

Public feedback report

Innovating Streets for People

Ponsonby Road



Contents

Summary	2
Key themes in feedback.....	2
Next steps	2
Background.....	3
What are we seeking feedback on?.....	3
What could the changes include?	3
Consultation.....	4
What we asked you.....	4
Activities to raise awareness.....	4
How people provided feedback.....	4
Your feedback	5
Overview	5
Who did we hear from.....	5
Themes in feedback.....	7
Theme Specifics.....	8
Other submissions.....	Error! Bookmark not defined.
[Key interest group #1].....	Error! Bookmark not defined.
[Key interest group #2].....	Error! Bookmark not defined.
Design suggestions in feedback and AT responses	Error! Bookmark not defined.
Attachment 1: Social Pinpoint responses per respondent	15
Attachment 2: Origin / Destination visualisations	16

Summary

Auckland Transport is working with the community to trial safer ways to travel and to create a more vibrant Ponsonby Road. We consulted on this proposal from 16/11/2020 to 10/12/2020 and received 1425 responses from 678 people

Key themes in feedback

Theme	Theme Count	Percentage of Theme Count
Upgrade infrastructure/urban design - pedestrian friendly/safety	339	13.6
Upgrade infrastructure/urban design – cycle friendly/safety	304	12.2
Poor infrastructure and/or urban design - unsafe/congestion/untidy	263	10.5
Upgrade infrastructure/urban design - placemaking	180	7.2

Next steps

Following this round of feedback we will assemble a community design group to read through the public feedback, identify opportunities for change, consider which sections of Ponsonby Road are most suited for trialling changes, and to come up with ideas for what these temporary changes might be.

Background

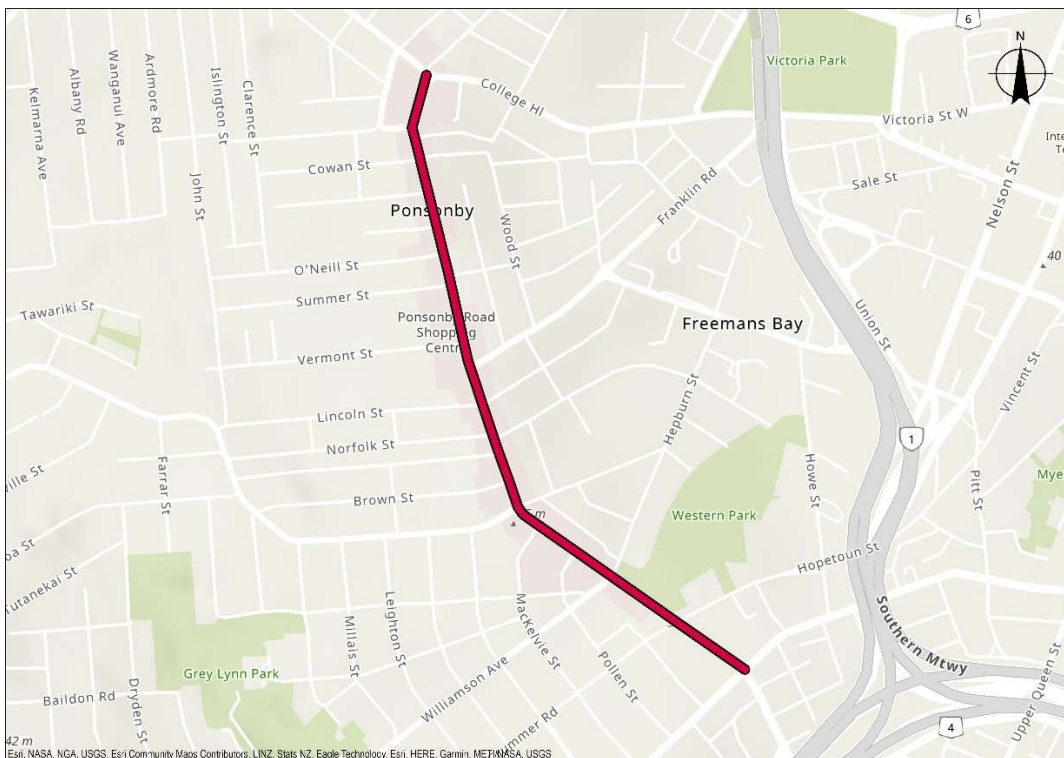
What are we seeking feedback on?

