe drinking water
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European**, Always young boys in female changing rooms aged 7/8. Makes her feel uncomfortable.
- **Te Pou Toetoe Linwood Pool, Casual, 50-64 years, Male, European**, **Changing room grills were up makes it dangerous**. Cubbies were hosed out, making bags wet
- **Waltham Pool, Casual, 65 years and over, Female, European**, Rules are changing and you can not leave kids under 12. I think they are fine at the ages of 9 and 11. **No phones allowed in changing rooms needs to be enforced**.

CONSISTENCY ~ Accuracy, Reliability, Clarity and Knowledge

- **Jellie Park Rec and Sport Centre, Casual, 65 years and over, Female, European**, **Webpage - timetables**. Parking can be a nightmare
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European**, **Unclear on holidays what programme is, bad communication** talking on phone going through multiple people eg. rec centres in general to pioneer - frustrating.
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, Pacific Peoples**, Upstairs is run down and looks bad. **Signage is confusing**
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, European**, Sometimes pools are closed, people don't know

- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, European,** Clearer timetables for every location
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** **Timely details of closures,** more changing rooms
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** **Better communication about when big pool is closed for someone not using their phone/social media, frustrating.** Having a sign outside before entering saying it is closed would be an option.
- **Te Pou Toetoe Linwood Pool, Casual, 65 years and over, Female, European,** **Public holiday hours needs to be updated.** Different change times for public & school kids.

TANGIBLES ~ Appearance and Condition

- **Jellie Park Rec and Sport Centre, Casual, 25-49 years, Male, European,** Leak in the roof
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Male, Pacific Peoples,** **Upstairs is run down and looks bad.** Signage is confusing
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Cubby holes not used, bags are on seats instead. **Cleaning needs improvement - mould around drinking fountains and sauna feels yuck and dirty.** Cleaning time too long and at busy times. Door to gym heavy. Fire door open by café when should be closed
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** **Dirty, needs more cleaning in bathrooms. Specifically the steam area and around drinking fountains.** Cleaner starts too late. Specific area for school kids changing room. Not up to fire safety standard.
- **Taiora QEII Rec and Sport Centre, Casual, 65 years and over, Male, European, Maori,** Floors are dirty, especially near sauna
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** School swimming supervision in changing rooms. **Around fountain is filthy, mouldy and concerns about safe drinking water**
- **Te Hapua Halswell Pool, Casual, 50-64 years, Female, European,** One shower isnt working

RESPONSIVENESS ~ Efficiency of Service Delivery

- **Jellie Park Rec and Sport Centre, Casual, 50-64 years, European, Maori,** Cleaning changing rooms during day is inconvenient.
- **Pioneer Rec and Sport Centre, Casual, 25-49 years, Female, European,** Unclear on holidays what programme is, bad communication **talking on phone going through multiple people eg. rec centres in general to pioneer - frustrating.**
- **Pioneer Rec and Sport Centre, Casual, 65 years and over, Female, European,** Enrolment process could be done online which is time consuming for pilates
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, European,** Cubby holes not used, bags are on seats instead. Cleaning needs improvement - mould around drinking fountains and sauna feels yuck and dirty. **Cleaning time too long and at busy times.** Door to gym heavy. Fire door open by café when should be closed
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** Dirty, needs more cleaning in bathrooms. Specifically the steam area and around drinking fountains. **Cleaner starts too late.** Specific area for school kids changing room. Not up to fire safety standard.

TANGIBLES ~ Range and Variety

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** More equipment in gym, more new/updates equipment. **More diverse classes e.g. pump, core.** Do a survey for what classes can be done.
- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Female, European,** More parking, more days with the blow up equipment for the kids.
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, Asian,** More parking. **More badminton**
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Female, European,** More gym/virtual classes
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** **Would like to have more water activities - inflatable.** Open earlier in the day.

ASSURANCE ~ Value for Money

- **Graham Condon Rec and Sport Centre, Casual, 50-64 years, Female, Asian,** More parking, **cheaper fees**
- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Male, European,** More parking, more seating, no place for kids, **cheaper fees**
- **Taiora QEII Rec and Sport Centre, Casual, 25-49 years, Male, Maori,** **Parking should be free for an activity for family.** Upsetting when hydroslide is closed as this is reason for coming.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** Discount for school bookings would be good.
- **Te Hapua Halswell Pool, Casual, 25-49 years, Female, European,** **Discounts for a school booking would be helpful.** More trees for natural shading.

EMPATHY ~ Staff Manner and Support

- **Pioneer Rec and Sport Centre, Casual, 50-64 years, Female, European,** Service desk inconsistent. Bad experience with customer service not very nice
- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** They would like more help from staff to support disabled people

CONSISTENCY ~ Channels of Communication

- **Taiora QEII Rec and Sport Centre, Casual, 50-64 years, Female, European,** Better communication about when big pool is closed for someone not using their phone/social media, frustrating. **Having a sign outside before entering saying it is closed would be an option.**

CONSISTENCY ~ Listening

- **Graham Condon Rec and Sport Centre, Casual, 25-49 years, Female, European,** More equipment in gym, more new/updates equipment. More diverse classes e.g. pump, core. **Do a survey for what classes can be done.**

Appendix One: Level of Service Survey Questions

LOS score based on the survey question stated below:

1. How satisfied or dissatisfied are you as a customer of this centre?

NPS Score (casual users only)

On a scale from 0-10, how likely are you to RECOMMEND this rec and sport centre to your friends, family or colleagues?

Customer Effort: Ease of Interacting With or Using Council Services:

How much do you agree or disagree that the Council makes it EASY for you TO USE our recreation and sport centres?

