

Results of the Park terrace cycleway survey

1. Summary of feedback Ngā Tāpaetanga

- 1.1. A road user survey was set up to understand how the Park Terrace changes were affecting people's journeys across all travel modes. The survey was open from 29 May until 12 June 2023.
- 1.2. The survey was publicised as follows:
 - On 29 May an email with a link to the survey to a wide range of central city stakeholders and advocacy groups.
 - On 29 May local schools were also emailed separately and asked to include the link to the survey in their school newsletter.
 - On 29 May and on Friday 9 June, social media posts were made which shared the survey link.
 - We also had a lot of media coverage across a range of channels which was, in part, due to elected members sharing their views on the project.
- 1.3. The survey asked people what area of the city they lived in, how they most often travelled when using Park Terrace and how the changes had affected their journey. Respondents were also able to comment.
- 1.4. The survey received 4,102 responses, which is a significantly higher response rate than our usual engagement surveys.
- 1.5. The survey was completed by people using a wide range of travel modes. The category 'other' in the table below includes people who mentioned different methods of travel or if they listed multiple modes, as well as 24 bus and coach drivers, 12 bus users, 6 walkers / joggers, 4 cyclists and one scooter.

How do you most often travel on Park Terrace?	
Car (I'm the driver)	2032 (50%)
Car (I'm the passenger)	123 (3%)
Walk	419 (10%)
Cycle	1334 (33%)
Motorbike	14 (0.3%)
Scooter	42 (1%)
Other	138 (3%)
Total	4102 (100%)

2. Road user survey limitations

- 2.1. As a result of publicity and at least one known anonymous letter drop in the St Albans area, there is an increased possibility that the survey was completed by people who had not used

Park Terrace after the changes were implemented. Some respondents even went so far as to note in their comments that they had not used Park Terrace recently.

- 2.2. We had a higher than usual number of people who completed the survey multiple times (up to five). As this was a survey, there was only a requirement to provide a name to complete the form and not an address. Where detected, multiple surveys were completed by car users approximately twice as often as all other modes (approximately 120 versus 60).
- 2.3. There were several responses that did not supply a name, and these were not included in the survey results. Some responses used a single name or an initial. While these were counted, this made it harder to detect duplications.
- 2.4. Finally, as the museum rebuild lease area has not yet been fenced off, many comments questioned the Rolleston Avenue Changes, which was outside of the scope of the survey.

3. Survey results

- 3.1. The responses to the survey were roughly split over how the Park Terrace Changes had impacted people's journey. Although more than half of respondents were using modes that did not directly benefit from the roading changes (see the table above), less than half of respondents felt that their journey had been negatively impacted.

How have the recent changes on Park Terrace affected your journey?	
There has been no change	413 (10%)
They've made it better	1741 (42%)
They've made it worse	1862 (45%)
Not sure / don't know	86 (2%)

- 3.2. When looking at survey results across the different modes, car drivers and passengers were more likely to feel the changes have negatively impacted their journey and cyclists were more likely to say the changes have positively impacted their journey. However, as shown

in the table below, a greater percentage of cyclists felt their journey had improved than car drivers and passengers felt their journey had worsened.

How have the recent changes on Park Terrace affected your journey?							
	Car driver	Car passenger	Walk	Cycle	Scooter	Motor bike	Other
There's been no change	303 (15%)	24 (20%)	32 (8%)	43 (3%)	2 (5%)	2 (14%)	7 (5%)
They've made it better	216 (11%)	14 (11%)	263 (63%)	1178 (88%)	26 (62%)	2 (14%)	42 (30%)
They've made it worse	1484 (73%)	81 (66%)	107 (26%)	86 (6%)	12 (29%)	10 (71%)	82 (59%)
Not sure / don't know	29 (1%)	4 (3%)	17 (4%)	27 (2%)	2 (5%)	0	7 (5%)
	100%	100%	100%	100%	100%	100%	100%

3.3. When looking at other modes, pedestrians and scooter users are more than twice as likely to say their journey has improved (63% and 62%), than it has been made worse (26% and 29%).

3.4. From the 'other' category, generally the trend was that:

- Those using motor vehicles say their journey has been made worse.
- Those using alternative modes say their journey has improved.
- Coach drivers commented that their journey has been made worse due to changes to bus parking on Rolleston Avenue. Note that this was out of scope for this survey.

3.5. Where people live appears to influence how the changes have impacted their journeys, with those in the city more likely to feel the changes have improved their journeys than those travelling from outside of Christchurch. However, this is more likely due to those living further away being more likely to use a car on their journey.

How have the recent changes on Park Terrace affected your journey?			
	Central City	Wider Christchurch	Outside Christchurch
There has been no change	98 (8%)	298 (11%)	17 (10%)
They've made it better	562 (43%)	1125 (43%)	54 (30%)
They've made it worse	602 (47%)	1161 (44%)	99 (56%)
Not sure / don't know	30 (2%)	48 (2%)	8 (4%)

4. Survey comments

4.1. In the survey comments the following key issues were raised:

- Safety (1021 comments)
- Impact on pedestrians (642 comments)
- Congestion (540 comments)
- Bus stop (315 comments)
- Parking (252 comment)
- Waste of money (131 comments)

4.2. 1021 people made comments about the safety impacts of the changes – these comments were generally more positive than negative. Car drivers were the most likely to make negative comments about the impact of the roading changes on safety.

Safety impact comments	
Very positive	7%
Positive	43%
Mixed	9%
Negative	28%
Very negative	6%
Neutral	7%

4.3. 642 people made comments about the impact on pedestrians. Generally, these comments were slightly more negative than positive. However, walkers were twice as likely to say their journey had been improved, than made worse.

Pedestrian impact comments	
Very Positive	6%
Positive	17%
Mixed	9%
Negative	36%
Very Negative	5%
Neutral	27%

- 4.4. 316 people made comments about the bus stop that were generally negative. This includes comments about both the bus stop on Park Terrace and those on Rolleston Avenue.

Sentiment of comments made about the bus stop	
Very negative	21% (67)
Negative	57% (181)
Mixed	2% (70)
Positive	1% (4)
Very positive	1% (3)
Neutral	17% (54)

- 4.5. 252 people commented about the impact on parking – this was primarily on Rolleston Avenue, outside of the survey scope. These comments were more negative than positive.

Parking impact comments	
Very Positive	1%
Positive	2%
Mixed	3%
Negative	62%
Very Negative	15%
Neutral	17%

- 4.6. 131 people commented about the cost, stating they felt the roading changes are a 'waste of money'. This sentiment was mainly shared by car users.

Waste of money	
Car (I'm the driver)	72%
Car (I'm the passenger)	3%
Walk	4%
Cycle	15%
Motorbike	1%
Other (Please specify)	2%
Blank	5%

- 4.7. On a final note, and possibly as a result of the media coverage on this project, we received more than 100 comments that were abusive towards staff. The comment below is a typical example of this.

“A total cluster. Disgusting that you did not even get council to sign it off. This is exactly why we think you are muppets and you have proven it. Well done. Don't let the door hit you on the way out when you hopefully get fired for this. Rip out this junk ASAP while you're at it.”