Auckland Transport is working with the community to test people friendly spaces and safer ways to travel on Ponsonby Road as part of Waka Kotahi's [Innovating Streets for People programme](#).

The changes will be made through temporary but tasteful improvements and are being trialled as a transition towards longer term projects. Similar projects in Auckland can be seen in the city centre on High Street, Federal Street, and Sale Street.

Aligned with the Ponsonby Road Plan (adopted by the Waitemātā Local Board in 2014), this project sets out to:

- Make Ponsonby more vibrant
- Make it safer and easier to travel on bike or foot
- Create more open space for people
- Reflect and protect Ponsonby's unique history and culture.



Project area on Ponsoby Road

What could the changes include?

Changes could include things like extra space for on street dining, safer crossing opportunities, bike routes and more space for play. These could be created with street furniture, artwork, planters and more.

Consultation

We consulted on this project between 16th November – 10th December 2020.

What we asked you

- Your overall perception or opinion of Ponsonby Road's street environment
- Your main concerns about Ponsonby Road's street environment
- What changes or improvements could be made to Ponsonby Road's street environment?
- The purpose of your visit(s) to Ponsonby Road
- How frequently you visit
- Your transport mode, origin, destination, and demographic data

Activities to raise awareness

To let you know about our consultation, we:

- Held stakeholder meetings
- Put out a media release on 16 November 2020
- Created project webpage on the Auckland Transport website
- Posted on social media platforms (Twitter, LinkedIn, Facebook)
- Added a Ponsonby News article and advertisement
- Delivered brochures to the surrounding area
- Put up posters on Ponsonby Road
- Had a stall at Ponsonby Market day

How people provided feedback

Feedback was collected via intercept interviews, the digital platform Social Pinpoint (SPP), and direct email/telephone communications.

Your feedback

Overview

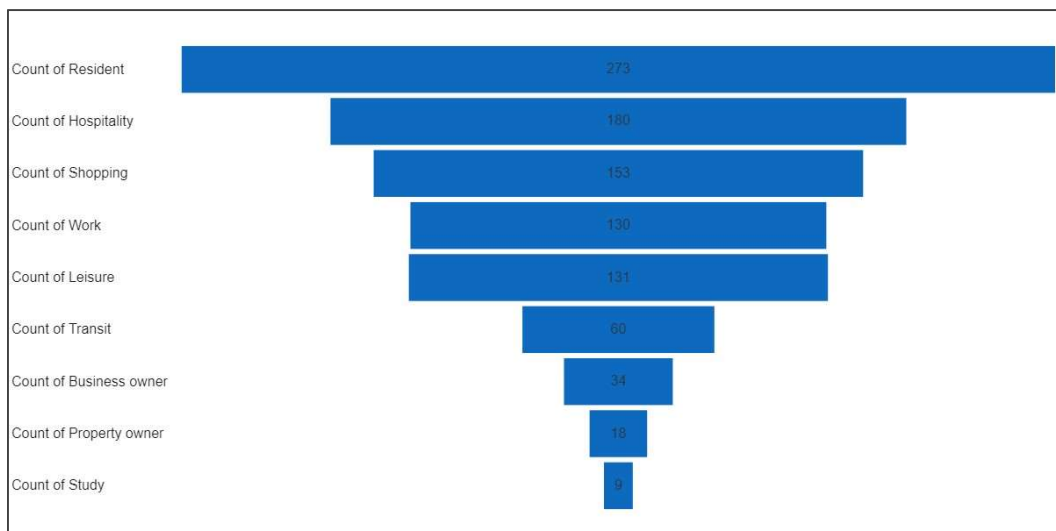
We received public feedback on the proposal 1425 responses from 678 people¹.

- 232 people (generating 979 comments) submitted online via the Social Pinpoint platform (SPP)
- 430 interviews with passers-by on Ponsonby Road over a one-week period between the hours of 7am and 11pm
- 14 people submitted via email, letter or phone call.