Appendix Two: CATER Coding Definitions

Coding Summary

CATER PRINCIPLE	Coding Category	Coding Sub-Category
CONSISTENCY <i>Performing dependably and accurately</i> <i>Doing what we say we will do</i>	Communication, Information and Advice	Accuracy, Reliability, Clarity and Knowledge Channels of Communication Listening
	Consistency Other	Consistency Other
ASSURANCE <i>Conveying trust and confidence through knowledge of products and service</i> <i>Giving the customer confidence</i>	Accessibility	Ease of Access and Convenience Ease of Use Value for Money Safety and Security
	Reputation	Reputation and Trust City Leadership and Decision Making Organisation Resilience Treaty of Waitangi
	Assurance Other	Assurance Other
TANGIBLES <i>Creating an impression through appearance (people, facilities, written communication) and equipment (efficient and user friendly systems)</i> <i>Being professional</i>	Facilities, Resources and Amenity	Buildings, Facilities and Amenities Range and Variety
	Maintenance	Appearance and Condition
	Tangibles Other	Tangibles Other
EMPATHY <i>Communicating, caring and individualised attention</i> <i>Communicating respect</i>	Staff Manner and Support	Staff Manner and Support
	Sense of Belonging and Community	Networking, Belonging and Sense of Place
	Empathy Other	Empathy Other
RESPONSIVENESS <i>Helping customers willingly, promptly and speedily</i> <i>Responding promptly to customer needs</i>	Responsiveness and Processes	Efficiency of Service Delivery
	Responsiveness Other	Responsiveness Other
General Satisfaction	General Other	No, Nothing, None
General Dissatisfaction	Survey Methodology	Deletes

Coding Definitions

CATER PRINCIPLE	Coding Category	Coding Sub-Category	Best Aspects Definition	Improvement Aspects Definition
CONSISTENCY <i>Performing dependably and accurately</i> <i>Doing what we say we will do</i>	Communication, Information and Advice	Accuracy, Clarity, Reliability and Knowledge <i>Comments about level of accuracy, reliability and clarity of information and knowledge levels of staff</i>	<ul style="list-style-type: none"> Accurate, reliable and effective communication, information, responses and advice; being dependable and doing what we promise to do Relevant information and communications Clear information, signage/signs, instructions, information about options available High quality communications / responses No unnecessary jargon, simple, clear wording, language and content of communications Well-presented information and decision making that is easy to understand and interpret (including Council website or apps well designed) Understanding governance decision making processes Staff having good level of knowledge about services Good/appropriate level of communication, information and instructions provided (eg. about key services and important issues/decisions); good communication with staff Good quality responses to residents about issues raised Emails provide written record of communication 	<ul style="list-style-type: none"> Inaccurate, unreliable and ineffective communication, information, responses and advice; not being dependable nor doing what we promise Irrelevant information and communications Unclear information, signage/signs; more information, instructions, more signs needed or in better locations, no or limited information about options available Low quality communications / responses Too much jargon, complex language, legalise, bureaucratic content Confusing content; difficult to understand and interpret Poorly presented/delivered information and decision making (including Council website or apps design issues) Confusing governance decision making processes Lack of staff knowledge about services resulting in wrong/incorrect information/advice Not enough communications/information on issues important to the community; poor communication with staff Lack of communication about key services and important issues (eg. water and roads, repairs or maintenance issues, earthquake and regeneration decisions, etc) Telephone and face to face discussions provide no written record of discussions
		Channels of Communication <i>Comments about the range of channels available for communicating and interacting with Council</i>	<ul style="list-style-type: none"> Good range of channels/mediums of communication (eg. website, social media, emails, telephone, face to face, newsletters, flyers, community meetings, bus route planners, etc) 	<ul style="list-style-type: none"> Greater range of channels/mediums of communication needed to suit various community needs
		Listening <i>Comments about how much staff listen to customers and community feedback and how much the Council engages with the community</i>	<ul style="list-style-type: none"> Listening to and engaging with community; listening to and seeking feedback Understanding customer's enquiry Consideration of community views Good pitch of public consultation (eg. covering the right topics and well thought out) Good levels of public involvement/participation in decision making 	<ul style="list-style-type: none"> Not listening to or engaging with community; not listening to or seeking feedback Not understanding customer's enquiry Council not considering community views More public consultation, involvement and participation in decision making wanted Council staff controlling decision making not elected members; staff having personal agendas; not listening to submitters; already made their minds up; fixed views
	Consistency Other	Consistency Other <i>Other consistency comments</i>	<ul style="list-style-type: none"> Other Consistency best aspect comments that don't fit in any other category 	<ul style="list-style-type: none"> Other Consistency improvement aspect comments that don't fit in any other category
ASSURANCE <i>Conveying trust and confidence through</i>	Accessibility	Ease of Access and Convenience <i>Comments about ease and convenience of access to services, resources and facilities, including mobility</i>	<ul style="list-style-type: none"> Easy to access to services, facilities, structures, resources, activities (eg. roads, footpaths, walkways, cycleways, cycle parking facilities, access to on street and off street car parking, bus stops / routes, etc); good building access; good bus stop distribution Accessibility Ease of access to information; easy to find Opportunities to have a say 	<ul style="list-style-type: none"> Difficult/challenging to get to or access services, facilities, structures, resources, activities (eg. roads, walkways/tracks/paths, bus stops/routes, marine structures); poor building access; poor distribution of bus stops in city (eg. not enough) Inaccessibility Problems accessing information; difficult to find Lack of opportunities to have a say

