

29 September 2016

Ferry Road Movement and Streetscape Improvements at Woolston Village – consultation summary:

Dear submitter

Below is:

- A summary of the consultation process we followed
- Summary of feedback
- Key comments received
- Information about the shopper and parking surveys
- Next steps in the process

Summary of consultation process

Have Your Say leaflets and feedback forms were available on the Council website over a three to four week consultation period in May/June and hand delivered or posted to approximately 1,000 Woolston businesses, households and property owners, service centres and libraries. They were also emailed or posted to interested organisations including schools, churches and community groups.

Meetings with key stakeholder representatives before the start of consultation were followed by a drop-in session and presentation at St John's Church hall on 25 May. This was attended by about thirty local residents and business owners, who were mainly concerned about the effects of parking loss on the well-being of Woolston businesses and community.

Summary of feedback

168 written submissions were received, ranging from 'this road should be clear of all obstacles allowing full traffic flow and parking...' to 'strong support for a very visionary effort'. In general submitters supported enhancing Woolston village. However, a significant number indicated their opposition because of concerns that the negative effects of parking removal (and to a lesser extent speed reduction), will outweigh the benefits of the proposal. There was a strong sense from these submitters that Woolston's business centre currently relies on passing traffic and easy access - reflecting its location on a road which functions as both a through road and a destination - and that this proposal does not provide an acceptable alternative.

Those indicating support, (including several positive articles in the media during the consultation period), focused on the wider travel choice and pedestrian benefits of the proposal, and supported the improvements to the village streetscape as a way of attracting people to visit and spend time in Woolston.

Opposition

94 submitters (56%) indicated they generally oppose the scheme, focusing on concerns about business and community viability. They are concerned that there will be reduced access resulting from removal of some on-street parking and turnover, increased traffic congestion that could be

caused by a 30km/h limit, and a range of other issues including drawing attention to infrastructure issues in Woolston such as drainage and road conditions. About 46 of the 94 in general opposition were Woolston residents, business or property owners, including Woolston Community Association, businesses Big Ed's Takeaways, Around Again Cycles, Fish 'n Chips, Foodstuffs, Woolston New World, Christian Medical Centre, SPCA, Salvation Army and store, Woolston Gift Shop, Pharmacy, Woolston Food Centre; and also the Blind Foundation. Additional feedback was received through the call centre on behalf of businesses 620 - 656 Ferry Road highlighting their concerns about the impact of proposed No Stopping along this stretch of road.

A petition with 770 signatures (largely from residents, business or property owners in Woolston and surrounding areas), was received with these key points:

- Support the beautification of Woolston Village
- Strongly OPPOSE the removal of car parking throughout the village (from St Johns Street to Portman Street)
- Most shops in Woolston Village are not 'browsing' shops but 'purchase and leave'

Support

72 submitters (43%) indicated they generally support the scheme including Canterbury District Health Board, Generation Zero, Spokes, approximately 30 local residents, and a range of submitters wanting to see the benefits of improvements to Woolston despite some having reservations about aspects of the proposal that were mainly parking related. There was support from pedestrians and cyclists, and people from the wider area who visit or pass through on their way home (for example to Sumner). St Anne's School and Church gave a range of feedback including concerns about loss of parking outside the school and church and support for the safety aspects of the proposal.

Key positive feedback included comments that the proposed changes would help make Woolston safer, more attractive and inviting, adding to its appeal as a village centre. It would be more accessible and encourage active transport including cyclists and pedestrians. Some also felt there would be community and business benefits from the proposed improvements.

Two (1%) submitters did not indicate their support or opposition.

Key comments

Parking

104 submitters oppose the loss of parking on Ferry Road - 17 of these indicated general support for the proposal. The key reasons given are that Ferry Road is a main thoroughfare and the existing businesses rely on short term on-street parking. The car parks are heavily utilised – 'need more parks not less', and access is needed for the school and churches.