Who did we hear from

- 50% were residents of the area (Ponsonby and the adjacent suburbs)²
- 50% were visitors to the area **Error! Bookmark not defined.**
- 68% of all respondents accessed Ponsonby Road every day **Error! Bookmark not defined.**

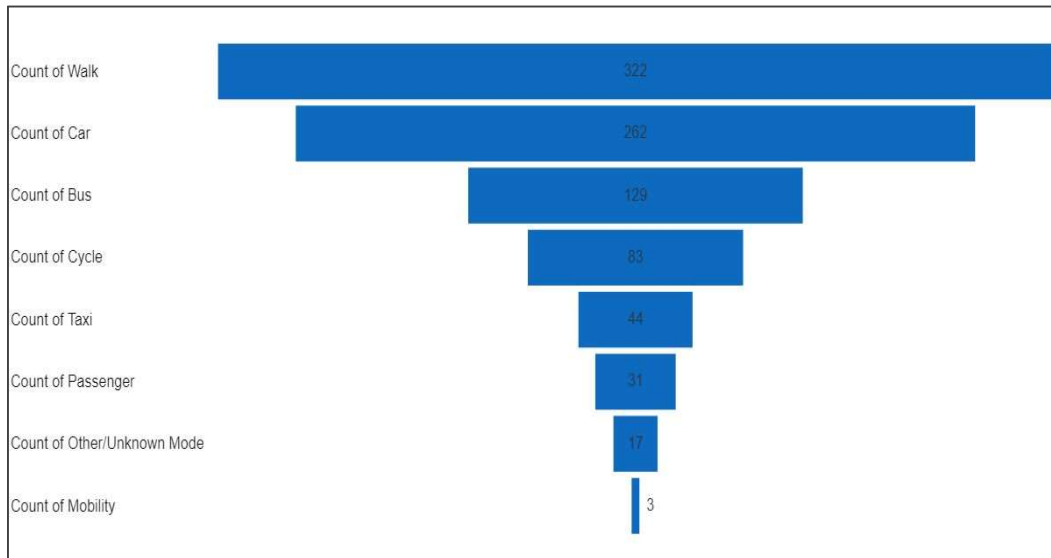
Purpose of visit to Ponsonby Road



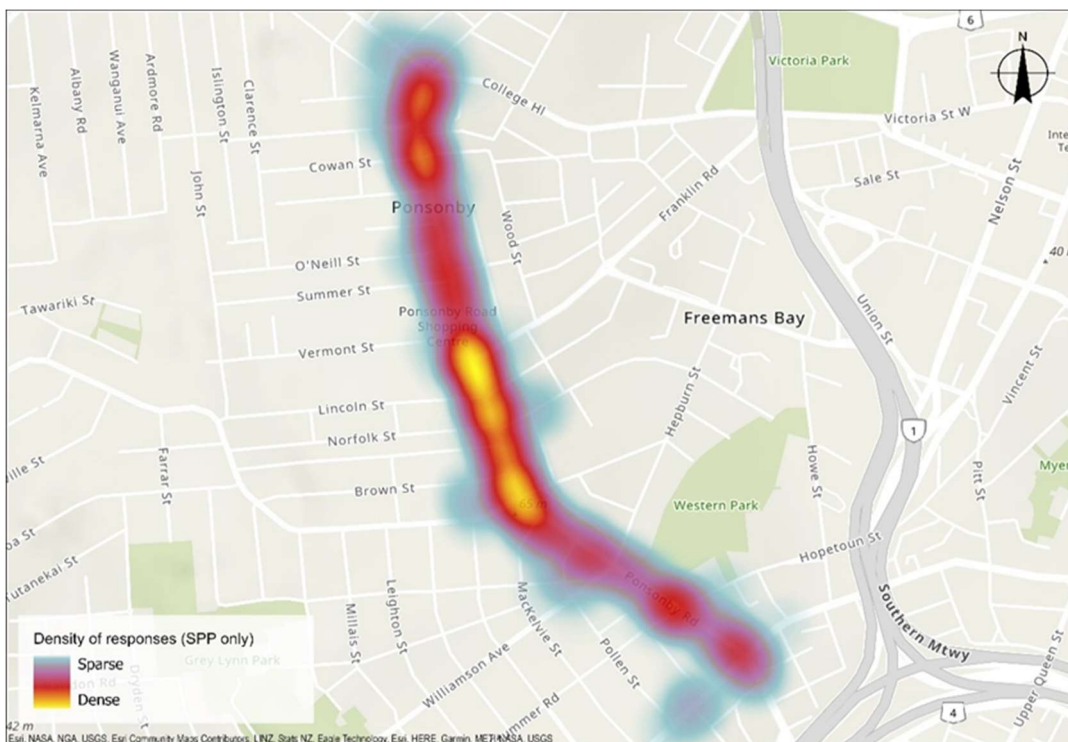
¹ Assuming no overlap between respondents from different sources (Social Pinpoint, Intercept Interviews, and direct submissions)