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<p>knowledge of products and service</p> <p>Giving the customer confidence</p>		<p>access and access to staff and elected members and location of services</p> <ul style="list-style-type: none"> • Good/suitable mobility access • Easy access for making payments (eg. rates and fines payment, bookings) • Ease of access to staff or elected members and willingness to front and explain issues/problems/decisions • Convenience: services in close proximity to home and work; having local services; easy to get to etc; having things close by/handy (eg. toilets, rubbish bins, seating) • Operating at convenient and suitable times (eg. library opening hours) • Good location of service • Good distribution of services/facilities across geographical locations (eg. libraries, service centres and parks in local communities) • Convenience of digital channels for interacting with Council • Convenience of mixed use facilities and one stop shops • Availability of service at a range of times (eg. user friendly opening hours, 24 hour customer contact service, after hours service, venue booking availability, etc) • Taking responsibility to deal with customer issues as 'one team' (rather than in a siloed manner); having seamless end to end processes; not passing the buck 	<ul style="list-style-type: none"> • Poor/unsuitable mobility access • Difficulties with access for making payments (eg. rates and fines payment, bookings) • Difficulties getting access to or speaking to Council staff or elected members / not fronting or explaining decisions, issues and problems • Inconvenience caused when accessing services (eg. not close to home or work, not enough locally based services) • Issues accessing and finding parking facilities and spaces • Better or more digital channels needed for interacting with Council • Not enough face to face contact • Availability issues (eg. service hours not user friendly or are inconvenient, after hours service, venue booking availability problems) • Service closures due to repairs and renovations • Dealing with customers in a siloed manner; passing the buck; blaming; seeing customer issues as 'not my problem' or the problem of another department or team; fractured processes
	<p>Ease of Use</p> <p>Comments about ease of use of services, resources and facilities for a variety of needs and purposes, including meeting diversity requirements, fitness for purpose and navigation or wayfinding and reliability of service delivery</p>	<ul style="list-style-type: none"> • Suitability / usability of service, facilities for variety of people, purposes, needs, activities • Reliability of service (eg. wastewater services [including minimal odours], reliability of water supply and sewerage system) • Easy to use (eg. parking meters, parking facilities, governance processes, application processes) • Welcoming of diverse groups or needs (eg. child/family friendly, dog friendly) • Use of parks for recreation, sport and relaxation; health benefits of parks, pools and fitness equipment) • Facilities that are fit for purpose (eg. community halls) • Services/programmes pitched/delivered appropriately for target audiences and user groups (eg. age-appropriate, interactive education programmes) • Navigation and wayfinding: easy to move around or navigate facilities, buildings, parks, tracks/walkways, etc • Website or apps easy to navigate and use 	<ul style="list-style-type: none"> • Service, facilities unsuitable for variety of people, purposes, needs, activities; service not usable • Unreliability of service (eg. wastewater services [including odour emissions], unreliability of water supply and sewerage system) • Difficult to use (eg. parking meters, parking facilities, governance processes, application processes) • Not welcoming of diverse groups or needs (eg. not child/family or dog friendly [such as parks]) • More space required for variety of needs or purposes • Facilities not fit for purpose • Services not pitched/delivered appropriately for target audience • Navigation and wayfinding problems, difficulties moving around or confusion using service (eg. Council website navigation, tracks and walkways)
	<p>Value for Money</p> <p>Comments about the value of services for the rates money and cost of accessing services</p>	<ul style="list-style-type: none"> • Services that are affordable, cheap, free, reasonable/fair cost/prices • Entry or usage prices/costs; fees/charges payable for services are reasonable • Council subsidising costs as good for access to services • Value for rates money (eg. libraries, events); rates increases are reasonable; rates spent on worthwhile things 	<ul style="list-style-type: none"> • Services that are unaffordable, expensive, unreasonable cost/prices, entry or usage prices/costs • Unreasonable fees/charges • Questioning value for rates money • Unreasonable rates increases
	<p>Safety and Security</p> <p>Comments about safety in relation to services, including perceptions of safety, bylaws and hazard mitigation</p>	<ul style="list-style-type: none"> • Perceptions of safety/security at services or in relation to services • Presence of lighting for safety (eg. walking after dark, parking facility safety during day and at night) • Traffic/road safety, cycle safety • Health and safety risks well managed (eg. water supply, waste) • Good behaviour by users of service (eg. at libraries, Bus Interchange) • Dog bylaws, controls and restrictions • Impact of natural hazards well catered for; Council regulations in relation to hazards; disaster preparedness meeting attendance 	<ul style="list-style-type: none"> • Perceptions of safety/security challenges, issues or problems at services or in relation to services • Lack of lighting for safety (eg. walking after dark, parking facility safety during day and at night) • Traffic/road safety concerns, unsafe for cyclists • Health and safety risks poorly managed (eg. water supply, waste) • Poor or anti-social behaviour by users of service (eg. at libraries; Bus Interchange, graffiti, vandalism, alcohol and drug use) • Uneven surfaces and trip hazards (eg. footpaths, pathways and tracks) • Dog bylaw issues and problems, controls and restrictions • Natural hazards not well catered for; Council regulations in relation to hazards (including dangerous buildings); lack of participation in disaster preparedness meetings
	<p>Reputation</p>	<p>Reputation and Trust</p> <p>Comments about the Council's reputation and</p> <ul style="list-style-type: none"> • Council has a good reputation • What Council stands for (personality and values); sum of everything Council says and does lasting impressions of Council, how Council expresses itself 	<ul style="list-style-type: none"> • Council has a bad reputation • Lack of clarity about Council branding - what Council stands for; bad/poor lasting impressions of Council, Council viewed as slow, conservative, bureaucratic, unhelpful and hard to deal with

