

APPENDIX 5

Mā Ake Your Way community summary of responses

PUBLIC SURVEY & LETTERS (COMBINED)

Summary

The following findings result from combining the commentary (open ended feedback) from both the surveys of the Mā Ake Your Way overall levels of support (n=633), with the emailed and written letters (n=107). Respondents/submitters often mentioned more than one theme in their comments, therefore each comment /letter could appear across multiple theme categories.

(Please note: some respondents likely appear in both sets of feedback (letters and survey), as the public was not limited to one feedback method.)

Key themes from comments

The following themes are found when combining all feedback. The red bars represent mostly unsupportive themes, while the green represent supportive themes.

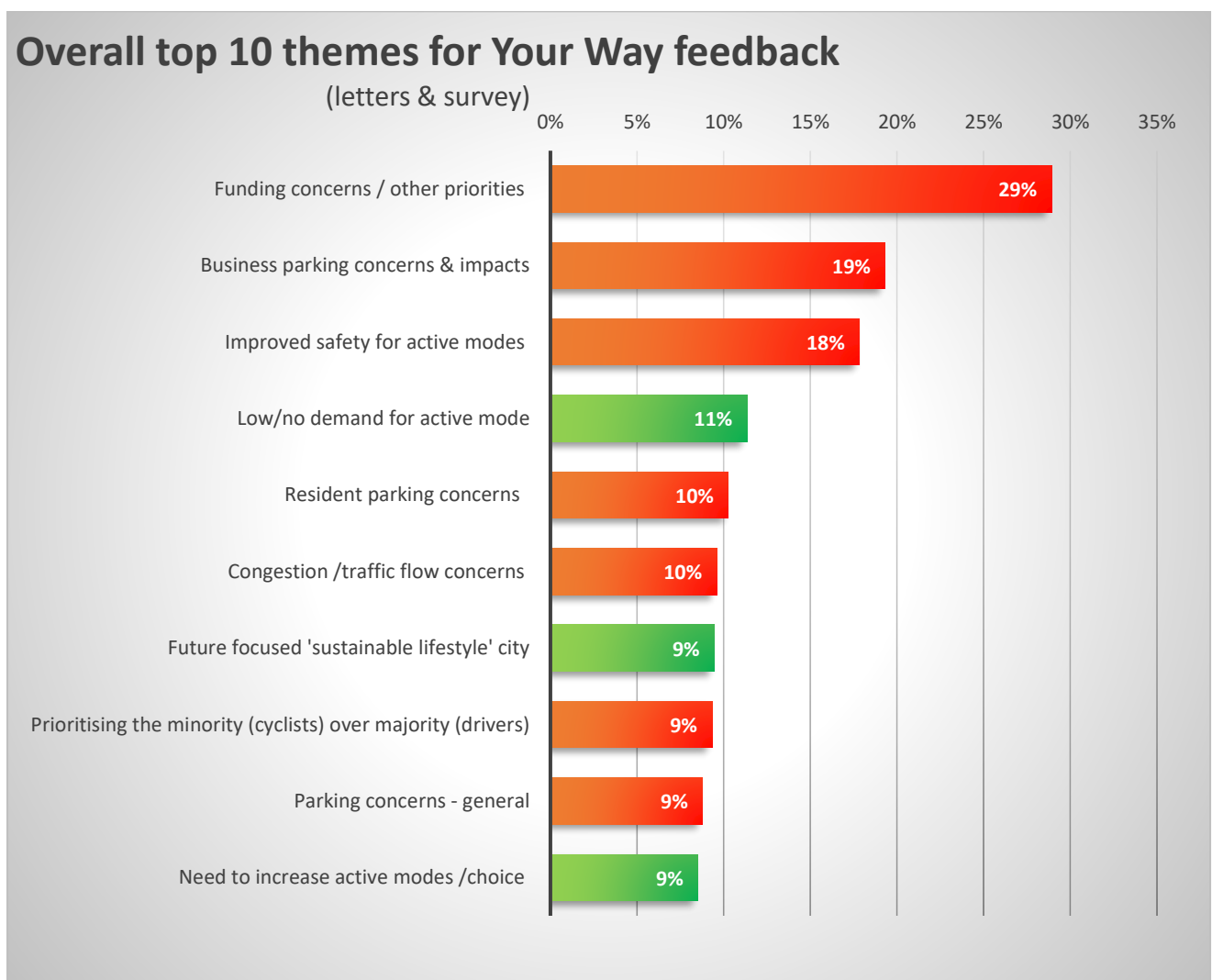


Figure 1.1 Percentage of comments by theme from the survey Your Way overall feedback and letters content

When separating the comments into sentiment that is positive/supportive or negative/unsupportive, we see the following top six themes emerge in the two following figures.

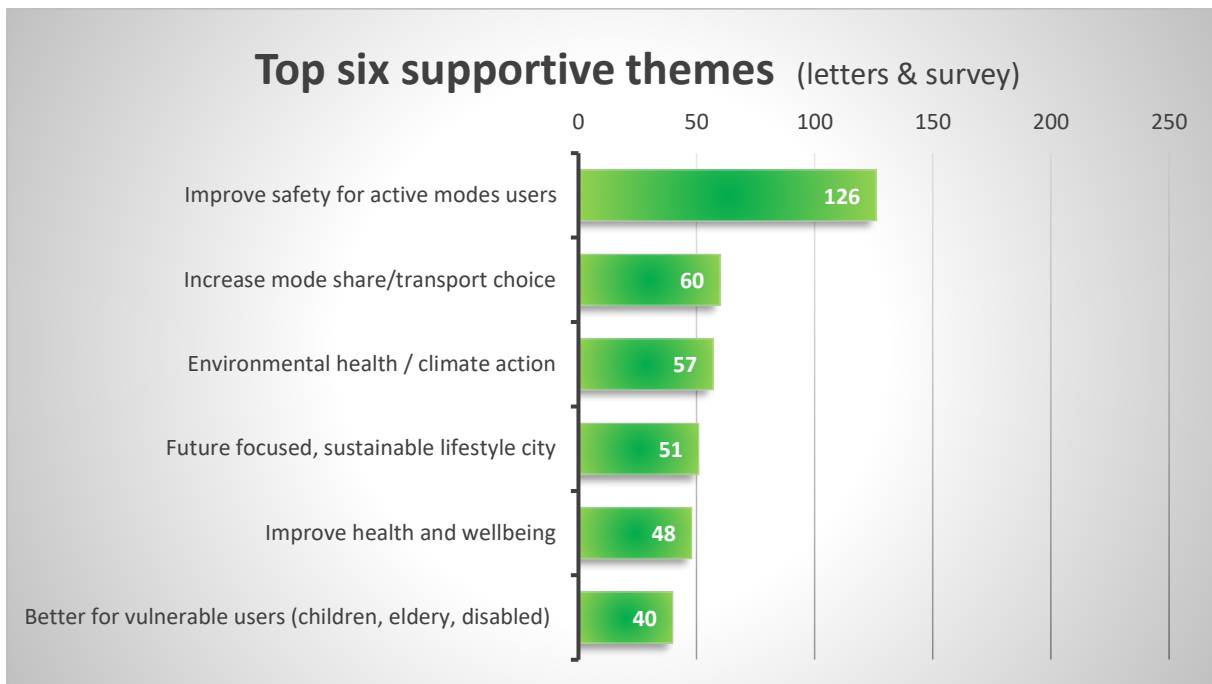


Figure 1.2 Percentage of supportive/positive comments by theme in the survey Your Way overall feedback & letters feedback

Other themes which rounded out the top 10 were:

- *generally supportive comments*
- *supportive, however had suggestions and/or concerns about some design aspects*
- *reduction in congestion*
- *economic benefits (personal or Council)*

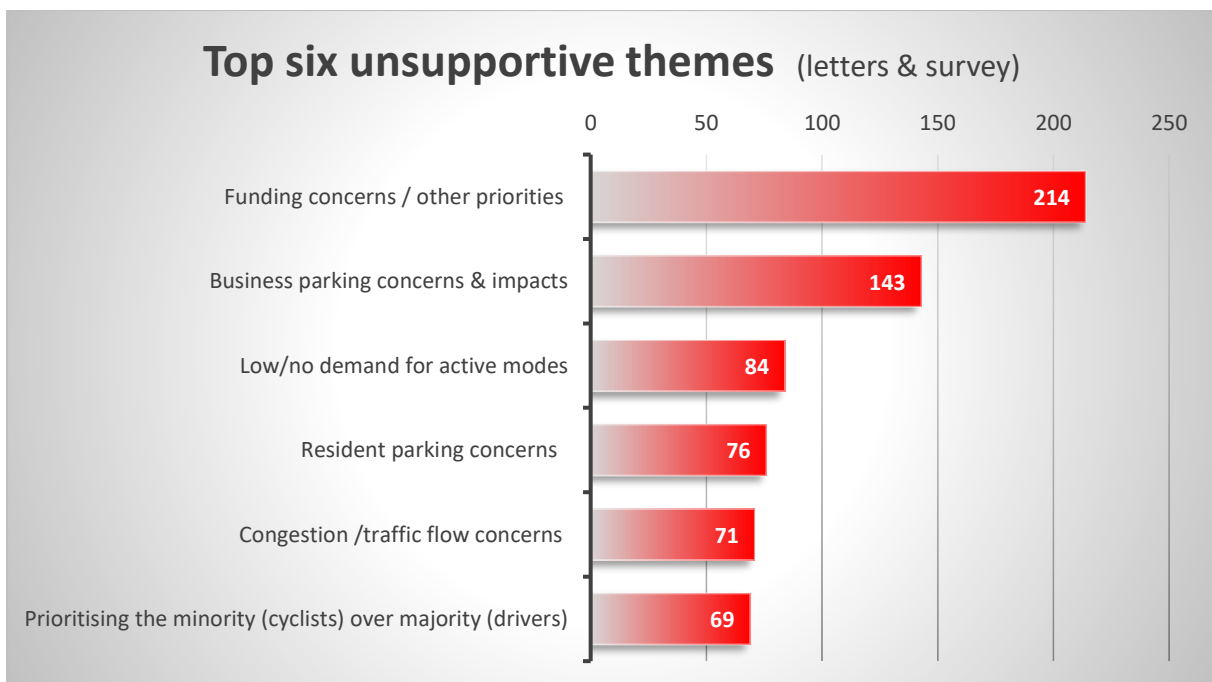


Figure 1.3 Percentage of unsupportive/negative comments by theme from the survey Your Way overall feedback and letters feedback

When separating by negative/unsupportive themes mentioned in commentary in the letters and survey, we see the following top 6 themes emerge. Other themes rounding out the top 10 mentioned were:

- *Prioritising the minority (cyclists) over majority (drivers)*
- *Parking concerns - general*
- *Planning / consultation process concerns*
- *General design concerns*

When considering all four themes that emerged from the comments related to parking concerns, the primary concern across all feedback is the perceived negative impact of parking loss on the business community.