² These percentages are based on the 531 participants that provided demographic information (the Demographic dataset) across all collection methods (SPP, intercept interview and direct communication).

Mode of travel to Ponsonby Road



Heatmap of responses



Heatmap of SPP locations based on type of response



Themes in feedback

Feedback themes were identified by reading through all the responses. The process was iterative, and categories were grouped or disaggregated as deemed necessary until a final set of 25 themes was selected.

Summary of identified themes

Theme	Theme Count	Percentage of Theme Count
Upgrade infrastructure/urban design - pedestrian friendly/safety	339	13.6
Upgrade infrastructure/urban design – cycle friendly/safety	304	12.2
Poor infrastructure and/or urban design - unsafe/congestion/untidy	263	10.5
Upgrade infrastructure/urban design - placemaking	180	7.2
No changes required	152	6.1
Cars causing safety issues	136	5.4
Upgrade infrastructure/urban design – road design/access	130	5.2
Parking - Retain and/or provide more carparks	125	5
Upgrade infrastructure/urban design - greening	125	5

Traffic calming - reducing speed limits/speed monitoring/enforcement	116	4.6
Improve PT infrastructure/network	102	4.1
Traffic calming - physical changes/engineering measures	102	4.1
Parking - reduce/remove on-street carparks	57	2.3
Upgrade infrastructure/urban design – street furniture	57	2.3
Parking - loading zone related	51	2
Poor infrastructure and/or urban design - Unhappy with changes	47	1.9
Car access required for local business	46	1.8
Cycle lanes not wanted	37	1.5
Addressing social problems	25	1
Unsafe pedestrian behaviour	22	0.9
Parking - ride share related	20	0.8
Unsafe cyclist behaviour	18	0.7
Parking - residents parking	17	0.7
Cyclists/pedestrians benefiting local business	16	0.6
Parking - mobility parking	13	0.5

Theme Specifics

There are themes that relate more to current impressions/observations:

- Poor infrastructure and/or urban design - Unhappy with changes
- Poor infrastructure and/or urban design - unsafe/congestion/untidy
- Unsafe cyclist behaviour
- Unsafe pedestrian behaviour
- Cars causing safety issues
- Car access required for local business
- Cyclists/pedestrians benefiting local business
- Cycle lanes not wanted
- No changes required

And themes that are related to suggestions for improvement:

- Traffic calming - physical changes/engineering measures
- Traffic calming - reducing speed limits/speed monitoring/enforcement
- Upgrade infrastructure/urban design - cycle friendly/safety
- Upgrade infrastructure/urban design - greening
- Upgrade infrastructure/urban design - pedestrian friendly/safety
- Upgrade infrastructure/urban design - placemaking
- Upgrade infrastructure/urban design - road design/access
- Upgrade infrastructure/urban design - street furniture
- Improve PT infrastructure/network
- Parking - reduce/remove on-street carparks
- Parking - Retain and/or provide more carparks

And some that can fall into both groups:

- Parking - loading zone related
- Parking - mobility parking
- Parking - residents parking
- Parking - ride share related
- Addressing social problems