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		<i>levels of trust in Council as a democratic, fair, transparent and accountable institution</i>	<p>through what staff write and say: proud, positive, helpful, confident and personal/friendly (confidence, can do attitude)</p> <ul style="list-style-type: none"> Council seen as a democratic institution (equality of access to information, decision makers or decision making processes); people feels they can influence decision making Trust in Council as ethical and fair Staff and service engender trust, are trustworthy; honesty/integrity (being transparent, honest, fair and sincere) Transparent with decision making, processes and information Accountable; Council takes responsibility for decisions / mistakes Champion the customer and stand up when things aren't right Acting in best interests of city / ratepayers Environmentally and socially responsible Fiscally / financially responsible (eg. don't waste money, spend budget on right things) 	<ul style="list-style-type: none"> Council seen as undemocratic Inequality of access to information, decision makers or decision making processes (residents have no/limited influence over decision making, limited access to decision makers, imbalance in weight given to some submitters views compared to others in decision making processes especially powerful stakeholders who are able to influence decision making processes) Lack of trust in Council (unethical, unfair) Staff and service do not engender trust / untrustworthy; dishonest / lacking integrity / insincerity Not transparent with decision making, processes and information Unaccountable; Council not taking responsibility for decisions / mistakes Not championing customers; making excuses; not acknowledging when things aren't right Not acting in best interests of city / ratepayers Not environmentally or socially responsible Not fiscally / financially responsible (eg. waste money, spend budget on wrong things / things ratepayers don't want, Council staff salaries too high)
		City Leadership and Decision Making <i>Comments about the quality of leadership and decision making of Council senior management and elected members</i>	<ul style="list-style-type: none"> Good leadership and decision making by senior management and elected members (Mayor, councillors and community board members) 	<ul style="list-style-type: none"> Lack of leadership and decision making by senior management and elected members (Mayor, councillors and community board members)
		Organisation Resilience <i>Comments about how resilient services and infrastructure are, including capacity to adapt to changing circumstances</i>	<ul style="list-style-type: none"> Services and infrastructure are resilient Demonstrated ability/capacity to adapt/respond to changing circumstances (eg. robust business continuity planning, good insurance awareness and exposure, connectivity between different parts of organisation and with community networks, etc) 	<ul style="list-style-type: none"> Services and infrastructure lack resilience Limited or no ability/capacity to adapt/respond to changing circumstances (eg. poor or non-existent business continuity planning, limited/inadequate insurance awareness and exposure, lack of connectivity between different parts of organisation and with community networks, etc)
		Treaty of Waitangi <i>Comments about respect for and adherence to the Treaty of Waitangi</i>	<ul style="list-style-type: none"> Council demonstrates respect for / inclusion of Treaty of Waitangi and Tikanga Maori, 	<ul style="list-style-type: none"> Lack of respect (or more needed) for / more inclusion needed of Treaty of Waitangi and Tikanga Maori,
		Assurance Other <i>Other assurance comments</i>	<ul style="list-style-type: none"> Other Assurance best aspect comments that don't fit in any other category 	<ul style="list-style-type: none"> Other Assurance improvement aspect comments that don't fit in any other category
TANGIBLES <i>Creating an impression through appearance (people, facilities, written communication) and equipment (efficient</i>	Facilities, Resources and Amenity	Buildings, Facilities and Amenities <i>Comments about the type / nature of buildings, facilities, amenities and resources, including layout and design</i>	<p>NB: NOT maintenance issues associated with buildings, facilities, etc</p> <ul style="list-style-type: none"> Good/nice / enough buildings, facilities, amenities, resources, robust infrastructure (eg. libraries, community halls, cafes, playgrounds, water, waste services, seating, rubbish bins, tracks and walkways, toilets, kitchens, bus shelters, etc) Good layout and design (eg. buildings, facilities, parks; areas for exercise and sport, visitor centres and cafes, bus shelters, Bus Interchange and hubs) Layout allows privacy or inclusiveness Good size and space (including well designed green/open space) Good lighting, air conditioning, comfort levels, good provision of shade and shelter from weather Services, buildings and facilities are good/right size or format for users 	<p>NB: NOT maintenance issues associated with buildings, facilities, etc</p> <ul style="list-style-type: none"> Poor / not enough amenities, resources, infrastructure (eg. community halls, playgrounds, water, waste services, seating, picnic tables, rubbish bins, tracks and walkways, toilets, kitchens, bus shelters, etc) Poor or confusing layout and design of services (eg. buildings, facilities, parks) size and space issues (including green/open space; limited areas for exercise and sport, visitor centre or cafe issues, bus shelters, Bus Interchange and hubs) Poor lighting, air conditioning, comfort levels; lack of shade and shelter from weather Services, buildings and facilities that are poor / not right size or format for users (eg. crowding or overuse)