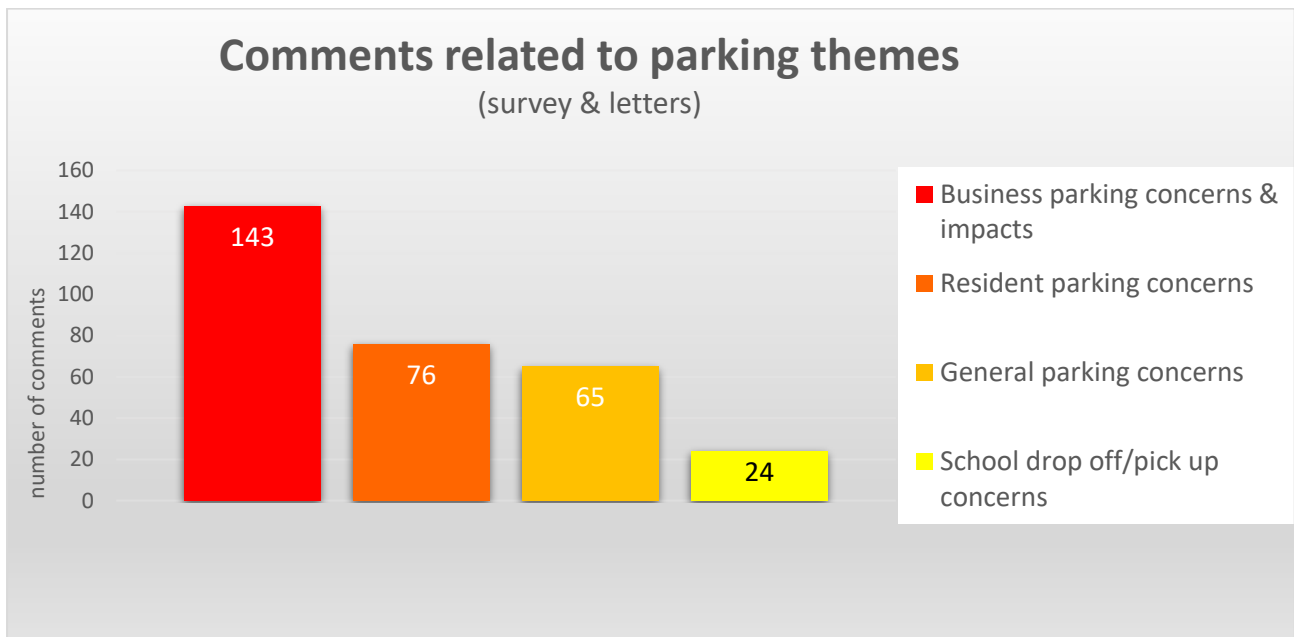


Figure 1.4 Total number of comments in the survey Your Way overall feedback & letters feedback on parking related concerns (n=740)

PUBLIC SURVEY

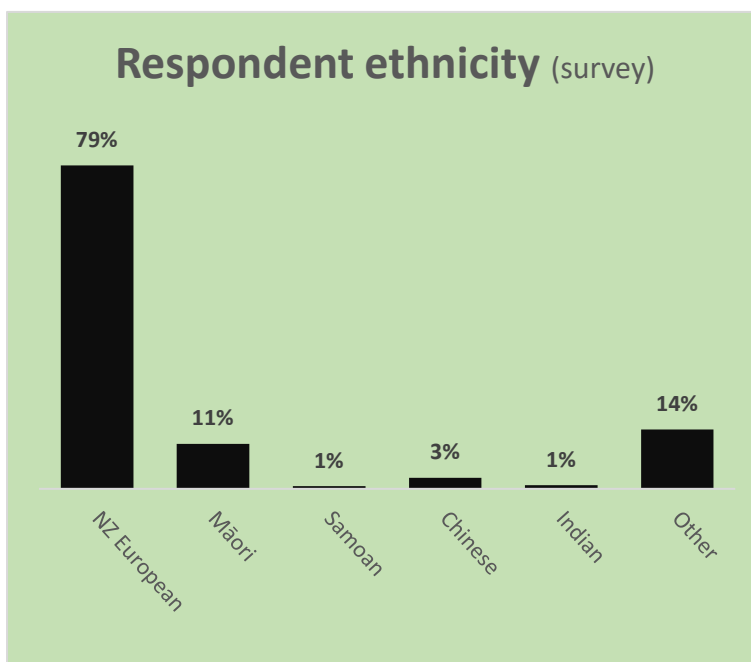
Summary

A total of 2,206 survey responses were received, however 1,457 respondents' feedback was analysed. This included 2 hardcopy/written survey responses, using the summarised template provided.

Note: excluded surveys included duplicates/repeat responses, and anonymous responses as per governance advice. The survey introduction included a clause to reinforce this process.

Demographic profile

At the conclusion of the survey, respondents were asked to provide some demographic information about themselves. These questions were optional (as were all other question except for contact details (Q. 40-42) and overall level of support of Your Way (Q.43). Respondents could identify with as many ethnicities as they chose to, therefore they may appear in more than one ethnic group.



Most respondents identify at New Zealand European (79%, n=1,150).

A further 14% identified as other (including identifying ethnicities and other comments).

Māori are represented in 11% of the sample.

Figure 2.1 Survey respondent ethnicity by percentage (n=1,457)

The younger respondent groups were under-represented in the survey, with only 5% (n=76) 20 years or under, and 7% from the 21-29 age range.

The largest representative group for respondents is the 60+, making up almost ¼ of the sample (23%, n=331).

A small number (4%) chose not to provide their age.

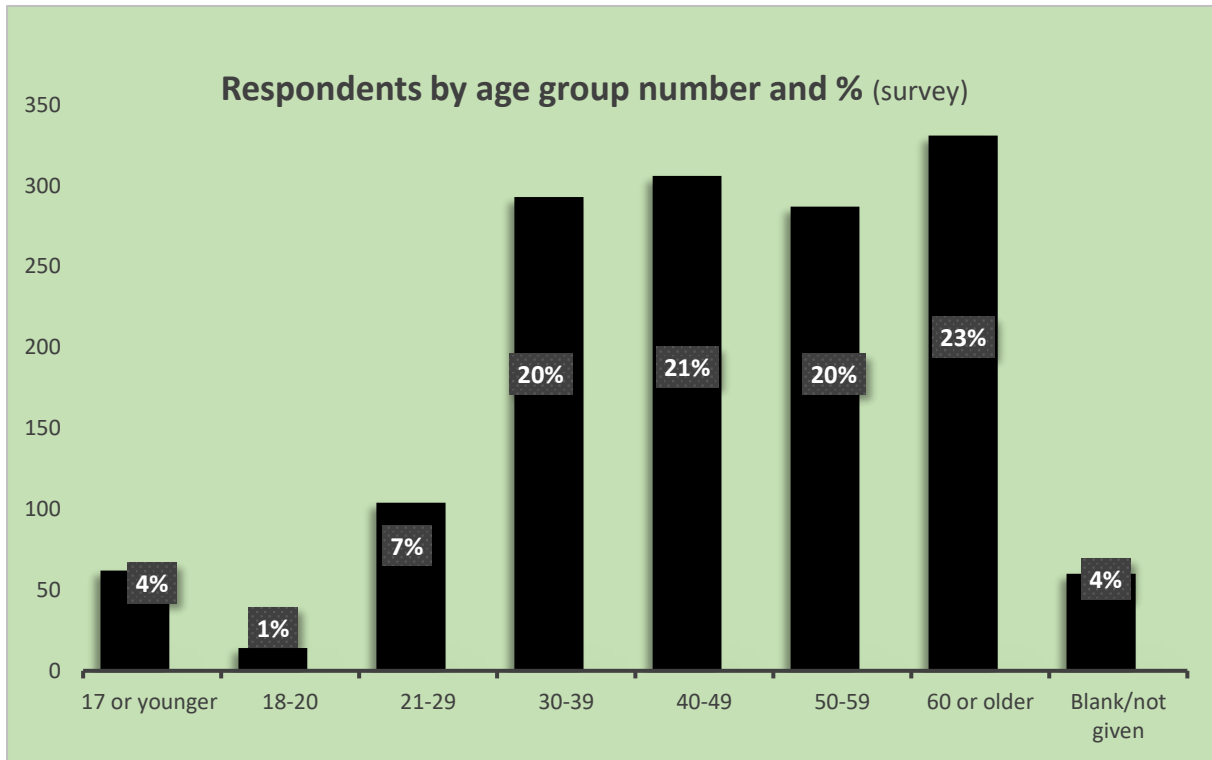


Figure 2.2 Survey respondent age group by number and percentage (n=1,457)

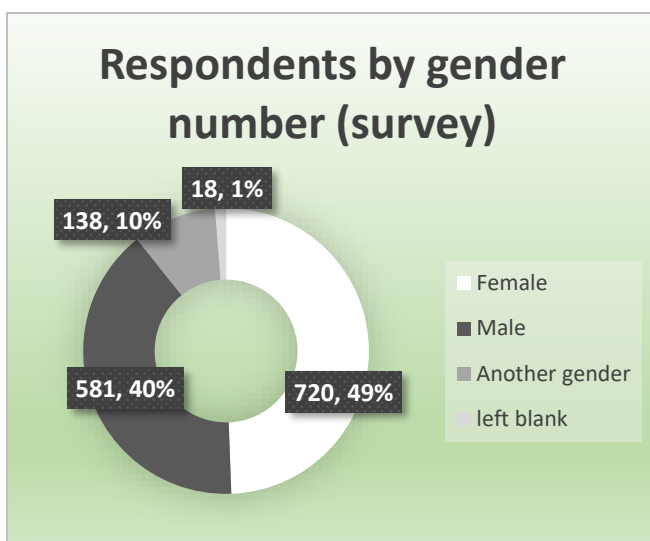


Figure 2.3 Survey respondent gender by number (n=1,457)

Respondents were asked to select one option from those provided.