Theme breakdown

Impressions and Observations	
Theme	Main Points
Poor infrastructure and/or urban design - unsafe/congestion/untidy Theme count: 263	<ul style="list-style-type: none"> • Issues with intersections in relation to cyclist safety e.g. cyclist going straight, and vehicle is turning left. • Unclear if it's pedestrians or cars that need to give way at the raised tables across side roads. • Hopetoun St slip lane is dangerous for cyclists and pedestrians because cars don't slow down. • The design features on the pavement by Western Park are dangerous when wet or unsafe for other non-bicycle modes of travel (skateboard, e-scooter). • Lack of connection with cycle routes. • Poor quality of footpaths (uneven, tree roots) is not pedestrian- or wheelchair- friendly. • Plantings overgrown, reducing visibility at Franklin Rd intersection. • Uncontrolled entry/exit by the White Cross is dangerous as vehicles will exit during the pedestrian crossing phase of the light cycle. • Traffic islands inadequate for volume of people crossing in between controlled crossings. • Overflowing rubbish bins, not enough rubbish bins. • Some bike stands are too close to kerb, end up obstructing car parks. • Parking causes congestion. • Too much traffic. • Too noisy.

	<ul style="list-style-type: none"> • On-road bus stops causes traffic congestion. • Cyclists end up using the footpath when the road is unsafe or use quieter backroads.
<p>Poor infrastructure and/or urban design - Unhappy with changes</p> <p>Theme count: 47</p>	<ul style="list-style-type: none"> • Reducing Ponsonby Rd to 1 lane going into Newton Gully, increasing congestion. • Unfavourable impressions of other areas. (Karangahape Rd, West Lynn shops area, Franklin Rd) where changes have been introduced. • Business disruption due to roadworks. • The blocking of turn offs on Collingwood St. • Aesthetic issues with some changes i.e. planter boxes.
<p>Car access required for local business</p> <p>Theme count: 46</p>	<ul style="list-style-type: none"> • “You cannot get rid of car lanes or parking spaces; it will kill local businesses and Ponsonby!”. • Visitors would end up going to malls where parking is provided.
<p>Cycle lanes not wanted</p> <p>Theme count: 37</p>	<ul style="list-style-type: none"> • Most comments of this nature mention how the cycle lanes in Karangahape Road, Franklin Road are underutilised.
<p>Unsafe pedestrian behaviour</p> <p>Theme count: 22</p>	<ul style="list-style-type: none"> • Pedestrians jaywalking. • Pedestrians not paying attention to surroundings.
<p>Unsafe driver behaviour</p> <p>Theme count: 18</p>	<ul style="list-style-type: none"> • Cars inconsiderate of cyclists (“door zones”, aggressive driving). • Risky U-turns. • Cars not adhering to speed limits, running red lights.
<p>Unsafe cyclist behaviour</p> <p>Theme count: 18</p>	<ul style="list-style-type: none"> • Cyclists riding on footpaths.
	<ul style="list-style-type: none"> • Pedestrians and cyclists are likely to spend more locally.

Cyclists/pedestrians benefiting local business	
Theme count: 16	

Suggestion for improvements

Theme	Main Points
Upgrade infrastructure/urban design - pedestrian friendly/safety Theme count: 339	<ul style="list-style-type: none"> Many requests to create a Barnes dance crossing at all intersections. More crossing opportunities along Ponsonby Road. The raised tables at side streets should be pedestrian crossings. Signal timings should favor pedestrians. Widen footpaths. Fully pedestrianize some areas on Ponsonby Road (Three Lamps). Improve uneven footpaths, remove trip hazards. Remove the Hopetoun St slip lane.
Upgrade infrastructure/urban design - cycle friendly/safety Theme count: 304	<ul style="list-style-type: none"> Interconnectedness between cycle paths. Physically separated cycle lanes. Intersection design to accommodate cycle paths. More secure bike racks (locky docks?). Utilise one of the existing vehicle lanes as cycle/scooter lane. Safer cycling routes so kids can get to school unaccompanied.
Upgrade infrastructure/urban design – placemaking Theme count: 180	<ul style="list-style-type: none"> Make use of vacant reservoir space as a public gather area. More shared spaces e.g. a plaza where Rose Road accesses Williamson Avenue. A laneways network. Street art/murals/sculpture/seasonal lights. Anticipation for Ponsonby Park
Upgrade infrastructure/urban design - road design/access Theme count: 130	<ul style="list-style-type: none"> Discourage its use as a throughfare. Reduce Ponsonby Road to single lane in either direction. Synchronise lighting to improve vehicle flow. Remove median strip to discourage u-turns. Restrict private car access to Ponsonby Road to set times. Better signage (speed,wayfinding).