<p>and user friendly systems)</p> <p>Being professional</p>		<p>Range and Variety</p> <p><i>Comments about the range and variety of services, resources, facilities and infrastructure provided by Council, including availability of green/open space</i></p>	<ul style="list-style-type: none"> Modern, cosy, comfortable buildings, spaces and environments Natural beauty, natural environment (including wildlife, conservation and waterways) Good views, scenery; peaceful, calm, good atmosphere, quiet and relaxing environments (eg. parks, cemeteries and libraries) Good range and variety of buildings, facilities, services, resources, amenities, infrastructure, activities (eg. trees and plantings at parks, wildlife and conservation areas, children's resources, library resources such as books and online resources and technology, events and attractions, education activities and programme content, range of sport and recreation activities, rubbish bins, seating, bus shelters and stops, parking facilities) Good range of heritage / historical features Availability/plenty of green/open space 	<ul style="list-style-type: none"> Dated, cold damp, facilities; too big or too small; uncomfortable spaces Noisy and chaotic environments, bad atmosphere Not enough attention to natural environment and views, or to wildlife, conservation and waterways, etc Limited range and variety of facilities, services, resources and amenities (eg. trees and plantings at parks, wildlife and conservation areas, not enough children's resources, rubbish bins, seating, bus shelters and stops, not enough online resources and technology, parking facilities, irrelevant programme content, etc) Poor range of heritage or historical Lack of green/open space
	Maintenance	<p>Appearance and Condition</p> <p><i>Comments about the level of maintenance of services, resources, facilities and infrastructure, including appearance and condition and repairs and restoration</i></p>	<ul style="list-style-type: none"> Good appearance and condition, including how things look and upkeep; beautiful, tidy, clean Nice taste (eg. water supply) Upkeep and quality of library books and resources, headstones and graves Infrastructure in good condition (eg. bus shelters) Park upkeep (eg. grass kept mown, weeding and pruning) Buildings, facilities, infrastructure, equipment and resources well maintained and well looked after (eg. buildings, waterways, heritage objects and buildings, roads and footpaths, library books, playgrounds, parks, paths and tracks, etc) Repairs and other restorations done well 	<ul style="list-style-type: none"> Services and facilities in poor appearance and condition, including how things look, upkeep and sanitation (eg. ugly, untidy, dirty) Bad taste (eg. chlorine in water supply) Poor upkeep and quality of library books and resources, headstones and graves Infrastructure in poor condition (eg. bus shelters) Better inspection and oversight of assets and infrastructure needed to detect maintenance issues and to avoid deterioration of assets Poorly maintained parks (eg. overgrown, grass not mowed or too long, weeds, plants not pruned or cared for) Buildings, facilities, infrastructure, equipment and resources poorly maintained (eg. road repairs, potholes, buildings need painting / rundown, peeling paint, headstones and graves needing attention, dog/duck poo, litter, dirty/murky water, poorly maintained waterways, library books in poor condition, tracks or paths need asphalt or repair) Modernisation or upgrades needed Vandalism and graffiti issues Repair or restoration needed, including heritage/historic buildings/facilities Repairs being done more than once as not done properly the first time (eg. road / pothole repairs); closures associated with repairs Maintenance reflecting badly on look and feel of city; repairs or restoration still not completed
	Tangibles Other	<p>Tangibles Other</p> <p><i>Other tangibles comments</i></p>	<ul style="list-style-type: none"> Other Tangibles best aspect comments that don't fit in any other category 	<ul style="list-style-type: none"> Other Tangibles improvement aspect comments that don't fit in any other category
<p>EMPATHY</p> <p><i>Communicating, caring and individualised attention</i></p> <p>Communicating respect</p>	Staff Manner and Support	<p>Staff Manner and Support</p> <p><i>Comments about the manner of staff and the level of support they provide to customers and the community</i></p>	<ul style="list-style-type: none"> Positive manner and attitude toward customers: helpful, friendly, approachable, enthusiastic Council being considerate to residents Good support and advice provided by staff, thorough, professional (eg. event support services) Empathetic Understanding of communities and their needs Human contact; personal service Good programme delivery by staff (eg. educators delivering education programmes effectively) 	<ul style="list-style-type: none"> Staff with negative manner and attitudes: unhelpful, unfriendly, unapproachable Council not being considerate to residents Lack of support or advice provided by staff (eg. resource consent service) Lack of understanding of communities and their needs Impersonal; automated systems (eg. voice messages, hold music, etc) Programme delivery issues associated with staff (eg. educators not delivering education programmes effectively)
	Sense of Belonging and Community	<p>Networking, Belonging and Sense of Place</p> <p><i>Comments about whether services, resources and</i></p>	<ul style="list-style-type: none"> Service, facilities and resources support social interaction and community engagement / capacity building / community development Services and facilities serve as community hubs; promote sense of belonging; act as meeting places/spaces; bring community together Services, facilities and resources improve neighbourhoods and act as a gain/enhance communities Connecting/linking residents with other people and resources 	<ul style="list-style-type: none"> Services, facilities and resources don't support (or need to provide more support for; need more services to support) social interaction and community engagement/ capacity building / community development Loss or lack of services destroys sense of belonging and place Loss of services, facilities and resources in communities (eg. cruise ship berth at Lyttelton) Council not working alongside community / customers

		facilities foster a sense of belonging and place	<ul style="list-style-type: none"> Council working alongside community / customers Engaging with community / customers 	<ul style="list-style-type: none"> Not engaging with community / customers
	Empathy Other	Empathy Other <i>Other empathy comments</i>	<ul style="list-style-type: none"> Other Empathy best aspect comments that don't fit in any other category 	<ul style="list-style-type: none"> Other Empathy improvement aspect comments that don't fit in any other category
RESPONSIVENESS <i>Helping customers willingly, promptly and speedily</i> <i>Responding promptly to customer needs</i>	Responsiveness and Processes	Efficiency of Service Delivery <i>Comments about how efficient service delivery is, including processing and response times</i>	<ul style="list-style-type: none"> Time taken to deliver services: fast, prompt, quick, streamlined, meeting deadlines, frequent and timely service delivery Timeliness/frequency of service delivery and decision making (eg. information, communications and updates, processing of consents, services running on time, making decisions) Reliable, frequent service; fast processing times No / limited queuing or waiting times Follow up: prompt replies; no or limited delays in following up or in resolution of issues; no issues with making contact; faults and problems investigated / repaired / dealt with promptly; complaints addressed promptly Full or acceptable resolution of issues; resolved outcomes Provision of progress updates during service requests or decision making processes Good response times, including mails / telephone calls answered quickly Efficient or effective systems and processes (eg. systems for communicating with Council; administrative processes such as bookings and payment systems, submissions and consultation processes, resource consents processes, burial processes, issuing and returning library books, community hall bookings; good online application and booking processes, effective stormwater management systems) Good administrative processes Low level of effort expended in using service: quick / well organised / uncomplicated resulting in limited time or commitment from service users Good coordination Flexibility of options Repairs or renovations completed promptly Merits of automated systems (efficiency) versus human contact Continuity of staff so issues are addressed the first time Good event organisation, presentation and delivery 	<ul style="list-style-type: none"> Service delivery too time consuming: slow, not streamlined, not meeting deadlines, infrequent; service delivery not timely Service delivery and decision making not timely or frequent (eg. information, communications, consents, bus times, decisions taking a long time) Lack of communication at the right time Unreliable, infrequent service; slow processing times Long queues or waiting times Delays in following up or in resolution of issues; unresolved outcomes; issues with making contact; faults and problems not investigated / repaired / dealt with promptly; complaints not addressed or taking too long to address No or limited progress updates during service requests or decision making processes Poor response times, including mails / telephone calls not answered quickly or at all; replies take too long or don't come at all; emails / telephone calls slow to be answered or not answered at all Inefficient or ineffective systems and processes (eg. systems for communicating with Council, administrative processes such as bookings and payment systems, submissions and consultation processes, resource consents processes, burial processes, issuing and returning library books, community hall bookings; poor online application and booking processes, ineffective stormwater management systems) Poor administrative processes High level of effort expended in using the service: disorganised / complicated resulting in high amount of time, effort or commitment from service users Poor coordination (eg. double bookings) Inflexibility of options Automated systems (impersonal) versus human contact Lack of continuity of staff resulting in issues not being addressed Too many meetings or too much information requested Poor event organisation, presentation and delivery
	Responsiveness Other	Responsiveness Other <i>Other responsiveness comments</i>	<ul style="list-style-type: none"> Other Responsiveness best aspect comments that don't fit in any other category 	<ul style="list-style-type: none"> Other Responsiveness improvement aspect comments that don't fit in any other category
General Satisfaction	<ul style="list-style-type: none"> General satisfaction comments that don't fit in other categories (eg. satisfied, excellent, wonderful, satisfied, all good, very good, all of it, everything is okay, I'm happy, no improvement needed, nothing is bad, etc) <i>General satisfaction comments that don't fit in other coding categories</i>			
General Dissatisfaction	<ul style="list-style-type: none"> General dissatisfaction comments that don't fit in other categories (eg. dissatisfied, disgraceful, terrible, not good, all of it, I'm unhappy, bad, poor, improvement needed, etc) <i>General dissatisfaction comments that don't fit in other coding categories</i>			
General Other	ASSIGNED A BEST OR IMPROVEMENT ASPECT CLASSIFICATION <ul style="list-style-type: none"> Comments that don't fit in any other CATER 'other' categories (eg. Christmas decorations, bus service such as drivers, Cathedral, regeneration partners (eg. Otakaro, Regenerate), etc) 			
Survey Methodology	NOT ASSIGNED A BEST OR IMPROVEMENT ASPECT CLASSIFICATION <ul style="list-style-type: none"> Comments about survey processes 			