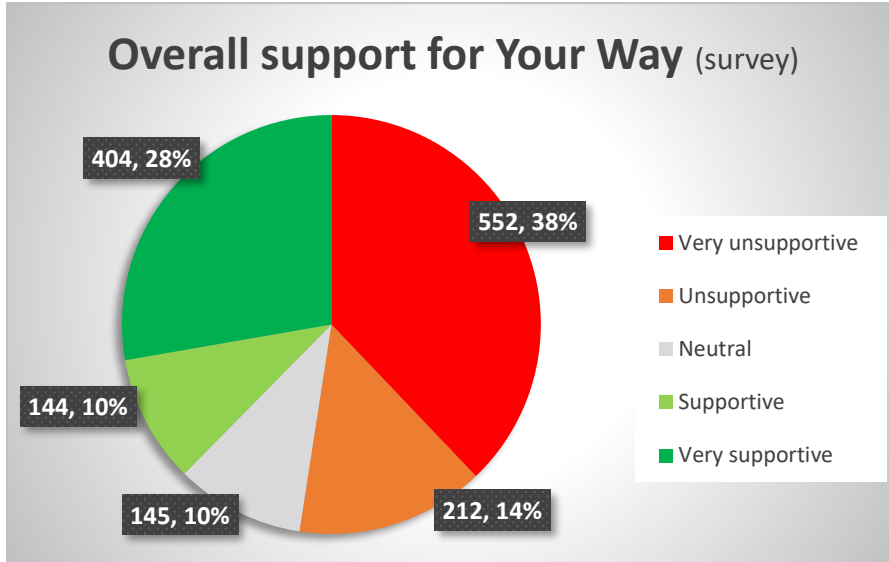
Approximately half of the respondents identified as female (49%, n=720), while 40% are male (n=581).

A further 9% stated another gender identity (with some also making comments).

A total of 18 people chose not to provide a gender.

Your Way overall level of support

An answer was required by respondents when asked ‘Overall, what is your level of support for the Mā Ake Let’s Go: Your Way projects?’ (Q.37).



Overall, just over half or 52% (n=764) of respondents are not supportive (very unsupportive or unsupportive) of Your Way projects.

However nearly one third (28%, n=404) reported being strongly supportive, overall.

A further 10% were neither unsupportive nor supportive or neutral.

Figure 3.1 Survey respondent number & percentage by level of support (n=1,457)

Comparison of levels of support for Your Way overall by each project

When comparing levels of support for Your Way overall for each of the three proposed projects, slight variation can be seen. Overall, the least supported project is project 2: Mangorei Road, while the most favoured project is even between the other two projects.

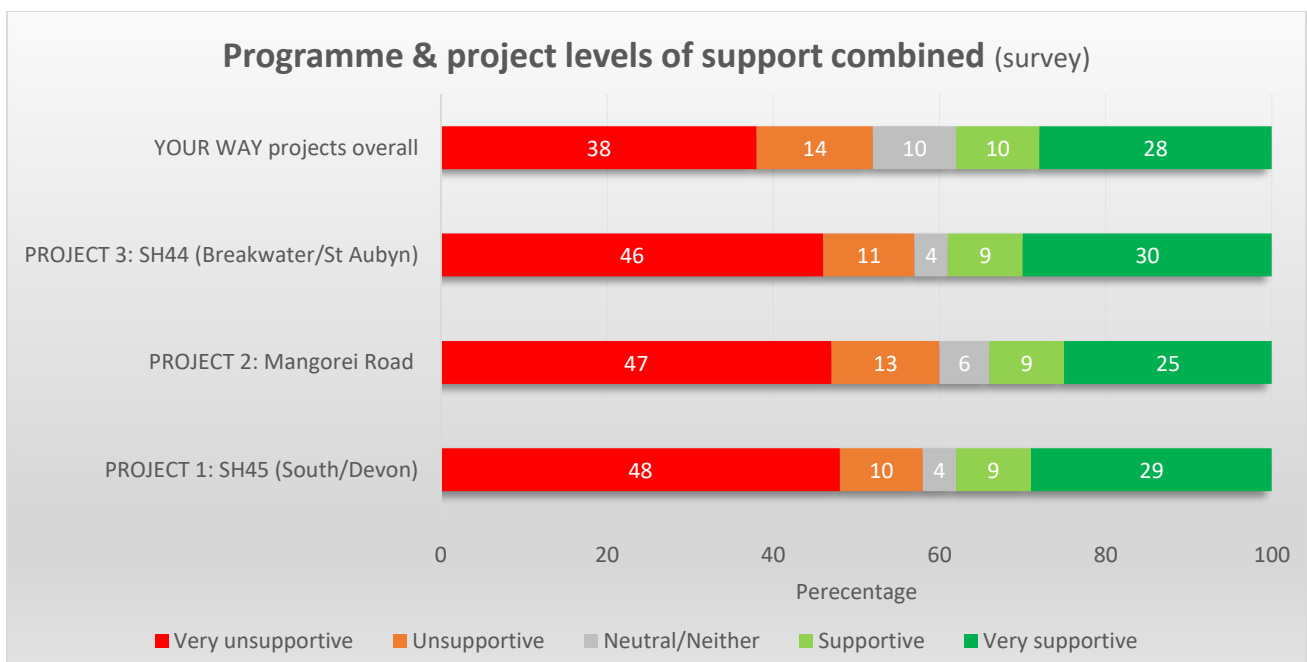


Figure 3.2 Survey respondent percentage by level of support for programme and projects (sample size varies)

Commentary key themes of those ‘unsupportive/very unsupportive’

Following their overall level of support rating for Your Way, respondents were provided the opportunity to provide comment, to explain the reasons for why they gave the rating they did.

Of the 764 unsupportive respondents, 411 chose to provide comment. Of those who chose to comment, their feedback could feature in one or multiple theme categories.

Concerns about the funding; including many who were confused as to the source of the funding, was the most popular theme for those unsupportive of Your Way.

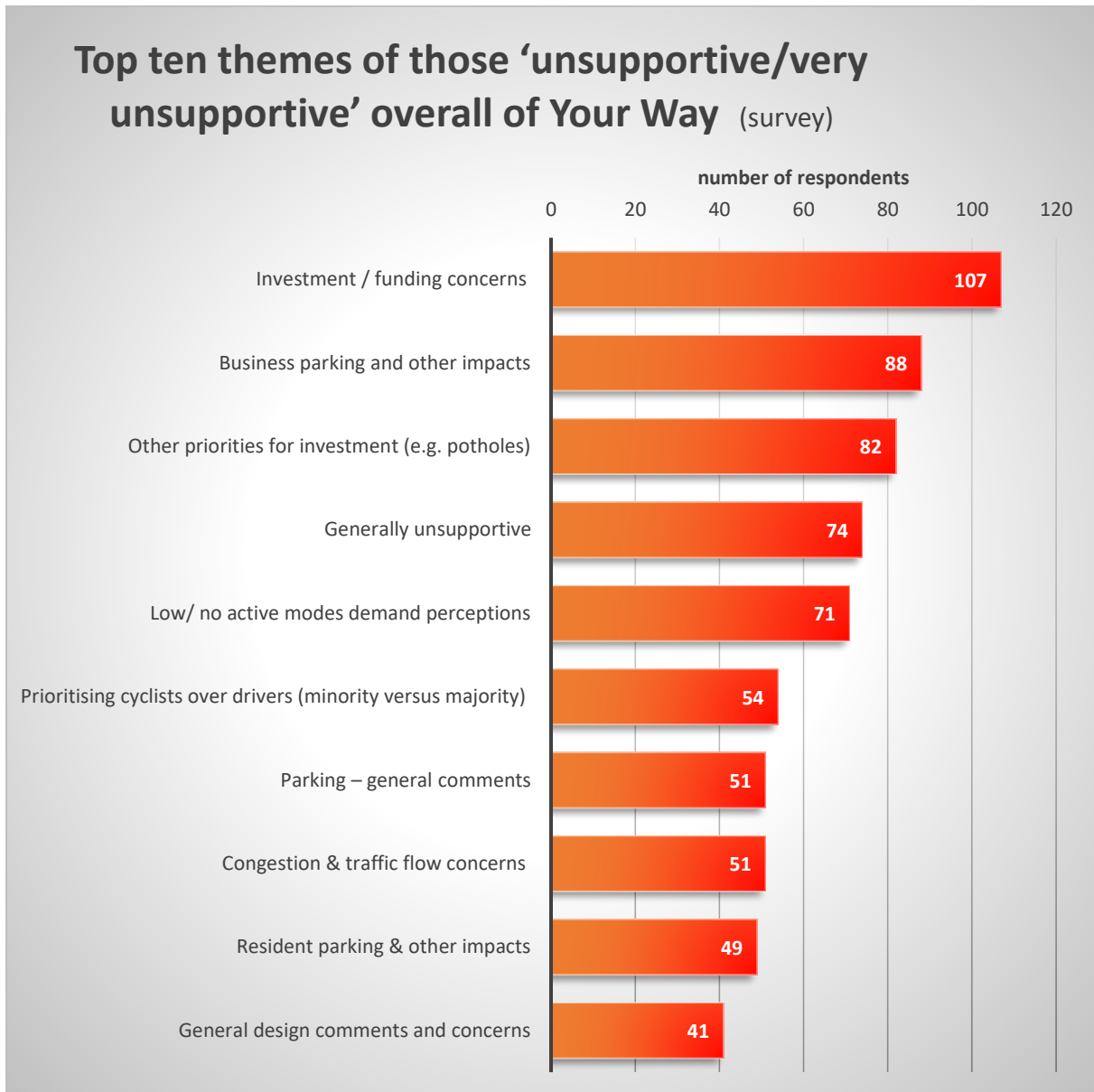


Figure 3.3 Top 10 themes from survey respondents who made comment following unsupportive rating (n=411)

Commentary key themes of those 'supportive/very supportive'

Of the supportive respondents, 211 chose to provide comment. Of those who chose to comment, their feedback could feature one or multiple themes.

Improved safety for active modes users (people walking and riding) was the most significant theme for those that are supportive of Your Way overall.