	<ul style="list-style-type: none"> • Consideration of knock-on effects of traffic calming on adjacent streets.
<p>Upgrade infrastructure/urban design – greening</p> <p>Theme count: 125</p>	<ul style="list-style-type: none"> • More trees/shrubs/flowers planters. • Parklets.
<p>Parking - Retain and/or provide more carparks</p> <p>Theme count: 125</p>	<ul style="list-style-type: none"> • Carparks are essential for business survival. • Cheaper carparking. • More off-street parking (parking buildings). • Not enough parking for people that work on Ponsonby Road.
<p>Traffic calming - reducing speed limits/speed monitoring/enforcement</p> <p>Theme count: 116</p>	<ul style="list-style-type: none"> • Introduce speed cameras. • Reduce speed to 30 kmh. • Enforcement through ticketing. • More visible speed limit signage.
<p>Improve PT infrastructure/network</p> <p>Theme count: 102</p>	<ul style="list-style-type: none"> • More frequent, smaller buses. • Dedicated bus lanes. • Trams/light rail. • Better timetable signage. • More sheltered bus stops. • Electric buses. • Improved routes. • Reduce parking during peak bus usage times.
<p>Traffic calming - physical changes/engineering measures</p> <p>Theme count: 102</p>	<ul style="list-style-type: none"> • Speed humps. • Lane narrowing. • Gateway treatment.
<p>Upgrade infrastructure/urban design - street furniture</p>	<ul style="list-style-type: none"> • Provide more public seating along Ponsonby Road. • More wayfinding/distance to- signage to encourage walking/cycling.

<p>Theme count: 57</p>	<ul style="list-style-type: none"> • More rubbish bins. • Better lighting for safety/visibility.
<p>Parking - reduce/remove on-street carparks</p> <p>Theme count: 57</p>	<ul style="list-style-type: none"> • More off-street parking (parking buildings). • Parked cars are dangerous for cyclists. • Removal of parking leaves more space for cycle lane development. • Angled parking spaces take up too much room.

General	
Theme	Main Points
<p>No changes required</p> <p>Theme count: 152</p>	<ul style="list-style-type: none"> • Comments expressing negative feelings about recent changes to the road design on Karangahape Road, Franklin Road • Comments about the additional congestion that would occur if Ponsonby Road was made more multi-modal friendly • Concerns that pedestrian density is not sufficient to warrant pedestrian-friendly changes. • Concerns that the change process will result in business disruption.
<p>Parking - loading zone related</p> <p>Theme count: 51</p>	<ul style="list-style-type: none"> • Delivery drivers sometimes park on median • Ride share or delivery vehicles cause congestion by double parking, or parking on yellow lines • More ride share drop-off and pick-up zones • More loading zones, near appropriate businesses
<p>Addressing social problems</p>	<ul style="list-style-type: none"> • Homelessness • Drunkenness • Anti-tagging

<p>Theme count: 25</p>	
<p>Parking - ride share related</p> <p>Theme count: 20</p>	<ul style="list-style-type: none"> • Ride share or delivery vehicles cause congestion by double parking, or parking on yellow lines • More ride share drop-off and pick-up zones
<p>Parking - residents parking</p> <p>Theme count: 17</p>	<ul style="list-style-type: none"> • Concern from residents that on -street parking will be even more difficult if parking is reduced on Ponsonby Road • Residents upset at fines received for parking on their driveway
<p>Parking - mobility parking</p> <p>Theme count: 13</p>	<ul style="list-style-type: none"> • Mobility car parks

Attachment 1: Social Pinpoint responses per respondent

Social Pinpoint responses per respondent

Number of comments	Number of respondents
1	92
2	40
3	18
4-9	60
10-19	15
20-37	7

Of the 979 comments and responses received via SPP, there are 232 unique respondents (based on the number of unique IP addresses. There were no comments that did not have an associated IP address).