No, Nothing, None	NOT ASSIGNED A BEST OR IMPORVEMENT ASPECT CLASSIFICATION <ul style="list-style-type: none">Single words such as 'No', 'Nothing' or 'None' listed in the Best or Improvement Aspects column
Deletes	NOT ASSIGNED A BEST OR IMPORVEMENT ASPECT CLASSIFICATION <ul style="list-style-type: none">Words or notations such as: NA, N/A, -, --, /, ?, etc (NB: 'Nothing' or 'None' are categorised to the opposite aspect (eg. 'Nothing' in Best Aspect column is categorised to General Dissatisfaction; 'Nothing' in Improvement Aspect column is categorised to General Satisfaction)Blanks

Memos

Christchurch
City Council

Memo

Date: 2.6.23
From: David Little, Manager Residential Red Zone
To: Waitai Coastal-Burwood-Linwood Community Board
Cc: Cindy Sheppard, Community Board Advisor
Sarah Mankelow, Community Partnership Ranger Residential Red Zone
Reference: 23/1970604

Renewal of transitional use lease - Climate Action Campus

1. Purpose of this Memo

- 1.1 The purpose of this memo is to alert the Community Board to opposition to an upcoming lease renewal that staff will be recommending Head of Parks to approve under delegation.
- 1.2 The information in this memo is not confidential and can be made public.

2. Update

- 2.1 The applicant is Ao Tawhiti Unlimited Discovery, operating under the name 'Climate Action Campus', based within the old Avonside Girls High School grounds.
- 2.2 The applicant held a transitional use lease with LINZ over a large area neighbouring the grounds, encompassing: 40-62 Cowlshaw Street, 53-65 Patten St and 1-12 Chaddesden Lane. This expired in January 2022, becoming a rolling monthly lease since then. The Trim reference for the lease is 21/777496 and the area is hatched in blue below.



Figure 1: Current leased area.

- 2.3 The applicant was directed by Council to reapply for their lease now that Christchurch City Council is the land manager.
- 2.4 While the footprint of the lease area has remained the same, the campus wish to diversify their activities with various child-led initiatives such as hut building, and educational programmes such as beehives, which were not in the original scope of the lease.

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- 2.5 During the consultation period, Council staff received two complaints from neighbours about these activities and the general upkeep of the space. The general feeling from neighbours is that these new activities are not consistent with what they originally were consulted on in the original lease and they have noted a decline in the appearance of the space.
- 2.6 As part of the lease process, the application was publicly notified on the Council website. We have received two letters of opposition to the lease renewal, attached below.

We have lived in the neighbourhood for 36 years and have noticed a dramatic decline in the appearance and wellbeing of the area from Cowlshaw Street on the Southern side from the last entrance to the school to the Patten Street area and all the land in between.

This has happened since the activity was previously permitted under a LINZ lease to the Climate Action Campus.

The Climate Action Campus have already their own premises based at the former Avonside Girls High School site, 180 Avonside Drive with a huge area for all their intended purposes.

The point of the school is to encourage students to take action on climate change.

Since the Climate Action Campus have been utilizing this area it has become an eye saw with pellets some broken, plastic chairs and rubbish all over the area. There are boards used as ladders and tyres swinging from the trees.

They have recently built a BMX track and jumps close to Patten Street with a large mound of dirt exposed which the dust is blowing into the homes next to the mound and across the road.

This is totally unacceptable and done with no consultation with the residence, with the amount of dry wood in general this creates a target for arsonist and a increased fire risk for the community.

All transitional or transformative projects should create vibrancy and support regeneration by improving the environment, experience and the activity in the area or address sustainability or ecological issues.

Most of the time the gardens are full of weeds and overgrown, lots of the fruit trees that were planted have died, the tunnel houses are shabby, produce bolts and/or goes to seed and is wasted.

This is not a community garden, we have Richmond Community Gardens which is well established around the road.

In general the Climate Action Campus are not creating vibrancy and supporting regeneration by improving the environment.

They are not capable of managing its responsibilities and risk management.

The point of the school is not to create a children's playground and/or BMX track in the Red Zone and wouldn't they need a special permit to do so?

The land was vibrant and regenerating, tranquil and a beautiful area for the whole community before the Climate Action Campus arrived.