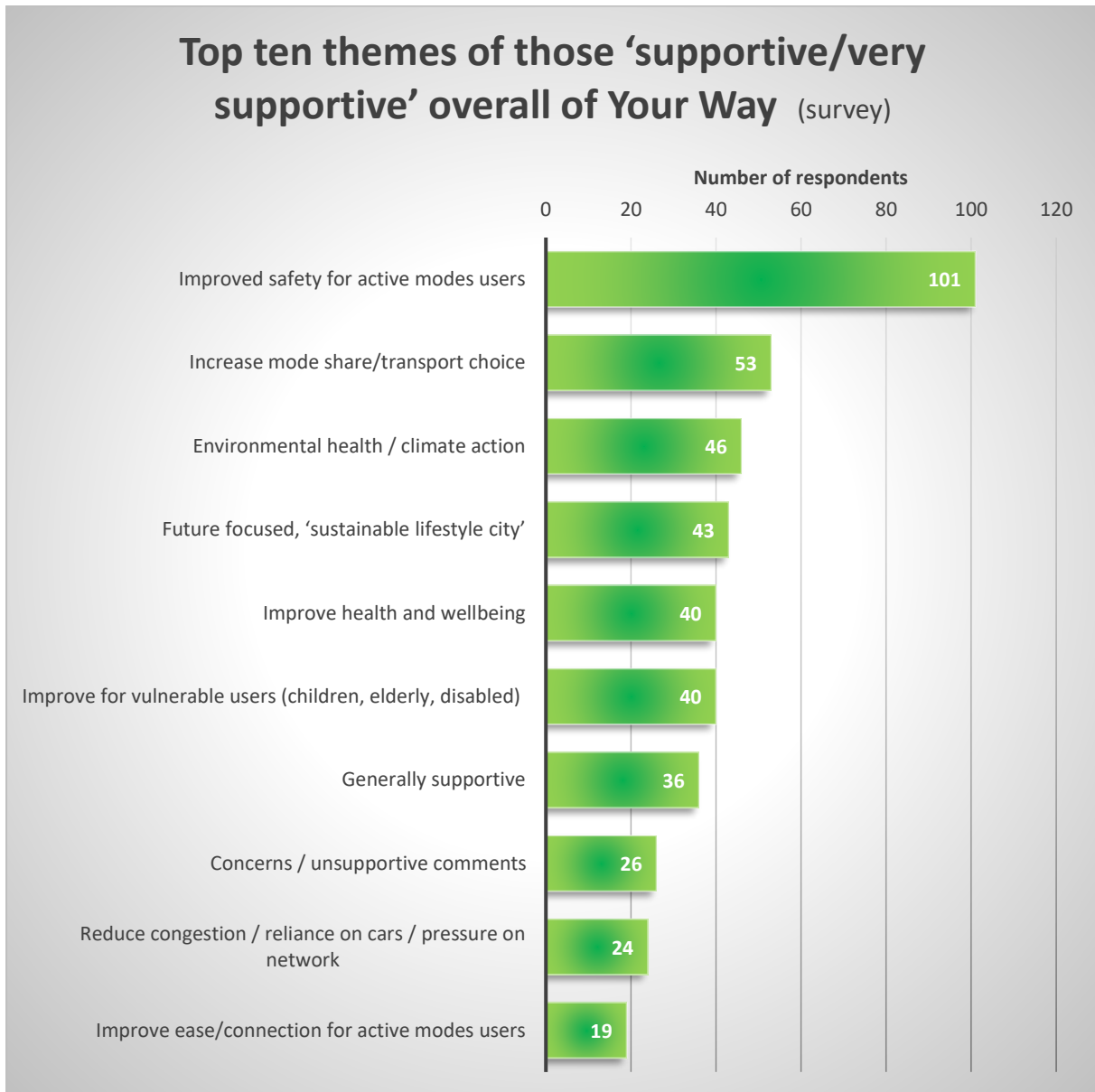


Figure 3.4 Top 10 themes from survey respondents who made comment following supportive rating (n=211)

Future walking and cycling projects level of support

The graphs below illustrate the levels of support for future walking and cycling projects. The graph on the left, shows the percent of responses by each category of support. The graph on the right has combined the unsupportive / very unsupportive groups into one, and the supportive / very supportive categories, to show overall positive or negative levels of support.

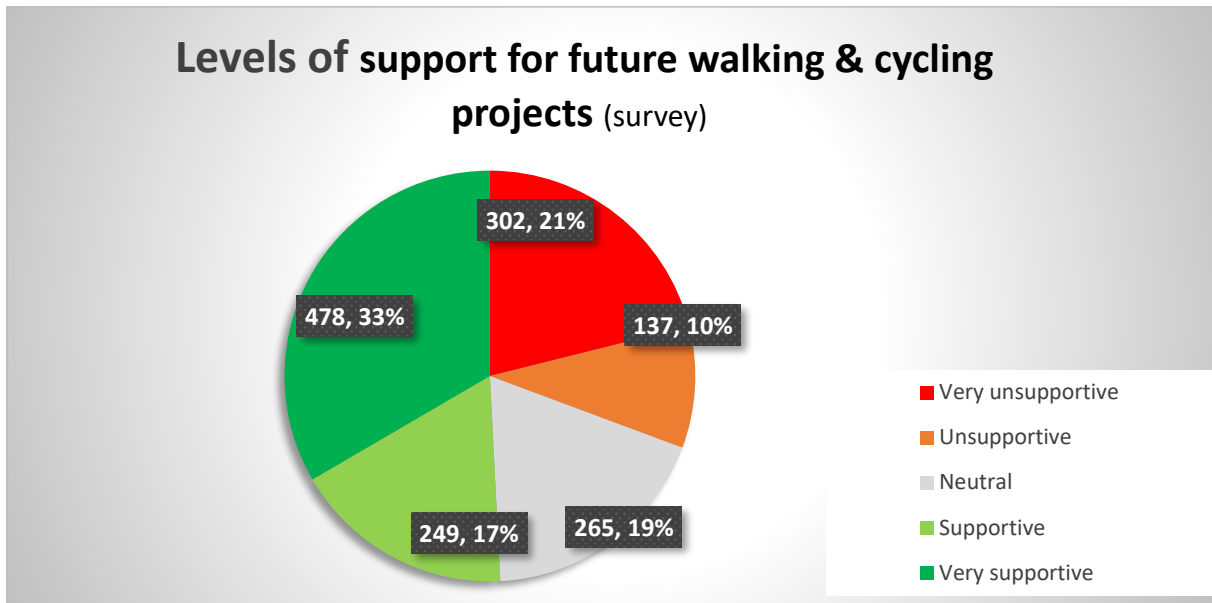


Figure 4.1 Respondent percentage by level of support option (n=1,431)

Overall, 51% of respondents are supportive of future walking and cycling projects, with 31% unsupportive. A further 1/5 are neutral.

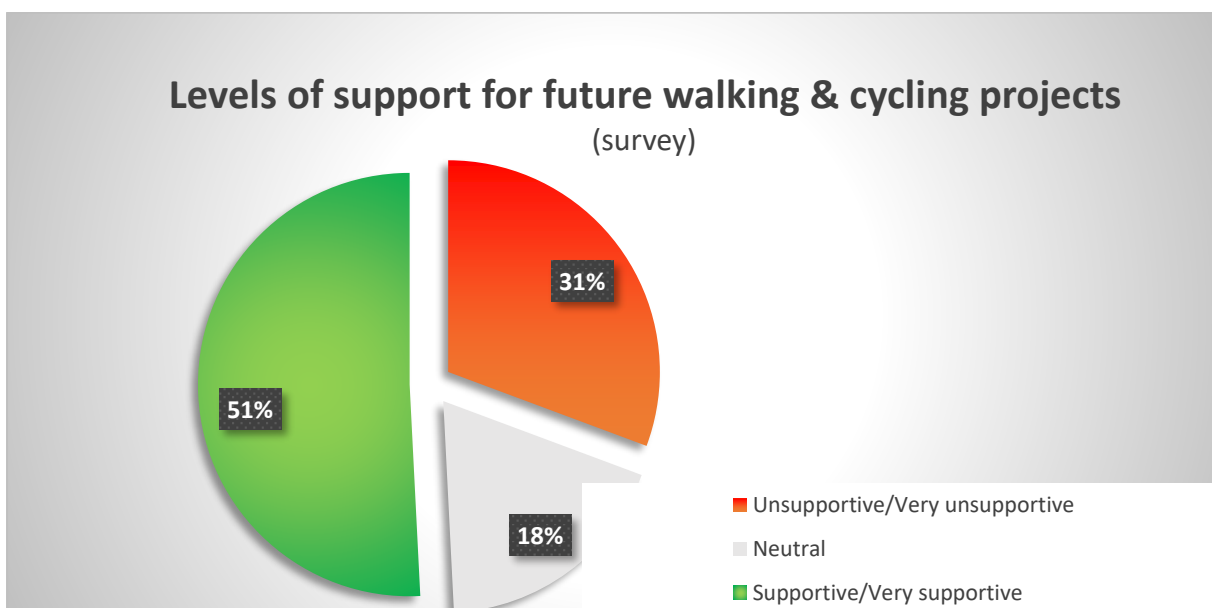


Figure 4.2 Respondent percentage by level of overall combined supportive/unsupportive (n=1,431)

Commentary key themes of those 'supportive/very supportive' of future walking and cycling projects

Of those who indicated that they were supportive or very supportive, a total of 268 respondents chose to make further comments.

The key themes of the feedback were as follows:



Figure 4.3 Comment themes by respondents who were supportive (n=268)

SH45 - Devon Street West/South Road: overall level of support

Over half (58%, n= 606) are unsupportive of the proposed project, however 38% (n=403) are supportive, including 307 respondents who were very supportive (29%).

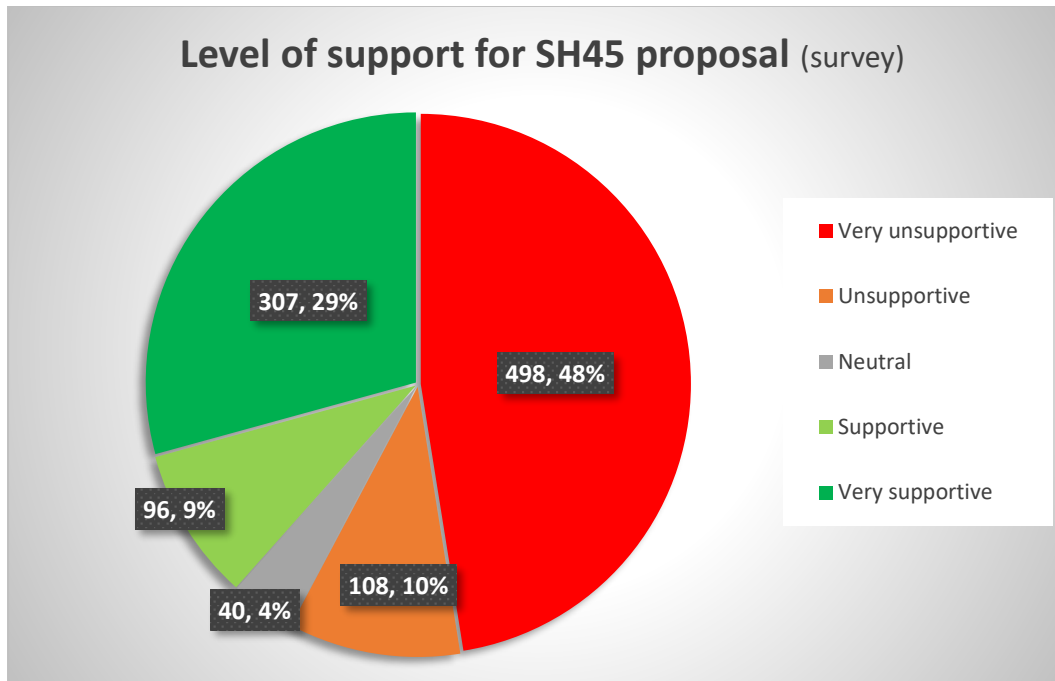


Figure 5.1 SH45 project proposal: Survey respondent number & percentage by level of support for (n=1,049)

SH45 - Devon Street West/South Road: commentary key themes of those 'unsupportive/very unsupportive'

Of those who were unsupportive or very unsupportive (n=606), 439 comments were received. The key themes identified by these respondents were concerns about (in priority order):

- parking (mainly the perceived negative impact on businesses)
- other priorities / funding (e.g., 'waste of money', use to fix road surface)
- the impact on traffic flow/congestion
- and the in-lane bus stops.