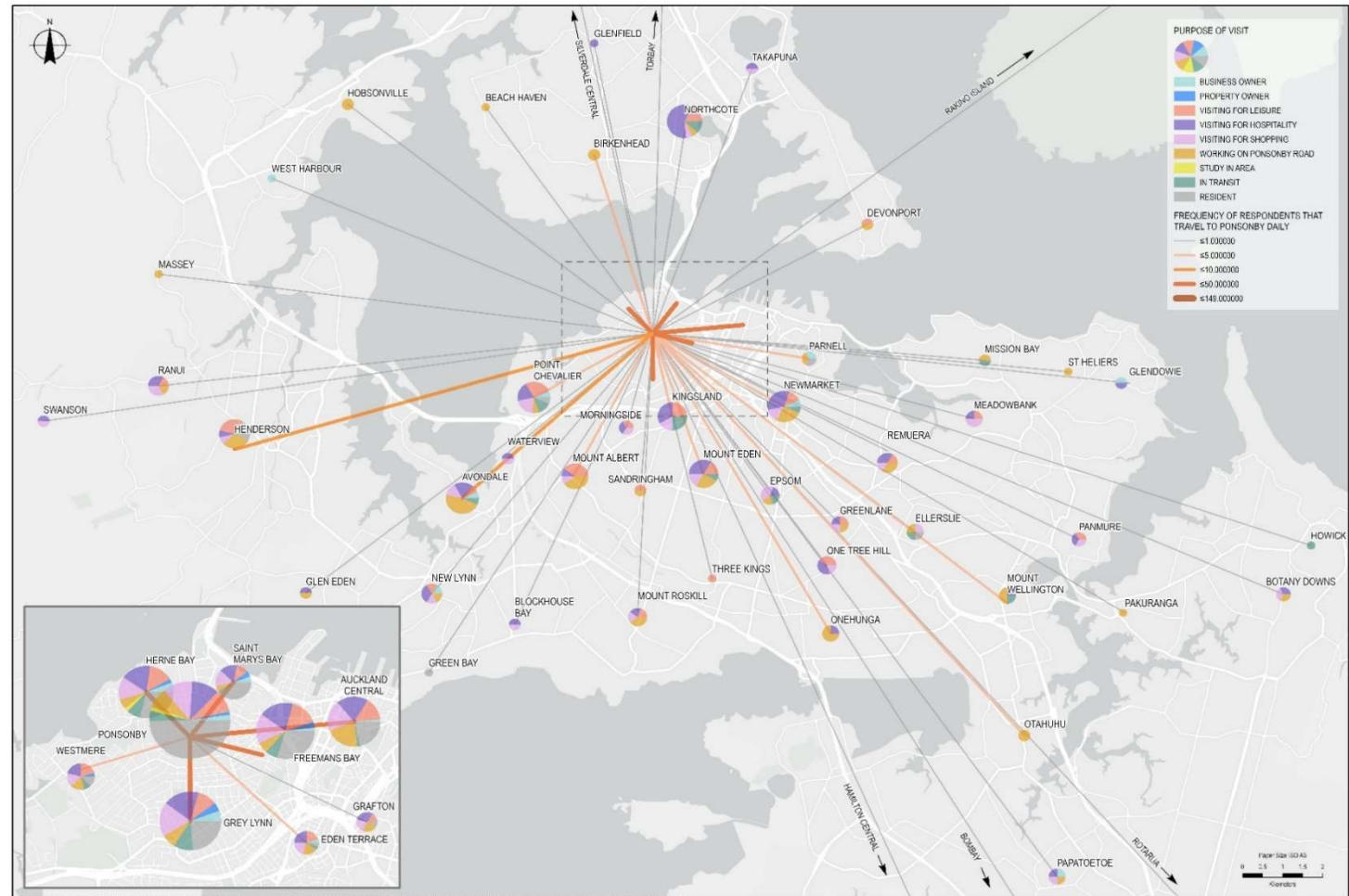
Note: responses to comments are counted as comments themselves.