I am writing in response to the opportunity to provide feedback on the Climate Action Campus application to renew the lease at the Cowlshaw to Patten Street site.

Background
I am a resident in the area and have watched as this area has become degraded under the occupation of the climate action group. Many of the residents in the area are not in favour of this group due to the continued degradation of the site. It is disappointing that the community who live here have not been approached directly to provide feedback as the presence of the climate action group directly impacts

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City Council

the residents and our properties.

Recommendation

My strong recommendation is that the lease not be renewed and the climate action group remove their equipment which is not maintained. The site was of more benefit to the community and better maintained by the council.

Issues with the site

1. The latest addition to the site, the 'bike track' which is a series of dry dusty mounds of earth and dug out ditches, which are all now not used and not maintained. The community should have been consulted about this addition as it directly impacts our quality of life. Currently the dry dusty mounds of earth and the exposed dug out earth is blown over our properties on hot windy days. The people who worked on the track spray painted the area including my driveway and vegetation neighbouring my property.
2. Tens of trees have been planted and the area around the saplings is not mown or maintained in any way. Very few of the trees have survived due to not receiving any water or maintenance.
3. The site is underutilised and not maintained. The grow tunnels and all the surrounding area are overgrown with weeds. There are no tended gardens. No vegetables are grown. The compost bins are also overgrown with weeds and have been used to produce compost. There has been consistently, plastic damaged and broken chairs covering the site. Taps have been left running.

The land is not required by the climate action campus as it is clearly not maintained. While their website claims practices that support climate mitigation and adaption, the photos attached are evidence of the opposite.

- 2.7 Council staff have reviewed the site in light of these concerns, and discussed these with the applicant. The following outcomes have been agreed:

Submission issue	Discussion	Mitigation Proposed
Bike track. The community should have been consulted about this addition to the lease.	Council staff notified the campus that this was not a permitted activity within their current lease, and was also too close to the boundary as per current Park standards.	The campus have opted to remove the bike track, and Council staff will notify the neighbours of this.
Dust blowing off the bike track.	See above.	See above.
Pallets in the area, some broken, plastic chairs and rubbish generally. Boards used as ladders and tyres swinging from the trees were highlighted.	Students like to make huts with pallets and this is part of their 'loose parts' play.	Campus staff have undertaken to be more vigilant in removing broken pallets and doing regular sweeps for rubbish.
Weeds, gardens and tunnel houses not maintained.	Campus staff have acknowledged that this could be managed better.	Campus staff have undertaken to carry out increased maintenance.

- 2.8 These submissions have raised valid concerns around the campus's current upkeep of the lease areas and we will continue to work with them to manage this. The area is also subject to fly tipping and vandalism as is much of the red zone, which campus staff and Council manage to the best of their ability. The space is open to public use so there will always be issues with waste and unwanted behaviour, especially in the urban fringe.

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Memos



3. Conclusion

- 3.1 Parks intend to approve this lease, on the basis that the issues raised will be addressed ongoing, particularly around rubbish and general upkeep and appearance of the area.
- 3.2 We note that the Campus desire to be good neighbours, and have engaged with this process in good faith. Council staff are going to attempt to facilitate discussion between the parties.
- 3.3 We will approve a period of three years for the lease, as beyond that we may require the site to deliver outcomes envisaged in the Regeneration Plan.
- 3.4 In addition to extending the term, we will be adding beehives, hut-building, nature play and education programmes to the activities listed in their lease.
- 3.5 We will include annual reviews of the lease to make sure that the site is being kept in a well-maintained condition.

Attachments Ngā Tāpirihanga

There are no attachments for this report.

Signatories Ngā Kaiwaitohu

Author	David Little - Manager Residential Red Zone
Approved By	Al Hardy - Acting Head of Parks

Memos

Christchurch
City Council 

Memo

Date: 3 January 2021
From: Bridie Gibbing, Acting Manager Community Parks
To: Waitai Coastal-Burwood-Linwood Community Board
Cc:
Reference: 24/3101

Community Parks Ranger Roles

1. Purpose of this Memo Te take o tēnei Pānui

- 1.1 The purpose of this memo is to describe the difference between the two Community Parks Ranger roles, as request by the Waikura Linwood-Central-Heathcote Community Board on 4 May 2022.
- 1.2 The information in this memo is not confidential and can be made public.

2. Update Te take o tēnei Pānui

- 2.1 Council's Community Parks team comprises two distinct Ranger teams: Community Partnership Rangers and Field Rangers.
- 2.2 Field Rangers: This role primarily focuses on the physical upkeep and maintenance of the park. Duties may include landscaping, ensuring cleanliness, repairing amenities e.g., park benches, fences, and playground equipment.
- 2.3 Community Partnership Rangers: This role focusses on fostering relationships and collaborations within the community. They facilitate various park-related activities like volunteer planting, maintenance days, and coordinate initiatives aligned with community goals. Serving as a link between the Council and the community, they enhance community participation in park-related endeavours.

3. Conclusion Whakakapinga

- 3.1 While both roles attribute to the park's overall functionality and appearance, their focuses differ. Community Partnership Rangers prioritise community engagement and participation while Field Rangers concentrate on maintenance and upkeep.

Attachments Ngā Tāpirihanga

There are no attachments to this memo.

Signatories Ngā Kaiwaitohu

Author	Bridie Gibbings - Manager Operations - Parks Development
Approved By	Al Hardy - Acting Head of Parks

Ticket Report

01 11 2023 - 30 11 2023

Filter by Ward

Coastal-Burwood-Linwood

Filter by month

2023 (Year) + November (Month)

Tickets Reported in November 2023

3803

Reported Tickets last month

Status as of Report Date

Pending - Programmed ...