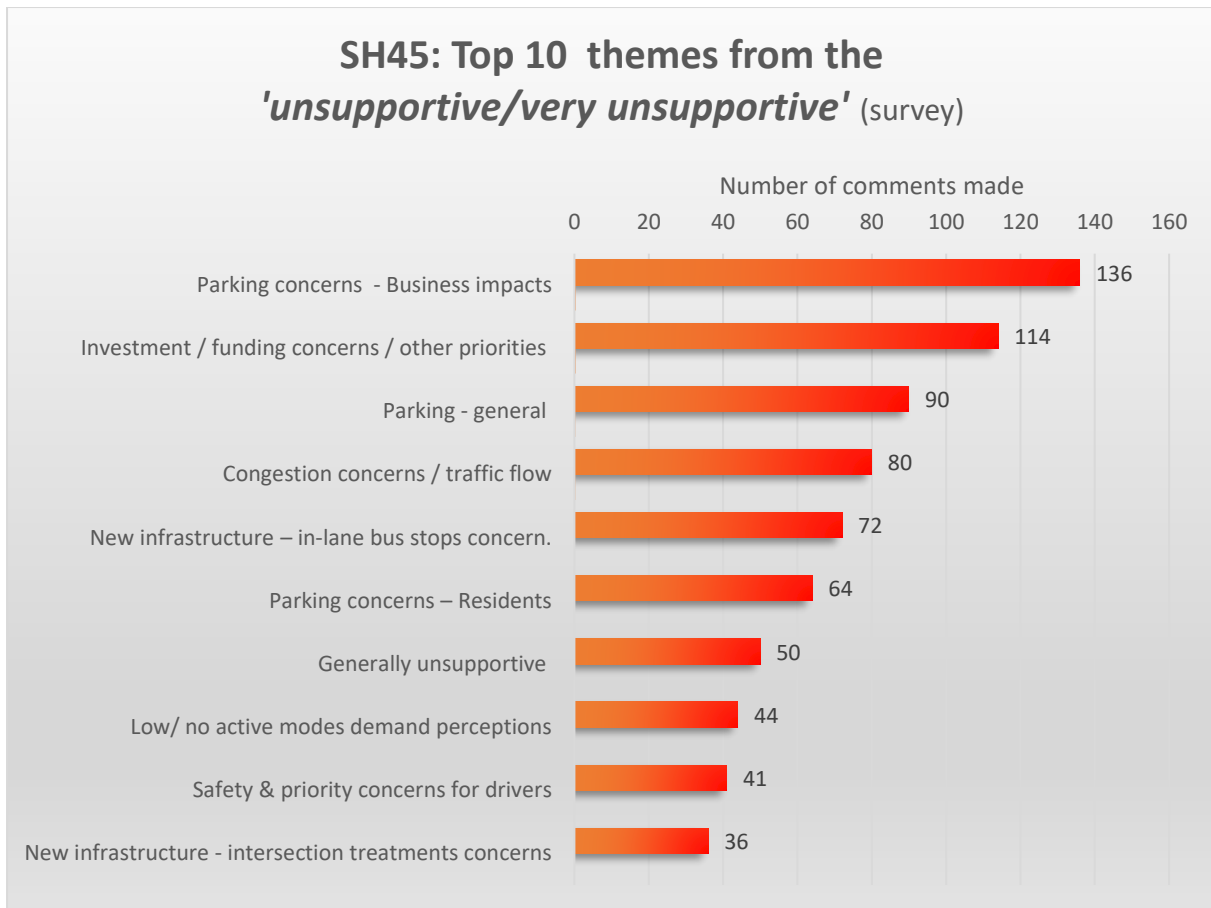


Figure 5.2 SH45 project proposal: key themes of those unsupportive/very unsupportive (n=439)

SH45 - Devon Street West/South Road: Options preference

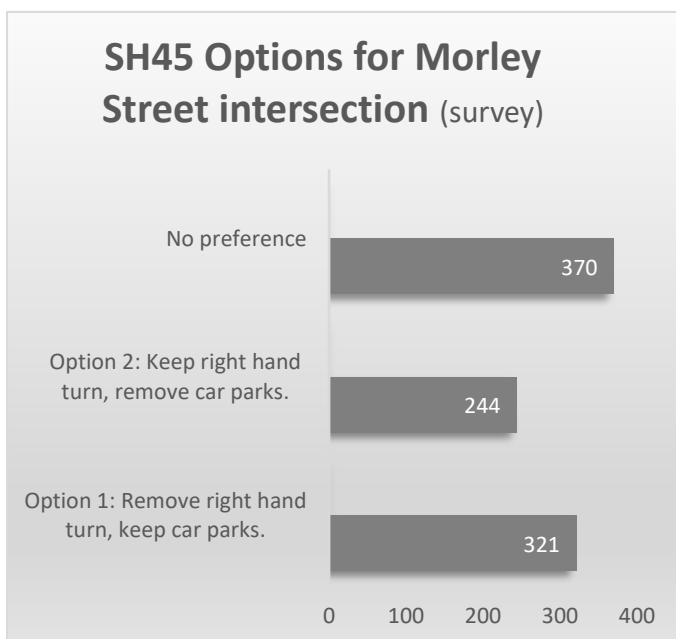


Figure 5.3 SH45: options preference (n=935)

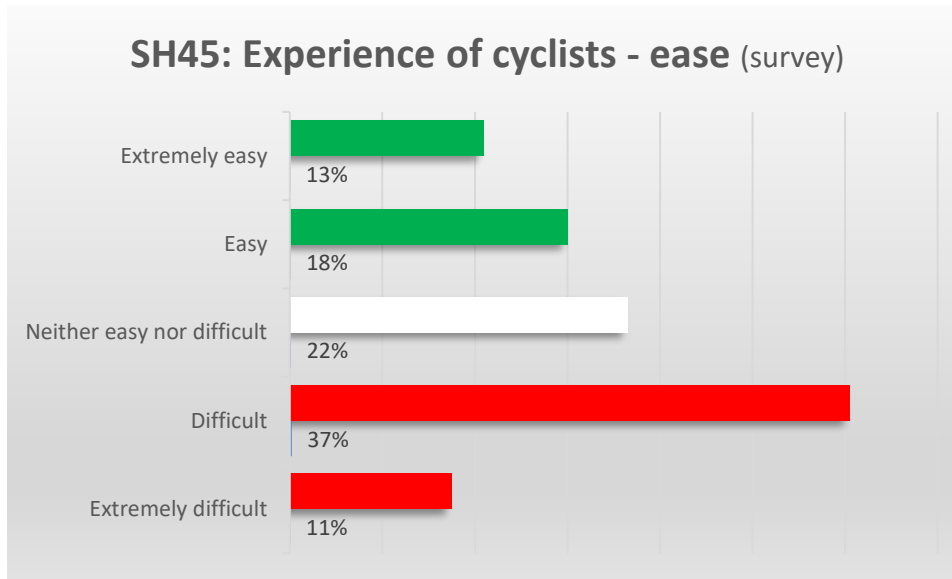
Most respondents (40%, n=370) reported no preference of these options. A further 34% (n=321) preferred Option 1: Remove right hand turn, keep car parks, where 26% (n=244) preferred option 2: Keep right hand turn, remove car parks.

For those who preferred Option 1, the key reasons for support were to retain carparking for the businesses.

Those who preferred Option 2, mostly mentioned keeping the traffic flow, and concerns for the safety of drivers.

SH45 - Devon Street West/South Road: Cycling experience.

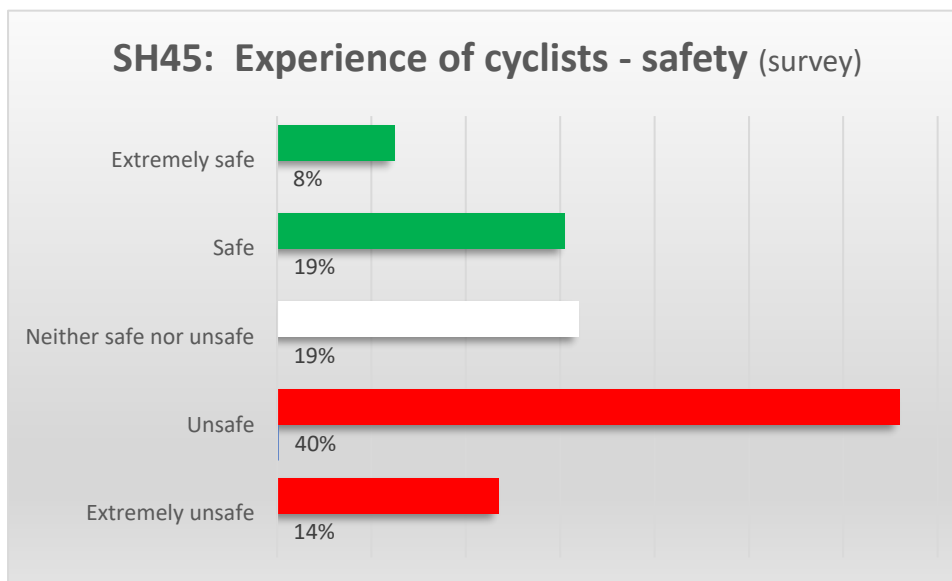
A total of 331 respondents had reported cycling on this route.



Of those who indicated they had cycled on this route, over 1/3 found it to be difficult (37%).

Combined, a total of 31% find it to be easy or very easy.