- 23 oppose the use of side streets for alternative parking areas, the key reasons being people won't stop in Woolston if they have to park on side streets, mobility and access concerns for visitors and locals, congestion, safety, narrow roads
- 10 request more short term and mobility parks on Ferry Road

- 15 specifically request more parking
- 7 request more P10 & P30 parking restrictions to manage parking demand

30 km/h proposal

- 29 oppose the 30kph speed restriction because it will cause more delay and congestion and discourage people from using this route
- 19 support the speed restriction because it will improve safety in Woolston and it supports the village feel

Changes to road layout

A range of comments and suggestions including:

- 16 requests to remove the median strip, or had concerns about the way it narrowed the road space or affected access
- 3 highlighting the benefits of central median/islands for pedestrian safety and access

Cycle access and facilities

- 13 support the proposal for cycle lanes for reasons of safety and access
- 7 oppose the cycle lanes for reasons of danger to pedestrians, parking more important
- 13 request improvements to cycle facilities eg separated lanes, more stands/lockups, wider lanes, better alignment with bus stops

Landscaping and streetscape

- 9 question the benefits of the landscaping proposal including the cost
- 6 comment in support of the proposed landscaping and/or streetscape improvements

Other suggestions include requests for natives/versus introduced species, for maintenance, support for a lighting upgrade, several requests to reconsider the physical scope of the proposal, and for improved signage in the village.

Information about the shopper and parking surveys

Following several questions about the format and results of the shopper and parking surveys summarised in the consultation material, here is some more information about what was done:

Background and purpose

Beca Ltd (Beca) was commissioned to do a parking survey and a shopper survey in the Woolston Suburban Shopping Centre.

Parking surveys

On 26 August 2015 from 7:00am to 8:00pm a survey was carried out to capture the day to day use of parking spaces in the Woolston Suburban Centre

On 28 August 2015 from 4:00pm to 8:00pm a survey was carried out to gain an understanding of parking demand for the considerable number of takeaways, bars and restaurants in the area.

Each parking survey consisted of two components: on-street parking and off-street parking.

1. On-street parking:

The first survey looked at on-street parking to count how many parks were used and how long people were parked, to find out about the day-to-day parking demands.

2. Off-street parking:

The second component counted how many off-street car parks were used, to find out how much off-street car parking was currently available, and how it was being utilised.

Shopper surveys

Location

The shopper surveys were carried out on the northern and southern side of Ferry Road between Portman Street and St Johns Street on 24 February 2016 between 7am and 8pm, by independent surveyors spread evenly along both sides of the road.

Questions asked

The surveys asked the following questions about shopper/pedestrian behaviour:

- Were the people surveyed planning to shop in the area?
- How much do the people surveyed spend in the shopping centre?
- What transport mode do the people surveyed use to get to the shopping centre? ie how did they get there
- What type of parking and the location of parking was used by the people surveyed?
- How often do the people surveyed visit the shopping centre?
- How does the availability of on-street parking influence the people surveyed about wanting to visit the shopping centre?

The questions were adapted from similar questions asked as part of the NZ Transport Agency Research Report 5301.

Who was surveyed?

To answer these questions, surveyors randomly selected shoppers/pedestrians on Ferry Road and asked them if they would be willing to complete a survey. They received 204 responses. To increase participation a random prize draw was offered to participants who completed a survey.

Next steps in the process

The proposed Woolston Village plan was generated from feedback on the extensively consulted Ferry Road Master Plan in May 2014. The project team is now working on a revised plan for

Woolston Village to bring back to you that takes into account the issues raised during consultation for the Woolston proposal, while maintaining the project objectives - including enhancement of Woolston Village. Full submissions without personal details can be viewed here:

<http://ccc.govt.nz/assets/Documents/The-Council/HYS/2016/september/Consultation-Woolston-full-submissions.pdf>

We are planning to get back to you in February next year for further consultation on the revised plan to finalise the proposal. This timeframe is needed so that in addition to the revised plan, we can find ways to integrate our proposal with some other projects for Woolston. By taking the time to work with the Volunteer Library and Community Centre project team and bringing forward other projects outlined in the Ferry Road Master Plan, the project team consider they will be able to bring back a proposal for the community to consider that shows Woolston Village can function well as both a through route and a destination, a while also addressing issues raised during consultation.

Thank you again for your interest and input to this proposal. We look forward to working with you as we progress towards a final plan for the Woolston Village Movement and Streetscape Improvements.



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Public Participation and Information