107

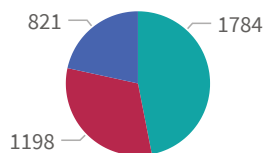
Open

944

Closed/Resolved

2752

Channels



Phone/Email/Walk-in
Snap, Send, Solve
Website

Currently Open Tickets

944

Open Tickets*

13

avg open ticket age (days)

238

Escalated tickets*

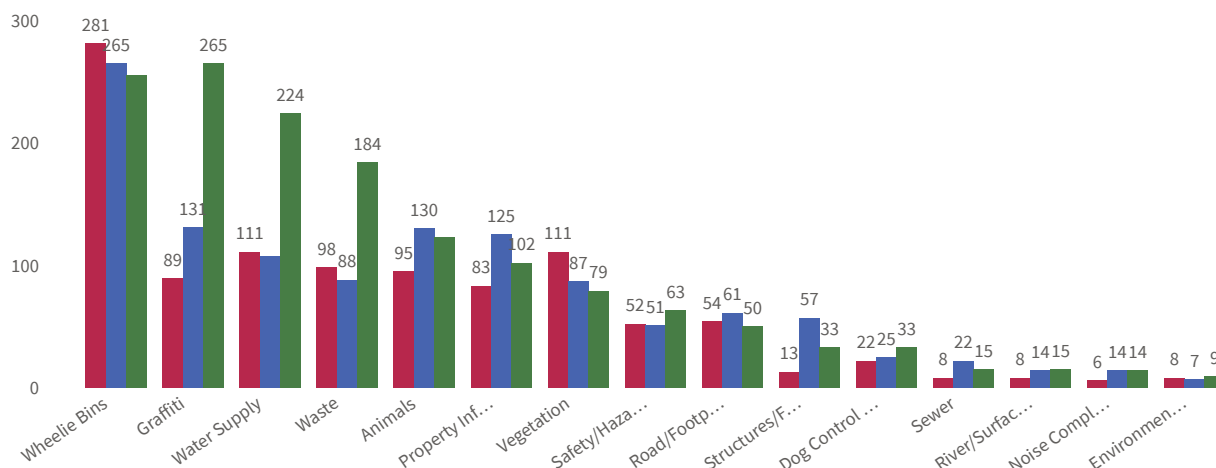
4717

Total Currently Open Tickets

*Open as of report date, reported during filtered period

Top 15 Incident Categories

Burwood Coastal Linwood



Top 10 Object Categories

# Tickets	ObjectCategory
485	Graffiti
310	Bin Not Collected
298	Water Leak
297	Litter
248	Damaged Bin
136	Residential LIM
134	Trees
103	Residential Property Files
81	Garden/Landscaped Area
79	Missing Bin

Report date:
04 Dec 2023

Christchurch
City Council

Ticket Report

01 12 2023 - 31 12 2023

Filter by Ward

Coastal-Burwood-Linwood

Filter by month

2023 (Year) + December (Month)

Tickets Reported in December 2023

3013

Reported Tickets last month

Status as of Report Date

Pending - Programmed ...

70

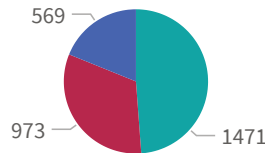
Open

742

Closed/Resolved

2201

Channels



Phone/Email/Walk-in
Snap, Send, Solve
Website

Currently Open Tickets

742

Open Tickets*

20

avg open ticket age (days)

281

Escalated tickets*

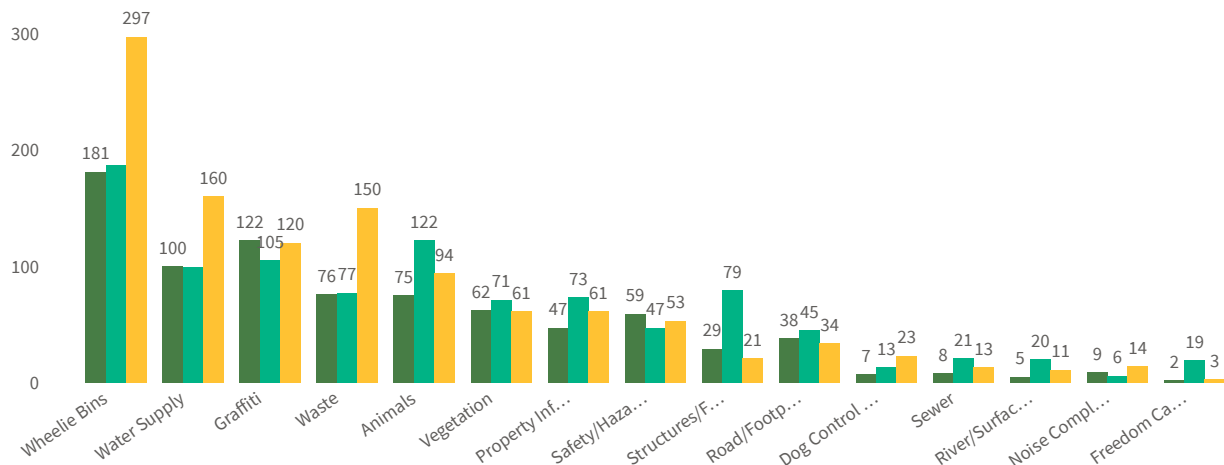
4548

Total Currently Open Tickets

*Open as of report date, reported during filtered period

Top 15 Incident Categories

Burwood Coastal Linwood



Top 10 Object Categories

# Tickets	ObjectCategory
347	Graffiti
273	Bin Not Collected
258	Litter
228	Damaged Bin
225	Water Leak
90	Trees
73	Missing Bin
71	Wandering dog
64	Residential LIM
60	Grass

Report date:
08 Jan 2024

Christchurch
City Council

15. Elected Members’ Information Exchange Te Whakawhiti Whakaaro
o Te Kāhui Amorangi

This item provides an opportunity for Board Members to update each other on recent events and/or issues of relevance and interest to the Board.

Karakia Whakamutunga

Kia tau te rangimārie O te Rangi e tū iho nei O Papatūānuku e takoto nei O te Taiao e awhi nei Ki runga i a Tātou Tihei Mauriora	May the peace of the sky above Of the earth below And the all-embracing universe Rest upon us all Behold, it is life!
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