Figure 5.4 SH45: experience of cyclists with ease (n=331)



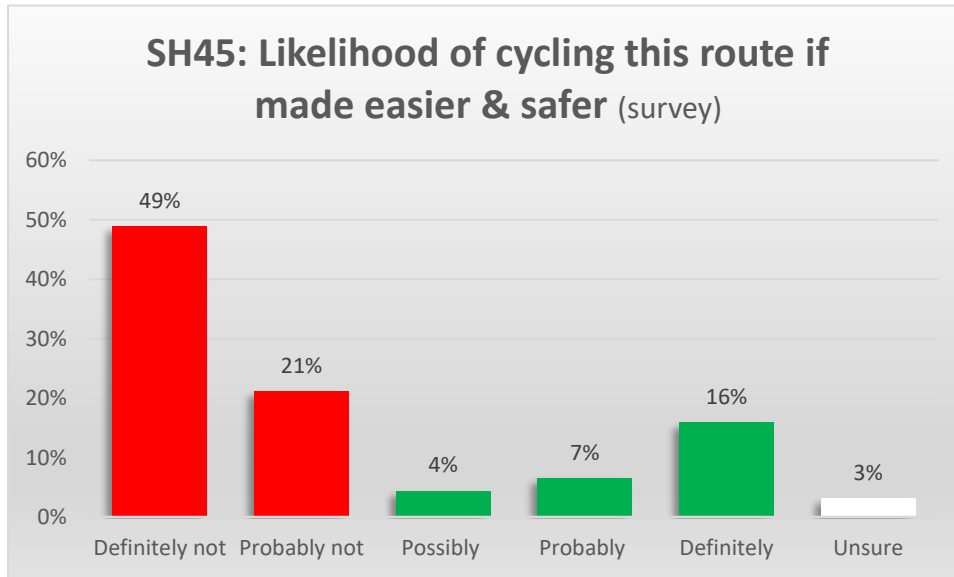
Of those who indicated they had cycled on this route, over ½ (54%) found it to be unsafe.

Combined, a total of 27% find it to be easy or very easy.

Figure 5.5 SH45: experience of cyclists with safety (n=329)

SH45 - Devon Street West/South Road: Cycling demand

Those who indicated that they had not cycled this route before, were asked the likelihood of cycling it in future, if it were made easier and safer to do so.



Of those who haven't cycled on this route before, approximately a 1/4 (27%) stated they would be likely (possibly, probably, definitely) to cycle on the route in future if it were easier and safer.

Almost half would definitely not expect to cycle the route (49%)

Figure 5.6 SH45 future cycling demand of non-cyclists (n=705)

SH44 - Breakwater Road/St Aubyn Street: overall level of support

Over half (57%, n= 516) are unsupportive of the proposed project, however almost a 1/3 or 30% (n=273) are supportive.

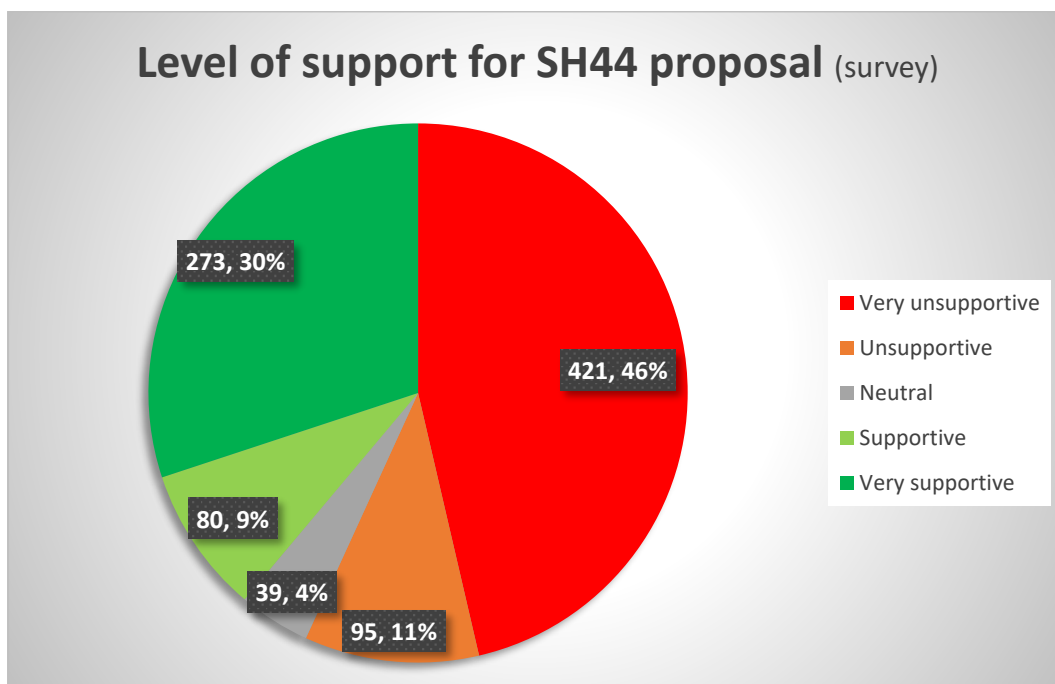


Figure 6.1 SH44 project proposal: Survey respondent number & percentage by level of support for (n=908)

SH44 - Breakwater Road/St Aubyn Street: commentary key themes of those 'unsupportive/very unsupportive'

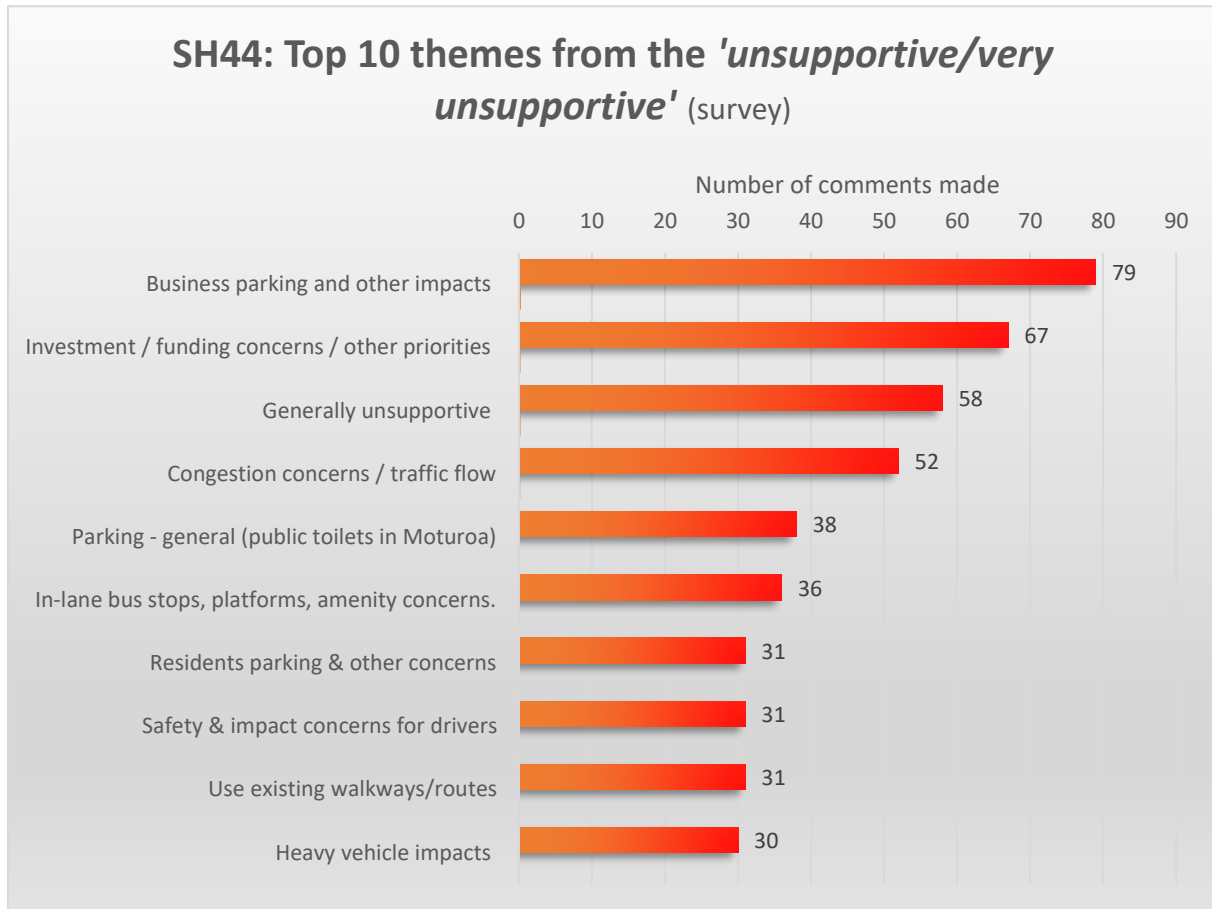
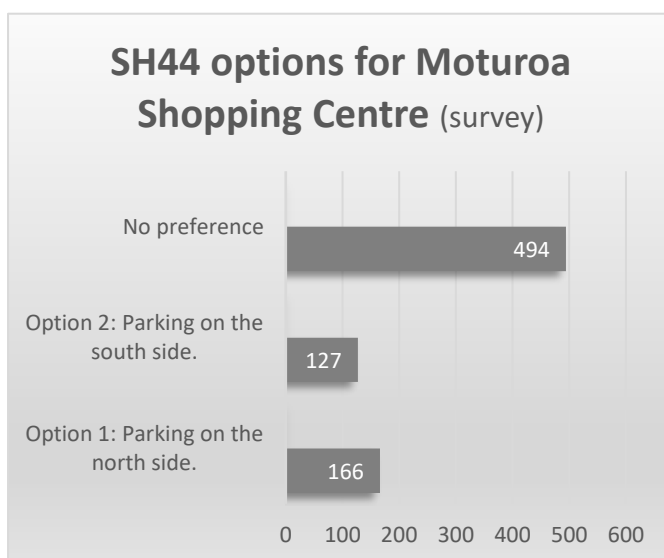


Figure 6.2 SH44 project proposal: key themes of those unsupportive/very unsupportive (n=297)

SH44 - Breakwater Road/St Aubyn Street: Options preference



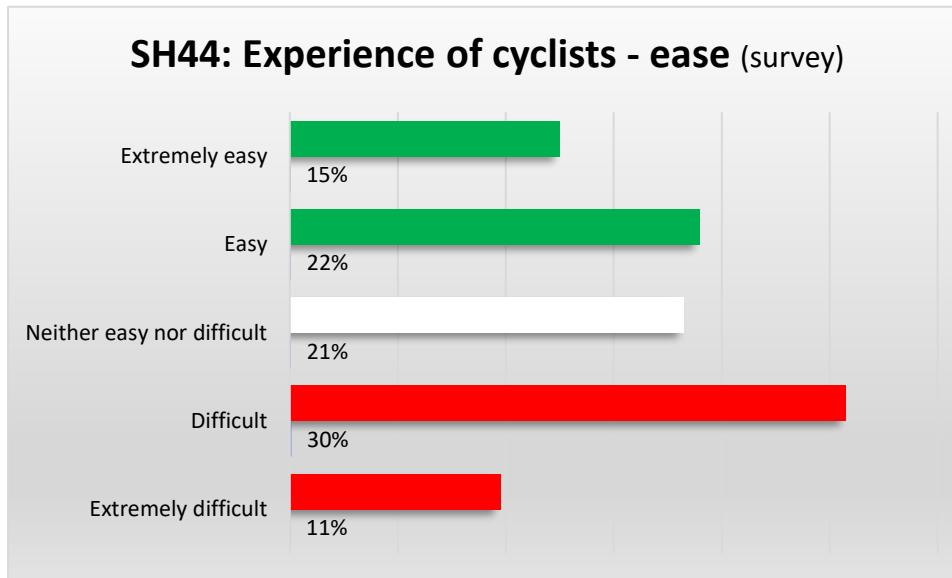
Most respondents (63%, n=494) reported no preference for these options. A further 21% (n=166) preferred Option 1: Parking on the north side, where 16% (n=127) preferred option 2: Parking on the south side.