Attachment 2: Origin / Destination visualisations

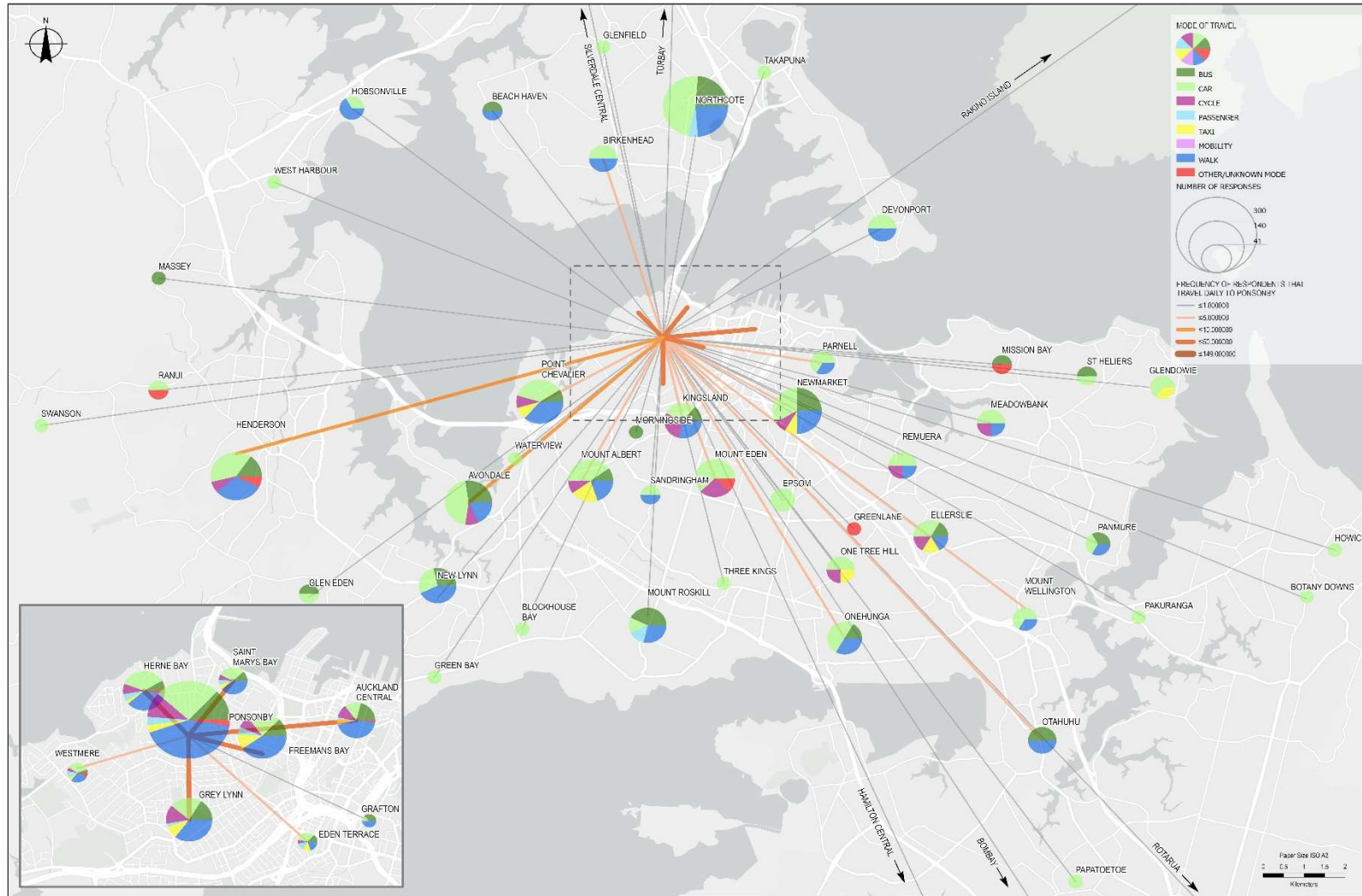
Purposed of visit

These visualisations were created using the Demographic dataset of 531 participants.

To create a spatial dataset, the origin information provided was assigned to the Fire and Emergency NZ localities (Source: <https://data.linz.govt.nz/layer/104830-fire-and-emergency-nz-localities/>).



Mode of travel for daily visitors



Zone of travel for daily visitors