Discussion on the options was very mixed (with apparent confusion as to what side they were advocating for). Key considerations are those who access the shops/services that are often elderly/sick (doctors & pharmacy) or parents with babies (BabyLove).

Figure 6.3 SH44: options preference (n=787)

SH44 - Breakwater Road/St Aubyn Street: Cycling experience.

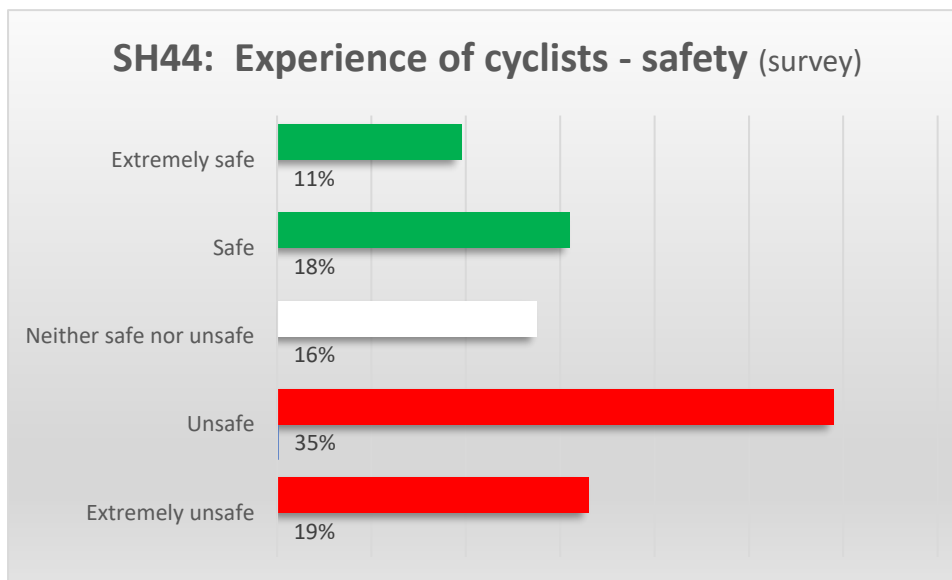
Of those who have used this route within the last 6 months, over 1/3 (38%, n=343) report to have cycled on it.



Of those who indicated they had cycled on this route, over 1/3 found it to be difficult (41%).

Combined, a total of 37% find it to be easy or very easy.

Figure 6.4 SH44: experience of cyclists with ease (n=341)



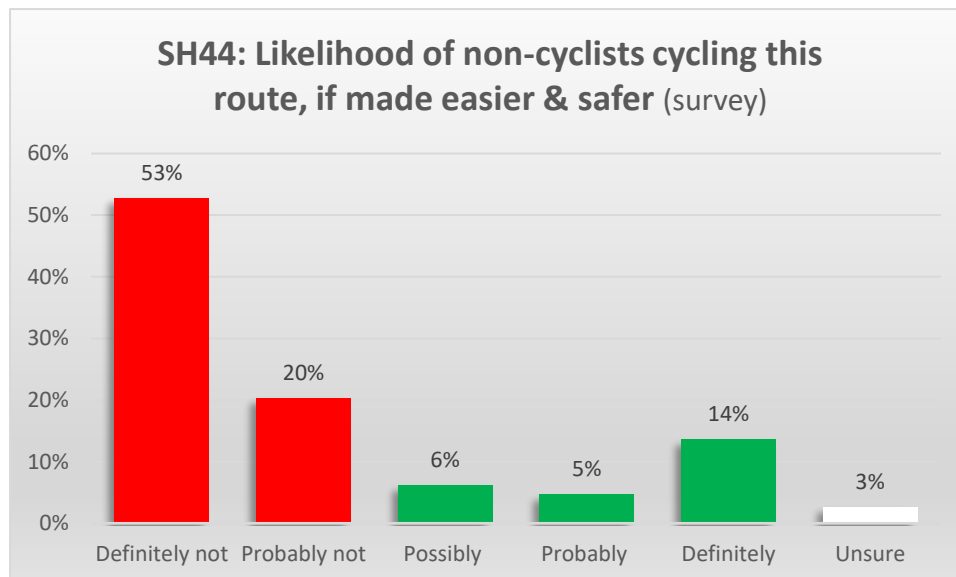
Of those who indicated they had cycled on this route, over half (54%, n=185) report it be unsafe or very unsafe to do so.

Almost 1/3 (29%) report it to be safe or extremely safe.

Figure 6.5 SH44: experience of cyclists with safety (n=340)

SH44 - Breakwater Road/St Aubyn Street: Cycling demand

Those who indicated that they had not cycled this route before, were asked the likelihood of cycling it in future if it were made easier and safer to do so.



Of those who haven't cycled on this route before, approximately 1/4 (25%) stated they would be likely (possibly, probably, definitely) to cycle on the route in future if it were easier and safer.

Just over half (53%) report they would definitely not cycle the route in future.

Figure 6.6 SH44 future cycling demand of non-cyclists (n=705)

Mangorei Road: overall level of support

Over half (60%, n=538) are unsupportive (unsupportive & very unsupportive) of the proposed project, however 35 % (n=308) are supportive, including respondents who were very supportive (25%, n=222).

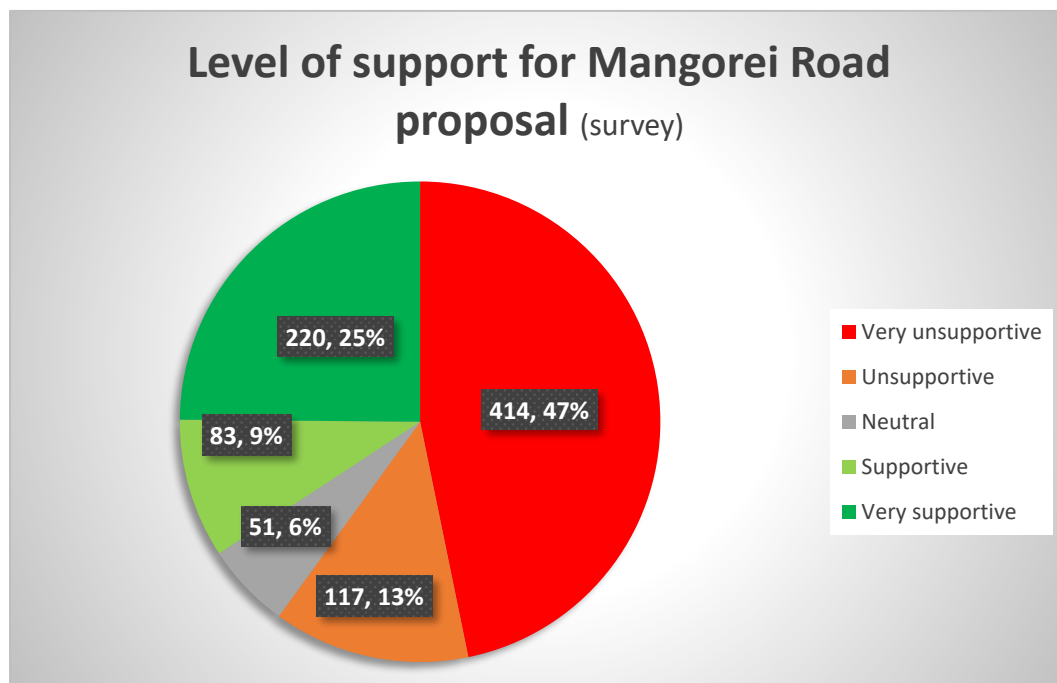


Figure 7.1 Mangorei Road project proposal: Survey respondent number & percentage by level of support for (n=885)

Mangorei Road: commentary key themes of those 'unsupportive/very unsupportive'

Of those who were unsupportive or very unsupportive, 324 respondents chose to make comments about why. The key themes that were identified by these respondents were concerns about (in priority order): parking (mainly the perceived negative impact on businesses; specifically, Tui Dairy and Bakery), impact on traffic flow/congestion, other priorities / funding (e.g. 'waste of money', use to fix road surface), and concerns about the in-lane bus stops.

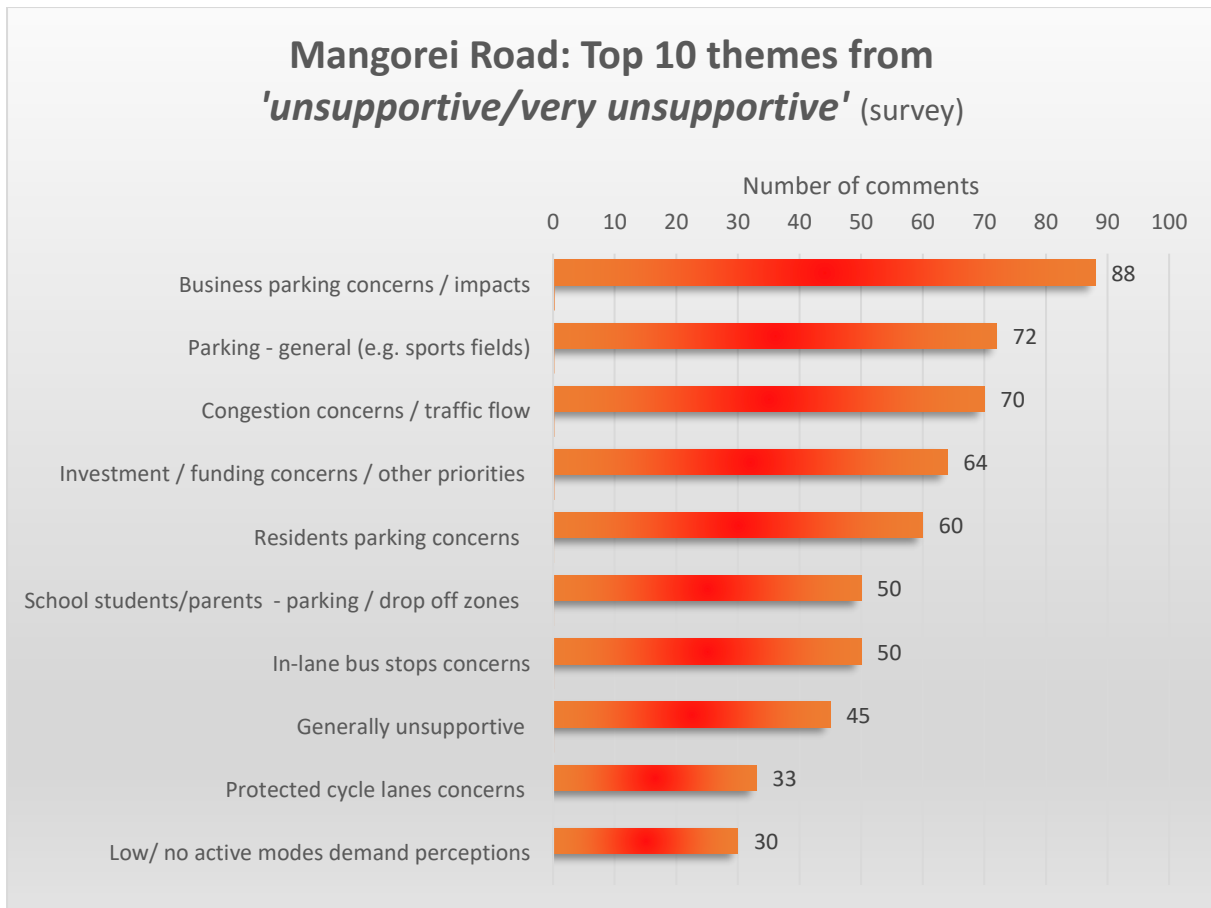


Figure 7.2 Mangorei Road project proposal: key themes of those unsupportive/very unsupportive (n=324)

Mangorei Road: Options preference

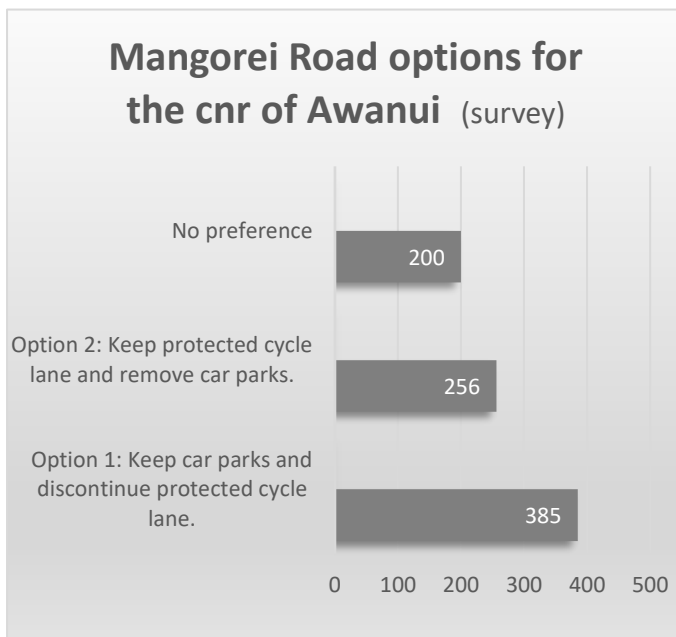


Figure 7.3 Mangorei Road: options preference (n=840)

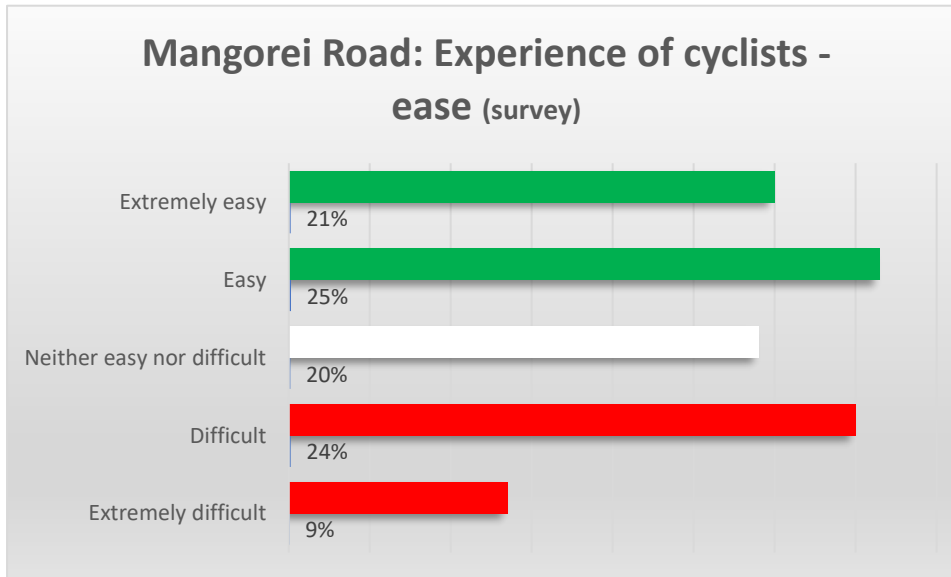
Of the 840 who responded to this question, almost half (46%) preferred to keep the car parking over continuing the protected cycle lane.

Almost 1/3 (29%) preferred the continuation of the protected cycle lane.

Approx ¼ (24%) had no preference.

Mangorei Road: Cycling experience

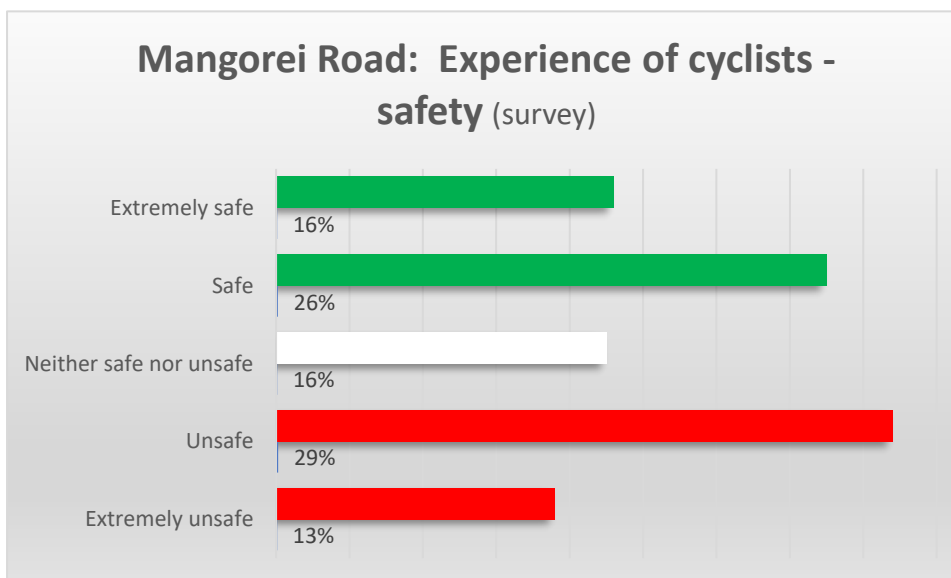
Of those who have used this route within the last 6 months, 1/3 (33%, n=288) report to have cycled on it.



Of those who have cycled the route, 1/3 (33%, n=97) report it to be difficult or very difficult to do so.

One quarter (25%) report it to be easy to cycle this route.

Figure 7.4 Mangorei Road: experience of cyclists with ease (n=288)

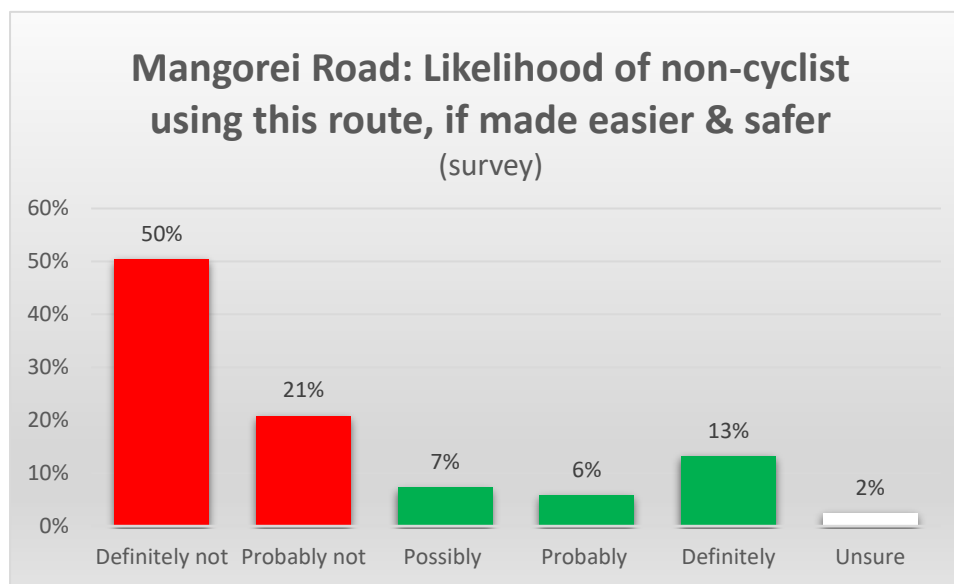


Almost 1/3 report it to be unsafe (29%), with a further 13% reporting it extremely unsafe.

A total of 42% report it to be safe or extremely safe.

Figure 7.5 Mangorei Road: experience of cyclists with safety (n=288)

Mangorei Road: Cycling demand



Of those who haven't cycled on this route before, approximately 26% stated they would be likely (possibly, probably, definitely) to cycle on the route in future, if it were easier and safer to do so.

Figure 7.6 Mangorei Road: future cycling demand of non-cyclists (n=705)